



Dŵr Cymru  
Welsh Water

# Terms and Conditions for a Water Connection

## Notice in accordance with Section 45 of the Water Industry Act 1991

### General

1. Welsh Water will provide a quotation for the water connection within 28 calendar days of receipt of a full and completed application and upfront fee. No new connection can be made unless all parts of this form are complete and the required enclosures are submitted.
2. The quotation for the works is quoted based on the information provided by the applicant. A quotation is provided only by reference to the Developer's site, location plans and Welsh Water's Assets Information System, which shows the approximate location of the Company's water mains and sewers. Variations and alterations requested by the customer after the date of the quotation, and approved by Welsh Water, shall be paid for by the customer as an extra charge.
3. The quotation is valid for six months. If the water connection has not been completed by this date, Welsh Water reserves the right to cancel the job and a new application will be required.
4. Where manifolds are to be used, the quotation is based on all plots being ready to connect in one visit. Failure to do this will result in additional costs for revisits being charged to the applicant.
5. Where traffic management or a road closure is required, the additional costs will also be payable by the applicant. Please note that if a road closure is needed, an additional twelve weeks will be added to our timescales.
6. Welsh Water reserves the right to levy charges for any abortive costs if they cannot make the connection on the day it is planned, due to site not being ready. Such charges will be calculated in accordance with Welsh Water's Schedule of Charges.
7. If your connection needs to take place in third party land, land entry charges may be incurred and these are payable at cost by the applicant.
8. If any part of the service pipe crosses land which is not in your ownership, you must provide the Company with either a deed of grant of easement or written evidence (to the satisfaction of Welsh Water) that confirms you have a legal right of access for the benefit of yourself and the Company. Right of access must include a right to install accessories on the service pipe and to maintain, repair and replace the service pipe or accessories, and to read any meter sited thereafter.
9. The infrastructure charge is covered by Section 146 of the Water Industry Act 1991. It is payable prior to the water connection being made and will be appropriate to the size of connection. No work will commence until full payment of connection charges including infrastructure charges has been received by Welsh Water.
10. Card payments can be accepted for quotation charges. The card payments can be made via our automated payment either online or by ringing our free phone number 0800 9172652 using option 1.
11. Receipt of payment will not automatically instigate the commencement of the work. No work will be planned until it is requested by the applicant.

- 12.** Welsh Water accepts no responsibility for any delays in completing the work, due to circumstances beyond its control.
- 13.** All excavations in public highways are carried out under Welsh Water's power contained in the Water Industry Act 1991 and in accordance with the requirements of the Traffic Management Act 2004. Welsh Water will not submit any required notices to the Highway Authority until receipt of necessary payment from the customer. Reinstatement of a public highway will be carried out by Welsh Water's contractors to the satisfaction of the Highway Authority.
- 14.** The laying of the service pipe from the property to the highway has to be undertaken by the applicant at their expense, and must be laid at the minimum depth of 750mm from finished ground level. All installations to which the Company connect must comply with Water Supply (Water Fittings) Regulations 1999. Welsh Water reserves the right to inspect the pipework installation before the connection is carried out to ensure compliance. No water connection shall be provided until the Notice under Regulation 5 of the Water Supply (Water Fittings) Regulations has been completed and sent to us and we have approved it. No new connection can be made unless all parts of this form are completed and the required enclosures are submitted.
- 15.** A separate service pipe must be provided to each premise and all service pipes must be marked or labeled as to which plot they supply.
- 16.** Where the applicant elects to carry out the excavation, backfilling, reinstatement and ducting, all this must be in accordance with Welsh Water's specifications and the applicant will be responsible for any damage to other Utilities' apparatus.
- 17.** Pipe work and fittings sized over 50mm bore (e.g. 63mm OD and larger MDPE pipes) must be pressure tested, chlorinated and a satisfactory chlorination certificate submitted. All pipe work must be in accordance with the Water Supply (Water Fittings) Regulations 1999 before a connection can be undertaken.
- 18.** Where the storage of oil-based fuel is proposed within the curtilage of the property, all below-ground water supply pipework/fittings must be resistant to permeation by hydrocarbon contaminants – i.e. an approved PE/AL/PE barrier pipe system.
- 19.** Where the development is within brownfield land classified as contaminated, all below ground water supply/fittings must be resistant to permeation by hydrocarbon contaminants, i.e. an approved PE/AL/PE barrier pipe system.
- 20.** If the connection is for a combined domestic/fire sprinkler installation, a single check valve must be installed on the fire sprinkler supply pipe at the branch connection point to the domestic water supply pipework. The owner/purchaser of the premises must be informed that it is a regulatory requirement that the single check valve is replaced not less frequently than every 5 years. Evidence of each replacement should be retained for possible inspection by this company.
- 21.** The local water supply network may be subject to fluctuating operational pressures and a minimum pressure of 1.5 Bar. This operational pressure should be considered when designing the system and calculating the installation test pressure.
- 22.** Welsh Water will lay its part of the service pipe and will endeavor to make the necessary connection within 21 calendar days once your work has been inspected and approved.
- 23.** The new supply will be metered in accordance with the Company's terms and conditions for a water meter supply. At the time of the meter being fitted a billing account is set up for the meter in the name of the applicant. It is a home owner's responsibility to notify the Company a change of ownership.

**24.** Postal address for new plots will be supplied to Welsh Water when requesting service connections.

**25.** Internal meters

Welsh Water will allow internal meters to some flats and apartments where separate external meters are not possible. Where there is requirement for an internal metered solution the applicant is to install suitable manifold fitting to house the meters with the following requirements;

- (a) All pipework and manifold fittings must comply with Water Supply (Water Quality) Regulations 2000, and Water Supply (Water Fittings) Regulations 1999;
- (b) Welsh Water will supply and install the meters;
- (c) Meter manifolds shall be located in an area of common access, i.e. a meter cupboard or plant room;
- (d) Each manifold port shall be tagged prior to meters being installed, detailing which unit it supplies;
- (e) Access for meters must be available 24 hours a day, 365 days a year.

**26.** Temporary Building Water Supplies

For connections for building purposes only, the supply will be described as 'Temporary Building Water Supply' and Welsh Water will lay our part of the service pipe and endeavor to make the connection within 21 calendar days of your compliance with the following requirements;

- (a) You have paid any connection and infrastructure charge at least 28 calendar days before the date you require the connection;
- (b) You have fitted the building water standpipe in accordance with the Water Supply (Water Fittings) Regulations 1999;
- (c) You have informed Welsh Water of the names and address of the persons liable for payment of water and sewerage services charges;
- (d) If any part of the service pipe crosses land which is not in your ownership, you must provide the Company with either a deed of grant of easement or written evidence (to the satisfaction of Welsh Water) that confirms you have a legal right of access for the benefit of yourself and the Company. Right of access must include a right to install accessories on the service pipe and to maintain, repair and replace the service pipe or accessories, and to read any meter sited thereafter;
- (e) The supply will be metered in accordance with the Company's standard terms and conditions for a metered supply of water;
- (f) Subject to suitability of location and with Welsh Water's Agreement, the temporary building supply may be converted to a permanent connection.