

An aerial photograph of Dovestone Reservoir, a large body of water surrounded by green hills and forests. The reservoir is the central focus, with its calm surface reflecting the sky. The surrounding landscape is a mix of green grass, trees, and rocky hillsides. The text 'United Utilities Charges Forum' is overlaid in large white letters, and 'August 2025' is below it in a smaller white font. The name 'Dovestone Reservoir' is in the bottom right corner.

United Utilities Charges Forum

August 2025

Dovestone Reservoir

Welcome

Join the conversation

If you have any questions or comments throughout, please add them to the chat on Teams.



Agenda



- Welcome
 - Meet the team
 - Charges timeline
 - Charges focus panel
 - Charges 2026/2027
 - Quote validity periods
 - Environmental incentive scheme
-
- Any questions



Meet the Team

Scott Green

Head of Developer Services and Metering

Graham Morley

Strategy and Compliance
Manager

Tracey Wright

Customer Operations
Delivery Manager
(Developer, SLP and NAV)

Colin Dermody

Customer Operations
Delivery Manager
(Homeowners and builders)

Clare Lenoan

Charges and Tariffs Manager
Regulation & Compliance

Emily Burke

Compliance and Improvement
Manager

Samantha Mottram

Developer Relationship Manager

Dominic Baglee

Customer Area Manager

Carly Hoyes

Customer Area Manager

Teresa Helm

Developer Services Technical
Manager

Andrew Smith

Customer Area Manager water

Debbie McNish

Customer Area Manager

Stuart Edwards

Project Delivery Manager
(Sustainable Developments)

Daniel McDermott

Customer Area Manager wastewater

Jennifer Blake

Customer Area Manager wastewater

Steve Marsh

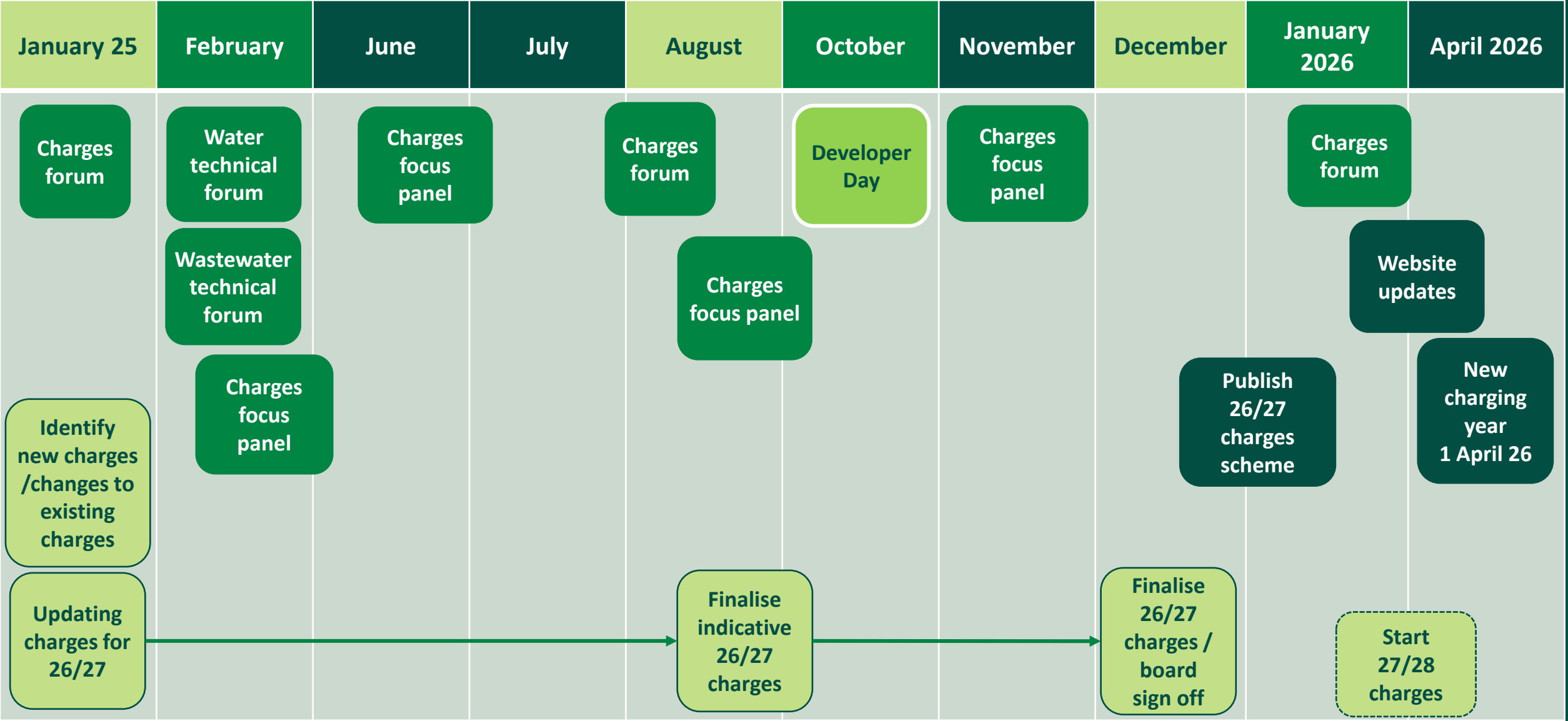
Field Services Manager water

Matt Yates

Field Services Manager wastewater



2026/2027 Charges Timeline



Charges panel

The charges panel meet a number of times throughout the year. The aim of the panel is to:



Have productive discussions regarding the development of our charges scheme

Develop ideas, improvements or additions to the charges scheme

Test proposals and ideas before roll out to wider stakeholders

Generate constructive feedback on our charges scheme

We will be refreshing our charges panel and anyone wishing to be a part of the panel will be able to apply, we will be sending out the application form over the coming weeks.

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2026/2027
charges

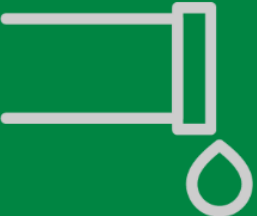
Charges 2026/2027 – Proposed New Charges

25mm service connection
(barrier pipe)

32mm service connection
(barrier pipe)



Additional meter of
0-32mm BP pipe
(trenchless)



Additional meter of
0-32mm PE pipe
(trenchless)

Remedial works



Charges 2026/2027 – Proposed Quote Validity Changes

	Current	FY27 proposal
Water pre-development enquiry	6 months from the date stated on our pre-development response to you	6 months from the date stated on our pre-development response to you
Wastewater pre-development enquiry	12 months from the date stated on our pre-development response to you	12 months from the date stated on our pre-development response to you
Point of connection	6 months from the date stated on our pre-development response to you	6 months from the date stated on our pre-development response to you
New mains/mains requisition	6 months from the date stated on our quote issued to you	Until the end of the charging year (31 March)
Mains diversions	6 months from the date stated on our quote issued to you	Until the end of the charging year (31 March)
Self-lay provider	6 months from the date stated on our quote issued to you	Until the end of the charging year (31 March)
Service connections	Until the end of the charging year (31 March)	Until the end of the charging year (31 March)
NAV bulk connection	6 months from the date stated on our quote issued to you	Until the end of the charging year (31 March)
Sewer connections	6 months from the date stated on our quote issued to you	Until the end of the charging year (31 March)
Sewer requisitions and diversions	6 months from the date stated on our quote issued to you	3 months from the date stated on our quote issued to you

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Environmental Incentives Scheme

Charges 2026/2027 – Proposed Non-Household Incentives

Tier 1	
Water – demonstrate that the premises is built with fittings not exceeding the maximum consumption rates set out in the table on the following slide, and	£
Water –installation of a flow regulator which limits the flow into the premises to 14 litres per minute (for connections up to 32mm)	£
Wastewater – installation of green roof or a rain garden the size of 2% - 4% of the properties main roof, that drains to the rain garden.	£
Tier 2 (achieve all of tier 1 to be eligible for tier 2)	
Water re-use – installation of rainwater harvesting or greywater re-use as the primary water source for all toilets, as a minimum, within the property	£
No surface water connection – Where the property has no direct or indirect connection for surface water drainage	£
Permeable surfaces – installation of permeable surfaces to the properties driveway and paths	£
Tier 3 (achieve all of tier 1 and the water re-use and at least one of the wastewater of tier 2 to be eligible for tier 3)	
Water offsetting – 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.	Cost to Developer £553 plus VAT
	Incentive £664

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Environmental Incentives Scheme – Tier 1 Fittings Table

	Common Environmental Incentive
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

When using the table above to assess water efficiency for a non-household premise, the fitting will only be assessed where it is being installed by the developer. Where more than one of a particular type of fitting is installed, each must comply with the relevant criteria in the table above.

Environmental Incentives Scheme – Proposed Non-Household Methodology

Eligibility

Only connections eligible to pay infrastructure charges (inc. credits) will be eligible to apply (*domestic equivalent premises)



Incentive Payments

Incentives will be payable per domestic equivalent premise based on the relevant multiplier calculation



Environmental Components

Non-household premises will be liable to pay environmental components in line with the relevant multiplier calculation




*the scheme would not apply for any non-domestic use element

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Environmental Incentives Scheme – Process (no change)



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

Any questions