

Are you polluting rivers and beaches?

Advice about drainage
misconnections

Taking care of your
waste water.
It's part of our
Blueprint for Yorkshire



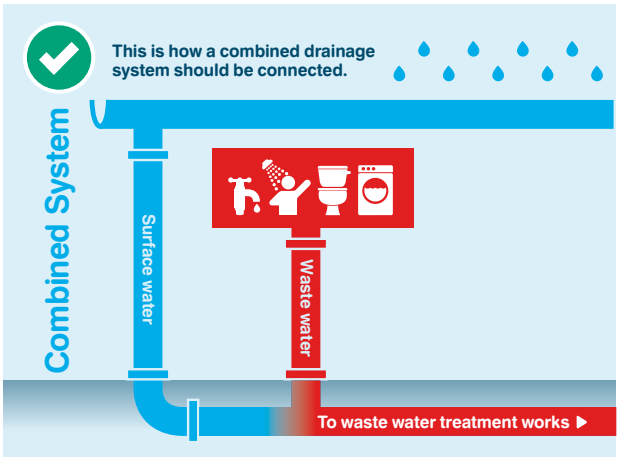
YorkshireWater

Our aim is to take care of the water environment for good, and we take pollution of Yorkshire's rivers and beaches very seriously.

We've been investigating a report of pollution in your area and our investigation has shown that a misconnection is the cause. Let's explain what a misconnection is and what you can do to put it right.

There are two types of drainage networks:

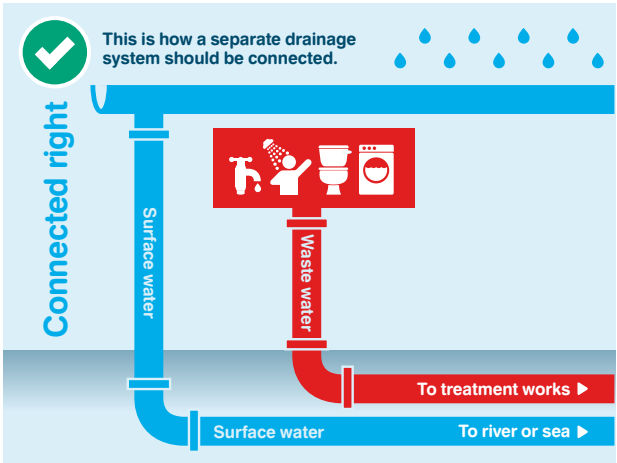
1. **Combined drainage** is where both rainwater and waste water drain into the same pipe (a combined sewer). The combined rain and waste water is taken to the waste water treatment works where the waste water is cleaned so that it can be safely returned to a river or the sea.



2. Separate drainage is where there are two independent sets of pipe networks that drain from a property:

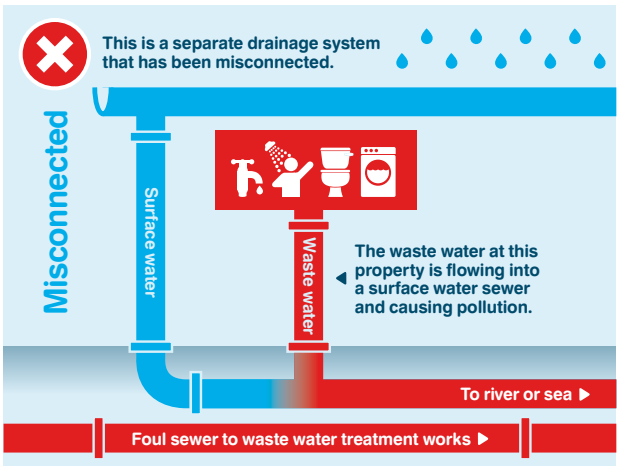
A foul water system that collects only waste water from your toilet, bath, shower, washing machine and dishwasher. The foul water pipes (foul sewer) take this waste water to the waste water treatment works where it's cleaned so that it can be safely returned to a river or the sea.

A surface water system which only collects rainwater from your roof and hard standing surfaces (such as roads and pavements). The surface water pipes (surface water sewer) take the rainwater directly into a river or stream.



What is a misconnection?

A misconnection is when your toilet, sink, bath, shower, washing machine and/or dishwasher is connected into a surface water sewer (but it should be connected into a foul water sewer). This means your waste water is going directly into a river or stream and is polluting our rivers and beaches.



What's wrong with misconnections?

If your household appliances are connected into a surface water sewer, it means your untreated waste water is going directly into a river or stream. Waste water from misconnections pollute our rivers and streams; they can kill plants and fish, create an unpleasant smell and are an eyesore too! It goes without saying that pollution from misconnections is a health risk to the local community, particularly to children and animals.

Did you know?

Misconnections are not only harmful to the environment but they're also illegal.

What do I need to do?

If your property is misconnected into a surface water sewer (even if the misconnection existed before you bought the property), you're responsible for the pollution caused by the misconnection. If you fail to take corrective action you could be prosecuted by the Environment Agency or your Local Authority. In the majority of cases, fixing the problem is simple. Here's what you need to do:

1. Check if your property is misconnected. You may have received a letter from us confirming that your property is misconnected. If you haven't received a letter from us and want to find out if your property is misconnected, visit the www.connectright.org.uk website which shows you how to check your property.
2. If your property is misconnected, contact a qualified plumber who can carry out the necessary work. The www.connectright.org.uk website provides a link to help you find your nearest WaterSafe plumber.
3. If you've received a letter from us requesting that you correct a misconnection, please let us know when the work is complete by calling **0345 1 24 24 24**.

Just so you know:

If you don't correct a misconnection, your Local Authority or the Environment Agency can take enforcement action.

Take care of our environment.

Make the right connection, keep rivers and streams clean for us all to enjoy!

How to make sure you're not causing pollution...

Do's and Don'ts

-  Check your drains – if they are wrongly connected, put them right (See inside to find out what a misconnection is and how to check if you're misconnected)
-  Connect toilets, sinks, baths, washing machines and dishwashers to a waste water sewer if you're improving your home
-  Use your local household waste site to dispose of chemicals, paints and motor oils
-  Ask surveyors to look for and report on any wrong connections if you're buying a house
-  Cool and dispose of household fats and oils in the bin or install a fat trap
-  Don't dispose of cooking fats, oils, greases, motor oils, 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, syringes and sanitary items down the toilet or any drain as it can lead to blockages.

Top tips to remember:

- You might need to employ your own contractor to carry out the work of correcting your misconnection. Always get several quotes from contractors to get a fair price
- We recommend that you meet the contractor to make sure you both understand the problem and can agree on the best solution.

If you need to get in touch:



Visit our website yorkshirewater.com



Tweet us [@YWHelp](https://twitter.com/YWHelp)



Call us on **0345 1 24 24 24**

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm.

For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.

Other useful numbers:

Asian language	0345 1 24 24 21
Text telephone/minicom	0345 1 24 24 23
24 Hour automated services (meter readings and payments)	0345 1 247 247
Fax number	01274 372 800

Other helpful contacts:



Visit connectright.org.uk

Where you can find more information on misconconnections.

Environmental Agency numbers:

Incident Hotline (24 hour service)	0800 80 70 60
General Enquiries Line	03708 506 506