

# New connections and developer services

Charges Scheme  
2016/2017



## Charges schemes

United Utilities Water Limited has published five charges schemes for 2016/2017 charging year. They include the charges to be paid for services provided by us in the course of carrying out our function as a water and sewerage undertaker. Below are details of all the schemes published by us.

This scheme is

### **New connections and developer services charges scheme**

*This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016, for water supply and sewerage connections and developer services*

The others are

### **Wholesale water charges scheme**

*This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016 for wholesale water services*

### **Wholesale sewerage charges scheme**

*This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016 for wholesale sewerage services*

### **Household charges scheme**

*This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016, chargeable to household customers*

### **Business & non-household charges scheme**

*This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016, chargeable to non-household customers*

All of the charges schemes shown above are available to download from our website using the following link: [unitedutilities.com/leaflets](http://unitedutilities.com/leaflets)

## United Utilities Water Limited – regional map



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## **1. SCOPE OF THIS CHARGES SCHEME**

This charges scheme is made by United Utilities Water Limited under the provisions of the Water Industry Act 1991 (as amended).

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 functions as a water and sewerage undertaker under our Instrument of Appointment (as updated).

This charges scheme sets out our charges, terms and conditions applicable to the charging year 2016/2017.

It comes into effect on 1 April 2016 and shall remain in force until revoked, amended or modified by us.

This charges scheme as well as other leaflets are published on our website at:  
**[unitedutilities.com/builders-developers](http://unitedutilities.com/builders-developers)**

## 2. GLOSSARY OF TERMS

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

**The Act** – the Water Industry Act 1991 (as amended).

**Agreement** – is a legally enforceable contract between us and you. It covers the water or sewerage services that we agree to provide to you, and the commercial terms on which those services are provided.

**Building water** – water used in the construction or renovation of premises, including testing of water fittings.

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

**Common billing agreement** – an agreement between us and any person(s) or company who has agreed to pay charges for our services for two or more household or non-household premises.

**Common supply pipe** – a water supply pipe that serves two or more premises.

**Connection** – a connection to a network regulated by the Act and other relevant legislation through which you receive the benefit of one of our services.

**House** – any building or part of a building (including a flat) occupied or likely to be occupied as a private dwelling.

**Household premises** – premises in any part of which a person has his home and whose principal use is a home and which may be identified as such in light of any eligibility guidance.

**Infrastructure charge** – a water infrastructure charge and/or a sewerage infrastructure charge made by us for a water and/or sewerage connection for domestic purposes (see Condition C of our Instrument of Appointment and section 4.1 of this scheme).

**Instrument of Appointment** – is the Instrument of Appointment of the Company, then known as North West Water Limited as a water and sewerage undertaker dated 24 August 1989 (as updated).

**Non-household premises** – premises other than a house.

**Premises** – includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land.

**Relevant multiplier** – a number (which may be one or more or less than one) related to loading units for water fittings for the purpose of calculating infrastructure charges (see Condition C of our Instrument of Appointment and 4.1 of this scheme).

**Retailer** - a water retailer and/or sewerage retailer as the context requires.

**Self-lay** – the laying of water pipes and associated infrastructure in accordance with section 51a of the Act.

**Self-lay organisation** – an entity that carries out self-lay work with Water Industry Registration Scheme (WIRS) accreditation.

**Services** – any service provided by us related to potable or non-potable water supply and foul drainage, surface water drainage, highway drainage and trade effluent.

**Supply point** - subject always to Section 4.2.2(d) of the market terms, in relation to any eligible premises, the point at which water services or sewerage services are provided and (to avoid doubt):

- (i) any eligible premises that receives both water services and sewerage services shall have at least two (2) supply points; and
- (ii) any eligible premises that receives either water services or sewerage services only shall have one (1) supply point.

**Sewerage services** – any services provided by us related to the provision, alteration of sewerage and the reception, conveyance and treatment of sewage including surface water drainage and highway drainage.

**Water and sewerage undertaker** – the Company appointed to carry out water and sewerage duties under the Water Industry Act 1991.

**Water services charges** – a charge or any combination of charges for water supply services or sewerage services or both.

**Water supply** – water supplied by us to you.

**Water supply services** – any services provided by us related to the provision, alteration or disconnection of a water supply.

**We, us or our** – United Utilities Water Limited (registered number 2366678) or our representative(s).

**Water Industry Registration Scheme (WIRS)** – a recognised accreditation scheme operated by Lloyd's Register on behalf of water utility companies.

**You, your** – the person(s) requesting the connection or service.

### **3. GENERAL INFORMATION**

#### **3.1 Charges**

The charges quoted in this scheme apply for works carried out during normal working hours on normal working days 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.

#### **3.2 Payment**

We reserve the right to request payment in advance.

If you pay by credit card, this may be subject to an additional charge.

We reserve the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders, credit cards or direct debits.

Interest on late payment - 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.

#### **3.3 Value Added Tax (VAT)**

All charges published in this scheme **exclude VAT** unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.

#### **3.4 Traffic Management Act 2004**

Additional charges may be made for traffic management expenses.

#### **3.5 Disputes**

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 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.



## 4. CHARGES FOR NEW DEVELOPMENTS

### 4.1 Applying infrastructure charges

#### 4.1.1 Introduction

Infrastructure charges are payable in accordance with section 142-146(2) of the Act inclusive, Conditions C and D of our Instrument of Appointment and this part of our charges scheme, when premises become connected for the first time to a water supply and 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 sewerage systems, and eventually those systems will need to be enlarged. Infrastructure charges are used to cover the extra demand on our existing network. These charges need to be paid by anyone who wishes to build or develop premises where a connection is made either directly or indirectly to our existing network.

Separate charges (shown below) are payable for water and sewerage connections.

Water infrastructure charge	<b>£357.60</b>
Sewerage infrastructure charge	<b>£357.60</b>

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 due and payable when a water or sewerage connection for domestic purposes is made to premises that have not previously received the service, or where premises are split or where a site is otherwise redeveloped.

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

#### 4.1.2 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:

- houses subject to a common billing agreement with a common supply pipe (see 2);
- non-household premises served by a supply pipe larger than a 25mm external diameter.

New premises that are built on a site that was previously connected for either water or sewerage services at some stage within the previous five years may be given a reduction in infrastructure charges.

Where a site is developed or redeveloped, the total amount of water and/or sewerage infrastructure charges which may be recovered for domestic purposes at premises

resulting from the development or redevelopment, shall not exceed the standard amount multiplied by X, where X =

- (a) the aggregate of the number of relevant multipliers for all those premises, less;
- (b) the maximum number of relevant multipliers for premises with water or, as the case may be, sewerage connections on the site at any time in the period of five years before the development or redevelopment began.

Where the relevant multipliers calculated in (b) above exceed those calculated in (a) above, X shall be zero.

#### 4.1.3 Relevant multiplier

The relevant multiplier 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. 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.

Water fitting	Loading units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size up to 20mm)	10
Bath (tap nominal size larger than 20mm)	22
Shower	3
Sink (tap nominal size up to 15mm)	3
Sink (tap nominal size larger than 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance – see 3 <sup>rd</sup> note below (subject to a minimum of 6 loading units per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

## Notes

- Any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- A bath includes a whirlpool or a Jacuzzi;
- "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).

In any calculation a minimum of six loading units will be included, for each house, for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the house.

In the case of any premises with only a sewerage connection and no water fittings, the relevant multiplier will be one.

### 4.1.4 Disputes

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

## 4.2 Charges for a new connection to our water supply systems

These are charges associated with making connections to our water supply systems. You can find more information about this on our website at:

[www.unitedutilities.com/newwatersupply](http://www.unitedutilities.com/newwatersupply)

### 4.2.1 New water service connection application fee

We charge **£74.00** for processing applications for a single connection (non-refundable). Where two or more connections are applied for at the same location, the application fee for the second and subsequent connections will be charged at **£45.00** per connection.

### 4.2.2 Charges for new water service connections

The charge for a new connection will be determined based on the actual cost incurred by us in providing that connection. The following table below shows the indicative charges that are applied for connections up to and including 25mm external diameter to our water mains, including provision and installation of a meter.

The indicative charges provided in the following table are shown according to the type of excavation in which the pipe is being laid, the distance between the main and the boundary of the premises.

Exceptional work, including connections over 25mm diameter will be charged at cost.

Charges are normally payable after the work is carried out.

	<b>Internal/wall mounted metered connections</b>	
<b>Length of connection</b>	<b>Unsurfaced (on site)</b>	<b>Surfaced (off site)</b>
Very short (up to 2 metres)	<b>£406.00</b>	<b>£470.00</b>
Each additional metre of excavation	<b>£48.00</b>	<b>£74.00</b>

**Note 1:** The charges above cover 25mm single and multiple plot applications. Supplies greater than 25mm will be individually quoted.

**Note 2:** We no longer offer an external boundary box as a meter location choice for 25mm household connections. There are certain scenarios where this is available and standard charges are applied.

For more information please contact our developer services team on **0345 072 6067** or email [developerserviceswater@uuplc.co.uk](mailto:developerserviceswater@uuplc.co.uk)

### **4.3 Approving new water connections**

#### **4.3.1 Verification of new connections by us**

With your quotation you will get a Request for work form (RFW1). You will need to return this to us when your service pipe is complete and your service connection is ready to be made.

When you return the RFW1, you will need to provide either a certificate from your service pipe installer (if they are Water Industry Approved Plumbers' Scheme (WIAPS) registered) or ask us to make an inspection during the service pipe installation. Without one of these we are unable to connect your service to our water main.

The cost for the first visit to inspect a customer's supply pipe(s) is included in the connection charge.

Should any additional visit be required to re-inspect a customer's supply pipe(s) a site visit charge of **£50.60** will be made.

**Note:** This charge includes a visit to re-inspect pipework or a visit to obtain meter details if these are not provided in a timely manner or incorrect/incomplete meter details are provided.

#### **4.3.2 Abortive visit charge for new water service connection**

A charge may be made for an abortive visit.

### 4.3.3 Water used during development - building water charges

We will normally charge for building water based on the number of houses or premises to be built on a site (standard size connections) unless we determine the supply should be metered.

Premises supplied	Charge
Houses or other premises with a standard size connection	<b>£25.00 per unit</b>
Developments other than those of houses	<b>10p per £100.00 of the contract value</b>
Any premises that we agree should be metered	<b>Standard measured charges</b>

### 4.3.4 Infrastructure and water connections no longer required

If it is necessary to move, remove or abandon existing water mains or any of our apparatus, or you request us to carry out associated works, we will charge you for the cost of the work. Individual estimates are provided as necessary and must be paid in advance.

## 4.4 Charges associated with a new connection to the public sewer

### 4.4.1 Pre-development enquiries

We reserve the right to charge you the actual cost of dealing with enquiries for drainage proposals such as modelling and engineering work provided that you are notified of such costs before any chargeable work begins.

### 4.4.2 Charges for supervision, administration and inspection

Payment of our costs for supervision of the connection work and inspection of the adoptable lateral drain and demarcation chamber, or of the reasonable expenses of connections made by us under section 107 of the Act, will be required from you under those provisions.

The charges for administration and inspection of connection to the public sewerage network are as follows:

Type of connection	Charge
Administration and supervision of standard connection within normal working hours+	<b>£307.00</b>
Administration and supervision of standard connection outside normal working hours+	<b>At cost</b>
Administration and supervision of non-standard connection outside normal working hours+	<b>At cost</b>
Abortive supervision visit (per visit)	<b>£73.00</b>

+ For the purpose of these charges, normal working hours are Monday to Friday 09.00 to 17.00 and exclude Bank Holidays.

#### 4.5 Charges for adoption of sewers and disposal works

For the purpose of recovering our expenses associated with the adoption of sewers and disposal works (see sections 104 and 106 of the Act), charges will be made as set out in 4.5.1 and 4.5.2.

##### 4.5.1 Adoption of sewers

For all applications	Charge
Assessment and inspection fees for Section 104 sewer adoptions submissions	<b>2.5% of estimated asset value, minimum charge £613.00</b>
Initial assessment fee to be paid with Section 104 submission (upfront payment deductible from final cost) – small development up to 20 premises	<b>£613.00</b>
Initial assessment fee to be paid with Section 104 submission (upfront payment deductible from final cost) – medium development from 21 - 50 premises	<b>£1,189.00</b>
Initial assessment fee to be paid with Section 104 submission (upfront payment deductible from final cost) – large development over 50 premises	<b>£1,802.00</b>
Legal fee	<b>£625.00</b>
Legal fee for transfer of land or provision of an easement (per transaction)	<b>£675.00</b>
Installation and commissioning of United Utilities' built telemetry outstation	<b>At cost</b>
Undertaking CCTV survey of completed sewer network (if not provided by developer)	<b>At cost</b>
Configuration and commissioning of developer/owner built telemetry outstation	<b>At cost</b>
Section 104 re-submission fee for re-design or inaccurate/repeat submissions	<b>At cost</b>
Abortive inspection visit (per visit)	<b>£73.00</b>
Abortive pumping station inspection visit (per visit)	<b>At cost</b>

Digital processing fee of electronically submitted application (Optional)	<b>£140.00</b>
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#### 4.5.2 Adoption of disposal works

For all applications	Charge
Application fee	<b>£500.00</b>
Legal fee for transfer of land or provision of an easement (per transaction)	<b>£675.00</b>
Installation and commissioning of United Utilities' built telemetry outstation	<b>At cost</b>
Configuration and commissioning of developer/owner built telemetry outstation	<b>At cost</b>
Assessment fee (to be paid before first site inspection)	<b>£600.00 or 6% of the contract value (whichever is greater)</b>

#### 4.6 Building over sewers – charge for dealing with applications

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. water or sewerage pipes. Our property searches team can supply maps which show the location of our assets. For more information about this access our website at:

**[unitedutilities.com/property-searches](http://unitedutilities.com/property-searches)**

If you want to build over or close to one of our public sewers or lateral drains (this usually means within 3 metres), you need our approval, even if they are located on your land. For more information about this access our website at: **[unitedutilities.com/build-over-sewer](http://unitedutilities.com/build-over-sewer)**

Our charge for administration, assessment and inspection of building over sewer consultations and applications from customers wishing to enter into build over agreements is **£261.00**.

#### 4.7 Charges for diversion of public sewers

For the purpose of recovering our expenses associated with the diversion of sewers (see section 185 of the Act), charges will be made as set out below. For more information about this access our website at: **[unitedutilities.com/sewer-diversion](http://unitedutilities.com/sewer-diversion)**

<b>For all applications</b>	<b>Charge</b>
Assessment and inspection fees for Section 185 sewer diversion submissions	<b>5.0% of estimated asset value</b>
Legal fee	<b>£625.00</b>
Legal fee for provision of an easement (per transaction)	<b>£675.00</b>
Undertaking CCTV survey if completed sewer network (if not provided by developer)	<b>At cost</b>
Section 185 re-submission fee for re-design or inaccurate/repeat submissions	<b>At cost</b>
Abortive inspection visit (per visit)	<b>£73.00</b>
Digital processing fee of electronically submitted application (Optional)	<b>£140.00</b>



## **5. SELF-LAY CHARGES**

These charges apply where you have chosen to use a self-lay organisation to provide new water infrastructure.

Further details about the self-lay option can be found in our booklets “Obtaining water supplies for new developments – Guidance notes for developers” and our self-lay policy; these are available on request or on our website at: [unitedutilities.com/builders-developers](http://unitedutilities.com/builders-developers)