

How to obtain a new water connection to replace/ supplement your private water supply





This leaflet details the specific next steps when it comes to replacing or supplementing private water supplies. You can also find our guidance notes on our website [here](#) for more general information about the process.

Step 1: Plan your connection

Use the connection plan that we've shared with you to identify the best route for your new supply pipe.

The installation of the supply pipe must comply with The Water Supply (Water Fittings) Regulations 1999, and any other reasonable conditions set out by Welsh Water.

If you have any questions, contact your Developer Services advisor.

Step 2: Let us know you want to proceed

Once you want to proceed with the new connection, contact your Developer Services advisor. One of our Water Regulations Officers will visit your site and run through any additional requirements, including the standards your existing plumbing system and fittings need to meet. **It's important that you don't start any work until you've had this site meeting.**

Step 3: Paying your quotation and completing the work

Once the site meeting's taken place, you should then pay your quotation.

You can then proceed with the installation of your supply pipe to the point indicated on the connection plan, and any other additional work required on your existing plumbing system.

Step 4: Organise a trench inspection

Once you have laid the pipe in accordance with The Water Supply (Water Fittings) Regulations 1999 and met all other conditions of consent, contact Developer Services to organise a trench inspection.

You may not require a trench inspection if you've used an approved contractor who can self-certify this work. You can find a list of approved contractors at www.WaterSafe.org.uk. However, an inspection of the plumbing system will still be required to ensure any other works have been completed.

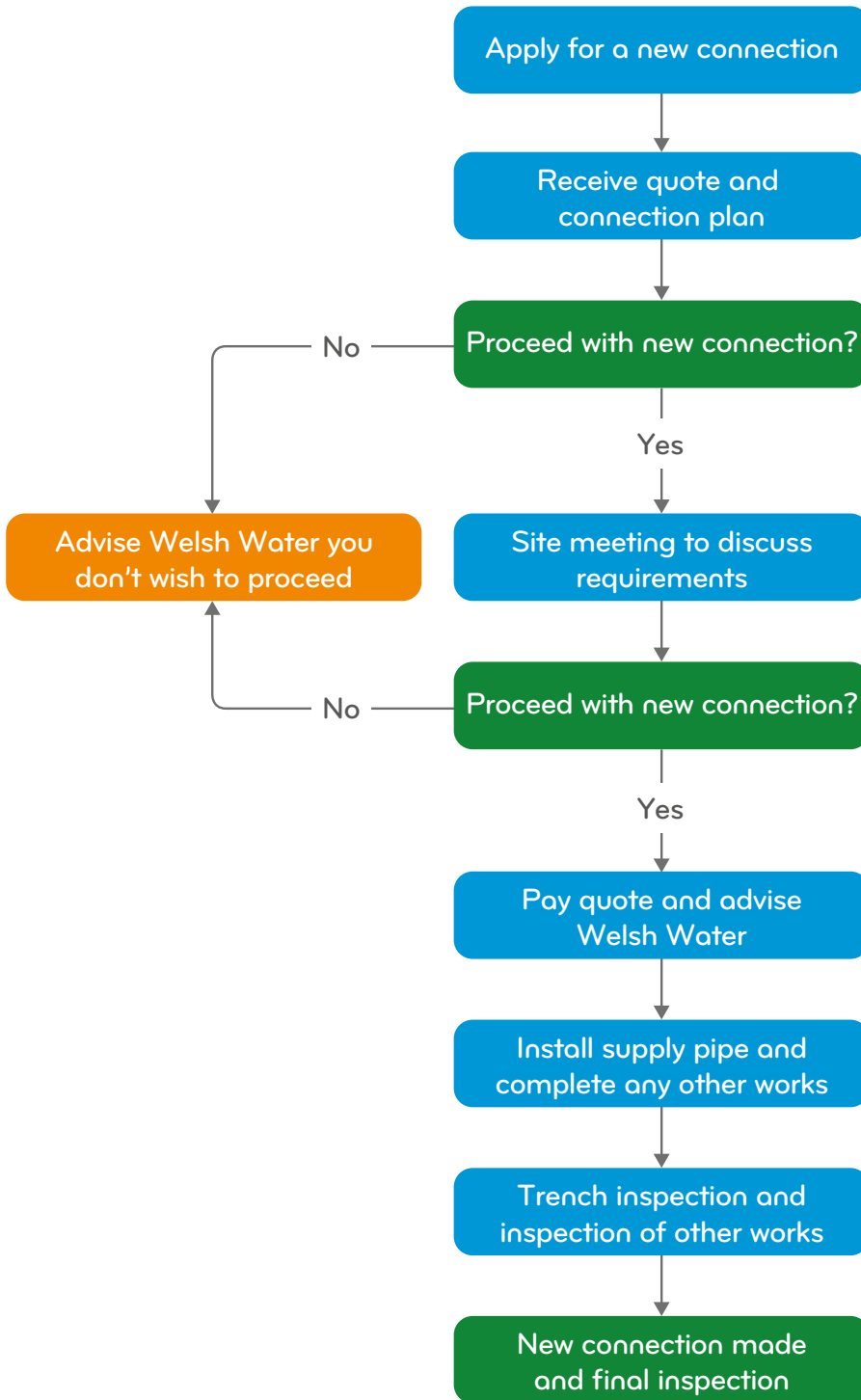
Once your trench inspection has passed and all other conditions for your connection have been met (such as those identified during your site meeting with us), the connection will be passed to our contractors who will contact you directly to arrange a date for your connection to be made, usually within 21 days, assuming there are no full road closures required or embargoes enforced on the highway by the local authority.

Step 5: Post connection inspection

Soon after the connection has been made, you will receive a follow up inspection to ensure that your private supply has been permanently disconnected so as not to form a cross connection to the mains drinking water supply, or that back-up arrangements are through a compliant backflow prevention arrangement.



Here's a diagram of the process to follow





Frequently asked questions:

1: We only want the mains supply as a back-up for periods when our private supply struggles during dry weather, is this permitted?

Yes, but the two supplies must remain physically separated. The back-up should be installed in via a suitable air gap in accordance with The Water Supply (Water Fittings) Regulations 1999. The use of isolation valves and non-return valves is not permitted.

2: We only want the mains supply for domestic use in the house. Can we keep the Private Supply for other use such as the garden & for animals?

Yes, but the two supplies must always remain physically separated.

The plumbing system in the house will need to comply with The Water Supply (Water fittings) Regulations 1999. This may include labelling pipework and taps to identify which are from the private supply.

In addition, your existing plumbing system may need to be flushed and disinfected prior to the new connection being made.

3: We wish to abandon our private supply entirely, what are the requirements for using our existing plumbing system?

The whole of your plumbing system, including pipework, fittings, appliances and connections to any processes, will need to comply with The Water Supply (Water Fittings) Regulations 1999.

In addition, your existing plumbing system may need to be flushed and disinfected prior to the new connection being made.

Should you in the future decide to start re-using your private supply, you will need to notify us of your intention to do so, and the two supplies will need to remain physically separated.

Further information:

For more information relating to Approved Contractors please visit:

www.watersafe.org.uk

For a copy of The Water Supply (Water Fittings) Regulations 1999 please visit:

<https://www.legislation.gov.uk/ukxi/1999/1148/contents/made>

For queries relating to the new connection application and process, please contact Developer Services:

<https://developers.dwrcymru.com/>

For queries relating to plumbing work on the existing plumbing system, please contact Water Regulations: <https://www.dwrcymru.com/help-advice/water-regulations>

