

# *glossary of terms*

## **common billing agreement**

Where the water is used by multiple customers served by a common service pipe and is paid for by the landlord or Management Company on behalf of the whole group. The landlord or managing company has a private arrangement to collect the charges from individuals. This does not involve the Water Company.

## **duct**

Service ducts must be installed (as per our design drawing) if the road is laid before the communication pipes. This enables us to feed the communication pipe through the duct without breaking open the new road surface. The duct must be a minimum of 100mm diameter, laid at a depth of 750mm from top of duct to finished surface level at right angles to the road and project 300mm beyond the kerb lines. Typical duct materials include MDPE, HPPE and salt glazed pipes (which must have a smooth internal bore).

## **fittings**

These are laid in conjunction with the water main.

- Sluice valves are installed to isolate sections of water main and are generally laid at pipe junctions and the site entrance. These remain the property of the Water Company.
- We install Fire Hydrants for the Fire Brigade as requested following discussions with them at the design stage. The Fire Hydrant remains the property of the Fire Brigade.
- Washouts are installed at the end of pipe runs to allow the water to be periodically flushed from the main. Occasionally they are installed along the pipe length. Washouts remain the property of the Water Company.

## **house**

Any building or part of a building that is occupied as a private dwelling.

## **infrastructure**

The term used to describe our water mains network, which is made up of water mains, reservoirs, towers, pumping stations, boosters, etc.

## **infrastructure charge**

An infrastructure charge is levied on every new premise where water is being used for domestic purposes. These charges are additional to the cost of connecting the service to the water main. Infrastructure charges help pay for developing our water network to meet the increasing demand for water from newly connected premises. The charges are monitored independently by the Director General of Water Services (OFWAT). (Please refer to our technical guidance notes in the developers pack).

## **MDPE**

Medium Density Polyethylene (typical pipe materials used by the water and gas industry). Blue for water and yellow for gas.

## **multiple service manifold**

In certain circumstances we may provide a multiple connection to a group of premises. This involves making a single connection to the water main and laying a new communication pipe to the inlet of a fitting called a manifold. The manifold can have up to six outlets and is situated in a concrete plastic chamber. The Developer will lay the supply pipes from the premises (e.g. a block of flats) in a single trench to meet with the outlets of the manifold. It is essential that each supply pipe in the common trench is permanently identified at its end (close to where it meets the manifold) with the correct premise number so that we know which manifold outlet is connected to this premise. We install a meter on each manifold outlet and at a later date we will send bills to our customers. It is vital that we send the correct meter reading to the connected customer.

## **point of entry**

The point where the service pipe enters private property.

## **premises**

A piece of land together with its buildings.

## **pressure**

The reference standard is to supply water to the street boundary (generally the point where the communication pipe joins the supply pipe) at a pressure of 1 bar (10 metres head) with a flow of 9 litres per minute at all times apart from periods of exceptional peak demand. Whilst the normal working pressure in the area may be greater than the reference standard, it is possible that in future the pressure may fluctuate or reduce to this level.

Pressure in the water main fluctuates throughout the day depending on demand. The pressure is at its lowest when demand for water is at its highest. This is usually early in the morning before our customers leave for work or in the evening when they return from work. Reduced pressure is also accentuated in the summer when the demand for water generally is higher.

## **service pipe**

The water service pipe is laid from the water main to the premise. An individual service pipe serves each premise. It is laid in two sections, one by us the other by you. Our section is laid from the water main in the street to the boundary of the premise (the water company's communication pipe). You must lay your section of service pipe (a private supply pipe) from the premise boundary across the front garden, under the footings to the first stop valve. It includes all pipe that is wholly within the boundary of the private property.

- Communication pipe – laid and owned by the Water Company
- Supply pipe – laid by the developer and owned by the occupier.

## **street**

Refers to any road, pavement or verge outside the boundary of the private property.

## **water main**

Pipes that belong to us, usually of 100mm or larger diameter laid usually in the footpath or road at about one metre below ground. Used for transporting water from a pumping station or treatment works to local streets.