If you need to get in touch:

Call the Developer Services team on 0345 1 20 84 82
Our Developer Services office is open Monday to Friday 8am-5pm.

Call our contact centre on 0345 1 24 24 24
Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm.
For water and sewerage enquiries we’re open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm.
We’re open 24 hours a day for emergency calls.

Visit our website yorkshirewater.com
Tweet us @YWHelp
Write to us
Yorkshire Water Services Ltd
PO Box 52, Bradford BD3 7YD

Other useful numbers:
Asian language 0345 1 24 24 21
Text telephone/minicom 0345 1 24 24 23
24 Hour automated services (meter readings and payments) 0345 1 247 247
Fax number 01274 372 800

How much could you save?

Use our online calculator
See how you could save water and energy around the home.

Buy discounted water saving gadgets
Water butts, shower heads and more – on our website.

Providing clean, safe water:
It’s part of our Blueprint for Yorkshire
Your application form for routine in-line mains connections

Please complete this form using black ink and block capitals. All sections and boxes of the routine operational procedure must be endorsed with the relevant data, otherwise, N/A if not required.

Please email this form to SLP_Mailin@yorkshirewater.co.uk.

1. Company details

Water company .................................................................
SLP name .................................................................
SLP address .................................................................
Postcode .................................................................
SLP / Water company ref .................................................................
Originator contact details (The name of the person who is producing the written procedure)
Name .................................................................
Contact number .................................................................
Date raised .................................................................

2. Location of work

The exact location should be provided where possible e.g. Outside No. 56 High Street or at the junction of High Street and North Road. If on site where no postal address has been allocated then the road numbers and plots should be used. The grid reference of where connection being made should also be included.

Site address .................................................................
Postcode .................................................................

Grid reference: Easting (6 figures) .................................................................
Northing (6 figures) .................................................................

Description of proposed work (Actual work to be done and techniques to be applied. The detail should also identify lengths of service to be commissioned) .................................................................

3. Pipe details

Existing main size .................................................................
Existing main material .................................................................
New service size .................................................................
New service material .................................................................

4. Chlorination of pipework

If you are laying pipework 63mm OD or above and greater than 6m in length, then you are required to submit a UKAS approved chlorination certificate for the pipe prior to connection. If you are connecting to a customer’s pipe that is 63mm OD or above, a further UKAS approved certificate is required prior to connection. Certificates should be sent to: PWINFO@yorkshirewater.co.uk

Is the pipe you are laying 63mm OD or above and longer than 6m? Yes ☐ No ☐
If Yes, please provide chlorination certificate

Is the customer’s pipe you are connecting to 63mm OD or above and longer than 6m? Yes ☐ No ☐
If Yes, please provide chlorination certificate prior to connection

5. Planning details

This information is essential for the management of the network and ensuring there is no conflict with other operations. The procedure must not be authorised unless the document is endorsed with the appropriate information. The Senior Competent Person must be satisfied that the proposed start/finish dates and times are realistic and achievable, to ensure that other proposed works on the network are not unduly affected.

Proposed start date/time .................................................................
Proposed end date/time .................................................................

Senior Competent Person (SCP) Comments: The Senior Competent Person must make appropriate comments/checks, which should be understood and acknowledged by the Competent Person. The final version of the procedure must be authorised by the Senior Competent Person and then sent to the Water Network Controller for appropriate conflict checks/resolve to proceed.

SLP (SCP) authoriser contact name .................................................................
Mobile phone number .................................................................
EUSR number .................................................................

6. Competent Person undertaking the work

The name of the Competent Person undertaking the work must be inserted to enable the Water Network Controller to validate the registration of the individual in relation to the proposed work. The Competent Person must sign the procedure on receipt and briefing of the procedure to confirm that they fully understand the proposed operation and are in receipt of all appropriate documentation. It should be noted that if the Competent Person changes, the Water Network Controller should be contacted for the clearance to proceed. Signatures of the Senior Competent Person and the Water Network Controller are required within section 6 & 7.

Name .................................................................
Contact telephone number .................................................................
EUSR number .................................................................
Signature .................................................................
(Note if CP changes contact Yorkshire Water for clearance to proceed)

7. Water company clearance to proceed

Name .................................................................
Contact telephone number .................................................................
Signature .................................................................

8. Additional information

Include any conditions or site specific requirements that maybe required to carry out the operation e.g. any specialist equipment that could be required, site conditions etc.

Details of any conditions or specific requirements .................................................................

I confirm I have attached a plan showing the services to be connected ☐ (please tick to confirm)

9. Further instructions

Weekly whereabouts detailing all work and including provisional in line connection dates will be provided each Friday for the following week. Details should be emailed to the following address: SLP_Mailin@yorkshirewater.co.uk

Subject line to include the following information SLP = followed by location of scheme.

When making service connections, a phone call should be made to the Network Controller when a job is about to proceed quoting the job reference number and giving an estimated timescale. A further call should be made once the work is completed.

Contact telephone number 0345 120 8482

Notification of successful job or job aborted will be required within 24hrs of connection/abort sent to the following address SLP_Mailin@yorkshirewater.co.uk

2700-12_717842_UK_Flues_Self_Lay_Routine_In Line_Mains.indd 3-4
17/08/2016 16:53