



Misconnections and how to avoid them

How to avoid connecting to the
wrong drain and polluting your
local environment.

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A misconnection is where drainage from your home has been connected to the wrong part of the sewer or surface water network.

This leaflet contains important information you'll need to know if you're making any alterations or improvements at home that need any kind of drainage.

That's anything from connecting a toilet, sink, shower or washing machine, or changing or reconnecting your existing drainage connections in any way (like building a new extension with its own guttering or putting drainage channels into your driveway).

Connecting the drainage from your home to the wrong part of the sewer or surface water network can have serious consequences – so it's important to get things right.

If you've misconnected your bathroom drainage to the surface water network, dirty water and waste will end up polluting your local rivers and streams.

If you've misconnected your home's surface water drainage to the foul network, it puts unnecessary extra water into the sewers, filling them to capacity and then causing flooding to your local area.

Misconnections can happen when a home is first built or when it's being renovated. It's important to know that it's usually the property owner who's responsible for sorting out any misconnections at their home even if they were made before they owned the property.

If a misconnection isn't put right, the homeowner may be liable for a fine.

Two most common types of misconnection

1. Foul water drainage misconnected to the surface water system.

This is the most common kind of misconnection.

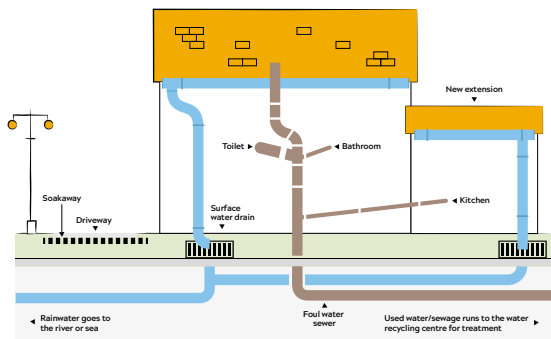
If things like toilets, sinks and washing machines are connected to the surface water system the dirty water is released directly into our rivers, instead of going to our water recycling centres.

2. Surface water drainage misconnected to the foul water sewer system.

This is where surface water drainage (from rain) is incorrectly emptying into the foul water sewer system, filling it to capacity.

This leads to wastewater backing up and flooding people's homes; flooding out of manholes causing pollutions or triggering premature discharges from storm overflows.

This diagram shows the correct way that rainwater and used water should be separated



Used water/sewage

Used water from toilets, washing machines, sinks and baths runs to the sewage treatment works for recycling.



Rainwater

Rainwater runs into guttering, then into surface water drains and on to waterways or the sea and helps the environment.

How you can avoid misconnections

If you're planning on doing any kind of home renovation that involves connecting or re-connecting pipework (e.g. a new extension), you must make sure to check those connections.

If you're not sure, talk to an approved plumber or get in touch. If you're in a rental property, then talk to your landlord.

Here's a handy list to run through or check with your builder or plumber:

Are you installing a new toilet, sink or appliances? If so, these need to be connected to the foul sewer.

Are you connecting any new surface drainage? If so, this needs to be connected to the surface water system or a soakaway. If there's not a surface water system available, an alternative solution should be agreed with your builder or plumber. You can also contact us for further advice.

Do you know the location of the sewer you want to connect to and where you want to connect to it? If not, look for nearby manholes or at sewer records from your local authority and Anglian Water to show where you can connect.

Have you double checked you have the correct sewer?

- ☐ Foul water sewer
- ☐ Surface water sewer

Do you know who owns the sewer you're connecting to? You're responsible for the drains from your property up to the point they meet the drains from a neighbouring property.

Are you connecting directly to a public sewer? If so, do you have approval from Anglian Water to connect to the public sewer?

How can you find out more?

You can read more about how to avoid misconnections and prevent pollutions by visiting the website overleaf.

For further information

Please contact us if you've got any more questions about misconnections.

Call: **03456 066 087** and choose option 2

Email: drainage@anglianwater.co.uk

Web: Read more about misconnections and get help and advice from Water UK by scanning the QR code below.

