

Developers Guide | Application Pack No.1

How to apply for a connection to a water main



Guidance notes and specification

The provisions of the Water Industry Act 1991 (WIA91) take precedence over these notes. You may wish to refer to the WIA91 to obtain fuller information regarding this.

Please read these guidance notes and specifications thoroughly before going on to complete an Application Form.

Terms used in this Application Pack are explained in our Glossary which is on our website www.dwrcymru.com

NB. Planning Approval for new developments must be granted before you can apply.

Introduction

In this pack you will find descriptions of the various stages an application has to follow, along with our and your responsibilities. These notes guide you on installing your pipework to ensure that it complies with the Water Supply (Water Fittings) Regulations 1999 and standards in relation to Flux and Solder. A copy of the Regulations can be obtained by contacting us on **0800 052 0138**.

Connecting your supply

On receipt of your completed application we will send you a plan of the work you need to carry out and our quotation to connect you. Our quotation is valid for 3 months. If payment is not received during this period you will need to re-submit a new application plus application fee if you wish to continue.

You will normally receive this within 10 working days (domestic) and 20 working days (commercial), depending on the type of premises requiring the supply. We will normally connect your supply pipe when you have paid our costs and met our requirements, within 21 days. If you are on a joint supply and wish to separate, this can take up to 28 days.

On some occasions we have to give the Highway Authority 28 days notice of excavation. In such cases, the above target will not apply. For example, if a temporary road closure is necessary, 10 weeks' notice may be required. If Land Entry Notices have to be served on a third party a minimum of 28 days notice is required. You should make provision in your plans for this possibility.

The Company's standard size of connection to either residential or commercial properties is 25mm (20mm internal diameter). Where a 25mm service pipe has been provided, it is recommended the supply pipe is laid in the same size (or larger) at least to the point where it enters the building.

For connections greater than 63mm engineering design may be required for which a charge may be payable. This charge will be advised at application stage.

Where the property is situated some distance from the point of connection, advice may be required on the size of the supply pipe to be laid.

We take into account the information you provide on the application form so that we can work out the size and type of connection for commercial and certain types of residential properties, such as sheltered housing.

Your application for a new water connection

When you have read these guidance notes you may complete the application form on line which will be submitted automatically to us. You can also upload any necessary documentation to include with your application. You will receive a confirmation email from us on successful submission. Alternatively you may send your application via email to developer.services@dwrcymru.com.

If you wish to post your application form and fee our address is:

**Dŵr Cymru Welsh Water PO Box
3146, Linea, Fortran Road,
Cardiff, CF30 0EH**

Telephone: 0800 917 2652
(8.30am - 5 pm weekdays)
Fax: 02920 740 472

You will be given a unique number when we receive your application.

Please note: *that a delay could occur if all relevant details are not completed. If you are posting your application please ensure you check the weight before sending these forms, plans and any other information we need. Incorrect postage costs could result in your application not being delivered and possibly returned by the Post Office.*

Making an application

The process which you must follow to obtain a connection to a water main is presented in the flow chart included within these notes.

You may also be required to submit the following we will contact you if required:

- Location Plan showing the site boundary, clearly indicating the development (scale 1:1250)
- Internal drawings, if a commercial/ industrial property
- Site Geo-technical Report
- Water Supply Regulations Plumbing Notification .
- Planning Approval reference number.

Upon approval of your Application and Water Regulations Notification we will notify you accordingly, send you a quotation for our estimated cost of your connection and a plan advising you of the work we envisage you need to do.

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Work you need to complete - installing your service pipe

After receiving our approval you may proceed with the excavation and installation of your underground supply pipe to be laid in accordance with the Water (Fittings) Regulations.

Guidance on the construction is provided in the diagrams shown towards the end of this pack. The minimum requirements for the laying of your supply are:

The pipe must be laid at a minimum depth of 750mm but not more than 1350mm from finished ground level. The pipe must also be ducted if it passes through or under wall footings, foundations or any solid floors; the ducts must be large enough for the service pipe to pass through and be withdrawn if necessary. At the point where it protrudes from the ducting inside the property it must be fitted with an approved internal stop tap.

The ducts should be blue in colour, adequately marked or recorded. The whole length of the excavated trench is to be left open until we have inspected it and backfilled only after inspection. Please allow at least 5 working days from the date when you contact us for us to inspect. If this is not practical due to site conditions, then after agreement with us, trial holes can be left open for inspection.

For lay only connections the following conditions would apply:

- A responsible representative for the development site is present at the connection and meter installation stage.
- Correct plot numbers are identified at connection and meter installation stage.
- The position of stop tap/meter chamber is identified.
- Pipes should be as direct as possible and not encroach other properties boundaries and must be at right angles with the water main.

- Any backfilling and alignment of the stop tap/meter chamber is made in accordance with these guidance notes.
- Responsible representative signs off each inspection stage, agreeing that minimum standards have been met.

NB. IMPORTANT - If you are laying more than one supply pipe each must be tagged with the relevant plot or unit number.

Payment

Prior to us carrying out any work, you must pay our quotation this can be done online or by telephoning 0800 917 2652 and selecting Option 1. Please ensure you have your quotation number and valid debit or credit card.

Requesting an Inspection of your Supply Pipe

Once we have received your payment and your pipework / standpipe is in place, please contact us on: [0800 917 2652](tel:08009172652) to arrange for an inspection, or you can email us at: developer.services@dwrcymru.com

Additional requirements:

- a. The property must be secure.
- b. If the permanent supply is to be used on a temporary basis for building purposes, a supply pipe, complete with draw off tap must be laid from the street boundary or agreed point of connection to a supply point in accordance with the Water Supply (Water Fittings) Regulations. A standpipe construction in accordance with the drawing shown later in this document would be acceptable. All pipework must also be suitably protected against frost damage.
- c. No water connection shall be provided until the Notice required under Regulation 5 of the Water Supply (Water Fittings) Regulations has been completed and sent to us and we have approved it.

We must receive the Notice 10 days prior to commencement of works. Details and assistance notes concerning Regulation 5 are enclosed in these guidance notes. Inspection of internal pipework may be necessary before a connection can be made.

- d. It is your responsibility to negotiate an easement with any third parties to allow you to lay your part of the service pipe across land which is not in your ownership. You must provide written evidence that all owners of the pipe have legal right to lay, repair, or replace the pipe

Work we need to complete

We will carry out the works as paid for and detailed in our Scheme of Charges.

The type of installation you have opted for under our Scheme of Charges will affect the following procedure. For Developers who have opted for the lay only option, we will inspect those tasks undertaken by the Developer. We will install a meter following the installation passing a site inspection. The specification and checklist for the installation of our apparatus is included within these notes. Timescales for this procedure are provided in the Flowchart at the back of this guidance note.

Please note that this is a change to our current procedure and charges will apply (as detailed in our Scheme of Charges) for abortive visits and any corrective works undertaken by ourselves.

Once you have a live supply you will be responsible for the cost of any water registered on the meter up to the time that the property is sold.

Please give us sufficient time to read the meter prior to any house move. Please telephone our Meter Billing Department on [0800 052 0140](tel:08000520140) at least two days before any change in occupier or owner.

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Summary of costs

You will be responsible for the following costs:

Costs payable to your chosen contractor:

The cost of constructing your supply pipe from your property to the boundary box.

Costs payable to us:

Application fee (see Scheme of Charges) to be paid at the time of making an application. This fee will be deducted from the applicable new connection charge when progressed.

Connection Charge (see Scheme of Charges) – made up of :

- Basic charge that includes tapping into the main, a standard boundary box and up to 2 metres of service pipe. Please note that the basic charge varies, depending on whether:
 - a. the connection is in unmade or made ground, and
 - b. you or your contractor carries out all excavation, backfilling and reinstatement where allowed and lays all necessary ducting.
- Additional length of connection – a charge will be made for each additional metre of service pipe in excess of 2 metres.
- Meters – where a meter in excess of nominal 20mm diameter is required there will be an additional charge.

Infrastructure Charge

(see 'Scheme of Charges' booklet)

This charge is made up of the standard infrastructure charge for domestic properties multiplied by the Relevant Multiplier. This charge applies to all new water (and sewerage) connections for domestic or non-domestic purposes. The charges may also be payable where a site is redeveloped and results in an increased water demand.

Please note that although there is no separate charge for inspection of your supply pipe, we may charge our additional costs if:

- More than one submission is made for the same site
- Redesign of the development takes place
- We have to make repeated inspections
- You fail to make adequate arrangements for our inspections

Our standard costs are reviewed annually and you should ensure that you refer to our current 'Scheme of Charges' booklet, copies of which are available from our website on www.dwrcymru.com

If your connection needs to take place in a third party's land then **land entry charges** could be incurred and these are payable at cost.

If a **road closure** is required or **traffic management** then these costs will be also be payable.

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Important - Site Conditions

Please note that it is the duty of the developer/contractor to inform us if there are any site/ground conditions which may be adverse to water pipelines. These adverse conditions may include but not be limited to, methane, toxins, hydrocarbons, petroleum etc.

Both greenfield and brownfield sites may have ground conditions which are detrimental to the materials used in water pipelines. We require a copy of your site geo-technical report and any associated analysis. The report must include a plan showing the locations of all boreholes and trial pits.

This information is essential so that we can ensure the correct materials are installed, both by us and by you. If you or your developer do not provide this information and subsequent additional works are required, then you will bear the costs of such works including any incurred by us.

Trigger and Action Levels for Inorganic Contaminants (For information only)

Contaminant		Trigger Concentration (mg/kg dry soil)	Action Concentration (mg/kg dry soil)
Arsenic	AS	10*	40
Cadmium	Cd	3	20
Chromium (hexavalent)	Cr	25	50
Chromium (total)	Cr	250	800
Copper	Cu	100	500
Lead	Pb	150	600
Mercury	Hg	1	3
Nickel	Ni	70	500
Selenium	Se	3	NA
Zinc	Zn	300	3,000
Boron	B	3	NA
Cyanide (free)	CN	10*	1,000
Cyanide (complex)	CN	50*	500
Thiocyanate	SCN	50	NA
Sulphate	SO ₄	2,000	10,000
Sulphide	S	250	1,000
Sulphur	S	5,000	20,000
Chloride	Cl	1,500**	20,000
Acidity		pH<5	pH<3
*		<i>Water supply pipes should not be laid in sites where arsenic or cyanide contamination is identified due to the risk to operatives either now or in the future. A sterile trench of minimum width of the pipe diameter plus 1.0m and depth of 300mm below the pipe shall be provided.</i>	
**		<i>This value shall be reduced to 300ppm if the chloride is present in any ground water.</i>	

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Please refer to the table in the Application Form and complete the 'Water Supply Pipes Risk Assessment.'

Your answers are necessary for us to process your application.

The following tables are a reference guide which indicates the levels of contamination above which protective measures are required.

Trigger and Action Levels for Organic Contaminants (For information only)

Family	Chemical	Trigger Values (mg/kg - 1)	Action Values in Soil (mg/kg - 1)
Organic Contaminants	dichloromethane	1	5
Chlorinated/Halogenated	1,2 - dichloromethane	0.2	1.6
Aliphatic Hydrocarbons	1,1,1 - trichloromethane	8	160
	1,2- dichloromethane	0.1	0.8
	carbon tetrachloride	0.15	1.0
	trichloromethane	1.15	6
	tetrachloroethene	0.5	2
	Vinyl chloride	0.1	1
	methane bromide	20	20
	Total	7	70
Aromatic Hydrocarbons	benzene	0.5	2
	ethylbenzene	0/5	10
	trimethyl benzene	0.1	NA
	propylbenzene	2	NA
	toluene	0.25	5
	xylenes	NA	NA
Phenols	phenol	1	10
	cresol	1	10
	creosote	20	50
	Total	7	70
Chlorinated Phenols	chlorophenols	0.5	5
	dichlorophenols	0.5	5
	trichlorophenols	0.5	5
	2,4,6-trichlorophenols	0.5	5
	pentachlorophenol	0.5	5
	Total	1	10

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The Water Supply (Water Fittings) Regulations

Regulation 5 – conditions and regulations for new connections

The installation of all the pipework and fittings must comply with the Water (Water Fittings) Regulations 1999. A copy of the Regulations will be enclosed in the

Application Pack.

The Regulations set requirements for the design, installation and maintenance of plumbing systems, water fittings and water using appliances. They are there to prevent waste, misuse, undue consumption, contamination and erroneous measurement of water. They apply in all types of premises for plumbing systems, water fittings and appliances connected or to be connected to the water supply. They cover underground pipework, including the service pipe connecting premises to the supplier's water main.

Your duty to notify

If you are planning to carry out work on a plumbing system, the Water Supply (Water Fittings) Regulations 1999 require you to notify us and obtain consent for the work before it is carried out. If you ignore these requirements you breach the Regulations and commit a criminal offence, which could lead to prosecution and a fine.

Who has to notify us?

You must give prior notice and work must not start unless our consent has been granted. Notification can be made by the owner of the existing premises, or by the designer or builder of proposed installations, but if they have not done so it is the installer ultimately who must obtain consent.

What work has to be notified?

Prior notice must be given for the installation of water fittings in connection with any of the operations listed in Section 17 of the application form.

We will supply a minimum pressure of 14.2PSI (10 metres head) at a flow of 9 litres per minute at the stopcock in the highway. Storage requirements for commercial, industrial and agricultural premises will be subject to survey and risk assessment.

If you are constructing a property which will be used for business purposes then you are advised to install adequate storage facilities.

Notes to assist in giving Notice under these Regulations

The comprehensive 220 page WRAS – Water Regulations Guide which includes the Water Fittings Regulations and the Regulator's Guidance Clauses as well as Water Supply Industry Recommendations and over 100 colour illustrations can be obtained from:

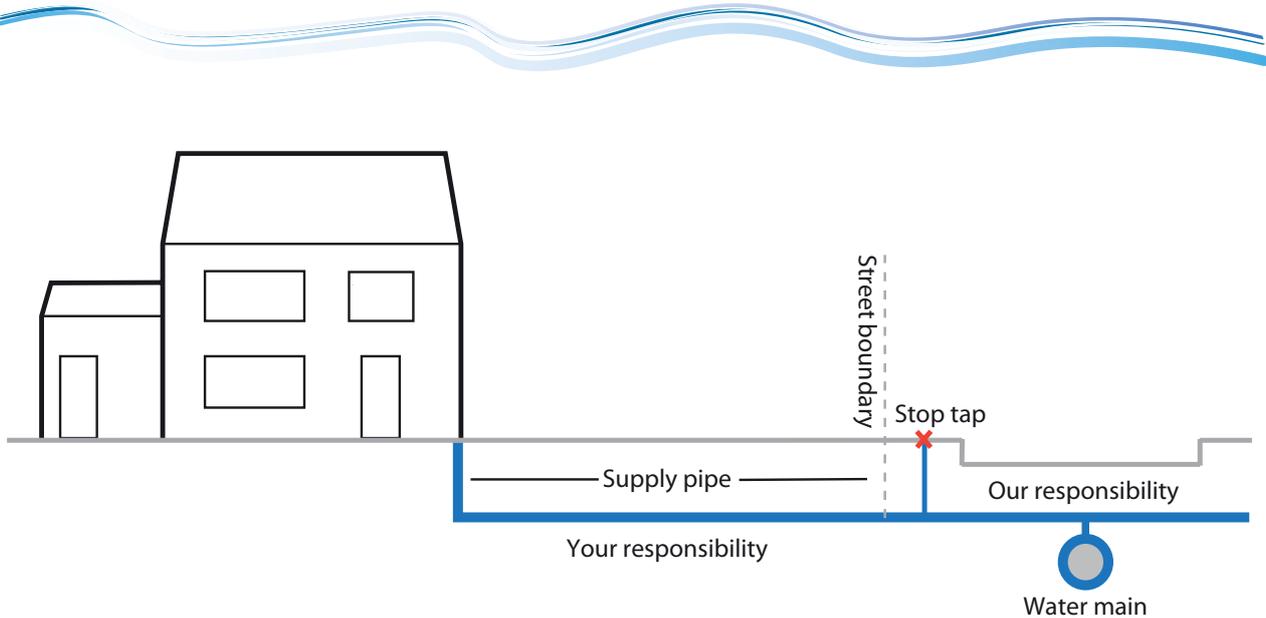
The Water Regulations Advisory Scheme

Fern Close
Pen-y-Fan Industrial Estate
Oakdale
Newport, NP11 3EH

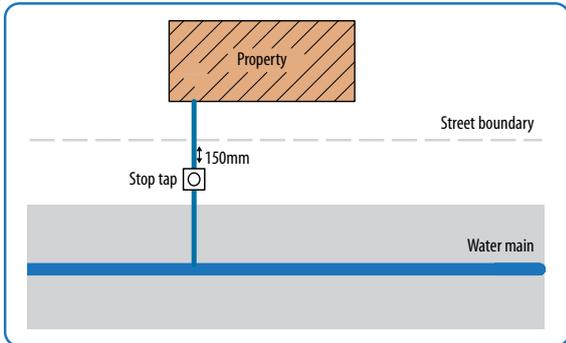
Telephone: 01495 248454

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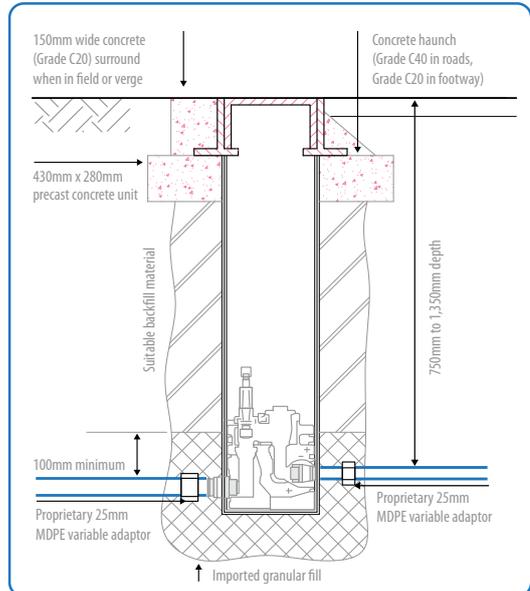
Construction details for water connection



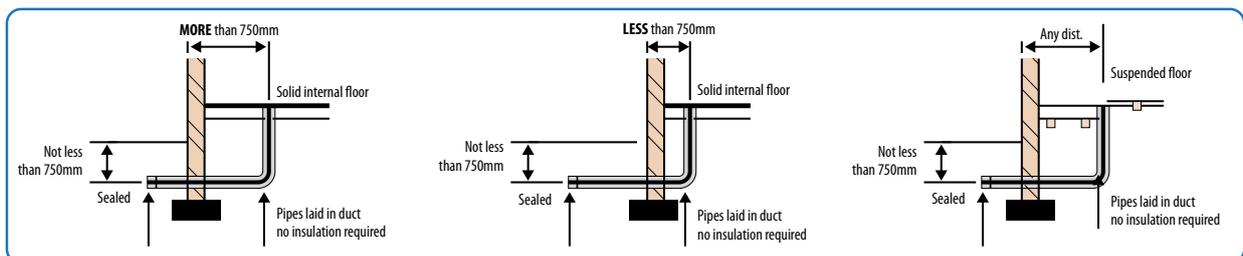
Distance of stop tap from street boundary 150mm



Meter chamber detail



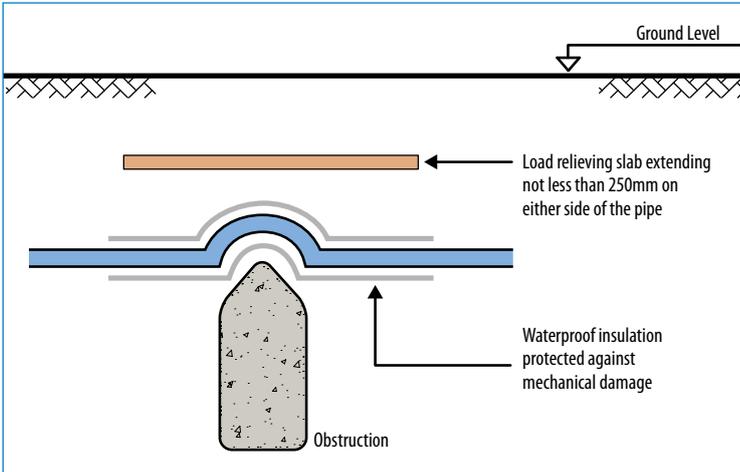
Methods of service pipe entering a building



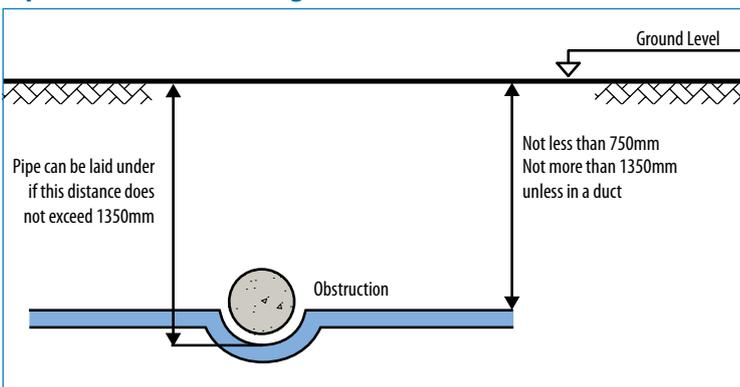
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Construction details for water connection

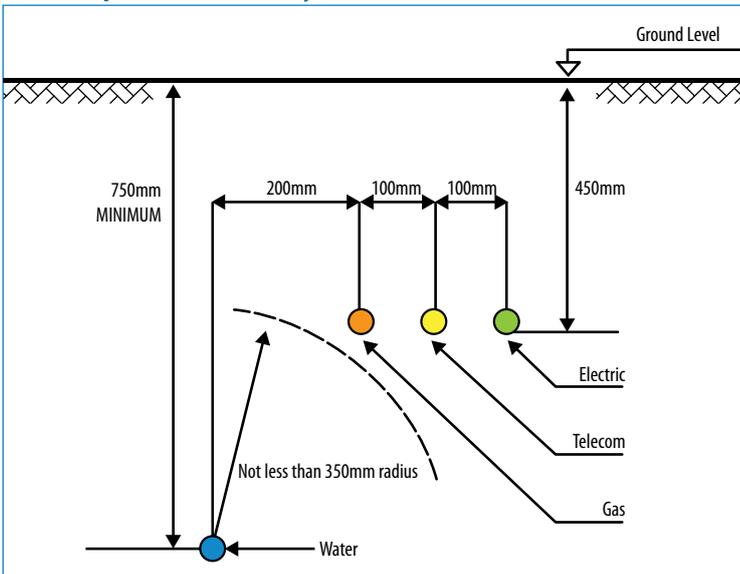
Pipe laid over an underground obstruction



Pipe laid under an underground obstruction

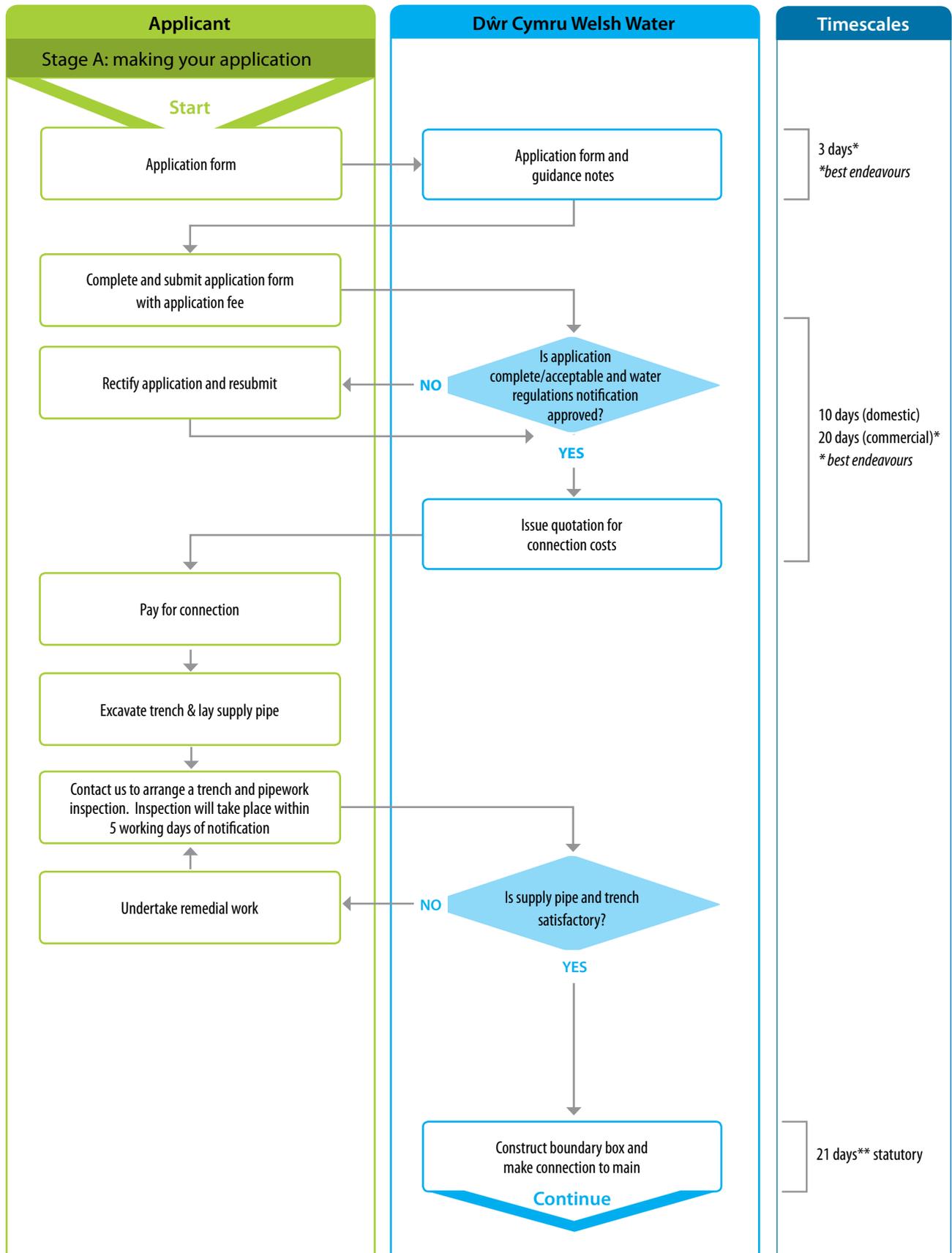


Relative positions of utility services



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Connection to a water main W1A91 Section 45



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Connection to a water main W1A91 Section 45

