

Step 5: Completing the connection



Once the pipework on your side of the boundary has been installed and all relevant supporting evidence has been approved, we will arrange an installation date for your new or replacement service connection. Our planning team will contact you within five days of the information being received to propose a connection date.



We will excavate our side and run a new service pipe from the boundary of your property up to our existing water main to make the connection.

We usually complete all new service connections within 21 calendar days, unless there are third party restrictions such as permit approvals or road closures required which may delay access.

Please note, for services 63mm in size or larger, testing and chlorination of both your supply pipe and our newly installed service will be required, these samples will need to be assessed and passed before final connection to our live water network can be made.

Please review our **'Disinfection of Services'** leaflet for further information about steps to connection in these instances as the process will vary.



A meter will be installed for each new property being connected. Meters will be situated in boundary boxes or pits at the boundary of your property, unless you are building a block of flats and using a common supply, in which case meters will be situated in a designated meter room/cupboard internally.



If not already provided, we will require a full postal address for any new properties at this stage, so that the correct customer accounts can be created.

Once we have connected your new supply, we will reinstate the excavations ensuring that we leave the area clean, safe and tidy.