

# CUSTOMER CONNECTION PACK

A step by step guide  
to connecting your water supply

April 1st 2024/March 31st 2025



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# 9 steps to your new connection



## Making your application

The easiest way to apply is by using our quick and simple online application service at [hdcymru.co.uk/building-and-developing/overview/](http://hdcymru.co.uk/building-and-developing/overview/)

You'll find lots of great information there and our online chat can help you decide the type of connection needed and answer any questions you might have.

Of course, if you'd prefer to phone us, you can on **0330 678 1481**.

## Paying for your application

Once we've received your application, one of our friendly team will be in touch within five days to confirm we've got it and check that we have all the information we need.

You'll need to pay your application fee at this stage. We can take this payment over the phone, online, by BACS or by cheque.



## Assessing your application

Once we have everything we need, a dedicated Customer Connections Manager (CCM) will be in touch to talk you through the next steps. This usually takes a few days, but don't worry, we'll keep you updated during this time.

Your CCM will be your point of contact and will keep you updated every step of the way.

## Visiting your site

Your CCM will give you a call to set up an appointment for one of our skilled Connection Project Managers to carry out a site visit on a date that suits you.

During the visit, we'll carry out an assessment of the work needed and give you a full breakdown of the potential costs and timescales involved.

Your CCM will then issue you a formal quote and call you to talk through it and answer any questions you may have.



**Your dedicated Customer Connection Manager (CCM) will be your point of contact throughout the process and will call to introduce themselves.**

 **Your responsibility**

 **Our responsibility**

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## Accepting your quote

If you decide to go ahead with our quotation, page seven gives you all the information you need on how to accept and pay for your new water connection.

**The quotation is valid for six months.**

Once you've accepted and made the payment, your CCM will call you to arrange your water regulations inspection.



**Only proceed if you are happy with the quote you will now receive.**

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## Inspecting the pipework you've laid

Once you (or your builder) have laid your own private pipework to your boundary, we'll need to check to make sure it's suitable for the connection. We'll agree a date to visit or conduct a virtual inspection.

If, for any reason, further work is needed, we'll advise you. There's a handy guide on page nine to show how to pass a successful inspection.

Please make sure you read the inspection guidance carefully before you lay your pipework. More inspection visits can lead to a delay in your connection and additional charges.

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## Getting ready for connection

Once the inspection of your private pipework is successful, we'll be in touch to arrange your connection date.

The connection date can vary dependant on the type of approval we need from your local Highways Authority.

**For example there's a standard three month wait following a successful inspection for a road closure, so please factor this into your build programme. We'll of course keep you updated throughout.**



**If a fire supply is required, it is the responsibility of your designer to choose an appropriate system and to ensure it will operate correctly. We will not guarantee minimum flows and pressures for fire fighting.**

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## Connection day

Once again, we'll call you to book a suitable date for the connection to take place. You don't need to be there on the day of connection, but we'll need you to make sure all internal taps are switched off if you're not.

On completion, your connection team will leave a calling card if you have any queries. You'll receive another visit within 48hrs from one of our specialist teams to complete the final stages of sealing the excavation.

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## Setting up your account

And finally, all the information relating to your new connection will be created in our system within five days.

If the connection is for a new property and is not for yourself, when the homeowner moves into the property, they'll need to call our account team on **0330 678 0679** so that we can finish off setting up the account.

**Your responsibility**

**Our responsibility**

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# Everything you need to know about getting a new water supply!



## Making your application

There are many reasons that you may need a new water connection. It could be for a domestic new build, a house renovation, connections for commercial properties, agricultural troughs, temporary build standpipes or pipe separation from shared supplies.

To help you decide which is the best one for you, please take a look at our website [here](#), where you'll find guidance and an online chat service ready to answer any question you may have.



## Paying for your application

Our quick and easy online application service will guide you through and help you provide all the information we need to process your application. This typically takes just 15 minutes to complete as long as you have all the required information. Applying online also gives you the option to make the payment for the application, so we can then start preparing and assessing your water connection quotation.

If you have any queries on how to apply, please call our friendly Customer team on **0330 6781 481**.

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## Assessing your application

During this stage we'll identify an existing distribution main that will serve the new connection. In some cases, we may need to liaise with our Networks team to review capacity in the existing network and make sure we can provide the regulated pressure. We aim to provide 1.5 bar at the connection point. If any additional work is required to the existing network to supply your connection(s), we'll identify this and pass the information over to our Connection Project Manager who'll then discuss this on site with you.

If you've provided a ground investigation or soil report, we'll send this to our independent labs who'll review the information and advise if MDPE pipework can be laid or if barrier pipe is required.

It's really important to safeguard your drinking water supply and sometimes there can be contaminants in the ground which can affect MDPE water pipes. If a site has been developed or used in the past, we'll need you to provide a soil report and potentially lay barrier pipe. Don't worry though, we'll confirm what action will be needed and advise what type of pipework we'll need to lay when we visit site.

The evaluation part of the application process usually takes around five days and we'll keep you updated during this time.



**One of our Evaluation Technicians will call to keep you updated on progress of the evaluation process.**

## 04

### Visiting your site

Your designated Customer Connection Manager (CCM) will call to introduce themselves once the evaluation stage is complete and will be your point of contact throughout the process.

They'll arrange for one of our Connection Project Managers (CPM) to visit the site, conduct a site survey and give you a full breakdown of the costs and timescales involved.

#### The quote will be built with the following factors in mind:

##### Construction costs

This is where our connection teams come out to excavate, lay and install the connection from a Hafren Dyfrdwy main to the agreed location where it meets your own pipework - this is usually at your boundary.

##### Traffic management

We'll quote the job in accordance with the legal requirements of the New Roads and Street Works Act (NRSWA). This will dictate what traffic management is required to make the connection to your private pipework. Costs and timescales vary dependant on the types of traffic management needed, such as simple signs and barriers to traffic lights or even full road closure.

Once your pipework has passed our inspection, we aim to make the water connection within 21 days. Sometimes we can't do it in this time because of highway or other restrictions. For example, if we need to close the road when we make the connection, we have to inform your local Council and they may need up to three months to notify the emergency services and to issue legal notices. This three-month period starts from the day you pass our inspection and not from the date you paid your application fee.

**We'll produce a sketch for you which will accompany your quote confirming where you'll need to bring your pipe.**

##### Infrastructure charges

Infrastructure charges are required to fund the upgrade of our existing network to meet the demand being placed on it by new connections. This enables us to maintain the network and make sure that you get the required flow pressures and water quality and our existing customers aren't affected.

##### Third party fees

Sometimes third parties charge us to undertake the necessary work to complete your connection. These charges are added to the quotation.

These fees consist of the local Highways Agency advertising fees and the cost of serving a legal order if we need to close the road. They'll also notify the emergency services of the dates the road will be closed.

If our main is on private land, we'll need to consult with private land entry specialists to gain access as we're not able to go in without serving the necessary notices. Any private land noticing fees relating to this will be added to your quote.

**Only proceed once you are ready for connection and you have laid your private pipework.**



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## Accepting your quote

Your quotation is valid for six months from the date it's issued. Once accepted, your CCM will call you to check you're ready for your water regulations inspection.

### How to make payment and accept the quote

Please complete the acceptance form that can be found in your quotation letter, including the postal address of each property, and send it back to us with the payment. The acceptance form can be found in the quotation document.

Only send us your acceptance form and payment once you are ready for the connection to be carried out

### Here are your payment options:

#### BACS

You can make a BACS payment to our bank account as follows:

**Account name: Hafren Dyfrdwy Cyfyngedig**  
**Bank: Barclays**  
**Sort code: 20-00-00**  
**Account Number: 33604071**  
**Reference: The reference number shown on the front page of the charges letter.**

It's important that you include your reference number to allow us to allocate the payment to your account.

#### Credit/debit card

We accept all major credit/debit cards and to pay by card simply call us on **0330 678 1481**.

Please don't email your credit/debit card details to us, we'll call you for payment.

**We cannot accept payment unless we receive the completed Acceptance Form.**

**Please email this to [dspayments@hdcymru.co.uk](mailto:dspayments@hdcymru.co.uk) quoting reference number shown on the front page of the charges letter in the subject of your email.**



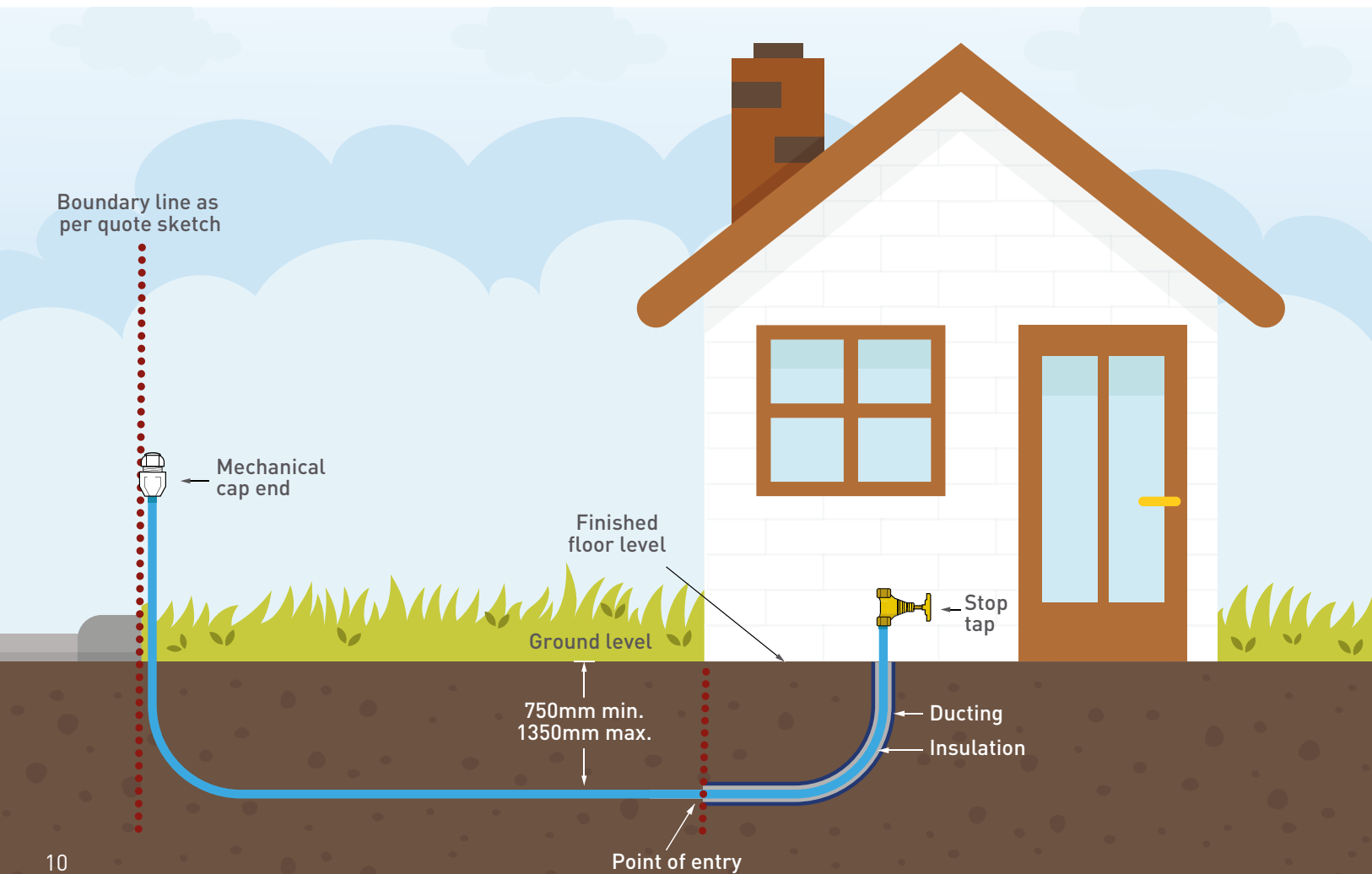
06

## Inspecting the pipework you've laid

The Water Supply (Water Fittings) Regulations 1999 are legal requirements and exist to prevent water being contaminated or wasted. (Waste, misuse, Undue consumption, erroneous measurement and contamination).

As part of your quotation we'll issue you with guidance on what's required for your private pipework to be compliant with these regulations.

**Once you've met the pass criteria, we'll approach the necessary Highways Authority to get you a connection date.**





**Criteria we'll be looking at when we inspect on a standard domestic property:**

- 1.** The size and material of the pipework laid is as requested in the site survey. It has been laid to the agreed location shown on your customer sketch, and not in the way of any street furniture. E.g. street lights, posts, chambers or manholes.
- 2.** The depth of the service pipe should be between 750mm minimum and 1350mm maximum. Please let us know if this is not achievable.
- 3.** Depending on the length of your pipe, we can see two trial holes in cases where the length of the trench can't be left open due to safety reasons. The holes will allow us to check ducting and depth.
- 4.** Where the pipe enters the building, we should be able to view and inspect all materials that are used for ducting and insulating the pipes. The pipe must have both ends of the ducting sealed with a non petroleum based product to prevent contamination.
- 5.** Where the pipe rises less than 750mm, it should have the correct ducting and insulation.
- 6.** A mechanical cap end is installed at the boundary to stop any debris entering the pipe before connection.
- 7.** A continuous piece of ducting must be installed making it easier to remove the pipework if required.
- 8.** An approved internal stop valve must be fitted within the property.
- 9.** There should be a distance of at least 350mm between the pipe and any other items that are laid within the same trench.
- 10.** The pipe is positioned in a way that allows ease of access for maintenance and repair.
- 11.** In developments with multiple connections, all pipes must be individually identified by marking them with the plot number.
- 12.** Confirmation of full postal address if available.
- 13.** Pipes are not routed through other properties to reach the property it's intended for.

**Make sure your internal stop tap is turned off to avoid flooding when the connection is made.**



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### **What if your pipework does not meet the criteria?**

We'll agree a new inspection date with you and will visit the site or conduct a virtual inspection (we'd either need photos of the site and pipework or a video call with you on site) to make sure the pipework you've laid is ready for us to connect to.

If there's any further work for you to do before we can make your new connection, we'll give you a remedial action form and advise you what you need to do.

Please make sure you read our inspection guidance carefully before you lay your private pipework as further inspection visits will result in a re-inspection charge and ultimately delay your connection.

**Once you've completed the work required, please call your CCM to arrange your re-inspection.**



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# WaterMark Scheme

## WaterMark Scheme

We understand that our customers' needs vary and not everyone knows where to start when laying new private underground pipework.

To help you get connected quickly, we have created this scheme through which you can choose an approved underground plumber to install your private underground pipework.

### What are the benefits of this?

- Your installers will not only be qualified to complete the work, but also make sure it complies with Water Regulations for underground pipework.
- It'll reduce your connection timescales by five days from the initial date of request to us connecting your supply.
- If the person responsible for installing your water service pipe has a Watermark certificate, you'll no longer require a Hafren Dyfrdwy inspection.

## Appointing a contractor

We recommend you appoint a reputable contractor who is familiar with The Water Supply (Water Fittings) Regulations 1999.

You can find a list of approved plumbers and contractors on our website [hdcymru.co.uk/in-my-area/find-a-plumber/](https://hdcymru.co.uk/in-my-area/find-a-plumber/) or alternatively, go to [watersafe.org.uk](https://watersafe.org.uk), the national body of approved contractor schemes.

If the installer is not WaterMark approved, or under the Water Safe umbrella of approved contractors, then we will need to inspect the private pipework installation to check they comply with The Water Supply (Water Fittings) Regulations 1999.



## Getting ready for connection

Once you've passed your water regulations inspection, our Scheduling team will be in touch within 24 hours to discuss any next steps and provide you with a provisional date. We aim to deliver your connection within 21 days of the water inspection passing.

This is dependent on any traffic management requirements and timescales may be extended depending on Highways approval, or any third party constraints. For example, there's a standard three month wait for a road closure which starts once you have passed your water inspection, so please factor this into your build programme.

We'll give you a courtesy call the day before your connection is due to take place.

**We aim to deliver your connection within 21 days of the water inspection passing.**



## Connection day

### Here's everything you need to know about connection day:

1. You won't need to be on site on the day of connection but please make sure all internal taps are isolated beforehand to avoid any flooding.
2. For a standard 25mm or 32mm connection, the meter will be installed at the boundary.
3. Reinstating the excavation usually happens the next day unless stated otherwise.
4. On average it takes three days to complete the connection and reinstatement if our main is on the same side of the road as the property.
5. Our crews will leave you with a calling card in case you need to get in touch.

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## Setting up your account

If we've installed a meter during the connection, we will need your registered postal address so we can set up your account on our systems.

If you installed a commercial water meter prior to inspection, we'll make sure this is registered within five days of the connection(s) being made ready for you to select your new retailer.

If you're installing any internal meters after the connection has been made, we'll contact you to arrange the set up of your accounts.

Once the meters are installed we'll arrange for someone to come out and obtain the required information to set up the accounts accordingly.

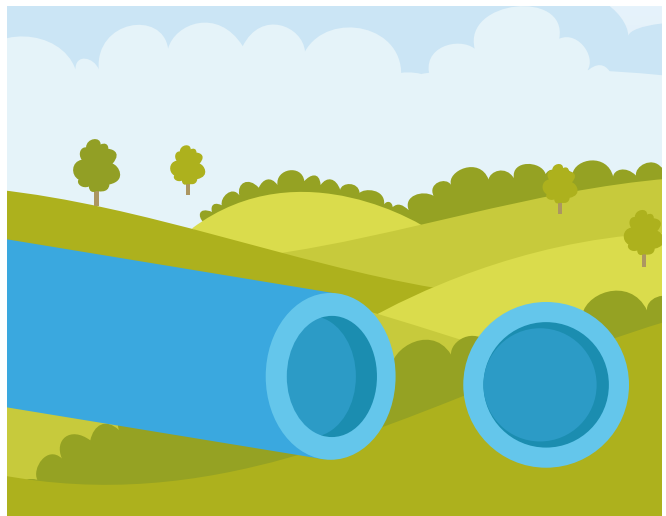


**When the property becomes occupied, please call 0330 678 0679 for the account set up to be finalised.**

# Barrier/MDPE explained

## MDPE Pipes

MDPE stands for (Medium Density Polyethylene). This pipe material is suitable for any land which has never been developed (referred to as 'greenfield'). If the site has previously been used for anything other than greenfield, you need to submit a soil report (also known as a **ground investigation report**) as part of the application. This will determine whether you are required to lay the service pipe in MDPE or an approved, protective barrier pipe material.

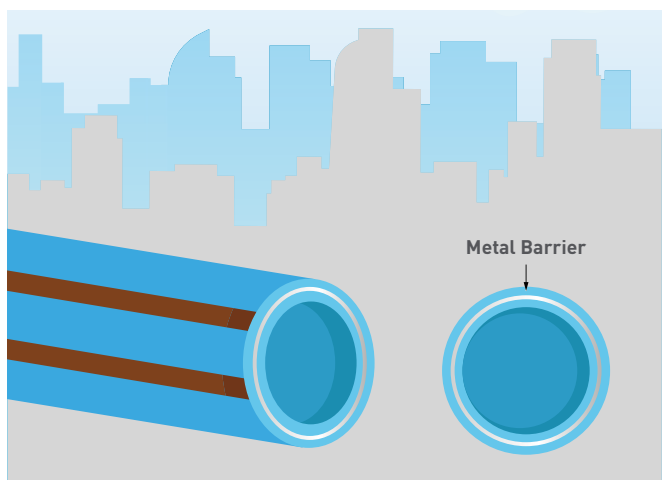


## Barrier pipes

Barrier pipes are required to provide a high level of protection against soil contaminants commonly found in previously developed sites (referred to as 'brownfield'). Barrier pipes systems incorporate an impermeable aluminium barrier layer within the wall of the pipe.

This prevents the ingress that could potentially be caused by wall permeation of hydrocarbons, and related chemicals, that could be present in contaminated land.

There are different barrier pipe systems but they must comply with Regulation 4 of the Water Supply (Water Fittings) Regulations 1999. When installing barrier pipes, please follow the manufacturer's guidelines for any additional fittings required for the installation. You may decide to install barrier pipes regardless of the type of ground you're developing on; if you do, please state this on your application and you will not be asked to submit a soil report.



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