

## Are you ready for your New Connection?

### *Service connections to a new main (onsite connections)*

Once you have accepted your mains & connections cost advice and your mainlaying work has been completed, you may be ready for your service connections to be completed. As part of this process, we will need to ensure that the works have been completed in line with the Water Supply (Water Fittings) Regulations 1999. These are legal requirements and exist to prevent water being contaminated or wasted. They provide information on how underground pipework and plumbing must be installed. We recommend you use an Approved Installer to do this for you, you can find one at [watersafe.org.uk](http://watersafe.org.uk)

At the point of call off, you will need to ensure you comply with these regulations, ensuring that the supply pipe has been:

- Laid to the correct depth (750 – 850mm)
- Has cap ends
- Has been ducted and/or insulated as appropriate
- That there is an internal stop tap

Additionally, to successfully complete your connection when our team arrive, please ensure:



**All scaffolding at the plot is removed in advance**



**Tailpipes and the main are exposed ready for connection**



**The area our connections work is going ahead in, is free of site traffic**



**You have laid your pipework to the property boundary**

Once you're ready for the work to be completed, our team will attend site a few days before connection to ensure we have every in place to safely conduct the work. Our team will arrange this with you once you have completed your call off.

If our team attend site to make connection and you are not ready, you will be charged for **£102 for an additional visit**. If you are not going to be ready, you need to inform Affinity Water as soon as possible.

## Got any questions?



### Online

Log in and fill out the enquiry form on our customer portal [affinitywater.custhelp.com](http://affinitywater.custhelp.com)



### Webchat

Log into our customer portal to speak to us on webchat. Open 9am-4pm, Monday to Friday [affinitywater.custhelp.com/app/chat/chat\\_launch](http://affinitywater.custhelp.com/app/chat/chat_launch)



### Post

Developer Services,  
Affinity Water Ltd, Tamblin Way,  
Hatfield, Herts, AL10 9EZ.



### Email

[ds@affinitywater.co.uk](mailto:ds@affinitywater.co.uk)



### Call

0345 357 2428, Monday to Thursday 8:30am - 5:00pm, Friday 8:30am - 4:30pm  
(Calls are recorded for training and monitoring purposes)