

Helpful Hints

DO check your drains - if they are wrongly connected put them right

DO connect toilets, sinks, baths, washing machines and dishwashers to the wastewater sewer if you are improving your home

DO use your local household waste site to dispose of chemicals, paints and motor oils

DO ask surveyors to look for and report on any wrong connections if you are buying a house

DO cool and dispose of domestic fats and oils in the bin or install a fat trap

DON'T dispose of cooking fats, oils, greases, motor oil, chemicals, paint and detergents down sinks, surface water drains or gulleys

DON'T dispose of household items such as nappies, cotton buds, wet wipes, razors, tampons and syringes down the toilet as this water goes to the wastewater treatment works – make sure you **BAG IT AND BIN IT**

PLEASE – Connect Right and keep rivers and streams clean for us all to enjoy

Water and Sewerage Companies

Anglian Water	0845 714 5145
Dŵr Cymru Welsh Water	0800 085 3968
Northumbrian Water	0845 717 1100
Scottish Water	0845 601 8855
Severn Trent Water	0800 783 4444
South West Water	0800 169 1144
Southern Water	0845 278 0845
Thames Water	0845 920 0800
United Utilities Water	0845 746 2200
Wessex Water	0845 600 4600
Yorkshire Water	0845 124 2424

Environment Agency

General enquiry line	08708 506 506
Emergency hotline	0800 80 70 60



www.connectright.org.uk



Is your home connected right?



Your water and sewerage company and the Environment Agency are working to reduce water pollution in your local rivers and streams and make them safer for people and animals. We want you to help by checking that your plumbing is connected properly.

What causes pollution?

Some pollution is caused by bad plumbing. The dirty water from your home could be draining straight into your local river or stream. This could be your washing machine or even your toilet. This can happen during work to extend or improve a house, when a new house is built, or simply when a new appliance is plumbed in.

How does this happen?

In most houses built after 1920 waste water drains into separate sewer systems (see diagram). This means that clean rainwater goes to a surface water sewer and straight into local rivers and streams. Dirty water from sinks, baths, showers, appliances and the toilet should go to the foul water sewer to be treated by your water and sewerage company. If any of these pipes are connected to the surface water system, your dirty water is polluting local rivers. In the same way, if gutters and gulleys are wrongly connected to the foul water sewer, surface water can overwhelm the foul water system and cause flooding.

Who is responsible?

The property owner must fix any misconnections. It is often simple and cheap to sort out the problem.

What can I do?

You need to check you have the right connections. These illustrations show you what to look for and you can visit www.connectright.org.uk for more information. If you are unsure what to do you can contact your water company or a registered plumber for advice.

If you do not fix a misconnection you could face a fine of up to £20,000

Correct Drainage Connections Illustrated

Washing machine or dishwasher

Yard gully

Road gully

Surface water sewer

Foul water sewer

goes to a Wastewater Treatment Works

goes to a stream or river

Correct ✓

Incorrect ✗

A toilet waste pipe usually has a larger diameter than a roof drainpipe and often has an air vent at the top

A roof drainpipe is connected to the roof gutter and carries rainwater to the surface water drain

Visit www.connectright.org.uk

connect right ✓
Stop pollution