



NEW WATER CONNECTIONS - CONDITIONS

(An application constitutes a connection notice under Section 45 of the Water Industry Act 1991).

The Applicant agrees to:-

1. Conform with all statutory requirements including those of the Water Industry Act 1991 and the The Water Supply (Water Fittings) Regulations 1999 and any conditions stipulated by the Company under Section 47 of the Water Industry Act 1991.
2. Lay a separate service pipe from each property, or part of a property, that is separately occupied, to the highway boundary. (When a quotation is issued by Dee Valley Water a plan will be provided showing the location of the proposed stop tap/meter at the highway boundary) The service pipe(s) provided should be 25mm diameter polyethylene. If another material is used, eg barrier pipe in contaminated land, the relevant information must be conveyed to the Company and the Applicant will be expected to provide the relevant fittings to enable connection to Company apparatus.
3. Submit written proof of consent of the owners of any third party land that will be affected by the work.
4. Provide the opportunity for the Company to inspect the service pipe(s) trench, and inform the Company when it is ready for inspection.
5. Pay in advance all costs quoted by the Company and pay any outstanding amounts owing to the Company. **Charges are detailed in the Company's Scheme of Charges.**
6. Be liable for the protection of all Company apparatus delivered to site generally, this liability to continue until adoption of the highway.
7. Where the Applicant has chosen to excavate and backfill the pipe trench, the excavation and backfilling must be in accordance with the specification provided by the Company and the Applicant will be liable for any incorrect positioning and/or alignment of the meterboxes.
8. Provide access to the property so that the Company's staff can check that the connection feeds the property. The property must be at the first fix stage and have an internal stop tap fitted and left shut.

9. Be liable for all charges for abortive work as a result of lack of preparation by the Applicant. These charges will include the Company's standard standing charge and any other third party charges incurred (eg traffic management). No connection will be made until the charges for abortive work have been paid.
10. Advise the Company on excavation to be carried out in the public highway. Either the work will be carried out by the Company at the expense of the Applicant or the Applicant will opt to carry out the work under a street opening licence issued by the Highway Authority. In the latter case, the Company will need to see written proof that such a licence has been issued prior to commencing work in the excavation. Failure to obtain a licence prior to excavating within the public highway constitutes an offence under the New Roads and Streetworks Act 1991.
11. Maintain access for Company staff to both site and working on the programmed date and a safe working area at all times (eg unsafe stacked building materials and/or obstructing scaffold will result in the work being aborted).
12. Comply with site specific conditions and requirements for new connections on the Company's existing distribution mains. These will be detailed on the quotation.
13. Become liable, following installation of the meter, for the standing charges and the water usage recorded by the meter until the Company has been given full billing details of the new occupants.

Note In the event of the meter being damaged, unreadable, or water is taken prior to the installation of the meter, a standard charge will be payable until the meter is renewed/installed. The Applicant and/or consumer will be liable for all costs associated with the renewal/installation of the meter.

14. Rectify any damage caused to completed new connections as a result of the Applicant's or his contractor's work within 10 working days of being notified by the Company. After 10 days the Company will correct the damage and charge the Applicant for all additional work done, including additional inspections.
15. Note that if any payments are outstanding (past the date quoted for payment on the invoice) no further work will be carried out for the Applicant until payment has been received.

The Company agrees to:-

1. Provide the metered service connection, to the specification provided with the quotation, within 21 days of the Applicant meeting all conditions. Note that all new connections within the Company's supply area will be metered.

General information:-

1. Cheques, money orders and postal orders are to be made payable to Dee Valley Water plc and sent to the Company, together with the relevant remittance form signed and dated, at the following address:-

Dee Valley Water
Planning Department
Packsaddle
Wrexham Road
Rhostyllen
LL14 4EH

2. After payment, the Applicant should contact the Company between 8.00 am and 9.30 am Monday to Friday on the telephone number on the Connection Quotation to arrange a mutually convenient date for the connection to be made.
3. The Company cannot be held responsible for any damage to walls, building or other structures which might be attributable to or arise in consequence of the excavation of any work not carried out by the Company or its appointed contractor.
4. The quotation will be fixed for three months from the date of issue. If the connection is not completed within this period the Company reserves the right to vary the quotation .
5. The Company will review the connection charge after completion at the Applicant's request in writing. If the actual cost is less than that paid then a refund from the Company will be due. However, if the cost is more than that paid then the Applicant will be liable to pay the difference.
6. The Application Reference Number is to be quoted on all correspondence.
7. If the Applicant is dissatisfied with any issue which is not satisfied by a written response from the Company, then the Applicant can take the matter up with the water industry regulator at the following address:-

Office of the Director General of Water Services
Centre City Tower
7 Hill Street
Birmingham
B5 4UA