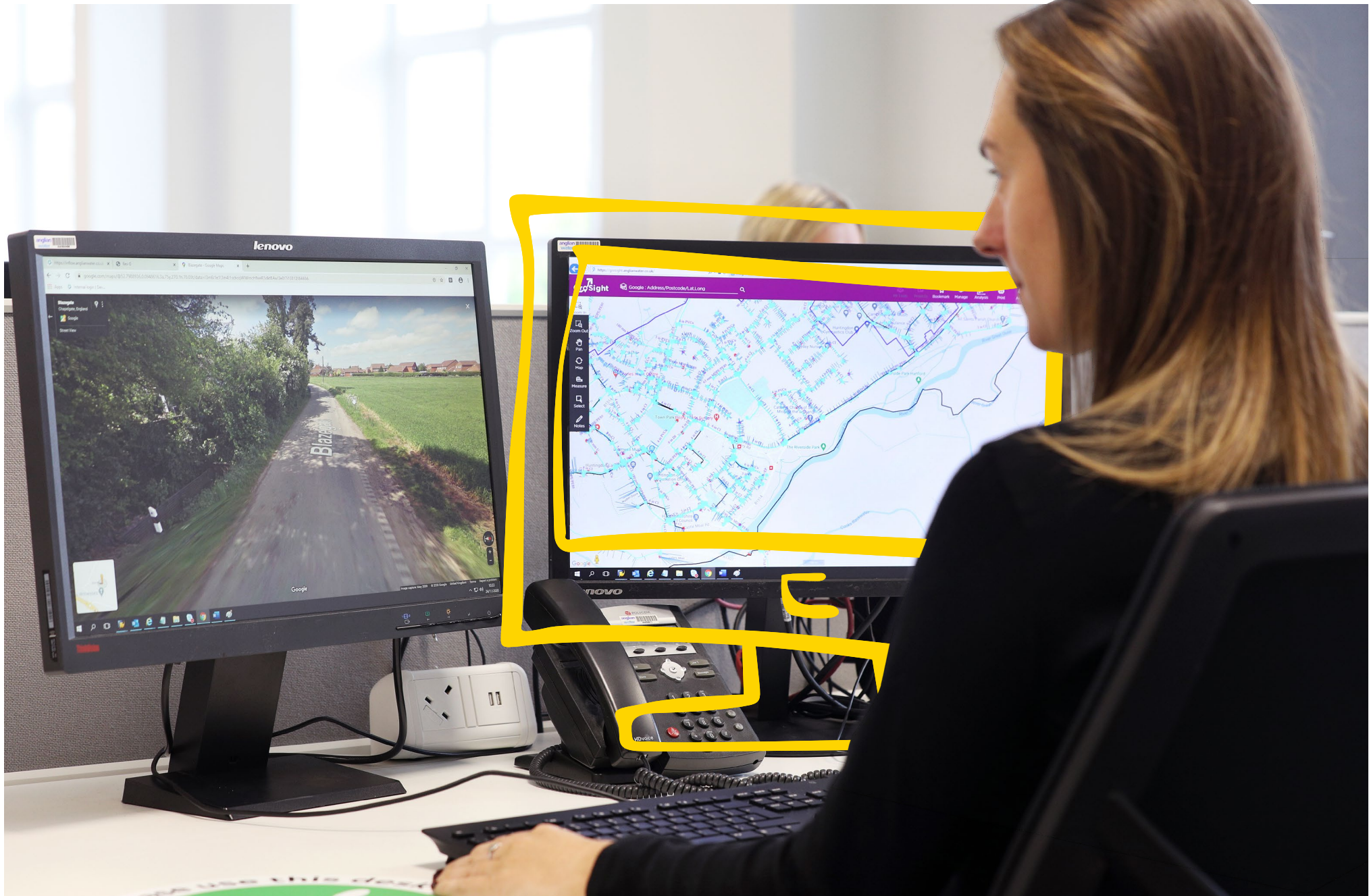




love every drop
anglianwater

Your water connection journey

A step by step guide
to help you get connected



Your water connection journey

We're on hand every step of the way in your new water connection journey.

Here's a handy guide to keep you on track.



Quick information

If you're installing a new water connection to be supplied by a recently laid water main, for example on a housing estate, please see Step 3: Construct

How will I work with you to get my new water connection?

We'll work closely together to each complete different tasks. This is because Water Industry legislation dictates what work we can or can't do on your land and also holds us both responsible to ensure water quality standards are maintained for your health and safety.

Throughout your journey you'll see the 'Your task' and 'Our task' colours. These will guide you on who does what, and when.



Rest assured, we're here to support you, from Step 1 to Step 5.

How long will my water connection take to complete?

This depends on how quickly you are able to complete your tasks. We can't make your water connection until you have completed some of your tasks.

It also depends on the type of connection you require and the location of your water connection. More information on time scales can be found in this guide.

1 Apply

A



Register

- Set up an account on your online portal [InFlow](#).
- If you've already set up an account, log in to [InFlow](#) to get started.
- If you don't have internet access, please give us a call and we can help.

B



Make an application

- Once logged in, complete an application for a water connection.
- The application takes around 15 minutes to complete.
- Please include as much information as possible so that we have a good understanding of your project and time scales.

C



Check application

- We'll check your application to make sure we've understood your requirements and have everything we need.



What is InFlow?

InFlow is your online portal. Here you can apply and pay online, have real-time visibility of your connection journey and review and track progress. You'll receive updates from our team, upload and download documents and action work through InFlow.

Timescales to check your application



Regulatory timescale
5 calendar days



Anglian Water
No later than 4 calendar days



2 Evaluate

A



Project Survey and cost

We'll complete your survey and cost information.

We'll provide guidance on:

- The pipework you need to lay.
- How to lay your pipework.
- The cost of the work.
- How long it will take us to complete our part of your water connection.

What is a Project survey?



Legally we're unable to work on your land, so we need you to lay some of the external pipework first.

This pipework runs from your project up to a location we've agreed with you in your project survey (usually at the highway boundary). This is your supply pipe.

We'll then lay a pipe from our water main (normally in the road) to meet the external pipework you or your contractor have laid. We'll also install an external stop tap.

Your Surveyor will explore all external pipework location options with you and provide you with the most cost effective solution for your project.

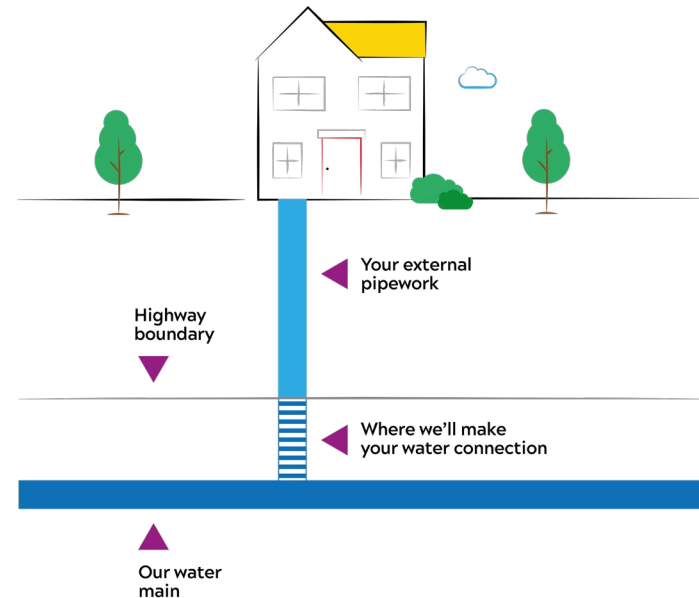
B



Make payment

- Once you're happy with your survey and cost information, make payment.

Your pipework and our pipework



Timescales to complete project survey and cost



Regulatory timescale
28 calendar days



Anglian Water
14 calendar days





3 Construct

A



Lay your pipework

- Using the guidance provided, lay your external pipework ready to meet our water main.
- This will be from your project to the location provided in your Project survey.
- Find out [How to lay your pipework.](#)

B



Arrange a pipework check

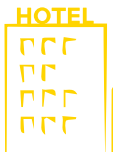
- Once you have laid your external pipework, book in your pipework check. We need to check that it is safe and ready for connection.
- We can complete your check either by coming to see you, or using our video technology.

What's a pipework check?



The Water Supply (Water Fittings) Regulations 1999 are a legal requirement to ensure water quality is kept safe. They're similar in nature to Building Regulations and Gas Regulations. They include information on how underground pipework and internal plumbing must be installed.

Do you need a water connection for?



A non-residential property



Fire protection



Field use (troughs, agriculture and recreation)



Any property with water reuse systems (eg. rainwater harvesting)

We'll need to make additional checks on your plumbing or fittings. **This is in addition to your external pipework check.**

This is because the type of plumbing you are installing is classed as higher risk to water quality. We'll provide bespoke guidance for your project at Step 2A on what we'll be checking.

Did you know?



If you use one of our [approved contractors](#) to lay your external pipework, you'll get a discount. You also don't need to arrange a pipework check - we'll move straight to Step 3D instead.



C

Complete pipework check

- We'll complete your pipework check with you. These checks will take approximately 20 minutes.
- We'll be looking at the external pipework that you have laid from your project to the location in your **Project survey**.
- If we need you to make any adjustments, we'll talk you through how to make them.

Before we connect...



Chlorinate

After your external pipework check looks safe, we may need you to chlorinate your external pipework. This stops contaminants entering the water supply when we make your water connection. Don't worry, not every water connection requires this!

Appoint a retailer

If your water connection is for a non-residential property, or for a temporary build supply, you'll need to appoint a retailer who you'll pay your water bill to at this point.

D

Make water connection

- If your external pipework is safe, we'll be in touch to let you know when we'll make your water connection.

IMPORTANT, please read about Average connection timescales.

Timescales to complete your water connection



Traffic sensitive project
3 months



Most projects
21 calendar days

Your task**Our task**

After we've connected

Once we've made your connection, we'll reinstate the area to its original condition within 3 days. The amount of water you'll receive will be slightly different depending on the type of water connection you need.



Connection for a house or multi-occupancy residency?



- If you're installing a **new water connection**, you'll receive a small flow of water to test the internal fixtures and fittings such as showers and toilets.

Please move to Step 4 and 5.



- Where you're **replacing an existing water connection**, you'll receive a full flow of water. We'll fit a water meter if you've requested one.

Your journey ends here - no need to move to Steps 4 and 5!

Connection for a temporary build supply?



- You'll receive a full flow of water and a water meter will be fitted.

Your journey ends here - no need to move to Steps 4 and 5!

Connection for a non-residential property or are installing bespoke plumbing?

(fire protection, field use, water reuse)



- You may or may not receive a flow of water. Your engineer will agree this with you.

You may or may not need to move to Step 4 and 5.

Your task

Our task

4 Check

A



Complete fixtures and fittings

- Install your internal fixtures and fittings in places such as bathrooms, toilets, kitchens and utility rooms.
- Take a look at [How to install your fixtures and fittings](#).
- If your property is higher risk, your engineer will have given you bespoke guidance for your plumbing and fittings.

What's an internal fixtures and fittings check?



Similar to your external pipework check, we need to check all internal plumbing to make sure water quality remains safe.

B



Arrange a fixtures check

- Once your internal appliances are installed, book in your fixtures and fittings check. We need to see that they have been installed safely, ready for your meter fit and full flow of water.

Did you know?



If you use one of our [approved plumbers](#) to install your fixtures and fittings you'll get a discount. You also don't need to arrange a fixtures check*.

*Sorry - this doesn't apply to projects that are non-residential or are installing bespoke plumbing.

C



Complete fixtures check

- We'll complete your fixtures and fittings check with you. These checks will take approximately 30 minutes.
- We'll be looking at all internal fixtures and fittings, and some external appliances such as outside taps.
- If we need you to make any adjustments, we'll talk you through how to make them.

Timescales to complete your fixtures check



Project visit **7 calendar days**

5 Complete

A



Fit water meter

- If your fixtures and fittings look safe, we'll fit a water meter, allowing a full flow of water into the property.
- We'll leave you with a [Welcome to your new property guide](#) with information on how to set up a new customer account with Anglian Water.

To view our 5 step guide in action see our video [here](#)



Your task

Our task



For further information

Please contact our water connections team if you have any further questions about your water connection journey.

Call: **0345 60 66 087**

Email: connections@anglianwater.co.uk

