Connection requirements

Your installation must successfully pass an inspection carried out by one of our Network Site Agents. A re-inspection will be carried out, which may be chargeable, if your installation is incomplete or was not installed in line with the following requirements:

* Supply pipes must be laid to comply with the requirements of the Water Supply (Water Fittings) Regulations 1999.
* A new supply must not feed more than one property unless a prior agreement with us has been put in place.
* All pipes must be laid in trenches that are between 750mm and 1200mm deep. Supply pipes must then enter the property and remain at that depth for a minimum horizontal distance of 750mm from the external face of the wall before rising to an internal stop tap. Pipes must remain at a depth of between 750mm and 850mm for one metre either side of the boundary box.

* BS6491 standard trace wire must be installed with every service pipe. It should be 1.5mm diameter single or multi-stranded blue plastic coated wire and should be attached to the pipe at intervals of not less than one metre with cable ties.
* Any sized pipe over 25 meters in length must be chlorinated for one hour contact @ 50 parts per million (ppm) by an approved contractor unless agreed by our Network site agent. We must have a copy of a satisfactory pass chlorination certificate.
* All pipes and fittings that are to be used to convey potable water must have approval from the Water Regulations Advisory Scheme (WRAS) for the situation in which they are to be used. If you are installing sections of pipework or any fittings, such as meter boxes, that will belong to us, these items must, in addition to being WRAS approved, have been approved by us for use within our area. Such items will appear on our Approved Materials List.
* Certain contaminants can pass through pipework into the water supply. Developers of all sites must either submit a Site Assessment Report for the site or use barrier PE and fittings suitable for use in contaminated ground. Our requirements changed in spring 2013.
* Pipes must be laid in a continuous duct where they pass through foundations, are buried under buildings or are installed under suspended floors (eg block and beam). In general ducts should extend from the outside face of the point of entry to the building right up to the point where the pipe enters the room containing the internal stop tap. The duct should be sealed at both ends to prevent the ingress of contaminants. The minimum recommended duct diameter for a 25mm pipe is 100mm although a duct with as large a radius as possible should be used where the pipe changes direction.
* Pipes must be insulated from the point where they pass through the outside face of the structure (e.g, wall or footings) through which they enter the building up to the point where they enter the room containing the internal stop tap. Ducts should therefore be of a sufficient diameter to allow for this.
* Stones, bricks and other sharp objects should not be used as backfill material for supply pipe trenches as leaks can be caused when sharp objects rub up against the pipe. Pipes should be laid on a 100mm bed of sand or stone dust, where the ground conditions are such that the trench contains sharp objects.

Such pipes should then also be backfilled with sand or stonedust up to a point that is 150mm above the crown of the pipe. The remainder of the backfill material can then be excavated material providing that any sharp objects are removed from it prior to use. In very poor ground conditions it may be necessary to duct the pipe throughout its length but you will be advised of any such requirements by our Network Site Agent.

* Supply pipes should, where possible, be laid solely within the boundary of the property they supply or, failing that, within communal areas to which the owner of the property has a legal right of access. Prior agreement should be obtained from us where pipes are to be laid in any other location.

* Supply pipes must be brought to the position that was agreed with our Network Site Agent, as marked on the plan accompanying the quotation letter. Additional pipe, of a length sufficient to reach the main to which the pipe is to be connected (or the boundary box if we are installing one) must be left.
* Where developers have installed the communication pipe, it should be laid along a straight line that is perpendicular to the main to which it is to be connected.
* If a boundary box is to be used, the back edging and front kerb of any footpath must be fitted prior to the final inspection.
* Where there are multiple supplies in the same trench, each one must be permanently marked to identify the property it supplies.
* All supply pipes must be capped off to prevent the ingress of debris, vermin or other contaminants. If a pipe is found with an open end, it will have to be chlorinated at your expense. Connection will be delayed as a result.
* Ideally the plumbing in each property should be at the second fix stage prior to the inspection. Where this is not possible, each service pipe must be blanked off within the premises with a stop tap. We will not be held responsible for any damage caused by the failure to blank off any supplies.
* Supplies to multiple properties (where permitted) must have a stop tap fitted prior to the point at which the supply divides and in a convenient location which all occupiers of the premises gain access.

Supplies to all non-domestic properties must incorporate whole-site backflow protection. This means that a double check valve must be installed in an accessible chamber located just inside the property boundary prior to connection. The fitting used must be approved by WRAS or a similar body for the situation in which it is to be used.