

New water supply

What to expect with your new water connection.



The majority of new connections are completed under either a 3 day or 5 day permit, depending on the work involved, therefore the guidance below covers the most common scenarios. Where connection work requires longer than 5 days you will be advised.

Before your connection

3 days before

We'll send you a reminder message 3 days before we're due to come and start the work associated with your new water supply.

1 day before

Where cars could be parked in the area we need to work, we will pop some cones out. If cars are parked in the area when we arrive, we may not be able to make your connection as planned, so please keep an eye out and help support us ensuring the area is clear.

Work starts

Day 1

Our operatives will arrive on site and set up any traffic management that is required. They will then start excavating the area.

Day 2 - 5

Our operatives will complete your connection and return the area to normal. Depending on the location of the excavation they will tarmac or topsoil. If we've tarmacked then we need to leave this to set before we can remove our barriers, so another team will be back. We'll also wash down the area if it's a little mucky.

*During busy periods we may have to extend our permit to complete this part of the work.

We'll notify you when your new supply is live

Within 1 working day of your new supply being made live - We'll send you a message to confirm the connection has been made. We may still need to reinstate the area, remove barriers and tidy up so please do not worry.

If you have a few minutes, we'd love to hear any feedback. A separate message will be sent, inviting you to complete a short survey of just 2 questions.

Following your new connection

On occasions your new water supply will be left turned off at the external stop tap. This may happen when the operative has been unable to verify the internal plumbing at the time of the connection and to protect a property against internal flooding from open ended pipes. Should your connection be complete, and you experience no water then please check the external stop tap first, before making contacting with us.

Should you have a query following your new connection installation then please do not hesitate to contact us as follows:

WhatsApp message



Household billing enquiries:

0344 346 1010 for example you want to know your new billing reference number or to set up a payment plan.

Water Supply/Services enquiry:

0344 346 2020 for example reporting a leak on your supply or an issue with pressure/flow.

New Connection enquiry:

0800 083 1821 for example barriers have been left at site or you'd like to discuss the application.
