

# WATER SERVICE CONNECTIONS TERMS AND CONDITIONS

## DESCRIPTION OF SERVICE

Our quotation covers the cost of the work within the public highway to provide a communication pipe and water meter. It also includes:

- The meter housing and meter which will normally be located at the boundary of the highway in which the main is laid.
- We may also install remote reading devices where appropriate.
- Excavation, backfill and permanent reinstatement of disturbed surfaces where applicable, subject to any provisions shown in our quotation.
- Infrastructure charges.

**Our quotation does not include the private supply pipe from the highway boundary and into your property.**

## PAYMENT TERMS AND CONDITIONS

1. The fees and charges are valid for work conducted within six months from the date of the quotation.
2. Payment of the charges will be deemed as acceptance of these conditions and those recorded in our general terms and conditions (available on request).
3. There is an application fee payable when you submit an application. This fee covers our costs for providing a quotation.
4. Full payment of all charges shown on the quotation must be received in advance of any work being undertaken by Essex and Suffolk Water.
5. Where a new service connection is cancelled after payment has been received, an administration fee will be deducted from the refunded connection charges.
6. Your supply pipework must be installed as to comply with the Water Supply (Water Fittings) Regulations 1999 (Water Regulations). If the supply pipe and trench do not meet with the regulations, we will leave a card which will specify the reason for failure. You will be liable to pay a re-inspection fee for each further visit which is necessary. This fee must be paid before we will arrange any re-inspection appointments.
7. Some properties may require their internal water system(s) to be inspected and certified for compliance with the Water Supply (Water Fittings) Regulations 1999. If the inspection or an audit identifies Water Regulation compliance issues requiring rework, Essex and Suffolk Water will charge you for each failed subsequent re-inspection.
8. The charges are subject to review in the event of unforeseen errors, omissions or conditions on site.

**Details of all charges relating to water service connections can be found in our Charging Arrangements 2018/19 document, available at [www.eswater.co.uk/services/developers/our-charges/](http://www.eswater.co.uk/services/developers/our-charges/)**

## CONNECTION REQUIREMENTS

**Before the connection(s) are made, the following conditions must be met:**

1. Each separately occupied property will be metered unless expressly agreed. Please refer to our "Guidance notes for commercial water supplies" section 4.
2. The entire supply pipe from the street boundary, or agreed point of connection, up to and including the first stop tap must be laid in advance, at a depth of between 0.75m (2'6") and 1.35m (4'6"). The pipe must enter the property through a properly insulated duct. All works should be installed in accordance with the Water Supply (water fittings) Regulations 1999. Temporary supplies must be complete with a draw off tap firmly attached to a suitable support must be laid to the street boundary or agreed point of the connection. A suitably approved double check valve will be required to be fitted adjacent to the point of use (i.e. the tap). A stop tap and drain cock is also required to be fitted at the base of the standpipe. All pipework must also be suitably protected against the effects of frost and damage.
3. Multiple supplies may be laid as manifold connections (six services per manifold) and the groups of services must be laid at least one metre apart to allow for reinstatement. Trickle flow caps will be fitted on these supplies.
4. As Essex and Suffolk Water is required to inspect the supply pipe, the whole length of the excavated trench is to be left open and only backfilled after the Essex and Suffolk Water's representative has inspected the site.
5. If the internal diameter of your private supply pipe size is larger than 50mm, or is greater than 50 metres in length, it will normally be required to be pressure tested and disinfected to the requirements of the Water Supply (water fittings) Regulations 1999. We require copies of all certificates and the sample analysis report prior to Essex and Suffolk Water scheduling in the connection.
6. Your supply pipe/trench inspection cannot be arranged until we have received payment for the new water supply(s), and we will require the postal address(s) of the property(ies) to be provided when the inspection is requested. We may withhold connection if this information is not available.
7. We require notification that the supply pipe has been laid to the agreed point of connection. You can do this by emailing, posting or faxing the relevant form to request your inspection, fully completed together with postal addresses. You can also request your inspection/connection by telephoning Essex and Suffolk Water. Contact details will be provided following receipt of full payment of the quotation.
8. Please refer to our guidance notes for details on ways to pay for your quotation.

