

Application to replace an existing lead supply

(domestic customers only)

Providing clean, safe water:
It's part of our Blueprint for Yorkshire



YorkshireWater

Your application form to replace an existing lead supply

This form can be used to apply to replace an existing lead supply for a new domestic service connection. If you are applying for a new water supply, are connecting more than 6 domestic properties, or commercial properties you will need a different application form. Please contact us on the number below and we can send this to you.

In response to your application we will provide a plan showing the point at which we will make the connection.

We will replace the lead communication pipe and install a new stop tap at the boundary of the street in which the main is laid free of charge, provided that you replace your own lead supply pipe.

For enquiries please call us on **0345 1 20 84 82**

E-mail: **wbu.servicecentre@yorkshirewater.co.uk**

Calls are recorded for monitoring purposes.

Please complete this form with as much information as possible, using black ink and block capitals.

1. Your details

The applicant should be the homeowner.

Customer name

Address for correspondence

..... Postcode

Daytime telephone number (including dialling code).....

Mobile phone number

Fax number (including dialling code).....

E-mail address

2. Details of the site where the lead replacement is required

Address of property requiring lead replacement

.....

..... Postcode

If you are on a joint supply and other properties will be affected by this renewal, please provide details of all the other properties affected in Section 3. Please ensure the owner of each affected property also signs this enclosed form.

An appointment with a site surveyor will be required. Our office will contact you upon receipt of your application to arrange this. Our site surveyor will explain where the new communication pipe will be laid and indicate how deep you need to lay your new supply pipe. **Please do not lay your supply pipe until our surveyor has visited the property.** If your replacement supply pipe does not terminate where we have indicated, you will be liable for charges to cover the cost of any additional work we have to carry out. **In order to qualify for a lead replacement, the existing lead pipe must be visible and accessible at the time of survey. A fee may be charged if we attend site and the lead is not visible/accessible.**

Please refer to the attached 'Guide to Lead Replacement' for further details.

3. Details of other properties affected

Address of property 2

.....

..... Postcode

Owner's signature

Print name Date

Address of property 3

.....

..... Postcode

Owner's signature

Print name Date

Address of property 4
.....
..... Postcode
Owner's signature
Print name Date

Address of property 5
.....
..... Postcode
Owner's signature
Print name Date

Address of property 6
.....
..... Postcode
Owner's signature
Print name Date

Address of property 7
.....
..... Postcode
Owner's signature
Print name Date

4. About your new connection

We will lay the water pipe from our main in the street up to the boundary of your property. You will need to lay and appropriately size the water pipe from your building to the boundary.

We try to ensure the water pressure at the boundary is no lower than 1.5 bar (15m head) and provides a minimum flow of 22 litres per minute. Please note: The minimum guaranteed standard for pressure and flow for a single domestic dwelling set by Ofwat is 1 bar (10 metres head pressure) measured in the service pipe at downstream side of the boundary stopcock at a flow rate of nine litres per minute. Yorkshire Water cannot guarantee pressures and flows above this guaranteed standard.

We provide a standard 25mm pipe connection to all domestic properties.

5. How long will it take?

Our surveyor will visit your site and undertake a survey; you will then receive written confirmation that you are eligible for this service within 28 days of us receiving your application. We will inform you of your reference number and who to contact to arrange for your connection. We endeavour to connect you within 21 days of your request for connection. Your connection may take longer if we need to work in a major road or need to close the road.

6. What information do you need to supply with your application?

Please complete the checklist below to confirm that you have enclosed all the information required to process your application.

- Fully completed all sections of this form
- Provide a plan showing the position of the existing supply
- Sign and complete the declaration below

We will be unable to carry out a survey without this information

7. Declaration

I hereby request Yorkshire Water to process my lead renewal application.

I understand that if I am eligible for a lead renewal Yorkshire Water Services Ltd will determine the route of the new communication pipe and the point of connection to my supply.

Your signature..... Date.....

Your name and title (in capitals)..... Company Name

Please return this completed form with the information indicated above to:
Developer Services, Yorkshire Water Services Ltd, PO Box 52, Bradford, BD3 7YD.

Please return this completed form with the information indicated above to:

Developer Services
Yorkshire Water Services Ltd
PO Box 52
Bradford BD3 7YD

Or you can email it to us:
wbu.servicecentre@yorkshirewater.co.uk

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.

VE
For office use only
Centre: 19075
Internal Orders: 110630
Nominal: 1301
Ref: AF2