

Service Connection Call-Off Requirements (v4.0)

This document defines the requirements to be satisfied prior to a Self-Lay Provider (SLP) requesting permission to connect a service pipe to a vested Wessex Water main. These requirements are confirmed during the pre-start meeting and include agreement on the water meter type for the development site.

1. Before You Request a Connection

Before submitting a **SLS2 Proposed Connection Form**, the following information must be provided.

Commercial Properties

If you are requesting approval for a **commercial connection**:

- Schematic plumbing diagrams must be submitted in advance.
- Approval and a site visit by the Wessex Water **Regulations Team** will be required before the SLS2 form can be accepted.

Addressing Information

For **all developments**:

- Plot-to-postal address information, including **Unique Property Reference Numbers (UPRNs)** for the **entire site**, must be submitted.
 - This information must be emailed to:
selflay@wessexwater.co.uk
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2. Submitting the SLS2 Proposed Connection Form

Once the above requirements have been met:

- Submit the **SLS2 Proposed Connection Form** at least **10 working days** before the planned connection date.
 - Ensure all sections of the form are completed accurately.
 - If administration or infrastructure charges have not already been paid, full payment details must be included on the form.
 - The water main must be vested before consent can be issued.
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3. Consent to Connect and Timescales

- Wessex Water will issue consent to carry out the connection within **5 calendar days**, starting on the day after the SLP notifies us of the connection call-off.
 - Consent is subject to all required information being received and validated.
 - SLP has Wessex water approved meters prior to connection.
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4. Payment Requirements

- **All payments must be made before any service connections are carried out.**
- You will need your **self-lay application reference** when making payment.

How to Pay

Online

Payments can be made via the Wessex Water website:

<https://www.wessexwater.co.uk/services/building-and-developing/pay-online>

BACS Transfer

- Account Name: Wessex Water Services Limited
- Sort Code: 40-01-95
- Account Number: 34418670

Important: Please quote your **self-lay reference number** with all payments to avoid delays.

5. Notification After Connection

Once the service connection has been completed, the SLP **must notify Wessex Water** and provide meter details by email:

- **Commercial connections:** within **1 day**
- **Residential connections:** within **5 days**
- The Self-Lay Provider is responsible for ensuring meter details are submitted on time; late submission will result in a late notification charge

Email notifications must be sent to:

selflay@wessexwater.co.uk

6. Smart Water Meter Requirements

Approved Meter Type

Smart water meters used in the Wessex Water area are:

- **V200H / Merlin NB-IoT clip-on meters**

Ordering and Collection

- Meters must be ordered through the **Self-Lay Team**.
- Payment is required before meters can be released.
- Once payment has cleared, meters must be **collected in person** from a Wessex Water depot.
- Please allow **up to 10 days** from placing the order to collection.
- **Delivery is not available.**



Meter Collection Depots

Meters can be collected from the following locations:

- **Trowbridge** – Kennet Way, BA14 8RN
- **Yeovil** – Training & Development, 303 Preston Road, BA20 2ER
- **Dorchester** – Wessex Road, Dorchester, Dorset, DT1 2NY

7. Contact

For all self-lay service connection queries, please contact:

selflay@wessexwater.co.uk