



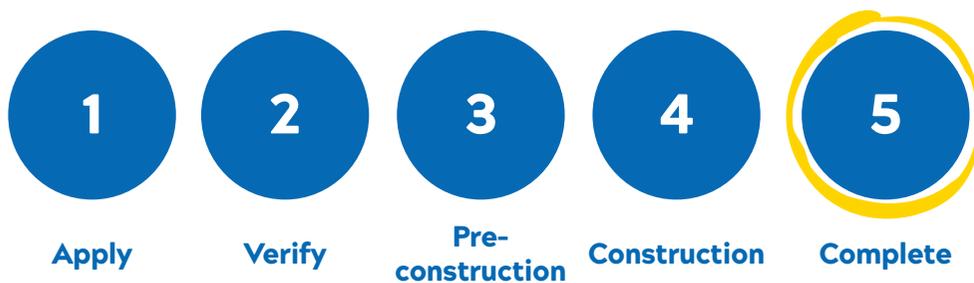
# Self lay – offsite service connections to an existing main

A step by step guide  
to help you get connected

# Your offsite self lay connection journey

We're on hand every step of the way in your new water connection journey.

Here's a handy guide to keep you on track.



## How will I work with you to get my new water connection?

We'll work closely together to each complete different tasks. This is because Water Industry legislation dictates what work we can or can't do on your land and also holds us both responsible to ensure water quality standards are maintained for your health and safety.

Throughout your journey you'll see the 'Your task' and 'Our task' colours. These will guide you on who does what, and when.



Rest assured, we're here to support you, from Step 1 to Step 5.

## How long will my water connection take to complete?

This depends on how quickly you are able to complete your tasks. We can't make your water connection until you have completed some of your tasks.

It also depends on the type of connection you require and the location of your water connection. More information on timescales can be found in this guide.

# 1

## Apply

A



### Register

- Set up an account on your online portal **InFlow**.
- If you've already set up an account, log in to **InFlow** to get started.
- If you have any questions, please contact us at [Self-Lay@anglianwater.co.uk](mailto:Self-Lay@anglianwater.co.uk)

B



### Make an application

- Once logged in, complete an application for a self-lay connection.
- The application takes around 15 minutes to complete.
- Please include as much information as possible so that we have a good understanding of your project and timescales.

C



### Check application

- We'll check your application to make sure we've understood your requirements and have everything we need.

### Timescales to check your application



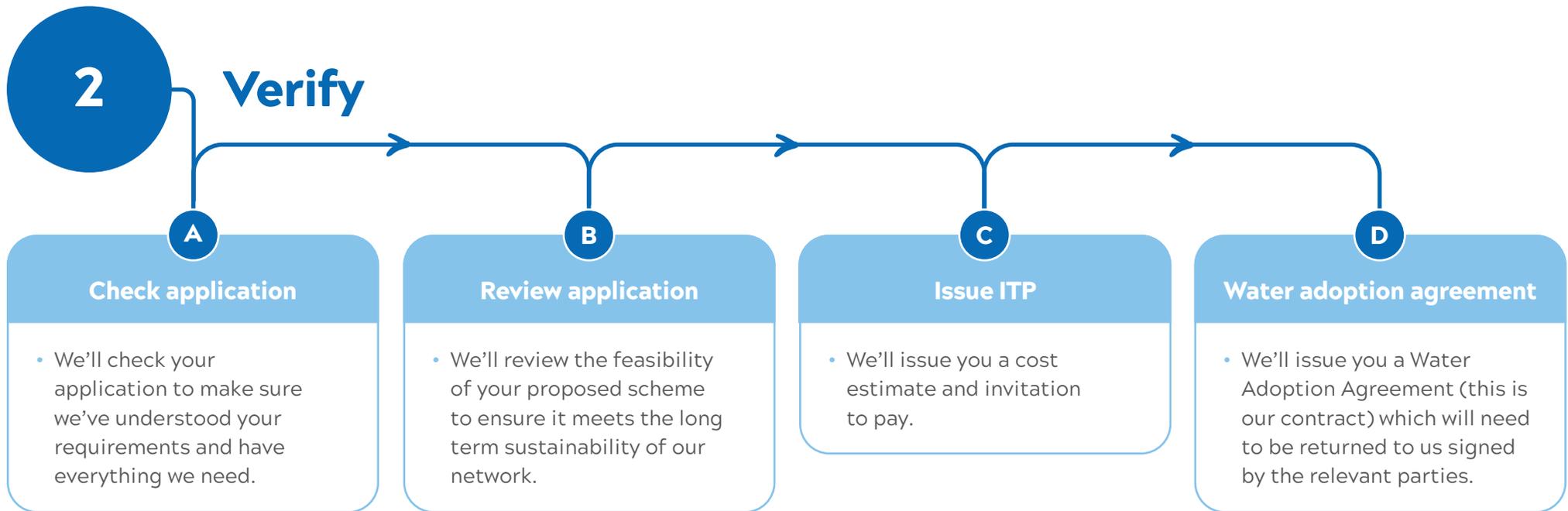
The LOS for us to check the application is **14 days**, however if any information is missing the LOS will start from when all information is received.



### What is InFlow?

InFlow is your online portal. Here you can apply and pay online, have real-time visibility of your connection journey and review and track progress. You'll receive updates from our team, upload and download documents and action work through InFlow.





### Timescales to check your application

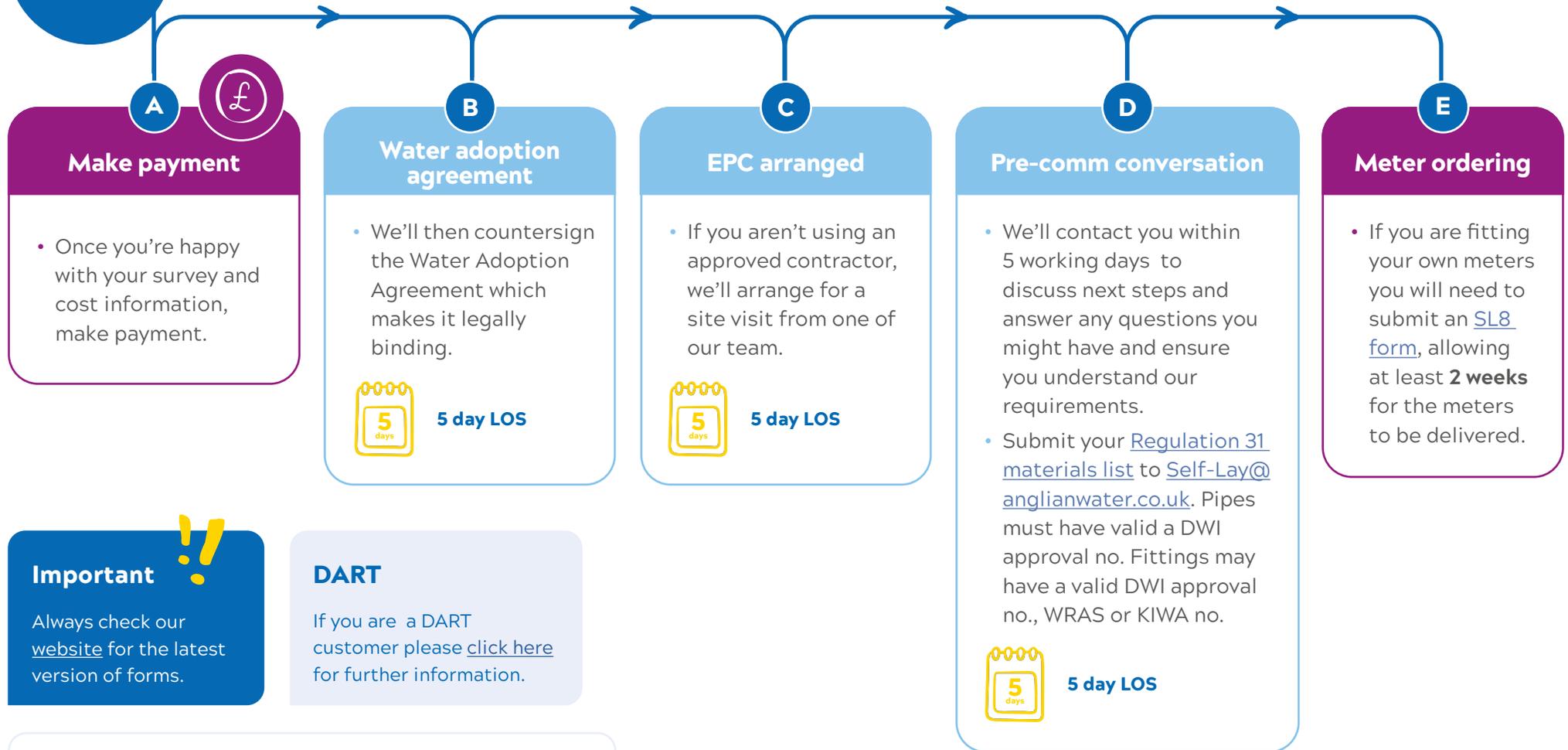


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# 3

## Pre-construction



### Important

Always check our [website](#) for the latest version of forms.

### DART

If you are a DART customer please [click here](#) for further information.

### Hints on payment

- Use a clear reference no (inflow no)
- Send an email listing out what plots payments relates to
- Be clear on the bank account 20-43-71 / 10276367

Your task

Our task

# 4a

## Construction – Meter fit by SLP

A

SL3

- You'll complete and send us an [SL3](#) form, showing your intention to connect.

B1

EPC arranged

- If you aren't using an approved contractor we'll arrange for a site visit from one of our team.



5 day LOS

C

Connection made

D1

Meter fit

- You will install meters as agreed and submit your [SL4/5](#) with Water Quality Results, Meter Details and plot to postals within 2 days.
- As you are fitting your own meters or meters and end points, please order these using our [SL8](#) form.
- Clearly indicate on your [SL4/5](#) form whether you have fitted and paired an end point or if Anglian Water will need to do this.

B2

Permission to connect

- We'll be in touch to confirm that the connection can go ahead.



5 day LOS

D2

End Point Fitting

- Where you have not fitted and paired an end point, we will attend to do this following receipt of your [SL4/5](#) form.

### Important



Always check our [website](#) for the latest version of forms.

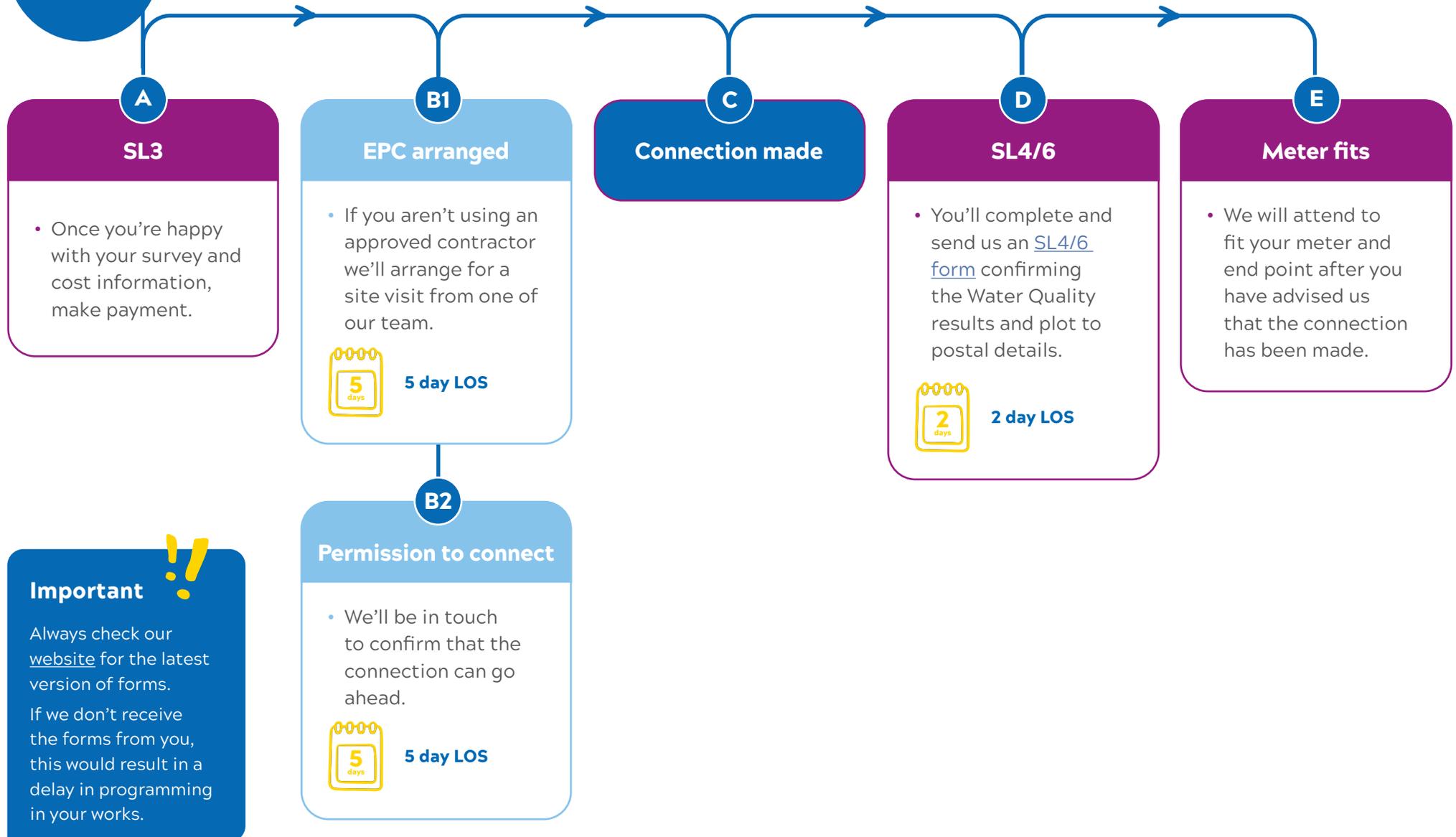
If we don't receive the forms from you, this would result in a delay in programming in your works.

Your task

Our task

# 4b

## Construction – Meter fit by Anglian Water



5

## Complete

A

### Survey

- We want to do the right thing and know how it was for you.
- Following on from your contact with us, you will receive a text survey and would appreciate your feedback.

B

### Let us know

- Tell us when a customer moves in so we can set up their bill account.

### Good to know



We will complete inspections on your site to ensure compliance with Water Regulations.

# For further information

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

Email: [Self-Lay@anglianwater.co.uk](mailto:Self-Lay@anglianwater.co.uk)

