

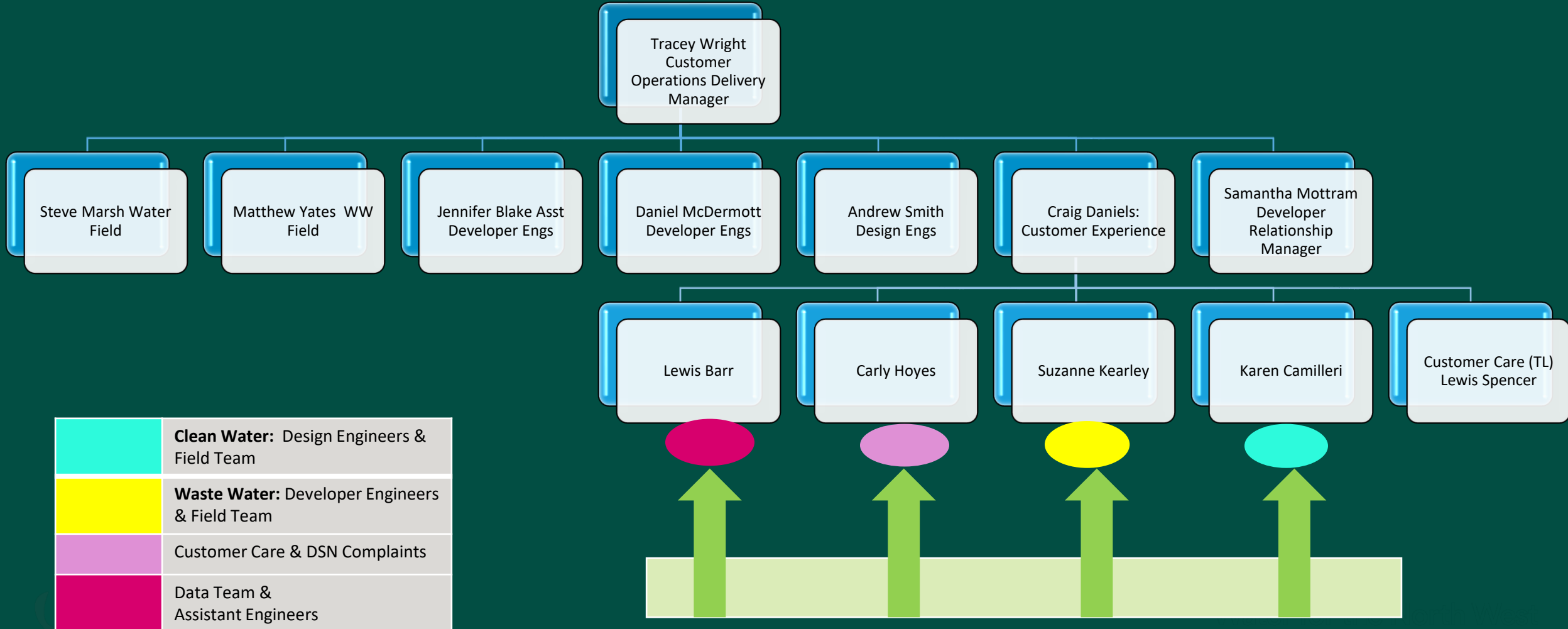


# Water Technical Forum

February 2025

Ennerdale Water

# DSN Management & Team Leader Structure



Developer Services Water



TECHNICAL FORUM

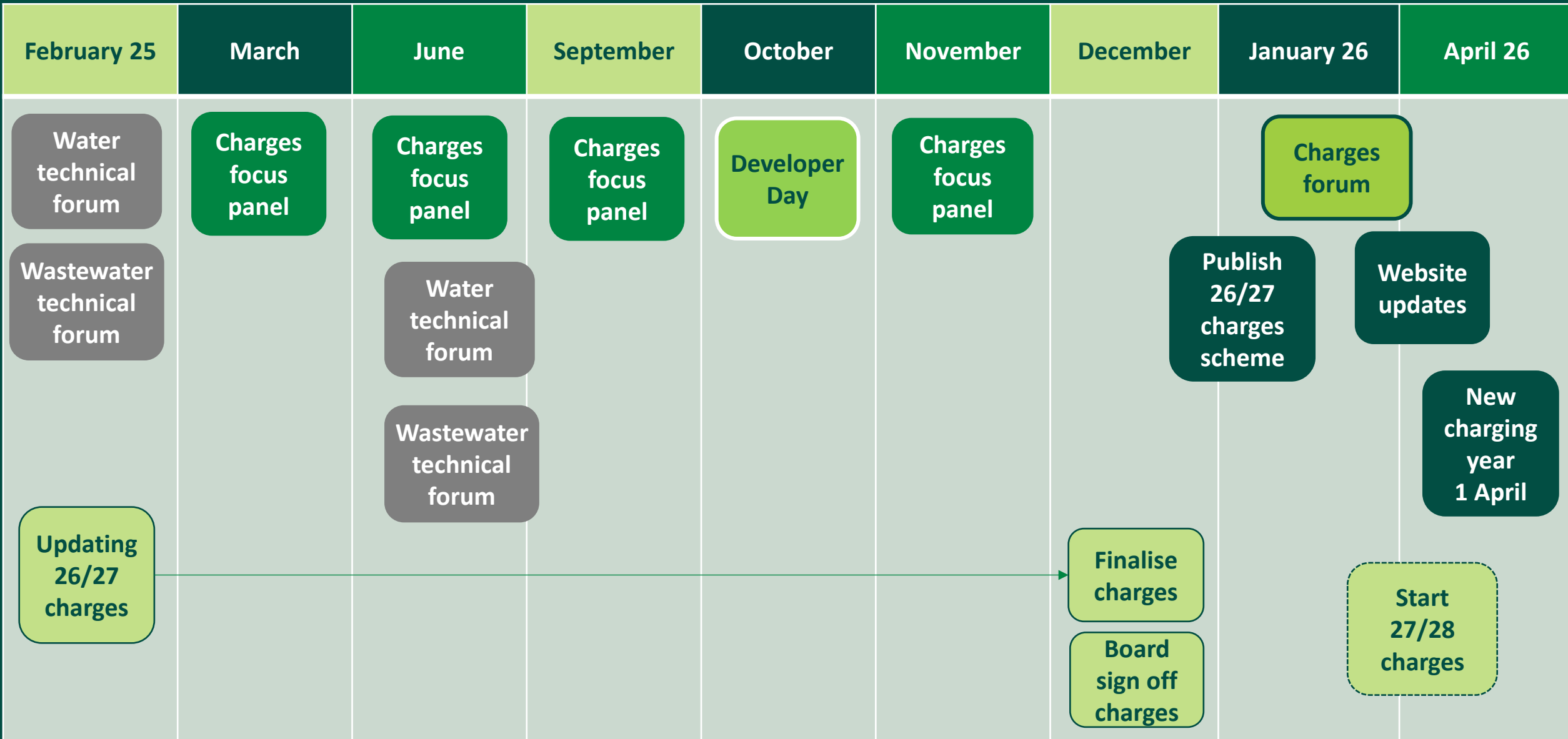
# Charging Update

Emily Burke  
Strategy and compliance



Join in the conversation – head to [www.slido.com](http://www.slido.com) and enter the code [#XXX](#)

# 2026/2027 charges timeline



# Developer charges to increase in 2025/2026



Large housing growth forecasted in the Northwest requiring more upgrades to our water and wastewater assets, thus increases to the infrastructure charge.

- 1.5m new homes over next 5 years.
- C.37,000 new homes each year in the Northwest.
- Investment needed to support growth, whilst protecting the environment and our customers.
- UU committed to supporting house building growth through great customer experience (#1 D-MeX).



A fairer approach to charging by ensuring all developer costs are now recovered through developer charges including removal of income offset subsidy.

- Income offset is currently funded by bill paying customers.
- Developer Services will now operate as a standalone function.
- We must aim to recover all our costs
- Our commitment to strive to have some of the lowest charges in the sector.



Promote sustainable developments with tiered incentive mechanism funded through introduction of new environmental charge.

- National target to reduce overall demand by 20% by 2050.
- This means a reduction from 140 to 110 litres per person per day.
- New incentive is an industry standard approach with greater rewards on offer.
- One of the most comprehensive offerings in the sector.

# Developer Services charges 2025/2026 – recovering costs

Unless otherwise specified, all quotes for construction activities will be provided based on the parameters and information that you provide in your application for services, together with any supporting documents you provide.

If there are any differences to the actual site conditions from the information or parameters you have provided, we will recover any additional costs that we incur, to facilitate the work, from you and these costs will be subject to final settlement.

This could include but is not limited to:

- Additional metres of pipe, excavation and reinstatement
- Change of surface type
- Boundary box / multi-port box
- Any additional costs incurred due to the obstruction of third-party services
- Traffic management



All quotes for construction will include expected costs for traffic management where required, in some instances this may be subject to change, for example where the highways authority requires alternative arrangements.

## Quote validity

Service provider	Validity period
New mains / mains requisition	6 months from date of quote
Mains diversion	6 months from date of quote
Self-lay provider	6 months from date of quote
Service connections	Until the end of the charging year (31 March)
NAV bulk connection	6 months from date of quote
Sewer requisitions, diversions and connections	6 months from date of quote

For the charges outlined in the quote to apply, you must have accepted the quote and

- if we are completing the work, you must have requested the work from us within three months of accepting the quote and be ready for the work to be carried out when you make the request or,
- if you are completing the work, work must have been completed within three months of you accepting the quote.

If any of the following occur:

- the work has not been requested from us, or
  - you are not ready for us to carry out the work, or
  - you have not completed the work within three months of accepting the quote
- a re-quote will be required (under the charging arrangements for the current charging year) and a re-quote fee will be payable.

Impact on industry scenarios	24/25 excludes income offset	UU £		SLP £		NAV £	
Industry scenario	Specification	24/25	25/26	24/25	25/26	24/25	25/26
<b>1. Single short connection off an existing main</b>	<ul style="list-style-type: none"> <li>Single connection to existing main 25-32mm diameter pipe</li> <li>4 metres pipework in road</li> <li>Two-way lights (unsupervised)</li> </ul>	£3,001	<b>£6,166</b>	£1,191	<b>£2,323</b>	n/a	<b>n/a</b>
<b>1a. Single connection from an existing main to four properties using a four-port manifold.</b>	<ul style="list-style-type: none"> <li>25-32mm diameter PE pipe</li> <li>4m pipework in road</li> <li>4m pipework in unmade ground</li> <li>Two-way automated lights</li> </ul>	£10,302	<b>£14,436</b>	£2,052	<b>£3,760</b>	£2,112	<b>£3,656</b>
<b>2. Single connection to block of 10 flats from an existing main</b>	<ul style="list-style-type: none"> <li>63mm connection to existing main</li> <li>10 flats</li> <li>4 metres pipework in road</li> <li>4 metres pipework in unmade ground</li> <li>Flats individually metered</li> <li>Two-way lights (unsupervised)</li> </ul>	£13,701	<b>£19,005</b>	£7,122	<b>£11,620</b>	£7,029	<b>£12,057</b>
<b>3. Medium housing development requiring new mains and communication pipes excavation and reinstatement by others</b>	<ul style="list-style-type: none"> <li>Connection to existing main of 180mm diameter</li> <li>300 metres of new mains</li> <li>50 new connections - 3 metres pipework per connection</li> </ul>	£100,737	<b>£164,610</b>	£42,783	<b>£68,580</b>	£41,376	<b>£66,211</b>
<b>4. Medium housing development requiring new mains and communication pipes excavation and reinstatement by us</b>	<ul style="list-style-type: none"> <li>Road closure and eight parking bay suspensions</li> <li>1 trial hole</li> </ul>	£140,607	<b>£247,943</b>	£42,783	<b>£68,580</b>	£41,376	<b>£66,211</b>
<b>5. Large housing development requiring new mains and communication pipes excavation and reinstatement by others</b>	<ul style="list-style-type: none"> <li>Connection to existing main of 180mm diameter</li> <li>1000 metres of new mains</li> <li>200 new connections - 3 metres pipework per connection</li> </ul>	£366,912	<b>£586,029</b>	£149,221	<b>£229,948</b>	£144,964	<b>£223,662</b>
<b>6. Large housing development requiring new mains and communication pipes excavation and reinstatement by us</b>	<ul style="list-style-type: none"> <li>Road closure and eight parking bay suspensions</li> <li>2 trial holes</li> </ul>	£501,652	<b>£883,566</b>	£149,221	<b>£229,948</b>	£144,964	<b>£223,662</b>

# Charges 2025/2026

Point of connections enquiry  
£245



Water pre-development  
£250.23

Infrastructure charges  
Water £393.72  
Sewerage £442.04

Sustainable infrastructure  
Water £121.72  
Sewerage £154.04

Environmental component  
Water £77.54  
Sewerage £59.35

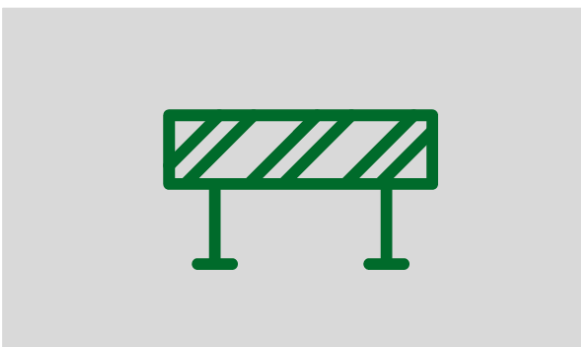


Traffic management  
Lane closure £3,410.24  
Cycle lane closure At cost  
Impact protection vehicle £3,868.60  
Installation of a temporary pedestrian crossing £1,486.88



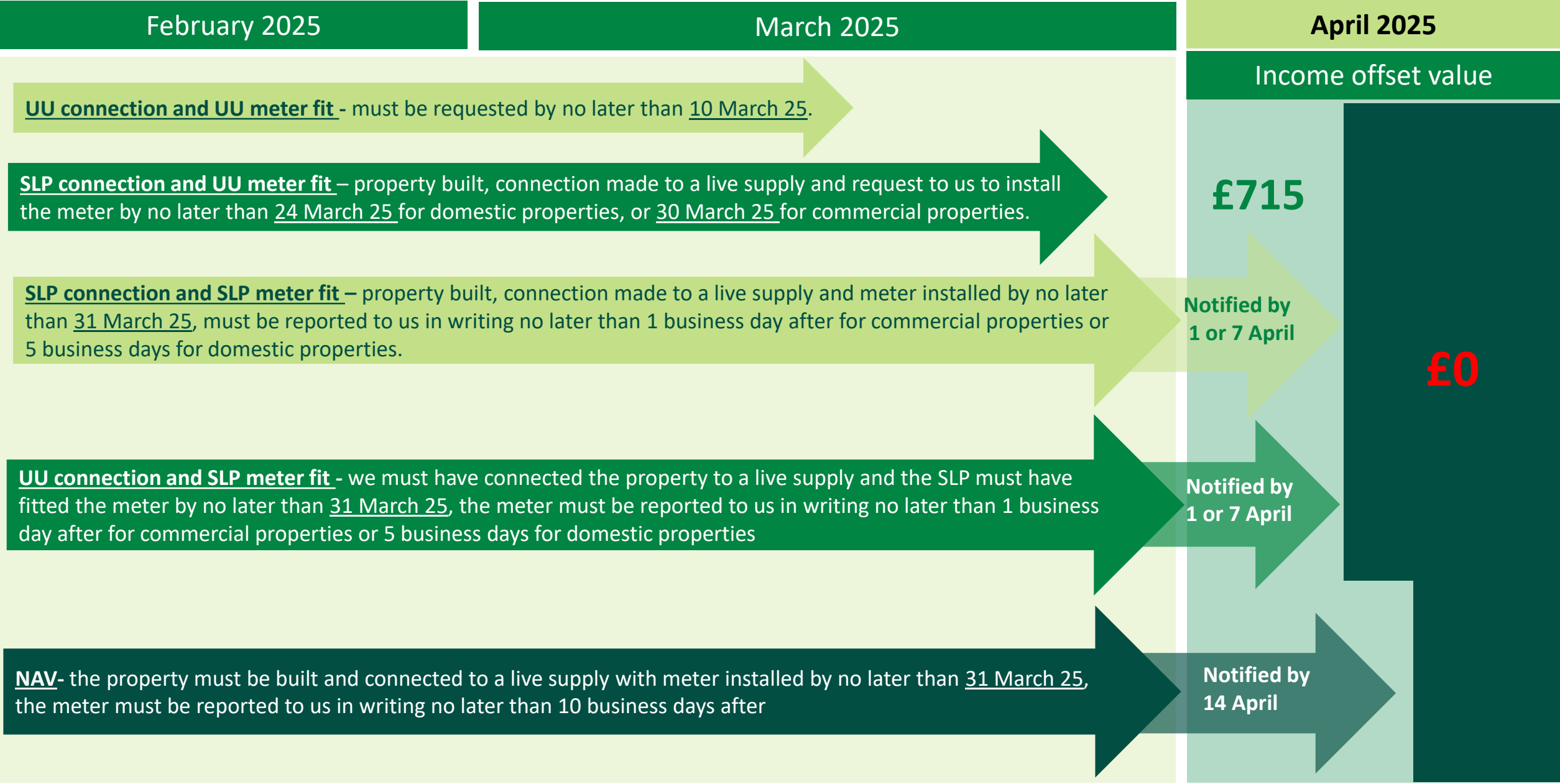
Complex diversion  
initial contribution  
£2,752.02

Installation of pulse unit / splitter  
£333.00





# Income offset – transition



# Environmental Incentives Scheme

## Tier 1

<b>Water</b> – demonstrate that the premises is built with fittings not exceeding the maximum consumption rates set out in the table on the right, and	<b>£172</b>
<b>Water</b> – installation of a flow regulator which limits the flow into the premises to 14 litres per minute	<b>£100</b>
<b>Wastewater</b> – installation of a water butt or a raised rain planter with a capacity of at least 200 litres connected to the properties main roof drainage, or a rain garden the size of 2% - 4% of the properties main roof, that drains to the rain garden.	<b>£20</b>

Water Fittings	Maximum Consumption (equal to or less than the following values)
WC	≤ 4 / 2.6 litres dual flush
Shower	≤ 7 l/min
Bath	≤ 170 litres
Basin taps	≤ 5 l/min
Sink taps	≤ 6 l/min
Dishwasher	≤ 1.0 l/place setting
Washing machine	≤ 6 l/kilogram

## Tier 2 (achieve all of tier 1 to be eligible for tier 2)

<b>Water re-use</b> – installation of rainwater harvesting or greywater re-use as the primary water source for all toilets, as a minimum, within the property	<b>£400</b>
<b>No surface water connection</b> – Where the property has no direct or indirect connection for surface water drainage	<b>£288</b>
<b>Permeable surfaces</b> – installation of permeable surfaces to the properties driveway and paths	<b>£150</b>

## Tier 3 (achieve all of tier 1 and the water reuse and at least one of the wastewater of tier 2 to be eligible for tier 3)

<b>Water offsetting</b> – We carry out 6 audits of existing properties for each new build property you are applying for tier 3 for and where we can, fix leaks, install water savings devices and install a water meter. The water savings from doing this should offset the demand from the new build property.	<b>Cost to Developer £553 plus VAT</b>
	<b>Incentive £664</b>

# Environmental Incentives Scheme process

You make the application at the same time as the water services application and send us the completed spreadsheet

We review your application and send back to you the spreadsheet along with our terms and conditions

You send us back the signed terms and conditions

You complete the property, fitting the devices as applied for

You carry out a Vyn for each plot on the environmental incentive scheme

We validate the Vyn information

We pay any incentive payments due to you

Full details and how to apply can be found on our website

[Environmental Incentives Scheme](#)

# Consultations.

We welcome your feedback on the following consultations.



## Metering Local Practice Consultation: Meter Equipment

31 December 2024

We are consulting on a change to our metering local practice document and would welcome responses from stakeholders on our change proposal.



By no later than Friday 28 February 2025.



## Consulting on our Meter Location Policy

30 January 2025

We are informally consulting on a change to our meter location approach for new build properties, as defined in our metering local practice document.

By no later than Tuesday 1 April 2025.

You can find these consultation on our website at - [Developer Services news - United Utilities](#)

Responses to the consultations should be sent directly to [dsconsultations@uuplc.co.uk](mailto:dsconsultations@uuplc.co.uk)

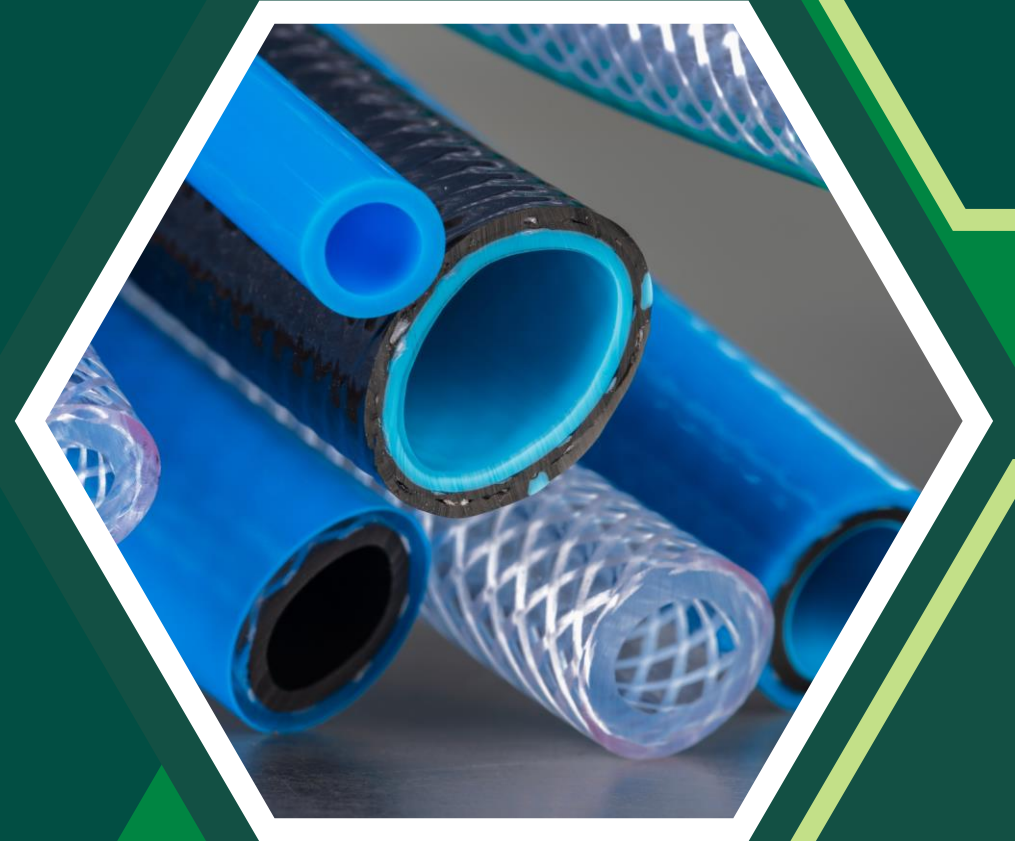
Developer Services Water



TECHNICAL FORUM

# The use of approved products in water distribution

Nicola Miller BSc(Hons), PGDip, FRSPH  
Water Fittings Manager



# What are approved products?

## Regulation 31

Regulation 31 of the Water Supply (Water Quality) Regulations 2016 (as amended) helps to ensure the safety of mains drinking water, across the UK. While it may sound technical, this regulation essentially enforces Article 10 of the Drinking Water Directive established by the European Union, and it applies to both England and Wales.

It focuses on safeguarding water quality from its source all the way to the customer, specifically the point of delivery to the customer's property. This regulation endorses construction products and materials that do not compromise water quality or pose risks to your health. A list of products, meeting the requirements of Regulation 31 can be found on the DWI website.



# What are approved products?

## Regulation 31

31. —(1) Subject to paragraph (2), a water undertaker or must not apply any substance or product to, or **introduce** substance or product into, water which is to be **supplied for regulation 4(1)** purposes, unless one of the requirements of paragraph (4) is satisfied.



# What are approved products?

## Regulation 4

Regulation 4(1) of the Water Supply (Water Fittings) Regulations 1999 states that every water fitting must:

- be of an appropriate quality and standard, means that only certified and compliant materials should be used in plumbing installations to ensure safety and reliability.
- be suitable for the specific circumstances in which they are used. This requires careful selection of materials and components based on the environment and usage conditions

The responsibility for compliance lies with the installers, property owners, and users. They must ensure that all components meet the regulatory standards

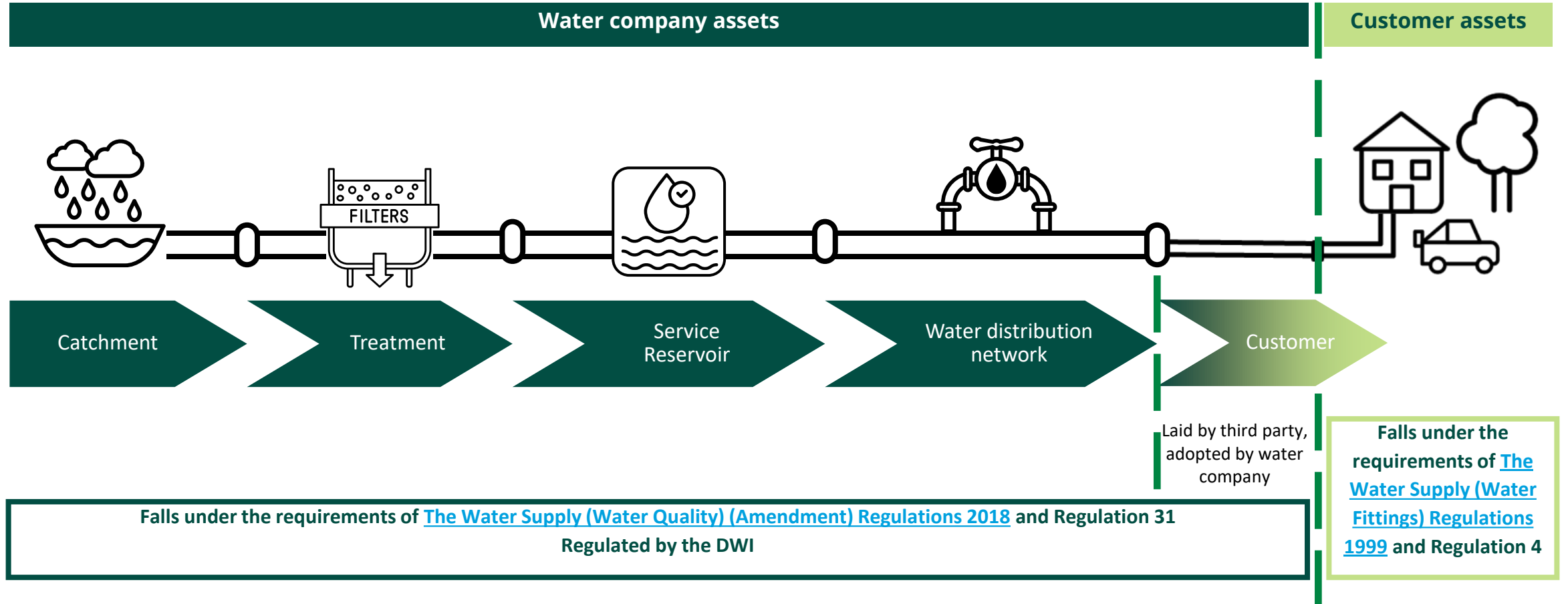
Independent certification (e.g., WRAS, KIWA, NSF) is often required to demonstrate compliance with the regulations. This helps in verifying that the products used in plumbing installations meet the necessary standards.

Water companies have the authority to inspect installations and enforce compliance. Non-compliance can lead to legal consequences, including fines and mandatory corrective actions

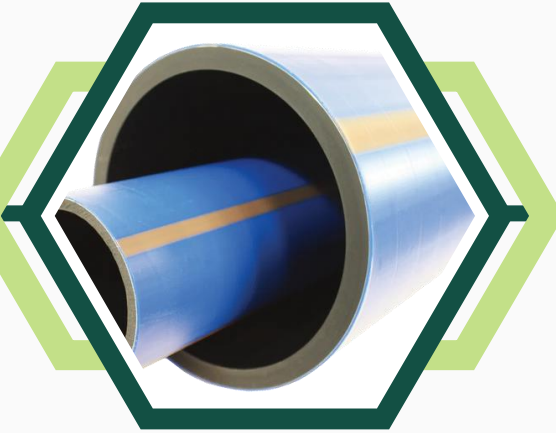




# What does this mean on the ground?

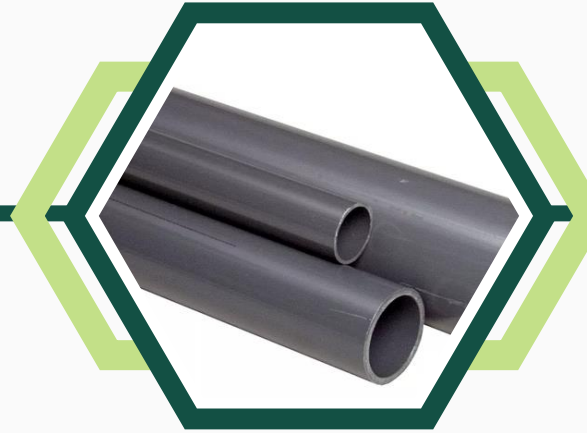


# Recent product expiry



## **Puriton Pipe by Radius Systems Ltd**

The approved product Puriton Pipe (DWI 56/4/1112) was revoked from the list of approved products with immediate effect on 23 December 2024.



## **GF ABS Pressure Pipe by George Fischer**

The approved product ABS Pressure Pipe manufactured by George Fischer (DWI 56/4/753) was revoked from the list of approved products with immediate effect on 29 January 2025.



## **SC80 Service Pipe by Radius Systems Ltd**

Radius Systems Ltd received notification from the DWI that approval for product, SC80 Service Pipe (DWI 56/4/491), would be revoked when it expired in February 2025.

[List of approved products](#)

# Technical Forum – Smart Metering

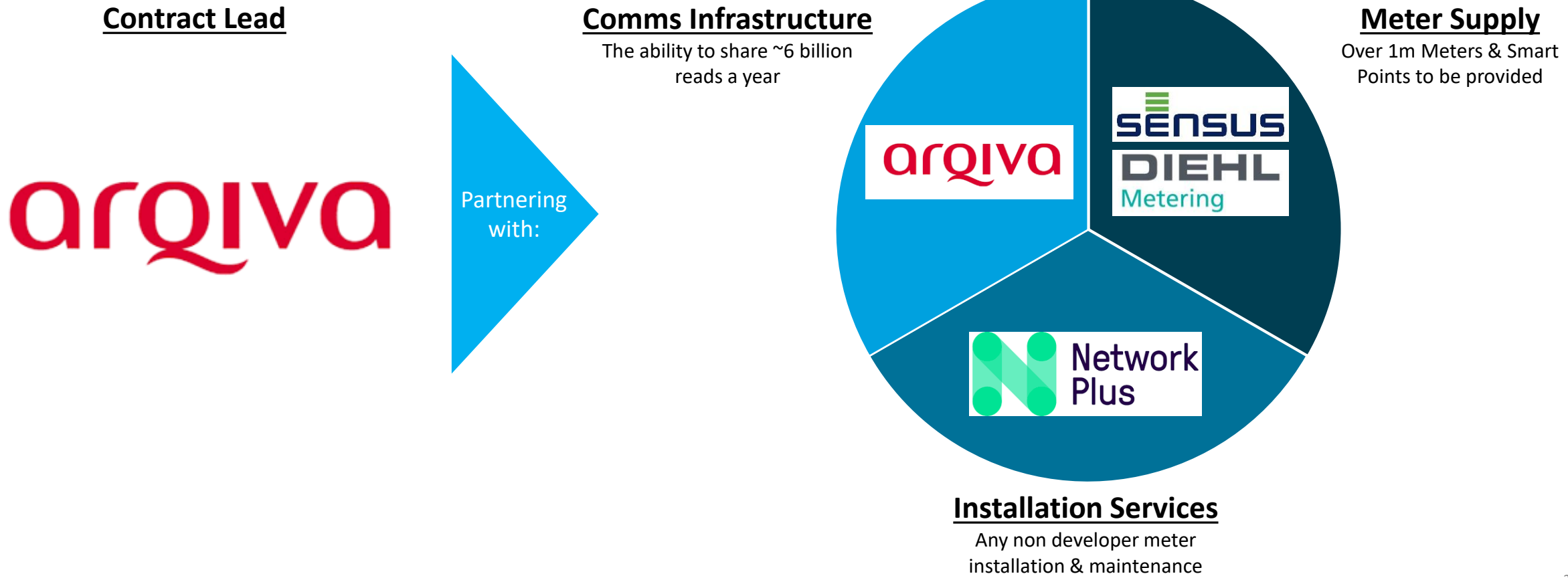
11<sup>th</sup> February 2025





# Smart Metering – Our Chosen Smart Partner

We are pleased to announce that we have appointed Arqiva to collaborate with us to deliver more than 1m Smart meters over AMP8! Arqiva will be providing the following services through their sub partners or directly



# Smart Metering Overview – FlexNet

- Radio Frequency – 431
- Private spectrum
- Deployment – National critical infrastructure, existing and new developments
- Transmissions per day – 4 to 6
- Battery – 15 years
- AMR – switches over when network available
- 97.5% connectivity success based on 22 readings/day
- Two way communication



# Smart Metering Overview – Meter Install Example



# Smart Metering – Minimum Requirement for Installing & Key Activities

## Onboarding Process

Arqiva & United Utilities to agree & Define onboarding process and share with Developer Services & SLP's

## Training

Training dates are being planned and will be updated asap. All installers must attend training and will be required to sign a form of attendance to enable installation of Smart Connectivity.

## SIRT Purchase

In order to pair and connect the Smart Point with the Meter to the network, the installer will require a SIRT Device. These are procured with Sensus. Arqiva will provide cost and process for procuring as part of the upcoming onboarding process.

## Sensus Meter & Smartpoint

Both the Sensus Meter & Smartpoint will be procured via Arqiva. Arqiva will provide the process for this and individual commercials as part of the Onboarding Process



# Transitional Arrangements for Developers

From the 1<sup>st</sup> of April 2025, we are aiming to ensure that every meter fitted is Smart enabled. However, we understand there are some important considerations when transitioning over to our new Technology:

Question	Response
What should we do with any surplus AMR meters?	<ul style="list-style-type: none"><li>• We recognise many of you procure in bulk and therefore may have stock yet to be fitted</li><li>• We are happy for this stock to be installed post April 1<sup>st</sup> if necessary</li><li>• However, we ask that you let us know which areas you will be installing AMR in advance from the 1<sup>st</sup> of April</li><li>• Any new orders need to be made with Arqiva from the 1<sup>st</sup> of April</li></ul>
What should we do if we don't have enough meters prior to the 1 <sup>st</sup> of April?	<ul style="list-style-type: none"><li>• Please procure AMR meters on the current framework in small quantities</li><li>• Diehl have the ability to ship AMR assets in small volume if required</li><li>• Please note, we will monitor volumes shipped and we'd expect to see limited orders of large meter quantities as we head up to AMP8</li><li>• If our new AMI meters can be installed pre April 1<sup>st</sup>, we will be in touch to let you know</li></ul>

# Summary

Ensuring a smooth transition to installing AMI is a key priority for us. Below is a summary of what it means for you:

Area	AMP7	AMP8	Comments
Meters	Diehl AMR	Sensus AMR and Sensus Smart Point	All units will be shipped together from Sensus. Please refer to our Transitional Arrangements for management of stock cutover
Procurement	Diehl	Arqiva	Details of how to procure meter stock from Arqiva will be shared shortly. There will be stock available for the delivery at/prior to the 1 <sup>st</sup> April
Meter Cost (15 -20mm)	£41.82	TBC (See 25/26 charges for UU provision & install)	To be confirmed WC 17/02
Location Policy	Above Ground	Above Ground	No change. The additional Smart point will be fitted alongside the meter above ground
Installation Equipment	N/A	SIRT & Field Logic Tool App	SIRTs to be procured directly from Arqiva. The field logic tool must be installed on Engineer phones, and it will guide through the commission process
Asset Data Capture	Meter Serial, Current Reading, Date of Install, Meter Location & Position	AMP7 Expectation + MRU reference number + Smart Point reference number	Some additional fields must be captured. Amended tracker forms will be issued to ensure this detail is captured at point of installation

Developer Services Water



TECHNICAL FORUM

# Water Business Update

Steve Marsh - Field Services Manager  
Jen Blake – Customer Area Manager  
Lewis Barr – Customer Experience Lead

## Agenda

- Continuous Improvement
- SLP Meter Reporting
- MPS4 & Water on Dates
- Water on Date & KPI for Provisional start dates
- Future enhancements
- Summary



# Excel Tracker

As completed previously you will receive an excel tracker containing the PLOT details.

Column M within your provided Trackers, copy and paste the VYN URL into your web browser / system you utilise during installations.

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Site & Plot Details	PLOT Details	Meter to be installed By	Comm or Dom	Target (Month & Year)	Connection Date	House Number	Flat/Apartment Number (i.e. Flat 1)	Building Name (i.e. Crompton Court)	Street Name	Post Code	Case Number	Vyn Link
1													
352	AA12345 BBB67890 Street Name CC1 2DD	PLOT, 1, STREET NAME [COMPANY NAME] SITE, TOW	SLO	Dom		16/01/2024	1			STREET NAME	CC1 2DD	1234567	https://unitedutili
353			SLO	Dom		08/11/2024	95					2093609	https://unitedutili
354			SLO	Dom		08/11/2024	93A					2093493	https://unitedutili
355			SLO	Dom		08/11/2024	93					2138132	https://unitedutili
356			SLO	Dom		08/11/2024	91					2138171	https://unitedutili
569			SLO	Dom		06/11/2024	11					2083654	https://unitedutili
570			SLO	Dom		06/11/2024	71					2077787	https://unitedutili
602			SLO	Dom		06/11/2024	2					2089110	https://unitedutili
603			SLO	Dom		06/11/2024	4					2083545	https://unitedutili
604			SLO	Dom		06/11/2024	6					2083553	https://unitedutili
605			SLO	Dom		06/11/2024	8					2089100	https://unitedutili
1048			SLO	Dom		07/11/2024	35					2063307	https://unitedutili
1049			SLO	Dom		07/11/2024	33					2058275	https://unitedutili
1050			SLO	Dom		07/11/2024	31					2058133	https://unitedutili
1051			SLO	Dom		07/11/2024	29					2058112	https://unitedutili
1052			SLO	Dom		07/11/2024	27					2058141	https://unitedutili
1053			SLO	Dom		07/11/2024	25					2063337	https://unitedutili
1054			SLO	Dom		07/11/2024	23					2063347	https://unitedutili
1055			SLO	Dom		07/11/2024	21					2058219	https://unitedutili
1056			SLO	Dom		07/11/2024	19					2058111	https://unitedutili
1057			SLO	Dom		07/11/2024	17					2058267	https://unitedutili
1058			SLO	Dom		07/11/2024	7					2063327	https://unitedutili
1059			SLO	Dom		07/11/2024	5					2058217	https://unitedutili
1060			SLO	Dom		07/11/2024	3					2058231	https://unitedutili
1061			SLO	Dom		07/11/2024	1					2058108	https://unitedutili
3364			SLO	Dom		16/01/2024	1					1234567	https://unitedutili

Click the link after completing installation of the Meter. [Try Example Link](#)

# Plot Details – Page 1

The first page will open on the attached screen for the specific PLOT.

The relevant fields will already be populated.

Please review and click 'Next'.

utilities.vynapi.com

## SLP Meter Reporting

\* mandatory fields

- ✓ **Work Details**
- ✓ **Site & Plot Details\***  
AA12345 BBB67890 Street Name CC1 2D
- ✓ **PLOT Details\***  
PLOT, 1, STREET NAME [COMPANY NAME] SITE, TOWN, CC1 2DD
- ✓ **Meter to be installed by\***  
SLO
- ✓ **Comm or Dom\***  
Dom
- Target (Month & Year)**  
[Empty]
- ✓ **Connection Date\***  
16/01/2025

- ✓ **House Number**  
1
- Flat/Apartment Number (i.e. Flat 1)**  
[Empty]
- Building Name (i.e. Crompton Court)**  
[Empty]
- ✓ **Street Name\***  
STREET NAME
- ✓ **Post Code\***  
CC1 2DD
- ✓ **Post Code\***  
CC1 2DD
- ✓ **Case Number\***  
1234567
- ✓ **Case ID\***  
5003W00000I2ssEQAR

Next >

# Meter Details – Page 2

*The second page will open on the attached screen.*

Could you please indicate whether meter fit responsibility lies with you or United Utilities.

If you are completing the meter fit select 'Yes', then click 'Next'.

If United Utilities are completing the meter fit select 'No', type the site agent's details, then click 'Next'. You are now complete, and UU will begin our process to fit the meter.

utilities.vynapi.com

### SLP Meter Reporting

\* mandatory fields

✓ **Meter Details**

✓ Are you fitting the meter today as per service costings quote?\*

Yes No

< Back Next >

utilities.vynapi.com

### SLP Meter Reporting

\* mandatory fields

**Meter Details**

✓ Are you fitting the meter today as per service costings quote?\*

Yes No

As per service costings quote, United Utilities will fit the meter registered to this address

Please provide Site Agent details\*

< Back Submit

# Meter Details – Page 3

The third page will open on the attached screen.

Could you please provide the meter details including:

- Meter Code Picture
- Meter Serial Number Scan
- Current Reading of 0
- Connection Date
- Meter Installation Date
- Meter Location

utilities.vynapi.com

### SLP Meter Reporting

\* mandatory fields

#### Meter Details

Please capture an image of the Meter Code\*

Take Photos

Max 2 images

Please scan the Meter Serial Number

Is the current reading 0?\*

Yes No

What is the Connection Date\*

16/01/2025

What is the Date of Meter Installation\*

16/01/2025

What is the Meter Location (Example: UKS, footpath, near window)?\*

What is the Meter Position?\*

Internal External

< Back Next >

# Meter Capture – Page 4

*The third page will open on the attached screen.*

Could you please provide capture details including:

- Meter GPS Location
- Meter Image & Surroundings
- Meter Fit Area Video

The screenshot shows a mobile application interface for 'SLP Meter Reporting' on the website utilities.vynapi.com. The page is titled 'SLP Meter Reporting' and features a green dashed line separator. A note indicates that asterisks denote mandatory fields. The main section is titled 'Capture' and contains three instructions with corresponding buttons: 1. 'Please provide the GEO Location' with a 'Set Location' button and a note that the location will be shared with United Utilities. 2. 'Please capture a close up image of the meter and its surroundings\*' with a 'Take Photos' button and a 'Max 2 images' limit. 3. 'Please capture a video of the meter fit area\*' with a 'Record' button. At the bottom, there are '< Back' and 'Submit' buttons.



# Upload

Once you click 'Submit' we will receive your submission in minutes.

We will feedback to you the details when appropriate.

If you need anymore assistance or have any other questions/queries, please let us know and we will be happy to run through this with you.

Feel free to submit anything you wish off the trial sheet – these have already been reported by yourselves.





# Look ahead Contractor Collaboration

It's all about elevating Service Delivery

Enhance Collaboration – Streamline Processes – Drive Efficiency

## ◆ Developments & Strategies:

### New Co-Located Structure UU/Network Plus

Streamlined operations



### New contract “Planned Start date” KPI

Monitor timelines & reduce delays



Speed



### Proactive Communication

Getting water to site when you need it

– Performance tracked



### UU Led Planning Calls

Anticipate needs & address issues



Communications



### Collab approach to in-day jeopardy management.

Morning call – Afternoon update



### Customer Satisfaction Focus

Reviewing implementation of -

Day after courtesy calls



After Care

