

United Utilities Local Practice Consultation

Service Connection Call-Off Requirements

1. Introduction

The Ofwat Code for adoption for water and sewerage companies operating wholly or mainly in England (“the Code”), Water UK have produced Sector Guidance (SG) which includes revised procedures, service levels, adoption agreements and design & construction guidance. The code and the sector guidance states the requirement for United Utilities to consult with our stakeholders for any of our local practices.

This document presents our proposed changes to our Service Connection Call-Off Requirements local practice document.

This consultation seeks to gain views from stakeholders on our local practice, specifically the additional option to report meter installations using Vyn. The rest of our local practice document will remain unchanged.

If you would like to comment on all or part of this consultation, we invite you to send responses to dsconsultations@uuplc.co.uk by 20 October 2025.

2. Consultation Questions

1. Do you have any comments?

3. Local Practice Changes

3.1 What is our current approach?

25mm Connections

All 25mm connections that are connected to a new main should be reported on the Tracker, along with meter serial numbers, within 5 calendar days for household and 1 day for non-household.

All 25mm connections that are to be connected to an existing main by United Utilities require a RFW (Request for work), postal confirmation and WIAPS/ or request inspection at least 7 days prior to the connection being ready so that an appointment can be booked.

You are advised to submit your RFW1 no later than 21 calendar days before your service connection is required

32mm Connections

All 32mm connections that are connected to a new main should be reported on the Tracker within 5 calendar days for household and 1 day for non-household.

All 32mm connections that are to be connected to an existing main by United Utilities require a RFW (Request for work), postal confirmation and WIAPS/ or request inspection at least 7 days prior to the connection being ready so that an appointment can be booked.

You are advised to submit your RFW1 no later than 21 calendar days before your service connection is required

63mm Connections

All 63 mm connections require an inspection by United Utilities. Please email or ring to request an inspection at least 7 days prior to the connection being ready so that an appointment can be booked.

All 63mm connections that are to be connected to an existing main by United Utilities require a RFW (Request for work), Postal Confirmation, Pressure Test and Chlorination Certificate.

You are advised to submit your RFW1 no later than 21 calendar days before your service connection is required.

Depending on the material of the main a Risk Assessment maybe required. If any traffic management is required it's important to give advanced notice to avoid any delays

3.2 What is our proposed new approach?

25mm Connections

All 25mm connections that are connected to a new main should be reported on the Tracker [or reported via the Vyn SLP Meter Reporting links provided on the tracker](#), along with meter serial numbers, within 5 calendar days for household and 1 day for non-household.

All 25mm connections that are to be connected to an existing main by United Utilities require a RFW (Request for work), postal confirmation and WIAPS/ or request inspection at least 7 days prior to the connection being ready so that an appointment can be booked.

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3.3 Why are we changing our approach?

In line with technological advancements, introducing a web-based option alongside the existing tracker process offers customers an opportunity to reduce the risk of late reporting and meter serial number misreporting. This approach also supports the retention of evidence for meter installations where meters may be misplaced, while streamlining the reporting process and reducing the time required to complete tracker spreadsheets.