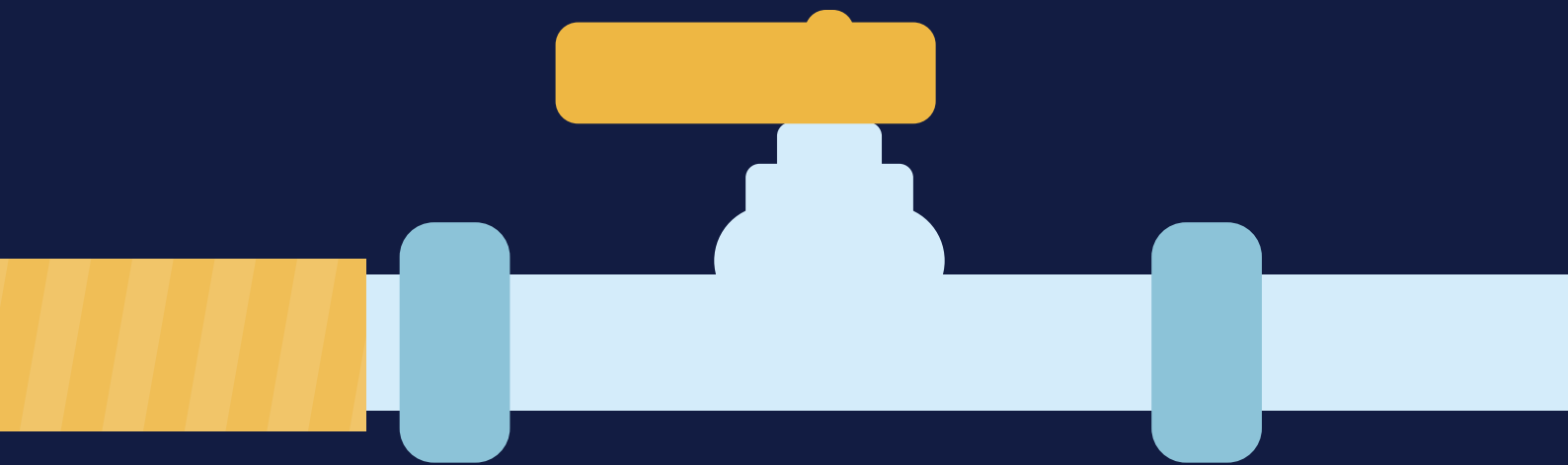


# Your Guide to Water Connections








April 2025



YorkshireWater



## What's the process for getting a new water connection?

- |   |  |           |
|---|--|-----------|
|  | <b>1. Before you apply</b>                           | <b>3</b>  |
|  | <b>2. Apply for a new water connection</b>           | <b>6</b>  |
|  | <b>3. Pay your quote</b>                             | <b>7</b>  |
|  | <b>4. Lay your private pipework</b>                  | <b>8</b>  |
|  | <b>5. Book in your connection</b>                    | <b>11</b> |
|  | <b>6. We get you connected</b>                       | <b>12</b> |
|  | <b>7. Claim your environmental incentive payment</b> | <b>13</b> |



# 1. Before you apply

## What kind of water connection do I need?

There are lots of scenarios where you might need a new or replacement water connection. These include:



**You're building a new house or converting an existing building into multiple new homes**



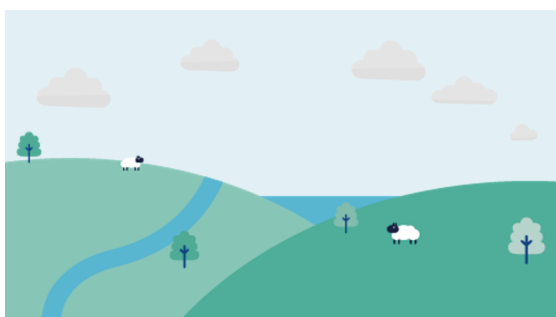
**You're currently on a shared supply (a pipe that jointly serves you and your neighbours) and want to come off this and onto your own supply**



**You're building a non-household property or mixed-use (commercial/housing) development**



**You need a temporary supply of water for construction activities on a building site**



**You need a new supply of water to a field or trough for agricultural or animal welfare purposes**



**You've replaced the private pipework within your land and need a reconnection to the public pipework at your property boundary**

# Who's responsible for my water pipe?

Before you apply for your water connection, it's important to understand who's responsible for installing and maintaining the pipework

## What you're responsible for:

- the supply pipe (see the **red pipe** below) that runs from your property to the street boundary (for example, the end of your driveway or where the garden meets the street)

## What we're responsible for:

- the communication pipe (see the **light blue pipe** below) that runs from the public water main to the boundary of your property
- the water main (see the **dark blue pipe** below) in the public road
- the stop tap, meter and chamber (**M**) at the boundary where your supply pipe connects to our communication pipe



## In some circumstances you may be responsible for more pipework:

- If the water main is within your private land, you are responsible for the entire length of pipe from your property to the main.
- If the water main is in a different street to your property, you are responsible for the pipework up to the boundary of the street in which the main is laid.

For more information on pipework responsibility



Visit [yorkshirewater.com/your-water/whose-pipe-is-it/](https://yorkshirewater.com/your-water/whose-pipe-is-it/)

# What else do I need to know before I apply?

There are a few other things you may want to consider before you apply:

## Do you have a site location plan ready?

You'll need to provide a site location plan when you submit your application form. This shows where your property or site is in relation to the surrounding area. It should include a clearly defined boundary, street/road names, other nearby properties, a north arrow and the scale (typically 1:1250 or 1:2500 for larger, multi-property sites).

You might want to take a look at the [Planning Portal](#) for more guidance about site plans and how to obtain one.



Site Location  
Scale 1:1250

## Do you need a contaminated land assessment?

If you're building on brownfield land that has previously been used for anything other than just housing, you'll need to arrange a contamination assessment to be carried out by a qualified third-party provider. This is so we can verify there are no chemicals in the soil that might affect our pipes and fittings.

Please read [Water UK's contaminated land assessment guidance](#) for further details. The guidance includes a risk assessment form that will need to be completed as part of the contamination assessment. You may need to provide a copy of this when you apply for your new water connection.

## Is your building project notifiable to the Health and Safety Executive (HSE)?

If your building project is scheduled to last longer than 30 working days and there will be more than 20 workers on site at any one time, you'll need to notify the HSE. Please provide us with a copy of your [F10 notice](#) when you apply for your new water connection.

## Do you have a cost estimate for the connection work?

It's always a good idea to get a rough idea of costs before you pay your application fee. You can use our [free online calculator](#) to get an indicative cost estimate; it's free and takes less than 3 minutes!

Got 3 minutes to get a free cost estimate for your water connection?



Visit [developerservices.yorkshirewater.com/calculate-your-estimate/water-connection](https://developerservices.yorkshirewater.com/calculate-your-estimate/water-connection)

## Are you eligible for environmental incentive payments?

If you're building new houses or flats that meet certain water efficiency criteria, you may qualify for a £100 payment per eligible property. Please [visit our environmental incentives webpage](#) for more information.

## Will you be using any water re-use systems?

If you have, or are intending to install, an alternative source of water other than that supplied by Yorkshire Water, you'll need to specify this on your application form. Alternative sources of water include rainwater, boreholes, springs and greywater systems.

## Did you know the market is open for new water connections?

We'd like to remind you that the market for new water connections is open to competition. There are alternative providers (also known as self-lay providers, or 'SLPs') who are accredited to install new connections on behalf of developers, subject to our approval. You can [find out more about SLPs here](#).



## 2. Apply for a water connection

### What you need to do

#### Fill out an application form

Go to [yorkshirewater.com/developers/water/water-connections/](https://yorkshirewater.com/developers/water/water-connections/), download and fill out an application for water connections.

#### Attach any additional supporting documents

Make sure you include your site location plan and any additional supporting documents (if applicable); these are listed throughout the application form.

#### Pay your application fee

You'll need to pay an upfront application fee before we can assess your application in full (this is detailed in the application form). Once we've confirmed that your payment has cleared and that we've received your completed application we'll start work on your quote.

### What we'll do

- We'll get back to you **within 5 days** to let you know we've got everything, or if we're missing any details.
- If needed, we'll call you to arrange an in-person survey of your property so we can assess the required connection work. Our surveyor will generally come out **within 7 days** of this call. You don't need to be present when our surveyor arrives as they'll only need to have a look at the public road outside your property.
- We'll provide you with a quote and a connection plan **within 28 days** of receiving your completed application and fee payment.
- Along with your quote, we'll send you a checklist to complete and return once you've paid your quote and are ready to book in the connection. You must complete this checklist within the 6-month quote validity period.

### Tap into the value of water efficiency

If you're building water-efficient houses or flats, you may qualify for an [environmental incentive payment](#) of £100 per eligible property. You'll need to specify in your application form how many properties will meet our water efficiency criteria and how you'd like to receive your payment. Once the connections are made, you'll then need to submit some photos and evidence so we can verify you meet the criteria (more on that on [page 13!](#))



### How do I apply?



Visit [yorkshirewater.com/developers/water/water-connections/](https://yorkshirewater.com/developers/water/water-connections/)



# 3. Pay your quote

## What you need to do

- If you're happy with your quote, please sign and return the quote acceptance note attached to the covering letter issued with your quote.
- Please send us your payment via bank card, BACS or cheque. Details of how to pay are provided on the back of your quote.
- Make sure you pay your quote in full within the **6-month quote validity period**. Once your quote expires, it will no longer be valid and you'll need to request a re-quote of the work.

## What we'll do

- We'll process your payment and send you a receipt of payment **within 24 hours** of clearance. Please bear in mind that it may take **up to a week** for your payment to clear our system.

## What if I need a re-quote?

If you need to make a change to your connection requirements or you want to renew an expired quote, you'll need to fill out a **re-quote request form** and pay the associated admin fee upfront. You can find our re-quote request form at the bottom of [yorkshirewater.com/developers/water/water-connections/](http://yorkshirewater.com/developers/water/water-connections/)



For more information on our new connection charges



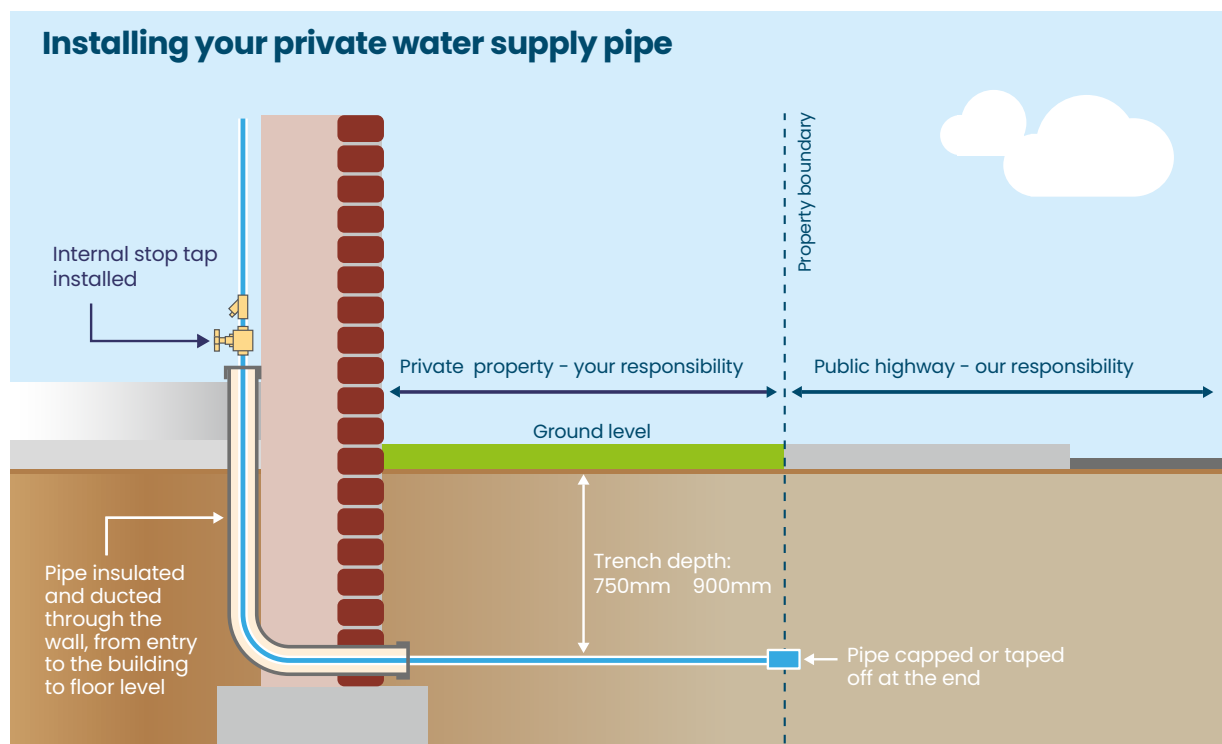
Visit [yorkshirewater.com/developers/developer-services-charges/](http://yorkshirewater.com/developers/developer-services-charges/)



## 4. Lay your private pipework

Before we can make the connection, the private supply pipe within your land must be laid up to the street boundary (where the end of your garden meets the pavement outside, for example) and ready for us to connect to.

As this supply pipe lies within your property boundary, it is your responsibility to install and maintain. We recommend using a **WaterSafe approved contractor** to install the supply pipe to make sure it meets standards and protects the quality of the drinking water in your property. You should also pass on to your contractor the point of connection plan and the information pack provided with your quote.



For more information on installing a water supply pipe



Watch our video guide:  
[youtube.com/watch?v=0x3kRkixdDQ](https://www.youtube.com/watch?v=0x3kRkixdDQ)

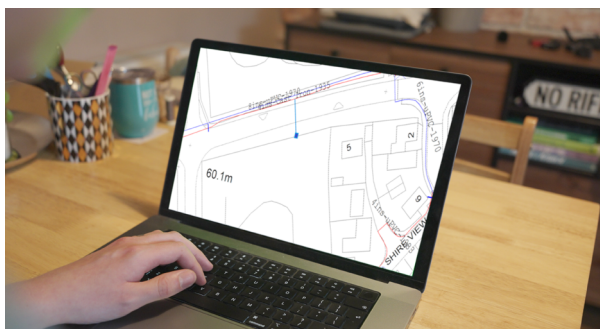


# What installation requirements does my supply pipe need to meet?

Before we can make the connection, the supply pipe within your property boundary must meet these requirements:

## Point of connection

Your private supply pipe must be laid to the point of connection shown in the plan provided with your quote pack.



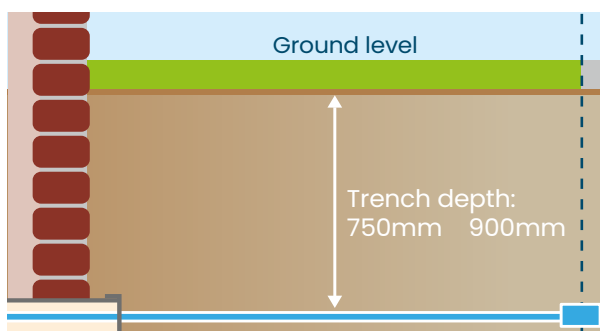
## Capped or taped off at the end

Your pipe should be capped or taped off at the end to prevent contamination or vermin entering the pipe.



## Pipe depth

The pipe should be laid to a minimum depth of 750mm (or a maximum of 900mm).



## Internal stop tap

The pipe must be fitted with an internal stop tap in an accessible location within the property.



## Ducting / insulation

The pipe should be ducted and insulated from the building entry point to the floor level of the building itself to prevent freezing or damage to the pipe. If you're using an expanding foam, this must not contain any solvents that could potentially damage the pipe and contaminate the water supply.



## Pipe material and size

You should use a type of plastic pipe called MDPE, unless you're working on contaminated land, in which case, barrier pipe will be needed. If you're laying a pipe of a different size to the communication pipe we will lay (this is detailed in the quote pack), you'll need to provide a pipe reducer.



### **Other nearby utilities**

There should be at least 270mm separating your water supply pipe from any other utilities you're laying in the same trench, and at least a metre's separation at the boundary point so that we can make the connection safely.



### **Pipe disinfection**

If you're installing a pipe that is larger than 50mm in diameter and 6m or above in length, you'll need to arrange chlorination of the pipework and submit a UKAS-approved chlorination certificate (to standards BS 8558 and BS EN 806) and sample results before we can get you connected.





# 5. Book in your connection

## What you need to do

- Complete and return the checklist we sent you with your quote at least **21 days** before you need your new water supply.
- If the connection is to a new property, please also attach a **letter from the local council** confirming the address with your completed checklist.
- Keep in mind that your private pipework must be ready before we come to make the connection otherwise we may have to cancel the work and charge you an additional fee for the aborted job.

## What we'll do

- We'll plan in the work and arrange a connection date that's **within 21 days** of receiving your completed checklist.
- We'll call you **within 3 working days** of receiving your completed checklist to confirm the connection date with you.

### Help us avoid any abortive visits and cancellations by sharing a short video and photos of your pipework

If you'd like us to do a final check of your pipework before we come out to make the connection, we'll send you a link where you can share some photos and video footage of the pipe. This is a free, optional service that helps us make sure there are no issues with your pipework that could affect the work.





# 6. We get you connected

## What you need to do

Make sure you or your chosen contact is present on site when we come to make the connection.

## For more information



**Visit**  
[yorkshirewater.com/developers/water/water-connections/](https://yorkshirewater.com/developers/water/water-connections/)



**Email**  
[wbu.servicecentre@yorkshirewater.co.uk](mailto:wbu.servicecentre@yorkshirewater.co.uk)



**Call**  
0345 1 20 84 82 (option 2)

## What we'll do

Our delivery team will come and carry out the following work **within 21 days** of receiving your completed checklist:

- dig and lay pipework from the water main in the public road up to the boundary of your property
- connect the pipework on our side of the boundary to the pipework on your side
- install an external stop tap and meter at the boundary
- backfill and reinstate the excavated ground in the public road
- make sure your water supply is working and ready for use.





# 7. Claim your environmental incentive payment

Once your connection/s is made, you can claim your environmental incentive payment, as long as you notified us in your application of your intent to claim.

## What you need to do

- [Send us photos and product specifications](#) of the water fittings/fixtures and any flow restrictors you've installed at 10% of the properties you're claiming for (rounded down, and capped at a maximum of five properties).
- Make sure that the properties you're claiming for will remain unoccupied for at least **5 working days** from submission of your evidence.

## What we'll do

- Review the evidence you've provided to check it complies with our water efficiency qualifying criteria.
- We may, on occasion, carry out a physical inspection of your property/ies' water fittings for auditing purposes — this would take place within 5 working days of your submission, and we would notify you of the inspection one working day in advance of the inspection.
- Contact you to let you know if your claim has been successful or not. If your claim is successful, you'll receive your payment **by the end of the following month** from when you submitted your evidence (for example, if you submit in April, you'll receive your payment no later than the end of May).



**For more information on our environmental incentive:**



Visit [yorkshirewater.com/developers/environmental-incentives-and-credits/](https://yorkshirewater.com/developers/environmental-incentives-and-credits/)

[yorkshirewater.com](http://yorkshirewater.com)

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