

Charges scheme 2024/2025

New connections and developer services



Our charges schemes

We have published the following three charges schemes to show our charges for the year beginning 1 April 2024.



New connections and developer services charges scheme (this document)

This charges scheme sets out our charging policies and charges for the water supply and sewerage connections and developer services we provide.



Household charges scheme

This charges scheme sets out our charging policies and the charges our household customers must pay for our services.



Wholesale charges scheme

This charges scheme sets out our charging policies and charges for the wholesale water and sewerage services we provide.

All of the charges schemes shown above, and our **Charges statement for new appointments & variations**, are available to download from our website at unitedutilities.com

Where we provide our water and sewerage services



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1 Scope of this charges scheme

Please see the definitions section in section [17](#) for an explanation of some of the terms used in this scheme.

Our contact details are in section [15](#).

We have developed this charges scheme under the provisions of the Water Industry Act 1991 (as amended) (the Act).

It sets out the charges made by us for the services relating to new connections to the water and sewerage network or other work required on the water and sewerage network as a result of a development, in the course of carrying out our actions as a water and sewerage undertaker in line with our Instrument of Appointment (as updated).

This charges scheme sets out our charges, terms and conditions for all customers requesting new connections services including developers, new appointees, self-lay providers and retailers, applicable to the charging year 2024/2025.

It comes into effect on 1 April 2024 and shall remain in force until cancelled, amended or modified by us.

All charges quoted within this charges scheme are in full £ amounts unless otherwise indicated.

Where any service is not provided for in this scheme, we may fix an appropriate charge, we will inform you of this before any work commences.

If you apply for any of our services for your development, we may ask a credit reference agency for certain information about you. We may request some payments in advance from you based on the information we receive.

This charges scheme as well as other leaflets are published on our website at:

unitedutilities.com/builders-developers



Water for the North West

2 Pre-development (before you build)

We encourage developers to talk to us at the earliest stages of planning their development, using our pre-development enquiry service, to understand how water and sewerage services may be provided to the proposed development.

Early discussions with us can help prevent delays at a later date. Our 'Applying for a water connection' advice leaflet can be found at the link below:

unitedutilities.com/new-water-connections

There is no charge for our pre-development enquiry service. The service will help you to find out if there are any existing water and sewerage assets within your development area, and help us to identify if we need to carry out any work such as, reinforcement or diversion of our assets.

Where complications are identified at the pre-development enquiry stage, you want us to explore multiple options or you are intending to work close to one of our critical assets, we may need to do further work to develop a solution.

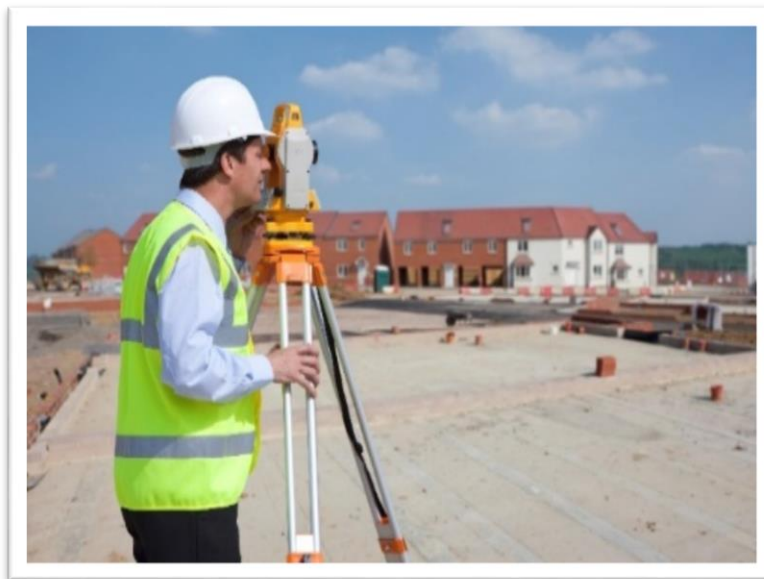
We will charge for this further work and the charge will depend on the extent and complexity of work to be carried out (see section [13](#)).

We will notify you of any applicable charges before we start any chargeable work.

Before submitting a planning application we encourage builders and developers to make sure that we have no assets or infrastructure crossing the site that may impact their proposals. It is the developer's or builder's responsibility to understand what is above or below ground and how this relates to their proposed development. This can sometimes have a significant impact on how a development is delivered.

Pre-development enquiries

This service includes assisting you in developing the water and sewerage requirements for a potential development site. Contact us using our pre-development enquiry form which can be found on our website: unitedutilities.com/pre-development



3 Who can carry out work?

Where development work is undertaken, you often have a choice of who carries out the work. This type of work is known as contestable work.

Some types of work can only be carried out by us. This is known as non-contestable work.

3.1 Water

For self-lay developments, a self-lay provider (SLP) or a new appointment & variation (NAV) may carry out work that is deemed contestable, subject to suitable accreditation.

Any work that may result in supply interruptions or affect water quality to existing customers is non-contestable. Examples include:

- establishing a point of connection to our existing network (water main);
- work on an existing main requiring specialist attention due to risk associated with it because of the material type, previous history or its strategic importance;
- work to any assets that are within a United Utilities Water building e.g. pumping stations;
- installing meters larger than 20mm;
- connections greater than 110mm.

The table in section [4](#) gives an overview of which work may be carried out by an SLP or NAV and which can only be carried out by us.

Please refer to our Annual Contestability Summary for full details:

unitedutilities.com/self-lay-providers

Further details about the self-lay option and NAV provisions can be found on our website.

unitedutilities.com/builders-developers/water-services

3.2 Sewerage

Unless otherwise indicated, all aspects of sewerage development work are considered to be contestable work.

4 Obtaining a water supply for your development

Where a new water supply is required for a new development there are a variety of options available.

The table below indicates which work may be carried out by an SLP or NAV and which can only be carried out by us.

Work required		Can be carried out by
Mains installation	New mains may be required if either an existing main cannot be utilised or a suitable main is not available	<ul style="list-style-type: none"> • SLP (4.4) • NAV (4.5) • Us (4.6)
Branch connection	Branch connections are required to allow a new main to connect to an existing water main on our water network	<ul style="list-style-type: none"> • SLP* • NAV* • Us
Piece up connections	Piece ups are required when the branch connection has been installed onto the existing main, but not yet connected to the new main. Additional piece-up connections may be required as a development progresses	<ul style="list-style-type: none"> • SLP* • NAV* • Us
End connections	End connections are required when an extension to an existing main is needed instead of a branch connection. An end connection may also be required in order to divert or abandon a main	<ul style="list-style-type: none"> • Can only be carried out by us
Connections off existing mains, or plot connections	Connections off existing mains or plot connections are connections made between the plot boundary or agreed connection point and the main	<ul style="list-style-type: none"> • SLP* • NAV* • Us
Meter installation	<p>Automated meter read (AMR) enabled meters must be installed for new domestic connections above ground in one of the following locations;</p> <ul style="list-style-type: none"> - Internally fitted with an external control valve; - In a wall mounted meter chamber; - In an in-wall meter chamber <p>Where this is not possible, we will agree an alternative location with you</p> <p>All meter chambers must be WRAS approved or equivalent</p>	<ul style="list-style-type: none"> • SLP (up to 20mm meters) • NAV** • Us

*Please see our [Annual Contestability Summary](#) for specific details of all work types

**Where a NAV installs a main, we will install a bulk meter.

4.1 Agreements

Where you ask us to carry out work, we will require you to provide a signed acceptance of the terms of the agreement before any work can commence.

You may choose to employ an approved SLP or NAV to carry out the work. Where this is the case, all parties will be required to enter into a legal agreement issued by us before any work can start.

4.2 Water connections

Water connection charges relate to site specific work carried out in relation to sections 45(1) and 46(1) of the Act. We will also apply appropriate charges from this section where a site is to be served by a NAV. Charges are usually payable on connection but in some circumstances charges may be payable in advance.

Infrastructure charges will also apply to all new water connections (see section [6.1](#)). Where applicable, infrastructure credit will be applied (see section [6.4.1](#)).

4.2.1 Water connection off an existing main - fees

Water connection processing fees are payable on connection for a connection to an existing main, and are non-refundable.

Self-lay providers and NAVs can also carry out some types of water connections, on your behalf. Types of water connections that the self-lay provider can carry out are detailed in our Annual Contestability Summary, which can be found at: unitedutilities.com/self-lay-providers. See section [4.4](#) for details of our self-lay charges and [4.5](#) for details of our NAV charges.

Where you ask us to revise a quotation, a re-quotation fee will be payable.

			Each additional connection under same application at the same location	
	Includes	Single water connection	Additional premises supplied by their own single connection	Additional premises supplied by the same connection *
Water connection processing fee	Vetting and processing of your application, checks to identify operational risks associated with your request, a drawing, confirmation of the cost, a site visit, planning of the associated connection and all administration	£303 (application £143) (administration £160)	£34 (application £5) (administration £29)	£23 (application £5) (administration £18)

*For example, a block of individually metered flats supplied by a single connection

	Includes	Charge
Water connection re-quotation fee	Vetting and processing of your application, confirmation of the cost and a drawing	£105

These charges do not apply where connections are associated with a statutory mains requisition scheme.

4.2.2 Connection charges – connections carried out by us

The charge for a new connection includes:

- a visit to inspect your pipework
- connection to the water main
- the cost of laying a communication pipe (up to two metres) from the main to the boundary of the premises (or agreed connection point)

Additional charges apply for lengths over two metres, and are quoted per metre. Charges will be rounded to the nearest whole metre.

For 25mm connections, the connection charge includes supply and installation of a 15-20mm meter. The cost for associated meters and installation for connection sizes are detailed in [4.2.5](#).

If you ask us to lay a service pipe from the premises boundary (or agreed connection point) to the on-site main in a pre-excavated trench or duct installed by you, the no excavation connection charge will apply. These charges will be in addition to the charge for installation of a service pipe. The entry and exit points for installed ducts must be exposed and any trenches excavated prior to us attending site.

Where we determine that a branch connection is required, charges as detailed in [4.7.1](#) and [4.7.2](#) will apply instead of these charges.

Connection		25mm (includes meter)	32mm	63mm	90mm	110mm	160mm
Up to two metres	Unsurfaced	£715	£666	£1,286	£2,244	£2,378	£2,378
	Surfaced	£1,183	£1,146	£4,240	£5,122	£5,225	£3,083
Each additional metre (polyethylene)	Unsurfaced	£69	£69	£127	£127	£178	£178
	Surfaced	£153	£153	£208	£208	£280	£280
	Lay only	£37	£37	£43	£43	£78	£78
	Laid in ducts	£55	£55	n/a			
Each additional metre (barrier pipe)	Unsurfaced	£66	£66	£142	£142	£180	£180
	Surfaced	£147	£147	£223	£223	£282	£282
	Lay only	£43	£43	£58	£58	£80	£80
	Laid in ducts	£60	£60	n/a			
Boundary box	Where a boundary box is required for a 25mm service, an additional charge of £40 will apply to the 25mm connection charges above. Where a boundary box is required for a 32mm service, an additional charge of £149 will apply to the 32mm connection charges above.						
No excavation service connection		£537	£407	£891	£1,842	£1,957	£1,957
Lay customer supplied service 25mm or 32mm in open trench/duct (per metre) (enabling work undertaken by customer)		£36		n/a			

4.2.3 Water connections associated with a statutory mains laying scheme

Where water connections are associated with a statutory mains requisition scheme, a charge will apply to reflect the costs incurred in administration of these connections (see section [4.6.2](#)) instead of the charges stated in section [4.2.1](#).

4.2.4 Take-over of existing supply

Where you request that we consider use of an existing supply as the connection for a proposed development, investigation work including assessment of pipe size, depth and material, may be required to confirm viability.

The application fee is payable upon application and is non-refundable. The administration fee is payable on acceptance.

	Includes	Charge
Take over supply application fee	Vetting and processing of your application, and confirmation of the cost.	£110
Take over supply – administration fee	Initial site investigation, planning associated work and all administration	£136

Further investigation requirements will be assessed on a case by case basis and could include, but will not be limited to, items such as trial holes and water quality sampling (see section [10](#) for details of individual charges that may apply).

You will be notified of any additional requirements before any work is carried out.

Metering arrangements will be assessed and applicable charges included in the quotation.

4.2.5 Meter charges

Charges for meter provision and installation are listed below.

Meter provision			
Meter size (mm)	Manifold or in-line meter	Combination meter	Meter strainer
15-20	£44	n/a	n/a
25	£145	n/a	n/a
40	£130	n/a	n/a
50	£220	£994	£166
80	£353	£1,315	£201
100	£418	£1,387	£253
150	£472	£2,736	£473

Requirements for a strainer and/or combination meter will be decided by us. We will notify you of the requirements before we carry out any work.

Meter Installation		
Meter size (mm)	Location	Charge
15-25 manifold	Internal or external	£78
15-20 in-line	Internal	£148
25-40 in-line	Internal	£290
	External – unsurfaced	£961
	External – surfaced	£976
50	Internal	£1,226
	External – unsurfaced	£2,717
	External – surfaced	£3,185
Larger than 50	Internal	£2,131
	External – unsurfaced	£3,200
	External – surfaced	£3,819

4.2.6 Multiport meter boxes

The following charges apply where you request multiport meter boxes and include the cost of meter installation. Additional charges apply for the provision of meters (see [4.2.5](#)).

Multiport Box		Charge – per box
4 port	Standard	£2,200
	Gunmetal	£2,200
6 port	Standard	£2,568
	Gunmetal	£2,366

4.2.7 Shared (common) water metering arrangement

All new or redeveloped premises must have a separate water meter, and section 64 of the Water Industry Act 1991 will apply. We will not usually allow a meter to supply two or more premises, however, there may be some limited circumstances when we will, at our discretion, agree to install a shared meter, where the building is either wholly household or wholly non-household use.

4.2.8 Self-lay connection – administration charge

A self-lay administration charge will be applied for each new self-laid service connection and meter installation completed by an SLP. This charge reflects the costs incurred in administration of new self-laid service connections (see section [4.4.8](#)).

4.2.9 New water connections – Water regulation approval

Where an inspection is required at a premises to confirm that plumbing works comply with the Fittings Regulations, there is no charge for the initial inspection. If works do not comply

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with the Fittings Regulations, a site visit charge (see section [10.2](#)) will be made for each re-inspection.

4.2.10 Temporary connection for building water

Charges for a temporary connection for building water are usually payable on connection, but in some circumstances charges may be payable in advance.

Temporary connections are 25mm and supply water during construction. The connection will be considered temporary for a maximum of 12 months, after which time it will either be disconnected or, upon request, be considered a permanent supply to a premises. Where a temporary supply is converted to a permanent supply infrastructure charges (see section [6](#)) will be payable. Income offset may also become applicable (see section [8](#)).

	Includes	Charge
Temporary connection	25mm connection to the water main, supply and installation of a 15-20mm meter and up to two metres of pipework.	£1,126
Each additional metre	Unsurfaced	£69
	Surfaced	£153

4.3 New mains for development

Where a new water main is required for a development in our region, the following options are available:

4.3.1 Self-lay provider or NAV

You may choose to employ an approved SLP or NAV to install the main.

Where an SLP installs the main for the developer we will then adopt the new main on connection to our water network (see section [4.4](#)).

We do not adopt new mains that are installed on a site where the water charges are to become the responsibility of the NAV (see section [4.5](#)).

Any construction carried out under self-lay provisions remain the responsibility of the SLP until a permanent connection is made. On connection to our water network we will issue a Vesting Certificate confirming the date of transfer of ownership to us as the date of connection.

4.3.2 Statutory mains requisition

You may ask us to install a main (see section [4.6](#)).

4.4 Charges associated with self-lay schemes

The charges associated with a self-lay scheme are detailed below. More detail can be found on our website at: unitedutilities.com/self-lay-providers

Where an SLP is to carry out the mains laying for a site that is to be served by a NAV, please see the relevant charge in section [4.5](#).

Self-lay mains processing fees are payable on acceptance and are non-refundable. Where you ask us to revise a quotation for a development, a re-quotation fee is payable. Self-lay providers can apply to make branch and water connections to existing mains in line with our Annual Contestability Summary which can be found at: unitedutilities.com/self-lay-providers

4.4.1 Self-lay mains where UU make the connection

Where a self-lay provider carries out the mains laying but we make the connection, the following fees apply.

	Includes	Charge
Self-lay mains processing fee (UU make connection)	Processing of application, creation of legal agreement, confirmation of the cost, initial site inspection and design approval, management of signed agreement, promotion of work to contractor for branch/piece-up connections, construction visit and processing of vesting certificates and payments	£1,017 (application £534) (administration £483)
Self-lay mains re-quotation fee (UU make connection)	Processing of application, re-approval of design and creation of legal agreement (where required)	£137

4.4.2 Self-lay mains where the self-lay provider makes the connection

Where a self-lay provider carries out mains laying and the connection, in line with our Annual Contestability Summary, the following fees apply.

	Includes	Charge
Self-lay mains processing fee (SLP make connection)	Processing of application, creation of legal agreement and design approval, management of signed agreement, construction visit, processing notification of works, vesting certificates and payments	£943 (application £375) (administration £568)
Self-lay mains re-quotation fee (SLP make connection)	Processing of application, re-approval of design and creation of legal agreement (where required)	£134

4.4.3 Self-lay connection off existing main, connection carried out by UU

Where we are required to make the connection off an existing main for a self-lay provider, the following fees apply.

Construction charges for enabling works associated with self-lay schemes are detailed in section [4.7](#).

			Each additional connection under same application at the same location	
	Includes	Single water connection	Additional premises supplied by their own single connection	Additional premises supplied by the same connection *
Self-lay connection off existing main processing fee (UU make connection)	Vetting and processing of your application, checks to identify operational risks associated with your request, a service connection agreement, confirmation of the cost, a site visit, planning of the associated connection and all administration	£303 (application £143) (administration £160)	£34 (application £5) (administration £29)	£23 (application £5) (administration £18)

*For example, a block of individually metered flats supplied by a single connection

	Includes	Charge
Self-lay connection off existing main re-quotation fee (UU make connection)	Vetting and processing of your application, confirmation of the costs and service connection agreement	£105

4.4.4 Self-lay connection off existing mains, connection carried out by the self-lay provider

Where a self-lay provider carries out a connection off an existing main, in line with our Annual Contestability Summary, the following fees apply.

			Each additional connection under same application at same location	
	Includes	Single water connection	Additional premises supplied by their own single connection	Additional premises supplied by the same connection *
Self-lay connection off existing main processing fee (SLP make connection)	Vetting and processing of your application, checks to identify operational risks associated with your request, costings and a service connection agreement, processing notification of works and all administration	£301 (application £166) (administration £135)	£72 (application £5) (administration £67)	£18 (application £5) (administration £13)

*For example, a block of individually metered flats supplied by a single connection

	Includes	Charge
Self-lay connection off existing main re-quotation fee (SLP make connection)	Vetting and processing of your application, confirmation of the costs and service connection agreement	£89

4.4.5 Construction charges

Construction charges for enabling works associated with self-lay schemes are detailed in section [4.7](#).

4.4.6 Meter related charges for self-lay schemes

Where you ask us to install meters on your self-lay scheme, the charges below (see also [4.2.5](#)) will apply when the meters are fitted.

We will apply a charge when we are prevented from carrying out any scheduled activity by the actions or non-attendance of the SLP or customer. This charge will also apply when we are provided with incorrect information leading to us being unable to carry out any activity and have to abort the visit.

	Includes	Charge
Meter related charges for self-lay schemes – per meter	Supply and install standard 15 – 20mm manifold meter	£143
	Supply and install standard 15mm – 20mm in-line meter	£143
	Abortive visit	£59

4.4.7 SLP notification

Within five working days of a property being connected to the water network, you must:

- Notify us of a connection and provide meter details; or
- notify us of a connection and ask us to fit a meter. The site must be ready for us to fit the meter. Charges will apply if we are unable to complete the meter fit on arrival.

For each connection where you do not notify us of the connection, or meter details are misreported, a non-notification charge will apply.

		Charge
Non-notification charge	Per connection	£80

All meters fitted must be sourced directly from our nominated supplier (details available on request) to ensure that all meters meet our specifications.

If an SLP fails to install a meter(s) following a property being connected to the water network, we will fit a meter to each property and charge the cost of the meter, installation and any applicable site visit charges to the self-lay provider (see sections [4.2.5](#) & [10.2](#)).

4.4.8 Self-lay service connection - administration charge

Where an SLP carries out a service connection and meter installation, a charge will apply to each connection to reflect the costs incurred in administration of a new self-laid service connection.

A charge for each new self-laid service connection is payable when you notify us that the premises has been connected to the water network.

	Includes	Charge
Service connection administration charge - per self-laid service connection	Administration of new self-laid connection	£19

Where you ask us to carry out service connections, charges as stated in section [4.2.2](#) will apply.

4.4.9 Novation or termination of a self-lay agreement

Where you request us to novate an existing agreement to another party or request that an existing agreement is terminated, the following fee per agreement will be payable at the time of application and is non-refundable.

Novation / termination of an existing agreement - administration fee	£294
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4.4.10 Variation of a self-lay agreement

Where you request a change to an existing agreement, the following fee per request will be payable at the time of application and is non-refundable.

Variation of agreement administration fee	£127
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4.4.11 Self-lay payments

Where we need to change the self-lay design, such as increasing the size of a main to provide capacity for a future development we will make a payment to the self-lay provider to cover the additional costs.

We will require you to provide evidence of additional costs that will be incurred by you and details of these costs will need to be agreed before any work commences.

Self-lay payments will be paid on vesting of the asset.

4.4.12 Requests for copies of vesting certificates

Where you request us to provide copies of vesting certificates, the following charge per request will apply.

Copies of vesting certificates	£23
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4.5 Charges associated with NAV schemes

4.5.1 Site served status application

You will need to understand whether the proposed site is currently unserved. You can request this information from us by making a site served status application. The application form and details of what you need to send to us with the form can be found on our website at: unitedutilities.com/navs

The site served status processing fee is payable at the time of application and is non-refundable.

	Includes	Charge
Site served status processing fee	Processing of request, assessment of application, confirmation of site status	£137

4.5.2 Connection for water – NAV bulk supply application

If your site is confirmed as unserved, you will need to make a bulk supply application. We will then send you a quotation for the offsite work required to provide a bulk water connection to the site boundary. The application form and details of the supplementary information you need to provide with the form can be found on our website at: unitedutilities.com/navs

The bulk supply processing fee is payable on acceptance and is non-refundable.

	Includes	Charge
Bulk supply processing fee	Processing of your application, checks to identify operational risks associated with your request, costings letter, processing of works and administration	£560

Where offsite mains laying is required please see section [4.4](#) or [4.6](#).

4.5.3 New connection to a public sewer

You will need to apply for a section 106 sewer connection so that you can connect to our sewer network. Please see section [5.4](#) for further details.

4.5.4 Bulk agreement application

If we are providing bulk water and/or wastewater connections to supply your site, we will need to enter into a bulk supply and/or bulk discharge agreement with you. You can request a bulk agreement by emailing the bulk agreement application form to us at:

NAVenquiries@uuplc.co.uk

A guide for sites that are to be served by a NAV, including links to relevant application forms can be found on our website at: unitedutilities.com/navs

Depending on the type of connection required, the relevant construction charges can be found in section [4.2.2](#) and [4.7](#).

4.5.5 Infrastructure charges in relation to NAV sites

The NAV will be liable for all water and wastewater infrastructure charges in relation to newly connected properties within the NAV site, see section [6](#) for more details on infrastructure charges.

4.5.6 Income Offset in relation to NAV sites

An income offset allowance may apply to NAV developments in relation to newly connected premises within the NAV site, see section [8](#) for more details on income offset.

4.5.7 Water used during development – temporary supply

Charges for building water will be based on consumption recorded on the meter, see section [9.2](#).

4.6 Statutory mains requisition – installation by United Utilities

Requisition charges relate to work carried out by us in line with our duties under section 41(1) of the Act. They relate to the cost of providing site specific infrastructure necessary for the provision of a water main.

4.6.1 Requisition - fees

Requisition processing fees are payable on acceptance and are non-refundable.

Where you ask us to revise a quotation for a development, a re-quotation fee is payable.

	Includes	Charge
Requisition processing fee	Processing of application, single site visit, scheme design, confirmation of the cost, design drawing, management of customer acceptance promotion of work to contractor and a construction visit	£932 (application £527) (administration £405)
Requisition re-quotation fee	Processing application, producing quotation and design drawing	£130

4.6.2 Water connections associated with a statutory mains requisition scheme

Where water connections are associated with a statutory mains requisition scheme, a charge will apply to reflect the costs incurred in administration of these connections.

Where this is the case, charges detailed in section [4.2.1](#) will not apply to these connections.

A charge is applicable for each service connection associated with a statutory mains requisition scheme, and is payable upon completion of the connection(s).

	Includes	Charge
Service connection administration charge - per connection	Administration of new connection	£18

4.7 Construction charges for water developments

Construction charges for mains requisitions and enabling work for self-lay schemes are detailed below.

Charges are payable before we commence work.

4.7.1 Mains connection charges

These charges include up to two metres of pipework of appropriate size. Where additional pipework is required, charges as quoted in [4.7.2](#) will apply for each additional metre in addition to mains connection charges.

Mains connection	Size of new pipe - external diameter (mm)	Lay only	Unsurfaced	Surfaced
Branch connection	50-99	£4,430	£4,239	£5,451
	100-160	£4,757	£4,552	£5,794
	161 – 315	£6,619	£6,836	£8,110
Piece up	50-99	£1,247	£1,396	£2,026
	100-160	£1,543	£1,774	£2,699
	161-315	£2,885	£3,323	£4,719

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New connections and developer services charges scheme 2024/2025

End connection	50-99	£1,480	£1,623	£2,267
	100-160	£1,775	£2,000	£2,940
	161-315	£3,105	£3,538	£4,948
For mains connections larger than 315mm (including branch connections of any size to an existing main larger than 315mm) individual quotes will be provided upon request				

4.7.2 Mains laying charges

Charges are per metre and are inclusive of testing, all fittings and reinstatement where required.

Mains laying	Size (mm)	Lay only	Lay in duct	Unsurfaced - open cut	Surfaced - open cut	Not in trench - surfaced
Polyethylene main	50-99	£48	£200	£109	£277	£263
	100-160	£100	£252	£158	£403	£323
	161-315	£217	£383	£290	£622	£445
Barrier Pipe main*	50-99	£96	£226	£147	£292	£263
	100-160	£157	£293	£219	£444	£323
	161-315	£338	£561	£527	£829	£445
*only available where identified as a requirement by a soil sample risk assessment						

For mains larger than 315mm, individual quotes will be provided upon request.

4.7.3 Service transfers

Where a main has been constructed or diverted, requiring existing services to be supplied from the new main, a charge for transferring each service from the existing main to the new main will be applied.

The charge includes up to two metres of pipework. Where additional pipework is required, charges as quoted in [4.2.2](#) will apply for each additional metre in addition to charges quoted below.

Work description	Charge	
Service transfer – up to 50mm	Unsurfaced	£444
	Surfaced	£850

4.7.4 Mains laying network assembly charges

Network assemblies include, but are not limited to, valves and washouts.

Charges will apply when we need to install, replace or remove a network assembly on an existing main in order to facilitate development work.

Charges include all excavation and backfill in a single excavation of an appropriate size, including associated chambers.

	Size (mm)	Charge	
		Unsurfaced	Surfaced
Install/replace/remove network assembly on existing main (per item)	50-160	£1,220	£1,662
	161-315	£2,322	£3,024
Install/replace/remove additional network assembly on existing main in same excavation (per item)	50-160	£869	£911
	161-315	£1,781	£1,874

For mains larger than 315mm, individual quotes will be provided upon request.

4.7.5 Install or replace new chambers

Charges will apply when we need to install a new chamber (and transfer the asset) or replace a damaged chamber at the same location for a meter (up to 20mm), boundary box, stop tap, fire hydrant or valve in order to facilitate development work.

Work description	Includes		Charge
Install new/replacement chamber (per chamber)	Provision and installation of chamber, transfer of existing meter or network assembly (if appropriate), reinstatement and removal of waste material	Unsurfaced	£597
		Surfaced	£949

If a new meter or network assembly requiring a new chamber is requested, charges as stated in [4.2.5](#) and [4.7.4](#) will apply.

4.7.6 Pressure management

Where pressure management devices are required for site enabling works the following charges may apply.

Requirements will be discussed at pre-development stage.

	Charge	
	Unsurfaced	Surfaced
Installation of bypass		
50 – 160mm	£8,568	£9,537
161 – 315mm	£15,970	£17,088
Installation of pressure management valve and chamber		
50 – 160mm	£4,568	£4,839
161 – 315mm	£11,480	£11,750

4.8 Water main diversions

Where diversion of a water main is required for your development, the following charges will apply. Mains diversions can only be carried out by us unless the diversion is within the boundary of the site and we agree that you can carry out the appropriate work.

Charges for diversions relate to recovery of costs reasonably incurred as a result of complying with the duty imposed by section 185(1) of the Act.

Where you ask us to revise a quotation, a re-quotation fee is payable.

Where a complex diversion is required including, but not limited to, the circumstances listed in section 12, additional work may be required. We will charge you for this further work and this will depend on the extent and complexity of the work we need to carry out.

We will discuss any applicable charges with you before we start any chargeable work.

4.8.1 Mains diversion application fee

Diversion application fees are payable on application and are non-refundable.

	Includes	Charge
Mains diversion application fee	Assessment of application, scheme design, design drawing, confirmation of the cost and a single site visit*	£647
Mains diversion re-quotation fee	Assessment of application, producing quotation and design drawing*	£129

* where we deem the diversion to be complex, additional upfront fees will be payable. We will inform you of any additional fees before any work commences (see section [13](#)).

4.8.2 Mains diversion administration fee

On acceptance, an administration fee is payable.

	Includes	Charge
Administration fee	Management of customer acceptance, promotion of work to contractor and a construction visit	£296

4.8.3 Construction charges

Construction charges associated with water mains diversions are detailed in section [4.7](#)

Charges are payable before we start any work.

4.9 Water asset abandonment

If it is necessary or you request that we abandon existing water mains or any of our apparatus, charges will apply for the work we carry out.

Charges include the disconnection of the asset from the network. In the case of mains abandonments, the existing asset will not be removed.

Work description	Size (mm)	Work description	Charge
Mains abandonments (per branch removed from existing water network)	50 - 160	Unsurfaced	£785
		Surfaced	£1,239
	161 - 315	Unsurfaced	£962
		Surfaced	£1,481
Abandon chamber – stop tap, valve, meter	Up to 900 x 600	Unsurfaced	£424
		Surfaced	£637
	Larger than 900 x 600	Unsurfaced	£751
		Surfaced	£1,055

4.10 Building over water assets

We do not allow water assets to be built over. Please refer to diversions - see section [5.3](#).

5 Obtaining sewerage services for your development

5.1 Sewer requisition

Requisition charges relate to work carried out by us in line with the duties imposed by sections 98(1) of the Act. They relate to the cost of providing site specific infrastructure necessary for the provision of public sewers.

If land owned by a third party stands between a new development site and the location of a public sewer, and agreement to cross this land cannot be reached by the developer and the third party, then under Section 98 of the Act, you may be able to requisition a new public sewer to cross the land.

Construction work may only start once a design has been agreed and a legal agreement signed.

The application fee is payable at the time of application, all other charges relating to sewer requisition are payable upon design acceptance.

An upfront fee will be payable where you ask us to carry out a design.

5.1.1 S98 Application fee (including initial administration)

	Includes	Charge
Application fee (non-refundable)	Technical check of your design and administration costs in relation to your application	£548

5.1.2 Legal fees in relation to sewer requisitions

	Charge
Legal fee for a sewer requisition agreement	£739
Legal fee for provision of an easement (per transaction)	£819

5.1.3 Construction charges

Indicative construction charges can be calculated using the sewerage construction rates as shown in section [11](#).

On application, we will provide a budget estimate based on the parameters of your development.

5.2 Estimated value of works

In order to calculate security and processing fee values for sewer adoptions and diversions carried out by a developer (see section [5.3.2](#)) we will calculate the estimated value of works using the tables in section [12](#), including values for the applicable items for your development.

- Pipe size
- Box culvert

- Manholes
- Lateral drains
- Flow control devices
- Pumping station
- Sewer abandonment
- Manhole abandonment

5.3 Sewer diversion

Charges for diversions relate to recovery of costs reasonably incurred as a result of complying with the duty imposed by section 185(1) of the Act.

Under Section 185 of the Water Industry Act 1991, a builder or developer can request that a public sewer is altered or removed to allow a site to be improved.

Where a sewer needs to be diverted, and a suitable route has been agreed with us, two options are available:

- where we agree, the developer carries out the diversion under a legal agreement; or
- we carry out the diversion.

Where we carry out a diversion, a charge for providing an estimate will be payable on application, where the diversion is deemed to be complex, additional upfront fees will apply, we will inform you of the additional fees before any work commences (see section [13](#)). All other charges related to the sewer diversion are payable upon design acceptance.

5.3.1 Legal fee (letter of agreement)

	Charge
Legal fee for a sewer diversion agreement – applies where a diversion is carried out by a developer	£757
Legal fee for provision of an easement (per transaction)	£819

5.3.2 Diversions carried out by a developer

Sewer diversions may only be carried out by a developer where they are not deemed critical assets by us.

Where a sewer diversion is carried out by a developer, charges will apply for the design assessment and inspection of the work.

	Includes	Charge
Application fee (non-refundable)	Administration costs for processing your application	£715

To calculate the estimated value of works see sections [5.2](#) & [12](#).

	Includes	Charge
Technical assessment fee (where the design for the diversion is provided by the developer)	Engineering assessment, acceptance of the design and inspection of the work	5% of estimated value of works
Security/deposit	Bond provided by applicant via either 3 rd party surety provider or cash deposit	100% of estimated value of works
Note: 80% of security is released once we confirm that work is carried out to the required standard. The remaining value will be released upon sewer adoption.		
Where you choose to pay a cash deposit, interest will be payable at a rate of interest fixed by the Water Services Regulation Authority (Ofwat) for any amounts of 50p or more held for longer than three months.		

Section 185 re-submission fee may apply if a design does not meet our engineering standards.

Section 185 re-submission fee for re-design or inaccurate/repeat submissions (per hour; non-refundable)	£50
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5.3.3 Diversions carried out by us

Where you request that we carry out a sewer diversion an application fee will be payable at the time of application.

This will usually be the case when the diversion affects a critical asset.

	Includes	Charge
Sewer diversion application fee (non-refundable)	Technical review of your application, and administration costs for processing your application	£715

Where a complex diversion is required, including but not limited to the circumstances listed in section [13](#), additional upfront work may be required to provide an estimate. Charges will apply for this further work and these will depend on the extent and complexity of work to be carried out.

We will discuss any applicable charges with you before we start any chargeable work.

5.3.4 Construction charges

Indicative construction charges can be calculated using the sewerage construction rates tables (see section [11](#)) and include items as stated. Sewer closure is not included in this rate (see section [5.5](#)).

On application, we will provide a budget estimate based on the parameters of your development.

5.4 New connections to the public sewer

We will usually allow a developer to carry out a sewer connection following an application under section 106 of the Act, including where your site is to be served by a NAV.

We reserve the right to make the connection under section 107 of the Act if required.

Charges relating to connections to the public sewer are payable upon application.

Infrastructure charges will also apply to all new sewerage connections (see section [6](#)).

Where applicable, infrastructure credit will be applied (see section [6.4.1](#)).

5.4.1 Connections made by a developer

Permission must be obtained from us for any new direct or indirect connection to the public sewer to ensure a connection is made safely. Once permission has been obtained, and the work has been carried out, we may inspect the work on the public sewer to make sure that it is carried out satisfactorily and to our standards.

Charges for each new connection to the public sewer includes administration and assessment of the application to ensure the proposed work meets our standards, and any necessary inspection of completed work.

	Includes	Charge
Processing fee – developer connection (non-refundable)	Administration and assessment of the application, site inspection of completed connection (where required)	£249

5.4.2 Connections made by us under section 107 of the Act

Charges as detailed in the sewerage construction tables (see section [11](#)) apply where we make a sewer connection under section 107 of the Act.

	Includes	Charge
Construction charges	Design and construction	See tables in section 11

These charges are not applicable where sewers are built under a requisition (see section [5.1](#)) or are offered for adoption (see section [5.6](#)).

5.5 Sewer closure

A sewer closure may be required when a sewer is taking no flow and needs to be permanently disconnected from the rest of the network.

If a sewer to be closed/abandoned is taking flow, you will need to apply for a sewer diversion (see section [5.3](#)).

5.5.1 Sewer closure application fee

The application fee is payable at the time of application and is non-refundable.

	Includes	Charge
Application fee – closures up to 100m	Sewer closure of up to 100 metres, administration costs, engineering assessment and site inspection	£265
Application fee – closures over 100m	Sewer closure of over 100 metres, administration costs, engineering assessment and site inspection	£432

5.6 Adoptions of sewers and disposal works

Adoption charges relate to site specific charges in respect of section 104 of the Act.

If you are proposing adoption of assets, we encourage you to discuss this with us when you make a pre-development enquiry.

Unless otherwise stated, charges are payable upon design acceptance.

5.6.1 S102/S104 Application fee (including initial administration)

An application fee is payable on submission of a section 102 or 104 application.

	Includes	Charge
S102 Private sewer adoption application fee (non-refundable)	A fee for processing your application, technical review and administration costs in relation to your application	£545
S104 New sewer adoption application fee (non-refundable)		£1,558
Note: Application fees are deducted from the technical assessment fee if planned scheme is progressed.		

5.6.2 S102/104 – Legal fees

	Charge
Legal fee for a sewer adoption	£757
Legal fee for transfer of land or provision of an easement (per transaction)	£819

5.6.3 S102/S104 Technical/inspection fee (including final administration)

A technical assessment and inspection fee is payable where sewers are offered for adoption.

	Includes	Charge
Technical assessment & inspection fee (non-refundable)	Engineering assessment and acceptance of design, site inspection fees	2.5% of estimated value of works

5.6.4 S104 Security

For calculation of estimated value of works, see sections [5.2](#) & [12](#).

Security - sewers	10% of estimated value of works*
Security – pumping station	15% of estimated value of works*

Note: The security is released on adoption of the asset. If you choose to pay a cash deposit, interest will be payable at a rate of interest fixed by the Water Services Regulation Authority (Ofwat) for any amounts of 50p or more held for longer than three months.

***where you have completed sites and we have subsequently found there are significant outstanding sewer defects we may increase the level of security required at future developments.**

5.6.5 Resubmission fees in relation to sewer adoptions

	Charge
Section 104 re-submission fee for minor re-design or inaccurate/repeat submissions (per hour)	£50
Section 104 re-submission fee for complete re-design from applicant, will be charged at initial processing fee as at redesign	£1,558

5.6.6 Telemetry

For installation and commissioning of telemetry outstations in relation to pumping stations proposed for adoption, we will consider the appropriate communications technology as appropriate.

In all cases, charges appropriate to the system installed will apply.

	Charge
Installation and commissioning of United Utilities built telemetry outstation (required in pumping stations proposed for adoption)	Quote on request
Configuration and commissioning of developer/owner built telemetry outstation (required in pumping stations proposed for adoption)	Quote on request

5.6.7 Adoption of disposal works

For all applications	Charge
Legal fee for agreement – payable upon application	£757
Legal fee for transfer of land or provision of an easement (per transaction) – payable upon application	£819
Installation and commissioning of United Utilities built telemetry outstation	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration, installation and commissioning	
Configuration and commissioning of developer/owner built telemetry outstation	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration, installation and commissioning	

Technical assessment & inspection fee (to be paid before first site inspection)	Recovery of direct and indirect costs
We will recover all costs incurred associated with engineering assessment, acceptance of design, investigation, administration and inspection	

5.7 Building over sewers

If you are planning any type of development, building something new or extending an existing building, you should check there is nothing underground that could be affected e.g. sewerage pipes. Our pre-development enquiry service can assist you with this.

If you want to build over or close to one of our public sewers or lateral drains (this usually means within three metres), you will need our approval, even if they are located on your land. More information about this can be found at:

unitedutilities.com/building-over-a-public-sewer

Where we agree in principle to a build over agreement the following charges apply.

5.7.1 Application fee

Application fees are payable upon agreement in principle.

	Includes	Charge
Application fee	Administration costs in relation to your application, technical assessment and site inspection	£164

5.7.2 Fee for additional complex work

Where you make a request to build over or near a critical asset and we have to carry out a further detailed engineering assessment, we will provide you with an estimate of our costs for the work, which is payable before any work commences.

5.7.3 Legal fees in relation to building over sewers

These fees will be payable when draft legal agreements are issued.

	Charge
Legal fee – agreement for household premises	£493
Legal fee – agreement for non-household premises	£694

6 Infrastructure charges

6.1 Introduction

Infrastructure charges are payable in accordance with section 142-146(2) of the Act inclusive and this part of our charges scheme, when premises become connected for the first time to a water supply and/or sewerage system for domestic purposes.

The principle of infrastructure charges recognises that every new connection imposes an additional demand on the overall capacity of the water supply and/or sewerage systems, and eventually those systems will need to be enlarged. Infrastructure charges are used to cover the extra demand on our existing network away from a development site.

Infrastructure charges have been set based on our latest forecast of the network reinforcement investment required as a result of new developments and our adjusted forecast new connection volumes over the same five year period.

This approach ensures that the infrastructure charges are set at an appropriate level each year based on the latest estimate of the investment required and the number of new connections placing additional demand on the network over the same period.

These charges need to be paid by anyone who wishes to build or develop premises, splits an existing premises to make additional premises, or where an existing premises makes a connection either directly or indirectly to our existing network.

These charges do not include costs related to the physical connection (see [4.7.1](#) & [5.4](#)).

Where existing premises are connected to the network for the first time, the charge can be paid in 12 equal annual instalments at a rate of interest fixed by the Water Services Regulation Authority (Ofwat).

Infrastructure charges are payable when a water or sewerage connection for domestic purposes is made to premises that have not previously received the service, this includes but is not limited to newly built premises, properties moving from a private arrangement to our network, where premises are split creating new premises or where a site is otherwise redeveloped.

Separate infrastructure charges (shown below) are payable for water and sewerage connections for new schemes accepted under the 2024/2025 charging arrangements and for existing schemes that do not qualify for the lower infrastructure charges applicable in section 6.2.

Water infrastructure charge	£302
Sewerage infrastructure charge	£320

We require payment for infrastructure charges at the time the service connection is made.

If a connection is made without our authorisation, we may recover the infrastructure charge(s) from you.

6.2 Infrastructure charges for sustainable developments

Where you have signed up to a scheme based on prior year's charging arrangements that includes water and/or wastewater sustainability, as shown in the table below, the following infrastructure charges will apply.

Water infrastructure charge	Where you can demonstrate that premises are built to use a potential consumption of 100 litres per person per day or less.	£30
Sewerage infrastructure charge	Where premises are built with no surface water connection to the existing public sewer. Evidence of surface water removal needs to be provided as part of the technical approval submission	£32

For schemes quoted for based on current year charges, you may be eligible for our new environmental incentives scheme as detailed in section [7](#).

6.3 Infrastructure charges for NAV developments

The NAV will be liable for all water and wastewater infrastructure charges in relation to newly connected properties in their area, as detailed above.

6.4 Calculation of the infrastructure charge

One infrastructure charge for water and one for sewerage will be made for each premises benefitting from a connection, except in the case of the following when the infrastructure charge will be multiplied by the relevant multiplier (see section [6.5](#)):

- houses subject to a shared billing agreement with a shared supply pipe (see [4.2.7](#));
- non-household premises served by a supply pipe larger than a 25mm external diameter.

Income offset will be paid in line with the water infrastructure charge, i.e. an income offset will be provided for each water connection where an infrastructure charge is payable.

6.4.1 Infrastructure credits

New premises that are built on a site where water or sewerage services were provided within the previous five years may be given a reduction in infrastructure charges.

When an application is received for a new connection for a site that is being developed or redeveloped, we will assess whether water or wastewater services have been provided within the last five years.

An infrastructure credit, equivalent to an infrastructure charge (water or sewerage as applicable) will be applied for each water or sewerage connection where services were provided at any time in the period of five years before the development or redevelopment began. We consider this to be when an application for a new connection to the site is made.

Where an infrastructure credit has been applied, no corresponding income offset will be paid.

Previous use	Premises	Infrastructure credit
Household premises	Household premises	1

Where the premises were previously non-household premises, or household premises on a shared meter, infrastructure credit may be calculated as a domestic equivalent and will be based on the meter size as detailed in the table below. Where the previous site use consisted of a sewerage connection only, we will estimate the applicable meter size.

Previous use	Meter size	Infrastructure credit equivalent
Non-household premises	15-20mm meter	1
	25mm meter	3
	40mm meter	6
	50mm meter	25
	80mm meter	40
	100mm meter	64
	150mm meter	160

Where the previous site use consisted of a surface water connection only, the sewerage infrastructure credit will be calculated based on the number of premises built on the area of land served by that connection.

Where the number of infrastructure credits exceeds the number of infrastructure charges, the infrastructure charge will be zero.

6.5 Relevant multiplier for calculation of infrastructure charge

The relevant multiplier, used in the calculation of infrastructure charges is calculated as follows:

- Each water fitting or appliance within the premises is assigned a loading unit according to the table below.
- These loading units are added together and the result divided by 24 to give the relevant multiplier. If the result of this division is less than or equal to one then the relevant multiplier is one. The relevant multiplier may be expressed as a decimal as well as a whole number.

The information contained in the table below and used by us is sourced from BS EN 806 Part 3 2006.

Water fitting (Draw Off point)	Loading units
Washbasin, hand basin, bidet, WC-cistern	1
Domestic kitchen sink, washing machine* dish washing machine, sink, shower head	2
Urinal flush valve	3
Bath domestic	4
Taps (garden/garage)	5
Non-domestic kitchen sink DN20, bath non-domestic	8
Flush valve DN20	15
* For non-domestic appliances please see manufacturer guidance	

Notes

- 1) Any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- 2) a bath includes a whirlpool or a Jacuzzi;
- 3) "domestic appliance" means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a house and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).

Loading units are added together and the result divided by 24. If the result of this division is less than or equal to one then a single infrastructure charge is payable for water and/or sewerage. If the result is more than one then this figure is multiplied by the amount of the infrastructure charge to determine the amount payable.

In any calculation a minimum of six loading units will be included for each house for domestic appliances. In the case of any premises with only a sewerage connection and no water fittings, the relevant multiplier will be one.

Infrastructure charges for 2024/25 have been calculated using actual and forecast data for the period 2020 to 2025 and our forecast for 2025 to 2030. We consider this approach to better align to the revised developer services framework for the period 2025 to 2030.

We have considered the forecast data in our plan when setting infrastructure charges as well as bill stability for developer customers.

In our 2022/23 published Annual Performance report we indicated that there is significant forecast network reinforcement expenditure planned across 2023/24 and 2024/25, we expect to erode the current surplus of infrastructure income by the end of 2025.

In our business plan submission for the period 2025 to 2030 the level of network reinforcement expenditure required to support new developments for the period 2025 to 2030 is significantly higher than 2020 to 2025. Our plan assumes that we recover all the costs incurred relating to reinforcement expenditure during 2025 to 2030. Whilst there is uncertainty over the exact amount of expenditure we will be allowed for 2025 to 2030, our submitted plan would require infrastructure charges to increase in the future.

2020-2025 Comparison of revenues and costs £m		Forecast (Outturn)				
		2020/21	2021/22	2022/23	2023/24	2024/25
Variance brought forward £m	Water	6.1	9.3	12.9	10.7	4.6
	Wastewater	8.7	11.0	13.1	14.2	9.5
	Total	14.8	20.3	26.0	24.9	14.1
Revenue £m	Water	5.7	5.2	5.3	4.9	5.8
	Wastewater	6.0	5.6	5.5	5.4	6.6
	Total	11.6	10.9	10.8	10.3	12.4
Costs £m	Water	-2.4	-1.6	-7.6	-11.0	-8.2
	Wastewater	-3.7	-3.5	-4.4	-10.0	-18.3
	Total	-6.1	-5.2	-11.9	-21.0	-26.5
Variance carried forward £m	Water	9.3	12.9	10.7	4.6	2.1
	Wastewater	11.0	13.1	14.2	9.5	-2.1
	Total	20.3	26.0	24.9	14.1	0.0

Premises connected		Forecast					Total
		2020/21	2021/22	2022/23	2023/24	2024/25	
New residential and business premises	Water	27,423	27,129	25,865	25,865	27,576	133,857
	Wastewater	27,007	26,293	24,051	23,922	25,456	126,728

2025-2030 Comparison of revenues and costs £m		Forecast				
		2025/26	2026/27	2027/28	2028/29	2029/30
Variance brought forward £m	Water	2.1	-8.3	-27.6	-29.2	-16.5
	Wastewater	-2.1	-3.5	-7.9	6.6	0.1
	Total	0.0	-11.8	-35.5	-22.6	-16.4
Revenue £m	Water	12.9	15.7	18.3	18.0	18.1
	Wastewater	15.0	18.3	21.5	20.9	21.0
	Total	27.9	34.0	39.8	38.9	39.1
Costs £m	Water	-23.3	-35.0	-19.9	-5.3	-1.6
	Wastewater	-16.4	-22.7	-7.0	-27.4	-21.1
	Total	-39.7	-57.7	-26.9	-32.7	-22.7
Variance carried forward £m	Water	-8.3	-27.6	-29.2	-16.5	0.0
	Wastewater	-3.5	-7.9	6.6	0.1	0.0
	Total	-11.8	-35.5	-22.6	-16.4	0.0

Premises connected		Forecast					Total
		2025/26	2026/27	2027/28	2028/29	2029/30	
New residential and business premises	Water	28,919	35,157	40,984	40,282	40,529	185,871
	Wastewater	26,615	32,555	38,077	37,180	37,192	171,619

When calculating the infrastructure charge forecast new connection volumes also need to be adjusted to take into account the following assumptions.

- The number of infrastructure charges levied for water and sewerage are typically around 3% lower than the total connections reported due to the application of infrastructure credits (previous site use in the last five years).
- Assumptions on take up of existing sustainable schemes (reduced infrastructure charges), which also reduce network reinforcement expenditure.

7 Environmental Incentives scheme

You may be eligible for our environmental incentives scheme if your development meets certain qualifying criteria. The incentives are per qualifying plot, as defined in our terms and conditions, and will be paid to the developer. To be considered for the environmental incentive scheme a water meter must be installed at the qualifying premises before occupation. You will remain liable for all other relevant connection service charges, where applicable.

Environmental incentives are only applicable to applications received from 1 April 2024 and evidence demonstrating compliance with the criteria must be provided with your application for new connection services. Only developments where a signed acceptance and signed disclaimer have been returned to us between 1 April 2024 and 31 March 2025 will be eligible for these incentives.

We will assess whether your development meets the criteria at the application stage. If the development qualifies for the environmental incentive scheme, details of the incentive will be included with your quote. To be eligible for the scheme you must agree to our terms and conditions as shown on our website unitedutilities.com/new-connections-and-developer-services

Our environmental incentives will help developers achieve a high standard of water efficiency performance and encourage the use of sustainable drainage systems.

We have introduced a tiered approach to our environmental incentives scheme. You must achieve all of tier 1 to be eligible for tier 2. To be eligible for tier 3 you must have achieved all of tier 1 and two of tier 2, see further detail below.

7.1 Tier 1 Water Efficiency – reduce consumption

We are offering an incentive where the water and/or wastewater incentives shown below are included in your development.

Water

To be eligible for the water efficiency incentive the following must be achieved:

- Demonstrate that the premises is built to a design consumption rate of 100 litres per person per day or less and
- a flow regulator has been installed which limits the flow in to the premises to 14 litres per minute.

Wastewater

- Installation of a water butt or a raised rain planter with a capacity of at least 200 litres connected to the premises main roof drainage or a rain garden the size of 2% - 4% of the properties main roof that drains to the rain garden.

Full details of the criteria, the evidence you will need to provide, and the application process can be found on our website at: unitedutilities.com/new-connections-and-developer-services

Tier 1 incentive

Water	Premises built to a design consumption rate of 100 litres per person per day or less, and Installation of a flow regulator	£272
Wastewater	Installation of a water butt, raised rain planter or rain garden	£20

7.2 Tier 2 Water Reuse

To be eligible for tier 2 you must have achieved all of tier 1, where appropriate – see our website for full terms and conditions unitedutilities.com/new-connections-and-developer-services

We want to try and reduce the amount of rainwater that returns to our network and also encourage the use of rainwater or re-use of grey water, so we are offering an incentive for household premises where any of the following are included in your development:

- installation of rainwater harvesting or grey water re-use as the primary water source for all toilets, as a minimum, within the property;
- properties built with no surface water connection to the existing public sewer;
- installation of permeable surfacing at property level.

Evidence of rainwater harvesting/grey water re-use, no surface water connection and or installation of permeable surfacing needs to be provided as part of your application.

See our website for full details of the qualifying criteria unitedutilities.com/new-connections-and-developer-services

Tier 2 incentive

Installation of rainwater harvesting or grey water re-use	£400
No surface water connection	£288
Installation of permeable surfacing at property level	£150

7.3 Tier 3 Water Offsetting

If you have achieved all of tier 1, the rainwater harvesting/grey water reuse for tier 2, and at least one of the other tier 2 incentives, you will be eligible for tier 3.

Offsetting the water demand of your new development can be achieved through the fixing of internal leaks, retrofitting of water saving devices and installation of water meters across existing homes.

Where you have met the qualifying criteria to be eligible for tier 3, you can request as part of your application that we carry out audits of existing homes to offset the demand for your development. There is a charge as shown in the table below to recover the cost of carrying out 6 audits of existing homes for each new premises, the qualifying premises will then be

eligible for the tier 3 incentive as shown below. The charge will be applied at the same time that the water offsetting incentive becomes payable.

Tier 3 incentive

Water offsetting charge (per qualifying premises)	£553 plus vat
Water offsetting	£664
Reputational incentive	We will write to you and the new occupier to confirm the premises has achieved the highest tier of United Utilities' environmental incentive scheme

8 Income offset

An income offset allowance is currently made against the infrastructure charge to recognise future income where a new connection is made, either directly or indirectly to our existing water network in order to provide water for domestic purposes, including water used for domestic purposes at non-household premises.

Income offset will be paid in line with the water infrastructure charge, i.e. an income offset will be provided for each water connection where an infrastructure charge is payable. Where an infrastructure credit has been applied, no corresponding income offset will be paid.

The income offset (less any applicable infrastructure charges) will be provided when premises are connected for the first time to our water network.

We do not make income offset payments in respect of sewerage connections.

Income offset is not applicable to water used for non-domestic purposes.

Income offset will be paid at the prevailing year's rate.

For connections made on or after 1 April 2025, the prevailing year's rate per plot will be zero therefore income offset payments will not be paid from that date.

8.1 Calculation of income offset for 2024/2025.

An income offset allowance is made for each premises benefitting from a water connection, except in the case of the following when the per plot allowance will be multiplied by the relevant multiplier:

- Houses subject to a shared billing agreement with a shared supply pipe (see section [4.2.7](#)).
- Non-household premises served by a supply pipe larger than a 25mm external diameter.

	Per plot constructed
Income offset	£715

The fixed allowance per plot is based on the total income offset value required to ensure that the balance of revenue recovered from developers and other customers is maintained. In calculating the value we have used our projections of the number of expected income offsets applicable based on our forecast connection volumes and any adjustments required to maintain the balance of revenue recovered from developers.

Where the income offset is calculated by means of the relevant multiplier, the income offset may be expressed as a decimal or a whole number.

8.2 Income offset for NAV developments

An income offset allowance will apply for NAV developments in relation to newly connected premises in their area, as detailed above.

8.3 Water mains laying schemes agreed prior to April 2020

For water main laying schemes (including water main adoptions) agreed prior to 1 April 2020, any income offset payment (or where applicable asset payment) will be applied based on the charges scheme applicable in the charging year that the agreement was made. For such schemes where any subsequent connections occur after 1 April 2020 (and hence generate an infrastructure charge) we will not provide for an income offset against those infrastructure charges, as the developer customer will already have received the appropriate income offset (or where applicable, an asset payment) in the prior years.

9 Water used during development

9.1 Temporary connection for building water

Charges for temporary connections are usually payable on connection, but in some circumstances charges may be payable in advance (see [4.2.10](#)). We require all temporary connections to be metered.

Temporary connections for development should be requested before any work commences.

9.2 Water used for development

For new schemes from 1 April 2024, water used during development must be from either a new metered temporary connection, the utilisation of an existing metered supply or through an approved hired standpipe.

Where you request a new temporary connection or you are utilising an existing supply, the consumption recorded on the meter will be billed by the relevant retailer.

Where it is found that water used during development is not through a metered supply we reserve the right to assess the charge.

For standpipe hire, please see our website unitedutilities.com/standpipes

Where you accept a quote that was issued based on prior years charges, the prevailing years rate as shown below will apply and is payable on connection.

Premises supplied	Charge
Quotes issued based on prior years charges	£30 per unit

Water recorded on meters fitted to individual premises on the development site will be billed to the developer until the premises becomes occupied by a household or non-household customer and they take responsibility for charges from their initial meter reading.

10 Miscellaneous

10.1 Traffic management

Where additional costs are payable as a result of compliance with the Traffic Management Act 2004, these will be payable in addition to any standard charges. Examples of when these charges may apply include working in the highway, or where a road closure is required.

If additional costs are incurred as a result of your actions (e.g. extension charges), these will be payable by you.

All charges are payable on connection unless otherwise stated.

10.1.1 Temporary traffic lights

	Delivery & collection, set up & dismantle installation (including 3 days)	Charge per day (over 3 days)
2 way temporary traffic lights	£338	£34
3 way temporary traffic lights	£422	£34
4 way temporary traffic lights	£532	£34
Includes compliance with all requirements of Traffic Management Act 2004 – chapter 8 (up to 60 mph)		

10.1.2 Closure/diversion

	Up to 3 days	Charge per day (over 3 days)
Road closure and diversion and/or lane closure up to 40mph, to comply with instruction from Employer and/or Street Authority; up to and including 40 mph, not exceeding 1 mile diversion route. Temporary Traffic Regulation Order & council fees for road closures are in addition to this charge and can be found in 10.1.3	£449	£34

10.1.3 Other traffic management charges

For the purposes of the following table, peak hours / off peak hours working will be stipulated within the permit conditions.

	Peak hours – charge per day	All day – charge per day
Manual control of traffic lights (this is in addition to the temporary traffic light charges in 10.1.1)	£723	£1,008

	Charge
Temporary Traffic Regulation Order road closure (based on the council charges for the area the development is in)	At cost
Parking bay suspension (based on the council charges for the area the development is in)	At cost
Bus stop suspension	£339
Pedestrian crossing suspension	£728
Traffic light suspension	£491

10.2 Site visit charges

A site visit charge will apply where you request an additional site visit for any purpose, charges are payable following the site visit.

Abortive site visit charges will also apply where we are unable to carry out a scheduled activity.

This could be for reasons such as, but not limited to:

- we are unable to access site;
- obstruction preventing work (e.g. scaffolding or skips);
- re-inspection of customer pipework;
- customer not ready.

Site visit charge (per visit)	£108
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Site visit charges will not be charged if 24 hours' notice of cancellation is given.

10.3 Out of hours work

Where work is required outside of normal working hours of 6am – 9pm Monday to Sunday (including bank holidays), the following charge per day will apply.

	Per day
Out of hours working	£2,156

10.4 Trial holes

Where we determine trial holes are required, or you request trial holes, charges will apply. The charge includes all excavation, backfilling and surface reinstatement. A trial hole shall be of a suitable size, depth and nature required to carry out the investigation.

	Work description	Charge
Trial hole – per m3 of excavation (minimum 1m3)	Unsurfaced	£267
	Surfaced	£623

Charges are payable before the work is carried out.

10.5 Fire hydrants

Where appropriate, in accordance with sections 57 and 58 of the Act, standard charges will be payable for the installation, removal or maintenance of a fire hydrant.

Repair, installation and maintenance	Charge
Category 1	
a) Repairs effected without disturbance to the original surface (no dig)	£439
b) Repairs effected by excavation from the original surface up to the cover and frame depth level, including replace lid and/or re-set cover and frame including permanent reinstatement (any surface category)	£682
Category 2	
a) Repairs involving excavation below the original surface i.e. greater depth than category 1(b)	£1,010
b) Complete hydrant replacement, and permanent reinstatement upon completion (any surface category)	£1,702
c) Complete hydrant removal, and permanent reinstatements upon completion (any surface category)	£1,494
d) Installation of fire hydrant including associated pipework, connection, valves, chamber, cover and frame, permanent reinstatements (any surface category) (mains over 100mm up to 150mm)	£1,752
Mains over 150mm	Quote on request
A quote will be based on recovering all costs incurred associated with investigation, administration, statutory noticing and repair/installation	
Category 3	
a) Relates to work involving the following activities: adoption including install/replace marker post(s), plates and numerals	£386

We reserve the right to recharge the costs of Highways Authority permits associated with the repair, installation and maintenance of fire hydrants.

Where we can resolve the issue during the initial assessment the following charge will apply	£170
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10.6 Excavation through rock or artificial hard material

Where excavation through rock or artificial hard material (e.g. concrete) is required, an additional charge per cubic metre excavated will apply.

Excavation through rock or artificial hard material – per cubic metre	£114
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10.7 Pressure testing and sampling

Where you ask us to carry out a pressure test and/or bacteriological test on the mains or services you have laid, or where we need to undertake testing to take over an existing supply the charges detailed below will apply when you ask us to carry out the work.

	Work description	Charge
Mains and service connection testing	Pressure test (per metre)	£23
	Bacteriological test (each)	£167

10.8 Demobilisation/remobilisation charges

An additional unplanned demobilisation/remobilisation charge will apply where we are unable to continue construction due to changes to the agreed programme of work. Such unplanned changes may be at your request.

Charges are payable before any work will be rescheduled.

Demobilisation/remobilisation charge	£2,565
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10.9 Repairs for damage

Charges will be made for repairs for damage to our assets including, where appropriate under section 174 of the Act, to whoever is responsible for damaging them.

We will recover all costs incurred (UU and contractor) associated with investigation, administration, statutory noticing, repair and reinstatement of the asset. We will also recover any other costs we incur as a result of the damage.

10.10 Illegal connections

Where we find an illegal connection to our water mains we will discuss corrective actions with you, and would normally expect you to correct at your cost. If we need to correct this on your behalf we will charge you for this.

We will charge for all our direct and indirect costs incurred relating to investigation, administration and correction (including materials).

If you do not allow us access to complete this work we may take appropriate legal action to gain access and complete the work. We may charge you for any costs we incur including any legal costs.

We may decide to prosecute for any illegal connection to our water mains even if corrective actions are in progress or complete, and we may charge you for any costs we incur, including any legal costs.

10.11 Fittings Regulations inspections

We have a duty to enforce the Fittings Regulations, under sections 73 to 75 of the Act, and have power to take steps to prevent contamination, waste and misuse of water. If we need to carry out an inspection at a premises to confirm that the plumbing system meets the Fittings Regulations, there is no charge for the initial inspection. If the work does not meet

the Fittings Regulations, a charge, for further visits (section [10.2](#)), will be made each time we inspect the work again.

10.11.1 Contravention of the Fittings Regulations

If we find the plumbing system does not meet the requirements of the Fittings Regulations we will discuss corrective action of this with you, and will normally expect you to correct at your cost.

We will issue you with a notice for completion of any such corrective work, if necessary under section 75 of the Act. If the required work is not completed within the specified timescale, we will complete the work, and charge for all our direct and indirect costs, for the investigation, administration and rectification (including materials).

If you do not allow us access to complete this work we may use appropriate legal action to gain access and carry out the work. We may charge you for any costs we incur, including any legal costs.

10.11.2 Defective fittings

Where we identify a defective fitting, we will serve a defective fittings notice (under section 75 of the Act) on any premises for the repair or disconnection of any fittings (including underground supply pipes) that are not working properly or are not in line with the Fittings Regulations. If the work or disconnection stated in the notice is not carried out within the timescales we set, we will carry out the work and charge you for it.

If necessary, we may disconnect the supply under section 75 of the Act, and may charge you for the cost associated with the work.

We will charge for all our direct and indirect costs incurred for any investigation, disconnection and administration.

10.12 Replacing service pipes

We have a scheme to replace lead service pipes. Not all premises are suitable for this scheme and we will decide whether to accept your application. If we do, you will need to replace your lead supply pipe within the boundary of your premises and we will replace the lead pipes that we are responsible for and connect your new supply pipe to our water main free of charge. For more detail and an application form visit: unitedutilities.com/lead-pipes

10.12.1 Change to the connection point

If we accept you onto the scheme, we will let you know where to lay your new supply pipe so we can connect it to our communication pipe. You can ask us to connect the pipes in a different place to where we tell you they will be connected. If we agree to this and it involves more pipework than our original connection point would, we may charge you for each additional metre of pipework that is needed, see section [4.2.2](#).

Additional pipework, cost per metre	£153
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10.12.2 Lead replacement failed visit

If we come to your premises to replace lead pipes but we cannot carry out the work because of something that is outside our control, we may charge you the following failed visit charge. This charge will not apply if you have cancelled your appointment no less than 24 hours beforehand.

Failed visit charge	£900
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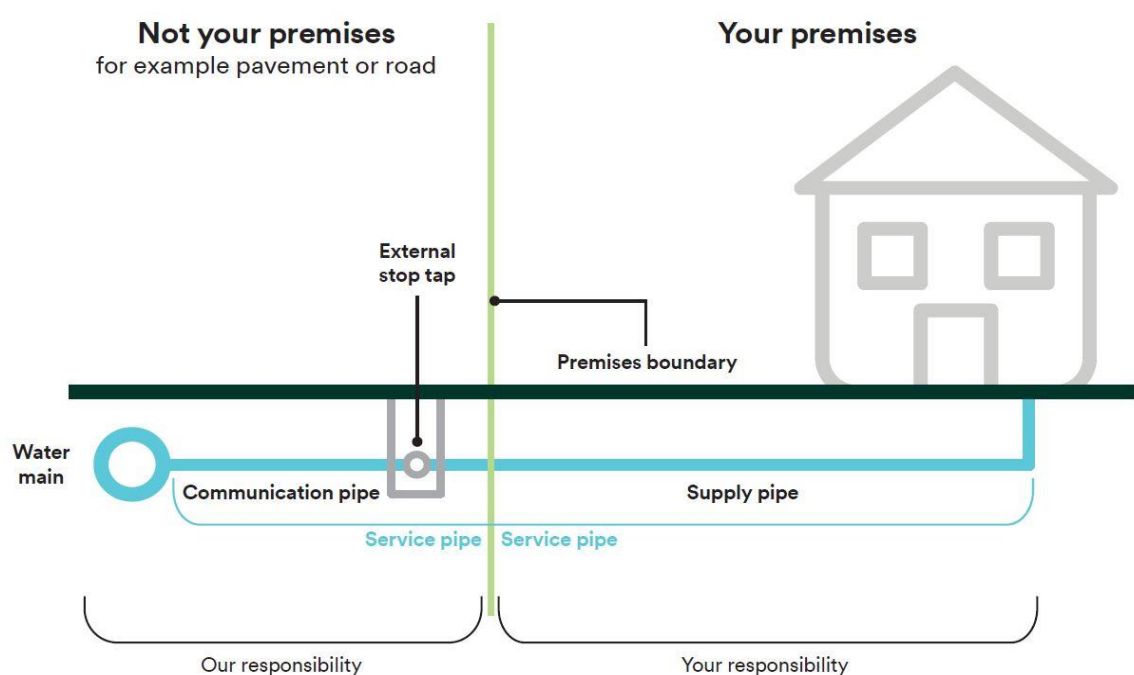
10.12.3 Return visit to disconnect lead pipes

If we need to return to your premises, because we couldn't disconnect the original lead supply pipes at the time we called to carry out the lead replacement, because of something that is outside of our control the following charge may apply.

Disconnection of supply return visit	£1,158
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10.12.4 Rejoining a non-lead pipe

If you ask us to rejoin your supply pipe (up to 32mm) to our communication pipe, and neither pipe was lead, there we will charge for this service.



Your service pipe is made up of two parts:

- a communication pipe outside the boundary of your premises; and
- a supply pipe within the boundary of your premises.

10.13 Water drawn from hydrants

We will only allow you to connect to our network and draw water from designated hydrants, through a metered standpipe requested from us or requested directly from an approved supplier.

[Return to contents](#)

New connections and developer services charges scheme 2024/2025

Full details, including hire periods and charges, are available on our website:

unitedutilities.com/standpipes

11 Construction rates - sewerage developments

The rates quoted in this section are indicative, and are provided to assist you with estimating charges.

On application, we will provide an estimate based on the parameters of your development.

	Includes
Construction charges	<ul style="list-style-type: none"> • Supply and handling of materials • Cutting and jointing of pipes and fittings • Set up costs and temporary works • All pipe protection, supply of protected materials • Disposal of all surplus material and waste (excluding hazardous waste) • Backfilling • Surface reinstatement • Site clearance

11.1 Gravity sewers

11.1.1 Gravity sewer connections – per connection

Size (mm)	Grassland	Suburban	Urban
Up to 225	£2,676	£3,178	£3,338
226 - 300	£3,235	£3,734	£3,895
301 - 400	£3,380	£3,882	£4,043
401 - 525	£5,960	£6,479	£6,663
526 - 600	£9,368	£10,047	£10,287
601 - 700	£9,683	£10,363	£10,603
701 - 800	£10,997	£11,746	£12,010
801 - 1000	£12,097	£12,921	£13,212

11.1.2 Gravity sewers construction – per metre

Size (mm)	Depth	Grassland	Suburban	Urban
Up to 225	Up to 2.5 m	£581	£1,055	£1,256
	2.6 – 4.5 m	£997	£1,590	£1,818
	4.6 – 6.5 m	£1,497	£2,570	£2,884
226 - 300	Up to 2.5 m	£688	£1,183	£1,369
	2.6 – 4.5 m	£1,109	£1,741	£2,013
	4.6 – 6.5 m	£1,638	£2,775	£3,166
301 - 400	Up to 2.5 m	£854	£1,240	£1,480
	2.6 – 4.5 m	£1,237	£1,796	£2,088
	4.6 – 6.5 m	£1,829	£2,988	£3,619
401 - 525	Up to 2.5 m	£945	£1,500	£1,709
	2.6 – 4.5 m	£1,423	£2,048	£2,374
	4.6 – 6.5 m	£2,131	£3,308	£4,200
526 - 600	Up to 2.5 m	£1,221	£1,622	£1,864
	2.6 – 4.5 m	£1,618	£2,253	£2,620
	4.6 – 6.5 m	£2,391	£3,583	£4,604
601 - 700	Up to 2.5 m	£1,404	£2,181	£2,601
	2.6 – 4.5 m	£1,864	£2,855	£3,483
	4.6 – 6.5 m	£2,688	£3,893	£5,042
701 – 800	Up to 2.5 m	£1,493	£2,396	£2,867
	2.6 – 4.5 m	£2,044	£3,199	£3,843
	4.6 – 6.5 m	£3,029	£4,399	£5,618
801 - 1000	Up to 2.5 m	£1,835	£2,816	£3,341
	2.6 – 4.5 m	£2,355	£3,538	£4,279
	4.6 – 6.5 m	£3,423	£5,064	£6,419

11.2 Manholes

Manhole diameter (mm)	Depth	Grassland	Suburban	Urban
1200 (up to 225mm pipe)	Up to 2.5 m	£8,283	£10,630	£11,312
	2.6 – 4.5 m	£14,728	£17,909	£18,592
	4.6 – 6.5 m	£24,963	£28,667	£30,062
1350 (226-400mm pipe)	Up to 2.5 m	£9,229	£11,940	£12,743
	2.6 – 4.5 m	£16,220	£19,725	£20,553
	4.6 – 6.5 m	£27,436	£32,235	£33,432
1800 (401-600mm pipe)	Up to 2.5 m	£12,744	£15,079	£16,293
	2.6 – 4.5 m	£21,572	£24,601	£26,216
	4.6 – 6.5 m	£32,581	£37,986	£39,161
2100 (601-700mm pipe)	Up to 2.5 m	£15,166	£18,039	£19,233
	2.6 – 4.5 m	£27,108	£28,856	£30,597
	4.6 – 6.5 m	£40,038	£43,481	£45,174
2400 (701-1000mm pipe)	Up to 2.5 m	£18,829	£22,135	£24,017
	2.6 – 4.5 m	£34,366	£37,431	£39,410
	4.6 – 6.5 m	£51,000	£54,395	£56,528

11.3 Pumped rising mains

11.3.1 Pumped rising main – construction (per metre)

Pipe size (mm)	Depth	Grassland	Suburban	Urban
Up to 225	Up to 2.5 m	£674	£1,223	£1,423
	2.6 – 4.5 m	£1,061	£1,876	£2,114
	4.6 – 6.5 m	£1,663	£3,017	£3,367
226 - 300	Up to 2.5 m	£888	£1,491	£1,688
	2.6 – 4.5 m	£1,304	£2,152	£2,513
	4.6 – 6.5 m	£1,885	£3,429	£3,999
301 - 400	Up to 2.5 m	£1,124	£1,727	£1,959
	2.6 – 4.5 m	£1,491	£2,386	£2,729
	4.6 – 6.5 m	£2,138	£3,699	£4,430
401 - 525	Up to 2.5 m	£1,581	£2,316	£2,582
	2.6 – 4.5 m	£2,060	£3,167	£3,717
	4.6 – 6.5 m	£2,780	£4,563	£5,453

526 - 600	Up to 2.5 m	£2,256	£3,071	£3,736
	2.6 – 4.5 m	£2,863	£4,080	£4,464
	4.6 – 6.5 m	£3,846	£5,662	£6,408

11.3.2 Connection to existing rising main (per connection)

Size (mm)	Grassland	Suburban	Urban
Up to 225	£5,573	£7,154	£7,824
226 - 300	£10,294	£13,571	£14,821
301 - 400	£22,870	£22,676	£23,585
401 – 525	£36,895	£41,514	£42,210
526 – 600	£47,302	£55,645	£58,194

11.3.3 Thrust blocks

Diameter (mm)	Charge – per thrust block
Up to 300	£969
301 - 400	£1,014
401 - 525	£1,393
526 - 600	£4,084

11.3.4 Valves

Diameter (mm)	Charge – per valve
Up to 225	£3,031
226 - 300	£4,510
301 - 400	£9,603
401 - 525	£16,817
526 - 600	£26,509

12 Rates for calculation of estimated value of works

12.1 Pipe size rates

Prices are per metre and apply to surface water, foul or combined sewers.

Pipe diameter (mm)	Charge
150	£193
225	£230
300	£236
375	£285
450	£324
525	£352
600	£402
750	£467
825	£566
900	£696
1050	£790
1200	£792
1350	£945
1500	£1,102
1800	£1,310
2100	£1,721
2400 (over 3m depth)	£2,366

12.2 Pumping Station rates

Size of pumping Station	Charge (per asset)
5 - 50 houses	£46,029
51 – 100 houses	£50,213
101 – 200 houses	£57,188
201 – 300 houses	£69,741
More than 301 houses	£80,899

12.3 Sewer connection rates

Sewer nominal diameter (mm)	Charge – per connection
150	£951
225 - 300	£1,087
375 - 600	£1,713
750 - 900	£2,216
1050 - 2400	£3,322

12.4 Box culvert rates

Nominal flow area (m2)	Charge – per box culvert
0.0 - 2.0	£503
2.1 - 4.0	£1,510
4.1 - 6.0	£2,415
6.1 - 8.0	£3,105
8.1 - 10.0	£4,812

12.5 Manhole rates

Diameter (mm)	Charge – per manhole
Up to 1050	£3,572
1200	£3,930
1350	£4,405
1500	£4,882
1800	£6,336
2100	£7,746
2400	£8,869
2700	£15,489
3000	£18,488
3600	£39,310

12.6 Outfall pipe rates

Description	Charge (per outfall)
Outfall pipe 150 - 225mm	£2,930
Outfall pipe 300 - 450mm	£8,090
Outfall pipe 525 - 600mm	£13,013
Outfall pipe 750 - 900mm	£21,103

12.7 Sewer abandonment rates

Pipe diameter (mm)	Charge (per metre)
150	£10
225 - 300	£14
375 - 450	£24
525 - 600	£33
750	£49
825 - 900	£69
1050 - 2400	£139

12.8 Manhole abandonment rates

Diameter (mm)	Charge – per manhole
1050 - 1200	£615
1350	£744
1500	£822
1800	£1,144
2100	£1,236
2400 - 3600	£1,544

12.9 Lateral drains - only applicable to S104

Lateral drains (per lateral drain)	£978
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12.10 Flow control device - only applicable to S104

Flow control device (per device)	£3,259
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12.11 Rising main - only applicable to S104 and S185

Rising main length (per metre)	£144
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13 Examples of additional costs

The table below gives examples of additional costs which may apply in exceptional circumstances, as described in this scheme.

This is provided for illustrative purposes only, and is not an exhaustive list.

Costs associated with	Includes items such as (but not limited to)
Crossings such as watercourses, railways and motorways	<ul style="list-style-type: none"> • Site survey • Third party cost • Legal agreements • Out of hours work
Invasive flora (e.g. Japanese knotweed, Himalayan balsam)	<ul style="list-style-type: none"> • Site survey • Specialist removal/disposal costs
Ecological impacts	<ul style="list-style-type: none"> • Ecological surveys • Newt assessment and mitigation
Crossing third party land	<ul style="list-style-type: none"> • Site survey • Compensation for landowner(s) • Legal agreements
Land Purchase compensation	<ul style="list-style-type: none"> • Land compensation • Business owner compensation • Property owner compensation
Work near to water sources, bridges and other structures	<ul style="list-style-type: none"> • Site survey • Third party costs • Legal agreement • Out of hours work
Construction near other services (e.g. high pressure gas mains, overhead power cables)	<ul style="list-style-type: none"> • Site survey • Third party costs • Out of hours work
Work on strategic mains	<ul style="list-style-type: none"> • Branch connection of any size to an existing main larger than 315mm • Site survey • Network assembly on main larger than 315mm • Out of hours work
Construction of water main larger than 315mm	<ul style="list-style-type: none"> • Network assemblies • Site survey • Pipework and ancillaries • Out of hours work
Hazardous contaminated ground	<ul style="list-style-type: none"> • Survey costs • Disposal costs
Water assets at depths greater than 1.25 metres	<ul style="list-style-type: none"> • Dewatering • Health & safety considerations

Exceptional reinstatement costs	<ul style="list-style-type: none"> • Compliance with New Roads and Street Works Act 1991
Access to working area	<ul style="list-style-type: none"> • Site survey • Temporary access roads
Site clearance and reinstatement	<ul style="list-style-type: none"> • Site clearance • Demolition of existing structures • Landscaping • Tree clearance
Exceptional ground conditions	<ul style="list-style-type: none"> • Ground stabilisation • De-watering
Security costs	<ul style="list-style-type: none"> • Fencing • Manning patrols
Onsite booster station	<ul style="list-style-type: none"> • Site survey • Legal agreements • Third party costs
Complex diversions	<ul style="list-style-type: none"> • Engineering assessments • Modelling • Site survey work • Third party cost • Out of hours work
Asset protection or work on deep or large diameter sewers, pipes and ancillaries: <ul style="list-style-type: none"> • over 3m deep, or • 450mm diameter or greater • in close proximity to other structures. 	<ul style="list-style-type: none"> • Altering existing ground levels • Temporary works • Demolition work • Diversions
Specific requests for detailed assessment of network capacity or performance information	<ul style="list-style-type: none"> • Engineering assessments • Network modelling • Impact assessments • Performance of combined sewer overflows, rising mains or pumping stations.

14 General information

14.1 Charges

Charges in this scheme reflect the costs associated with providing each service as stated.

Unless otherwise stated, the charges quoted in this scheme apply for works carried out during the business day under standard conditions. In other instances we reserve the right to charge on a basis of actual costs, provided you are notified accordingly prior to commencement of the work. Where we attend site to carry out work and additional costs are incurred because of something that is outside of our control, we have the right to charge you for the additional costs.

Miscellaneous charges are listed in section [10](#).

The table below shows how long our quotations are valid and what happens if work goes over the financial year end.

We understand that there will be occasions after the 1 April (start of the charging year) when a developer customer has received a quote during the previous charging arrangement year and wishes to proceed with the work. In this instance:

- If a quotation was provided and is still within the validity period of the quotation, then the quotation remains valid if the developer customer wishes to proceed. The validity periods are:

Service provided	Validity period
New main/mains requisition	6 months from date of quotation
Mains diversions	6 months from date of quotation
Self-lay provider	6 months from date of quotation
Service connections	Until the end of the financial year (31 March)
Sewer requisitions, diversions & connections	6 months from date of quotation

In all the above circumstances work must begin within three months of accepting the quote in order for the charges outlined in the quotation to apply.

- If a developer customer has paid the quotation but no work has started by 1 April, then the customer can have the option to cancel this quotation and request a quote under the current year charges.
- After 3 months the acceptance expires and a re-quote would be required (under the new charging arrangements for the current financial year).

14.2 Charges for elements of work affected by exceptional circumstances

In exceptional circumstances, additional charges may apply to the fixed charges quoted in this charges scheme.

Where:

- the technical complexity of the work is high or the type of work required is bespoke or carried out infrequently, or;
- third parties can legitimately recover their costs from companies and there is not a reasonable level of certainty of those costs in advance of connection work being undertaken, or;
- third parties have rights to protect their assets or interests in a way that affects the construction method. The third parties' requirements are unknown upfront, or;
- the work is to be carried out on or close to land with particular environmental, historical or archaeological characteristics. These characteristics mean that specific measures are required during construction or reinstatement. The details of these measures may not be fully defined in advance of construction.

Examples of additional costs are included in section [13](#) for illustrative purposes.

In these circumstances, where it is possible to do so, we will provide a budget estimate comprising indicative charges for the elements of the work affected by the above and fixed charges where appropriate.

14.3 Timing of payment

All charges are payable as stated. If you do not pay on time it will result in recovery action and you may need to pay additional cost because of this.

14.4 Value Added Tax (VAT)

All charges published in this scheme **exclude VAT**. Where required, VAT will be added to the published charge at the appropriate rate.

14.5 Traffic Management Act 2004

Charges will be made for traffic management expenses where required (section [10.1](#)).

14.6 Transitional arrangements

Details of transitional charging arrangements, where applicable, can be found on our website: unitedutilities.com/new-connections-and-developer-services

15 Contact us



You can contact us by the following methods:

Phone: Call us on 0345 072 6067

Email:

	Water	Sewerage
Connection enquiries	developerserviceswater@uuplc.co.uk	wastewaterdeveloperservices@uuplc.co.uk
Self-lay provider enquiries	selflay@uuplc.co.uk	
NAV enquiries	NAVenquiries@uuplc.co.uk	NAVenquiries@uuplc.co.uk
Drainage and pre-planning		wastewaterdeveloperservices@uuplc.co.uk
Adoptions		SewerAdoptions@uuplc.co.uk

Post:

Written correspondence should be sent to:

United Utilities Water Limited, Developer Services & Metering, 2nd Floor Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Warrington, WA5 3LP.

Further details can be found on our website: unitedutilities.com/builders-developers

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New connections and developer services charges scheme 2024/2025

15.1 Further information

Further information on our services can be found on our website at:
unitedutilities.com/builders-developers

15.2 Disputes

If you have a query or complaint about any aspect of our service, please contact us in the first instance on 0345 072 6067.

We aim to deliver a high standard of service and to deal with complaints speedily and satisfactorily. We should reply to any written complaint within 10 working days. If we fail to do this we will make an automatic payment under the statutory Guaranteed Standards Scheme. This forms part of our standards of service that have been agreed with our regulator Ofwat.

If we receive a written complaint we will reply within 10 working days of receiving it. We will give you the name of the person owning your complaint, together with a telephone number should you wish to contact them to discuss any aspect of our response.

If you remain unhappy with our response we will escalate your complaint to one of our agents who has not been involved in your initial complaint who will carry out an independent review.

If you remain unhappy with our response following our two stage process:

15.2.1 Consumer Council for Water (CCW)

If you are still not happy with our response, you can refer your complaint to CCW – the independent voice for water consumers in England and Wales by calling 0300 034 2222 or use its online form at: ccwater.org.uk/contact-us, or by writing to CCW at 23 Stephenson Street, Birmingham, B2 4BH.

CCW will consider complaints about aspects of our services that do not relate to charges. The type of complaints it will investigate include, but are not limited to, complaints relating to our policies or processes, or complaints related to how we have handled your application.

CCW is also able to provide advice and guidance about the connection charging regime. You can contact CCW at: ccwater.org.uk/contact-us, or by writing to CCW at 23 Stephenson Street, Birmingham, B2 4BH.

Details can also be found at: ccwater.org.uk/make-a-complaint/

If you remain unhappy with the outcome, where appropriate CCW are able to manage the complaint on your behalf, through mediation and arrange for final adjudication of disputes, with additional independent support from the Dispute Resolution Ombudsman (DRO).

15.2.1 Water Services Regulation Authority (Ofwat)

In accordance with sections 45(6A) of the Act, any disputes between us and any other person as to the charges set out in this scheme (with the exception of those detailed in [6.4.1](#)) may be referred to the Water Services Regulation Authority (Ofwat) for determination.

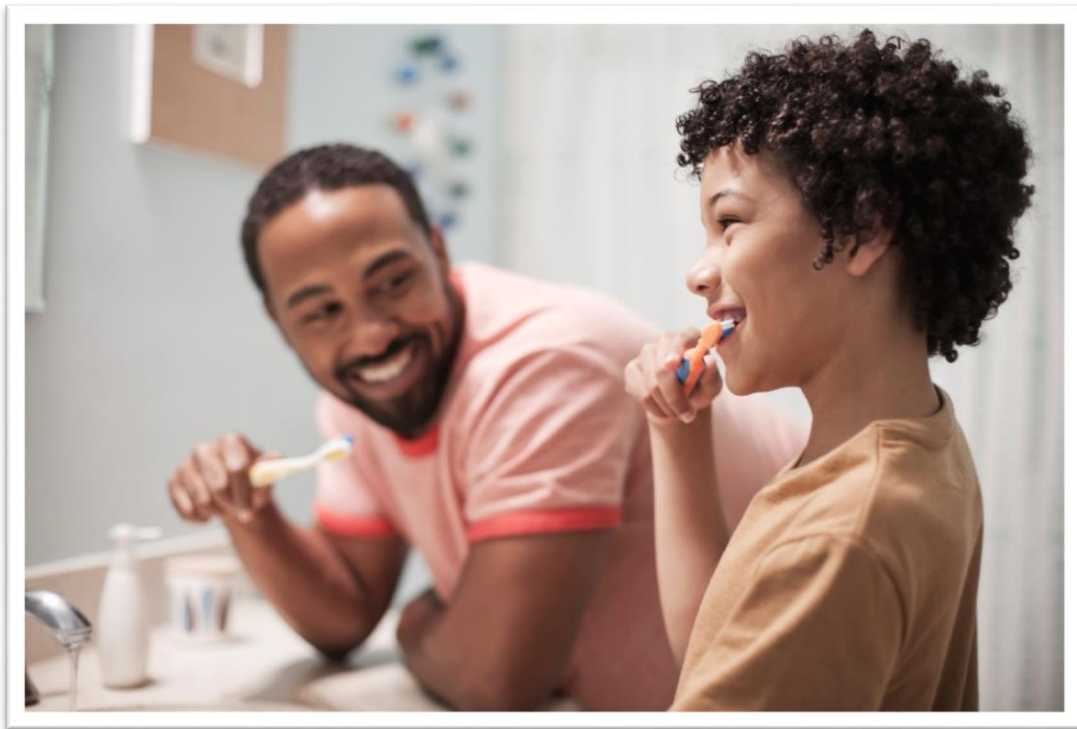
The address is: Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

Details can be found at: ofwat.gov.uk/regulated-companies/investigations/making-a-complaint

15.2.2 Infrastructure charges

If you dispute the calculation of the infrastructure charge, you should contact us at DeveloperServicesWater@uuplc.co.uk.

Where infrastructure charges are applied under a previous charges scheme as part of transitional arrangements, disputes relating to the calculation of the relevant multiplier or the number or type of fittings on which the calculation is based, is determinable by the Water Services Regulation Authority (Ofwat).



16 Payment

We have the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, or credit cards.

We may require you to pay interest on overdue accounts; this is usually calculated at the rate of 4% above the base rate set by the Bank of England.

We accept payment by any of the methods below, and regularly review our payment methods to make sure we are offering the most convenient methods for our customers. We may change any of these payment methods during the charging year. For the most up to date list of payment methods please refer to our website.

16.1 Credit or debit card

To make a payment by credit or debit card, please call us on 0345 0726067.

We do not accept payment by American Express.

16.2 BACS

Payment can be made via BACS Payment Schemes Limited (BACS) quoting the details below:

Bank: National Westminster Bank Plc

Sort code: **01-09-17**

Account No: **58934014**

Job Reference: the service order number, which can be found on your quotation.

16.3 Cheque

Cheques should be made payable to United Utilities Water Limited, and sent to:

United Utilities Water Limited, Sundry Billing, PO Box 1062, Warrington, WA5 3LP.

Cash or post-dated cheques should not be sent.

We only accept cheques from a bank licenced by the Financial Conduct Authority (FCA).

17 Definitions

A number of terms are used throughout this scheme; they normally have the following meanings:

The Act - the Water Industry Act 1991 (as amended).

Administration fee - the fee associated with general administration activities, after the cost advice stage, relating to the construction phase, which can include processing any payments, scheduling the works, supervision and project management, and processing information into relevant billing/management systems. This does not include site-based activities covered in construction costs, such as additional site visits.

Adoption - the process whereby assets are vested in us and subsequently maintained at our expense.

Agreement - a legally enforceable contract between us and you. It covers the water or sewerage services that we agree to provide to you, and the terms and conditions under which we will provide those services.

Alternative point of connection - another location indicated by us which is neither:

a practical location indicated by the developer customer, nor the nearest practical location where the existing water main or sewer is the same size or larger than the new connecting water main or sewer.

Annual Contestability Summary - the standard format document published annually (or more frequently) by us as Undertaker on our website setting out which work and services are contestable work and services and which are non-contestable work and services as described in section 3 of the Water Sector Guidance (see [water.org.uk/water-sector-guidance-approved-documents](https://www.water.org.uk/water-sector-guidance-approved-documents)).

Application fee - the fee levied at point of application, which is associated with upfront application processing, which can include reviewing and acknowledging an application, checking that all relevant information has been received, preparing a cost advice, an agreement or the acceptance for the proposed works.

Asset - any apparatus which forms part of our water or wastewater network.

Asset payment - a payment we make to the developer, SLP or new appointee for the part of a new main that will be used to supply water for domestic purposes. This definition applies only to schemes for laying water main (including adopting water mains) agreed prior to April 2020.

Barrier pipe - polyethylene (PE) pipe with an aluminium barrier layer conforming to water industry specification 4-32-19.

Bond or surety (security) - a financial guarantee underwritten by an appropriate warranty provider, bank or insurance company, which is accepted by us.

Branch connection - the connection of new pipework to an existing water main such to supply water to a development.

Building water - water used in the construction of premises, including to test water fittings.

Business day - 8am to 6pm Monday to Friday, not including Bank Holidays, unless we tell you otherwise in this scheme.

Bulk Supply - the supply of water, sewerage or water and sewerage services from one appointed water company to another. Companies can draw up a contract between them (a 'bulk supply agreement') that sets out the terms and conditions of a bulk supply, including the price.

Chamber - a purpose built or manufactured compartment installed or constructed below ground level to house network apparatus.

Charging year - a calendar year running from 1 April in any year to 31 March in the following year.

The Company - United Utilities Water Limited – registered number 2366678.

Communication pipe - any part of a service pipe which a water undertaker could be, or have been, required to lay under section 46 of the Act. Typically, it consists of a pipe laid from an existing or newly laid water main to the boundary of a property and may include a meter housing and/or external stop valve. See [figure 1](#) below.

Connection - a connection to our network from which you receive one of our services. Connections are regulated by the Act and other relevant legislation.

Connection charges - charges that will be imposed by that undertaker for work carried out by it in accordance with the duties (or rights) created by the following provisions of the Act: section 45(1) (connection with water main); section 46(1) (ancillary works for purposes of making a domestic connection); section 98(1A) (provision of lateral drains); section 101B (construction of lateral drains following construction of a public sewer) or section 107(1) (right of undertakers to make communication with public sewer).

Contaminated land - land by which we will install or request the installation of barrier pipe, following review of the previous use of site, or where proven necessary, in accordance with section 78A of the Environmental Protection Act 1990.

Contestable work - the work or services that can be completed by either us or an accredited third party, with the work and services relating to the provision of water supplies defined in our Annual Contestability Summary. For work related to new sewerage services, the majority of work is considered contestable, excluding diversions and requisitions – see section [3](#).

Critical asset - an asset that could have a significant effect on customers if it stopped working and caused an interruption in our service.

Defective fitting - a water fitting which is installed, connected and used to carry water from the water main to premises and which breaks or is likely to break the Fittings Regulations.

Developer - the person or company responsible for a development, or any person making an application for new water or sewerage connections.

Developer services - collectively, the activities associated with serving developer customers, which may include the provision of new water mains, new sewers, communication pipes, lateral drains, diversions of water and sewerage assets and connections made to supply water for building purposes.

Development - means land on which there are (or will be) buildings, that need (or will need) a new connection to, or changes made to, existing water or sewerage infrastructure.

Diversions charges - means the charges imposed by that undertaker pursuant to section 185(5) of the Act.

Domestic use - as provided for under section 218 of the Act. Water used primarily for domestic purposes, including drinking, washing, cooking, central heating and sanitary purposes.

Excavation by others - any work undertaken by someone other than us in excavation, backfilling or reinstatement.

Excavation by water company - any work undertaken by us (or agent acting on our behalf) in excavation, backfilling or reinstatement.

Existing main - a water main or sewer that was commissioned independently of the development commencing.

Fire supplies - supplies provided solely for fire safety provision.

Fittings Regulations - The Water Supply (Water Fittings) Regulations 1999.

Fixed charges - charges which are fixed in amount or which are calculated by reference to a predetermined methodology set out in our charging arrangements, the application of which allows calculation at the outset of the total amount owing in a given charging year in respect of the charges in question. For the avoidance of doubt, we may impose fixed charges by reference to a unit measurement (for example, per megalitre). Furthermore, we may offer more than one fixed charge in charging for a service provided in accordance with the present rules (for example, by differentiating between different geographic areas).

Footpath - a hard-surfaced area intended for use by pedestrian or cyclists.

Hazardous waste - has the meaning given in the Hazardous Waste (England & Wales) Regulations 2005.

House - any building or part of a building (including a flat) that is used or is likely to be used, mainly as a private home.

Household premises - any premises that are mainly used as a home and which a person lives in, such as a house or flat, identified as such in light of any eligibility guidance.

Income offset - an amount of money that is used to reduce water infrastructure charges to take account of money we are likely to receive in future years for providing a water supply to premises that are connected directly or indirectly to our water network – see section [8](#)

Infrastructure charge - the charges described in section 146(2) of the Act. That is, a charge paid by the developer customer to us when a property is connected to our water supply or sewer network for the first time. The charges fund wider network reinforcement to meet the increased demand arising from the new connections – see section [6](#).

Infrastructure credit - a credit which may be applied when there has previously been a billable account on the same site/address. The eligibility criteria and method of calculating infrastructure credits is defined by us – see section [6.4.1](#). This term is autonomous from any incentives applied against the infrastructure charge, for water efficiency for example. These are defined in the term water efficiency incentive.

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Inline meter - a water meter which is installed into a communication pipe or supply pipe with an inlet and outlet connection at each end of the meter.

Instrument of Appointment - is the document which appointed us to carry out water and sewerage duties under the Act. Our Instrument of Appointment was issued on 24 August 1989, when we were known as North West Water Limited.

Lay only - this is where we do not carry out any excavation work.

Manifold connection - where a communication pipe connects with a manifold to which separate supply pipes are connected and meters may be fitted.

Manifold meter - a water meter which is installed into a communication pipe or service pipe with a single threaded connection on the base of the meter.

NAV - a company appointed by Ofwat through the new appointments and variations process to provide water and/or sewerage services to customers in an area previously served by us. A new appointment is made when Ofwat appoints a company for the first time to provide services for a specific geographic area. A variation occurs where an existing appointment is varied to amend the area served.

Network assembly - components such as sluice valves or washouts, including associated chambers, needed to operate and maintain a water network – see section [4.7.4](#).

Network reinforcement - work to provide or modify such other specified types of infrastructure (mains and tanks, service reservoirs, pumping stations, or sewers) as is necessary in consequence of the need to either provide adequate water supply and/or sewerage capacity to a development mains, service pipes, public sewers and/or lateral drains have been installed or connected by the company imposing the charge or by a company with whom the company has entered into an agreement for bulk supply or bulk discharge.

Pursuant to an agreement with, or a duty owed under the Act to, a person other than a relevant undertaker, including a requisition (under sections 41(1), 98(1) or 98(1A)), under an agreement for adoption (under sections 51A or 104), under a section 66D of or a section 117E agreement, pursuant to section 45(1) (Duty to make connections with main) or in accordance with another duty imposed by the Act, or in consequence of the exercise of rights under section 106(1) (Right to communicate with public sewers).

New appointee - a company appointed as a relevant undertaker where the conditions of that appointment limit the charges that can be fixed under a charges scheme by referring to the charges fixed by one or more other relevant undertakers.

New connection services - the collective term for new water mains, new sewers, service connections, drains, sewerage connections and diversions.

Non-contestable work - means work or services that can only be completed by us (or an agent acting on our behalf) and, in the case of work or services associated with the provision of water supplies, is defined in our Annual Contestability Summary.

No excavation charge - these charges that apply when we do not carry out any excavation, backfilling or reinstatement work, for example, if you have already dug a trench that meets our standards before we start the work.

Non-domestic use - water used primarily for non-domestic purposes, including anything not for domestic use, such as water for industrial or business use (including manufacturing processes, washing and cleaning and cooling), agricultural use and filling swimming pools.

Non-household premises - any premises not a household property, being used principally for industrial, business, recreational or community purposes and not as a dwelling, or intended for such use.

Off-site - carried out, or proposed to be carried out outside the site boundary.

On-site - carried out, or proposed to be carried out within the site boundary.

Phase - a discrete part of a development which the developer customer chooses to separately progress.

Piece up - the act of connecting lengths of main together.

Plot - property to be connected to our water network. This definition relates only to the calculation of an income offset and may include a landlord supply – see section [8](#).

Pre-planning or development enquiry - an enquiry submitted by a Developer Customer to understand the infrastructure requirements or considerations for proposed developments – see section [2](#).

Pre-planning or development enquiry response - a report by us in response to a pre-planning or development enquiry that will confirm:

- i) if the development can be supplied with water,
- ii) capacity within the wastewater network,
- iii) if any reinforcement work will be required to supply the site together,
- iv) and, if applicable, identify any existing assets crossing the site which may require diverting or protecting, and
- v) if network reinforcement is required to supply the site, what indicative capital cost or range of costs is likely for these works – see section [2](#).

Premises – a property or part of a property that is occupied (or intended to be occupied) separately, including land or an interest in land. Premises are usually listed individually on the Valuation Office Agency’s website for council tax or business rates. Appropriate charges apply to individual premises.

Processing fee - fee associated with processing the application, which can include reviewing and acknowledging an application, checking that all relevant information has been received, preparing a cost advice, an agreement or the acceptance for the proposed works. As well as the general administration activities, after the cost advice stage, relating to the construction phase, which can include processing any payments, scheduling the works, supervision and project management, and processing information into relevant billing/management systems. This does not include site-based activities covered in construction costs, such as additional site visits.

Property – a building that may contain several premises which may be household, non-household or a mixture of both (for example, a block of apartments or offices). The premises within the property are usually listed individually on the Valuation Office Agency’s website for council tax or business rates.

Public sewer - a sewer which, for the time being, a sewerage company is legally responsible for, whether under the Water Act 1989, the Water Industry Act 1991 or other legislation.

Relevant multiplier - calculation to determine the Infrastructure Charges payable relating to non-household premises or household premises subject to a shared billing agreement and is based on the number and type of water fittings proposed for those premises – see section [6.5](#).

Requisition - work we carry out to lay water or sewerage pipes and any other associated infrastructure that is only for the relevant development, following a requisition notice made in line with the Act.

Requisition charge - charge we make for work we carry out in line with the duties we have under section 41(1) (provision of requisitioned water main) and section 98(1) (provision of requisitioned public sewer) of the Act. It covers our reasonable costs of providing the new water main or public sewer.

Road - a hard-surfaced area intended for vehicles.

Security - something such as a bond or cash deposit, that is used as insurance, by us, to cover us in case the developer fails to complete the drainage for a development scheme.

Self-certification - the activity whereby an accredited third party inspects, checks and certifies installations, both internal and external to a premises, as being compliant with relevant standards and requirements.

Self-lay provider (SLP) - an entity that carries out self-lay work with Water Industry Registration Scheme (WIRS) accreditation. We, as the undertaker, will take over responsibility for self-laid pipes that meet the terms of your agreement.

Service connection - the joining of a service pipe to a water main which is provided under section 45 and 46 of the Act.

Service pipe - a pipe, which is, or is to be, connected with a water main for supplying water from that main to any premises. See [figure 1](#) below.

Services - any service we provide that relate to water supply (both drinking water and non-drinking water) and foul drainage, surface water drainage, highway drainage and trade effluent.

Sewerage Sector Guidance - guidance documents published in accordance with Ofwat's code for adoption agreements, relating to the adoption of sewerage assets and available at water.org.uk/sewerage-sector-guidance-approved-documents.

Sewerage services - any services we provide which are related to sewerage and receiving, carrying and treating of sewage including surface water drainage and highway drainage.

Sewers - includes all sewers and drains, apart from lateral drains which are defined elsewhere, (not being drains within the meaning given by section 219(1) of the Water Industry Act 1991) which are used to drain the buildings and any yards belonging to the buildings. This definition includes tunnels or channels which serve as a pipe for drainage and any accessories for those pipes.

Shared billing agreement (also known as common billing agreement) - an agreement between us and any person (or people) or company who has agreed to pay measured

charges for our services for two or more household or non-household premises supplied through a single water meter.

Shared supply pipe - a water supply pipe that serves two or more premises.

Site specific charges - charges relating to providing of connection structures or facilities on a development up to the nearest practical point on the existing network where the internal diameter of the hole needed for the connecting pipework is no larger than that of our existing network. Site specific charges do not cover the costs or any work needed as part of network reinforcement.

Site specific work - refers to the carrying on or the product of off-site and/or on-site work and site specific work shall be construed accordingly. It does not refer to costs or work required as part of **network reinforcement** as defined above.

This means work on, or to provide, water or sewerage structures or facilities located on a development, as well as work to provide and connect a water main, sewer, communication pipe or lateral drain on (which the developer has asked for), to or in the immediate vicinity of, the development.

Supply pipe - the part of the service pipe that is not the communication pipe, and which remains the customer's responsibility. See [figure 1](#) below.

Surfaced ground - ground with a manmade surface, for example, a road or footpath.

Sustainable drainage incentive - where offered, a reduction in infrastructure charges to a developer customer where they evidence that a development will or does meet a stipulated threshold for use of a sustainable drainage solution, as defined by us – see section [6.2](#).

Traffic management fees - charges to cover the cost of working in the highway safely as a result of compliance with the Traffic Management Act 2004.

Trial hole - exploratory excavation to identify the location of apparatus, prior to works commencing.

Unmade or unsurfaced ground - ground which does not have a man-made surface, and may feature, for example, grass and topsoil.

Upsizing - where we instruct that new water mains and/or sewers are increased in size beyond that required to satisfy the minimum design for a specific development. This may be to facilitate future development and is deemed network reinforcement.

Water company/Water and sewerage undertaker - a company holding an appointment as a water or sewerage undertaker under the Act.

Water efficiency incentive - a reduction in infrastructure charges to a developer customer where they evidence that a development will or does meet a stipulated threshold for reduced water consumption, as defined by us, in our charging arrangements – see section [6.2](#) (Sustainable developments).

Water Industry Registration Scheme (WIRS) - the scheme operated by Lloyd's Register EMEA on behalf of Water UK and its members, which certifies the competence of companies undertaking self-lay, or such other scheme as replaces it from time to time.

Water Regulations Advisory Scheme (WRAS) - a compliance mark that demonstrates that an item or product complies with standards set out by Water Supply (Water Fittings) Regulations 1999.

Water Regs UK - the company responsible for running the Water Industry Approved Plumber Scheme (WIAPS) on behalf of the water industry in England and Wales, formerly provided under the Water Regulations Advisory Scheme. The company promotes compliance with the Water Fitting Regulations 1999 and other relevant standards across the UK to protect customers.

Water services charges - charges for water supply services, sewerage services or both.

Water supply - the water we supply to you.

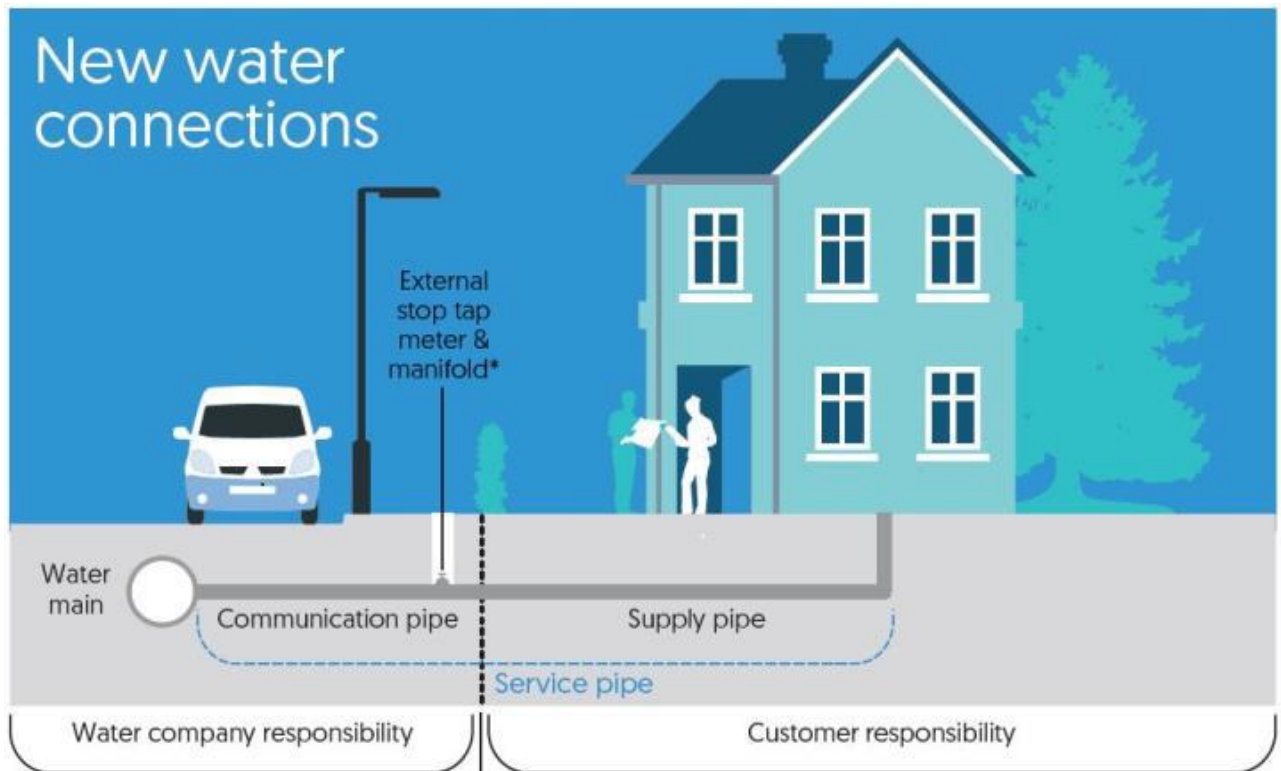
Water supply services - any services we provide that are related to the providing, altering or disconnecting a water supply.

Water Sector Guidance - guidance documents published in accordance with Ofwat's Code for adoption agreements, relating to the adoption of water assets and available at: [water.org.uk/water-sector-guidance-approved-documents](https://www.water.org.uk/water-sector-guidance-approved-documents).

We, us or our - United Utilities Water Limited (registered number 2366678), the Water Company, or our representative.

You, your - the person (or people) asking for a connection or service.

Figure 1



These diagrams are intended as a guide to water supply pipe responsibilities. They are not a statement of the law and do not cover all eventualities. Please bear in mind that the location of the water meter or stop tap is not an indicator of responsibility for the pipe, as the homeowner's responsibility may extend beyond the water meter or stop tap. Please liaise directly with the Water Company if you are unsure.

* The external stop tap, meter & manifold (a manifold is sometimes used for connecting multiple properties as agreed with the relevant water company) may also be located within the property boundary (on the supply pipe), the location will be stipulated by the relevant water company.

18 Appendix 1 - Standard industry scenarios

Ofwat has published a number of worked examples of specified typical developments for water companies to publish.

This section illustrates charges for these examples, including assumptions made where indicated*. In each example, for simplicity, it is assumed that there are no exceptional circumstances, miscellaneous charges or previous site use.

In these examples, boundary boxes have not been included, unless specifically stated as they are not considered a standard item. Where these are required, charges as stated in [4.2.2](#) will apply.

For 25mm connections, the connection charge includes supply and installation of a 15-20mm meter. For all other size connections, these are charged separately, see [4.2.5](#).

Washouts, valves, bacteriological testing and permits are included in our mains laying/connection charges.

Charges for surfaced and unsurfaced mains laying/connections include standard excavation and reinstatement.

Where exceptional reinstatement is required, this may be charged separately.

The infrastructure charge, and income offset payment where applicable, is payable at the prevailing rate on the date of connection.

Infrastructure charges are shown at the full rate, however we do offer reduced rate infrastructure charges for sustainable developments, see [6.2](#).

A reduction in infrastructure charges for developments at sites where water or sewerage services were provided within the previous five years may be given, see [6.4.1](#).

For new schemes from 1 April 2024, water used during development must be from either a new metered temporary connection, the utilisation of an existing metered supply or through an approved hired standpipe . The cost of this water is not included in the following worked examples.

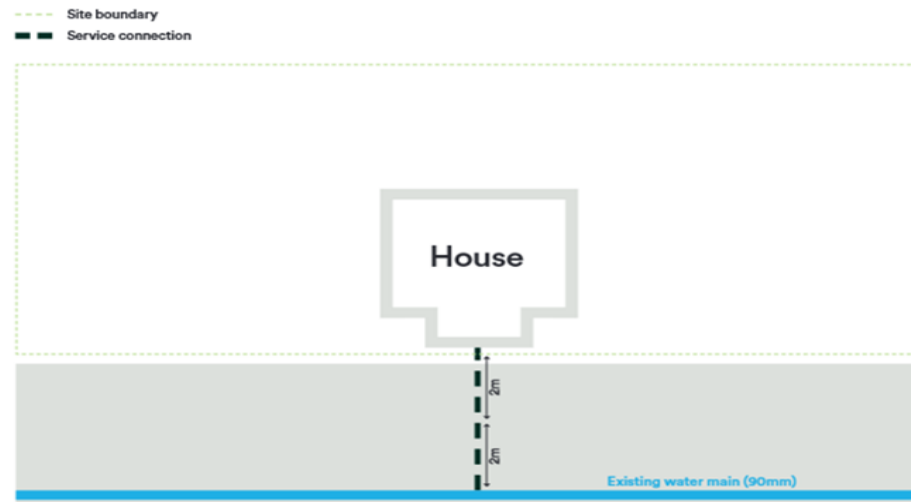
17.1 Single short connection example

This worked example provides charges for a single connection to an existing water main of 90mm diameter polyethylene (PE).

Within construction costs, this includes: service pipe installation; boundary box fitting; meter installation; excavation; reinstatement.

Traffic management assumes the road (Type 3-4) is 40mph, has two lanes and does not require a road closure or lane closure. Two-way automated lights are required. There is also an assumption that the only payable council charges are for permitting.

Description & assumptions		
Single Connection	Water	Connection to existing main - no new mains required 25-32mm diameter pipe 4 metres pipework in road (2 metres included in connection) 2 way lights (unsupervised) required For the SLP charges, we have assumed the connection (in line with our Annual Contestability Summary) and meter fit will be carried out by the SLP.
	Sewerage	Connection undertaken by the developer*



Scenario 1: Single connection to a house from an existing main									Alternative Delivery Method		Charges Scheme Ref	
Applicable Charge?	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable? (Y/N)	Self-Lay Rate	Self-Lay Total Chg	UU	SLP
Pre-Construction Charges												
Y	Application fee	per application	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a
Y	Processing fee	per application	1	£303	£303	£303	£303	N	£301	£301	4.2.1	4.4.4
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Construction Charges												
Y	25mm surfaced service connection (inc up to 2m of pipework, provision and installation of meter)	per connection	1	£1,183	£1,183	£1,183	£1,183	Y	n/a	n/a	4.2.2	n/a
Y	Additional 25mm pipework surfaced	per metre	2	£153	£306	£147	£294	Y	n/a	n/a	4.2.2	n/a
Y	Traffic management – two way lights	per TM usage	1	£338	£338	£338	£338	Y	n/a	n/a	10.1.1	n/a
Y	Meters	per connection	included in 25mm connection charge					Y	n/a	n/a	n/a	n/a
Other Charges												
Y	Service connection administration charge	per meter	1	n/a	n/a	n/a	n/a	N	£19	£19	n/a	4.4.8
Y	S106 sewerage processing fee - developer connection	per application	1	£249	£249	£249	£249	N	£249	£249	5.4.1	5.4.1
Infrastructure Charges												
Y	Infrastructure charge - water	per property	1	£302	£302	£302	£302	N	£302	£302	6.1	6.1
Y	Infrastructure charge - sewerage	per property	1	£320	£320	£320	£320	N	£320	£320	6.1	6.1
Income Offset												
Y	Income offset – water	per property	1	£715	-£715	£715	-£715	N	£715	-£715	8.1	8.1
Y	Income offset – sewerage	per property	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a
TOTALS					£2,286		£2,274			£476		

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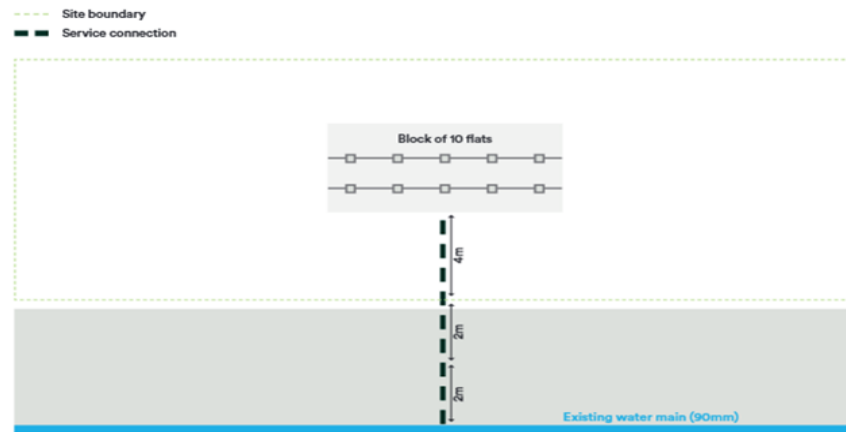
17.2 Scenario 2: Single connection to block of flats from an existing main

This worked example provides charges for a block of 10 flats to be connected to an existing main of 90mm diameter PE. Each flat would be individually metered. It includes the associated charges for connection to an existing sewer, which is completed by the developer customer.

Within construction costs, this includes: service pipe installation; boundary box fitting; meter installation; excavation; reinstatement.

Traffic management assumes the road (Type 3-4) is 40mph, has two lanes and does not require a road closure or lane closure. Two-way automated lights are required. There is also an assumption that the only payable council charges are for permitting.

Description & assumptions		
New block of 10 flats	Water	<p>10 new flats connecting to existing main - no new mains required 63mm diameter pipe</p> <p>4 metres pipework in road (2 metres included in connection) and 4 metres pipework in unmade ground</p> <p>Each flat is individually metered* 2 way lights (unsupervised) required</p> <p>For the SLP/NAV charges, we have assumed the connection (in line with our Annual Contestability Summary) and meters fits will be carried out by the SLP/NAV.</p>
	Sewerage	Connection undertaken by the developer*



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Scenario 2: Single connection to a block of flats from an existing main									Alternative Delivery Method				Charges Scheme Ref		
Applicable Charge?	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable? (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge	UU	SLP	NAV
Pre-Construction Charges															
Y	Application fee single	per application	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Y	Processing fee single	per application	1	£303	£303	£303	£303	N	£301	£301	£560	£560	4.2.1	4.4.4	4.5.3
Y	Processing fee additional	per application	9	£23	£207	£23	£207	N	£18	£162	n/a	n/a	4.2.1	4.4.4	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Construction Charges															
Y	63mm surfaced service connection (includes 2m of pipework)	per connection	1	£4,240	£4,240	£4,240	£4,240	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a
Y	Additional 63mm pipework surfaced	per metre	2	£208	£416	£223	£446	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a
Y	Additional 63 mm pipework unsurfaced	per metre	4	£127	£508	£142	£568	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a
Y	Traffic management – two way lights	per TM usage	1	£338	£338	£338	£338	Y	n/a	n/a	n/a	n/a	10.1.1	n/a	n/a
Y	Provision-15mm meter	per property	10	£44	£440	£44	£440	Y	n/a	n/a	n/a	n/a	4.2.5	n/a	n/a
Y	Installation-15mm meter	per property	10	£78	£780	£78	£780	Y	n/a	n/a	n/a	n/a	4.2.5	n/a	n/a
Other Charges															
Y	Service connection admin fee	per meter	10	n/a	n/a	n/a	n/a	N	£19	£190	n/a	n/a	n/a	4.4.8	n/a

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Y	Sewerage processing fee – developer connection	per application	1	£249	£249	£249	£249	N	£249	£249	£249	£249	5.4.1	5.4.1	5.4.1
Infrastructure Charges															
Y	Infrastructure charge - water	per property	10	£302	£3,020	£302	£3,020	N	£302	£3,020	£302	£3,020	6.1	6.1	6.1
Y	Infrastructure charge - sewerage	per property	10	£320	£3,200	£320	£3,200	N	£320	£3,200	£320	£3,200	6.1	6.1	6.1
Income Offset															
Y	Income offset – water	per property	10	£715	-£7,150	£715	-£7,150	N	£715	-£7,150	£715	-£7,150	8.1	8.1	8.1
Y	Income offset – sewerage	per property	10	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS					£6,551		£6,641			-£28		-£121			

17.3 Scenario 3: Medium housing development requiring new mains and communication pipes

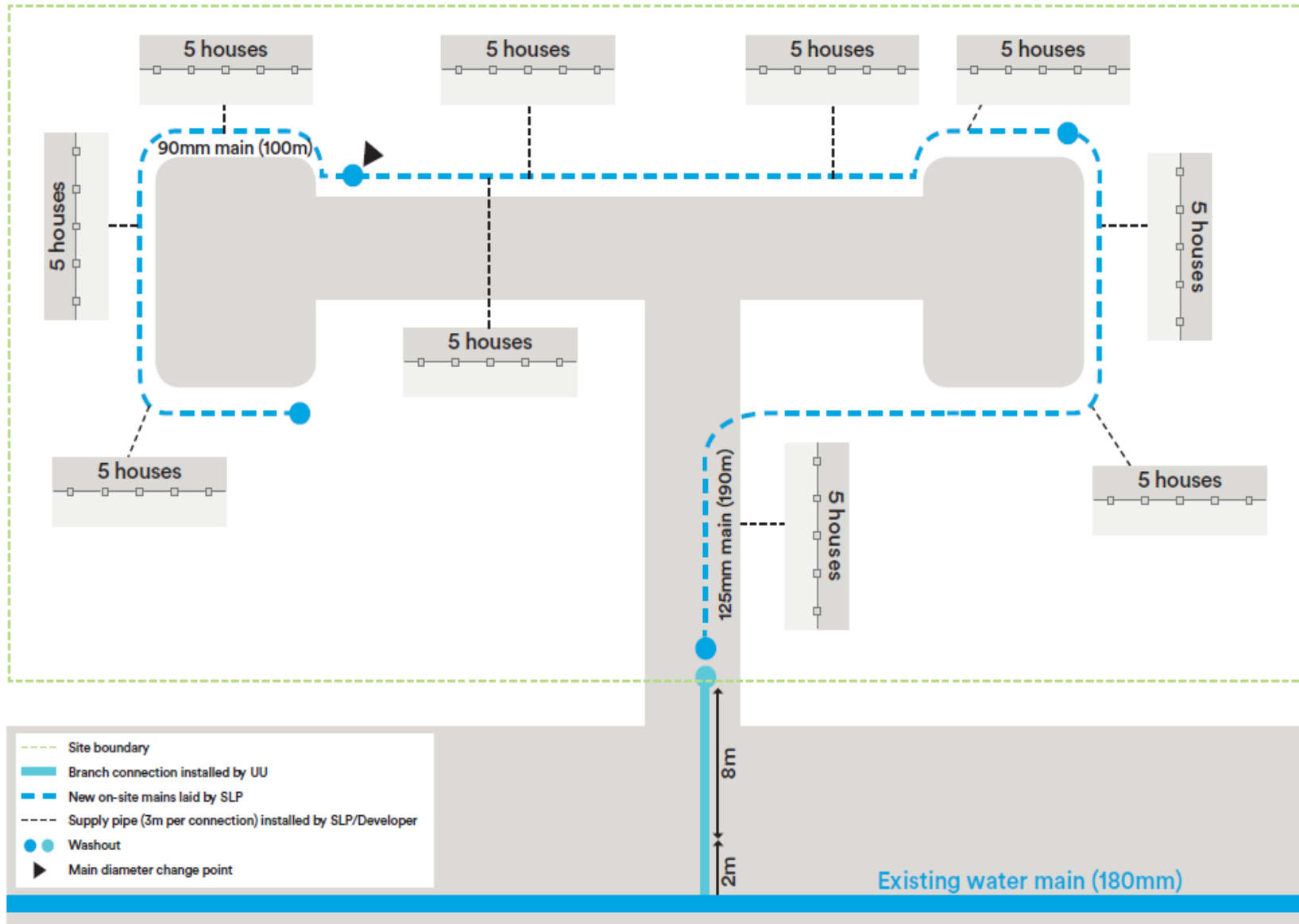
(excavation and reinstatement by others)

This worked example provided charges associated with the provision of new water mains and individual connections from them for each of 50 new houses. The sewer connections for the 50 properties will be to an existing sewer, which are completed by the developer customer.

This worked examples assumes excavation and reinstatement activities are completed by others, except for the excavation leading to the connection to the existing water main.

Within construction costs, this includes: mains laying; service pipe installation; boundary box fitting; meter installation.

Description & assumptions		
Medium housing development (excavation and reinstatement by others)	Water	Technical Specification (Connection) 50 new connections to a new main – 3 metres pipework per connection (2 metres included in each connection) Technical Specification (Mains) Connection to existing main of 180mm diameter New mains required - total 300 metres: 10 metres in road - 125mm diameter 190 metres - 125mm diameter 100 metres - 90mm diameter
	Sewerage	Connection undertaken by the developer*
Design Considerations	<ul style="list-style-type: none"> • 180mm diameter existing main, serving 150 existing customers • Three commissioning phases • Three sample chlorination and connections - footpath • Four washouts – unmade ground • Five valves (1 x 150mm, 3 x 100mm, 1 x 80mm) - unmade ground • One trial holes - unmade ground Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions. Any additional council charges for permitting should be included.	



Scenario 3: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by others)									Alternative Delivery Methods				Charges Scheme Ref		
Applicable Charge?	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable? (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge	UU	SLP	NAV
Pre-Construction Charges - connection															
N	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
N	Administration fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Pre-Construction Charges - mains															
Y	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Y	Processing fee	per application	1	£932	£932	£932	£932	N	£1,017	£1,017	£560	£560	4.6.1	4.4.1	4.5.2
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Construction Charges - connection															
Y	25mm service connection on site no excavation (inc up to 2m of pipework, provision and installation of meters)	per connection	50	£537	£26,850	£537	£26,850	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a
Y	additional 25mm pipework lay only	per metre	50	£37	£1,850	£43	£2,150	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a
Y	Meter installation	per connection	Included in 25mm connection charge					Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a
Construction Charges - mains															
Y	Surfaced 125mm branch connection (includes up to 2m of pipework)	per connection	1	£5,794	£5,794	£5,794	£5,794	N	£5,794	£5,794	£5,794	£5,794	4.7.1	4.7.1	4.7.1

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Y	Unsurfaced 125mm piece up connection	per connection	3	£1,774	£5,322	£1,774	£5,322	Y	n/a	n/a	n/a	n/a	4.7.1	n/a	n/a
Y	additional 125mm surfaced pipework (road)	per metre	8	£403	£3,224	£444	£3,552	Y	£403	£3,224	£403	£3,224	4.7.2	4.7.2	4.7.2
Y	additional 125mm lay only pipework	per metre	190	£100	£19,000	£157	£29,830	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	additional 90mm lay only pipework	per metre	100	£48	£4,800	£96	£9,600	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	Traffic management road closure	per TM usage	1	£449	£449	£449	£449	Y	£449	£449	£449	£449	10.1.2	10.1.2	10.1.2
Y	Temporary traffic regulation order - road closure	per TM usage	1	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost	10.1.3	n/a	n/a
Y	Traffic management parking bay suspension	per TM usage	8	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost	10.1.3	n/a	n/a
Other Charges															
Y	Trial hole - unsurfaced	per m3	1	£267	£267	£267	£267	Y	n/a	n/a	n/a	n/a	10.4	n/a	n/a
Y	Service connection administration charge	per property	50	£18	£900	£18	£900	N	£19	£950	n/a	n/a	4.6.2	4.4.8	n/a
Y	Sewerage processing fee - developer connection	per application	1	£249	£249	£249	£249	N	£249	£249	£249	£249	5.4.1	5.4.1	5.4.1
Infrastructure Charges															
Y	Infrastructure charge - water	per property	50	£302	£15,100	£302	£15,100	N	£302	£15,100	£302	£15,100	6.1	6.1	6.1
Y	Infrastructure charge - sewerage	per property	50	£320	£16,000	£320	£16,000	N	£320	£16,000	£320	£16,000	6.1	6.1	6.1
Income Offset															
Y	Income offset – water	per property	50	£715	-£35,750	£715	-£35,750	N	£715	-£35,750	£715	-£35,750	8.1	8.1	8.1
Y	Income offset – sewerage	per property	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS					£64,987		£81,245			£7,033		£5,626			

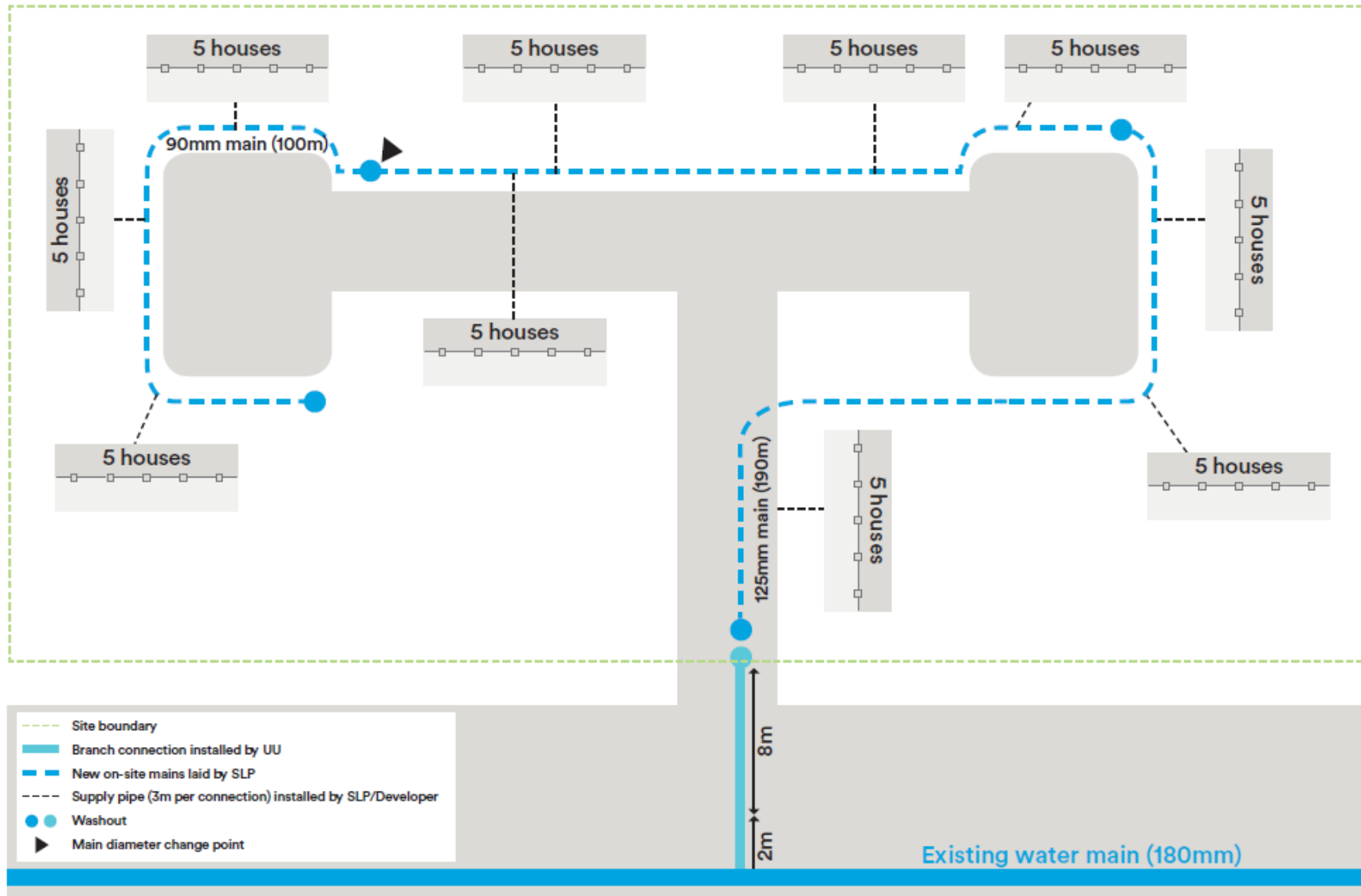
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17.4 Scenario 4: Medium housing development requiring new mains and communication pipes (excavation and reinstatement by us)

This worked example provides charges associated with the provision of new water mains and individual connections from them for each of 50 new houses. The worked example includes the associated vetting charges for the 50 property connections to an existing sewer, which is completed by the developer customer. This worked example assumes that the excavation and reinstatement activities are carried out by us. However, should the developer appoint an SLP or NAV, this worked example assumes these would be carried out by the SLP or NAV.

Within construction costs, this includes: mains laying; service pipe installation; boundary box fitting; meter installation; excavation; reinstatement.

Description & assumptions		
Medium housing development (excavation and reinstatement by water company)	Water	Technical Specification (Connection) 50 new connections to a new main – 3 metres pipework per connection (2 metres included in each connection) Technical Specification (Mains) Connection to existing main of 180mm diameter New mains required - total 300 metres: <ul style="list-style-type: none"> • 10 metres in road - 125mm diameter • 50 metres in footpath - 125mm diameter • 140 metres in unmade ground - 125mm diameter • 100 metres in unmade ground - 90mm diameter
	Sewerage	Connection undertaken by the developer*
Design Considerations	<ul style="list-style-type: none"> • 180mm diameter existing main, serving 150 existing customers • Three commissioning phases • Three sample chlorination and connections - footpath • Four washouts – unmade ground • Five valves (1 x 150mm, 3 x 100mm, 1 x 80mm) - unmade ground • One trial holes - unmade ground Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions. Any additional council charges for permitting should be included.	



Scenario 4: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by us)									Alternative Delivery Methods				Charges Scheme Ref			
Applicable Charge?	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable ? (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge	UU	SLP	NAV	
Pre-Construction Charges - connection																
N	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
N	Administration fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Pre-Construction Charges - mains																
Y	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Y	Processing fee	per application	1	£932	£932	£932	£932	N	£1,017	£1,017	£560	£560	4.6.1	4.4.1	4.5.2	
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Construction Charges - connection																
Y	25mm unsurfaced service Connection (inc up to 2m of pipework, provision and installation of meter)	per connection	50	£715	£35,750	£715	£35,750	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a	
Y	additional 25mm pipework unsurfaced	per metre	50	£69	£3,450	£66	£3,300	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a	
Y	Meters	per connection	Included in 25mm connection charge					Y	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Construction Charges - mains																
Y	Surfaced 125mm branch connection (includes up to 2m of pipework)	per connection	1	£5,794	£5,794	£5,794	£5,794	N	£5,794	£5,794	£5,794	£5,794	4.7.1	4.7.1	4.7.1	
Y	Unsurfaced 125mm piece up connection	per connection	3	£1,774	£5,322	£1,774	£5,322	Y	n/a	n/a	n/a	n/a	4.7.1	n/a	n/a	
Y	additional 125mm surfaced pipework (road)	per metre	8	£403	£3,224	£444	£3,552	Y	£403	£3,224	£403	£3,224	4.7.2	4.7.2	4.7.2	

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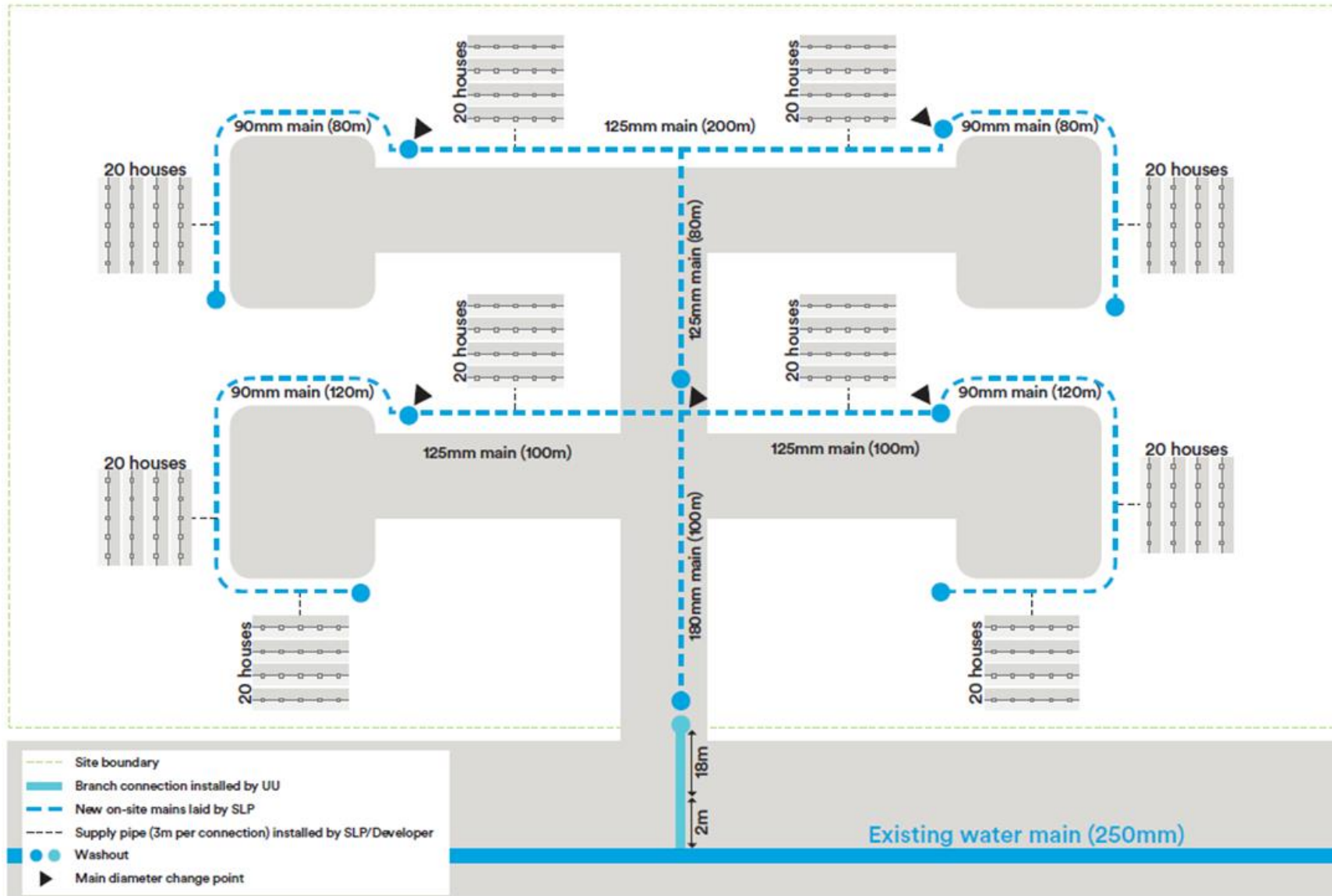
Y	additional 125mm surfaced pipework (footpath)	per metre	50	£403	£20,150	£444	£22,200	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	additional 125mm unsurfaced pipework	per metre	140	£158	£22,120	£219	£30,660	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	additional 90mm unsurfaced pipework	per metre	100	£109	£10,900	£147	£14,700	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	Traffic management road closure	per TM usage	1	£449	£449	£449	£449	Y	£449	£449	£449	£449	10.1.2	10.1.2	10.1.2
Y	Temporary traffic regulation order - road closure	per TM usage	1	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost	10.1.3	n/a	n/a
Y	Traffic management parking bay suspension	per TM usage	8	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost	10.1.3	n/a	n/a
Other Charges															
Y	Trial hole - unsurfaced	per m3	1	£267	£267	£267	£267	Y	n/a	n/a	n/a	n/a	10.4	n/a	n/a
Y	Service connection administration fee	per property	50	£18	£900	£18	£900	N	£19	£950	n/a	n/a	4.6.2	4.4.8	n/a
Y	Sewerage processing fee - developer connection	per application	1	£249	£249	£249	£249	N	£249	£249	£249	£249	5.4.1	5.4.1	5.4.1
Infrastructure Charges															
Y	Infrastructure charge - water	per property	50	£302	£15,100	£302	£15,100	N	£302	£15,100	£302	£15,100	6.1	6.1	6.1
Y	Infrastructure charge - sewerage	per property	50	£320	£16,000	£320	£16,000	N	£320	£16,000	£320	£16,000	6.1	6.1	6.1
Income Offset															
Y	Income offset – water	per property	50	£715	-£35,750	£715	-£35,750	N	£715	-£35,750	£715	-£35,750	8.1	8.1	8.1
Y	Income offset – sewerage	per property	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS					£104,857		£119,425			£7,033		£5,626			

17.5 Scenario 5: Large housing development requiring new mains and communication pipes (excavation and reinstatement by others)

This worked example provides charges associated with the provision of new water mains and individual connections from them for each of 200 new houses. The worked example includes the associated vetting charges for the 200 property connections to an existing sewer, which is completed by the developer customer. Excavation and reinstatement are completed by others, except for the excavation leading to the point of connection to the existing water main.

Within construction costs, this includes: mains laying; service pipe installation; boundary box fitting; meter installation.

Description & assumptions		
Large housing development (excavation and reinstatement by others)	Water	<p>Technical Specification (Connection) 200 new connections to new main – 3 metres pipework per connection (2 metres included in each connection)</p> <p>Technical Specification (Mains) Connection to existing main of 180mm diameter New mains required - total 1000 metres:</p> <ul style="list-style-type: none"> • 20 metres in road - 180mm diameter • 100 metres - 180mm diameter • 480 metres - 125mm diameter • 400 metres - 90mm diameter
	Sewerage	Connection undertaken by the developer*
Design Considerations	<ul style="list-style-type: none"> • 250mm diameter existing main, serving 150 existing customers • Six commissioning phases • Six sample chlorination and connections - footpath • Ten washouts – unmade ground • Eight valves (1 x 150mm, 5 x 100mm, 2 x 80mm) - unmade ground • Two trial holes - unmade ground <p>Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions.</p> <p>Any additional council charges for permitting should be included.</p>	



Scenario 5: Large housing development requiring new mains and communication pipe (excavation and reinstatement by others)									Alternative Delivery Methods				Charges Scheme Ref		
Applicable Charge ?	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable ? (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge	UU	SLP	NAV
Pre-Construction Charges - connection															
N	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
N	Administration fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Pre-Construction Charges - mains															
Y	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Y	Processing fee	per application	1	£932	£932	£932	£932	N	£1,017	£1,017	£560	£560	4.6.1	4.4.1	4.5.2
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Construction Charges - connection															
Y	25mm service connection on site no excavation (inc up to 2m of pipework, provision and installation of meters)	per connection	200	£537	£107,400	£537	£107,400	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a
Y	additional 25mm pipework lay only	per metre	200	£37	£7,400	£43	£8,600	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a
Y	Meters	per connection	Included in 25mm connection charge					Y	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Construction Charges - mains															
Y	Surfaced 180mm branch connection (includes up to 2m of pipework)	per connection	1	£8,110	£8,110	£8,110	£8,110	N	£8,110	£8,110	£8,110	£8,110	4.7.1	4.7.1	4.7.1
Y	Unsurfaced 180mm piece up connection	per connection	2	£3,323	£6,646	£3,323	£6,646	Y	n/a	n/a	n/a	n/a	4.7.1	n/a	n/a
Y	Unsurfaced 125mm piece up connection	per metre	4	£1,774	£7,096	£1,774	£7,096	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a

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Y	additional 180mm surfaced pipework	per metre	18	£622	£11,196	£829	£14,922	Y	£622	£11,196	£622	£11,196	4.7.2	4.7.2	4.7.2
Y	additional 180mm lay only pipework	per metre	100	£217	£21,700	£338	£33,800	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	additional 125mm lay only pipework	per metre	480	£100	£48,000	£157	£75,360	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	additional 90mm lay only pipework	per metre	400	£48	£19,200	£96	£38,400	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	Traffic management road closure	per TM usage	1	£449	£449	£449	£449	Y	£449	£449	£449	£449	10.1.2	10.1.2	10.1.2
Y	Temporary traffic regulation order - road closure	per TM usage	1	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost	10.1.3	n/a	n/a
Y	Traffic management parking bay suspension	per TM usage	8	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost	10.1.3	n/a	n/a
Other Charges															
Y	Trial hole - unsurfaced	per m3	2	£267	£534	£267	£534	Y	n/a	n/a	n/a	n/a	10.4	n/a	n/a
Y	Service connection administration fee	per property	200	£18	£3,600	£18	£3,600	N	£19	£3,800	n/a	n/a	4.6.2	4.4.8	n/a
Y	Sewerage processing fee - developer connection	per application	1	£249	£249	£249	£249	N	£249	£249	£249	£249	5.4.1	5.4.1	5.4.1
Infrastructure Charges															
Y	Infrastructure charge - water	per property	200	£302	£60,400	£302	£60,400	N	£302	£60,400	£302	£60,400	6.1	6.1	6.1
Y	Infrastructure charge - sewerage	per property	200	£320	£64,000	£320	£64,000	N	£320	£64,000	£320	£64,000	6.1	6.1	6.1
Income Offset															
Y	Income offset – water	per property	200	£715	-£143,000	£715	-£143,000	N	£715	-£143,000	£715	-£143,000	8.1	8.1	8.1
Y	Income offset – sewerage	per property	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS					£223,912		£287,498			£6,221		£1,964			

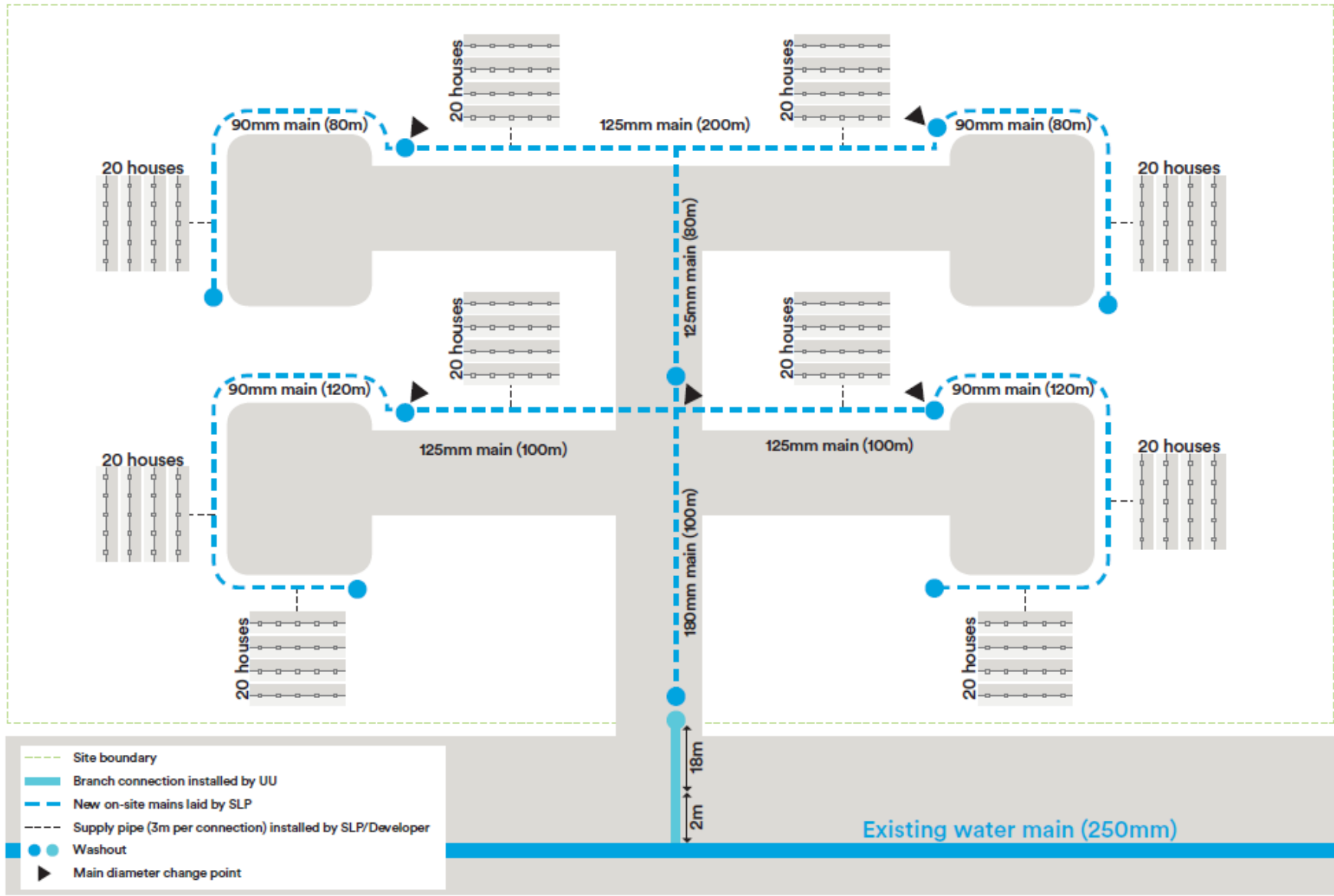
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17.6 Scenario 6: Large housing development requiring new mains and communication pipes (excavation and reinstatement by us)

This worked example provides charges associated with the provision of new water mains and individual connections from them for each of 200 new houses. The worked example includes the associated vetting charges for the 200 property connections to an existing sewer, which is completed by the developer customer. This worked example assumes that the excavation and reinstatement activities are carried out by the water company. However, should the developer appoint a SLP or NAV, this worked example assumes these would be carried out by the SLP or NAV.

Within construction costs, this includes: service pipe installation; boundary box fitting; meter installation; excavation; reinstatement.

Description & assumptions		
Large housing development (excavation and reinstatement by others)	Water	<p>Technical Specification (Connection) 200 new connections to new main – 3 metres pipework per connection (2 metres included in each connection)</p> <p>Technical Specification (Mains) Connection to existing main of 180mm diameter New mains required - total 1000 metres:</p> <ul style="list-style-type: none"> • 20 metres in road - 180mm diameter • 100 metres - 180mm diameter • 480 metres - 125mm diameter • 400 metres - 90mm diameter
	Sewerage	Connection undertaken by the developer*
Design Considerations	<ul style="list-style-type: none"> • 250mm diameter existing main, serving 150 existing customers • Six commissioning phases • Six sample chlorination and connections - footpath • Ten washouts – unmade ground • Eight valves (1 x 150mm, 5 x 100mm, 2 x 80mm) - unmade ground • Two trial holes - unmade ground <p>Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions.</p> <p>Any additional council charges for permitting should be included.</p>	



Scenario 6: Large housing development requiring new mains and communication pipe (excavation and reinstatement by us)									Alternative Delivery Methods				Charges Scheme Ref			
Applicable Charge ?	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable ? (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge	UU	SLP	NAV	
Pre-Construction Charges - connection																
N	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
N	Administration fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Pre-Construction Charges - mains																
Y	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Y	Processing fee	per application	1	£932	£932	£932	£932	N	£1,017	£1,017	£560	£560	4.6.1	4.4.1	4.5.2	
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Construction Charges - connection																
Y	25mm unsurfaced service Connection (inc up to 2m of pipework, provision and installation of meter)	per connection	200	£715	£143,000	£715	£143,000	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a	
Y	additional 25mm pipework unsurfaced	per metre	200	£69	£13,800	£66	£13,200	Y	n/a	n/a	n/a	n/a	4.2.2	n/a	n/a	
Y	Meters	per connection	Included in 25mm connection charge					Y	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Construction Charges - mains																
Y	Surfaced 180mm branch connection (includes up to 2m of pipework)	per connection	1	£8,110	£8,110	£8,110	£8,110	N	£8,110	£8,110	£8,110	£8,110	4.7.1	4.7.1	4.7.1	
Y	Unsurfaced 180mm piece up connection	per connection	2	£3,323	£6,646	£3,323	£6,646	Y	n/a	n/a	n/a	n/a	4.7.1	n/a	n/a	
Y	Unsurfaced 125mm piece up connection	per metre	4	£1,774	£7,096	£1,774	£7,096	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a	

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Y	additional 180mm surfaced pipework (road)	per metre	18	£622	£11,196	£829	£14,922	Y	£622	£11,196	£622	£11,196	4.7.2	4.7.2	4.7.2
Y	additional 180mm surfaced pipework (footpath)	per metre	100	£622	£62,200	£829	£82,900	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	additional 125mm unsurfaced pipework	per metre	480	£158	£75,840	£219	£105,120	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	additional 90mm unsurfaced pipework	per metre	400	£109	£43,600	£147	£58,800	Y	n/a	n/a	n/a	n/a	4.7.2	n/a	n/a
Y	Traffic management Road closure	per TM usage	1	£449	£449	£449	£449	Y	£449	£449	£449	£449	10.1.2	10.1.2	10.1.2
Y	Temporary traffic regulation order - road closure	per TM usage	1	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost	10.1.3	n/a	n/a
Y	Traffic management parking bay suspension	Per TM usage	8	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost	10.1.3	n/a	n/a
Other Charges															
Y	Trial hole - unsurfaced	per m3	2	£267	£534	£267	£534	Y	n/a	n/a	n/a	n/a	10.4	n/a	n/a
Y	Service connection administration fee	per property	200	£18	£3,600	£18	£3,600	N	£19	£3,800	n/a	n/a	4.6.2	4.4.8	n/a
Y	Sewerage processing fee - developer connection	per application	1	£249	£249	£249	£249	N	£249	£249	£249	£249	5.4.1	5.4.1	5.4.1
Infrastructure Charges															
Y	Infrastructure charge - water	per property	200	£302	£60,400	£302	£60,400	N	£302	£60,400	£302	£60,400	6.1	6.1	6.1
Y	Infrastructure charge - sewerage	per property	200	£320	£64,000	£320	£64,000	N	£320	£64,000	£320	£64,000	6.1	6.1	6.1
Income Offset															
Y	Income offset – water	per property	200	£715	-£143,000	£715	-£143,000	N	£715	-£143,000	£715	-£143,000	8.1	8.1	8.1
Y	Income offset – sewerage	per property	n/a	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS					£358,652		£426,958			£6,221		£1,964			

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