

# New Connections

## Terms and Conditions



- 1 Notice for new connections is served to us under section 45 of the Water Industry Act 1991 (WIA 91) for domestic purposes and under section 55 of the WIA 91 for non-domestic purposes. The duties and conditions of connection contained in section 46 and 47 of the WIA 91 apply to all applications for new connections and this acknowledgement of application also serves as a counter-notice of these impositions.
- 2 Details of your application, including your name and address, will be added to our records and will be shared with the sewerage undertaker for the purpose of charging for water and sewerage.
- 3 The installation of all pipework and fittings must conform to the Water Supply (Water Fittings) Regulations 1999, a copy of which may be obtained on request. No water supply will be provided unless the Regulations are strictly observed.
- 4 Storage of at least 225 litres actual capacity is recommended on each domestic installation. We advise that all internal fittings apart from the drinking water tap, should be supplied from the storage cistern. Every external tap must be fitted with a double check valve or no less effective backflow protection device. In new installations this must be provided inside the building.
- 5 The charge specified in the quotation is payable in advance. Please make payment if you wish to proceed with the work. Our quotation is valid for 60 days.
- 6 The charge specified in the quotation is strictly net and is not subject to any discount. If you use any contractors and sub-contractors they should be informed of this.
- 7 We, or our contractor will carry out the connection to the water main in all cases.
- 8 We will provide, lay and maintain the service pipe from the water main to the property boundary. Any exceptions to this will be agreed at survey.
- 9 We will provide a chamber, with stopcock control and meter on each service pipe in the position determined at survey. These fittings will remain our property.
- 10 Water supplied must not be used for any building other than the one described and referred to in the application form and any person found using water to the contrary will be contravening our conditions and regulations.
- 11 The quotation is usually based upon rates for normal working hours. If the work has to be undertaken outside normal working hours then the quotation will be priced accordingly.
- 12 It is the developer's responsibility to label/tag all supply pipes that are laid out for connection to our main with a property identifier. This is to ensure that we collect the correct meter details for the property to be used in future billing. New connections will not be made until this has been done and satisfactorily inspected. If during subsequent property checks we find that supply pipes were incorrectly labelled/tagged we will charge for any necessary corrective work and for lost billing revenue.
- 13 We reserve the right to supply alternative materials equivalent to those quoted and paid for.
- 14 An application design charge is applicable on most of our new service connection quotations. This is to cover the costs incurred by the administration, processing and surveying elements of the application. We reserve the right to retain the design charge on work that is subsequently cancelled by the applicant. This is to cover the costs incurred by us in design and estimation.
- 15 Unless there are exceptional pre-agreed circumstances, disconnection of existing supplies will be done at the time of providing the new connections.
- 16 For the safety of our staff, we will not make any connections or carry out work underneath or in the vicinity of scaffolding. Please ensure that all such scaffolding is removed before requesting a connection.
- 17 We require 21 calendar days to complete the work from the time that payment is received, trench and internal stopcock have been inspected and passed, and all Water Regulations conditions have been met. This is subject to Highway Authority approval and they may place restrictions/conditions under Traffic Management Regulations which could extend this time.
- 18 We aim to supply a minimum pressure of 14.2 P.S.I. (10 metres head) at a flow of 9 litres per minute at the stopcock in the highway.