



love every drop
anglianwater

Your sewer connection journey

A step by step guide
to help you get connected

Your sewer connection journey

We're on hand every step of the way in your new sewer connection journey.

Here's a handy guide to keep you on track.



Before you begin the process, you should know what you will need before you apply. We'll work closely together to each complete different tasks.

We will assess and approve your sewer connection based on the details submitted to us. However, it will be your responsibility to employ a contractor to complete the works on your behalf. We recommend that you obtain quotes from various contractors before you apply to understand the full costs of carrying out the connection.

Throughout your journey you'll see the 'Your task' and 'Our task' colours. These will guide you on who does what, and when.



Rest assured, we're here to support you throughout your journey.

How long will my sewer connection take to complete?

This depends on how quickly you are able to complete your tasks and supply us with the information we need. We will approve your sewer connection once we have received all the details to verify the connection you've proposed is acceptable. Once you have received approval from Anglian Water, you may instruct your contractor to proceed with the connection. If you're connecting directly to the public sewer, our Representative will be on hand to provide support on site and inspect the connection once carried out by your contractor.

How much will it cost?

There is an upfront admin fee that's payable when submitting your application. Connecting directly to the public sewer will cost £508.00. Connecting to an existing private pipe, the cost is £274.00 as no inspection from Anglian Water will be required. Two other fees may also be payable. For an additional charge, you can request for us to take responsibility for the pipe that leaves the boundary of your property once constructed. An infrastructure charge may be payable if you are making your first connection to the sewerage network from your property. More information regarding our charges can be found [here](#).

Sewer responsibility



If you're unsure whether your connection is to a private or public sewer, you can find out more about the ownership and responsibility of pipes [here](#).

Before you apply



New property?

If you are building a new property you will need to provide a copy of your planning permission.

Planning to connect surface water into the sewer?

It's important that all other options have been considered before applying, such as a connection to a soakaway or nearby watercourse. We'll need to see evidence that the hierarchy has been followed before approving a surface water connection.

Rainwater re-use (rainwater harvesting)

Discharge by infiltration to the ground

Discharge to an open surface water body

Discharge to a surface water sewer, highway drain, or other drainage system

Discharge to a combined sewer

Take a look at our policy on surface water disposal for more information. You can find this [here](#). If you're connecting foul water only, don't worry about reviewing this policy.

What is a soakaway?

Soakaways are an effective, low maintenance way of dealing with surface water runoff from a property in a more natural way. Gutters and drains from roofs and driveways are directed towards underground modular storage cells, which look similar to milk crates in appearance. Soakaways are usually located in your garden and are typically placed at least 5m away from the property. Their function is to allow water to disperse into the surrounding soil in a way that's similar to the natural water cycle, whilst also preventing the need to direct flows elsewhere. Your Local Building Control can assist you with soakaways and how to install these effectively where they are feasible.

Before you apply

You will need to provide us with the following information as proof of an existing connection or if your project is being built on a brownfield site.

Full Site Survey (from a recognised surveying company)
indicating the following: -

- 1 Existing pipes/chambers and the point of connection to the public sewer
- 2 Existing impermeable areas (roofs and hardstanding) and how these areas are drained into the pipes on site, for example gullies, channel drains and downpipes.
- 3 If available photo evidence of No 2 above.

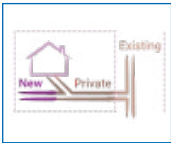
If a full site survey is not available a plan indicating No's 1 and 2 above, photo evidence and a CCTV survey from a recognised CCTV provider is required. The CCTV survey must include the following: -

- A survey (full report) of all pipes on the site including the pipes that connect to the public sewer and the pipes between the gullies/channels and the pipes on the site.
- A plan that clearly references the start and finish points for each survey that coincides with the references within the report.
- CCTV footage

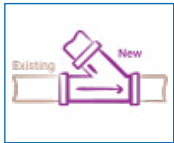


Before you apply

There are different ways of connecting to the public sewer depending on the circumstances of your development. You will need to confirm the method of connection you're proposing when applying. Your contractor or architect should be able to help you with this. The main connection methods are shown below and more information can be found [here](#).



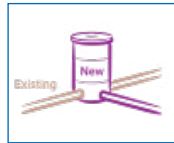
Indirectly to an existing private sewer or lateral drain



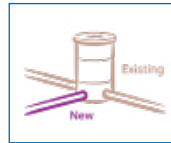
Direct to the public sewer via junction insertion



Direct to the public sewer via saddle connection



Direct to a new manhole constructed on the public sewer



Direct to an existing public manhole

Existing manholes present a difficult and hazardous working environment; categorised as confined spaces for which only qualified contractors are authorised to work in. Safer methods of connection such as junction insertions are usually preferred. We'd be happy to discuss general design principles with you or your contractor before applying if desired.



Please include as much information as possible and be sure to upload a clear drainage layout drawing. This should show the drainage that serves the property up to and including the connection point(s) to the sewer.



If you're installing a pumping station as part of your project, please upload a copy of the details provided to you by the pump supplier.



You can obtain a copy of the public sewer records for a small fee via digdat.co.uk. Alternatively, you are able to access the public sewer records by visiting our reception at Anglian Water Services Ltd, Henderson House, 4 Lancaster Way, Huntingdon, PE29 7DU. Your local Council Building Control Office may also provide a similar service. Please be aware that not all sewers we're responsible for will be shown and the position of our assets on these plans should be regarded as indicative only. You/your contractor are advised to carry out your own investigations on site to determine the true location and feasibility of your proposed connection point before applying - including the pipe diameter, material, surround and its depth where required.

Contractor requirements



Contractor Requirements:

Working within and on to the sewer network can be hazardous by nature, therefore it's important that such work is only carried out by a skilled, experienced and competent workforce. The Contractors you appoint should implement and work to a safe system of work, have suitable training, use correct tools and equipment along with full personal protective equipment for the nature of the work to be carried out.

If connecting directly to the public sewer, the contractor that you select to carry out the works must meet certain requirements. The following information should be obtained before work commences:-

- 1 A copy of their health and safety policy
- 2 A copy of their public liability insurance, minimum value of £5 million
- 3 A statement in respect of quality assurance standards for their work
- 4 Details of previous sewer connection work, types of connections, depths, methods, uses and dates
- 5 Confined space trained personnel to City & Guilds 6150 (minimum 6150-02) where works will involve entering a manhole

It is essential that your contractor carries out appropriate investigations on site by trial hole or other surveying techniques to ensure the connection point proposed is appropriate before any work commences.

Please Note: We're not able to recommend a contractor from the competitive market to carry out the connection works. Our **Sewerage Contractors** page provides useful information to assist you in your selection process.



Top tips

- Research trusted contractors that can undertake the work
- Have our **generic hazards list** ready to give to your contractor
- Connections to the surface water sewer are a last resort, explore the use of soakaways or connecting to a watercourse before applying
- Have a copy of your drawing showing the drainage layout up to the proposed connection point.



1 Apply



Register

- Set up an account on your online portal [InFlow](#).
- If you've already set up an account, log in to [InFlow](#) to get started.
- If you don't have internet access or experience any difficulties, please give us a call on **0345 60 66 087** and we can help.



What is InFlow?

InFlow is your online portal. Here you can apply and pay online, have real-time visibility of your connection journey and review and track progress. You'll receive updates from our team, upload and download documents and action work through InFlow.



B



Make an application

- Complete an application for a new sewer connection. You will find this on the InFlow homepage under the Drainage tile: "Connection to the public sewer/ adoption of a lateral drain".
- Please include as much information as possible so that we have a good understanding of your project and timescales.
- The application takes around 15 minutes to complete.

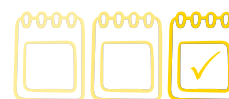
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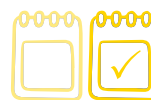
Check application

- We'll check your application to make sure we've understood your requirements and have everything we need.

Timescales to check your application once we have all the information we need



Regulatory timescale:
21 calendar days



Anglian Water:
No later than 7 calendar days

Would you like us to adopt your Public Lateral Drain?



If you're connecting one property directly to the public sewer, you can request for Anglian Water to take responsibility of the pipework from your boundary. More information can be found [here](#).

Your task

Our task

2 Evaluate

Reviewing your connection proposals

Once we have reviewed your connection proposals, we will contact you by phone to update you. We will follow this up in writing via our InFlow portal. If we identify any special circumstances for the connection point you've selected, we will be sure to discuss these with you at this stage.

There are two outcomes from our assessment of your application:

1

- We may require more information regarding your proposals in order to confirm our approval. We will confirm what's needed and help you if you're unsure on how to obtain this. Once this information is provided, we will reassess and keep in close contact with you regarding the status of your approval

2

- We have everything we need to approve your proposals and will issue an **Acceptance Letter** to you via Inflow confirming details of our approval. This should be provided to your contractor carrying out the work with a copy of any relevant drawings or details that were provided to obtain approval.



Timescales to complete our assessment and respond once we have all the information we need



Regulatory
timescale
21 calendar days



Anglian Water
No later than **7 calendar days**

Your
task

Our
task

3 Construct

A

Lay your pipework and connect

- Your connection can now go ahead in accordance with the **Acceptance letter** and approved details.
- The contractor should also be provided with a copy of

Anglian Water's **Generic Hazards List**. The Contractor must ensure this document has been fully read, considered and understood and complied with, prior to carrying out any works.



B

Sewerage contractors

- We're not able to recommend a contractor from the competitive market to carry out the connection works. Our **Sewerage Contractors** page provides useful information to assist you in your selection process.



Top Tips



Be sure to check the pipe you're connecting to is adequate and seek permission from the landowner if the connection point is in third party land. If anything changes, please call us to let us know. Your contractor is responsible for obtaining all necessary permits or licences to carry out the work. A good example of this is a Section 50 NRSWA Licence to install a pipe in the highway.

Infrastructure charges

- Every time a new connection is made, increased demand is put onto our water recycling network. Infrastructure costs allow us to upkeep and maintain our pipes to keep them in good working condition. These are not payable if you are only adding facilities to an existing premises with an existing sewer connection, such as a new bathroom.
- If you have also applied for a water connection, then you will note the sewerage infrastructure charge will form part of your Invitation to Pay. This is also the case if your water provider is not Anglian Water in most cases.
- If you do not need to apply for a water connection, then we will arrange for an invoice to be sent to you for the infrastructure charge once the Acceptance Letter has been issued. A good example of this is moving away from a septic tank or cesspit.
- Where Essex and Suffolk Water is the water provider for your property, Anglian Water will arrange for an invoice to be issued to you - this will not form part of their Invitation to Pay for your water connection.

Connecting to an existing manhole?

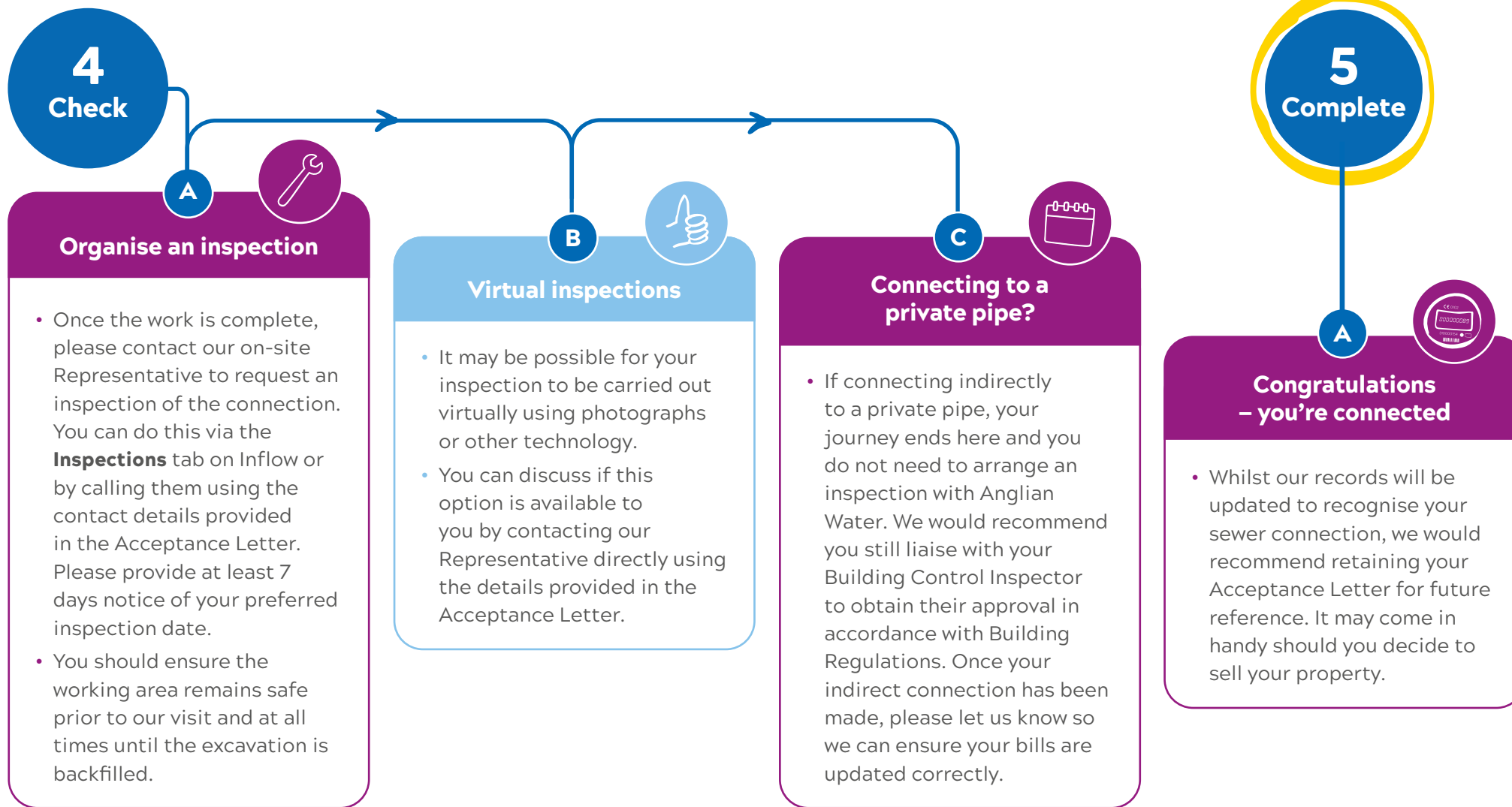


Ensure your contractor calls our representative to obtain a Site/Asset Access Authorisation (SAAA) **before** any works to the public sewer commence. Our representative will need to see Confined Space training to City & Guilds 6150 (minimum 6150-02) for at least two operatives on site before issuing the SAAA.

If your contractor identifies any special circumstances or has any concerns whilst carrying out the connection, it's important that Anglian Water is notified immediately.

Your
task

Our
task



A copy of our 'Representative's Inspection' sheet will be uploaded and available to view in InFlow. You can find this by clicking on the paperclip in the top right hand corner of the screen.



Your task

Our task

For further information

Please contact our sewer connections team if you have any further questions about your sewer connection journey.

Call: **0345 60 66 087**

Email: drainage@anglianwater.co.uk

