

Self lay policy

and

Company specific addendum

to Code of Practice for the self laying of
Water Mains and Services

England and Wales 2nd Edition May 2009

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Introduction

This self lay policy and addendum applies to all new main and services schemes where new assets are constructed by a self lay organisation and which are intended to be adopted by United Utilities Water to form part of its licensed water undertaking.

Part 1 of this booklet details how United Utilities Water manages self lay, and how the various interfaces with developers and self lay organisations operate. It is fundamental to United Utilities Water that a developer is free to choose how to source new water infrastructure in a competitive environment and this document together with our other publications (4) and (5) are provided to help make that choice.

The WRc publication “Code of Practice for self-laying of water mains and services” (1) was prepared by Water Companies to help self lay organisations (SLO) operate in any water company licensed area within England and Wales using similar processes, procedures and materials.

Part 2 of this booklet “United Utilities Water Company specific addendum to the Self lay Code of Practice” provides SLO’s with information to show where United Utilities Water policies and procedures (3) vary from those shown in the Code of Practice (1).

Note: If this is a printed copy, you are advised to check that this is a current version. This can be done by visiting United Utilities website at **unitedutilities.com**

This document should be read in conjunction with the following publications:

- (1) WRc publication “Self Laying of Water Mains and Services – a Code of Practice for England and Wales - 2nd Edition”, which is available from WRcplc at **webookshop.com**
- (2) The Water Industry Act 1991, the Highways Act 1980, the New Roads and Street Works Act 1991 and any other applicable legislation, all as may be amended from time to time.
- (3) United Utilities Water Specifications for Water Mains as published and amended from time to time, these are available to all accredited self lay organisations.
- (4) United Utilities Water “Design guidance for water mains and services on new development sites”, Document Reference 20368, Issue 1 December 2011.
- (5) United Utilities Water publication “Obtaining water supplies for new developments - guidance notes for developers”.

Revisions:

- 2.1 June 2013 – Page 5 Retained service connection amended **to greater than 63mm**
– Page 9 “ “ “ “ “ “ “

Self-lay policy

Accreditation Requirements

Any Self Lay Organisation (SLO) installing new water mains and/or service connections within United Utilities Water licensed area, which forms part of an agreement under S51A of the Water Industry Act 1991, must be fully accredited for the work they carry out.

To provide a consistent approach to the accreditation process, United Utilities Water have authorised Lloyds Register to operate an accreditation scheme for SLO's under the Water Industry Registration Scheme (WIRS) and for them to maintain an up to date accreditation status on their website **lr.org**

Self Lay Agreement

United Utilities Water publish a self lay agreement, which can be found on our website **unitedutilities.com**

The agreement must be signed by all the relevant parties before the work commences on site. Relevant parties are :

- Self Lay Organisation
- Developer
- United Utilities Water
- Landowners

The relevant parties will be set out in United Utilities Water self lay offer, and it is the developer's responsibility to ensure that the signed agreement is in place before commencing any work intended for adoption

Sub Contracting

An SLO may subcontract part of an approved scheme to another SLO, except that they may not subcontract the whole of the works, or any part of the management of the works to another SLO. If any work is subcontracted, the SLO named on the self lay agreement must act as the project manager and remain responsible for ensuring that all work is co-ordinated in a safe manner and carried out in accordance with the required standards and specifications. Any intention to subcontract will need to be notified to United Utilities Water.

Scheme Approval

An SLO must have full approval from United Utilities Water to commence on site installation of any assets intended to be adopted. If assets are installed without such approval, the SLO will need to demonstrate, at their own expense, that the installation has been carried out fully in accordance with United Utilities Water requirements.

Self lay application

Applications for new self lay schemes should be submitted to United Utilities Water using an "Application to self lay water mains and services", which is available on **unitedutilities.com**. The application should include details of all parties to the agreement such as the SLO and Developer and any third party landowners. The application should fully detail which parts of the scheme are to be self laid.

Design

The design of new self laid water mains and services will usually form part of the self lay organisation's responsibilities and provided by an accredited designer. There are exceptions to this, as detailed below, where United Utilities Water will require an input into the design:

- Where the new self laid main will be used to supply an adjacent development or will form part of a system improvement
- Where a self laid main forms part of a diversion scheme
- Where a self laid main is laid in third party land

Where a requisition design is available for the development, it may be used as the basis of a self lay design.

Work that United Utilities Water can retain

United Utilities Water can retain work that may affect water quality to existing customers.

The following examples are for guidance only, the self lay agreement will fully detail any retained work:

- Establishing a point of connection to United Utilities existing network
- Designing and installing reinforcement work
- Water quality testing
- Work on a trunk or strategic main
- Work on a main that has been subject to recorded supply interruptions
- Work on a main constructed of a material requiring specialist attention
- Work to any assets that are within a United Utilities Water building e.g. pumping stations
- Installation of an off site main intended to be shared with an unrelated new development
- Installing meters larger than 20mm
- Service connections greater than 63mm

Work that an SLO may do whilst gaining accreditation

To help an SLO to obtain accreditation or add further scopes to an existing accreditation, United Utilities Water will allow an SLO to carry out work on a trial basis. This is subject to the following:

- Lloyds Register has an application from the SLO for the new or extended accreditation, and has agreed to the trial.
- United Utilities Water have confirmation from Lloyds Register that the trial can start
- The trial has an agreed duration
- That the SLO provides advance notice of all work carried out under the trial

Metering

All new premises should be fitted with a water meter within 5 calendar days of being connected to the water network. When an SLO plans to make a new self lay connection, approval should be obtained from United Utilities Water no later than 2 calendar days before the proposed connection; this approval should include details of who will fit the meter, i.e. SLO or United Utilities Water.

All meters fitted must be sourced directly from United Utilities Water's nominated supplier, details of whom will be provided on request; this is to ensure that all meters meet United Utilities Water specifications.

If an SLO fails to install a meter following connection, then United Utilities Water will fit one and recharge the cost to the SLO.

United Utilities Water policy is to install domestic meters above ground in one of the following locations, which are detailed in our publication "New Development Information Pack" and which is available on request or at unitedutilities.com

- Internally fitted with an external control valve
- In a wall mounted meter chamber
- In an in-wall meter chamber

All meter chambers must be WRAS approved or equivalent.

Self lay charges

Our charges for the current financial year are available on request or at unitedutilities.com

Asset payments

United Utilities Water may make an asset payment when a self laid main is adopted, the value of this payment will be detailed in the self lay agreement.

Deposit

A security deposit is not usually needed when a self lay agreement is accepted. A deposit may be needed if the asset payment is less than the self lay charges payable, for example, when a main is intended to be used primarily to supply water for non-domestic purposes, such as for industrial or process water use. The value of any deposit will be detailed within the self lay offer.

Company specific Addendum to the self lay Code of Practice

Amendments to the Code of Practice

The changes detailed apply to the Code of Practice for self laying water mains and services- 2nd edition, all clause references are taken from the Code of Practice.

Any reference to “the Water Company” is deemed as a reference to United Utilities Water.

Part 1 - General

1.4 Responsibility for Protection of Street Furniture

Delete: 1.4.1

Insert: 1.4.1.

The Developer/SLO is responsible for the protection of street furniture including covers, lids, frames and chambers, until such time as the street has been adopted by the person(s) responsible for its ongoing maintenance.

Note: After transfer of ownership, access to all valves and fire hydrants is required by United Utilities Water and Fire Authority, respectively. Refer to Section 2.3.

1.5 Competence of Self Lay Organisations (SLO)

Delete: 1.5.4

Insert: 1.5.4.

United Utilities Water recognises the Water Industry Registration Scheme (WIRS), as operated by Lloyd's Register as evidence of competence for SLO's operating within United Utilities Water licensed area.

*Note 1: Accreditation through the Water Industry Registration Scheme (WIRS) operated by Lloyd's Register is normally deemed to be evidence of competence for an SLO in England and Wales. Details of the WIRS scheme can be found at **lr.org***

Note 2: United Utilities Water may wish to undertake ongoing audits of competence.

1.6 Protection of Water Quality

Delete: 1.6.7

Insert: 1.6.7.

The final connection of the self-laid main to the water distribution system shall not be carried out until satisfactory disinfection, pressure test and water sample results have been provided to United Utilities Water.

Note: The SLO shall submit sufficient information to United Utilities Water, before any new main is connected, to enable United Utilities Water to establish that adequate future turnover in the new network will be achieved to protect water quality. Any flushing that may be required, to maintain water quality, following connection of the main will be chargeable to the Developer/SLO.

Delete: 1.6.8

Insert: 1.6.8

If a water sample taken prior to the final connection does not meet the standards in the Water Supply (Water Quality) Regulations, then a new sample shall be taken. If the new main has not been connected to the network within 14 calendar days of the notice by United Utilities Water that the sample has met the required standard, then the disinfection process shall be repeated and a new sample taken.

Note: The costs for taking and testing of additional samples may be recoverable from the Developer/SLO. Where the delay is due to negligence of the Water Company, the cost of the additional disinfection and sampling may be borne by United Utilities Water.

1.8 Contestable and Non-Contestable Work

Delete: 1.8, and Tables 1 and 2

Insert:

1.8 Retained Work

United Utilities Water can retain work that may affect water quality to existing customers. The following examples are for guidance only, the self lay agreement will fully detail any retained work:

- *Establishing a point of connection to United Utilities existing network*
- *Designing and installing reinforcement work*
- *Water quality testing*
- *Work on a trunk or strategic main*
- *Work on a main that has been subject to recorded supply interruptions*
- *Work on a main constructed of a material requiring specialist attention*
- *Work to any assets that are within a United Utilities Water building e.g. pumping stations*
- *Installation of an off site main intended to be shared with an unrelated new development*
- *Installing meters larger than 20mm*
- *Service connections greater than 63mm*

Table 1: Contestable activities in the design and construction of water mains and services

Commissioning

Delete:

Swabbing, disinfecting and pressure testing the new main under supervision of the Water Company.

Insert:

Swabbing, disinfecting, water sampling and pressure testing the new main under supervision of United Utilities Water.

Table 2: Non-contestable activities in the design and construction of water mains and services

Commissioning

Delete: Water Sampling and quality testing.

Insert: Quality testing.

Design

Delete: Designing off site water systems.

Insert: Designing off site water systems may be contestable by agreement

1.13 Interfaces with Fire and Rescue Services

Delete: 1.13.2

Insert: 1.13.2

United Utilities Water complies with statutory requirements to provide water for fire fighting purposes. However, United Utilities Water don't further upsize mains for fire fighting purposes. Any agreed fire fighting take-offs are provided on the basis that water will only be available within the capacity of local mains at any given time.

Add: 1.13.3

The designer is responsible for contacting and providing the relevant Fire and Rescue Service with all information needed to assess fire fighting requirements. The Fire and Rescue Service should respond to the designer, detailing their requirements, within 42 calendar days of having been provided with all necessary information. The designer will then provide drawings for on site auditing purposes based on the approved water main design, indicating the location of any required fire fighting equipment. All financial transactions relating to provision of fire fighting equipment shall be between the relevant Fire and Rescue Service and Developer/SLO.

Note: United Utilities Water may refuse to connect any new mains where the agreed fire fighting equipment has not been installed, or where a Fire and Rescue Service hasn't been provided with adequate opportunity to provide their requirements.

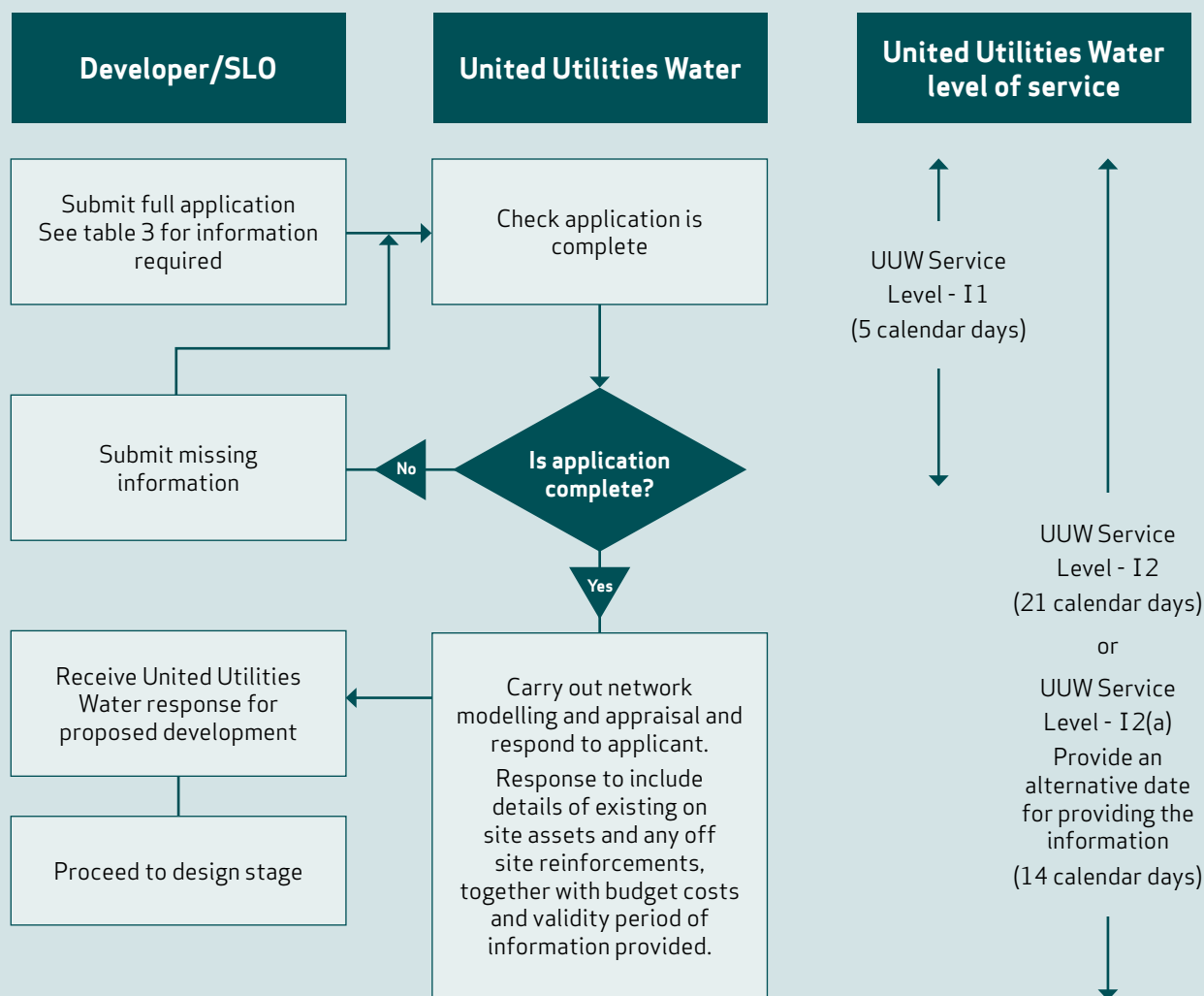
Part 2 - Self Lay Procedures

2.2 Initial Enquiry

Delete: Figure 4

Insert: Figure 4 as shown

Figure 4: Initial enquiry process



Insert:

* LOS I2(a) for developments greater than 500 properties or those likely to use a significant amount of water for non-domestic purposes, United Utilities Water will confirm within 14 calendar days of receiving a complete application, an alternative date for providing the information.

2.3 Design and Application

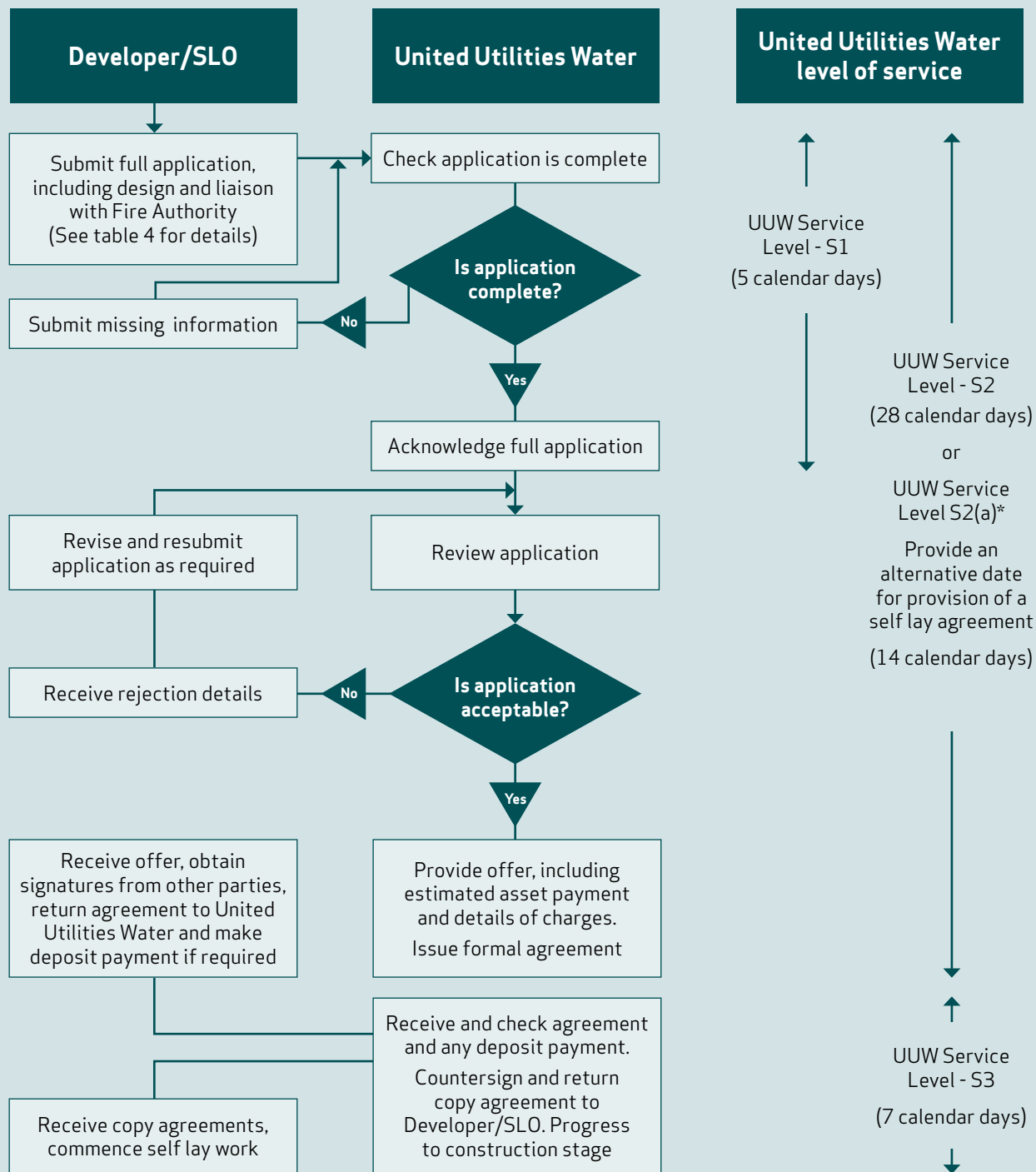
2.3.1.4

Insert in line 2: the word "calendar" between the number "42" and the word "days"

Delete: Figure 5

Insert: Figure 5 as shown

Figure 5: Self lay application process



Note: *LOS S2(a) for developments greater than 500 properties or where a point of connection is not available or is no longer valid, United Utilities Water will confirm within 14 calendar days of acknowledging a complete submission, an alternative date when the information will be available.

2.3.2 Design by Water Company

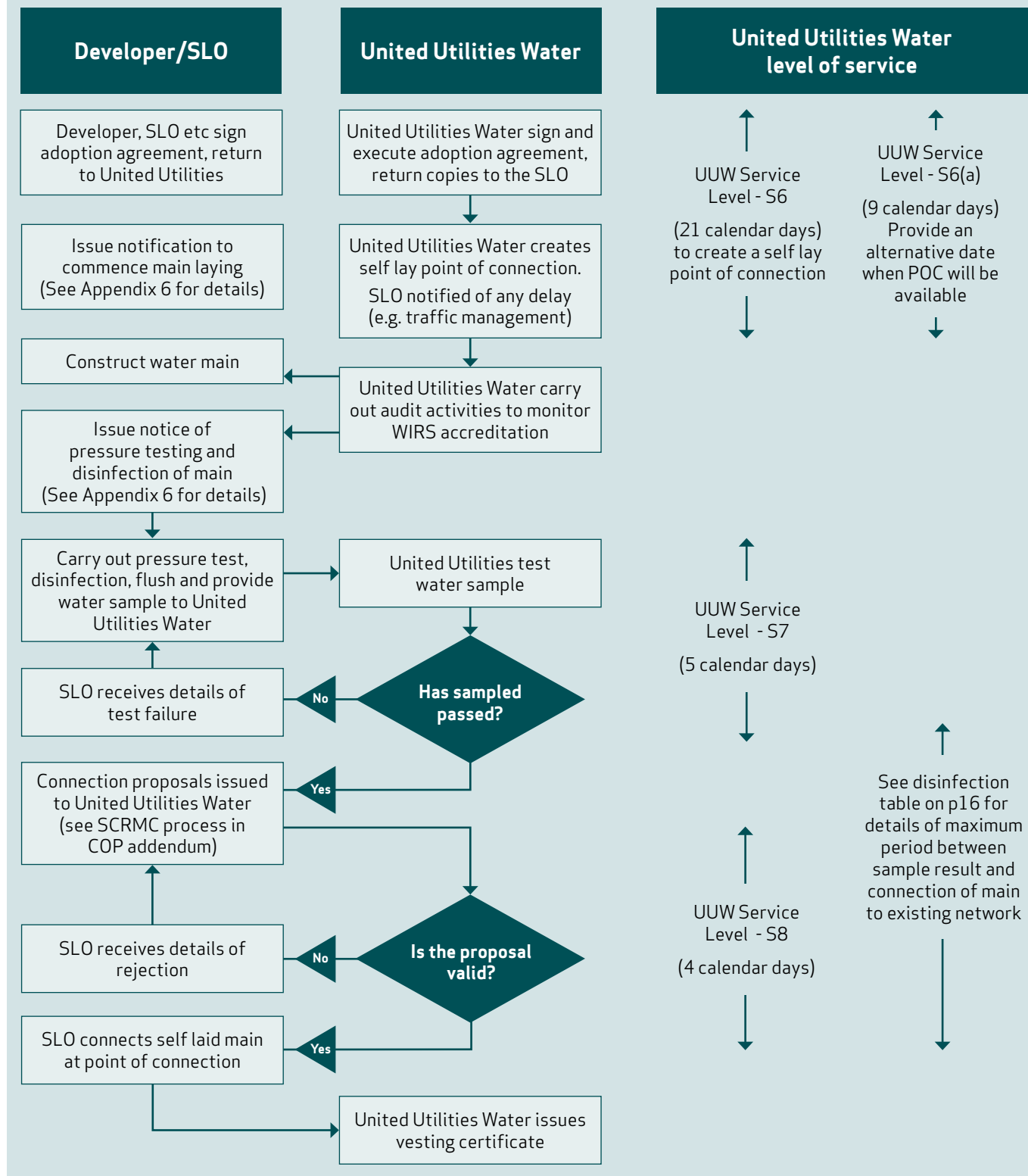
Delete 2.3.2 and Table 5

2.4 Construction stage

Delete: Figure 7.

Insert: Figure 7 as shown

Figure 7: Notification, mains construction and connection process



2.4.2 Water main installation

Delete: 2.4.2.4

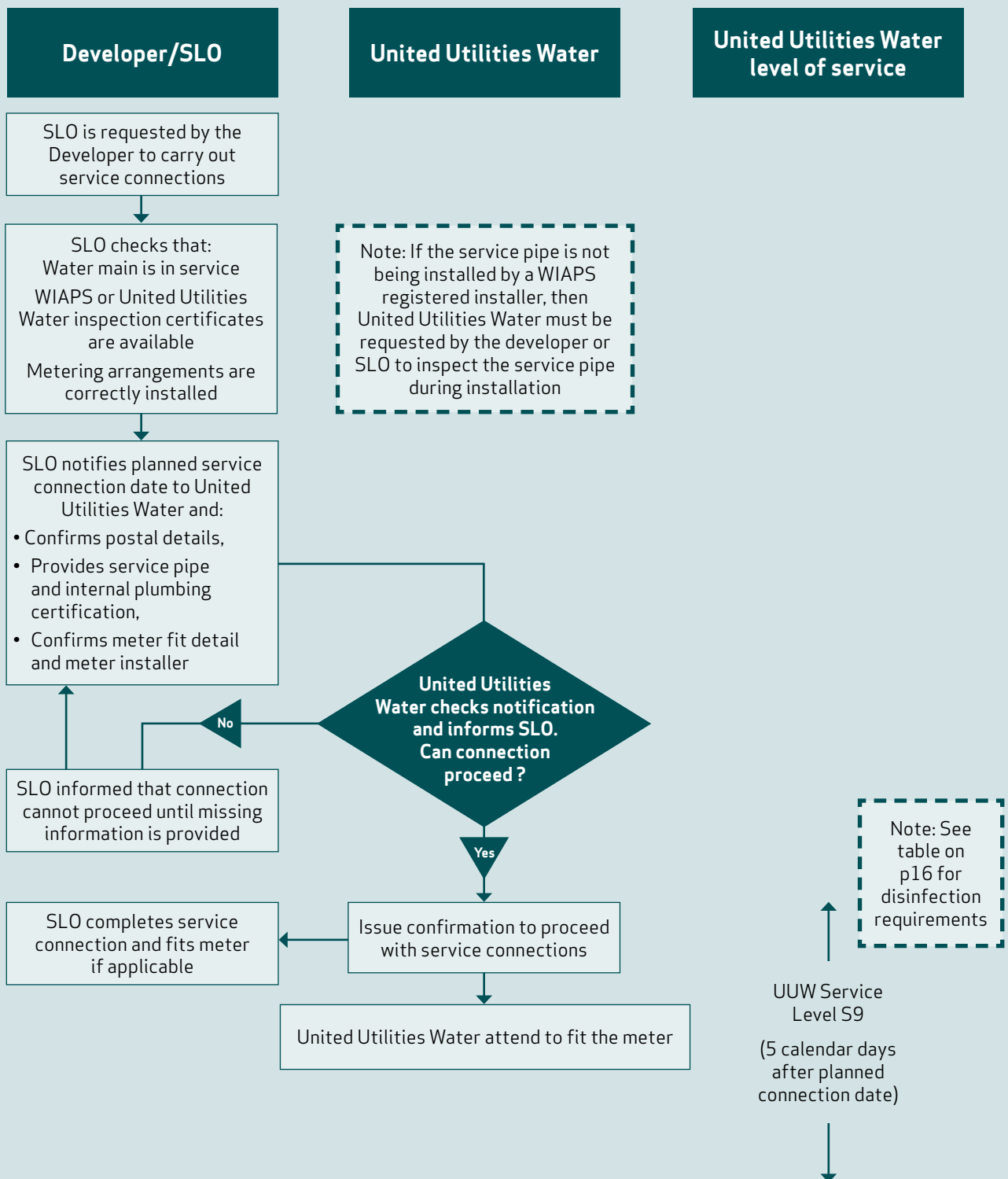
Insert:

2.4.2.4 The Water Company may witness water sampling, pressure testing and disinfection of the main.

Delete: 2.4.4 Figure 8

Insert: Figure 8 as shown

Figure 8: Service pipe installation



Part 3 - Design and Construction Guidance

3.1 General Design Principles

Delete: 3.1.4

Insert:

3.1.4. Full design calculations must be provided when the design is submitted for approval.

3.3 Design Drawings

Delete: Note in 3.3.1

Insert:

Note: All drawings should be submitted, preferably electronically, based on current United Utilities standard drawing layouts.

3.3.4. Insert two additional bullet points:

- *Notation to indicate responsibility for service connections and meter installations.*
- *Notation to indicate service strips and easements.*

3.4 Design Guidance – General

Delete: 3.4.3

Insert:

3.4.3. It is the responsibility of the Developer to provide the designer with all current information relating to the location of other existing utility or service providers information during the design process.

Delete: 3.4.5

Insert:

3.4.5. All materials and sizes shall be selected in accordance with United Utilities current policies.

3.5 Design Guidance – Mains

Delete: 3.5.1.1

Insert:

3.5.1.1. The developer should discuss and agree with the designer an acceptable clearance between the line of the new water main and the proposed property constructions, and any existing structures and on site features.

Delete: 3.5.3.3

Insert:

3.5.3.3. United Utilities will provide sufficient flow and pressure at the site boundary point(s) of connection, based on Developer information, to enable the designer to meet the minimum regulatory standards for flow and pressure at all planned service positions.

3.6 Design Guidance – Services

Delete: 3.6.2.1

Insert: 3.6.2.1 Service pipes should be laid in accordance with United Utilities current policies and standards.

Delete: 3.6.3.2 Table 7

Insert:

Table 7: Size of incoming supplies to property or manifold chamber

Number of individual dwellings	Typical pipe outside diameter (PE pipes)
1	25mm
3-4	63mm
5-8	63mm

Delete: 3.6.5.1

Insert:

3.6.5.1 All meters and associated equipment shall be installed in accordance with United Utilities current policy.

3.7 Construction

Delete: 3.7.4.6

Insert: 3.7.4.6. Each service pipe shall be pressure tested and a record kept of test results, including any failures. Any remedial work undertaken as a result of a failed test shall also be recorded.

Delete: 3.7.4.7

Insert: 3.7.4.7 All service pipes with an internal diameter greater than 50mm shall be disinfected.

3.7.1.6. United Utilities Water Pipe disinfection table

Rule set	Pipe size (PE - od)	Pipe type	Pressure test	Disinfection	Disinfection testing	Time limit for connection to be made	Action if time limit exceeded
1	25mm and 32mm	Communication and Supply	12 bar visual test using hand pump on undrilled top tee (IGN)	Flush with mains water (disinfect 1 hour at 50 ppm if contamination is suspected)	Not required	14 calendar days after disinfection*	Re-flush with mains water
2	63mm	Communication	Top-tee - 12 bar visual test using a hand pump on undrilled top tee Branch - test with main (IGN)	1 hour at 50ppm of chlorine (communication pipes <100m can be disinfected with the main - BSEN805)	Certificate of disinfection required - bacteriological testing not normally required. (BSEN 805)	14 calendar days after disinfection*	Re-flush with mains water
3		Supply	1.5 x max operating pressure (WFR, BS6700)				
4	>63mm	Communication and Supply	Type 2 with logger (WRC)	1 hour at 50ppm	Satisfactory bacteriological result required	14 calendar days after receipt of satisfactory bacteriological result*	Re-flush with mains water and re-sample as per United Utilities Water's mains hygiene procedure
5	>=63mm	Main	Type 2 with logger (WRC)	20ppm after 16 hours has elapsed as per United Utilities Water's mains hygiene procedure	Satisfactory bacteriological result required	14 calendar days after receipt of satisfactory bacteriological result	Re-flush with mains water and re-sample as per United Utilities Water's mains hygiene procedure

- WRAS recommends that supply pipes that have been disinfected and sealed and have remained undisturbed should be connected within 30 calendar days.
- Where supply pipe installation and testing is separate to the communication pipe, and between 14 and 30 calendar days since the disinfection or testing of the supply pipe has elapsed, then the risk of contamination can be assessed before deciding whether to make the connection.
- If more than 30 calendar days have elapsed or there is excessive risk then the action in the 'Action if time limit exceeded' column should be followed.
- At the end of the disinfection procedure the pipe must be flushed thoroughly with mains water and sealed.
- If at any point contamination is suspected or the pipe work has been modified then the disinfection procedure must be repeated along with any testing.
- The 14 calendar days rule ensures that, for ongoing construction work, pre-disinfected pipes are installed in a timely manner. It also ensures consistency of message where the supply and communication pipe are one length of pipe and are being installed and tested at the same time.

3.7.5 Data Capture 'As laid' drawings

Delete: 3.7.5.12

Insert: 3.7.5.12. Before any section of self laid main is connected, the SLO shall provide 3 copies of 'as laid' drawings, clearly marked with SLO and Developer's name, scheme number, scheme name, scheme type, stage number, date of completion of the scheme or phase and the date of submission. Where SLO and United Utilities Water software is compatible, drawings should be submitted electronically.

Appendix 6 Minimum Notification Periods

Delete stage: **Notification of service connection, Notification period and Information required**

Insert:

Stage	Notification Period	Information Required
Notification of service connection	A minimum of 5 calendar days from planned service connection date	<ul style="list-style-type: none"> - Copy of satisfactory pressure test results - 'As-laid' drawings. - Confirmation of disinfection. - Confirmation that water sample has passed water quality testing - listing and programme for all services planned to be connected to the main - Water Regulations certificates

Delete stage:

Notification of service connections completed, Notification period and Information required

Appendix 7: Levels of Service

Delete: Ofwat levels of service

Insert:

United Utilities Water Levels of Service

Appendix 7 details levels of service, however where possible we will endeavour to make improvements against these.

Service level S1 – For receipt of applications

- 5 calendar days

United Utilities Water scrutinise an application and acknowledge it as complete, or notifies the applicant of any missing information, no later than 5 calendar days after receipt of the application. Contact can be by telephone, e-mail or fax.

(continued on next page)

Service level S2 – United Utilities Water checks the complete self lay application, calculates the asset payment, provides details of charges payable and issues a formal adoption agreement

- 28 calendar days from receipt of a full submission

United Utilities Water validates the self lay application and calculates the cost of all new on site mains, for any new off site and on site reinforcement, and for the use of previously requisitioned reinforcement which will be utilised by the new development.

United Utilities Water estimates the asset payment due, and details any charges payable.

United Utilities Water issues a formal adoption agreement with 90 days validity.

This service level applies to all developments of up to 500 standard connections or those with a valid point of connection from a pre-development enquiry.

Service level S2 (a) – United Utilities Water provides an alternative date to check the self lay application, calculate the asset payment, provide details of charges payable and issue a formal adoption agreement

- 14 calendar days from receipt of full design and drawings

United Utilities Water to provide an alternative date to validate the application and calculate the cost of all new on site mains, for any new off site and on site reinforcement, and for the use of previously requisitioned reinforcement which will be utilised by the new development.

United Utilities Water estimates the asset payment due, and details any charges payable. United Utilities Water issues a formal adoption agreement with 90 days validity.

This service level applies to all developments with more than 500 standard connections or those without a valid point of connection from an initial or pre-development enquiry.

Service level S3 – United Utilities Water to verify a completed adoption agreement, counter sign and return to the SLO

- 7 calendar days

United Utilities Water receives signed adoption agreements, checks the final details and if acceptable counter signs and returns the executed agreement to the SLO.

Service level S4 – United Utilities Water to contact the developer/self lay organisation to confirm a date for a pre-commencement meeting to take place

- 7 calendar days

United Utilities Water to contact the developer or self lay organisation to either attend or make arrangements for a pre-commencement meeting, within 7 calendar days of the self lay agreement being executed.

Service level S5 – United Utilities Water to agree a start date for construction of the self laid main

- at the pre-commencement meeting or within 5 calendar days of the meeting

United Utilities Water to confirm an agreed start and schedule for the self laid main at the pre-commencement meeting or within 5 calendar days of the meeting.

(continued on next page)

Service level S6 – United Utilities Water to create a point of connection for the new self laid main

- No later than 21 calendar days after receipt of a complete Request for Work form

United Utilities Water to create a point of connection on an existing main for connection of a new self laid main within 21 calendar days after receipt of a complete Request for Work form.

Service level S6(a) – United Utilities Water to provide an alternative date to create a point of connection, where work complexity or traffic management legislation does not permit the work to be completed within 21 calendar days

- No later than 9 calendar days after receipt of a complete Request for Work form

United Utilities Water to provide an alternative date for creation of a spur connection within 9 calendar days of receiving a complete Request for Work form, where due to work complexity or legislative restrictions the work cannot be completed within 21 calendar days.

Service level S7 – United Utilities Water to provide a pass or fail result for bacteriological tests on a water sample

- Within 5 calendar days of receipt of the sample

United Utilities Water to provide results of bacteriological testing on a water sample, no later than 5 calendar days after receipt of the sample. Results provided by telephone, e-mail or fax.

Service Level S8 – United Utilities Water to provide a response to a complete SLO application to make planned routine mains connection

- No later than 4 calendar days after receipt of a complete application

United Utilities Water will provide a response no later than 4 calendar days after receipt of an application from an SLO to make a routine mains connection. Where the application is received by United Utilities Water after 12.00 p.m. then receipt is deemed to be on the following calendar day.

Service Level S9 – Where an SLO chooses not to fit a meter to a service connection, United Utilities Water will install a meter

- No later than 5 calendar days after the planned connection date

United Utilities Water to attend site and fit a meter no later than 5 calendar days after the SLO's planned service connection date.



About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.

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