

Misconnections

Frequently asked questions

What is the difference between a surface water drain and a sewer?

Your foul sewer collects wastewater from toilets, sinks and appliances such as washing machines and dishwashers, and takes it to your sewage works to be treated.

A surface water drain is separate and collects rainwater that runs off roads and roofs diverting it to a local river or stream to prevent your home from flooding, while boosting water levels for the environment.

Why are misconnected pipes a problem?

If your home is misconnected your waste will go straight into the river. Untreated sewage kills wildlife and damages the natural environment. It is an offense to put raw sewage into rivers and streams.

How do we identify misconnected pipes?

We carry out dye-tracing. This involves putting a teaspoon of colourful, fluorescent dye down sinks, toilets, appliances and drainage gullies so we can follow where it goes. The bright dye shows where wastewater is flowing and helps us check your home is properly connected.

Will the dye cause any damage?

No. The dye is non-permanent and will not cause any staining inside or outside your property.

Will the engineer have identification?

Yes. All our staff and contractors carry identification. If, for any reason, you are unsure please call us on 0800 316 9800 so we can check their identity. Our engineers are always happy to wait while you do this.

What if I'm not in?

If you are not normally at home during working hours, you can arrange an appointment at a more convenient time.

What happens if my drains are misconnected?

Our engineer will tell you if there is a problem and advise you on how it can be fixed. We will also send you a reminder letter.

Are misconnections illegal?

Yes. Under Section 109 Water Industry Act 1991 it is unlawful to discharge foul water into a sewer provided for surface water where separate public sewers are provide for foul water and surface water.

Please turn over to check if your home is connected right.



At the heart of daily life

Check your home is connected right

Wastewater from sinks, showers or appliances may be polluting your local river.

Water from showers, toilets, sinks and appliances should connect to your foul sewer, so it can flow to your local sewage works for cleaning.



Rainwater runs off your roof, down your drainpipe and flows through surface water drains to local rivers helping the environment.



Appliances should never be plumbed into your drainpipe. This sends waste into your local river killing wildlife.

