

How to apply for a new water connection

What you should do, and how we can help





Introduction

New water connections are needed when you need either a new or replacement water supply.

It's important to note

- If you're building a new house or several houses, and you're applying for a new water connection, you'll probably need to make a separate application for a new sewer connection for which other charges are applicable.
- If you're building several new properties and need a new water main to connect your new development, you will need to make a separate application for a water main requisition for which other charges are applicable.
- If you are building a new property or converting an existing property in Wales, fire sprinkler systems are mandatory in all new domestic properties. Find out more by reading **our guidelines**.

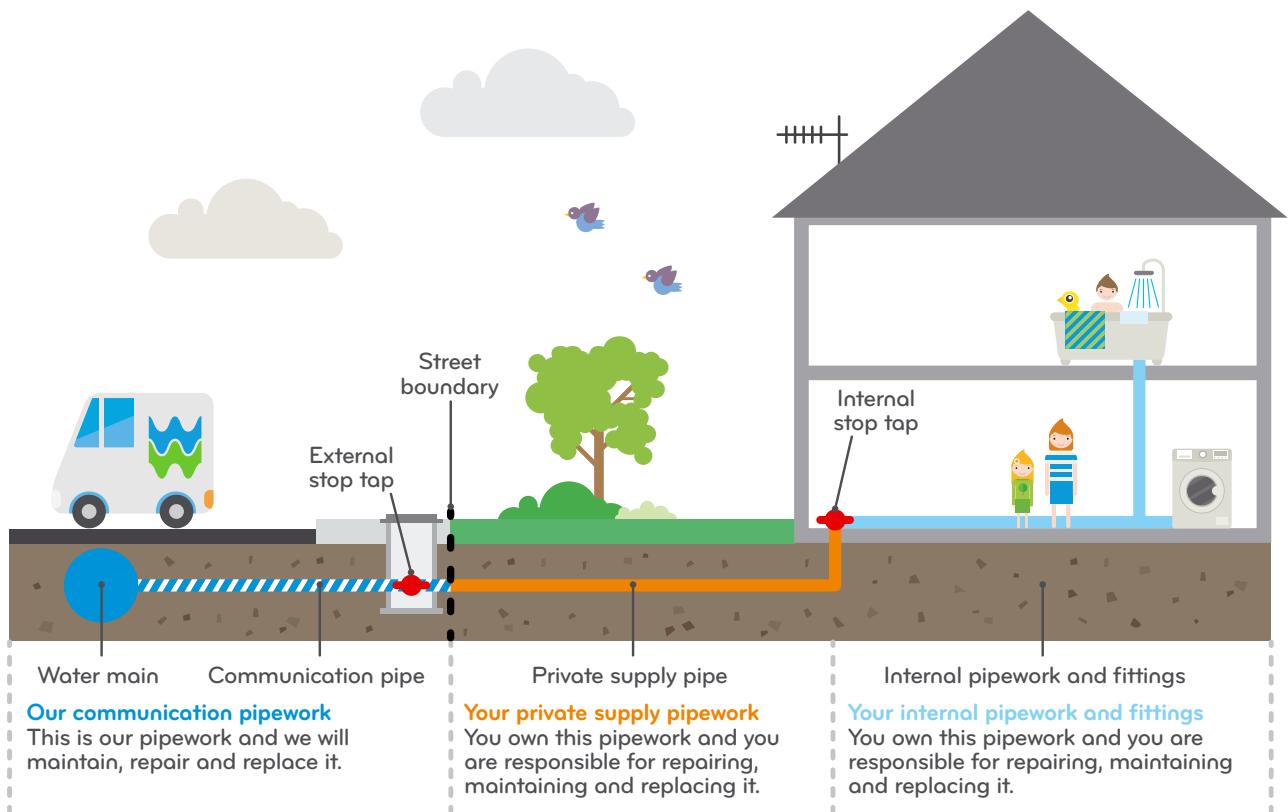




Who is responsible for what?

As the property owner, you are responsible for the supply pipe and any other assets that are within your property boundary. We are responsible for the

water main and other assets outside of your property boundary as you can see from the below illustration:





What kind of pressure can be expected from the network?

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.

If you are constructing a property which will be used for business purposes, then we recommend installing storage facilities. Storage requirements for commercial, industrial and agricultural premises will be subject to a survey and risk assessment.



How do I decide what size of connection I need?

We have a range of sizes. You can find out more detail about each one below. If you're unsure on which size you need, we'd advise you speak to your builder or architect.

25mm

Our standard size of connection to residential and 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.

Domestic fire sprinklers

However, if you need a connection for a domestic fire sprinkler, further information can be found within our domestic fire sprinkler guidance notes.

63mm and greater

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

Where the property is situated some distance from the point of connection, you may need to get advice from your builder or architect on the size of the supply pipe to be laid.

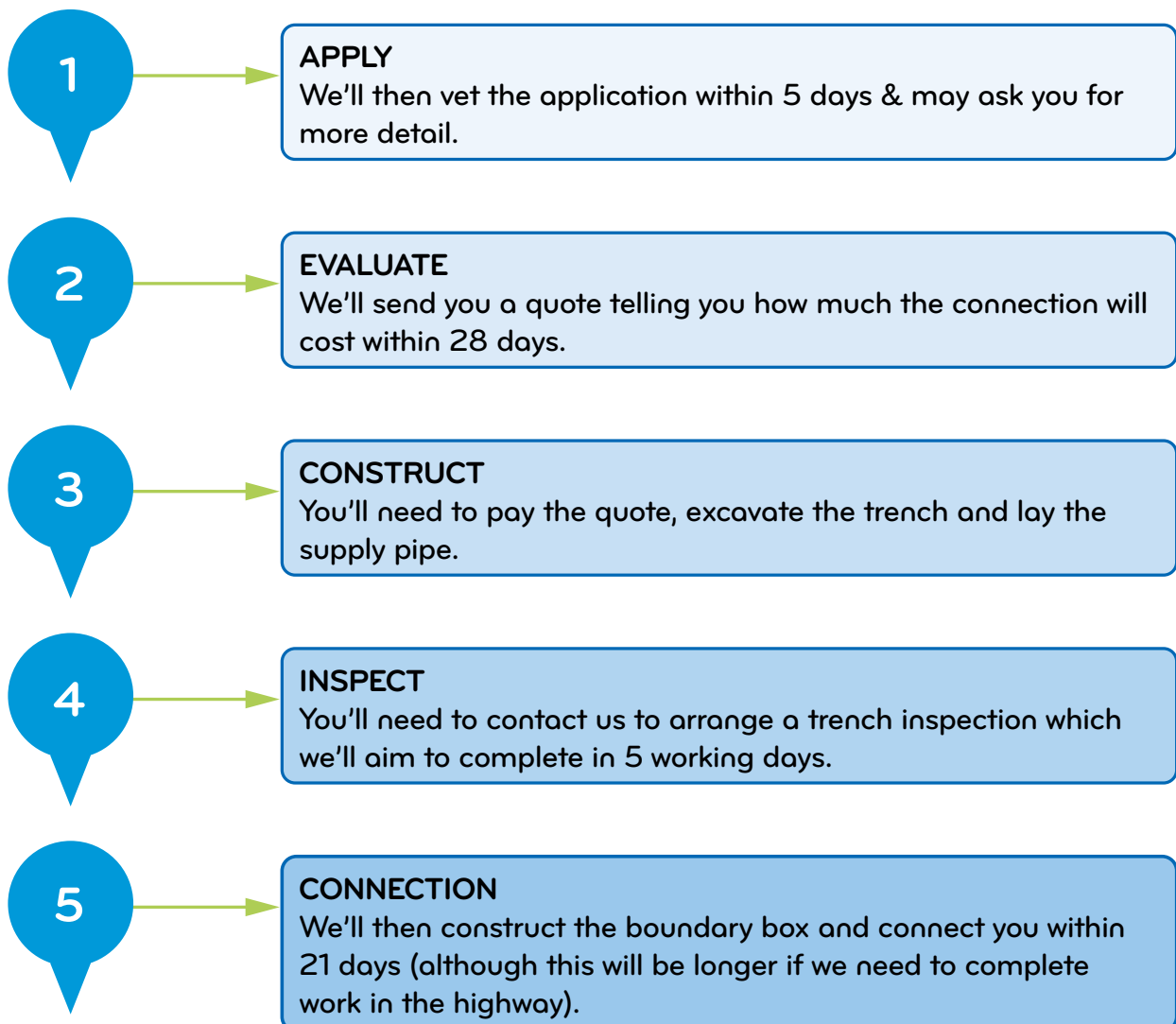
We take into account the information you provide on the application form for commercial and certain types of residential properties, such as sheltered housing.



What is the process of obtaining a new water connection?

There are 5 main stages in the process:

Your water connection journey



You can find out more detail on each stage within the rest of these guidance notes.



1. Making your application

The process starts by you reading these guidance notes and submitting an application form for a new water connection with the application fee via our online developer portal. You need to include a fully completed application form along with the following:

- A plan showing the site boundary, clearly indicating the development**
- Planning permission.** Please note we are unable to progress any application without valid planning permission being in place. You'll need your planning permission reference number/document to upload
- Knowing the connection size.** If you need more help identifying which size of connection you need, then take a read of our guidance notes on our website
- If you're applying for a domestic fire sprinkler new connection,** we'll need to know if it'll be mains or tank fed
- A soil investigation report.** If your land could potentially be affected by contamination please attach a copy of the soil investigation report to prevent any delays in your application. Your builder or architect will be able to confirm this and provide the report for submission
- Supporting documentation** i.e. Installation plans, diagrams, technical details of fittings/appliances, make/model etc and any relevant approval documents for all proposed installations. This is for use by our Water Regulations Team to ensure we provide the best possible drinking water and safeguard our supply

You will receive a confirmation email from us to let you know we've got your application form. We will then review the connection application form within 5 days. Sometimes, we may need more information from you to continue with the application, in which case we will contact you to ask you for this further detail.

When you submit your application, it will also require vetting by our Water Regulations Team. Within 10 working days of receipt of your application you will receive correspondence either granting consent to the proposed works or requesting some more information.

It's important to note that when granting consent, the Water Regulations department will issue correspondence with conditions that relate specifically to the proposed works. This information and any guidance provided should be shared with those carrying out the installation work.

2. Paying the quote

Once we're happy that we have everything we need, we'll issue you a quotation for connection costs.

We aim to send you this quote within 28 days of your application being complete. It's important to note this quotation is only valid for 6 months, so if we don't receive payment within this period, you'll need to resubmit a new application and application fee if you want to go ahead with the connection.

Once you're in a position where you want the work to be carried out, you'll need to pay the quotation via our website or phonenumber.



3. Excavating the trench and laying the service pipe

Once you've paid the quotation, you will then need to excavate the trench and lay the supply pipe for the new connection. You can find details on each of these steps below.

Excavating the trench

For information on how to excavate your trench, you can find our trench inspection checklist [here](#).

Installing your service pipe

Once our Water Regulations team have vetted your application, they'll send you a copy of our detailed installers guide which includes all the information you need to install your service pipe. The installers guide is also available on our website [here](#).

If the pipe can't be laid in accordance with the guidance for any reason then please contact our Water Regulations team (on waterregulations@dwrwymru.com or 0800 052 0130) first for advice to avoid unnecessary delay. The new pipes must be laid to the connection point as identified on your connection plan. It's important that your installation also satisfies any specific conditions as detailed in your Water Regulations consent correspondence.

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 top/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 top/meter chamber is made in accordance with these guidance notes.
- A responsible representative sign off each inspection stage, agreeing that minimum standards have been met.

What should I do if any of the service pipe is in third party land?

It's 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 us with written evidence that all owners of the pipe have legal right to lay, repair, or replace the pipe.

Should I use a WaterSafe plumber or WIAPS groundworker?

At Welsh Water, we recommend the use of qualified and insured professionals with a knowledge of The Regulations.

Using a WIAPS Groundworker or WaterSafe plumber to complete your supply pipe installation means that they can self-certify that their work complies - giving you piece of mind and giving us assurances that the work has been done to the expected standard.

You can find details of your local WaterSafe plumbers and other Water Support Services by heading to their website.

<https://www.watersafe.org.uk/>



4. The inspection

Once you've excavated your trench and laid your service pipe, you'll need to contact us to arrange a trench and pipework inspection. We then aim for the inspection to take place within 5 working days or arrange a mutually agreeable date.

For us to carry out an inspection, the following criteria must be met:

- The property must be secure.
- 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 1999. 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.

If your supply pipe or trench work doesn't pass our inspection, you will need to put things right and request another inspection once ready.

No connections can be planned or made without us being satisfied that the works comply with The Regulations.

5. The connection

Once the inspection has been carried out and passed, we'll then construct the boundary box and connect you to the water main. For most new water connections, we aim for this to take place within 21 days.

On some occasions, a road closure is needed to make the connection. In these cases, an additional 12 weeks may be added to our timescales as we have to apply to the local Highway Authority for access. It's always good to make sure your plans take this into account as a possibility.

To avoid any potential internal flooding we'd recommend leaving your internal stop tap in the off position whilst we complete your new connection.

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.

We will send you a welcome letter which confirms your meter reading and number and provides information on how to set up your bill either online or via the phone.

For non-domestic new connections and other specific installations it is a requirement that Water Regulations conduct a final completed plumbing inspection of the premises being supplied. Your consent letter will detail whether this inspection is required or not. You are expected to notify us when all works are completed so we can conduct this inspection prior to any premises being occupied or handed over.



FAQs

1. How much will the new connection cost?

You will be provided a quote for the new water connection to the water main. The quote will cover the costs of work that we do to connect your new supply pipe to our water main. The cost of installing your supply pipe will be at your own expense.

2. Where do I need to lay my supply pipe to?

We will provide you with a connection plan. This plan will detail where you need to bring your supply pipe to, and the work that Welsh Water will do.

3. What do I do if I need to cross third party land?

You will need to obtain a written easement for your supply pipe to cross their land.

4. What if the connection point is in third party land?

You will need to obtain a written easement for your supply pipe to cross their land. Welsh Water will obtain the necessary permissions for the connection.

Contact Us:

If you've got any questions or queries, then feel free to contact us.

Call

0800 917 2652

Email

new.connections@dwrcymru.com

Visit

developers.dwrcymru.com



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