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STEP 1 (YOU)

REGISTER

Click [here](#) to create your account and set up a secure password.

MAKE APPLICATION

Go to *Start an Application* and select **Water Service Connection**. You'll need to upload supporting plans as part of your application. The application fee covers a review of your proposal, an on-site survey with our technician, and preparation of your quote.

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STEP 2 (NW)

Your application fee covers our work here.

PROCESS APPLICATION

We'll review your application within **5 calendar days** and let you know whether we have all the information needed to proceed.

SURVEY

When your application is complete, we'll call you to arrange a survey at your project.

Our technician will assess what's required for your connection including pipe length, traffic management and other considerations.

QUOTE AND PLAN

Within **28 calendar days**, we'll send your quote and provide guidance on how and where to lay your pipework. Your quote is valid for a minimum of 6 months, or until the end of the charging year (31 March), whichever gives you more time.

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STEP 3 (YOU)

ACCEPT TERMS

Review your quote and connection plan, sign the Proposal Acceptance.



MAKE PAYMENT

You can pay online and by cheque or bank transfer.



LAY PIPEWORK

You'll need to install the supply pipework on your private land. We'll confirm the location as part of your quote and plan.

Follow our **Laying New Water Supply Pipes** guide (or share it with your contractor) to ensure the pipework is installed correctly. If you need support, our technician can meet you before any pipework is laid.

ARRANGE INSPECTION

Once your pipework is installed, book your pipework and trench inspection.

If you've used a **WIAPS-approved contractor**, you can email their WIAPS certificate instead- this removes the need for an inspection.

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STEP 4 (NW)

Your quote payment covers our work here.

COMPLETE INSPECTION

We'll inspect your pipework and trench.

If your pipework doesn't pass inspection, you'll need to make the required changes, pay a re-inspection fee and arrange another inspection.

PLAN CONNECTION

Once your pipework passes inspection and we've received any additional information needed to complete your connection, we'll schedule our teams to **connect your supply pipework to the existing water main**.

Most connections are completed within **21 calendar days**. However, if a road closure or landowner notice is required, the process can take up to 3 months due to third-party approvals.

MAKE CONNECTION

We'll connect your supply pipework to our existing water main, install your water meter, and fit an external stop tap. We'll reinstate the area within **5 working days**.