

Preparing your property for the water
connection
Site Inspection

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from
**Southern
Water** 

Submit pipework photos for the site inspection

We need to confirm that the new supply pipe(s) you are laying are at the correct depth, use appropriate material and are safely installed inside the property. The rules for water pipes require us to ensure that all connections are designed and built to prevent contamination of the existing water supply and can resist damage due to cold weather and poor ground conditions.

Once you have laid your private supply pipe(s), you will need to take series of photos, following our instructions and submit them using the GetConnected portal. We will review your photos to make sure your pipework is ready for our crew to connect your property to the water main. This is usually the quickest option.

In some cases, we may need to arrange an in-person inspection. We will let you know in advance if this becomes necessary.

Photo 1 of 7: Site Access

Upload a photo showing that all obstructions have been removed to allow access to the pipework. An example is shown below.

We will check for any street furniture such as lamp posts, bus stops and signage to plan our access. You will be able to add any comments if required to explain more about the access in GetConnected portal.



Photo 2 of 7: Boundary and angle

Upload a photo showing the pipework has been laid to the agreed point of connection at the boundary of reaches the property. Other services can be in the same trench if separated minimum of 350mm.

The photo should clearly show the supply pipe is laid at a 90-degree angle from the main and show the entry point to the property, also at a 90-degree angle.

Your supply pipe should reach the boundary at the same location to that priced for in your quote (usually marked by a blue 'W' sprayed on the ground by our survey team). Where there is more than one supply pipe, they should be laid close enough together to allow the use of 2-way or 6-way manifolds. For 2-way manifolds the pipes should be no more than 300mm apart and for 6-way no more than 700mm apart (measured from pipe 1 to pipe 6).



Photo 3 of 7: Pipe depth

Upload a photo showing the pipe at a depth of between 750mm and 1350mm for the entire length of the excavation. Please use clearly marked tape measure to show the depth.

No pipes should be installed above the water pipe.

If your pipe has been laid across a significant distance (greater than 10 metres) and backfilled, we may need to evidence using trial holes at set intervals to show the depth maintained across the full distance.



Photo 4 of 7: Pipe end

Upload a photo showing the capped end of the pipe at the boundary. Pipes should always be capped to prevent contamination. For multiple connections each pipe should be labelled with the relevant plot number.



Photo 5 of 7: Internal stop tap

Upload a photo showing the internal stop tap on the new supply pipe. Pipes should have a stop tap to prevent any internal flooding on connection.



Photo 6 of 7: Ducting and insulation

Upload a photo showing the ducting and insulation where pipe(s) go under the wall and into the property.

Supply pipes should always be ducted into the building, appropriately sealed, and insulated. Any ducting should be cut back at the boundary and sealed.



Photo 7 of 7: Barrier pipes

If your land has been classified as contaminated, we need to see a photo proving that the correct barrier pipe has been used e.g. MDPE. We would have advised you in your quote if this was required.



Request an in-person site inspection

If you are not able to take and upload the required photos of your pipework, you can request and in-person site inspection.

We'll need at least 72 hours' notice to arrange for our team member to visit your site. Please note that if we have to abort a pre-arranged visit due to lack of access to your site, there may be an additional charge to re-arrange.

Are you WIAPS certified?

If you are a WIAPS-certified plumber or are using a WIAPS certified plumber to do your installation, you do not need to arrange an inspection.

Once you have laid your private supply pipe(s), please submit your WIAPS certificate or reference number and an appropriate photo to show the capped pipe has been brought to the agreed point of connection.