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**

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**Is your home connected right?**

**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**

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**PLEASE – Connect Right and keep rivers and streams clean for us all to enjoy**
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](http://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

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**Surface water** - for clean rainwater from roofs and ground runoff

**Foul water** - for dirty water from toilets, sinks, washing machines etc.

Visit [www.connectright.org.uk](http://www.connectright.org.uk)