



Steps for **YOU**  
to complete



Steps for **NWL**  
to complete

## 1 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 some supporting plans as part of your application.

The application fee covers a review of your proposal, and preparation of your quote.

## 2 STEP 2 (NWL)

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.

### QUOTE AND PLAN

Within **28 calendar days**, we'll send your quote and provide guidance.

## 3 STEP 3 (YOU)

### ACCEPT TERMS

Review your quote, connection plan and sign the Proposal Acceptance. If you have questions before accepting, contact us: **0345 609 4639 (Option 1)**

### MAKE PAYMENT

You can pay online, by cheque or bank transfer.

### LAY PIPEWORK

Install your pipework following Water Supply (Water Fittings) Regulations 1999.

### REQUEST TO CONNECT

Submit the **Request to complete service connection form**, providing **5 calendar days** notice of your intent to make the service connection. Please also submit valid WIAPS and EUSR (Water Hygiene) certificates or membership cards for the individuals carrying out the water connection, along with your RAMS, to [nsc.wa@nwl.co.uk](mailto:nsc.wa@nwl.co.uk)

For non-household properties, it is our requirement that our Water Regulations team will carry out a site visit to assess the installation, internal plumbing systems and fittings. WIAPS will not be accepted for this type of connection. Our New Service Connections team will guide you through this process.

## 4 STEP 4 (NWL)

### REVIEW DOCUMENTS

We'll review the documentation you've provided and let you know within **5 calendar days** if permission to connect is granted.

We'll confirm a date for your water service connection. On that date, the connection must be completed. A Northumbrian Water technician may attend to supervise and verify the work.

## 5 STEP 5 (YOU)

### RETURN CONNECTION FORM

Complete the **Completed service connection form** and send it to [nsc.wa@nwl.co.uk](mailto:nsc.wa@nwl.co.uk) within **5 calendar days** of making the water connection if household, and **1 calendar day** if non-household.

## 6 STEP 6 (NWL)

### ARRANGE METER INSTALLATION

We'll update our records and arrange for a water meter to be installed within **7 calendar days**. Please ensure the boundary box is clear of debris and unobstructed. For multiple water connections, label the inside of the boundary box with the correct plot or address numbers.