S51 service pipe installation (process chart)

Self-lay provider’s Responsibility

1. Terms accepted (Onsite / mains service only)
2. Notify service connection and plot details (SLF F5)
3. Payment made in accordance with local construction arrangements
4. (Where applicable) Meters collection
5. Submit Notification of Proposed Work form

Southern Water’s responsibility

1. Notification received (SLF F5)
2. Invoices raised including SW elements (eg Water Meters)
3. Notification of Proposed Works form received
4. Assess information
5. Notification of Proposed Works form rejected
6. Notification of Proposed Works form accepted
7. Form SLF-F7 received
8. Form SLF-F7 inspection request for each plot

Service standard

SL12 14 Days (For both plot references and costing details)

Fit supply pipe and internal plumbing
Supply pipe installed and internal plumbing fitted
Form SLF-F7 received
Receive notification of trench inspection

Issue notification of date of trench inspection

Notification of trench inspection received

Make service connections and fit meters

Inspect and approve trench

Notify SW of connections/meter details (SLF H1 Part2)

Notification received

Payments made (Within 35 days)

Infrastructure invoice any outstanding payments

SLP

3 Days