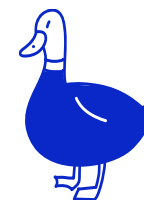


# Are you ready for your new onsite connections?



Once you have accepted your mains & connections cost advice and your main laying work has been completed, you may be ready for your service connections to be completed. As part of this process, we will need to ensure that the works have been completed in line with the Water Supply (Water Fittings) Regulations 1999. These are legal requirements and exist to prevent water being contaminated or wasted. They provide information on how underground pipework and plumbing must be installed and who should be installing it. We recommend you use an Approved Installer to do this for you, you can find one at [watersafe.org.uk](http://watersafe.org.uk) At the point of call off, you will need to ensure you comply with these regulations, ensuring that the supply pipe has been:

- Laid to the correct depth (750 – 850mm)
- Has capped ends protecting the pipe from possible ingress
- Has been ducted and/or insulated as appropriate
- That there is an internal stop tap
- A copy of an approved contractor certificate

Additionally, to successfully complete your connection when our team arrive, please ensure:

- All scaffolding at the plot is removed in advance**
- Tailpipes and the main are exposed ready for connection**
- The area our connections work is going ahead in, is free of site traffic**
- You have laid your pipework to the property boundary**

## Requesting your connection

Once you have completed the pipework and have all of the required information as indicated above, please log into the 'Request for work' section of the online customer portal - [affinitywater.custhelp.com](http://affinitywater.custhelp.com) - where you can attach all of the required evidence for each service and request a connection date.

Once you're ready for the work to be completed, our team will attend site a few days before connection to ensure we have every in place to safely conduct the work. If our team attend site to make carry out work and you are not ready, you will be charged an aborted visit and a remobilisation fee for an additional visit. If you are not going to be ready, you need to inform Affinity Water as soon as possible to try and avoid any additional charges.