

## CAN WE HELP?

You can find all sorts of information to help reduce the amount of water you use or how to spot and get leaks repaired on our website [anglianwater.co.uk](http://anglianwater.co.uk) or you can call us on **03457 145 145**.

PLEASE PLACE THE  
COMPLETED FORM IN THE  
PRE-PAID ENVELOPE  
PROVIDED

LED406/10/14

A NEW  
SEWERAGE  
SCHEME  
FOR YOUR  
NEIGHBOURHOOD

Connection offer inside

# PROTECTING YOUR LOCAL ENVIRONMENT

We've been asked to provide new public sewerage systems in rural communities where existing private drainage systems are harming the local environment.

A new public sewer is being constructed in your neighbourhood.

We'll be providing a practical and cost-effective solution and hope you'll take the opportunity to connect to the new sewer, making your village an even better place to live and work.



'THIS SCHEME IS SUPPORTED BY THE AGENCY AS IT ADDRESSES LONG STANDING ENVIRONMENT AND AMENITY IMPACTS.'

'THE AGENCY WOULD RECOMMEND HOUSEHOLDS CONNECTING TO THE NEW SEWER SYSTEM TO BE PROVIDED.'

STATEMENT FROM ENVIRONMENT AGENCY

## FREQUENTLY ASKED QUESTIONS

### ABOUT FIRST TIME SEWERAGE CONNECTION

#### Q WHY IS A NEW SEWER BEING PROVIDED?

A An application has been made under Section 101A of the Water Industry Act 1991 to provide a public sewerage system in your area to prevent the pollution of the local environment by poor performing private septic tanks. We have investigated the situation and agreed that a public sewer should be provided.

#### Q WHO PAYS FOR THE CONSTRUCTION OF THE NEW SEWER

A Anglian Water, through our sewerage charges.

#### Q WHO WILL CARRY OUT THE WORK?

A One of Anglian Water's partnering contractors.

#### Q DO I HAVE TO CONNECT TO THE NEW SEWER?

A No, we can't insist that you connect to the new sewer if you don't want to. Although if you do choose to connect, the benefit is that you will no longer be liable for any future operation and maintenance responsibilities associated with your current system. Also any limitations you may experience with your current system won't be a problem.

#### Q WHAT HAPPENS IF I DON'T CONNECT TO THE NEW SEWER?

A Nothing. You will continue to use and maintain your current system as normal. However, the Environment Agency or the Local Authority may insist on a connection being made to the new sewer if a private system is found to be causing pollution to groundwater or to a watercourse (if the sewer is available within 30 metres of your property). This will be more expensive if done after the construction of the new sewer has been completed.

#### Q WHO PAYS FOR CONNECTING ME TO THE NEW SEWER?

A There are certain costs and arrangements you will be responsible for in connecting to the new sewer. Please see page 5 'If I take up this offer, what will I pay for?'

## OUR CONNECTION OFFER

We understand that there will be some cost involved to you in connecting your home to the new sewer. With this in mind we have put together an offer which waives all the usual charges we would normally make for new connections. **Please turn the page to find out more.**

# OUR OFFER TO YOU

Sign up to our connection offer and we'll waive all charges we would normally make for new connections.

WHAT HAPPENS IF  
**I DON'T**  
TAKE UP THIS  
OFFER?

CONNECT TO THE NEW  
SEWER AS PART OF THE  
SCHEME AND YOU'LL GET...

## ✓ **FREE LATERAL DRAIN**

from the edge of your property  
boundary to the new sewer.

## ✓ **NO FEE**

on our usual one-off infrastructure charge.

Connect within **3 months** and get

## ✓ **FIRST 12 MONTHS SEWERAGE CHARGES FOR FREE.\***

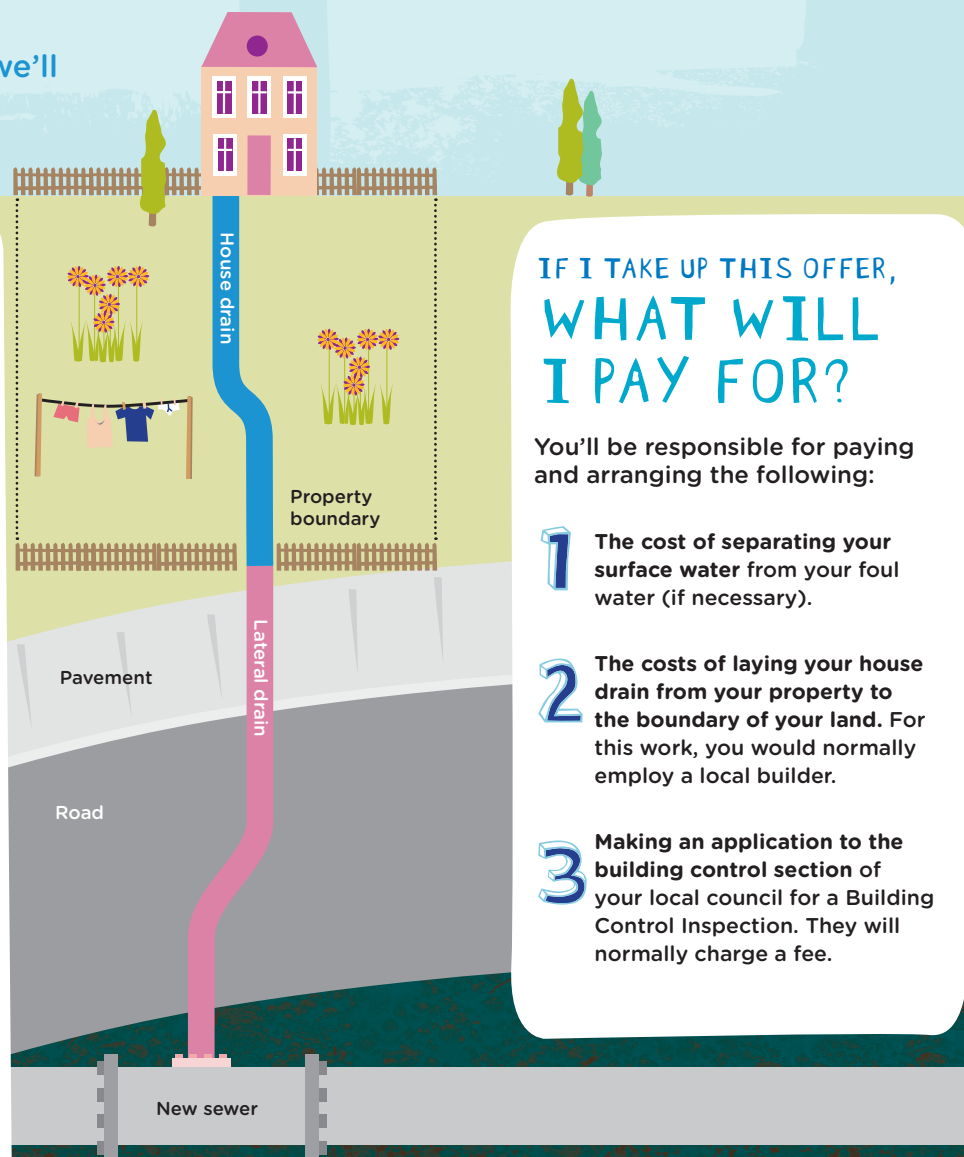
**OR**

Connect within **6 months** and get

## ✓ **FIRST 6 MONTHS SEWERAGE CHARGES FOR FREE.**

\*This means you can get a maximum of  
one year's sewerage service for **free** just for  
connecting quickly once we have notified you  
that the sewer is available.

**Note:** Qualification of this extended period  
will be dependent on receipt of a Certificate  
of Completion - issued by the Building Control  
section of your local council.



## IF I TAKE UP THIS OFFER, WHAT WILL I PAY FOR?

You'll be responsible for paying  
and arranging the following:

- 1** The cost of separating your  
surface water from your foul  
water (if necessary).
- 2** The costs of laying your house  
drain from your property to  
the boundary of your land. For  
this work, you would normally  
employ a local builder.
- 3** Making an application to the  
building control section of  
your local council for a Building  
Control Inspection. They will  
normally charge a fee.

## CONNECTING YOUR PROPERTY TO THE NEW SEWER AFTER THE CONNECTION OFFER EXPIRES

If you apply for a sewer connection  
after the date given in the Invitation to  
Connect letter, we will incur additional  
costs for designing and retro fitting  
your lateral drain. So we won't be able  
to waive any charges and in addition to  
the costs of providing your own house  
drain to your boundary and the Building  
Control Inspection fee (as mentioned)  
you will also become responsible for:

- The one-off fixed infrastructure  
charge** payment to Anglian Water.
- The cost of laying the public lateral  
drain**, which is normally in the road,  
between the sewer and the boundary  
of your property. This can cost several  
thousand pounds.
- Sewerage service charges would start  
immediately** upon your connection to  
the public sewer.



# YOUR CONNECTION QUESTIONS ANSWERED

**Q WHAT WILL HAPPEN IF I SIGN UP TO THE CONNECTION OFFER BUT DON'T MAKE THE CONNECTION WITHIN 6 MONTHS?**

**A** If a connection isn't made within 6 months, we will look to recover the cost of providing the lateral drain.

**Q WHAT SEWERAGE CHARGES WILL I PAY?**

**A** Most properties will be charged on our standard tariff – you can find the current years charges on our website [anglianwater.co.uk/charges](http://anglianwater.co.uk/charges)

**Q HOW DO I APPLY FOR THE CONNECTION OFFER?**

**A** Simply complete the form attached to this booklet and return it to us. No stamp is required. We will then visit you, usually during construction, to establish the best location for your lateral drain connection.

**Q WHAT CAN I CONNECT AND DISCHARGE INTO THE NEW SEWER?**

**A** You can only connect your foul water system to the new sewer. This includes all the used water from your kitchen, bathroom and toilet. **It doesn't include the disposal of any surface water, water from roofs or swimming pools.**

**Q WHEN CAN MY PROPERTY BE CONNECTED?**

**A** As soon as the sewer is ready, we'll write to you to say the sewer is available, and ready to connect to. We'll also remind you that the 6 month period for connection has started.

**Q WHAT DO I NEED TO DO TO CONNECT TO THE PUBLIC SEWER?**

**A** After you have consulted with us, you should make your own arrangements to find and employ a drainage contractor or local builder to make the connection. You will need to apply for Building Regulation approval which should be done through your local council before you start any work.

**Q WHO CARRIES OUT THE WORK WITHIN MY PROPERTY BOUNDARY?**

**A** You (the property owner) are responsible for arranging and paying for all work within your property boundary. Building Regulations approval will have to be sought from your local council. They should be able to provide any help or advice you might need.

**Q WHY DO I NEED BUILDING REGULATIONS APPROVAL?**

**A** Private property drainage is required to comply with the conditions of Part H1 of the Building Regulations 2010. This requirement is managed by the Building Control Section of your local council.

**Q WHO IS RESPONSIBLE FOR THE PIPEWORK IN THE FUTURE?**

**A** If you arrange to connect to the new sewerage system, we will be responsible for the maintenance and repair of the public lateral drain up to your property boundary. You are responsible for the pipework you have laid inside your property boundary.

**Q WHAT ABOUT MY BUSINESS?**

**A** If you run a business from your property which produces trade effluent (liquid waste other than domestic sewage) please contact us immediately to discuss your future disposal options.

**Q WILL THERE BE ANY DISRUPTION?**

**A** Unfortunately, yes there will be some disruption but we'll try to keep it to the absolute minimum.

- Vehicle access to properties will be maintained with the possible exception of when the sewer is being laid outside your property.
- Pedestrian and emergency vehicle access will be maintained at all times.
- Traffic mangement is likely to involve road closures (including diversions) and traffic signals.

Full details will be given before any work starts. **If any special access or requirements need to be taken into account, please call our team on 01733 414460 during normal office hours.**

**DON'T FORGET!**  
Connect to the new sewer within 3 months and get your first 12 months sewerage charges **FREE**

**KEEP IT CLEAR**  
Keep your new sewer connection running as it should.

**FOOD, FATS  
WIPES AND SANITARY  
WASTE**  
put down toilets and sinks build up over time and cause blockages in your sewer pipes.

Help prevent these blockages that can lead to bad smells, sewer flooding in your home and environmental pollution by:

- binning wipes (even if the packaging says they are flushable)
- putting sanitary waste in the bin
- recycling used cooking oil and food waste or place it in the bin
- using sink strainers to catch food scraps

**WANT TO TALK?**  
If you have any questions or concerns, please call **01733 414460** during normal office hours.

# TAKE ADVANTAGE OF OUR CONNECTION OFFER TODAY!

Complete the form below and return to us as soon as possible. No stamp required.

Property address (please complete):

Postcode:

Telephone number:

☐ **I agree to Anglian Water's offer** and will be connecting to the new sewer within 6 months of it being completed. I understand that the lateral drain is a public lateral drain upon completion.

I understand that if I don't connect I will be liable for the full cost of the lateral.

I understand that to be eligible for the offer (annual sewerage charges waived for 12 months from when the sewer is made available) I must connect within 3 months of the sewer being made available.

☐ **I shall not be connecting my property to the public sewer** within 6 months of the scheme completion. I accept that in the event of me making a future connection, I will be liable for both the lateral drain connection and infrastructure charges.

**I am the owner of the above property and I have read the letter and information about the connection of my property to the public sewer.**

Owner's name:

Signature: Date:

Address: (if different from above)

Postcode:

Telephone number :

**Please confirm your Anglian Water account reference number.** (This can be found on the front of your water bill.)

**IF YOU ARE A TENANT**  
Please pass this information onto your landlord for them to complete.

