

Are you ready for your new connection?

Single Connection

Once you have accepted your cost advice and completed laying your pipework, we'll 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 have two, easy ways to ensure that your works are compliant:

Appointing an approved underground installer

You may choose to use an approved underground installer to install your external pipework. You can find and appoint an approved underground installer by using www.watersafe.org.uk who administer the national body of approved contractor schemes. If you do choose to appoint an approved underground installer, we will require the following information:

- a) A copy of the approved contractor certificate
- b) A photo which shows that the pipework has been laid to the agreed point at boundary as per your survey drawing. An example photo is below.



Completing the works without use of an approved installer

You do not have to appoint an approved underground installer, but if you choose not to, we require a few more photos in order to assess compliance:

- a) A photo of your pipe at a depth of 750 – 850mm. We need to see the finished ground level with respect to the depth of the pipe. An example photo is below.



- b) A photo to show you have capped the end of the pipe at the boundary to prevent contamination. The cap should be visible in the boundary photo if possible, or a separate close up photo can be provided. An example photo is below.



c) A photo that there is a stop tap installed internally. Example photos are below.



d) A photo to show that you have added ducting/insulation through/under the wall. An example photo is below.



- e) A photo of the pipework laid to the agreed point at boundary as per the survey information.
The example photo is show on page 1.

Requesting your connection

Once you have completed the pipework and have all of the required information as indicated above, please log into the 'Request for work' section of the online customer portal - **affinitywater.custhelp.com** - where you can attach all of the required evidence for each service and request a connection date.

Got any questions?



Online

Log in and fill out the enquiry form on our customer portal 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



Post

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



Email

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Call

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