

March 2005

INTRODUCTION

Please take time to read this information, it will provide you with the details you need to make the provision of a new water supply as smooth as possible. Your application will be dealt with by our New Supplies Team who can be contacted on the telephone numbers below.

You will find in the pack information on different types of connections, and the various stages an application has to follow, along with your responsibilities and those of Bristol Water. Guidance notes on installing your pipework to ensure it complies with the Water Supply (Water Fittings) Regulations 1999, are also included. The Government introduced the Regulations on 1 July 1999 to replace Water Company's own Water Byelaws.

CONTACTING THE NEW SUPPLIES TEAM

By Post: New Supplies
Bristol Water Plc
PO Box 218
Bridgwater Road
Bristol
BS99 7AU

By Telephone: 0845 6028022

By Fax: 0117 9633138

By Email: newsupplies@bristolwater.co.uk

DEFINITIONS

Below is a list of useful definitions. You will find these mentioned elsewhere in the pack, and in correspondence we may send you.

The Service Pipe

The whole of the water pipe from the main to the internal water fittings served by mains pressure within the premises. The pipe is divided into two sections of responsibility:

- ☛ **The Communication Pipe (CP)** is normally the length of pipe from the connection to the water main, to a point where the pipe passes through the boundary of the street within which the main is laid. Once laid this pipe is normally maintained by Bristol Water.

- ☛ **The Customer Supply Pipe (SP)** is normally the length of pipe from the boundary of the street within which the main is laid, up to the internal water fittings supplied under mains pressure. This section of pipe is owned and maintained by the owners of the property(ies) served by that pipe.

The Choices for Connection are :

Wall Mounted Box

Instead of having an external boundary box situated in the pavement you can have a wall mounted box either mounted on the face of the external wall or built into the cavity wall of the property. The unit contains an external stop tap, and a meter connection point.

Boundary Box in Highway

This box contains a stop tap and housing for a meter to be installed and is normally located in the public highway.

Boundary Box in Garden

This box contains a stop tap and housing for a meter and is normally installed by the customer within the boundary of their property.

You can purchase approved Wall Mounted Boxes and Boundary Boxes from Ashworth Fraser, Unit 9 Oak Lane, Fishponds Trading Estate, Fishponds, Bristol, BS5 7UY, Telephone Number - 0117 9617000.

Internal Meters

From 1.4.03 Bristol Water will no longer accept internal meters. However, where circumstances dictate, at the Company's discretion, meters may be provided at a location other than outside the property at a cost to be determined at the time.

DO I NEED A NEW CONNECTION? (PROVISION OF SEPARATE SUPPLIES)

Under the terms of the Water Industry Act 1991, Bristol Water requires that all separately occupied premises or those which are designed for, or are capable of separate occupation, be supplied by means of a separate service pipe, with separate boundary boxes or wall mounted box arrangements.

Properties that are converted into flats, flats that are split to create more flats, barn conversions, commercial units that are split to make more commercial units, are all required to have separate service pipes.

The exception to this requirement are high rise type buildings where water storage and boosting systems are required, or multiple flats (see below).

If you consider that your requirements fall into the category where individual services may not be appropriate, please contact the New Supplies Team for further information.

Note - All new supplies will be metered.

MULTIPLE SUPPLIES TO FLATS

With blocks consisting of high rise flats/apartments, there is a further option whereby a suitably sized larger single service pipe may be installed to feed a break tank and booster pump arrangement within the building before separating to provide individual metered service pipes to each flat/apartment. You will also be required to purchase and fit approved meter brackets inside a publicly accessible area with unimpeded access, we will have to use "radio read" meters and the extra-over cost compared to "dumb" meters will be added to the cost of the service pipe connection which will have to be met by the developer. In addition, if it is not readily noticeable which meter serves which flat, some form of permanent identification will be necessary.

Please Note: As the new connection will supply multiple properties, you will be required under the Water Supply (Water Fittings) Regulations 1999 to install a stop valve on the incoming supply, before it divides, in a convenient location to which all occupiers of the premises have access.

REPLACING LEAD OR IRON WATER SUPPLY PIPES

Why Bother?

Lead or iron was commonly used until the 1960s for all supply pipes. It has been found that although we treat the water to minimise it, small amounts of lead can find their way into the water, as can rust from iron pipes.

If you are worried about lead in the water we will take a sample from your property and test it for you free of charge. Phone our Helpline on 0845 702 3797 or write to our Water Quality Department at the address at the front of this leaflet.

Additionally the older pipes are more prone to leakage and, being smaller than modern plastic pipes, can result in poor water flow. If you have a leak, phone our Leakline number free of charge on 0800 801011.

How Do I find Out About My Pipes?

You are responsible for all pipework in your property and the pipe between your property and the boundary of the street within which our main is laid, which will normally be at the edge of the property's boundary. In exceptional circumstance, for instance where your property is situated beyond the end of our main, you may also be responsible for the pipe between your property and our main.

Look at the pipe where it enters your home. Normally this can be found by your internal stop tap, try looking under the kitchen sink. If the incoming pipe is not plastic or copper it will be lead or iron. Scratch the surface with a knife and if it is lead you will see the shiny silvery coloured metal underneath. If you are still unsure ask your plumber.

What About the New Pipe?

It will normally be a blue-coloured plastic pipe made from Medium Density Polyethylene (MDPE) of a minimum of 25mm external diameter as far as the internal stop tap, then it will normally be copper.

How Do I Go About Replacing my Supply Pipe?

Refer to the section in this leaflet 'How To Apply For A New Connection'.

Please Note: You will also need to replace the pipe to at least the first tap used for drinking water if it is also lead or iron.

Who Pays For What?

This depends on individual circumstances. In all cases you pay for the cost of buying and installing a replacement for your pipe in accordance with our standards. You may wish to get some quotes from plumbers for the work. If ours is already a plastic pipe, you pay for connecting to our pipe, and maybe for replacing a stop tap box.

If our pipe is made of lead or iron, and you lay your pipe to the correct point, we pay for the cost of replacing our pipe from the main to where it joins your pipe, for a new stop tap box (if required), for connecting the pipe to the main and for our inspections.

If our pipe is made of lead or iron but you do not lay your pipe to the correct point, we may not connect. However, if we do connect and you are on a single supply, we may charge a disconnection fee, whereas if you are on a shared supply we may charge a full connection charge.

Our charging policy will be explained in more detail when one of our Technical Staff visits you, or you can call our New Supplies Team on the numbers in the front of this leaflet.

Electrical Earthing

Before 1966 it was common practice to earth properties using the incoming metal water pipe. Earthing is necessary to discharge electricity in the ground in the event of an electrical fault. In 1966 the law was changed to prevent water pipes from being used. The introduction of non-metallic material to the water pipe, such as fitting a meter box, a meter, or installing plastic pipes, breaks the earthing route, making it potentially dangerous for the people using the property and anyone working on the water pipe or electrical system.

The safety of the electrical system and adequate earthing in a property are the responsibility of the property owner. We and your electricity company take no responsibility for earthing. We are not qualified to give you advice on this subject and advise you to contact an electrician.

SHARED SUPPLY PIPES

It is estimated that, of over 400,000 properties in the Bristol Water area, up to 20% are supplied by shared service pipes. These pipes are normally laid partly in private land and gardens and are the responsibility of the customer.

How do I Find Out If I Share A Service Pipe?

We may notify you, usually after investigating a complaint of poor pressure, your plumber may tell you, or your neighbours who share the service pipe with you may know.

Do I Need A New Pipe?

Not necessarily, there may be nothing wrong with the supply of water from your shared service pipe. It's your choice. If you do have a new water supply pipe direct to your home, your supply will no longer be shared with other properties, whose use of water may currently affect the pressure in your property.

How Do I Go About Having a Separate Supply For My Property?

Refer to the section in this leaflet 'How To Apply For A New Connection'.

What Will It Cost?

It will cost the same as having a brand new supply. The only exception is if your supply pipe is made of lead or iron.

If your shared supply is made of lead or iron, providing you arrange and pay for a new supply pipe to be laid from your property, to the same connection point as the existing shared supply (usually where the existing Company stop tap is situated, see diagram below), we will connect your new supply free of charge. To qualify we must be able to replace our existing lead communication pipe and provide a new connection for your property, in the same trench. All lead piping to at least the first draw off point within the property, must also be replaced. We will then install a double stop tap box in place of the old box, one to control the existing shared supply, and the other to control the new supply.

On completion of the work you must arrange for your old water supply pipe to be disconnected where it branches from the existing shared supply pipe. It should be stressed that any properties remaining on the shared supply pipe may still have a legal right to continue using and maintaining that pipe, even if it passes through or under your property, and cannot be cut off.

This option can be carried out under our lead replacement scheme, and our part of the work will be free of charge, providing we have a lead connection to our main that needs to be replaced.

Example - House No. 3 wants to separate from a shared lead supply

The new supply is brought to the same connection point as the existing shared supply, where we will install a double stop tap box (shown as a black rectangle), and connect the supply free of charge.

HOW TO APPLY FOR A NEW WATER CONNECTION

Step 1 Application Form

An application form must be completed before any new or replacement connections can take place. A form can be printed out from this site or contact New Supplies by phone to have one sent.

The current charges are under the 'our charges' section in this section

Step 2 Return Application Form To The New Supplies Team

A site plan of the property(ies) requiring the new or replacement supply must be included with the completed application form. We cannot process your application without one. Any incorrectly completed forms will be returned for more information.

Step 3 Site Visit By Our Technical Liaison Officer

Following receipt of the completed application form, our Technical Liaison Officer will visit site. The purpose of the visit is to obtain the details we require to work out our charges. Whilst on site we will mark the point where we require you to bring your supply pipe out to, we will also mark this on a site plan and include this in our price letter.

Note - If anything should differ from the information originally supplied on your application form, contact the New Supplies Team immediately as a new application form will need to be completed.

Step 4 Charges & Invoices

Following our site visit we will send you a letter detailing any charges, and enclosing a site plan. When you require an invoice for the charges, please phone us and request one.

Step 5 Payment Of Charges

If payment is due we will request this in advance. Invoices can be paid anytime prior to the connection taking place. However, the Infrastructure invoice can be deferred until after the connection has been made, and the property is capable of drawing water for domestic purposes.

Note - The Connection Charge should be sent in advance of requesting your connection, to avoid any unnecessary delays while we process your payment.

Please Note if paying by BACS please use account number 41728777 and Sort Code 560005. Payments made in this way can take up to 10 working days to reach us.

Step 6**Ready For Connection**

You will need to notify the New Supplies Team when you are ready for the property(ies) to be connected to our water main. Our connection requirements and The Water Supply Regulations (details enclosed), must be complied with for us to make the connection. If we are unable to make the connection as our requirements have not been met, we will cancel the job and charge you for our time. You will then need to contact us again when you have corrected the work, and are ready for the connection to be made.

Step 7**Connection Made & Meter Installed**

Providing payment (if applicable) has been received, the connection will normally be made to the water main within 10 working days of receipt of your request. However, if your property is being connected to one of our strategic mains or is situated in a road classified by the relevant Highway Authority as 'traffic sensitive', under the 1991 New Roads and Street Works Act, we are obliged to give 28 days notice to the Authority prior to any work being carried out. If this is anticipated, we will give you as much notice as possible, but you should make provision in your plan for this possibility.

Following connection if applicable a water meter will be installed and a reminder for any unpaid Infrastructure charges will be sent to you.

Step 8**New Bill Payer**

If a meter has been fitted you will be charged for the water drawn through it along with a standing charge. If there is a change of bill payer please telephone our Customer Services Department on 0845 6003600 with details.

CONNECTION REQUIREMENTS

Before we will connect your new supply, the following must be complied with:

1. Each supply must not feed more than one property, unless previously agreed in writing with Bristol Water.
1. All pipes must be laid in a trench between 750mm (2ft 6in) and 1350mm (4ft 6in) deep. They must then enter the property and remain at that depth for a minimum of 750mm (2ft 6in) from the external face of the wall, before rising to an internal stop tap. Also if your supply pipe is 63mm (outside diameter) or larger, we must have a copy of a satisfactorily passed chlorination certificate, and our Regulation Officer must witness the pressure test carried out on the pipe. If you have to bring your pipe across someone else's land to reach the agreed connection point, it is your responsibility to obtain easements to do this.
1. If this Development area could have been / is currently built upon the standard material for water mains and services (polyethylene pipework) can be adversely affected by several elements that could have been stored/ spilt within the development area. We shall therefore require alternative pipework materials to be used, such as sleeved ductile iron, Protectaline PE or PVC wrapped table Y copper for the underground section of the customer's service pipes that will be installed by you, unless you can provide us with a chemical analysis report for the site which will allow us to determine that there are no elements within the soil which are detrimental to PE pipework.
1. Where pipes pass through foundations or are buried under a building (excluding suspended floors), they must be put into a continuous duct. The minimum recommended for a 25mm pipe is 100mm (4in), with the largest radius possible to be used where it changes direction. Ducts must also allow for pipes to be insulated.
1. When backfilling a trench stones, bricks or other sharp objects must not be in the backfill material. Leaks in new pipes can be caused by stones or other sharp objects rubbing against the pipe. Where, due to the nature of the ground, this is not possible, pipes should be laid on a 150mm bed of sand or stone dust. The pipe should then be covered with the same amount of sand or dust, and the remainder of the backfill material should be, as far as possible, kept clear of any sharp objects. In very poor ground conditions it may be necessary to duct the pipe throughout its length.
1. Supply pipes must be laid within the boundary of the property they supply. This does not prevent pipes being laid in a communal area to which the owner of the property has a legal right of access.
1. All supply pipe must be laid to comply with the requirements of the Water Supply (Water Fittings) Regulations 1999.
1. All supply pipes must be brought to the position agreed in writing with Bristol Water. Where wall mounted boxes or internal meters are being installed, enough pipe must be provided for one continuous length of pipe to be laid between the property and our main. Where there are multiple supplies in the same trench each supply will need to be permanently marked to identify the property it supplies.

1. All supply pipes must be capped off to prevent the ingress of debris.
1. From the position agreed in point 7 above, all supply pipes will be laid at a 90° angle to the centre line of the main to which it is to be connected to.
1. If a boundary box is to be used, the back edging and front kerb of any footpath must be fitted prior to requesting the connection to be made.
1. Where a connection is made prior to the completion of the internal plumbing it will be the customer's responsibility to ensure the service pipe is suitably blanked off within the premises. Bristol Water will not be held responsible for any damage caused by a failure to do so.

WATER SUPPLY (WATER FITTINGS) REGULATIONS 1999

Work on all new and replacement water systems is subject to compliance with the Water Supply (Water Fittings) Regulations 1999. These regulations were introduced by the Government in July 1999 and replace Water Company Byelaws. Copies of the regulations are available from HMSO (Her Majesty's Stationery Office) price, with amendments, £4. A copy of the regulations can also be found on the DETR (Department of the Environment Transport and the Regions) web site www.hmso.gov.uk/stat.htm more detailed guidance can be found at www.environment.detr.gov.uk/wsregs99/waterfit/guide/section1.htm

Bristol Water have a legal duty to enforce the Water Regulations. However, it is the responsibility of the installer to ensure their work complies with Regulations. As new Regulations are often complex, and sometimes confusing, if you are unsure about compliance with them you should consult your plumber.

Before starting any work you should first establish whether or not Notification is required. The Government introduced the requirement for Notification with the new Regulations (Regulation 5). A copy of Regulation 5 is enclosed for your reference.

Note - If you are signed up to our 'Water Connection Agreement' (subject to any regulatory requirements), you may not be required to notify us before commencing work. If you would like to sign up to our agreement please contact our Regulations Office on 0117 9665 881.

It would not be practicable for us to list all the areas covered by the Regulations. The basic principles are:-

1. All materials used must be suitable for the purpose for which they are intended.
1. All fittings must be protected against damage from frost and other causes.

1. All fittings must be installed in such a manner that they will minimise the risk of backflow.

Note - Many non-domestic systems are unsuitable for direct connection to mains water. If you are applying for a supply for non-domestic use, we recommend you discuss your requirements with one of our Water Regulations Officers at an early stage. The Water Regulations Office can be contacted on 0117 9665 881.

1. All fittings must be installed, as far as is reasonably practicable, to avoid excessive use of water.

Note - All new connections are metered. Any alterations or additions to existing systems that are deemed to use excessive amounts of water, may, at our discretion, also be metered.

The detail surrounding some of the regulatory requirements listed above is quite specific, anyone who is not sure of these requirements should seek professional advice.

NOTIFICATION

- 5.- (1) Subject to paragraph (2), any person who proposes to install a water fitting in connection with any of the operations listed in the Table below-
 - (a) shall give notice to the water undertaker that he proposes to begin work;
 - (b) shall not begin that work without the consent of that undertaker which shall not be withheld unreasonably; and
 - (c) shall comply with any conditions to which the undertaker's consent is subject.

TABLE

1. The erection of a building or other structure, not being a pond or swimming pool.
2. The extension or alteration of a water system on any premises other than a house.
3. A material change of use of any premises
4. The installation of (a) a bath having a capacity, as measured to the centre line of overflow, of more than 230 litres; (b) a bidet with an ascending spray or flexible hose; (c) a single shower unit (which may consist of one or more shower heads within a single unit), not being a drench shower installed for reasons of safety or health, connected directly or indirectly to a supply pipe which is of a type specified by the regulator; (d) a pump or booster drawing more than 12 litres per minute, connected directly or indirectly to a supply pipe; (e) a unit which incorporates reverse osmosis; (f) a water treatment unit which produces a waste water discharge or which requires the use of water for regeneration or cleaning; (g) a reduced pressure zone valve assembly or other mechanical device for protection against a fluid which is in fluid category 4 or 5; (h) a garden watering system unless designed to be operated by hand; or (i) any water system laid outside a building and either less than 750mm or more than 1350mm below ground level.
5. The construction of a pond or swimming pool with a capacity greater than 10,000 litres which is designed to be replenished by automatic means and is to be filled with water supplied by a water undertaker.

- (2) This regulation does not apply to the installation by an approved contractor of a water fitting falling within paragraph 2, 4(b) or 4(g) in the Table.
- (3) The notice required by paragraph (1) shall include or be accompanied by-
- (a) the name and address of the person giving the notice, and (if different) the name and address of the person on whom notice may be served under paragraph (4) below;
 - (b) a description of the proposed work or material change of use, and

- (c) particulars of the location of the premises to which the proposal relates, and the use or intended use of those premises;
 - (d) except in the case of a fitting falling within paragraph 4(a), (c), (h) or 5 in the Table above-
 - (i) a plan of those parts of the premises to which the proposal relates, and
 - (ii) a diagram showing the pipework and fitting to be installed; and
 - (e) where the work is to be carried out by an approved contractor, the name of the contractor.
- (4) The water undertaker may withhold consent required under paragraph (1), or grant it subject to conditions, by a notice given before the expiry of the period of ten working days commencing with the day on which notice under that paragraph was given.
- (5) If no notice is given by the water undertaker within the period mentioned in paragraph (4), the consent required under paragraph (1) shall be deemed to have been granted unconditionally.