

A photograph of a residential street. On the left, there are stone houses with white window frames and flower boxes. A paved road curves to the right. In the background, there is a red telephone box, a white car, and a large green tree on the right side of the road.

First time sewerage scheme
from **anglianwater**

Important information

Anglian Water's first time sewerage programme 2010-2015

Over the next five years Anglian Water plans to invest some seventy million pounds in the provision of foul water drainage for rural communities in our region where the existing private drainage systems have been found to be harming the environment.

In these cases we are committed to providing a sustainable drainage system to improve the local environment and reduce the risk to public health from problems caused by raw sewage discharges underground and into local watercourses.

We hope you will take this opportunity to join Anglian Water's four million wastewater customers and make your village an even better place to live and work.

This scheme is supported by the Agency... The Agency would recommend households connect to the sewer system to be provided.

Environment Agency

This scheme is supported by the Agency as it addresses long standing environmental and amenity impacts.



The Agency would recommend households connect to the sewer system to be provided.



Your questions answered



Q Why is a new sewer being provided?

A An application has been made under Section 101a of the Water Industry Act 1991 for the provision of public sewerage to resolve environmental pollution caused by the poor performance of private septic tanks and cesspools in the village. Anglian Water has appraised the situation and agreed that the sewer should be provided.

Q Who pays for constructing the public sewer?

A Anglian Water pays for the work, with the cost being spread across all our customers through our sewerage charges.

Q Who will undertake the work?

A Anglian Water's partnering contractor Barhale Construction Plc.

Q Do I have to connect?

A No. Anglian Water cannot insist that you connect to the new sewer if you do not wish to do so. The only exception to this is where an existing sewerage system is taken over by Anglian Water and houses are automatically connected. However, once the sewer is operational and any property's drainage is found to be causing pollution to any watercourse, the district council's environmental health department can take action that may lead to prosecution.

Please note: A local authority could request connection to a public sewer if it is available within 30 metres of the premises. It will be much more expensive to connect to the sewer if an agreement to connect is not entered into when the sewer is being constructed.

Q What will it cost me if I sign up to Anglian Water's offer?

A You will be responsible for arranging and paying for the following:

- The cost of laying a pipe (house drain) from your property to the boundary of your land. For this work within your land, you would normally employ a local builder.
- The cost of separating your surface and roof water from your foul water (if necessary).
- Application to the Building Control section of your local Council for a Building Control Inspection, for which they normally charge a fee.

Your questions answered

Q What will I have to pay directly to Anglian Water to connect to the new sewer if I sign up to Anglian Water's offer?

A Anglian Water realises that the costs of bringing the private sewer to the boundary of the property can involve significant expense to customers and we do not want to burden customers with further costs. Therefore if you sign up in time and connect within the required periods Anglian Water will waive charges that it is entitled to so that you will not need to pay for the following:

- The cost of the lateral drain from the edge of your property to the new sewer (this can cost thousands of pounds).
- A one-off infrastructure charge.
- Your ongoing sewerage charges for the first six months after the public sewer is made available. Anglian Water will notify you of the commencement date of this six-month period and the date from which sewage billing will commence. If you connect within this period your new sewerage service will be free until the end of the six month period.

Additional offer

In addition to the offer opposite, if you make your connection within **three months** of the sewer being made available we will double the period for which annual sewerage service charges are waived to **twelve months** from the date the sewer is made available. Anglian Water will confirm a new date from which sewage billing will then commence. This means you can get a maximum of one years sewerage service for free just for connecting quickly once we have notified you that the sewer is available.

Note: Qualification for this special additional offer will be reliant upon receipt of a Certificate of Completion – issued by the Building Control section of your local Council.



Your questions answered

Q What would it cost me if I applied for a sewer connection after the date stated within Anglian Water's Invitation to Connect letter accompanying these guidance notes?

A If you apply for a sewer connection after the date we notify you of (we will have given you four to six weeks to apply) then Anglian Water will incur additional costs in designing and retro fitting your lateral drain. Therefore Anglian Water will not waive any charges and in addition to the costs of providing your own private pipe to your boundary and the Building Control Inspection fee (as mentioned above) 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, from the public sewer to the boundary of your property. **This can cost several thousand pounds.**
- Sewage service charges would start immediately upon your connection to the public sewer.

Q What cost am I liable for if I sign up to Anglian Water's offer but do not connect within six months?

A If a connection is not made within this period, Anglian Water will seek to recover the cost of providing the public lateral drain.

Q What sewerage charges will I pay?

A Please see the enclosed leaflet (Standard Rates: an extract from www.anglianwater.co.uk), which gives details of our current charges.

Q How do I apply for my public lateral drain?

A Simply complete the form accompanying this leaflet and return it to us in the envelope provided. We will then visit you, usually during construction, to establish the best location for your lateral drain.

If your public lateral drain crosses private land, Anglian Water will contact you to discuss the procedure needed to make the connection.

Q Who undertakes 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, on which they can advise.

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 kitchen wastewater, bathroom wastewater and toilet facilities. **It does not include the disposal of any surface water, roof water or swimming pool water from your property.**

Your questions answered

Q When can my property be connected?

A After commissioning of the scheme a letter will then be sent to all house owners advising that the sewer is available and connections can now be made and that the six-month period, with regard to public lateral drain connections, will start from the date of the letter.

Q What steps do I need to take to connect to the public sewer?

A After consulting us, you should make your own arrangements to engage a drainage contractor or local builder to make the connection. You will need to apply for Building Regulation approval through your local Council before undertaking the work.

Q Who is responsible in the future?

A If you arrange for the connection upon completion of the new sewerage system, Anglian Water will be responsible for the maintenance and repair of the public lateral drain up to your boundary. You are responsible for the pipework you have laid within your boundary.

Q Will there be any disruption?

A Unfortunately, yes, but it will be kept to the absolute minimum. Vehicular 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 management is anticipated to be by either or both road closure (including diversion) and traffic signals. Details will be confirmed prior to commencement of works. If any special needs or access provisions are required during the work period this can be arranged with the site management or by telephoning Anglian Water's First Time Sewerage Team on 01733 414460. We would appreciate your patience and understanding during this difficult construction.

Q If I have any concerns or problems, who do I contact?

A If you wish to talk to anyone regarding the agreement or have general queries regarding the scheme, please contact Anglian Water's First Time Sewerage Team on 01733 414460 during office hours.

Agreement to the provision of a public lateral drain

If you wish to take advantage of our offer for a free public lateral drain, please complete the attached form and return it to us as soon as possible.

SewerWise – how to avoid blockages

Not surprisingly, the sewerage system isn't designed to handle unwanted fats, oil and personal items like disposable nappies, cotton buds and sanitary products as they contain plastic or other insoluble materials. When poured down the drain or flushed down the toilet, they can create blockages.



If a sewer becomes even partially blocked, the rubbish can stop wastewater flowing freely and may cause the pipes to overflow especially during periods of heavy rain. It is estimated that over two thirds of all blockages contain disposable items.

Here's how to help prevent blockages in your pipework and sewers:

- Don't flush rags, cotton wool, sanitary products, condoms, plastic or similar materials down the toilet – put this waste in the dustbin.
- Medical items like syringes and needles should be disposed of safely in sharps bins.
- Don't put kitchen waste (vegetable peelings, tea bags etc.) down the sink – put them on a compost heap or in the dustbin.
- Grease and fats should not be poured down the sink – allow fats to solidify and then dispose of them in the dustbin.
- Keep unwanted oil in a metal can and take it to a recycling centre for safe disposal.

Agreement form

First time sewerage scheme

Please complete the form below, place in the pre-paid envelope provided and return it to us as soon as possible.

Property address (please complete) _____

Postcode _____ Telephone _____

Please tick one of the following options:

I agree to Anglian Water's offer and will be connecting to the new sewer within six months of it being completed. I understand that the lateral will be vested as 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 'additional offer' – annual sewage charges waived for twelve months from the sewer being 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 six 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 connection and infrastructure charges.

I am the owner of the above property and I have read the letter and guidance notes concerning the connection of my property to the public sewer.

Owner's name _____

Signature _____ Date _____

Address (if different from above) _____

Postcode _____ Telephone _____

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

**Please place completed form in
the pre-paid envelope provided.**

Section 101a Co-ordinator

Anglian Water Services

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Want to know more about Anglian Water?
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