



Separate or Re-route your Water Supply

Many of the properties in the Bristol Water area of supply are supplied via shared supply pipes, but these do not necessarily cause problems. Potential problems can include poor pressure and water quality. This is why in 1991 water companies were given the authorisation to require that newly created premises have separate supplies.



If you are unsure if you are on a shared supply, your neighbour may know or your plumber may let you know that you are on a joint supply after undertaking work on your property. If you have an external stop tap you could try turning it off and seeing if doing so affects any other properties or just your own. It is also possible to trace water supply pipes. You should contact a qualified plumber if you would like someone to trace your supply.

If you do decide to separate your supply you must also arrange for your old water supply pipe to be disconnected, where it branches from the existing shared supply pipe. It should be stressed that any properties remaining on the shared supply pipe may still have a legal right to continue using, maintaining and therefore accessing your old supply pipe, even if it passes through or under your property.

A boundary box will be installed on the new supply. The stop tap will be located in this box. A meter can also be installed in the boundary box if you ask us to fit one.



Once we receive your completed Application Form, we will contact you to arrange an appointment for our Network Site Agent to visit you. During his visit he will establish:

- The amount of work needed to make the connection
- Give you any advice you need and show you where to lay your new pipes
- Advise you what pipe material you should use

Following the visit we will write to you to confirm the details and any costs involved. We will also send you a plan confirming the connection point.

You are responsible for making sure that your new supply pipe meets our connection requirements and meets any relevant Water Regulations.

You should contact us when the property is ready for connection. We will then visit and inspect the work. The inspection will normally take place within 5 working days. If the work fails the final inspection, you may be charged for a re-inspection.

Once the inspection has passed and any costs paid we will organise the connection.

We aim to carry out most connections within 10 working days of the final inspection passing or the payment being received, whichever is the later. However, there are some circumstances under which we will be unable to do so, for example if the road in which the work will be carried out is deemed to be traffic sensitive or requires a road closure. In these cases the Highway Authority will tell us when we can work in the road and this may take up to 12 weeks. Another circumstance when it may take longer than 10 days is when the main is a non-standard diameter. It can take up to 4 weeks to measure the main and get the appropriate fittings made. You should make provision for these possibilities in your plans.

