

Service Connection Call-Off Requirements

This document sets out the United Utilities local practice guidance for service connection call-offs in line with the Water Codes for Adoption.

Once your signed agreement has been received, we can digitise the site and set up on a master tracker. This means each plot will have its own unique work order reference number.

Please complete the Tracker and send to selfflay@uuplc.co.uk.

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.