



love every drop
anglianwater 

Average water connection timescales



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Many factors are considered when we complete your Digital survey on how we will deliver your water connection.

For example, how wide the road we are working in and how far away the nearest water main is determines where we need to dig. This could be in the road, the footpath or verge.

For some projects, we may have to close the road, work in a traffic sensitive area or use traffic lights to control the flow of traffic. Where this is the case, legally we have to apply to your local Highway Authority to be granted a permit to work in the road. Your local Highway Authority then determine the date which we can work in the road. Unfortunately we cannot influence this, but we always notify the Highway Authority of your desired connection date.

As a result, the time it takes to complete your connection will vary depending on what work is involved. We'll keep you up to date on progress and will do everything we can to work with you to achieve your desired connection date. This includes looking at other options where possible such as collaborating with third parties who may also be working in the road or looking at an alternative water connection location.

Here are the most common timescales



We can make your connection without any special requirements

- We'll be out to complete your water connection within 21 calendar days, in line with the required industry standard
- The industry standard timescale is 21 calendar days
- We'll reinstate the area to its original condition within 3 days of making your water connection



We need to work in a traffic sensitive road or use 3 or 4 way traffic lights (determined by the local Highway Authority)

- We need to provide the local Highway Authority notice of our work and be granted a permit to work in a traffic sensitive road.
- **Permission can take 28 calendar days to be granted**
- Once approval is granted, we'll be in touch to let you know when we'll make your water connection
- We'll reinstate the area to its original condition within 3 days of making your water connection



We need to close the road

- Closing the road allows us to safely dig to reach our water main
- We need to provide the local Highway Authority notice of our work and be granted a permit to close the road
- **Permission to get a road closure permit granted will take 3 months**
- Once approval is granted, we'll be in touch to let you know when we'll be making your water connection
- We'll reinstate the area to its original condition within 3 days of making your water connection

For further information

Please contact our water connections team if you have any further questions about your water connection timescales.

Call: **0345 60 66 087**

Email: connections@anglianwater.co.uk

