

# CUSTOMER CONNECTION PACK

A step-by-step guide to  
connecting your water supply  
to our network

WONDERFUL ON TAP



# YOU'RE ONLY A FEW STEPS AWAY FROM WONDERFUL WATER

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Welcome to Severn Trent. We're here to help you connect your new water supply to our water mains. Water mains are the large water pipes which distribute water around our network.

This booklet will give you an overview of our connection process. If there is anything else you would like to know, we're here to help.



**0800 707 6600**

**Mon-Thu 9:00-16:00, Fri 9:00-15:30**



**[new.connections@severntrent.co.uk](mailto:new.connections@severntrent.co.uk)**

# ABOUT YOUR NEW CONNECTION

Every day we send about 2 billion litres of water to homes and businesses, through 40,000km of pipes. So you're about to become part of one of the biggest networks in the UK.

We use large underground **water main** pipes to distribute water around our region. Often these are underneath roads. Then, coming off these water mains there are smaller **communication pipes** to send water to each individual supply. Often there's an external stop tap at the boundary of the property.

We own water mains and communication pipes – so if anything goes wrong with them, it's our job to fix it.

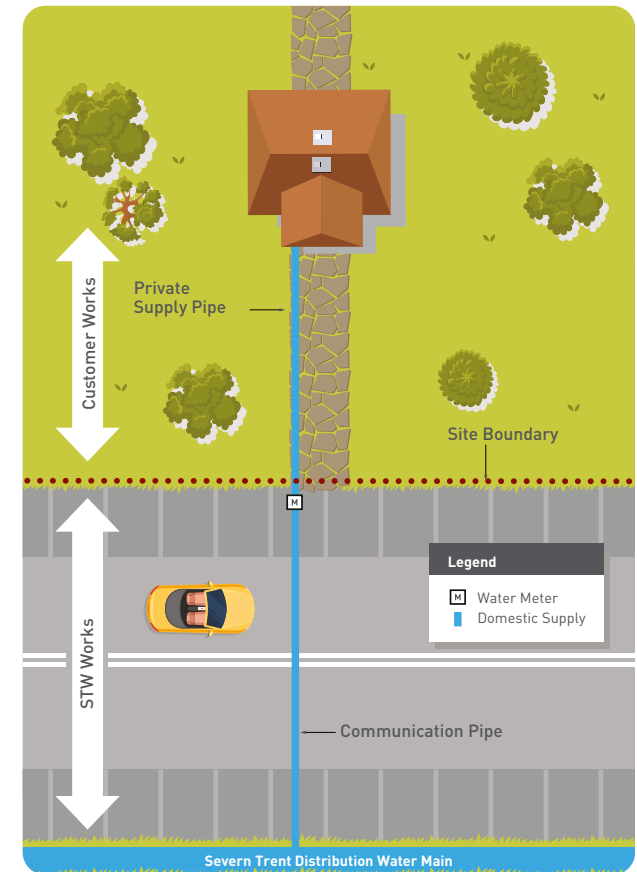
To bring water to your site we lay a communication pipe for you. Unlike other utilities, water companies have to charge for their costs when they lay a new communication pipe. However we'll offer the lowest price we can. We'll work with you to find the most economic solution for your site and provide you with a quote.

You will need to accept and pay before we can plan your connection.

The pipe leading from the external stop tap to your property is called a private **supply pipe** and belongs to you. This is the pipe that we need you or your contractor to install. You'll need to lay it all the way to a point we'll agree with you so we can connect it to our network.

If you need help finding a suitable contractor to install your private supply pipe, the WaterMark scheme may be useful for you. Find out more on page 7.

**Sometimes water mains aren't right outside the boundary of a property and in these cases, you'll need to install a longer supply pipe. We'll discuss this with you when we first visit your site and let you know where the connection is going to be made.**





# GETTING CONNECTED – FIVE SIMPLE STEPS



Fill out an application form and pay the initial application fee. Click [here](#) to start your application, or scan the QR code below.



If you need any help with this, just give us a call.

When we have all the information we need from you, we'll get a **Customer Connections Manager (CCM)** on the case. Your CCM will be your point of contact and keep you updated every step of the way.

During the visit we'll look at what you need and talk about where you need to lay your supply pipe so that we can connect it to our water main.

→ We'll get in touch within **five working days** to arrange a site visit.

We'll give you a quote including a sketch showing where your supply pipe needs to go to. Before you pay for your quote, lay out your supply pipe. To accept your quote, send us your acceptance form along with your payment.

→ You have **six months** to complete your connection.

We'll agree a date to check the pipework you've laid. There's a handy guide on page 8 to show what we look out for. If you've used a WaterMark-approved plumber, we won't need to inspect your site; just send us a copy of their membership.

→ We aim to connect you **within 21 days** of the inspection. Connections through private land, or locations which need to be traffic managed to keep everyone safe, can take longer.

We'll call you to let you know we're on our way. You don't need to be on site, but it can be helpful if we need to test your connection.





# ABOUT YOUR QUOTE

## How much could a new connection cost and how long could it take once you've passed an inspection?

These price ranges show what could affect the and timescales cost of your new connection.

| Price range     | Type of connection   | Percentage of customers paying this price | Type of traffic management   | Timescales                  |
|-----------------|--|---|--|-----------------------------|
| £1,000 - £1,999 | A simple connection, with excavation works and reinstatement carried out by customers*.    | 5%  | <ul style="list-style-type: none"> <li>To be arranged by customers if needed</li> </ul>  | 21 days                     |
| £2,000 - £3,999 | A simple connection, with works on the nearest side to the property, including excavation. | 34%                                       | <ul style="list-style-type: none"> <li>Manual give/take road signs</li> <li>2-way traffic lights</li> </ul>  | Up to 21 days               |
| £4,000 - £5,999 | Works could extend to the far side of the road.  | 41%                                       | <ul style="list-style-type: none"> <li>3 or 4 way traffic lights</li> <li>Lane closure</li> <li>Private land entry assessment</li> </ul>   | Between 21 days and 6 weeks |
| £6,000 - £7,999 | Works could be for multiple connections and could extend to the far side of the road.      | 12%                                       | <ul style="list-style-type: none"> <li>Lane closure</li> <li>Out of hours working</li> <li>Private land entry assessment</li> </ul>  | Minimum of 13 weeks         |
| £8,000+         | Works could be for multiple connections and could extend to the far side of the road.      | 8%  | <ul style="list-style-type: none"> <li>Road closure</li> <li>Out of hours working</li> <li>Private land entry assessment</li> <li>Multiple site visits from our teams</li> </ul> | Minimum of 13 weeks         |



\*Excavation and reinstatement can be carried out by customers only in specific circumstances which we'll discuss with you during our first site visit. Excavations and reinstatement must comply with [safe digging practices and excavation standards](#). Any permit from highway and consent from private land owners must be obtained by customers in advance of any works. As well as ourselves, Self Lay Providers are also able to make your connection to some types of water mains. Click [here](#) or scan the QR code to find a list of all accredited SLP's.

All water companies have to charge when they make a new connection. We'll work with you to offer the lowest price we can for the works.

### The quote for your connection covers:

- **Construction** - the actual costs for our connection team to come to your site, dig, lay and install a new connection from the water main to your property boundary.
- **Traffic management** – depending on the location of the new connection, we could need anything from simple road signs and barriers, all the way to traffic lights or even full road closure.
- **Infrastructure charges** – these fund the upgrade of our existing assets so that we can meet the demand being placed by new connections, without affecting any existing customers.
- **Third party fees** - these charges could include local Highways Agency advertising fees or the cost of working with specialists to gain access to private land.



# PAYING FOR YOUR NEW CONNECTION

Your quote is valid for **six months** from the date we send it to you, and your connection will need to be made **within those six months**. When your supply pipe is fitted and you're ready for your new connection, accept the quote and pay.

To do this, complete the acceptance form you've received with your quote. Make your payment and send your form to [ds payments@severntrent.co.uk](mailto:ds payments@severntrent.co.uk) with the reference number of your application in your email subject line. You can find this number on the front page of your quote letter.

## Your payment options

To make a bank transfer, use the following details:

- Account name: **Severn Trent Water Ltd**
- Bank: **Barclays**
- Sort code: **20-00-00**
- Account Number: **03398498**
- Reference: **the reference number on your quote letter**

To pay by card, call us on **02477 715204**.





## ABOUT THE WATERMARK SCHEME

Using a WaterMark approved plumber takes all of the guesswork out of installing your private pipework. It means your supply pipe is laid by a qualified tradesperson, and also makes sure it complies with Water Regulations for pipework. The regulations prevent waste, misuse, undue water consumption, erroneous measurement and prevent contamination.

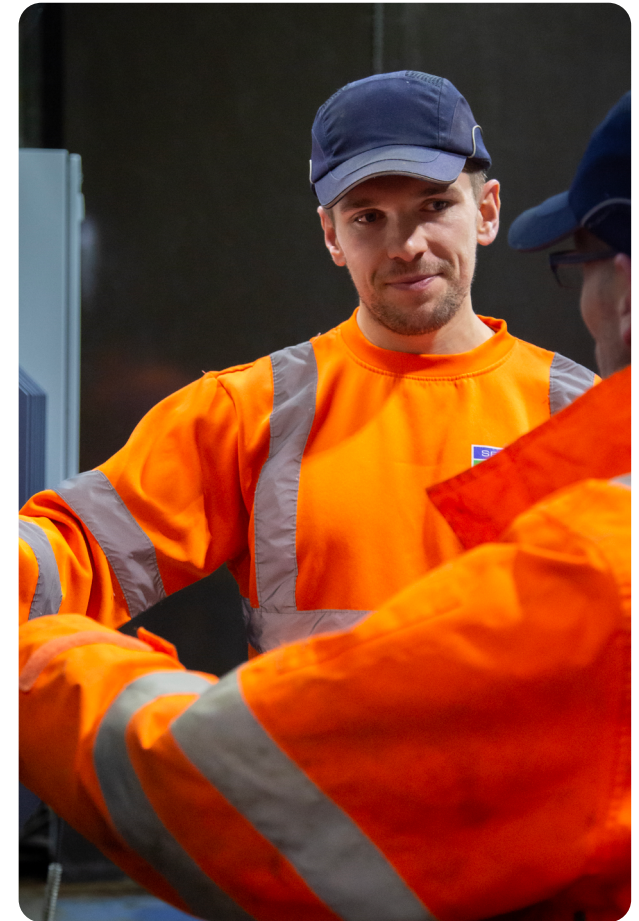
Other benefits of using a WaterMark plumber:

- **Easier** - this usually removes the need for one of our inspections.
- **Faster** - this can reduce your connection timescales.

You can find a list of approved plumbers and contractors at [stwater.co.uk/in-my-area/find-a-plumber/](https://stwater.co.uk/in-my-area/find-a-plumber/) or alternatively, go to [watersafe.org.uk](https://watersafe.org.uk), the website for the national body of approved contractor schemes.

If your contractor is not WaterMark, or Water Safe approved, we will visit the site to inspect the pipework they've installed.

**Note:** In April 2025 we'll be replacing our current WaterMark approved plumber scheme with WIAPS – the Water Industry Approved Plumber Scheme. This will allow you to choose plumbers and other professionals from one UK-wide approved scheme. Like WaterMark, you will be able to find WIAPS approved members on the [WaterSafe.org.uk](https://WaterSafe.org.uk) website.





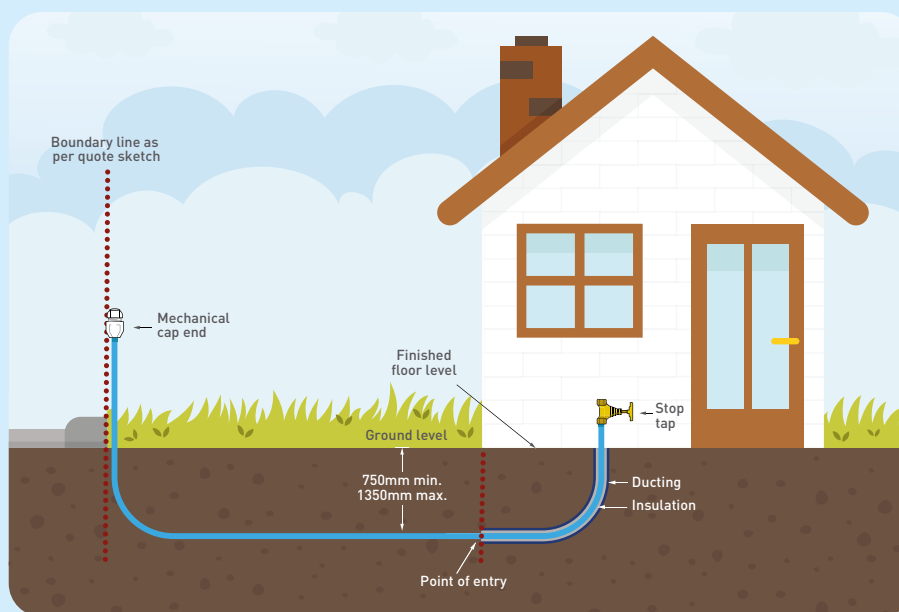


# CHECKING YOUR PIPEWORK

Once you've paid your quote, your CCM will call you to check if you're ready for an inspection. When we come and inspect your new supply pipe, we will check if the pipework you've laid complies with the regulations for water supplies. Here's a quick checklist of the areas we'll be looking at:

- The size of pipe and material we spoke about in our site visit and confirmed in your quote.
- The pipe is laid to the agreed location shown on your customer sketch, and not in the way of any street furniture, such as streetlights, posts or manholes.
- The depth of the pipe is between 750mm and 1350mm. Please talk to us if this can't be done on your site.
- Leave the trench open so we can inspect the pipework. If you can't do this for safety reasons, please let us know and we will discuss other options with you.
- Where the pipe enters the building, we should be able to view and inspect all materials that have been used for ducting and insulating.

- The pipe must have both ends of the ducting sealed with a non-petroleum based product to prevent contamination.
- Put a mechanical cap end at the boundary to stop any debris entering the pipe before we connect it.
- A continuous piece of ducting is used making it easier to remove the pipework if required.
- A regulation 4 internal stop tap must be fitted within the property.
- There should be a distance of at least 350mm between the pipe and any other items that are laid within the same trench.
- The pipe is positioned in a way that allows ease of access for maintenance and repair.
- In developments with multiple connections, all pipes must be individually identified by marking them with the plot number.



You can find all our **inspection guidance documents** on our website under step 4 [here](#) or scan the QR code below.





## ABOUT YOUR CONNECTION



On the connection day, you don't need to be on site but it may be helpful so we can test your connection.

There may be multiple specialist teams involved in your new connection. If that's the case, they'll visit the site at different times.

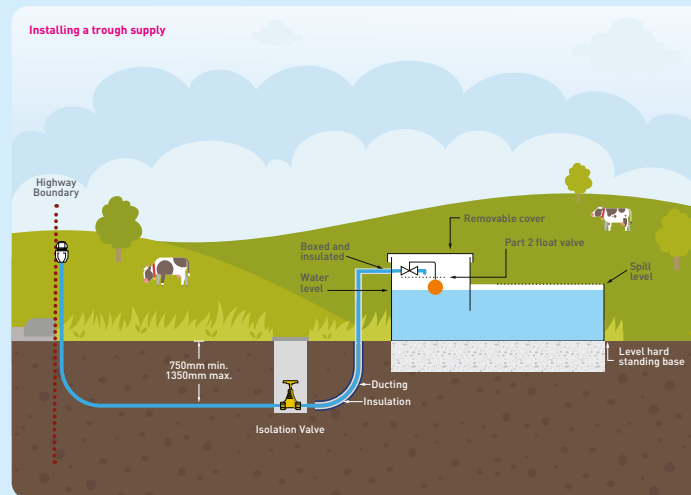
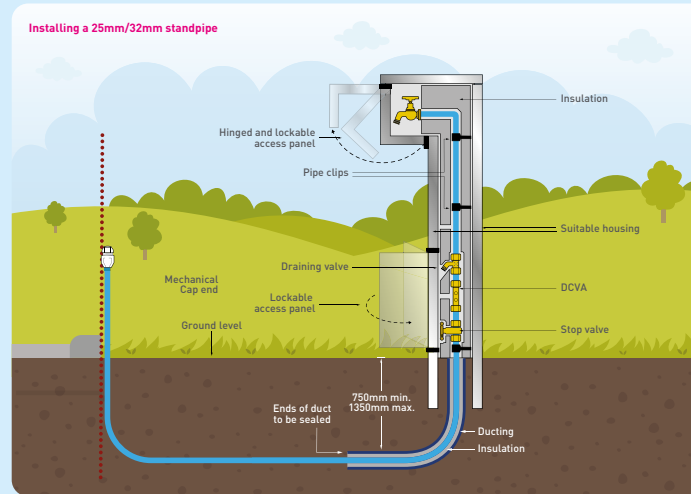
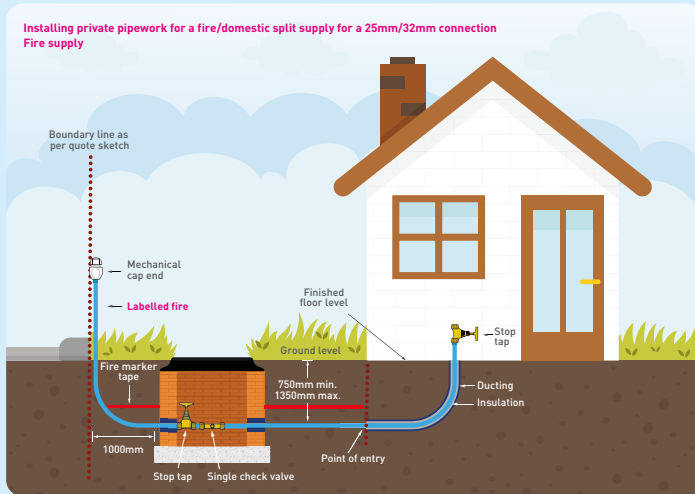
Usually within 48 hours after the connection has been installed, we will clear the area and put everything back to how we found it.

We will then call you to let you know that your new water supply is ready to be used.

Within a few days we will register the water meter and update our billing system. You can tell us the name of the owner or occupier at any stage of this process.

# DID YOU KNOW?

If your connection is for a temporary building supply, commercial premises, a fire domestic split supply or a trough, we have a range of guidance on how to prepare and comply with our water regulations inspection.



You can find all our **inspection guidance documents** [here](#) or scan the QR code below.



Severn Trent  
PO Box 5311  
Coventry CV3 9FL  
[www.stwater.co.uk](http://www.stwater.co.uk)

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