# Preparing your property for the water connection

## Site Inspection

from Southern Water

# Submit pipework photos for the site inspection

We need to confirm that the new supply pipe(s) you are laying are at the correct depth, use appropriate material and are safely installed inside the property. The rules for water pipes require us to ensure that all connections are designed and built to prevent contamination of the existing water supply and can resist damage due to cold weather and poor ground conditions.

Once you have laid your private supply pipe(s), you will need to take series of photos, following our instructions and email your photos to s45techqueries@southernwater.co.uk, if you get a bounce back email to say your files are too large, you can use developerservices@swsbcmail.co.uk email address to send us your photos. We will review your photos to make sure your pipework is ready for our crew to connect your property to the water main. This is the quickest option.

In some cases, we may need to arrange an in-person inspection. We will let you know in advance if this becomes necessary.

# Are you WIAPS certified?

If you are a WIAPS-certified plumber or are using a WIAPS certified plumber to do your installation, you do not need to arrange an inspection.
Once you have laid your private supply pipe(s), please email us your WIAPS certificate and an appropriate photo to show the capped pipe has been brought to the agreed point of connection at s45techqueries@southernwater.co.uk.

# Request an in-person site inspection

If you are not able to take and email the required photos of your pipework, you can request and in-person site inspection. Email us your request at s45techqueries@southernwater.co.uk.
We'll need at least 72 hours' notice to arrange for our team member to visit your site. Please note that if we have to abort a pre-arranged visit due to lack of access to your site, there may be an additional charge to re-arrange.

# If Pictures do not reflect the situation on site

If we attend site to make the connection and the and find the requirements have not been met, the job may have to be aborted at your cost until the relevant changes have been made.

# Land Contamination

If when digging you find the land has been contaminated e.g. fuel spill please contact us.

## Photo 1 of 8: Site Access

Upload a photo showing that all obstructions have been removed to allow access to the pipework. Ideally if we could have a wide view of the site with the Point of Connection, your pipework and the area around it where our team will be working and the property we will be connecting to. An example is shown below.

We will check for any street furniture such as lamp posts, bus stops and signage to plan our access we would also be looking for site obstructions such as scaffolding. You will be able to add any comments if required to explain more about the access in GetConnected portal.

Figure 1: Approved photo of site without obstruction

Figure 2: Approved photo of site without obstructions

## Photo 2 of 8:  Point of Connection

Customer Guidance: Upload a photo showing the pipework has been laid to the agreed point of connection at the boundary of reaches the property. Other services can be in the same trench if separated by a minimum of 350mm.
The photo should clearly show the supply pipe is laid at a 90-degree angle from the main and show the entry point to the property, also at a 90-degree angle.

Your supply pipe should reach the boundary at the same location to that priced for in your quote (usually marked by a blue 'W' sprayed on the ground by our survey team).

Note:

- Where there is more than one supply pipe, they should be laid close enough together to allow the use of 2-way or 6-way manifolds. For 2-way manifolds the pipes should be no more than 300mm apart and for 6-way no more than 700mm apart (measured from pipe 1 to pipe 6).


Figure 3: Approved photo of pipe brought to agreed Point of Connection

## Photo 3 of 8: Pipe depth

Upload a photo showing the pipe at a depth of between 750mm and 1350mm for the entire length of the excavation. Please use clearly marked tape measure to show the depth.

Note:

- If supply pipes can not be laid at a depth between 750mmm and 1350mm then the customer is legally required to Notify Southern Water and gain consent.
- Please do not backfill your trench until your site inspection has been passed. If your trench has been backfilled and we cannot evidence that it is at the correct depth along its length then we will need you to excavate trial holes at set intervals to show the depth maintained across the full distance, usually at the point of connection, as it enters the property and a point in between.
- It is important we see the bottom of the measuring tape/stick touching the bottom of the trench
- It is also very useful to put something across the top of the trench so we can get an accurate measure of the trench at that point or put the tape stick against the side of the trench.
- Please take multiple pictures across the length of your trench to ensure there is a consistent depth.
- The pipe must be laid in the trench for the site inspection to be passed.
- Please ensure there are no services laid above the water pipe so we can access it. Other services can be in the same trench but they need to be separated by a minimum of 350mm
- Where there are serviceable fittings e.g. a stop valve or check valve then inspection chambers shall be installed by the customer to allow future maintenance & inspection.

Figure 4: Approved photo of depth

Figure 5: Approved photo of depth

Figure 6: **Not approved** photo of trench depth

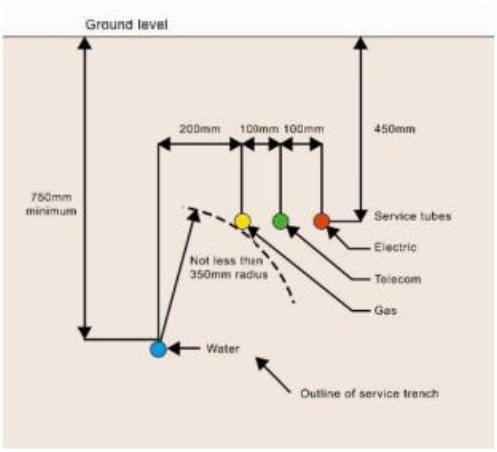


Figure 7: Required depth of water pipe and distance from other services

## Photo 4 of 8: Pipe capped

Upload a photo showing the pipe has been sealed effectively from its local environment to prevent entry of vermin or fluids.

Note:

- For multiple connections each pipe should be accurately labelled with the relevant plot number.

Figure 8: Approved sealed pipe

Figure 9: Approved sealed pipe

Figure 10: Compression End

## Photo 5 of 8: Internal stop tap

Upload a photo showing the internal stop tap on the new supply pipe. Pipes should have a stop tap to prevent any internal flooding on connection.

Note:

Stoptap must be Water Fittings Regulation 4 compliant i.e. Tested and Certified by an approved UK test house e.g. WRAS, KIWA or NSF

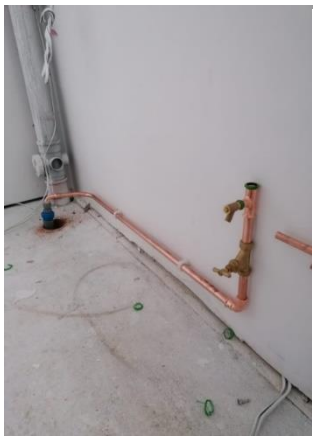

Figure 11: Approved Stoptap install


Figure 12: BS1010 stoptap

## Photo 6 & 7 of 8: Ducting and sealing of ducts

Upload a photo showing the **outside** of the property with the water pipe within the duct as it passes into the property with the secure sealing of the duct visible.
Upload a photo showing the **inside** of the property with water pipe within the duct as it passes into the property with the secure sealing of the duct visible.

Note:

- Water pipes should be laid in ducts as they pass into the property. The end of the duct external to the property then needs to be sealed to prevent the ingress of any gases, water or vermin into the property.
- A universal adapter or a non-oil based sealant can also be used to seal the duct.
- This is the most common picture that we require to be retaken, if you have any questions about what should be included please call us for assistance.

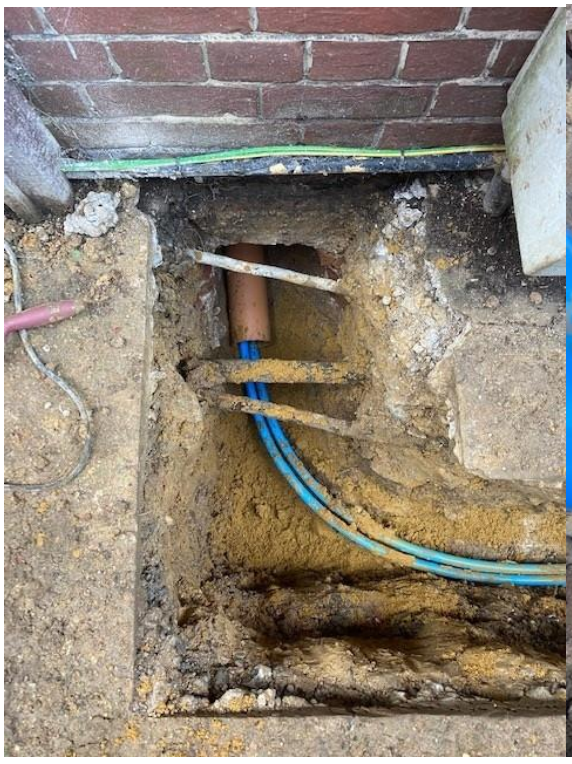

Figure 13: Approved photo of duct entering property

Figure 14: Approved photo of pipe in sealed duct

Figure 15: Picture of use of approved sealing product

Figure 16: Universal Adapter

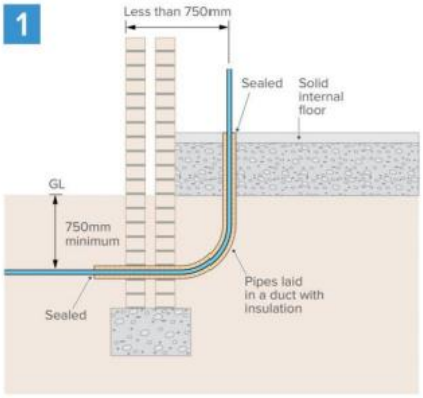


Figure 17: Insulation required

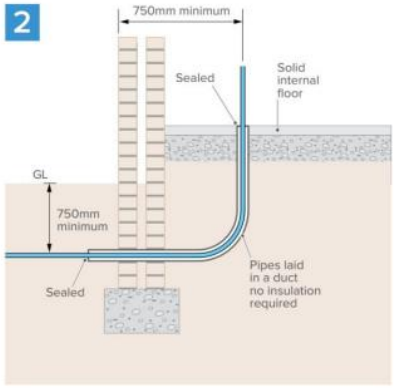


Figure 18: Insulation not required

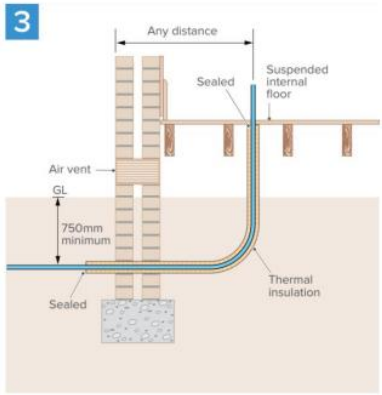


Figure 19: Insulation required

## Photo 8 of 8: Barrier pipes

If your land has been classified as contaminated, we need to see a photo showing that barrier pipe has been used e.g. Protecta-line. Barrier pipe and fittings must be compliant with BS 8588. Pictures of the barrier pipe and fittings must be submitted. We would have advised you in your quote if this was required.


**Figure 20: Approved photo showing an example of barrier pipe**