

# AffinityWater

## Self Lay Developer Pack

### Services



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### Contact Information

**Your Liaison Engineer: .....**

**Contact Number: .....**

**Development Experience Helpdesk – 0345 357 2428**

Monday to Thursday 8:30am - 5:00pm Friday 8:30am - 4:30pm

**24-hour Emergency Service Operates outside of these hours – 0345 357 2407**

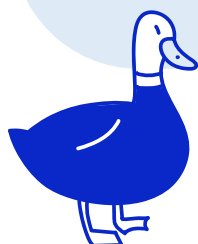
(Calls may be monitored or recorded for training purposes)

**DX Email – [dx@affinitywater.co.uk](mailto:dx@affinitywater.co.uk)**

**Affinity Water Website – [www.affinitywater.co.uk](http://www.affinitywater.co.uk)**

**DX Customer Portal – <https://affinitywater.custhelp.com/>**

**Developer Experience, Affinity Water, Tamblin Way, Hatfield, Hertfordshire,  
AL10 9EZ**



## Water Regulations

All Services must be installed to the Water Supply (Water Fittings) Regulations 1999 with all fittings approved and installed correctly.



### For all Services you will need to ensure the following:

- All Services have been capped off with a mechanical cap end at the property boundary.
- All Services have been installed to the correct depth (750mm-1350mm).
- All Services have been ducted / insulated correctly.
- All Services have an approved internal stop tap.
- All Services have been installed by an approved plumber with relevant Certification

## Material of Services

To ensure we safeguard the quality of the water that is delivered to the taps of our customers it is often a requirement for barrier pipe and fittings to be installed, rather than standard polyethylene pipe. This is a requirement when certain ground contamination, (or risks of contamination) is identified on your site. The only way we can be certain that your site is free from contaminants is to assess a ground investigation report (GIR). **This should be submitted during the initial application, before the design is completed.**



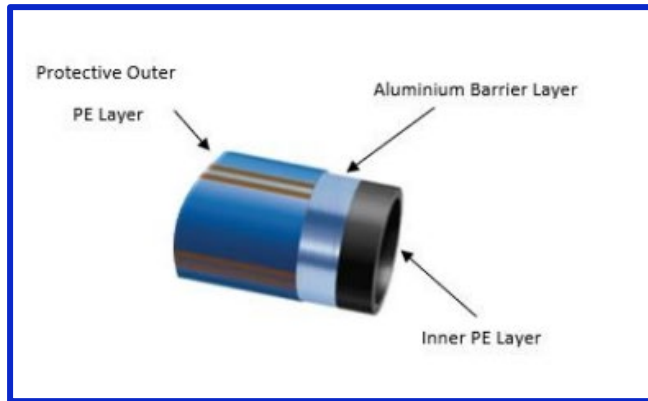
### Potential Causes of Contamination



<b>Onsite Oil Heating</b>	<b>Hazardous Waste Treatment</b>	<b>Tanneries</b>
<b>Fuel Storage</b>	<b>Railway Yards / Land</b>	<b>Scrap Yards</b>
<b>Chemical Works</b>	<b>Electricity Sub-Station</b>	<b>Print Works</b>
<b>Petrol Station</b>	<b>Paper Manufacture</b>	<b>Timber Yards</b>
<b>Vehicle Repair / Manufacturing Or Storage</b>	<b>Landfill Site or Waste Disposal</b>	<b>Gas Works</b>

## Check your Pipe Work

It is important to check the mains material on your site before installing any service pipes, if your site has been designed with barrier / protective pipework mains then you must install barrier / protective pipework services. **If you have laid MDPE on a contaminated site this will need to be changed to barrier.**



### Barrier Pipe Example

Barrier Pipe is unavailable for 50mm Services or 2 port manifolds

## Installation & Positioning of Apparatus

All Boundary boxes for meters should be placed in the either soft dig public or the public footway. Installation in carriageways should be avoided although if not possible, metal lids should be installed where necessary & covers shall be capable of withstanding all potential loads placed upon them and shall comply with BS 5834 & BS EN 124.

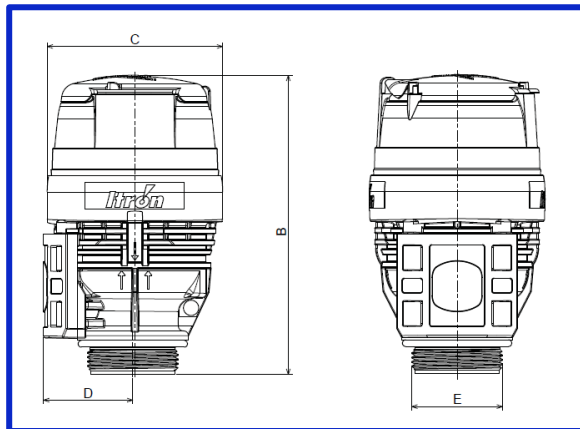
It is important that all apparatus is installed correctly to enable safe and easy access and maintenance in the future. Apparatus should not be obstructed by any potential hazards such as fences or greenery. Boundary boxes provide us with the ability to isolate the water for a specific property in the case of an emergency, therefore it is important that they are positioned and installed in the correct fashion. Please ensure you provide an accurate line and level to carry out the service connections. This will allow installation of the boundary boxes in the correct location and at the correct depth.



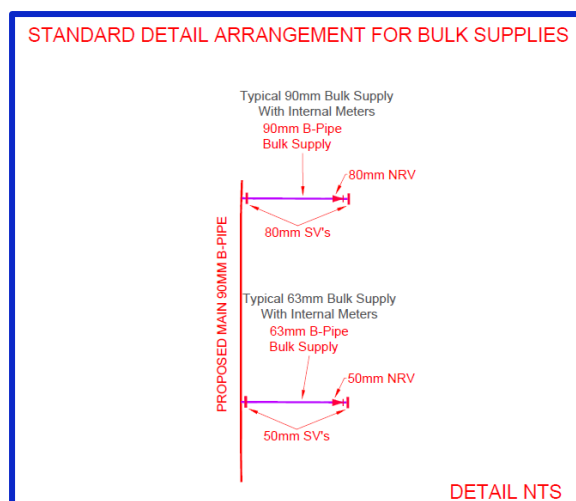
## Meter Information

Configuration	Requirement
Block of flats- 12 dwellings or less.	External Meters to be installed for single domestic supplies, manifolds to be used where practicable.
Block of flats or greater.	Provision of Bulk Supply is the norm. Internal meters to be fitted as per domestic bulk supply guidance.
Single domestic services – Standard single connection	Boundary box and meter to be installed in public at the property boundary
Single domestic services - Multiple connections for single properties.	Installation of two, four, six-way manifolds configured for 2, 3, 4, 5, 6 connections installed in the public at the property boundary. Properties to be individually metered on each individual service outlet

### Itron Meter Example



## Bulk Supplies & Internal Meters



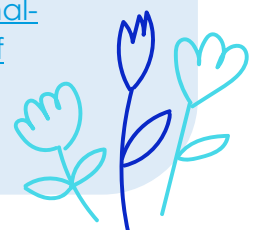
### Useful Information:

#### Domestic Bulk Supply Guidance:

[https://www.affinitywater.co.uk/docs/developer/2021/Domestic-Bulk-Supply-Guidance-\(1\).pdf](https://www.affinitywater.co.uk/docs/developer/2021/Domestic-Bulk-Supply-Guidance-(1).pdf)

#### Internal Manifold Layout:

<https://www.affinitywater.co.uk/docs/developer/2021/Internal-Manifold-Layout-2021.pdf>



## Disinfection of Services



### Disinfection of Services is required for:

- Services greater than 50mm outside diameter (OD)
- Services between 32mm OD and 50mm OD that is longer than 100m in length
- Any service which has been subject to ingress



### Useful Information

#### Disinfection information & Parameters for testing:

[AW-Disinfection-of-Services-Final.pdf \(affinitywater.co.uk\)](#)

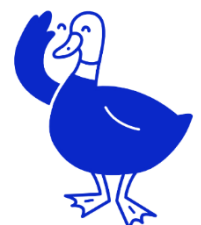
## Service Connections Tracker & Meter Collection

### Meter Release

We are moving away from using the REQSL forms and request that the Service Connection Tracker is updated with installation information. **All information will need to be submitted via the customer portal.**

DS Number:	Site Name:	Site Address:				
SLP:		Developer:				
SLP contact:		Developer Contact:				
SLP Contact number:		Developer Contact Number:				
SLP Address:		Developer Address:				
Email:		Email:				
<small>Is provided are correct and that the meter details have been proved by a competent person within the SLO organisation. I understand that additional charges may be incurred if Affinity Water Ltd are required at a later date to undertake remedial works as a result of inaccuracies in the information provided.</small>						
<b>Meter Serial Number</b>	<b>Meter Size</b>	<b>Meter Reading</b>	<b>Date Installed</b>	<b>Outreader Number</b>	<b>Meter Location</b>	<b>Construction Phase</b>

Please send us the service connection tracker for the plot & address that you wish to connect, and the planned connection date included. Once we have received these and are satisfied with the information provided, we will send confirmation that the meters have been released you can proceed. Please note that no service connections should be made without the meters & full payment would be required for us to proceed with meter release. We no longer take part payments for meters.



## Meter Collection

Please ensure that the meters are installed at the same time as service connections and provide the certificates as discussed previously – please see below.

The 7 schemes we can accept certificates from are,

**WIAPS, APLUS, WATERMARK, TAPS, APHE, CIPHE, SNIPEF, these are all the schemes under the Water Safe Banner.**

These certificates must be e-mailed to TVW Network Regulations <network.regs@affinitywater.co.uk> and cc'd to the Project Manager dealing with your site. All correspondence must always quote Affinity Water's scheme reference number.

**Central (Mon-Thurs  
08:30-16:00) (Friday  
08:30-15:30)**

Affinity Water  
Rickmansworth  
Yard, Stockers Farm  
Road,  
Rickmansworth,  
WD3 1NX

**South East (Mon-  
Thurs 08:30-16:00)  
(Friday 08:30-15:30)**

Affinity Water  
Stores, Shearway  
Road, Folkestone,  
CT19 4RH

**East (Mon-Thurs  
08:30-16:00) (Friday  
08:30-15:30)**

Affinity Water,  
Waterworks Drive,  
Cloes Lane,  
Clacton-on-Sea,  
Essex, CO16 8AW

## Meter Details



### **It is a requirement to send the service connection tracker**

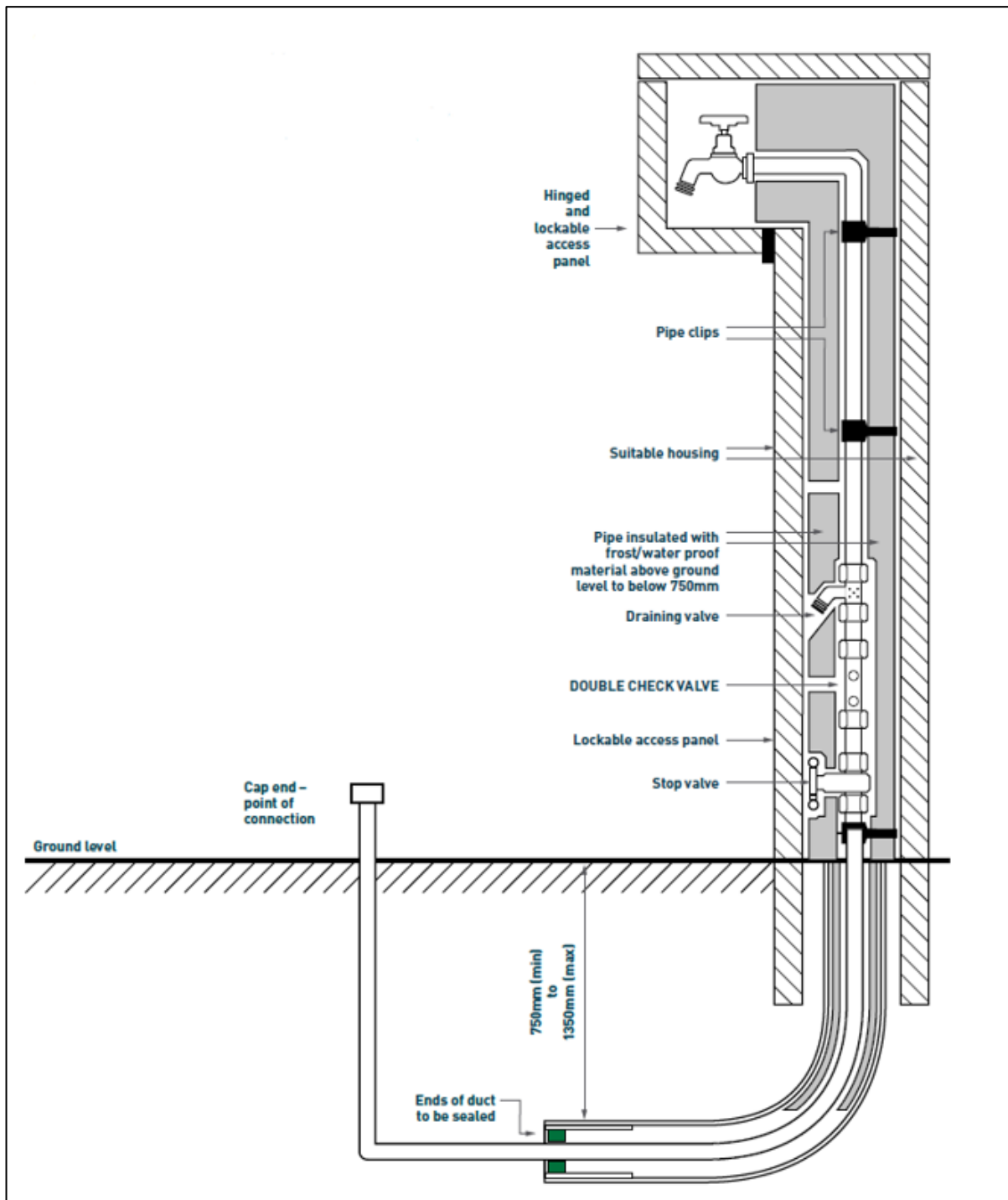
We require an updated service connections tracker for each connection once completed. All new information added to the tracker should be clearly highlighted in **yellow**. This should be sent no more than 5 days after the connection. This should include the full address, installations details, meter serial number and location. The meter location description should be specific and depict location if facing towards the front of the building including any measurements for distance.

**Please note when you email the above please also copy in our new properties team:**

**[newpropiesteam@affinitywater.co.uk](mailto:newpropiesteam@affinitywater.co.uk)**

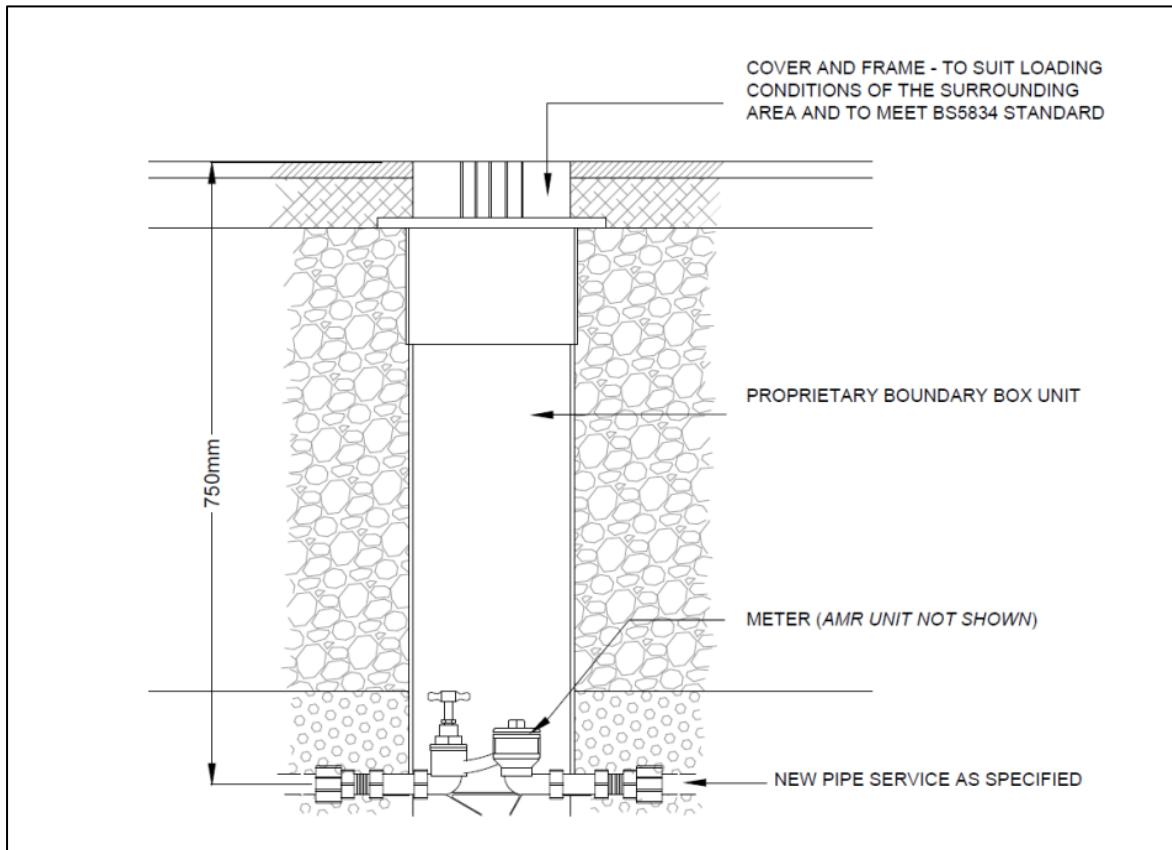
Without this information we will be unable to update the scheme for you.

# Temporary Building Supply Diagram

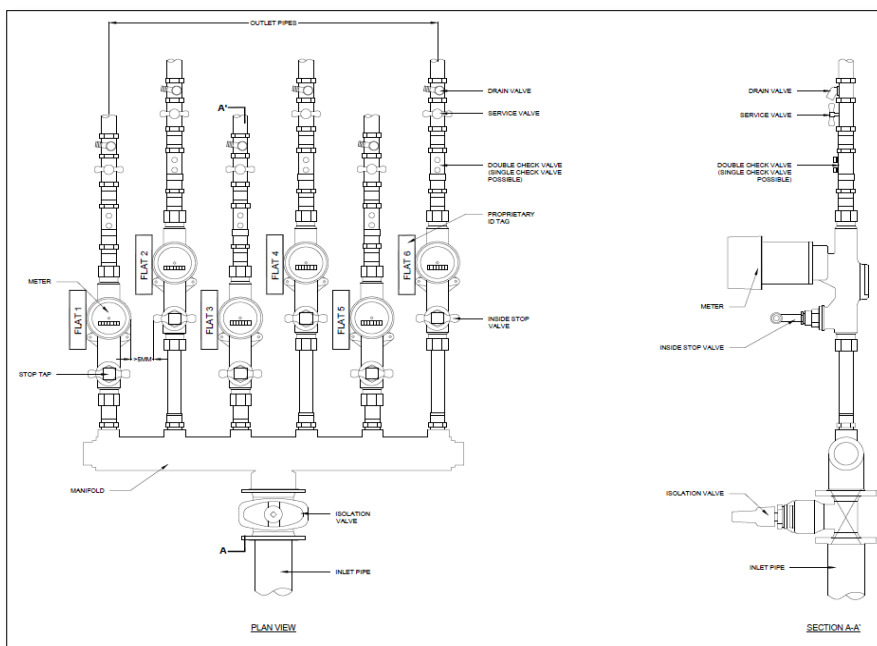




## Standard for Installation of Boundary Boxes Diagram



## Internal Meter Set Up Diagram



## External Manifold Diagram (Electrofusion is example only, other connection methods accepted)

