



A guide to the sewer connection process

For builders & developers

A guide to the sewer connection process

Permission(s)

If you're planning to connect or reconnect to one of our sewers, you'll need our consent before you go ahead. We need to check the connection will work as planned and that it won't potentially cause problems such as sewer flooding or pollution. We have legal duties around this, set out in [Section 94](#) of the [Water Industry Act 1991](#) ('the Act').

Confirm the type of sewer(s) required

Most of the sewers in our network are called local sewers – these are designed to collect the flow of sewage or surface water from properties, such as residential buildings or retail units. There are other categories of sewer, such as trunk or chemical sewers. For more information on these, [see here](#). But in most circumstances, new sewer connections should be made to local sewers.

Local sewers are further broken down into the following four types:

- Foul water sewers carry wastewater from appliances such as toilets, baths, showers, sinks, dishwashers, washing machines, etc
- Surface water sewers carry surface water (usually rainwater) from rooftops, roads, driveways and paved or hardstanding areas
- Combined sewers carry both foul water and surface water
- Trade effluent sewers carry wastewater from industrial trade premises

Locate the sewers(s)

There are several ways to determine the location of a sewer:

- If you can locate a nearby manhole, this will give you an idea of where the sewer's located. If you don't want to connect at this location, you may lift the manhole to see which way the sewer runs. Please take care – covers are heavy, and you may need assistance and/or specialist equipment.
- A drainage specialist can provide advice on how to locate a sewer. Different options are available depending on your specific situation and requirements.
- You can get a copy of the sewer records from a property searches provider (see [here](#) for Thames Water Property Searches service)

Confirm your points of connection and/or manhole relocation

Sewer connections can be made directly to a public sewer or indirectly to a private drain that discharges to a public sewer. We own and maintain public sewers, and they're usually mapped on our records and serve multiple properties. Connections to a public sewer are called direct connections.

If you want to connect to a private drain, you will also need to obtain permission from the drainage owner. Connections to a private drain are called indirect connections.

Moving a public manhole is called manhole relocation. If you want to do this on your property, you must get our permission as we need to maintain access to our sewer. Please note that we refer to the location where you plan to move the manhole as the connection point.

Design your proposed connection(s)

Once you know where you want to connect, you'll need to create diagrams showing full details of your proposals. You can prepare these yourself or ask your drainage consultant to do this, so long as you've included all the information below.

The two following plans are required to support your application:

- Detailed drainage plan (scale 1:100 – 1:500): showing your entire site, with all buildings and roadways, location and direction of flow of all private sewers/drainage and the proposed connection point to the public sewer.
- Site location plan (scale 1:500 – 1:1250): showing your site boundary within the surrounding area.

Submit and pay for your connection application

[Please apply here](#) once you have followed the above steps. Payment for your application will be taken during this process. We charge the following fees per connection point: direct connection - £330, indirect connection - £110, manhole relocation £330.

Please note that we don't currently offer competitive sewer connection quotes unless the sewer connection is to a trunk or strategic sewer. This means that you or someone you appoint will be undertaking the connection works. For information on the steps after you apply [see here](#).

