

DEVELOPERS INFORMATION PACK

# NEW WATER SERVICES



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## HOW TO CONTACT US

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Portsmouth Water Limited  
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Havant  
Hampshire PO9 1LG**

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Telephone  
**023 9249 9888**

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**head.office@portsmouthwater.co.uk**

Website  
**www.portsmouthwater.co.uk**



## INTRODUCTION

The New Connections and Developers Information Pack explains the process for applying for new water services.

As each project is unique, the processes described should only be used as a guide. Please do not hesitate to contact us for further information.

Application forms are provided at the rear of the pack. They must be completed to progress the application. They are also available from our website, or simply telephone, or write to our offices at Havant. Please read all of the information carefully before completing your application.

Words shown highlighted in *italics* within this booklet are explained in the glossary.

**If applicable, please pass this pack on to your site agent so he is aware of our requirements.**

# 1 New Water Mains

When you need a new water main for your development, we are able to provide the experience and expertise to complete a quality installation. Alternatively, subject to conditions, you may take advantage of our self lay policy.

## How to apply

1. When you contact us for your 'New Site Main' we will send you a 'Mains for New Developments' form.
2. Complete this form and return it together with the following:
  - Design Fee.
  - Two 1:500 or larger scale plans, showing the layout of the development.
  - Positions of all buildings with plot numbers and roads.
  - The footpaths or utility strips with widths, and details of planting and landscaping.
  - Details of any phases in the development of the site.
  - For non domestic developments, details of peak flow and pressure demands.
  - A site plan showing preferred **points of entry**, areas of land to be highway adopted, the location of any ducts, private land and the name of the land owner.
  - A soil report. If the site is contaminated or has had previous industrial use.
  - A Health and Safety Plan.
  - A schematic drawing of mechanical services, for non-domestic applications.
  - Details of existing services already on site.
3. For the majority of sites Portsmouth Water will lay the new main in the highway on your site. However, we will, subject to conditions, allow the **self lay** of new water mains and services both on and off-site subject to the work being completed by a competent Self Lay Organisation (SLO) registered with Lloyds. The work will be to comparable standards to mains and services laid by Portsmouth Water and meeting the standards and specifications within the **self lay** documentation. More details can be obtained from our website or by contacting our Developer Services.

## How the process works

1. Following the application and receipt of the design fee, we will complete a site survey, prepare the layout and specification of the main and send you a Terms and Conditions offer within 20 working days, valid for three months. Payment to cover building water and individual water connections are not included, these are covered in section 3 - New Water Connections.
2. Our Terms and Conditions offer will detail the following:
  - The cost including the payment options
  - Any easement details
  - Provisions for contaminated land
  - Information on water service connections
  - Water pressure and design considerations
  - Fire fighting information
  - Self-lay mainlaying option

Any questions that you may have on this section please contact our Developers Services Department on 023 9224 9327.



# 2 Building Water Supplies

Water is essential to any building project. We will respond quickly to provide you with the appropriate supply.

## How to apply

1. You may apply by completing the enclosed Application for a Water Supply.
2. Once completed, send the form to us using the prepaid envelope provided, together with a site plan showing **points of entry**. An incomplete form, or lack of information may result in a delay.

## How the process works

1. After receiving your application, we will complete a survey. We will then send you a statement of cost within 10 working days which is valid for 30 days.
2. We will establish how to supply your site by either:
  - An existing supply if available, or
  - A temporary metered supply.
3. If we install a temporary supply you may either:
  - Keep it as a permanent supply to an agreed plot on the site **prior to starting**, or
  - Agree for it to be removed once the work is complete.

You must not connect the building supply to the premises until we have completed and passed a Water Regulation inspection. **Please refer to section 3 - New Water Connections.**

4. We will organise the installation of your building supply once you have installed your standpipe, leaving an agreed amount of pipe at the boundary, had the installation inspected, paid for the connection and returned a completed 'Agreement For Measured Supply' form.

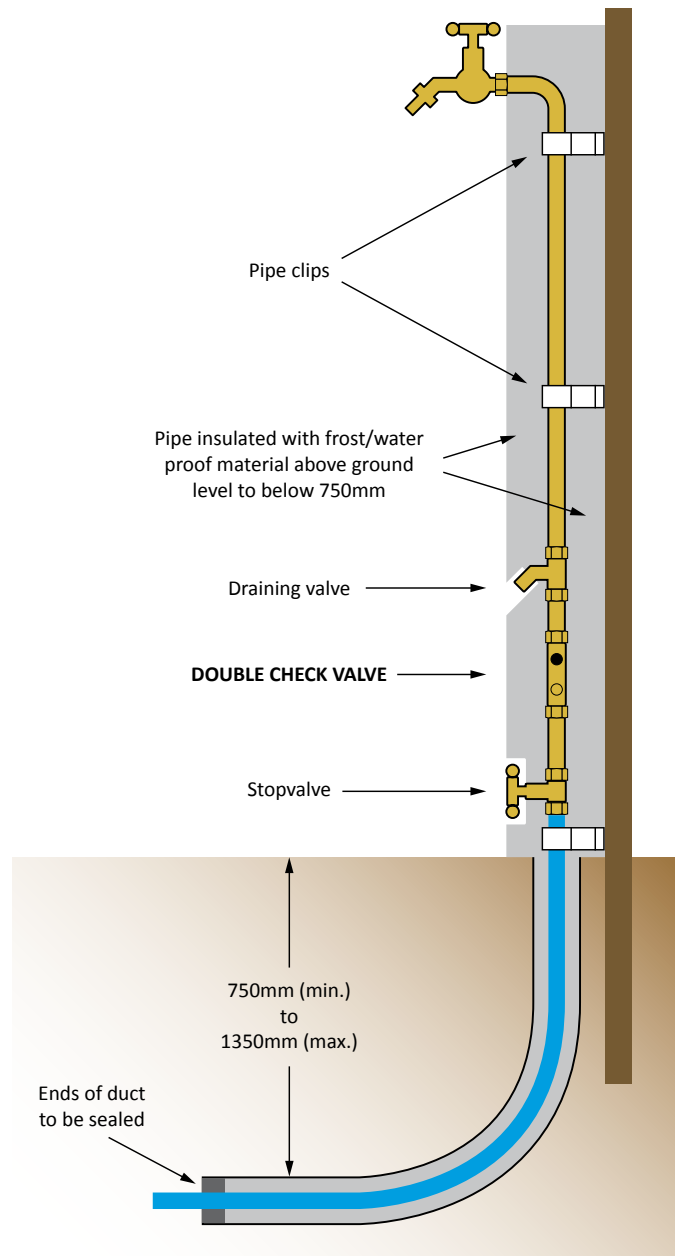
## Our charges

For industrial building work a proportion of the contract price or selling price will be charged for building water purposes. The charge covers the cost of installation and removal of the supply. You may need to pay a **water infrastructure charge** if the supply is not disconnected after use.

Where the building purposes supply is to be permanent the builder may pay for building water by meter in accordance with the measured charges scheme, subject to the completion and return of a meter agreement.

If an existing unmeasured supply is used for building water purposes prior to contacting us a proportion of the contract or selling price will be charged.

## Illustration of a typical building water supply standpost



# 3 New Water Connections

We look forward to working with you to provide individual supplies to the properties on your new development. Generally every property will need its own separate metered supply. We also connect fire supplies to your specification, or provide fire-fighting supplies subject to terms and conditions of consent.

## Metering policy

The Company's standard approach for installing water meters to all new properties is based upon a **wall mounted meter box**. The approved position allows easy and safe access to the combined stopvalve and meter for both the customer and the Company. The Developer will benefit from improved control of installation costs and reduces risk of damage to the conventional underground boundary meter box during the construction phase.

Developers are free to install any **wall mounted meter box** but the unit shall have all pipework joints accessible externally for future maintenance purposes. The **wall mounted meter boxes** shall be compliant with Reg 4 of the Water Supply (Water Fitting) Regulation 1999. The installation shall comply with the specification for the installation of the **wall mounted meter box** as described on page 4.

**How to apply** by completing the enclosed Application for a Water Supply.

- Completed forms should be sent to us using the prepaid envelope provided, together with:
  - A site plan showing preferred **points of entry**, areas of land to be highway adopted, the location of any ducts, private land and the name of the land owner. You are responsible for laying in private land.
  - A soil report, if the site is contaminated, or had previous industrial use.

## Procedure for installing wall mounted meter boxes

*Prior to connection:*

- Apply for a new water supply by completing the 'Application for a Water Supply' form incorporated within the 'New Connections and Developer's Information Pack.'
- Include a drawing indicating the intended position of the **wall mounted meter box** and **supply pipes**. Generally every property will need its own **separate supply**. The location of the **wall mounted meter box** must comply with Portsmouth Water's Specification for the Installation of **wall mounted meter boxes** described on page 4.
- Purchase an approved **wall mounted meter box** and install the box in accordance with Portsmouth Water's Specification for the Installation of **wall mounted meter boxes**.
- Excavate the trench from the property to the water main, or edge of property boundary.
- Excavate around the water main for the service connection to be made by Portsmouth Water (new sites only).
- Back fill all excavations after connections have been made. (new sites only).
- Lay the duct in the agreed position in accordance with the Specification.

- Insert a continuous pipe with no joints into the duct leaving enough pipe for us to connect to our water main.
- Insert tracing wire in accordance with the Specification.
- Identify which plot number the **service pipe** supplies and permanently mark the pipe at the boundary of the property.
- Arrange for a Water Regulations Inspection and pay for the connection.
- Comply with the requirements of Water Regulations Inspection prior to confirming actual connection date.
- Satisfactorily disinfect the service pipe as required (32mm upwards).
- If the supply is to be used for building water purposes complete and return the application form for a measured supply prior to starting work.

Note: Service connections cannot be made until the main has passed all necessary tests and has been commissioned (new sites only).

*After connection by Portsmouth Water:*

- Flush the **service pipe** to remove any debris.
- Ensure satisfactory water supply at the first draw off tap in the premises.
- Pressurise the **service pipe**.
- Ensure the stopvalve in the **wall mounted meter box** is closed.
- Provide the occupier with operating keys & manufactures information.
- Inform Portsmouth Water when the plot is occupied, providing postal address, occupier's name, meter number and final meter reading.

## Specification for the installation of wall mounted meter boxes

- The connection of the **service pipe** to Portsmouth Water Distribution mains is dependent upon the successful completion of a Water Supply (Water Fittings) Regulations 1999 inspection which includes compliance with the Specification for the Installation of Wall Mounted Meter Boxes.
- Any **wall mounted meter boxes** may be used subject to compliance with the Specification and shall have all pipework joints and connections to the **supply pipe** accessible from outside the property.
- The **wall mounted meter boxes** shall be compliant with Reg 4 of the Water Supply (Water Fitting) Regulation 1999.
- The **wall mounted meter boxes** shall be capable of

accepting concentric meters of the MSM type.

5. The **wall mounted meter boxes** shall incorporate an integral single non-return valve.
6. The **wall mounted meter boxes** shall incorporate a clockwise closing isolation valve.
7. The **wall mounted meter boxes** shall be installed in accordance with the manufacturer's recommendations.
8. The **supply pipe** shall be installed by the Developer as either 20mm 25mm or 32mm MDPE (or as identified on the Application for a Water Supply) laid continuously from the **wall mounted meter boxes** to the Distribution main within a 50mm continuous flexi blue duct together with a full length continuous heavy duty copper tracing wire terminated internally within the **wall mounted meter boxes**.
9. The **supply pipe** shall be joint-free between the Distribution main and the **wall mounted meter boxes** and free to move within the 50mm blue duct.
10. Portsmouth Water will trim the duct and **service pipe** to the correct length and make the ferrule connection to the Distribution main.
11. Portsmouth Water will install the meter.
12. Portsmouth Water will maintain the meter and stopvalve unit.
13. The occupier shall own the **wall mounted meter boxes** enclosure and be responsible for maintaining the box and reasonable access to the unit.
14. The Developer shall provide the occupier with operating keys and manufacturer's information.

### Lead services

If at your own cost you replace your **supply pipe** because it is lead and lay to the same position at the boundary, we offer to replace our lead **communication pipe** free of charge, provided we lay the same size pipe as existing. You need to complete the Application for a Water Supply form. Declare in section 3 that it is a lead relay, and return it to our Havant Office.

For more advice please contact us on the New Services Department Direct Line, see inside front cover.

### Separation of common supply

If you are on a **common supply** and would like to have your own independent supply, you need to complete the Application for a Water Supply form and return it to our Havant office. You are required to provide the addresses of all the properties that are fed by the same supply so the accounts can be amended accordingly.

For more advice please contact us on the New Services Department Direct Line, see inside front cover.

### Our charges

Our charges are calculated in the following way:

**Total Connection Charge = Communication pipe installation charge + Meter + infrastructure charge (if applicable) + Building water charge (if applicable) + VAT (if applicable) for each connection.**

These charges cover the cost of our connection work and the cost of developing our network to meet the demands of the new development. You may obtain a copy of our Scheme of Charges booklet, which provides in depth detail of charges, by contacting our Havant Office, see inside front cover.

*After the connection:*

**Metered Water Charge = Standing Charge + Charge for volume used during the billing period**

Once the premises are build complete, sold or occupied you must notify us of the date occupation changed providing the full postal address, the new occupiers name, meter number and final meter reading. This information will be used to set up a charging account.

### What are the Water Regulations?

The Water Supply (Water Fittings) Regulations 1999 are national requirements. Their aim is to prevent the waste, misuse, undue consumption, contamination or erroneous measurement of the water we supply. They specify the types of materials and fittings that are permitted.

Compliance with these regulations is a legal requirement. They are administered by the Department of the Environment, Food and Rural Affairs (DEFRA) and Portsmouth Water Ltd is responsible for enforcing them in our area of supply. Contamination of a water supply is a health risk so it is essential all new or replacement plumbing complies with these regulations.

A copy of the regulations is sent to you with your statement of cost, however, if you have any enquires about the Water Regulations, we will be happy to advise you. Please see page 8 for details on your legal obligations to inform us of any proposed work you intend to carry or have carried out on your behalf.

### Additional whole site or zonal backflow protection

Protection of public health is paramount and prevention of contamination of public water supplies by backflow from premises must be avoided. As the Regulators (the Secretary of State for the Environment and the Chief Inspector, Drinking Water Inspectorate) become aware of examples of serious contamination incidents caused by backflow, they expect additional safeguards to protect against the newly-identified risks.

The use of whole site backflow protection, in addition to point of use protection, is required in premises which are assessed by Portsmouth Water as being a high risk or where there is a risk of compromise to compliance with the Water Supply (Water Fittings) Regulations 1999; Schedule 15(4)(a) & (b) and the defra Guidance Clauses G15.24, G15.35 and G15.26. Experience has shown that this additional protection is required.

Occupants of premises have a legal duty under the Water Fittings Regulations to prevent backflow within their premises and from their premises into the water supplier's main.

### Notification of proposed works

Before work starts on any proposed installation or alteration, the installer, the owner or occupier must obtain the Water Suppliers consent by prior notification. This applies to all water system installations or alterations. You do this by filling out the Notification Requirement (Table 5) in section 5 of

your application form. Consent may be granted subject to conditions, which must be followed. If applicable we will write to you, explaining what they are. Failure to provide us with this information may result in a delay processing your application.

### New connections checklist

You can assist us to work even more efficiently on your project if you are able to answer 'Yes' to the following questions. Some of these are Water Regulations requirements, see page 4.

#### Supply pipe

- 1 Is the **supply pipe** laid in a duct to a depth between 0.75m and 1.35m, and compliant to our specification?
- 2 Does the **supply pipe** extend, to the agreed distance outside the property boundary adjoining the highway?
- 3 Is the **supply pipe** at least 350mm from a gas pipe?
- 4 Has the internal stop valve been fitted to allow pressure testing and left in the closed position?
- 5 Has the **service pipe** been permanently marked to indicate which plot it supplies?
- 6 Provided a soil report if the land is contaminated or had previous industrial use i.e. with hydrocarbons, have copper **supply pipes**, or an alternative been laid?

#### Supply pipe ducting

- 1 If a **wall mounted meter box** is not practical, has the duct been sealed at both ends e.g. with expanding foam to prevent ingress of gas or vermin?
- 2 If a new site and a road crossing, have you uncovered both ends of the duct so they are clearly visible?

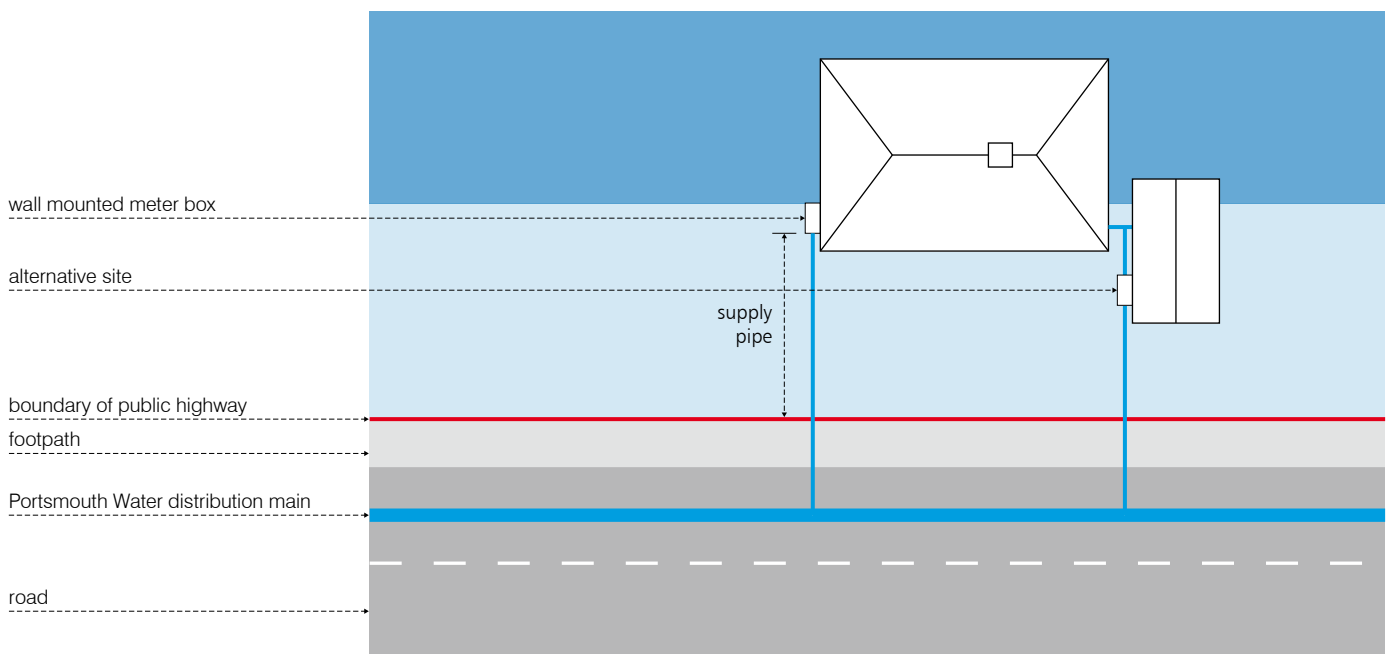
### Communication pipe ducting, required for MDPE supply pipes.

- 1 Can the **service pipe** be withdrawn from the duct?
- 2 No other utility ducts have been used which might compromise Health & Safety?
- 3 Does the ducting extend the agreed distance into the footpath adjoining the highway?
- 4 Is the ducting clearly marked with a pull cord or similar at each side of the road to aid identification?

### Protection of the water system

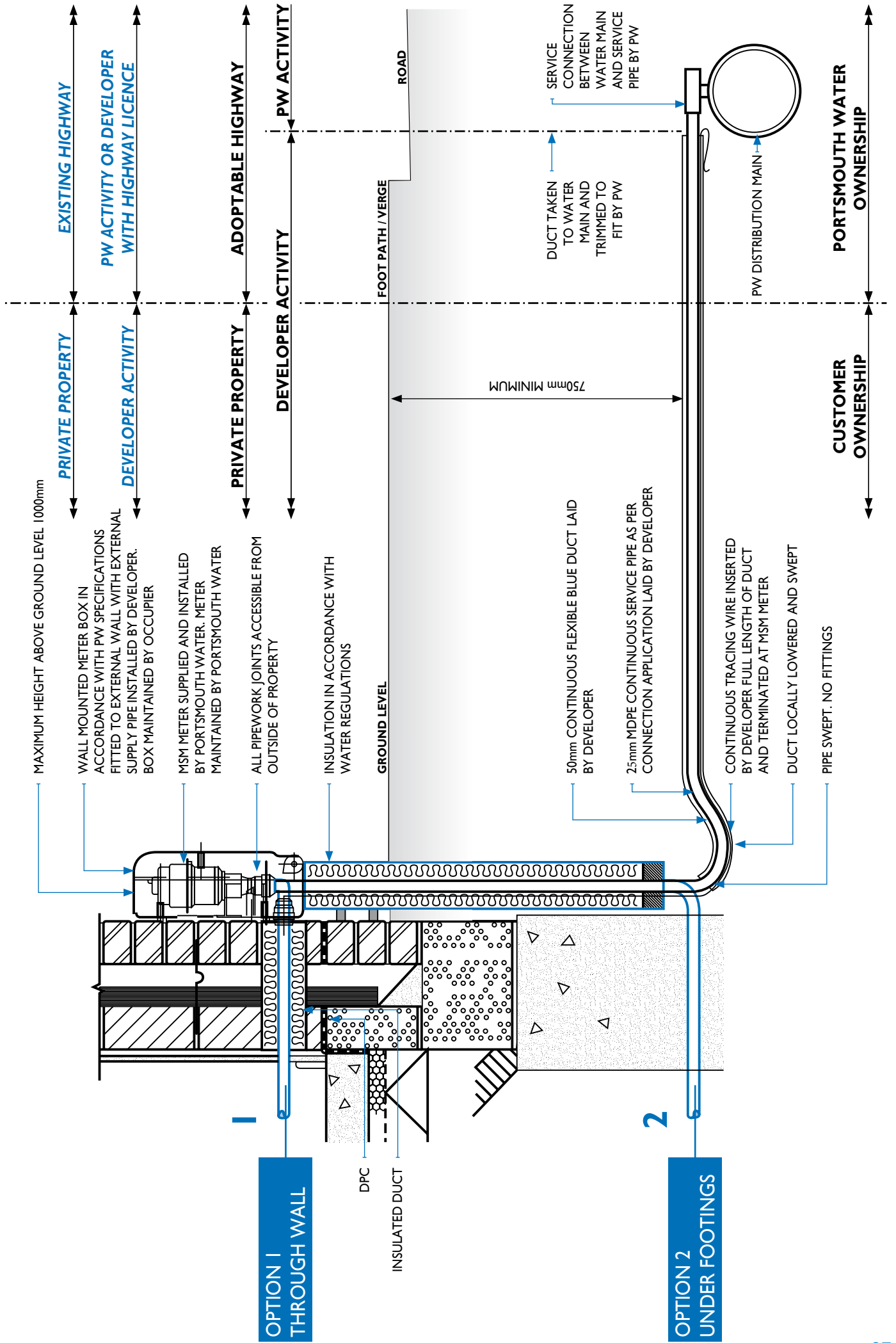
1 Is the water system protected against back flow using appropriate back flow devices? e.g. double check valves on garden taps pipe work, bidets with ascending sprays fed from storage, bin stores with a tap with a double check valve.

**This checklist is for guidance only. More details can be found in the Water Supply (Water Fittings) Regulations 1999 sent out with your statement of cost.**



- only install here after consultation with Portsmouth Water
- install wall mounted meter box on accessible faces of dwelling

# SPECIFICATION FOR WALL MOUNTED METER BOX



# 4 Table 5 Explanation Note

Below is an explanation of the table 5 requirements, and will assist you in completing the form. The completion of the form is a legal requirement.

## STATEMENT

In most cases, before work starts on any proposed installation, the installer, the owner or occupier must obtain the Water Suppliers consent by prior notification. This applies to water system installations or alterations and in particular those listed below. Consent will not be withheld unreasonably, and may be granted subject to conditions, which must be followed.

The name and address of the person giving the notice.

A description of the proposed work or material change of use.

Particulars of the location of the premises to which the proposal relates, and the use of those premises.

Except in the case of a fitting falling within paragraph 4 (a), (c), (h) or 5 listed below please also provide;

- A plan of those parts of the premise to which the proposal relates.
  - A diagram showing the pipe work and fitting to be installed.
  - Where the work is to be carried out by an approved contractor, the name and address of the contractor.
1. The erection of a building or other structure, not being a pond or swimming pool.
  2. The extension or alteration of a water system on any premises other than a house.
  3. A material change of use of any premise.
  4. The installation of;

A bath with a capacity greater than 230 litres;

A bidet with an ascending spray or flexible hose;

A single shower unit with a multi-head arrangement;

A pump or booster drawing water more than 12 litres per minute connected directly or indirectly to a Supply pipe;

## EXPLANATION

*It is a legal requirement to notify us about all intended works.*

*Required in order to programme an inspection of the installation for compliance with the Water Supply (Water Fittings) Regulations 1999.*

*What it is the customer/developer intends to do.*

*The location of the work completed may be a different location to the applicants address. Certain premises have a different fluid category risk. Until we know what the use of the premises is, we are unable to complete a risk assessment.*

*Installations creating high consumptions may require a meter. It will still be necessary to inspect for compliance with the Water Supply (Water Fittings) Regulations 1999.*

*As much information as possible is required in order to complete an effective risk assessment.*

*This may prevent unnecessary remedial work. It is a legal obligation to provide plans.*

*If the use of a premises or processes change, a review of the risk assessment must be completed.*

*Installations creating high consumption may require a meter.*

*Back siphonage may contaminate the supply. This type of bidet installation must be fed from storage.*

*Installations creating high consumption may require a meter.*

*Our Standards of Service provide for a supply of 10 litres per minute. A pump with an output of more than 12 litres per minute will exceed the capacity of the network. Not to be installed unless specific written consent obtained.*

A reverse osmosis unit;

A water treatment unit which produces a waste water discharge or which requires the use of water for regeneration or cleaning;

A reduced pressure zone valve assembly (RPZ) or other mechanical device for protection against a fluid which is in fluid category 4.

A garden watering system unless designed to be operated by hand.

Any pipes laid outside a building less than 750mm deep or more 1350mm deep;

5. The construction of a pond or swimming pool with a capacity greater than 10,000 Litres which is designed to be filled by automatic means and is to be supplied with water supplied by Portsmouth Water Ltd.

*This may be a dialysis machine that has high water consumption and may require a water meter.*

*This may be a water softener that has high water consumption and may require a water meter.*

*A reduced pressure zone (RPZ) is not a pressure reducing valve (PRV). RPZ can only be used on fluid category 4 and only above ground. We do not encourage the installation of RPZ's. Written consent must be sought, annual certified testing is a condition for approval of installation.*

*Irrigation systems create high consumption and may require a meter.*

*A depth range is specified in order to provide adequate protection from frost or damage without the pipe becoming inaccessible.*

*Swimming pools create high consumption and may require a meter. Depending on the installation adequate back flow prevention is required.*



# 5 1999 Water Regulations What To Look For Guide

The Developers Pack explains the meaning and purpose of the Water Regulations. Below and over is an **inexhaustive list of Water Fittings Regulations Inspections which may be applicable to your property. We will inspect your property for compliance and insist upon rectification of any failings as a condition of supply.**

## 1. SERVICE PIPE

- Is service pipe between 750mm and 1350mm deep?
- Is pipe material suitable and to British Standard?
- Are ground conditions likely to cause contamination i.e. petro-chemicals?
- Has the pipe got a good bed to lay on, debris may cause damage?
- At Point of entry. Is there a duct? Is it sealed? Depth?
- Are all fittings DRA or CR kite marked?
- Does the installation comply with the Wall Mounted Meter Boxes Terms and Conditions of Installation?

## 2. INSIDE POINT OF ENTRY

- Point of entry. Is the duct sealed?
- Is insulation required? If less than – 750mm from outside wall?
- Is a stop tap fitted in correct location and of correct type?
- Is a drain tap fitted in correct location and of correct type?
- Is the stop tap and drain tap labelled?
- Is a proper connection for drinking water provided direct from supply pipe?

## 3. KITCHEN

- Is a proper connection for drinking water provided direct from supply pipe?
- Do taps have a class 5 risk tap gap?
- Taps. Are they mixers, if so they may require back flow protection?
- Does the sink have a plug?
- Water softener. If fitted will require back flow protection?
- Water softener or filter. Is servicing valve fitted?
- Are hot and cold pipes positioned correctly?
- Are pipes adequately supported?
- Dishwasher, Washing machine. Are they CE Approved?
- Are servicing valves fitted before hoses?
- If machines are not approved what back flow protection is provided?
- Outside tap for hose pipe. Is servicing valve, drain tap, labels and back flow protection provided?

## 4. COMBINATION BOILER

- Is pipe material suitable?
- Are fittings suitable?
- Are servicing valves fitted to cold inlet pipe?
- How is system filled?
- Is a double checkvalve assembly device fitted?
- Is filling loop attached at all times?
- How is system drained?
- Do the drain valves have labels?
- Is an expansion vessel fitted? (may be incorporated into the boiler)
- Is the length of hot supply pipe within the regulation limits?

- Is an expansion valve fitted?
- Is the outlet from the expansion valve fitted with a tundish?
- Does it discharge in a safe and conspicuous location?
- Is a thermal (temperature) relief valve required (over 15 litres)?
- If thermal/temperature relief valve is required see unvented requirements

## 5. VENTED HOT WATER SYSTEM

- Are servicing valves fitted to float operated valves?
- What type of float valve is installed?
- Is float suitable for hot water?
- Is a servicing valve fitted on cold feed to hot water cylinder?
- Is servicing valve labelled?
- Is the outlet at the bottom of the cistern?
- Is the secondary hot water storage cylinder drainable?
- Is the cylinder to BS?
- What size is the vent pipe?
- Does vent pipe go through cistern lid?
- Is the hole sealed with a bush?
- Does the vent comply with minimum height (Hx0.04+150mm)?
- Is vent pipe 1 pipe diameter above the top of the overflow level?

## 6. DRINKING WATER CISTERN

- Has it got a close fitting lid?
- Is the lid made of shatterproof material?
- Will the lid contaminate condensate?
- Is the air vent and overflow screened?
- Is overflow of adequate size?
- Does overflow fall to its outlet?
- If overflow pipe is a warning pipe is the discharge conspicuous?
- Volume of stored water, is it oversized?
- Is cistern insulated?
- Is cistern adequately supported?
- If two or more cisterns are connected together are they configured to prevent stagnation?
- Is the water level the correct distance below the overflow level?
- Is the correct float valve fitted?
- Is the correct float fitted?

## 7. HOT DISTRIBUTION CISTERN

- Are drain taps fitted at the lowest point?
- Are drain taps labelled?
- Are there sufficient servicing valves?
- Are they labelled?
- Will terminal fitting achieve 50°C in 30 seconds

- Is water distributing at 55°C?
- Is hot water stored at 60°C?
- Is a secondary circulation system or trace heating required?

### 8. PRIMARY SYSTEM

- Is system fitted with a servicing valve to float valve?
- Is float valve appropriate type?
- Is float suitable?
- Is overflow positioned correctly?
- Is overflow of adequate size?
- Has allowance been made for expansion?
- Is operating water level 25mm below the overflow?
- Has a servicing valve been fitted to its outlet?
- Is the vent pipe fitted correctly (see vented hot water system)?
- Is the primary system drainable?
- Are drain taps labelled?
- Are any servicing valves installed in a location that could cause a risk of explosion?

### 9. HEATING SYSTEM

- Is boiler fitted with automatic thermostat and high-energy cut out?
- Is boiler drainable?
- Are drain taps labelled?
- Are any servicing valves installed in a location that could cause a risk of explosion?
- Is a separate high-energy cut out (motorised valve) required?

### 10. UNVENTED HOT WATER SYSTEM

- Is servicing valve fitted on inlet?
- Is serving valve labelled?
- Is a strainer fitted (not a legal requirement)?
- Does it have a pressure reducing valve or pressure limiting valve fitted?
- Is a balanced cold connection required i.e. Shower?
- Is a single check valve fitted?
- Does it have an expansion vessel?
- Is the expansion vessel a through flow type?
- Is the expansion vessel of an adequate size?
- Is an expansion relief valve fitted?
- Is it 0.5 of a bar above the working pressure?
- Does it discharge into a tun-dish?
- Does the outlet discharge into a safe and conspicuous position?
- Is the cylinder fitted with a thermal relief valve?
- Does it discharge into a tun-dish not more than 500mm away from the valve?
- Has the tun-dish got at least 300mm vertical drop?
- Is the discharge pipe at least one size bigger than the outlet of the thermal relief valve?
- Does the outlet discharge into a safe and conspicuous position?
- Is it sized in accordance with the G3 table?
- Is boiler fitted with automatic thermostat and high energy cut out?
- Are any servicing valves installed in a location that could cause a risk of explosion?
- Is a separate high-energy cut out (motorised valve) required?
- Is a separate high-energy cutout fitted to heat source?

## 11. BATHROOM

### WC

- What type of cistern is fitted?
- Is the volume of flush marked?
- Does it exceed 6 litres?
- Is the water level marked?
- Is it fitted with a servicing valve?
- Is float operated valve to BS 1212 part 2,3,or 4
- Is it fitted with an overflow?
- Does it discharge in a conspicuous location?
- Does the overflow discharge into the WC pan?
- Is a flushing valve fitted? If so is it in a house?
- Is a pressure-flushing cistern fitted?

### Wash Basin

- Have the taps got a tap gap?
- Is a plug fitted?
- If no plug. What is the flow rate for the taps?
- Is a flexible hose fitted (hairdressers)?
- If a flexible hose is fitted could the handset drop into the WC pan?

### Shower

- Has it got a flexible hose?
- Can outlet be submerged (i.e. in bath)?
- Could the handset drop into the pan?

### Bath

- Have the taps got a tap gap?
- Are taps mixers?
- Has it got a flexible hose?
- Can outlet be submerged (i.e. bath)?
- Could the handset drop into the WC pan?
- Has it got a plug?
- Is it over 230-litre capacity?

### Bidet

- Is it of the ascending spray type?
- If so, how is the cold water supplied?
- How is hot water supplied?
- Is it an over the rim type?
- Has it got a tap gap?
- Is it fitted with a flexible hose?
- If so, how is hot and cold water supplied?

### GENERAL

- Are all pipes adequately supported?
- Are all pipes located with cold at the bottom?
- Are all pipes and fittings protected from damage?
- Are all pipes and fittings protected from frost?
- Is the installation in accordance with BS7600 in respect of workmanship?
- Is installation safe?

# 6 Returning Your Application Form

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Before you return your **Water Supply Application** please make sure that you have provided us with the following:

## **In Section 1**

- The applicants name and address.

## **In Section 2**

- The site address.

## **In Section 3**

- The size of the supply you would prefer (only one size per application).
- The number of services required.

## **In Section 4**

- Complete the Table of Loading Units.  
(only applicable with new buildings, conversions or an upgrade of an existing supply)

## **In Section 5**

- Completed Notification of Your Requirements.

## **In Section 6**

- The name of your approved Plumber under the WaterSafe Scheme. (This is not the same as a qualified plumber).

## **In Section 7**

- The contract or selling price for building water charges if an existing unmeasured supply is being used.
- If new connection required before building works commence, building water charge will be by meter.

## **In General**

Please ensure the form is signed.

- Site and location plan indicating service routes and intended location for the Wall Mounted Meter Box.  
(for new buildings and conversions)

**Please remember, if you fail to provide the above information it will delay your application.**

# 7 Glossary

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## **Common Supply**

When one service pipe supplies more than one property, but each property receives their own water account it is known as a common supply. This was a form of supply often used in the past.

## **Communication Pipe**

The communication pipe is the length of pipe between the water main and the street boundary (in which the main is laid). This is the responsibility of the Water Company to maintain.

## **Easement**

An easement gives us the right of access to our assets located in private land with defined rights for the Water Company and landowner.

## **Point of Entry**

This is where the external water service enters the private property.

## **Self Lay**

Developer lays mains and services in lieu of Portsmouth Water.

## **Separate Supply**

A separate supply is where one service pipe supplies one property only. This means that each property, or part of a building separately occupied, will have its own water supply.

## **Service Pipe**

The service pipe is made up of both the communication pipe and the supply pipe and supplies water from the main to the property.

## **Service Strip**

A service strip is a designated area underground in which the utility services are laid.

## **Street Boundary**

The street boundary is the point at which the boundary of the property meets the public highway.

## **Supply Pipe**

The supply pipe is the part of service pipe between the property and the street boundary, and can include all pipes subject to mains pressure up to float operated valves. This is the responsibility of the property owner to maintain.

## **Wall Mounted meter Box**

A wall mounted meter box located on an accessible face of any domestic, commercial or industrial property. It has the facility to have a meter fitted at the time of installation and houses the external stopvalve usually found in the footpath.

## **Water Infrastructure Charge**

Water Infrastructure Charges contribute towards expenditure incurred in providing enhancements to the overall supply network, which are necessary to meet the increased demands imposed by new or additional connections to the water supply system. These charges are in addition to connection charges, which continue to be payable and are applicable where a customer requests a connection or reconnection to the water supply of any premises subject to conditions available on request.

