

Getting you connected.


**This guide explains the
process of getting you
connected to our water supply
network. You'll find out your
responsibilities and ours.**





Steps to connect

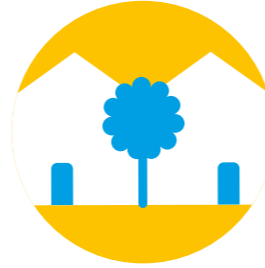
We've set out here the process for getting connected to our water supply network.

What you'll need to do

- 1 Apply and get quote**


Apply online or by emailing or posting us your completed application form. Make sure you've paid your application and design fees. We'll send you your quote within 14 to 28 days. Please note that complex jobs can take longer.
- 2 Pay for quote**


You'll have **180 days** to pay us. We can't proceed further until you've done so.
- 3 Lay your pipework**


You or your plumber need to complete the pipework within your property boundary. If you've not used an approved plumber (see page 6), you should then **call us to book your Water Regulations inspection**.
- 4 Your property details**


If it's a new property, we can't progress your work until you email **developer.services@thameswater.co.uk** with a scanned copy of the letter from your local authority telling you the new postal address for your plot number.

What we'll do

- 5 Inspection**
Up to 7 days


We'll carry out a Water Regulations inspection. Please make sure you've completed all the steps in our checklist on page 8.
- 6 Connection**
Up to 3 months


Once your new pipes have passed a Water Regulations inspection, we can connect you to our water network. This typically takes up to three months because we often need to get permission before carrying out work in a road or footpath, or on privately-owned land.
- 7 Clear the site**


We aim to fill in holes in the road or pavement immediately after connection. Where this isn't possible we may use temporary tarmac, and return later to complete the work.
- 8 Set up account**


If this is a new supply, we'll confirm the details and set up your new account. If this is a non-household supply – for example, a shop – you'll need to appoint a retailer (see page 11).

Payment

Application and design fees

You'll need to pay upfront, non-refundable application and design fees, which cover our initial costs including administering and preparing your quote and finalising the technical solution required.

For 2021/22 there's a fixed application fee of £50 (+VAT) per application. The design fee is £50 (+VAT) for the first property, plus £30 (+VAT) for each additional property.

Our quote

All quotes are valid for 180 days. Please note that if you want to lay your service pipe differently to what we've quoted for, you'll need to pay any extra costs needed for this connection.

Most activities related to installing water mains and service connections can be carried out either by an independent 'self-lay provider' or by us. However, some remain our responsibility. We've marked the different types of work on your quote. You can find self-lay providers to contact for quotes on the Lloyd's Register website at lr.org/wirs. This is a national list, from which you can select providers who are active in our region.

Our fixed charges for connections include **traffic management costs**. These cover measures needed to ensure safe working in or near the

road and to minimise inconvenience for drivers and pedestrians. Examples include traffic management drawings, bus stop and parking bay suspensions, traffic lights, road or lane closures and lane rental charges.

The charge we apply will depend on whether the work is in a road, a footpath or in unmade ground. We don't include a charge if there's no digging involved.

If we're concerned that the site may have been contaminated at any point, we'll require you to install **'barrier' pipework**. This is a plastic pipe with a layer of aluminium sandwiched between the layers. All joints must be wrapped in aluminium tape to prevent contaminants entering the water.

Infrastructure charges cover the extra demands which new connections put on our existing water mains, sewers and other infrastructure. They help fund improvements, such as investment in treatment works and pumping stations.

We'll apply income offset credits to every connection where there is an infrastructure charge.

VAT

Our standard VAT rate for water connections is 20%, although new properties are charged at 0%. (Please note that 5% VAT will be applied where any property - commercial or domestic - has been converted into a domestic property.)

How to pay

If you've any queries about your quote, please call us on 0800 009 3921. Otherwise, please pay the full amount on your quote using one of the following methods.

Online:

Please pay with your credit or debit card at thameswater.co.uk/payds. You'll need to quote the reference number starting 'DS' from your quote.

By phone:

You can call us on 0800 009 3921 to pay by card. Please note that we don't accept American Express.

By post:

Please make cheques payable to Thames Water Utilities and write the reference number starting 'DS' on the back. Send to:

**Thames Water Developer Services
Clearwater Court
Vastern Road
Reading
RG1 8DB**

Payment in arrears

You may choose to pay in arrears if you provide security equal to the expected charges for the works (including an inflation allowance).

For more information, please call us on 0800 009 3921.

By BACS or CHAPS payment: Please pay to the Thames Water Utilities Ltd account, quoting the reference number starting 'DS' and using the following information:

Sort Code: 60-00-01

Bank Account: 90478703

For international payments, the IBAN number is

GB96NWBK60000190478703

For CHAPS payments, the BIC number is NWBKGB2L

Please note that payments can get lost if you don't use the 'DS' reference number.



Laying your pipework

Pipework explained

The typical layout of pipework supplying a property, and who's responsible for it, is shown in the diagram below.

Most homes are supplied by a pipe with an external diameter of either 25mm or 32mm, depending on the number of fittings (such as toilets and washing machines).

You're responsible for your internal pipework and will need to make sure it can cope with a minimum pressure of one bar (equivalent to approximately 10 metres head).

Once you've paid your quote, you'll need to think about who will install your new pipework. We recommend using a plumber who has knowledge of the Water Regulations.

The Water Regulations

The Water Supply (Water Fittings) Regulations 1999 are legal requirements which exist to prevent water being contaminated or wasted.

They state how plumbing must be installed and maintained. The regulations require all fittings and materials to be of an appropriate quality and standard. They cover all premises supplied by water companies. We need to be sure your pipework meets the regulations before we can connect you to our network.

The building's owner is responsible for ensuring compliance. For details, see the Water Regulations Advisory Scheme website at waterregs.co.uk

Appointing a plumber

We advise you to appoint a reputable plumber who's familiar with the standards required. One way of doing this is to employ an approved plumber.

We run our own initiative, called the Thames Approved Plumbers Scheme (TAPS). We check that members are qualified and have the required knowledge of the Water Regulations. For details, visit thameswater.co.uk/approvedplumbers

We're also part of WaterSafe, a national body of approved contractor schemes. For details, see watersafe.org.uk

Installing your external pipework

Once you've appointed a plumber, you'll need to show them our quote. This will tell them the size of pipework, its material and where it should be located, plus the point of entry into your property.

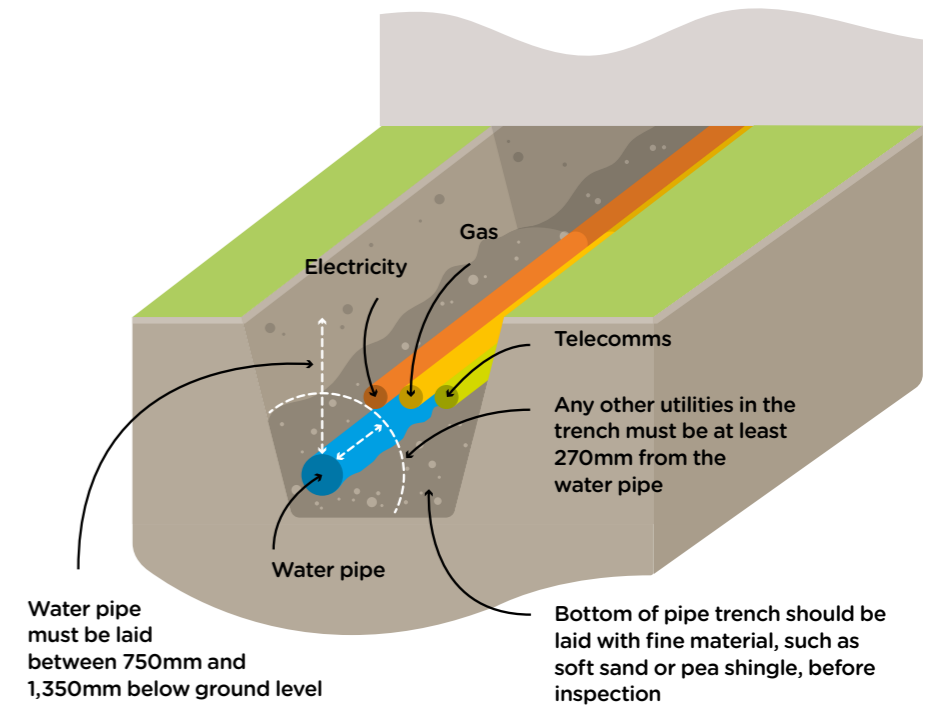
Pipework and fittings must comply with the requirements of the Water Regulations. If you need advice, please email water.regulations@thameswater.co.uk

If a trench is required, you or your plumber will need to dig this and lay the supply pipe to the property boundary, then fit a suitable internal stop valve.

Pipework for new buildings should be laid between 750mm and 1,350mm below ground level.

Temporary building water supply:

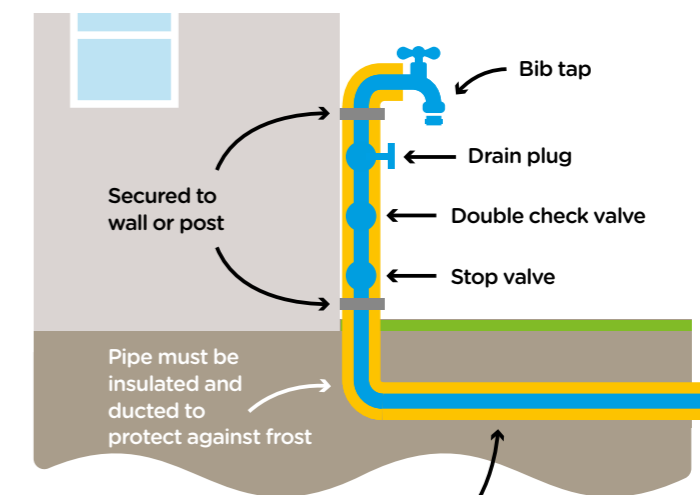
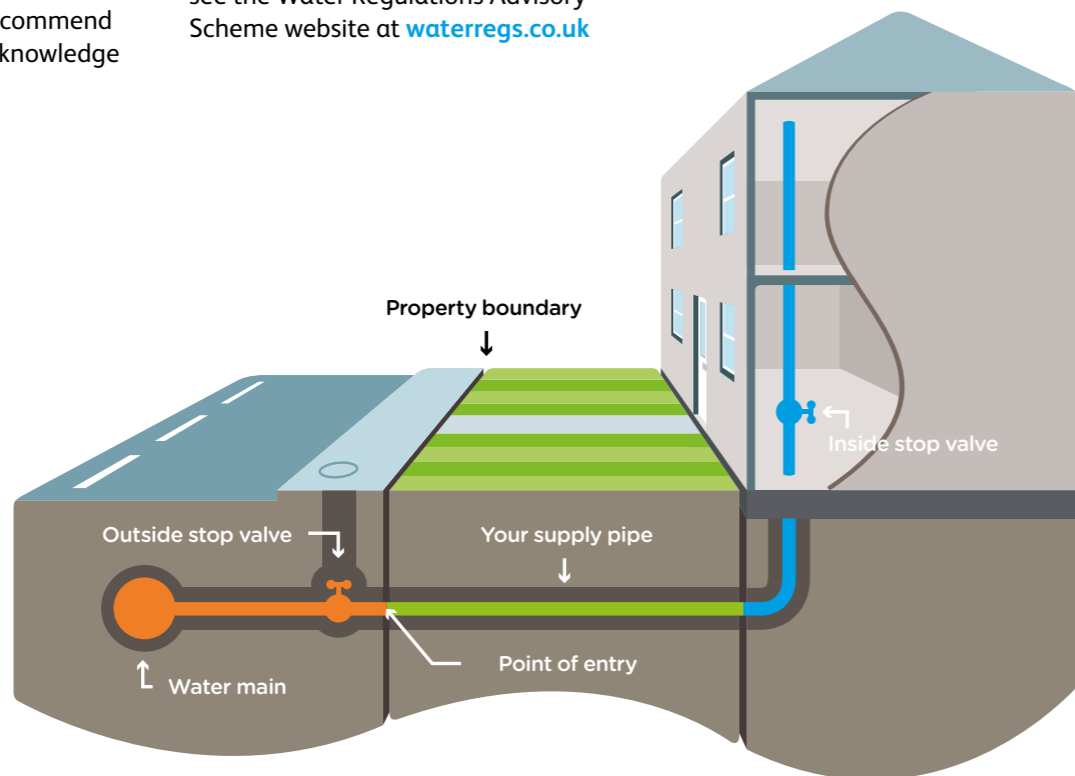
If your contract value is over £100,000, we'll require you to fit a meter to your building water supply. Please see the 'Building water' section of our website, call us on 0800 009 3921 or email developer.services@thameswater.co.uk.



Once the work is done, if you've used an approved plumber, all we'll need to see is the relevant certificate, proving their work complies with the Water Regulations. Please send it to Water Regulations Planning, Thames Water, PO Box 508, Swindon SN28 9TU, or to approved.plumbers@thameswater.co.uk.

For guidance on the spacing of other utility services, see njug.org.uk.

Please note that when we connect your property, we'll lay a pipe from our water main to your property boundary, to meet the supply pipe you or your plumber has laid.



Pipe must be laid between 750mm and 1,350mm below ground level, and on soft sand or pea shingle

Water Regulations inspection checklists

Your trench inspection

If you've not used an approved plumber you'll need to book a Water Regulations inspection, by calling us on 0800 009 3921. We'll normally arrange a date and carry out the inspection within seven days.

You or your plumber will need to be present for the inspection. It covers the pipework from the property boundary to the inside stop valve, which isolates the entire property.

You'll need to clear the site – for example, by removing scaffolding – before the inspection.

Make sure you leave the excavation open where it meets the building, so we can view the ducting, and at the boundary, so we can see the depth.

The process normally takes up to half an hour, or longer if there's more than one connection to inspect.

Please note that if you're digging a long trench – typically more than 50 metres – we're happy to inspect the trench and pipework as you progress.

During our inspection, we'll check you've done the following:

- Installed a supply pipe of the size and material indicated in our quote, and at the right location. (These will all be shown in the point of entry diagram with your quote.)
- Laid the pipe **between 750mm and 1,350mm** below ground level (measured to the crown of the pipe).
- Laid a fine material around the pipe, such as soft sand or pea shingle.
- If you can't leave the whole length of your trench open, provided 1m x 1m 'inspection pits' no more than 10m apart. These will allow us to check the pipe depth and see that there are no other services nearby.
- Ducted and insulated the pipe where it enters the building, with both ends of the ducting sealed.** You need to seal the ducting with a non-petroleum-based product, as petroleum can cause contamination. All the materials you use must be available for us to view.
- Ducted and insulated the pipe where there is a suspended floor or where the pipe rises less than 750mm from an outside wall.
- Made sure, if the pipe runs through concrete, that it's housed within a continuous piece of ducting, so it can be removed if needed.

- Installed an approved internal stop valve within the property. It should be fit for purpose, in line with Regulation 4 of the Water Regulations.
- Made sure any apparatus laid within the same trench as the water supply pipe is **at least 270mm away from it.** (For guidelines on positioning services, visit njug.org.uk.)
- If there's more than one supply, tagged each pipe with the plot number and postal address (if it exists).

Building supplies

- Fitted any building supply with a **double check valve, drain off tap, servicing valve and tap.** It must be fitted to a post or wall, as well as mounted and insulated.

Please note that you'll fail your inspection if any of these actions are incomplete. We'll also charge you for an additional visit.

We'll inform whoever is on site whether you've passed. If you fail, we'll provide a non-compliance form showing the area/s of concern. Your connection will then be delayed, and rebooking it could take up to seven days.

If you're in any doubt about this checklist, please call us on 0800 009 3921.

Laying pipes into a basement or vault

If you're laying a pipe into a basement or vault, you'll need to install it below ground level and fit the inside stop valve.

Please don't drill a hole through the basement or vault wall until the day of connection. You'll need to drill through the wall from the outside in. We won't do the drilling ourselves, but we can make sure when you do that the hole is in the right place.

Please note that we'll run our connecting pipe up to your wall, and not into the basement or vault.

During our inspection, we'll check you've done the following:

- Installed a supply pipe of the size and material indicated in our quote, and at the right location (as shown in our point of entry diagram).
- Laid your pipe within a length of ducting, so it can be removed if it needs to be repaired or replaced. The ducting also provides frost protection.
- Sealed the ducting with a **non-petroleum-based product**, as petroleum can cause contamination. All the materials you use, such as ducting and insulation, must be available for us to view.
- Made sure there's enough material (MDPE or barrier pipe, ducting and insulation) on site to

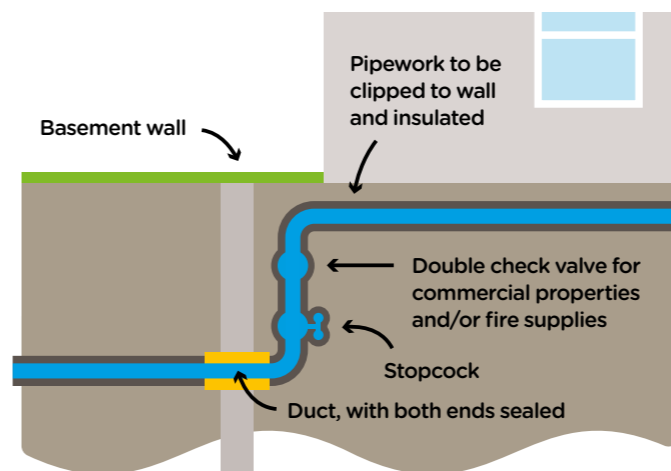
reach from the internal stop valve to the connection point.

- Secured the pipe to the wall and installed the internal stop valve.
- Where there's more than one supply, tagged each pipe with the plot number and postal address (if it exists).
- Where the pipework runs into a basement or vault, **fitted a double check valve** for commercial properties and/or fire supplies.

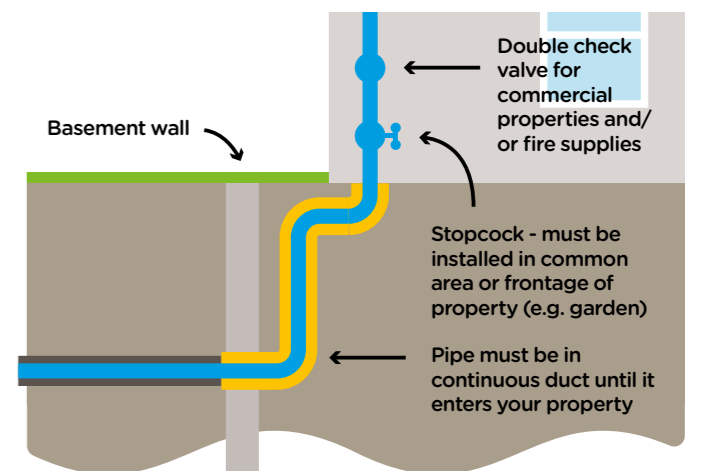
Please note that you'll fail your inspection if any of these actions are incomplete. We'll also charge you for an additional visit.

If you're in any doubt about this checklist, please call us on 0800 009 3921.

Where pipework runs into a basement or vault:



Where pipework runs through a basement or vault owned by a third party:



Essential requirements

Important information

Conversions

If you're converting a property into flats, please make sure there's a stop valve for each flat, located in a communal area along with the internal stop valve. This allows the supply to an unoccupied flat to be turned off – for example, if a pipe bursts.

Fire supplies

Fire supplies require a single internal check valve. Stop valves for fire supplies must be fitted in common areas that allow access at all times.

Non-household supplies

Non-household supplies must be fitted with a double internal check valve and control valve.

Chlorination

All pipes with an internal diameter of 50mm (63mm external diameter) or above must be chlorinated by a UKAS-affiliated company, and sample results sent to us for approval. Please note that we won't progress your connection until you've done this.

You can find out more about this on the 'How to get a quote' page of our website.

Preventing contamination

Our key concern is to protect the water supply network, so that your water remains safe and drinkable at all times. That's why it's important your supply



pipe should not be laid in, or pass through, any areas that are likely to cause contamination. These include:

- Foul soil
- Soil that's near a gas main
- Refuse or refuse chutes
- Ash pits
- Sewers
- Drains
- Cesspools or inspection chambers
- Petrol stations

If we're concerned that the site may have been contaminated at some time, our quote will require you to install 'barrier' pipework. This is a plastic pipe with a layer of aluminium sandwiched between the layers. All joints must be wrapped in aluminium tape to prevent contaminants entering the water.

Always check the pipe material with us before you install it. We accept no

responsibility for the cost of replacing the wrong pipe material.

If the ground has been 'remediated' – by removing the surface and replacing it with clean soil – you must provide a remediation certificate and a full chemical analysis to prove this. The remediation must be at least 1.5 metres deep, so that the pipe will be surrounded by clean material.

If you disagree with our assessment, you'll need to send us a soil report covering the area(s) through which the pipe will run. This should be carried out by a reputable firm that we recognise for carrying out such work – for example, they must be UKAS accredited.

Please call us on 0800 009 3921 if you've any queries about the type of 'barrier' pipe needed for your supply pipe.

Connecting your pipework

Once you've passed your Water Regulations inspection and paid, we'll start planning your connection to our supply network.

Please note that if it's a new property, we can't progress your work until you email your plot number and new postal address in full to us at developer.services@thameswater.co.uk

How long will it take?

From this point onwards, the process to connect you typically takes up to three months because we often need to get permission before carrying out work in a road or footpath, or on privately-owned land.

Please note that if you need multiple connections made from a single manifold and/or in a shared trench, these need to be ready for us to carry out in one visit. If not, we'll charge you for an additional visit.

Any disconnections you require will also need to be ready at the same time as the connection/s.

If we're laying a replacement supply, we'll aim to do so in the same place as the old pipe. You'll therefore need to run your pipework to the old point of connection.

If your pipework has an external diameter of 90mm or above – for example, for a block of flats or large fire supply – it must end in a PN16 flange in order for us to connect to it.

If the pipe you've laid is a different size to what we quoted for, it's your responsibility to install a reducer and to ensure it has a correctly sized outlet.

In many cases our work is restricted. We might be asked to limit our working hours, for example, or carry out some traffic management measures, such as suspending parking bays or closing a lane.

If you're planning to connect to our supply network between mid-November and mid-February, please be aware that there could be delays. Many local authorities won't permit road closures near shopping areas, to avoid disrupting Christmas and New Year trading.

The connection process

The connection date we give you is the day we plan to start work. We're likely to be on site for up to four days. We'll start by laying the pipe from our main to your property boundary (see diagram on page 6), then fit the external stop valve and water meter. This work will probably be completed on the first or second day.

Once we've finished, you can turn on the supply. If you're not on site, we'll leave it turned off. A second team will then fill in the hole and remove our equipment.

If it's a newly-built property or you've converted an existing property into flats, you'll need to register each new address with your local authority planning department. Without a registered address, we won't be able to bill the customer living there.

You can also tell us you're moving in by completing our online form at thameswater.co.uk/move

There's nothing further you need to do. We'll send you your first bill after six months.



