

# Leaflet 5: New Connections

This leaflet contains information about new water and sewer connections in our areas. You can see which areas we currently serve on the [My Location page of our website](#).

In some areas we may only supply the sewerage service, you can find details of the water supplier on the [Local Community page of our website](#) or in the Scheme of Charges for the site.

Our developer services, **03300 580085**, and customer services teams, **03300 242020**, will assist you throughout the application process and you can find the forms you need to complete on the **Working with us** page of our website.

## Water connections

### Connecting where there is no water main

If you have no water main near your property, or you require an additional supply connection, you can ask us to lay or extend a main; this is known as a 'Requisition'. We will charge you for providing the new main and any network alterations required. This can be paid as a single advance payment or by agreeing payments over a 12 year period. We are entitled to make a charge for providing the main and any necessary network alterations required, however we will take into consideration the income that will be received as a result of the newly connected pipe. If you have a dispute in regard to the requisition fee required, you can contact Ofwat for advice; their details are provided at the end of this leaflet.

### Additional charges for new properties

An infrastructure charge may be applicable for connection to a new property; this cost covers the need for the improvements to the distribution network to meet the demand created by the new connection over time. We have the right to charge for any additional costs which may be incurred when the property is connected to a water supply for the first time.

#### Timescales for connection to the water main

The timescale of a new connection will be dependent on the following factors which will be assessed during the initial requisition:

- Age of the property
- Type of connection required (separating an existing or creating a new supply)
- Distance from the main
- Size of house
- Amount of water required for the property
- Amount of additional network alterations which have to be performed
- The exact time frame cannot be given until the design has been agreed

Once our requirements are met, we will make a mains connection within 14 working days.

## Self-Lay

The self-lay process includes the laying and connecting of a water main to a supply pipe and can be performed by an accredited contractor. Self-lay organisations can become accredited under the Water Industry Registration Scheme (WIRS) which is recognised by all the water companies and Water UK.

Under WIRS, Lloyd's Register carries out technical assessments of the service providers who elect to be accredited for contestable works associated with installing water infrastructure.

Areas covered by WIRS include:

- design
- construction
- connections
- commissioning
- project management
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Lloyd's Register offers an independent assessment and registration process that includes assessing the self-lay organisation's management procedures and processes. Lloyd's Register maintains a current list of [WIRS-accredited self-lay organisations](#).

Before a self-lay organisation can carry out work, they must be approved by us. The forms to complete can be found on the [Working with us page of our website](#).

## Sewer connections

### Connecting to a public sewer

You are entitled to have your drain or private sewer connected to our public sewers, subject to certain practical requirements. You will have to pay our expenses involved in making the connection.

You will need to supply us with details of the drain or private sewer to be connected and how the connection will be made, see the [Working with us page of our website](#) for how to apply for a connection. We will let you know within 21 days whether we can accept your proposals and what the costs will be. We can refuse permission if we consider that the mode of connection or the condition of the connecting pipe would damage our sewers. If you disagree with our decision the matter may be referred to Ofwat for determination.

You will have to pay:

- a charge for our inspecting the work or undertaking it ourselves.
- a contribution to our costs of providing the overall sewerage system. Further information on this charge - the sewerage infrastructure charge - appears in your Charge Scheme.

Once you have paid the inspection charges you must give us 14 days' notice of the day you, or your builder, propose to do the work so that we can inspect it to ensure that it meets our standards.

If we opt to make the connection to the sewer ourselves, any dispute about the costs we charge for making the connection may be referred to Ofwat for determination.

## **Requisitioning and provision of public sewers**

If you live in an area which is not served by a public sewer, we are not obliged to provide one at our expense. However, if you and your neighbours - or your local authority - asks for a sewer to be provided we will provide one, but you and the other applicants - or your local authority - will have to pay any difference between the income we receive from charges for the disposal of waste water to the sewer and our reasonable costs in providing the sewer in each of the following 12 years.

Alternatively, you can ask to pay for mains using the discounted aggregate deficit method, which is a single statutory commuted sum. The Water Industry Act 1991 states that this is an amount equal to the sum of the estimated relevant deficits for each of the 12 years following the provision of the main, in each case discounted to a net present value.

We will also want some security from you before doing the work. We must provide the sewer within 6 months of the agreement between us. Unless you agree to an extension of time, if we break this deadline and you sustain loss or damage as a result, you may have a legal claim against us.

Any dispute in respect of the amount we require you to pay; or the undertakings or securities we expect you to give; or any extension to the period of six months within which we must provide a public sewer; or the places at which private sewers or drains join the public sewer may be referred to Ofwat.

Under Section 101a of the Water Industry Act 1991 new public sewers can be requested to serve existing properties currently connected to private wastewater disposal facilities. This can only happen where the following criteria are met:

- the properties must be domestic and built before 20 June 1995; and
- two or more properties must be experiencing amenity or environmental problems, e.g. odour, flooding of land or property, pollution of watercourses; and
- the problems must not be caused by inadequate maintenance of the existing private disposal system.

If a new sewer is provided, an individual householder would be responsible for payment of a sewerage infrastructure charge and sewer connection charge; installing and paying for a drain to connect her or his home to the new sewer; making safe any private disposal system no longer required; and paying sewerage charges to us once a connection has been made.

## **Contact details**

Ofwat

WIRS