

An aerial photograph of a city construction site. A large red crane is prominent on the left side. In the background, there are several modern buildings with glass facades. The foreground shows a mix of older brick buildings and newer structures under construction. A large blue circle is overlaid on the center of the image, containing the main text.

# Your water connection choices.

Exploring the  
self-lay option

The Thames Water logo, which consists of a blue circle with a white wavy line inside, representing water. The text "Thames Water" is written in white inside the circle.

Thames  
Water



## Find your best fit

When arranging supplies for your site or new property, we want you to choose the installer that best suits your needs and timescales. This may or may not be us. Independent 'self-lay providers' (SLPs) could be able to offer cost-effective terms and fit in better with your construction programme, and might also be able to install multiple utilities.

SLPs receive the same service from us as all other jobs, and they're accredited to all the standards required for us to adopt the pipework at completion.



## Decide what matters to you

Self-lay providers can potentially complete your water connections:

- with greater **flexibility** to co-ordinate with your construction programme
- Providing you with a **single point of contact** to liaise with us on your behalf
- as part of a **multi-utility** contract, where they also lay gas, power and/or telecommunications, which may be more **responsive** and **cost-effective**



## Committed to quality

Self-lay providers are accredited to the Water Industry Regulation Scheme, administered by Lloyd's Register on behalf of the water industry in England and Wales.

This means they:

- have demonstrated they can carry out the water connection work to the **same technical, quality and safety standards** that we would
- give you the **same end result** as if we did the entire job, as we adopt the new mains and/or service connections afterwards
- are subject to **regular reviews and site visits** by Lloyd's Register to check the ongoing quality of their work





## Working in partnership

We want to promote competition because it keeps all providers – including us – on their toes, and striving to improve the service they offer you.

Self-lay providers support us in delivering connections for the substantial development activity across our region. By doing so, they help promote one of our key aims: to enable growth.

You can choose the installer that best fits your timescales, avoiding delays in your project plans.

We provide connections ‘at cost’ and therefore don’t make a profit from this – so our key concern is that you get the service that suits your requirements.

We meet regularly with SLPs at our self-lay forums to seek feedback and learn how we can improve our relationship with them to deliver you the best choice and service.

We have a dedicated team who liaise with SLPs to make sure self-lay jobs receive the same level of service as other work.

We assess how we perform in supporting SLPs against a range of measures. These are compared against other water companies and published on a quarterly basis by Water UK.



## Types of work a self-lay provider can do for you

Most activities related to installing water mains and service connections are known as ‘contestable’, which means they can be done either by an SLP or by us.

Some work, however, is classified as ‘non-contestable’ and is our responsibility. This includes approving design work, connecting services to our supply network, and activities which affect existing customers.



## Finding a self-lay provider

The self-lay industry has been established since 2004. There are now many SLPs active in the South-East and the number is growing.

You can find SLPs to contact for competitive quotes on the Lloyd’s Register website at [lr.org/wirs](https://www.lloydregister.co.uk/wirs). Please note, this is a national list, from which you can select providers who are active in our region.

## Further details

For more information about how we work with self-lay providers, please contact our self-lay programme manager, Rob Hughes: [robert.hughes@thameswater.co.uk](mailto:robert.hughes@thameswater.co.uk).

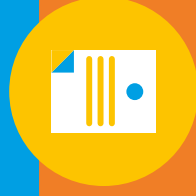


# The self-lay process



1

Before planning any work, the developer or self-lay provider must contact us to confirm that we can supply the proposed development. We can also agree the point of connection for the site.



2

Once the site details are finalised, the developer or SLP applies to us for self-laid mains or services. This includes details of the asset payment, any 'non-contestable' work we'll need to do, and the agreement. The developer and SLP then need to return the signed agreement before any work starts.



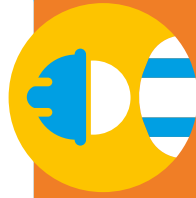
3

From this point on, the SLP is the driver for the work. We monitor progress to make sure water quality standards are maintained, and so that we can adopt any new mains or connections in a timely manner.



4

While the SLP carries out their work, we support them by looking after any 'non-contestable' activities required – for example, laying a source of water connection from our existing main.



5

The developer is responsible for protecting the new mains and services. This includes fittings and surface boxes, such as valve chambers or hydrant covers. The developer must also ensure that other utilities aren't laid on top of the mains.



6

Once the new mains are commissioned, we adopt them. This triggers the start of a 12-month defect liability period. We and the SLP will make inspections during this period, so that any defects are noted and rectified.



7

The SLP can make service connections once the pipework running into each new property passes a Water Regulations inspection. They can either use an 'approved' plumber or, when no one on site is authorised to do the inspection, we'll carry it out ourselves (upon request).



8

Once properties are connected, the SLP must immediately install water meters and give us the connection details, including the postal address and meter information. We need this in order to set up the customer account, ready for when the property becomes occupied.