

Contaminated Surface Water

Removing Sewer Misconnections

Contaminated Surface Water is where **foul** connections are made incorrectly to the **surface water** system and so discharged directly to a water course with **no treatment**.
Examples of this include:

- **Washing machines** plumbed into surface water grids
- Extensions where **bathrooms** are incorrectly connected to the surface water system
- Disposal of **cooking or engine oil** down surface water grids

Frequently asked questions

Do you know where you go? **CONNECT CONNECT**

Property report Misconnection **United Utilities** helping life flow smoothly

Customer name: [] Customer contact number: []

Address and postcode: []

Name of homeowner (if not customer): [] Misconnection contact number: []

Watercourse affected: []

Contact name at United Utilities: [] Date: []

What is a misconnection?
A misconnection is where incorrect plumbing in your home causes wastewater from your dishwasher, washing machine, sink, bath and even your toilet to be flushed directly into your local stream, river or beach instead of to the sewage treatment works. The diagram above shows how your drains should look.

Why does the misconnection matter?
We need your help to keep our beautiful streams, rivers and beaches clean and healthy. Wastewater affects the local environment including the fish and plant life.

Who is responsible for correcting a misconnection?
You, as the owner of the property, are responsible for corrective work. If you rent the property then you should contact the landlord who may be the local council, housing association or a private landlord.

Who do I need to contact to correct the drainage?
This depends on the fault that has been identified and the property survey sketch will give you an indication of what is required. You should seek advice from a reputable plumber and provide them with this information.

Will United Utilities do the work?
No, we are not able to undertake work on our customer's private drainage.

Will my building/drainage insurance rectify my misconnected drainage?
Not normally. Unfortunately, your insurance usually only covers blocked or defective sewers but you can contact them to check.

Where can I find out further information?
The ConnectRight website www.connectright.org.uk also provides guidance on what to check for and how to put right any misconnections.

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What happens if you do nothing?
We will pass the findings of our investigation on to the local Environmental Health Department and the Environment Agency and as the homeowner, if you fail to fix the problem, they may take enforcement action against you.



How?

Contaminated outfalls identified by the **EA** are sampled and then assessed to identify connected properties. These properties are then visited by **United Utilities** network teams to assess their connections. If an issue is found the **property owner** is given a report which identifies what needs to be done. They are given 6 weeks to complete the repairs or the case is passed to **Environmental Health**.

| CSW Dashboard | | | | | | | | | | | | |
|---------------------------|-----------------------------|------------------|---------------------|------------------|----------------------|--------------|----------------------|----------------------|--------------------------|------------------------------|----------------------|---------------------------|
| Phase 1 | | | Phase 2 | | | | | Phase 3 | | | | |
| Desktop Surveys Completed | Catchments Confirmed by CST | Outfalls Sampled | Properties Surveyed | Unable to access | Misconnections Found | Letters Sent | Properties Completed | Remaining Properties | Remedial works completed | Properties handed over to EH | Phase 3 sample taken | Outfalls Signed-off by EA |
| 82 | 73 | 79 | 7158 | 638 | 446 | 319 | 10170 | 19687 | 194 | 20 | 13 | 25 |

| Indicator | Level Before Investigations | Level After Investigation |
|----------------------|-----------------------------|---------------------------|
| pH | 7.21 | 7.98 |
| Ammonia | 1.57 mg/l | 1.13 mg/l |
| BOD | 117 mg/l | 7.5 mg/l |
| COD | 312 mg/l | 12 mg/l |
| Phenols | 0.322 mg/l | 0.322 mg/l |
| Phosphates | 2.42 mg/l | 0.55 mg/l |
| SS | 222 mg/l | 13 mg/l |
| Detergents (anionic) | 7 mg/l | 0.2 mg/l |

Results of samples before and after remedial action is taken on an outfall.
Red = Above Allowed limit, Green = Below allowed limit

The reduction in pollutants entering a water course that has been achieved by the interventions is significant. Whilst there are some substances which are still above the allowed limit every tested substance has either been substantially reduced or is within the allowable limit.

