

5. Service connection

- 5.1 A water service connection is a water connection performed by the Distribution Company or performed under the supervision of the Distribution Company. No other party is allowed to perform this connection unless authorised by the Distribution Company. The connection is laid from the water distribution network main pipe by installing a service connection pipe generally made of polyethylene, including all auxiliary fittings from the tapping point up to the consumer Entry Point.
- 5.2 The most common service connection sizes to households are 20mm and 25mm in diameter, made from MDPE (Medium Density Polyethylene Pipe). Distribution Companies shall ensure that under normal operating conditions water is supplied at reasonable demand with minimum pressure of 1.25 bar (12.5 metres) measured at the main supply pipe to the Customer. The Distribution Company shall evaluate the size of the connection with consideration to friction losses for long service connections.
- 5.3 Diagrams illustrating the various connection arrangements are included in Annex D. Detailed drawings shall be submitted in accordance with Annex A.

Standard service connection

- 5.4 Service connections are provided to consumers when the distribution main is available in the vicinity of the plot. Temporary supply through other means may however be offered in accordance with the Distribution Company's existing policy and arrangements.
- 5.5 Fittings for polyethylene service connection pipes such as tees, connectors, adaptors, elbows, couplings etc. shall be compression type or push-fit type as per the particular specifications.
- 5.6 The size of the service connection will only be determined by the Distribution Company. For guidance, the standard service connections for villas and houses are normally of sizes 15, 20, 25, 40 or 50mm nominal bore diameter, and predominantly 20mm.
- 5.7 MDPE service connections pipes and fittings are used for the available pressure found in the network; however, HDPE may be used in certain high-pressure systems (9 bar and above), and in connections larger than 65mm in diameter. Only DI fittings (puddle flanges, spigot pieces, flange adapters and spool pieces) shall be used inside the chambers for connections larger than 65mm and they shall be in accordance with ADWEA standard technical specifications.