



WONDERFUL ON TAP

# OUR PRIVATE PIPEWORK INSTALLATION OFFER

Let us take care of laying your private water supply pipe.





## Getting connected. Made easy.

Many customers choose to install their private water supply pipe themselves or through a trusted contractor - we know it's not something you do every day. Coordinating teams and managing the process can be tricky.

That's why we now offer a hassle-free option: alongside your connection, we can handle the installation of your private supply pipe too, including digging, laying, and putting things back to how they were.

## Why choose us

Letting us handle the job means you'll only need to deal with our team to get your water supply connected. It's a straightforward way to get peace of mind that everything's done properly by experienced professionals, helping make getting you connected as smooth as possible - it has some extra benefits too:

- **You won't need to have the pipework inspected.**
- No risk of delays to your connection or potential additional costs associated with failing an inspection.
- We'll lay the supply pipe and connect it at the **same time** - getting you connected quicker.

Our private pipework installation offer covers most projects, though there are some exceptions. Once you send us your new water connection application, we'll check if your project qualifies.



## How it works

- 1 **Once you've applied for a new water connection**, we'll check if you're eligible and offer you a no-obligation quote—not just for connecting you to our water network, but also for laying your private pipework.
- 2 **If you're interested in a quote**, we'll arrange a site visit. During this visit, we'll provide:
  - A quote for the new connection of your water supply.
  - A separate quote for laying your private supply pipe
  - A personalised sketch of your private side, along with a video link tailored to your project.
- 3 **After our visit**, we'll send you both quotes. You can then decide if you'd like us to just make the water connection or lay your private supply pipe too.
- 4 **If you decide to go ahead with us**, just pay the quotes and send us your completed Acceptance Forms (one for the connection and one for laying the private supply pipe).



- 5 **Your dedicated Customer Connection Manager** will be in touch with provisional dates to carry out both jobs together. Just bear in mind that we may need to arrange traffic management for works to be done safely on the public highway and that can take a little longer.



- 6 **On the agreed date**, our team will visit your site, lay your private supply pipe, and connect you to our water network. Since we're doing the work, there's no need for an inspection—it's all taken care of.

As your water company, we know it's important to offer competitive pricing. We believe in fair value, supporting a healthy, competitive market and giving customers choice. **We recommend getting multiple quotes for laying your private supply pipe.**





## Any questions?

If you want to know more about our private pipework installation offer call us on **0800 707 6600** or email **[new.connections@severntrent.co.uk](mailto:new.connections@severntrent.co.uk)** and we'll be happy to help.

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