

Complete an application form and send it to us with your fee and plans.

We will acknowledge receipt of your application and issue you with a receipt for your payment.

We aim to issue you with a quotation for your new supply within 28 calendar days from receipt of your fully completed application together with instructions on how to arrange your supply pipe and trench inspection.

When you are ready for your supply pipe and trench inspection you will need to request a site visit by a Distribution Technician.

We will issue you with instruction on how to arrange your supply pipe and trench inspection.

If you wish to proceed with the new connection(s), please make payment. You can pay by debit or credit card, cheque, or Bacs. If you choose to pay by BACS you must include your invoice number on the remittance.

Is the connection to an existing mains?

Is the application for connections to newly laid mains?

Following a successful supply pipe/trench inspection we aim to make your connection(s) within 21 calendar days. We will contact you and advise you of the date we plan to make your connection as soon as it has been scheduled.

When we carry out your supply pipe and trench inspection, we will aim to make your connection(s) to the main at the same time providing your private pipework complies fully with the water regulations requirements. The full length of the excavated trench must be left open.

FOR SINGLE PROPERTY CONNECTIONS

The water meter will be fitted when the connection is made to the mains.

FOR MULTIPLE CONNECTIONS

(Two or more supply pipes in the same trench) the water meter will only be fitted if we can confirm the supplies at the time of connection. Where supplies cannot be confirmed a trickle flow cap will be installed. Once the property has been connected onto our network with all internal plumbing complete you will need to make a request for the meters to be installed.