

getting you connected...

Important and useful information concerning your new water connection(s)

a new or replacement connection

In accordance with the Water Industry Act 1991, Section 64, we require all new and converted properties to be served with a separate metered supply. This means that each house, flat, building or part of a building separately occupied will have its own water supply and meter.

The standard service pipe size for domestic purposes is normally 25mm (outside diameter). However, in exceptional circumstances a domestic service could be up to 63mm (outside diameter). We have determined the size of supply required using information you provided in your application for a new or replacement connection. Please note that any existing underground metallic pipe cannot be reused for a new or converted property and must be replaced with an approved barrier pipe. Where you have provided us with a soil report and the results of the report show to the contrary then standard blue polyethylene pipe may be used. Your cost will indicate the pipe material you should be installing from your boundary to the property's internal stopcock in order to comply with the Water Supply (water fittings) Regulations 1999.

If you applied for a separation of supply you or your contractor/plumber are required to arrange disconnection of your old pipe work at the point it branches off the common service pipe.

a building supply

If you use water for building purposes without our consent you are committing an offence even though there may already be a supply of water to the site. You must inform us of any existing supply and your intention to use it and whether it is metered or not. If the supply is not metered we will charge you a one off building water charge for each new premise requiring a water supply.

If you indicated on the application form for a new or replacement connection that you wish to use the new connection initially as a temporary building supply, please be aware that it was sized for the permanent connection for the new property. Transferring your temporary building supply from your site to the boundary between the edge of your private property and the public highway to the permanent supply will be undertaken by you or your contractor/plumber and will not involve the Water Company. However you must inform us of the transfer date together with the occupiers name and meter reading for our records.

If following receipt of the cost you decide that a building water supply is required, you will need to make a separate application by requesting and completing an application form for a temporary supply, forms can be downloaded from our website by going to www.Affinitywater.co.uk

a fire supply

If you requested commercial fire supplies we have assumed that you have consulted with the fire authority, insurance company, architects and consultants to establish the supply size required to serve each commercial premise.

If you requested domestic fire supplies you will have informed us of the size required to service each domestic premise.

details of your cost

The cost contains various charges which may be applicable to your request, these are:-

1. The new or replacement connection
2. Traffic management costs (road/footpath closures, complex lane closures etc)
3. Water infrastructure charges (domestic use) or network charges (non-domestic use)*
4. Sewerage infrastructure charges**
5. Building Water Charge (when using an existing unmetered supply for building purposes)
6. VAT

* Water infrastructure charges contribute to upgrading pipes, increasing storage facilities and improving and developing pumping and treatment works to the water distribution network.

** Sewerage infrastructure charges contribute to upgrading and improving the sewerage infrastructure. Please note Affinity Water Ltd only supplies water and collects the charges on behalf of either Thames or Anglian Water (depending on where you live).

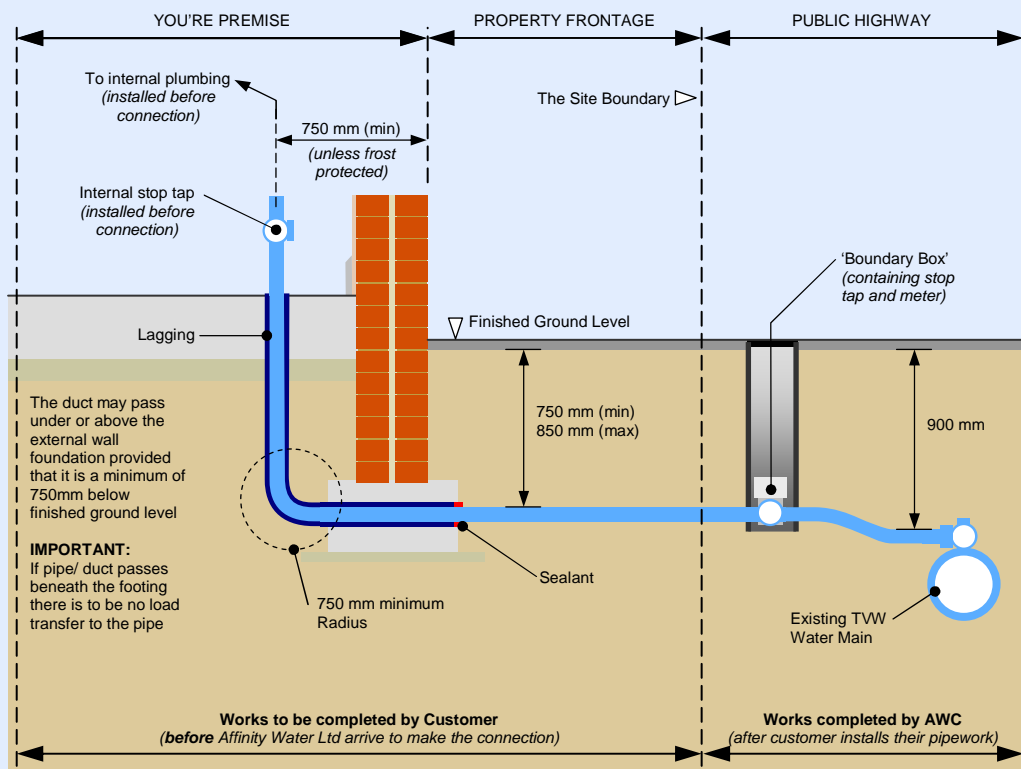
The cost is valid for three months and is based upon the information you provided within your application and a site survey by our contractor. If payment is not received within three months of issuing the cost, a new application will be necessary. If we receive payment within three months of a valid cost but the connection is not required by you during the following 3 month period, the work will be cancelled and payment returned less administration fees.

the supply pipe

All new connections with the exception of those for fire fighting purposes will be metered. The meter is provided at the time the service connection is installed and will be situated as close as is practicable to the street/property boundary.

Once installed, we will send an opening account to you together with a meter transfer form (for new property ownership only). You should complete this as soon as the property is occupied and send it to us in order that the ownership of the meter account is transferred to the new property owner. If you fail to provide satisfactory information sufficient to transfer of ownership, we will continue to send water bills to you. Transfer forms can be found on our website for future use at www.Affinitywater.co.uk

typical connection arrangement for new or replacement service pipe



Your new service pipe is laid by us from the existing Affinity Water Ltd main in the public highway to the site boundary; please refer to the above drawing.

The first section of pipe work (referred to as the customer supply pipe); is laid by you or your agent, from the street boundary through the property frontage and into the premise please refer to the above drawing. We will connect our pipe to the water main and to your section of supply pipe (which is laid by you or your contractor/plumber in advance). Your supply pipe needs to be exposed to the highway side of any walls; we will not lay under or through structures or fences.

When you lay your section of supply pipe you should leave approximately a one-metre length of pipe exposed at the point where the premise boundary meets the back edge of the public highway or the point where we have agreed to make the connection with your pipe. The pipe tail should be capped to prevent the ingress of dirt and marked with the house plot number and postal address it serves (a waterproof tag tied to the pipe or the use of an indelible pen to write on the side and at the end of the pipe is suitable). The other end of the pipe should enter the property in an appropriately sized duct (usually 100mm minimum diameter) insulated against frost. A stop tap must be fitted internally to the supply pipe where it enters the building and must be left in the closed position until the water has been connected. If, when we come to do the work the site is not prepared as we outlined above, the connection date will be rescheduled and where applicable additional costs will be charged.

Useful information

pipe material

- An approved Barrier pipe system to WIS 4-32-19 2007 (i.e. Wavin-Trigon, GPS UK – Protecta-line), blue pipe with brown stripe – contaminated ground.

or

- Medium Density Polyethylene pipe to BS 6572:1985, blue in colour - non-contaminated ground

Your cost states which type of pipe to lay.

Standard sizes of pipe

- Barrier pipe – 25mm, 32mm and 63mm
- Medium Density Polyethylene pipe – 25mm, 32mm, 50mm and 63mm

Pressure rating

- 12 Bar (120 metres head)

Depth of cover

- The service (supply) pipe is to be laid at a depth of 750mm (minimum) and up to 1350mm (maximum) below finished ground level [Water Supply (Water Fittings) Regulations 1999 G7.7]. However, where the pipe crosses the property boundary and enters the premise, the depth should be 750mm.
- Your service pipe will not be connected if it is laid at less than 750mm of cover from finished ground level.

Laying of pipe

- Ideally the blue Barrier or MDPE pipe should be laid and surrounded with a bed of sand to a depth of 75mm especially if the ground is stony or contains flints.

Duct through external walls

- The duct should be 100mm diameter with a radius bend as indicated in the above diagram. Each end of the duct is to be sealed.

Multiple service manifolds (external)

- These can be installed for 2 or more services (supplies).
- When installing barrier pipe, gunmetal manifolds are used and these are available from 3 ports to 6 ports.
- When installing standard blue polyethylene pipe, plastic manifolds are used and these are available from 2 ports to 6 ports per manifold.
- All customers' service pipe tails have to be tagged with either plot number or house number to ensure correct identification for metering and revenue purposes.

Multiple service manifolds (internal)

- These must be installed in blocks of flats where the numbers of units are greater than 12.
- Manifolds are sited within a purpose built meter room.
- Manifolds to be a proprietary unit or incorporate a proprietary meter carrier (metal construction) and designed for purpose. If the meter carrier option is used the proposed assembly must be clearly detailed on a drawing or by a physical construction sample to assure quality (see drawing below as an example of how an internal manifold should be assembled).
- We will install the meters.
- Each service is to be tagged to indicate the flat number to which each supply refers.

