

# Obtaining water supplies for new developments

Guidance notes for developers

Issue 1.0 - April 2015

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## Introduction

This guidance is given to help developers to decide how to obtain water services for new developments within United Utilities licensed area.

It contains information on how new water mains and services can be obtained directly from us or from a self lay organisation (SLO) using a self lay option

### **Please read this guidance in conjunction with**

1. The current edition of the WRc publication "Self Laying of Water Mains and Services – A Code of Practice for England and Wales", which is available from WRc at **webookshop.com**
2. The Water Industry Act 1991, the Highways Act 1980, the New Roads and Street Works Act 1991 and any other applicable legislation, all as may be amended from time to time.

We also have the following publications on our website **unitedutilities.com**

- Design guidance for water mains and services on new development sites
- United Utilities Addendum to the Self Laying of Water Mains and Services
- Model agreement for adoption of self laid mains and service pipes
- Model agreement for adoption of self laid service pipes
- United Utilities New Development Information Pack

The service levels detailed in this document comply with the Regulatory requirements, however wherever possible, we will endeavour to make improvements against these.

**Tip:** Our website has lots of information for designing both new water mains and water connections **unitedutilities.com**

**Tip:** Our New Development Information Pack has lots of useful information to help you plan your service pipe installation

### **Please talk to us when you plan your new development**

We will provide free advice to help you plan your new water supply. This will help you avoid delays and unexpected costs when you make an application to us.



Please call us on  
**0345 072 6067**

#### **Opening hours**

8am - 5pm Mon-Thurs  
8am - 4.30pm Friday



Or by e-mail to  
**DeveloperServicesWater@uuplc.co.uk**

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# How to get a water main

## How do I get a water main for a new development?

### Either

From us using a process known as requisitioning.

### Or

By using a Self Lay Organisation (SLO), who will install the main for the developer and then arrange for us to adopt the new main.

## Do they cost the same?

When a new main is to be used to provide water for domestic purposes, the cost of providing the main is reduced by making an allowance for the future water income from new customers connecting to the main. If this allowance isn't enough to cover the full cost of installing the main, the developer will need to make a contribution. This can either be a single payment, often known as a commuted sum, or a series of payments over the 12 years following connection of the new main; this is known as a relevant deficit payment.

This often means that only a fraction of the full cost of the new main is paid for by the developer.

You may choose to self lay the new main, in most cases we will make an asset payment to you or your SLO when we adopt the new main. The asset payment is worked out using the same design and costs as would be used if we were installing the new main; this ensures that both are offered on equal terms.

## Will I be charged separately for any new off site reinforcement that is needed?

If any off site reinforcement is needed it will be included as part of the cost of the new on site main.

## Will I pay for capacity used by a follow on development?

Your scheme will only include the cost of new mains and capacity needed for your development. Sometimes, we may choose to install extra capacity within the new main provided for your development. You will not pay for this extra capacity, as it will be included in the cost of any future developments that make use of this additional capacity during the 12 years following installation. This helps us reduce costs and delivery times for developers, both now and in the future.

# Pre-development enquiry

## How do I find out if there will be any reinforcement costs and diversion costs before I commit to purchasing or developing land?

We have a Pre development enquiry that you can use to find out if there are any existing water assets within your development area, and also to check if there is enough capacity locally to provide water for your development.

When we reply we will:

- Provide a plan showing the location of any existing water mains
- Indicate on the plan a point of connection for the new water main
- Provide budget costs for diverting any existing on site assets to an off site location
- Provide budget costs for any new reinforcement and the use of any previously installed reinforcement

## Service levels

- We will acknowledge your enquiry within 5 calendar days
- In most cases we will reply with your information within 21 calendar days of receiving your enquiry
- If your scheme is complex and our reply is likely to take more than 21 days, we will provide an alternative reply date within 14 calendar days of receiving your enquiry

5 calendar days

21 calendar days

14 calendar days

## Is there a charge for this enquiry?

This enquiry is free if your planned development is going to use water for domestic purposes. Other developments will be quoted upon application. The information we provide is valid for up to 6 months.

We recommend that you use this enquiry early in your planning stage. It will give you useful advance information without you having to make any commitment and helps us to plan for future demands.

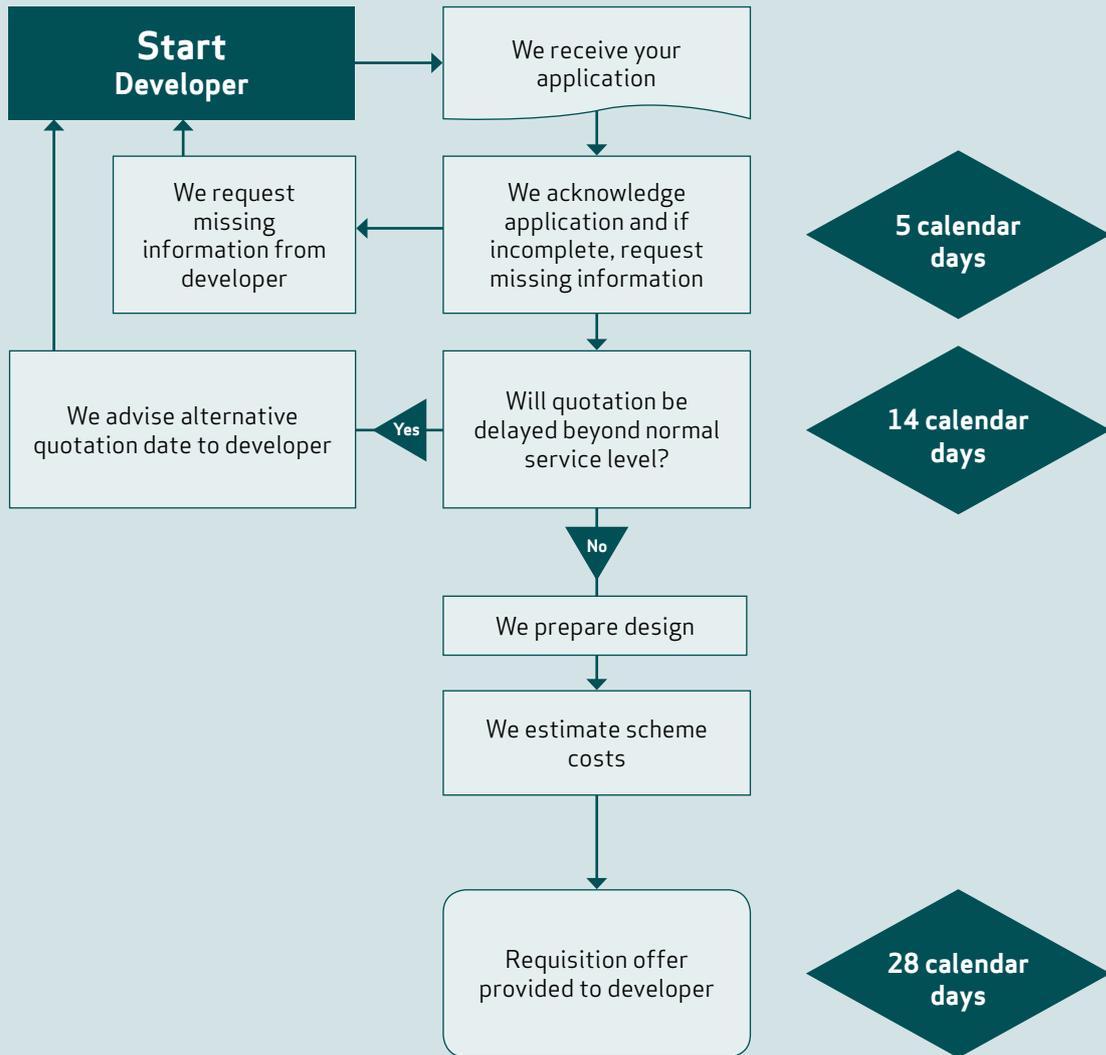
**Tip:** *If you are considering a self lay scheme, the point of connection provided in our reply to your pre-development enquiry, this can be used as the starting point for a self lay design.*

6 months validity

# Requisitioning a new main

## How to requisition a main from us

If you are the landowner or occupier for a new development you can requisition a new water main to serve the new properties. At this stage you will have detailed planning permission and be likely to commence work within the next 6 months.



Flow chart and service levels for a water main requisition

Getting a new main

# Requisition process

## How long will it take to get my requisition quotation?

We plan to provide your quotation within 28 calendar days, if your scheme is complex and the quotation will take longer to prepare, we will write to you within 14 calendar days of your enquiry to give you an alternative quote date.

With our quotation we will provide:

- A design for the new on site main and service connections
- The value of any contribution you will need to make toward the cost of the water main for your development
- An estimate of the self lay asset value

Our requisition quotation is open to acceptance for up to 6 months

**Tip:** If you use our Pre Development Enquiry at the planning stage we may be able to provide you with a requisition quotation within 28 calendar days.



## What alternatives do I have when I get my quotation?

### You can accept the offer

- You can accept the requisition quotation within 6 months
- Simply sign the acceptance note and make any payment requested

or

- If you are considering using a self lay organisation (SLO) you can use the requisition design we have provided as the basis for a self lay design. See page 8 for more information on getting a self lay quotation from an SLO

## What happens after you accept our requisition offer?

### Making contact with you

We will contact you within 14 calendar days to arrange a pre start meeting and agree a construction programme.

### When will water be available on site?

Unless there are unusual circumstances such as unexpected traffic management restrictions we would expect to make the main available either to suit the agreed programme or within 90 calendar days of receiving a complete Request for Work form.



# Self laying a new main

## What is self lay?

A developer may choose to employ an approved Self Lay Organisation (SLO) to install the new water mains, as an alternative to requisitioning a new main directly from us.

If you are considering the self lay option, then you can choose any approved SLO to install new water mains and services. A list of approved SLO's and the scope of work each can carry out is provided by Lloyds Register on their website at [lr.org](http://lr.org). You must ensure the SLO you choose has the relevant accreditation or capability to carry out any Project management, design or construction work you require them to undertake.

If the new main is being installed to provide water for domestic purposes, we will make an asset payment to the SLO (or developer by agreement) when the self laid assets are adopted and connected to our water network.

The asset payment is worked out using the same design principle and costs as would be used if we were installing the new main; this ensures they are both offered on equal terms.

## What work can a self lay organisation (SLO) do?

An SLO can usually carry out any part of the work that we would normally carry out if the scheme were requisitioned. This includes:

- Water main and service connection design
- Constructing new "on site" mains
- Constructing new "off site" mains (where this does not affect any existing supplies to our customers and the main is associated with a new site)
- Making water connections up to 63mm and fitting water meters up to 20mm
- Making mains piece-up connections, provided approved accreditation has been obtained

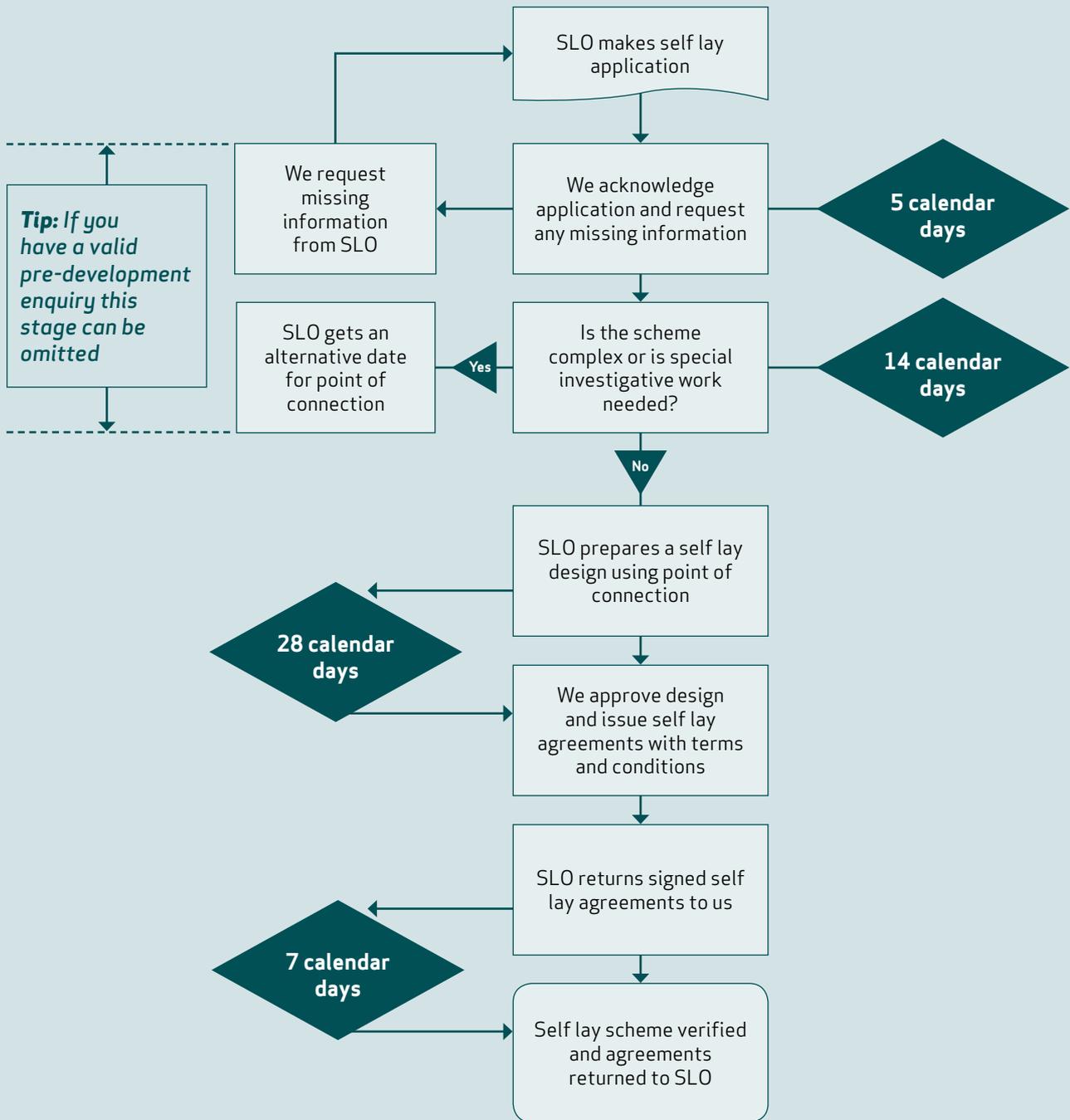
## Is there any work an SLO can't do?

An SLO can't do any work on our network that will affect our existing water customers. This includes off site work such as diversions or reinforcements where existing customer supplies could be interrupted

**Tip:** Further information on self lay is given in **Appendix 2**.

# Self lay process

## Self lay flow chart and service levels



Getting a new main

# Contribution to a new main

## Developer contribution

When a new main is to be used to provide water for domestic purposes, the cost of providing the main is reduced by making an allowance for the future water income from new customers connecting to the main. If this allowance isn't enough to cover the full cost of installing the main, the developer will need to make a contribution. This can either be a single payment, often known as a commuted sum, or a series of payments over the 12 years following connection of the new main; this is known as a relevant deficit payment.

This often means that only a fraction of the full cost of the new main is paid for by the developer.

## What is water used for domestic purposes?

Water for domestic purposes is that used for drinking, washing, cooking, central heating and sanitary purposes.

Only the cost of providing a new main used to supply water solely for domestic purposes is funded using future income from customers that are connected to the new main.

## What is water used for non-domestic purposes?

Water used in an industrial process, in a business such as a commercial laundry, premises where the food or drinks produced are taken off site and horticultural establishments are all examples of non-domestic water use. A water main provided solely for non-domestic water is fully funded by the developer and is not subsidised from future water income.

## What happens if the main is used to provide water for both domestic and non-domestic purposes?

Water mains are often used to provide water for both non-domestic and domestic use. An example of this is a site with new homes and a business or shopping centre.

The business units or shops are likely to use a proportion of both types of water use. In such a case, the cost of the new water main is apportioned between the two types of water use.

## Self lay asset payment

When a new main is self laid, in most cases, we will make an asset payment to the developer or SLO in respect of that part of the new main used to supply water for domestic purposes.

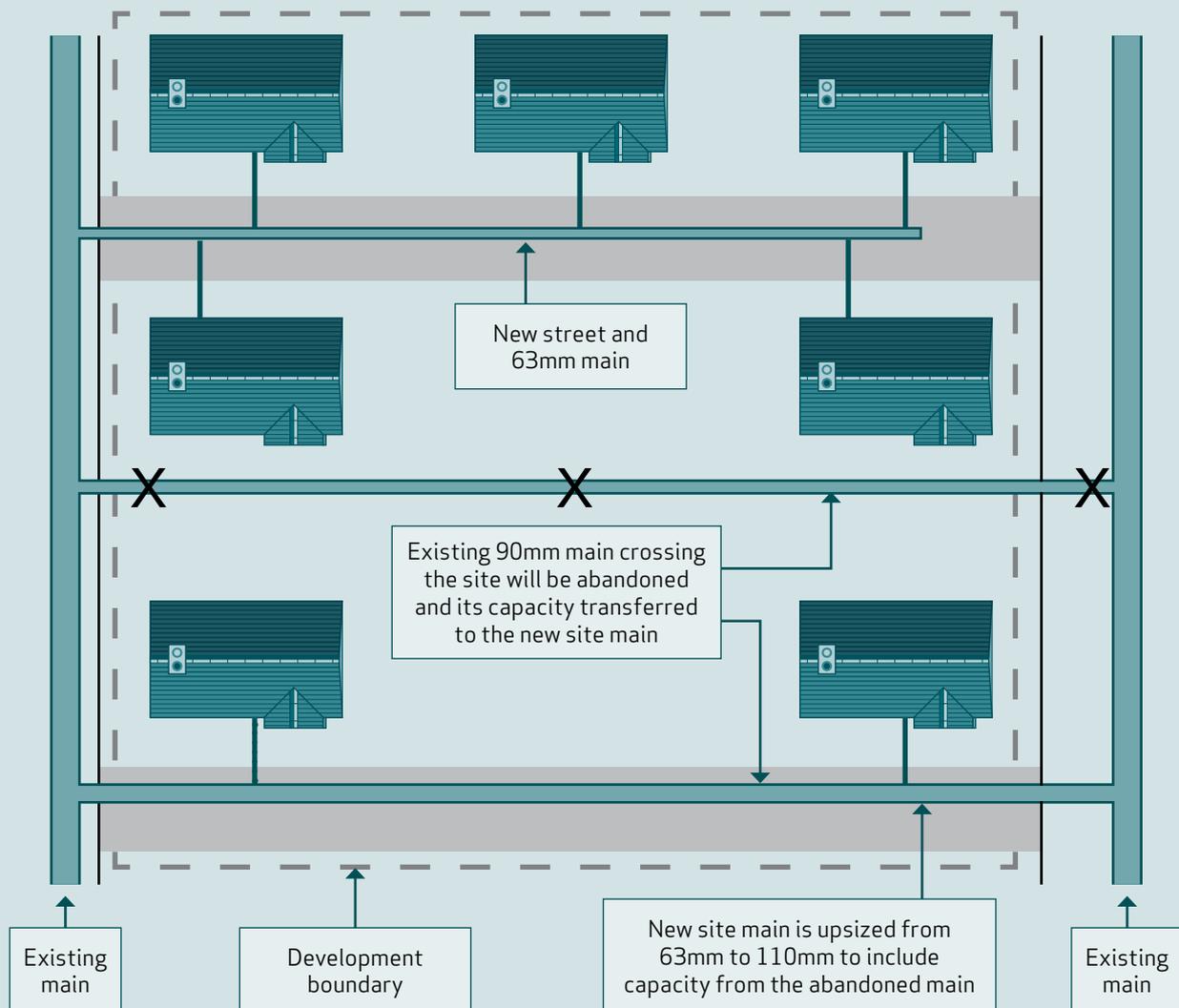
**Tip:** Appendix 1 gives further information to show how developer contributions and self lay asset payments are calculated.

# Diversion and abandonment

## What happens if there is an existing main on the development site that needs to be relocated?

If we have a water main on the site we will discuss with you if it can be incorporated to form part of the new main, or if the new properties can be built around the main.

If this cannot be done and the existing main needs to be diverted around the development, the cost of the diversionary work will be fully charged to the developer.



In this example an existing main is being abandoned and its capacity will be incorporated within the design of the new mains. The developer will only pay for abandoning the existing 90mm main and for upsizing the new site main from 90mm to 110mm to include the demand from the abandoned main. The cost of all new mains together with the cost of installing the site main (excluding upsizing from 63mm to 110mm) are included as part of the scheme cost that is used to calculate the developer contribution or self lay asset payment. If it is not possible to incorporate the capacity from the abandoned main in a new main, or to build around it, then the full cost of providing a new main in a different location would be payable by the developer.

**Tip:** If you use our pre-development enquiry service, we will provide details of any existing equipment that may affect your development.

# Water connections

## Do I always need to apply for a water connection quotation?

You only need to apply if your water connection is being made to our existing water network, this usually happens when your new development is for a few properties on an existing street. We aim to provide your quotation within 28 calendar days of receiving your application.

You won't need to apply for your water connection if your development is getting a new on site main. We will give you details and estimated costs for all your water connections with our requisition or self lay quotation. Please note our mains quotation **does not** include for any water connections or other related charges. We will invoice you separately for the connection charge, building water and infrastructure charges after the work has been completed.

**Tip:** *If you use our pre development enquiry we will let you know if you can make water connections to a passing water main.*

## How is your quotation built up?

Our quotation can have up to 4 separate parts, these are:

### Connection charge

This is the cost of connecting the new supply pipe from your new premises to our water main

**Tip:** *Our connection charges for the current financial year are available on request or on our website [unitedutilities.com](http://unitedutilities.com)*

In addition some or all of the following charges may apply,

### Building water charge

For every domestic dwelling there is a standard charge for water used during construction of the new house. For non-domestic premises we may agree to record consumption through a water meter during the build phase or to make a charge that is based on contract value.

### Water infrastructure charge

This charge is made when every new premise is first connected to our water supply.

### Wastewater infrastructure charge

This charge is made when every new premise is first connected to our sewerage system.

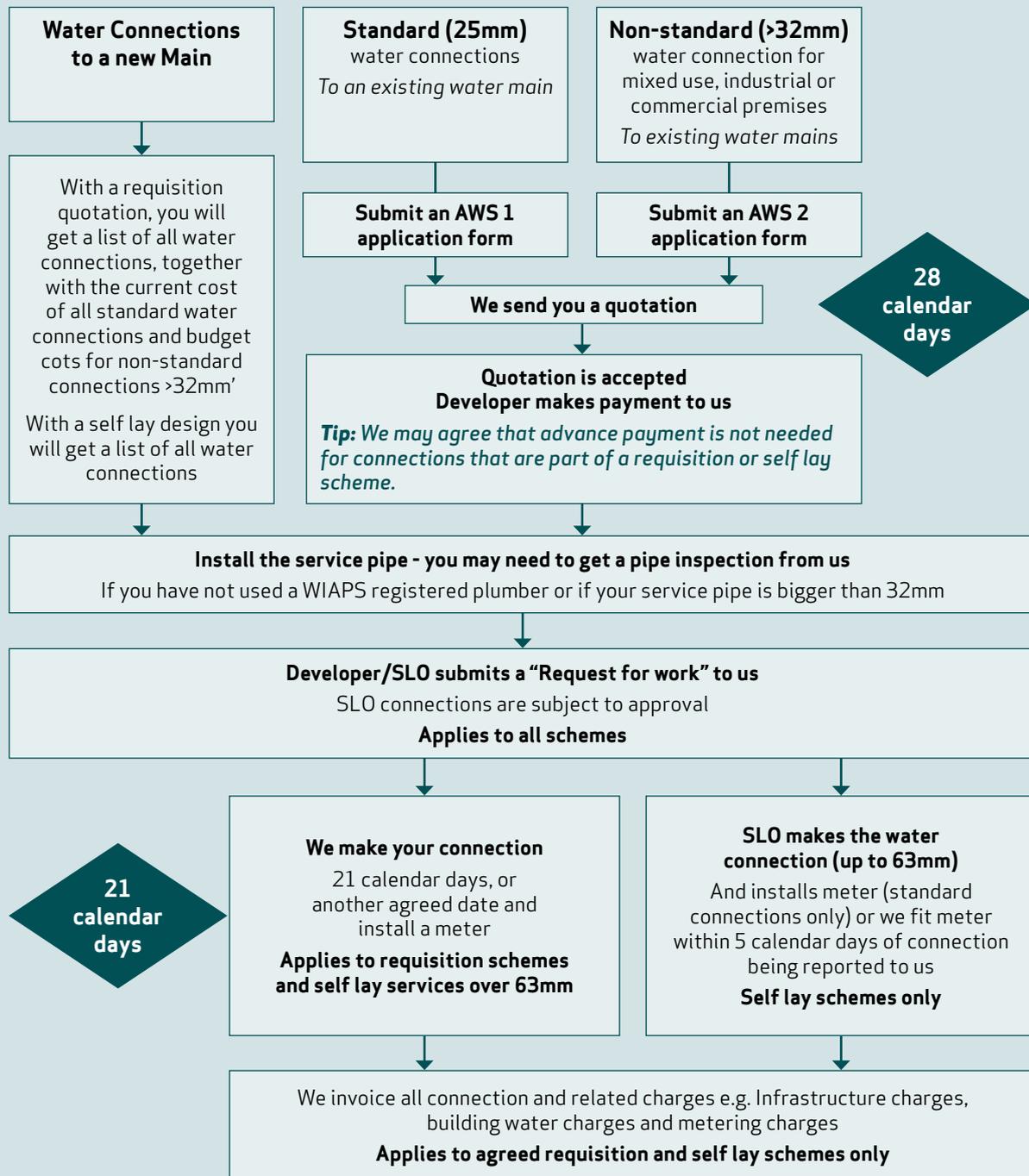
**Tip:** *Our connection charges for the current financial year are available on request or on our website [unitedutilities.com](http://unitedutilities.com)*

## Is it possible to get a credit against infrastructure charges?

If your new development is being built on land that has had a water account within the last 5 years, you may be entitled to a credit.

**Tip:** *To help us make the right infrastructure charges, we will need details of any previous accounts with your application.*

# Water connections flow chart



Flow chart for quoting and arranging new water connections

# Getting a water connection quotation

## UW Service Pipe Installation Developer Services Electronic Register SPIDER

From 6th July 2015, it will be required that any installer laying standard domestic water services that are to be connected to the United Utilities water network must be entered onto the electronic register (SPIDER). You must make arrangements to ensure any-one installing a water service on your development is SPIDER registered. For more information, or to register an installer, please e-mail [SPIDER@uuplc.co.uk](mailto:SPIDER@uuplc.co.uk)

## Who can make new water connections?

Water connections to both existing and new water mains can be made by us or sometimes by your chosen SLO\*.

*\*If the service pipe is above 63mm or if the connection will affect water supplies to our existing customers, an SLO won't be able make the service connection.*

## How do I get a quotation for a water connection to a new property on an existing street?

To get your quotation please complete either.

Application AWS1 for standard water connections (25mm),

or

Application AWS2 for non-standard water connections (above 25mm).

These forms are available on [unitedutilities.com](http://unitedutilities.com) or by calling us on **0345 072 6067**

**Tip:** There is a flow chart on **Page 13** to help with your new water connection.

## We have a service level of 28 calendar days to send out your water connection quotation

**Tip:** Appendix 3 gives additional information to help with water connections to new developments.



# Installing the service pipe and meter

## Who installs the service pipe?

It is a developer's responsibility to lay the water service pipe in land around the property up to the boundary with the street. If you choose a WIAPS\* registered contractor for this work, we won't need to make an inspection to check that it meets our requirements.

We (or your chosen SLO) will lay that part of the water service pipe in the street from the boundary of the new premises to the water main as part of the water connection to the water main.

**Tip:** Know who you are working with, it can help you save time and money.

*\*WIAPS is the Water Industry Approved Plumber Scheme, which ensures that any work carried out by a registered contractor will meet applicable regulations and standards. From 6th July 2015 it will be required that any installer laying standard domestic services that are connected to United Utilities water network must be entered onto the electronic register (SPIDER). You must make arrangements to ensure anyone installing a water service on your development is SPIDER registered. For more information, or to register an installer, please email [SPIDER@uuplc.co.uk](mailto:SPIDER@uuplc.co.uk)*

## Where will the meter be fitted?

For standard water connections, we will install your meter above ground and use a meter fitted with Automated Meter Reading facilities (AMR). This lets us read the meter without the need to enter the property.

We have three preferred locations

In Wall, Wall mounted or internally within the property

**Tip:** We have a useful guide - *New Development Information Pack* - that is available on [unitedutilities.com](http://unitedutilities.com). This guide has full details of these three options.

## Who will fit the meter?

For a standard 25mm water connection, the meter will be fitted either by us or your SLO when the water connection is completed.

If an SLO asks us to fit the meter, we aim to fit them within 5 calendar days of the connection. We will agree the metering arrangements for a non-standard water connection and provide details with our quotation.

# Choosing between a main and water connections

## How do I know if I should get a new water main or just apply for water connections?

If your development fronts on an existing street, it is likely that you only need water connections to our existing network.

If your development includes construction of a new street, it is likely that installing a requisitioned or self lay new main with water connections from the new main will be the most economical option for you.

**Tip:** *Appendix 1 has additional information on how the costs for a new water main are worked out.*

## Will you ever install a main even though I have only requested water connections?

Yes, sometimes even though you have only asked for water connections, we may choose to install a main, and then make water connections to that main.

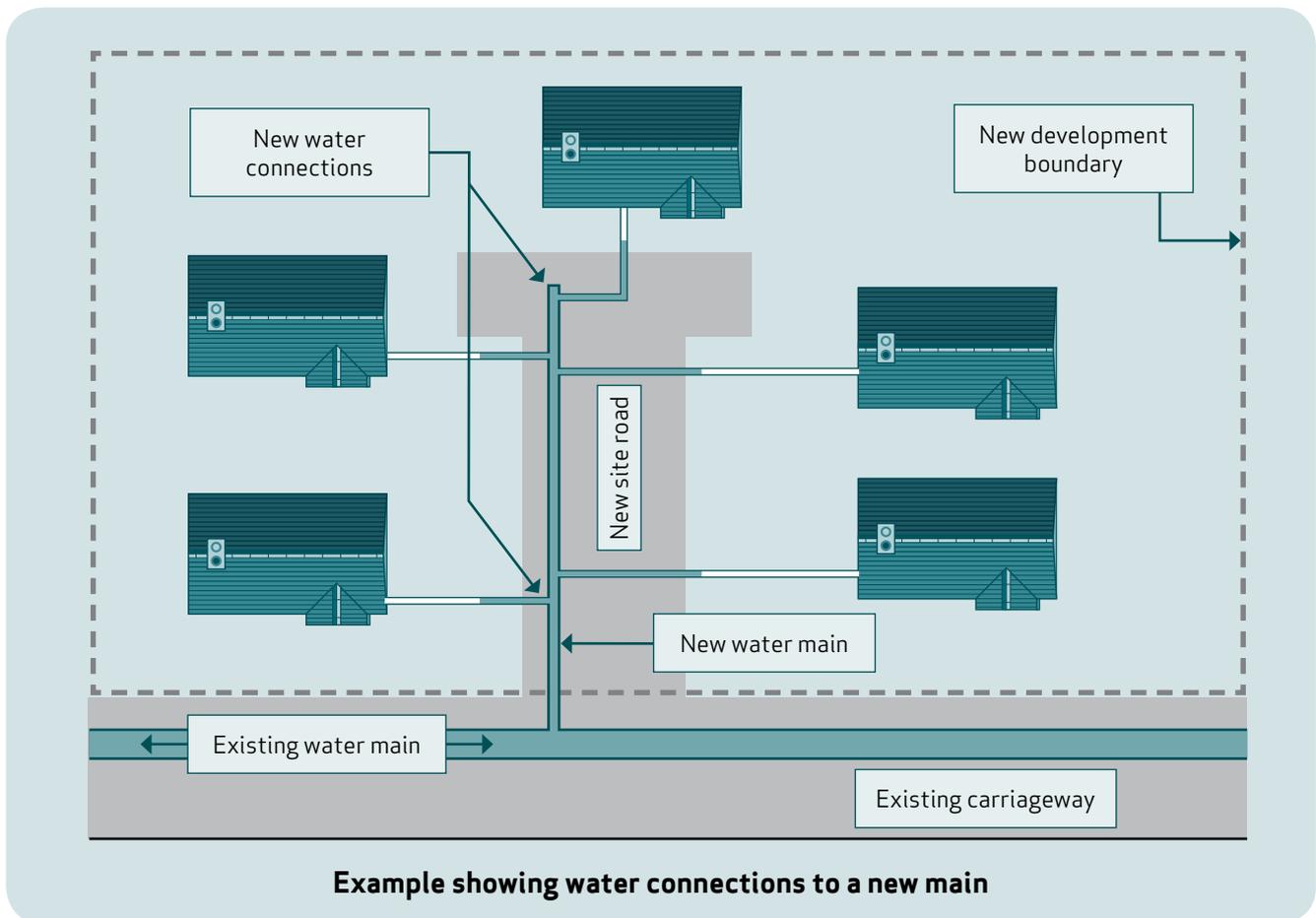
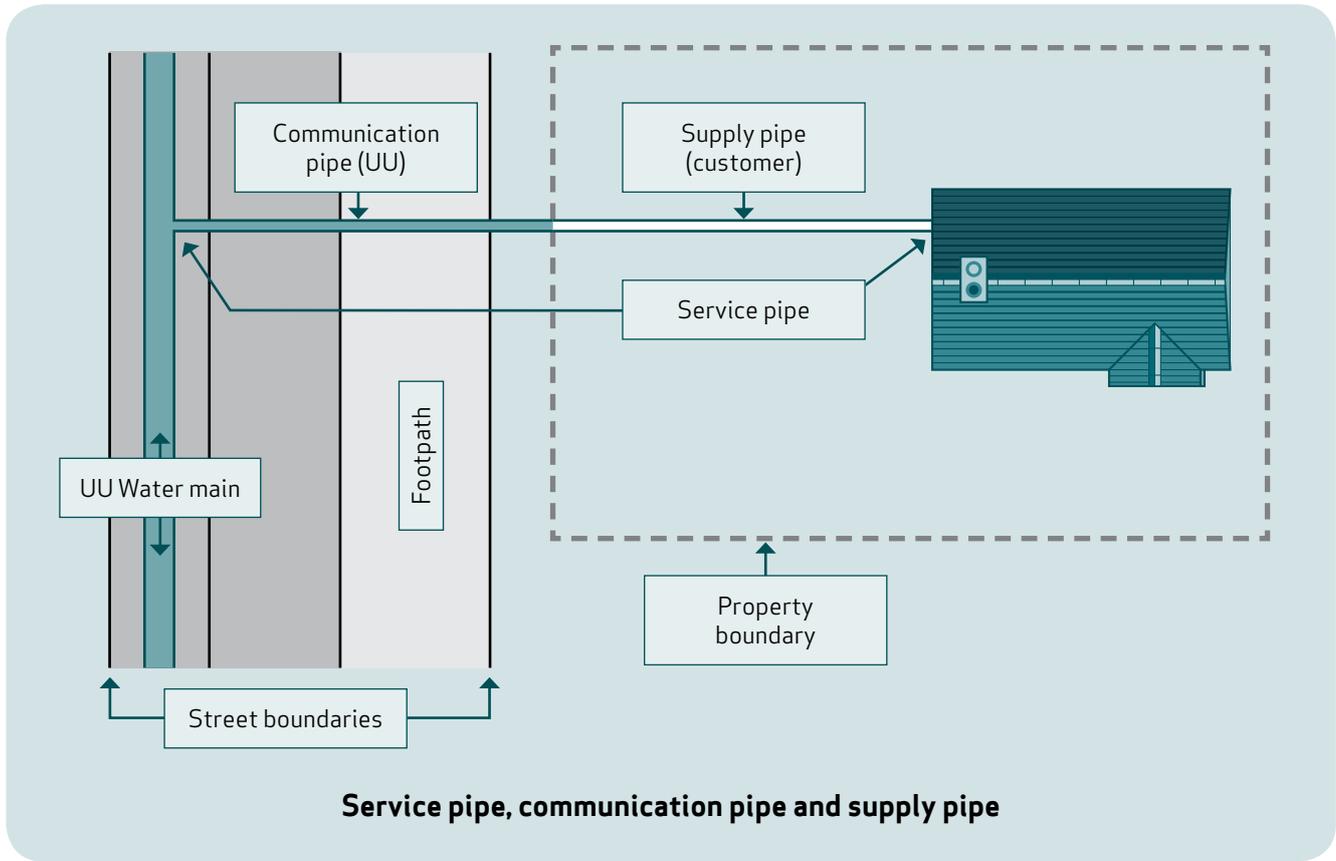
This can happen if you are building several new properties on an existing street and our existing main is on the opposite side of a busy road. We do this to reduce inconvenience to road users during installation.

## Will this cost me more?

No, you will pay the same for your water connections as you would have done if we hadn't laid a new main.

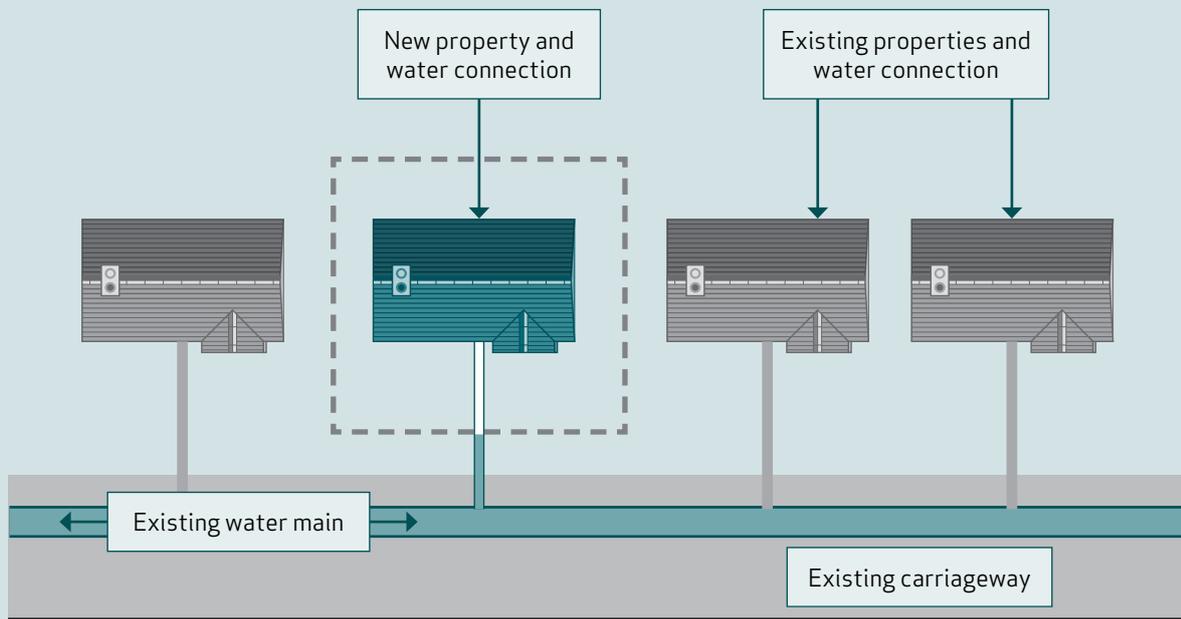
**Tip:** *Page 18 has an example to show where we might lay a main rather than make connections to an existing main.*

# Example Scheme layouts

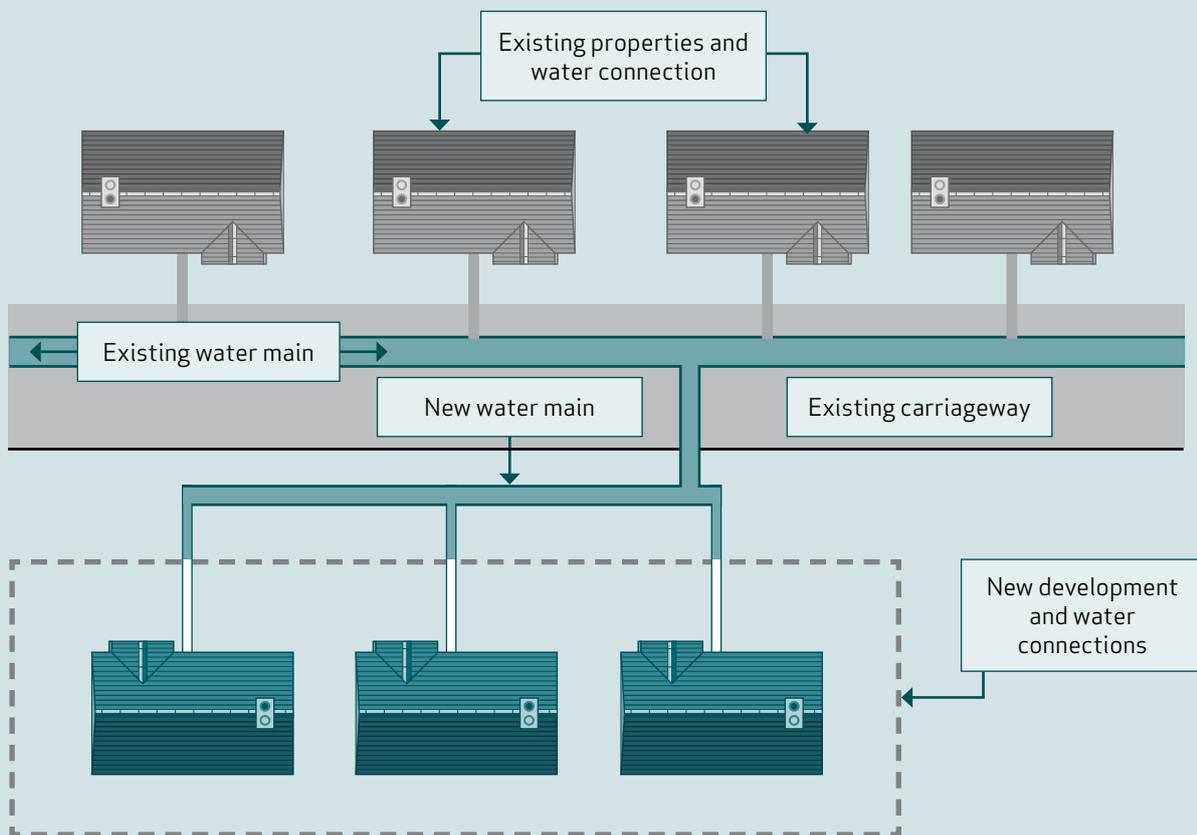


Getting a water connection

# Example Scheme layouts



**Example - showing new water connection services being connected to an existing main**



**Example showing where a new main may be installed to avoid multiple road crossings**

Getting a water connection

# Funding a new main

## How do we work out your contribution towards a new main?

First of all, we calculate the scheme cost, which includes new on site and off site main together with the cost of providing new capacity and any use of previously installed capacity, that is less than 12 years old.

Next, we calculate the cost of repaying a notional loan and interest over a 12 year period, and an allowance that represents the value of future clean water income from connections to the new main. The developer will need to make a contribution if the water income in any of the 12 years is less than the cost of repaying the notional loan.

*Note: If a main (or any part of a main) is intended to provide water for non-domestic purposes, then the cost of the main (or that part of it) will not be included within the scheme cost and is fully funded by the developer. Any non-domestic income from new connections to the main will be included in the value of water income set against the notional loan cost.*

## What is included in the scheme cost?

The scheme cost is how much we spend to provide your new water main.

This cost includes:

- Checking if we have enough capacity within the existing network
- Designing the new on site main
- Designing any off site main and additional capacity
- Installing new on and off site mains
- Installing any new increased capacity for the development
- The cost of any capacity used by the scheme from any previously installed additional capacity which is less than 12 years old
- Commissioning and recording all the new mains and equipment on our asset records

We only include the cost of that part of the new main being used to provide water for domestic purposes in the notional loan, any part used to supply non-domestic water is not included and is paid for in full by the developer.

## How is the water income allowance for the new main worked out?

If you have chosen the single contribution option (commuted sum) we estimate the amount of clean water income we would get from new water connections to the new main, over the 12 years following connection of the new main to the existing water network. This includes income from clean water provided for domestic use.

If you have chosen the Relevant Deficit (RD) option then the water income is worked out using actual billed income over the 12 year period, and you will make a payment to us for each year that the income is less than the cost of repaying the notional loan.

## Funding a new main

### Using previously installed additional capacity

Sometimes we will design additional capacity into a requisitioned or self laid main where we anticipate future additional demand from other new developments. By installing equipment to provide this additional capacity, we can reduce costs and inconvenience to developers and their customers. The costs of any additional capacity is funded by UU and recovered from the developers as their future new developments' become connected.

### Installing new additional capacity

If we can't provide enough water from our existing network to supply your new development, we will need to install a reinforcement scheme. This can include work such as installing new mains close to your development or modifying a pump in a nearby pumping station. Sometimes, so that we can release capacity in another part of our network we may carry out work that is some distance away from the new development. All this type of work is included within the cost of providing water capacity for a new development.

### If there is a developer contribution how is it paid?

For a requisitioned main, the developer has two choices when paying the contribution,

#### 1. Discounted Aggregate Deficit Sum (Commuted Sum)

This is a one off payment and is calculated using an estimate of the value of water income from planned connections to the new main during 12 years following connection of the new main to our existing network

**Tip:** Our calculation on Page 21 shows a developer contribution of £2996.00 would be payable on acceptance of the commuted sum offer.

#### 2. Relevant Deficit

This value is calculated for each of the 12 years following completion of the new main, and is based on the actual water income from customers connected to the main. The developer will need to provide us with a deposit equal to the estimated 12 year deficit, and this will be used to fund the actual deficit for each of the 12 years. If all the deposit is used up funding deficits before the 12 years are up the developer will need to make additional payments, similarly, any part of the deposit remaining will be refunded to the developer. We will also include interest payments in respect of the deposit balance as set out in the Water Act 1991 when we calculate the yearly deficit.

**Tip:** Our calculation on Page 21 shows a developer deposit of £3191.00 would be payable on acceptance of the relevant deficit offer.

### Funding a new main, an example scheme for a development of 150 properties

		Indicative values
1	Assess network capacity	£500
2	Design on site mains	£800
3	Design off site reinforcement	£700
4	Install new on site mains	£11,000
5	Install new off site mains	£9,000
6	Use of previously installed capacity	£5,000
7	Installing required new capacity	£8,000
<b>Total cost</b>		<b>£35,000</b>

## Funding a new main

Year	Occupancy	Basic Revenue	Inflation	Revenue after inflation	Yearly k Factor	Reckonable Income	Notional Loan Annual Repayment	(Commuted Sum) Estimated annual offset	(Commuted Sum) Estimated Annual Net Present Value	(Asset Value) Estimated Annual Offset	Annuity Factor	(Asset Value) Estimated Annual Net Present Value
1	10	£1,098.90	1.00	£1,098.90	1	£1,098.90	£4,289.89	£3,190.99	£2,996.00	£1,098.90	0.94	£1,031.83
2	75	£8,250.00	1.03	£8,497.50	1	£8,497.50	£4,289.89	£0.00	£0.00	£4,289.89	0.88	£3,782.22
3	150	£16,500.00	1.06	£17,504.85	1	£17,504.85	£4,289.89	£0.00	£0.00	£4,289.89	0.83	£3,551.38
4	150	£16,500.00	1.09	£18,030.00	1	£18,030.00	£4,289.89	£0.00	£0.00	£4,289.89	0.78	£3,334.63
5	150	£16,500.00	1.13	£18,570.90	1	£18,570.90	£4,289.89	£0.00	£0.00	£4,289.89	0.73	£3,131.11
6	150	£16,500.00	1.16	£19,128.02	1	£19,128.02	£4,289.89	£0.00	£0.00	£4,289.89	0.69	£2,940.01
7	150	£16,500.00	1.19	£19,701.86	1	£19,701.86	£4,289.89	£0.00	£0.00	£4,289.89	0.64	£2,760.57
8	150	£16,500.00	1.23	£20,292.92	1	£20,292.92	£4,289.89	£0.00	£0.00	£4,289.89	0.60	£2,592.08
9	150	£16,500.00	1.27	£20,901.71	1	£20,901.71	£4,289.89	£0.00	£0.00	£4,289.89	0.57	£2,433.88
10	150	£16,500.00	1.30	£21,528.76	1	£21,528.76	£4,289.89	£0.00	£0.00	£4,289.89	0.53	£2,285.33
11	150	£16,500.00	1.34	£22,174.62	1	£22,174.62	£4,289.89	£0.00	£0.00	£4,289.89	0.50	£2,145.85
12	150	£16,500.00	1.38	£22,839.86	1	£22,839.86	£4,289.89	£0.00	£0.00	£4,289.89	0.47	£2,014.89
								<b>£3,191.00</b>	<b>£2,996</b>	<b>£48,287.64</b>		<b>£32,003</b>

## Discounted Aggregate Deficit Sum calculation

This example uses the following information; these are not intended to be representative of actual costs or charges

Scheme cost	£35,000
Number of properties	150
Basic income per property	£110 (volumetric water charge plus water standing charge) Borrowing interest rate
Borrowing interest rate	6.5% (See Ofwat information note IN11/05)
Discount rate (same as interest rate)	6.5%
Long term inflation rate	3.0% (This figure is an assessed value based on current information)
Number of years for loan	12
Occupancy	is the projected cumulative number of houses occupied.
k factor	is determined by Ofwat for each periodic review period, (the actual factor will need to inserted).
VAT: the example does not include any VAT, which will be chargeable in accordance with current VAT regulations.	

## Funding a new main

### Self laid mains

The example calculation on Page 21 shows a self lay asset value of £32,003. This would be subject to deductions for any work carried out by United Utilities, such as any work to provide required additional capacity and for the use of previously provided capacity which was installed within the previous 12 years.

Asset Value	£32,003	
<b>Less</b> Use of previous capacity	£5,000	(Capacity provided in an earlier main)
<b>Less</b> New additional capacity	£8,000	(This deduction is made if United Utilities carry out the work)
<b>Self lay asset payment</b>	<b>£19,003</b>	

### Self Lay Deposit

If we need a deposit, we will tell you in our self lay design approval.

### Other self lay charges

The asset value and any charges that we make for a self lay scheme are given with design approval. Page 25 has a flow chart showing when design approval is provided and the different ways that can be used to get a design for a self lay scheme.

The following charges may apply:

- Charges for construction of equipment forming the point of connection to be used for the self laid main
- A proportion of any previously provided reinforcement, that was constructed as part of a requisition scheme in the 12 years prior to the current scheme
- Charges for the construction of any new reinforcement required to provide capacity for the new development

Sometimes we may not be able to let part of the scheme be self laid, this can happen if, for example.

- There are Traffic Management Act implications e.g. the Local Authority may require the work to be co-ordinated with other work we are doing
- If there is any work being carried out on the existing network that may affect supplies to our existing customers
- Work within third party land where the SLO does not wish to obtain land rights

If we carry out part of the scheme then the value of that work will be deducted from the self lay payment; this cost will be provided in the design approval.

### Other self lay payments

Sometimes, we may need a change to the self lay design, such as increasing the size of a main to provide capacity for a future development. If this happens we will make a payment to the SLO to cover the additional costs.

## Funding a new main

### Legislative provisions

Sections 42, 43 and 43A of the Water Industry Act 1991 provide information on how we assess water income generated from connections to a new main that is requisitioned in accordance with S41.

These provisions only apply to new mains used to supply water for domestic purposes.

Sections 55 and 56 make provisions for new mains used to supply water for non-domestic purposes.

### Definition of water supplied for domestic purposes

Section 218 provides a definition of water supply for domestic purposes. In brief this includes water supplied to any premises that is used for drinking, washing, cooking, central heating and sanitary purposes.

*Note: Any water used to fill a bath greater than 230 litres or water used for the purposes of a laundry, or for the purpose of a business preparing food or drink otherwise than for consumption on the premises is not classed as being provided for domestic purposes.*

### Self lay provisions

Sections 51A, B, C and D make provisions for self laying new mains

### Water used for both domestic and non-domestic purposes

On many developments the new water main is planned to provide water for both domestic and non-domestic purposes.

It is important that accurate assessments are made when details are given for mixed water use. If the domestic/non-domestic split is inaccurately estimated it will have a direct impact on the value of developer contribution required for the new main, and you could pay more than you need for your new supply.

# Additional information for self lay schemes

## On site self lay designs

Your chosen SLO with design accreditation will produce the on site mains design.

## Off site mains

We may agree that this work can be designed and laid by your chosen SLO, provided that the work is associated with a new site. We will not allow this if the work will affect our existing customers.

## Point of connection

To prepare a design an SLO will need a valid point(s) of connection to our network.

An application should be submitted using an “Application for a Self Lay Point of Connection” which is available at **unitedutilities.com**

## Self lay Adoption Agreement

We will need to make an agreement with you and your chosen SLO, before the self lay works begin. A sample of our agreement is available at **unitedutilities.com**, it has provisions for asset payments to be made to either the developer or your SLO; this choice must be made prior to the agreement being signed

- We do not usually require any security deposit to be paid when a self lay agreement is returned.
- If a deposit is required it will usually be because the asset payment is less than the value of new mains we are adopting. This can happen, for example, if the main is intended to provide water largely for non-domestic purposes.

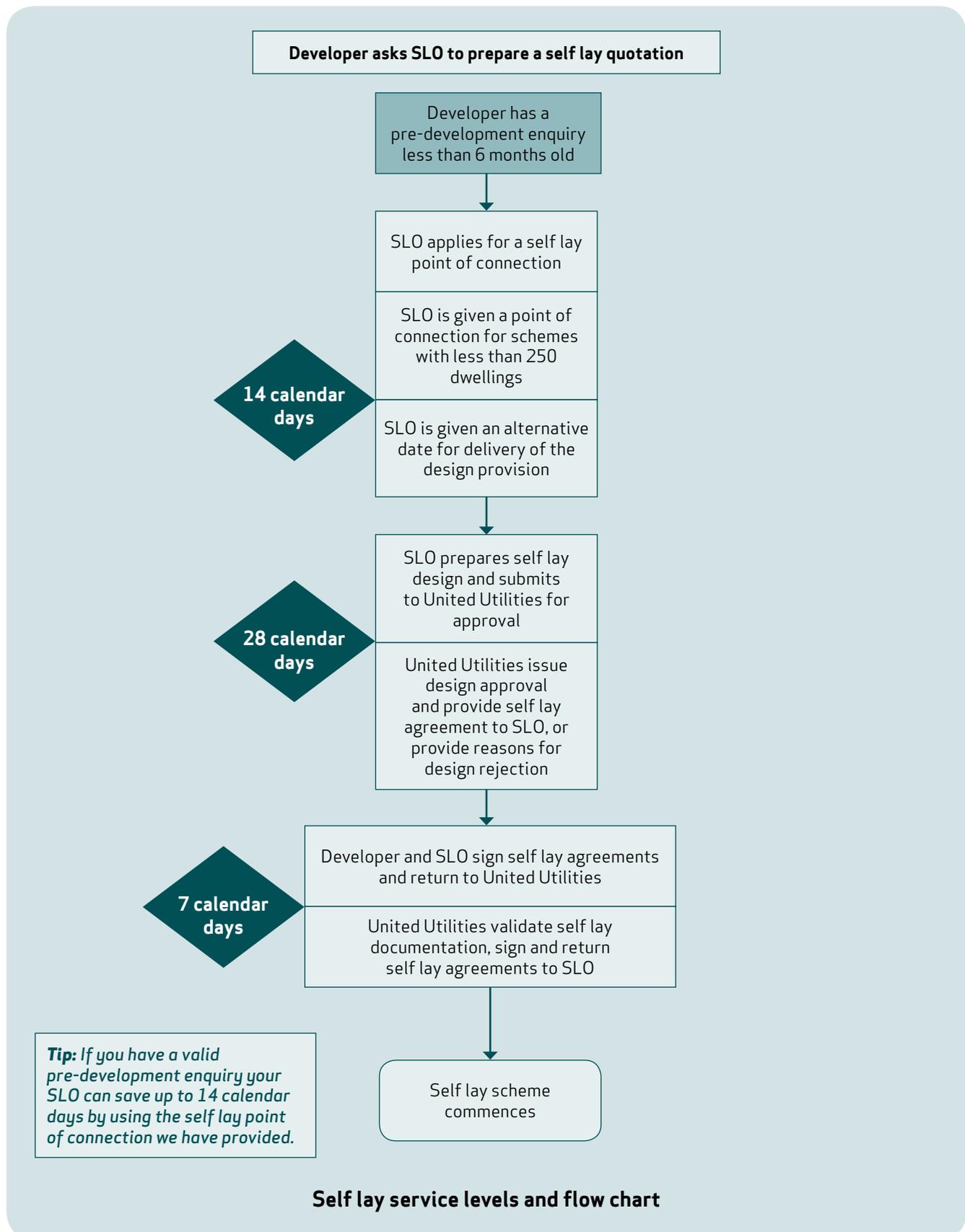
## Self lay asset value deductions

We can make deductions from the self lay asset value, these include:

- The use of any capacity provided as part of an earlier requisition scheme (advance capacity)
- The cost of any work that we carry out on our network to provide additional capacity for your development
- The cost of any work we carry out to create a point of connection on our existing network for the new self laid main

We don't normally need any advance deposit for any of these; if we do then we will let you know when we provide your self lay design approval.

## Additional information for self lay schemes



# Further guidance for water connections

## **If I requisition or self lay a new main, how will I know how many water connections will be needed for my development?**

When we quote for a requisitioned main, or issue design approval for a self lay scheme we will provide.

- A list of all planned standard water connections (25mm)
- A list of planned non-standard water connections (larger than 25mm)

This will include all the water connections that are being made to new and existing mains.

## **Will you tell me how much these on site water connections will cost?**

We will include the following as part of our quotation to you.

### **Standard water connections**

We will provide a list of standard water connections together with the current charge for each of them. The actual charge made will depend on when the work is actually done and this may be different from any quoted with our requisition offer.

We don't provide water connection costs for self lay schemes, because that work is carried out by your SLO.

### **Non-standard water connections**

We will provide a list of non-standard water connections, together with a budget cost for each of them. To get a firm quotation, you will need to make an application using our AWS2 form. We have a service level of 28 calendar days to provide these quotations, and they have a 3 month validity period.

## **How do I arrange an on site water connections?**

If you have chosen a requisition scheme, you will need to apply to United Utilities for all water connections using a Request for Work form. This confirms to us that your part of the service pipe has been fully installed, inspected and is ready to be connected. We have a service level of 21 calendar days to make these connections.

If you have chosen an SLO to make your water connections, then the SLO will need to contact United Utilities to provide details of the connection to be made. This lets us check that the water main is ready for the new water connection and that the service pipe is fully installed and inspected. We will issue confirmation to your SLO when connection can proceed.

## **What are your payment terms for on site connections?**

Our normal payment terms for on site connections are that payment is due on completion. We will invoice all charges after your new connection has been made

***For any water connections we make this can include:***

- The connection cost
- Building water charge and,
- Infrastructure charges

***For self lay connections this can include:***

- A metering charge
- Building water charge and,
- Infrastructure charges

## Further guidance for water connections

### How do I arrange a water connection from an existing main?

If you are building new premises which front onto an existing street, it is likely that the water connection will be made to an existing main. An application will be needed for each water connection, following which we will provide you with a quotation for the work

### Standard water connections (25mm)

You will need to apply using an AWS1 form. With our quotation we will provide:

- A drawing showing where our existing main is located, and advice for any work that will be affected by Traffic Management requirements
- This drawing will also show our suggested location for your service pipe to leave the site and connect to our water main
- Confirmation of the type of service pipe that you should lay i.e. a PE or barrier pipe
- Confirmation of the meter location and the equipment you must provide at that position
- The length of pipe that should be left at the site boundary

We will lay the pipe up to the water main. It is important that wherever possible the service pipe is installed without any joints, this helps to reduce the possibility of water wastage both on your land and in the street.

### Non-standard water connections (larger than 25mm)

You will need to apply for each water connection using an AWS 2 form, we have a 28 calendar days service level for these applications and with our quotation we will provide:

- A drawing showing where our existing main is located, and advice for any work that will be affected by Traffic Management requirement
- This drawing will also indicate the preferred location where your service pipe should terminate, we will then extend the service pipe up to the existing main
- Confirmation of the type of service pipe that should be laid i.e. a PE or barrier pipe
- Confirmation of the meter location and the equipment you must provide at that position
- If the service connection is being used to supply multi-occupancy premises with individual meters, we will confirm the equipment you need to provide at each meter location together with a quotation for installing the meters

### How do I arrange my new water connection?

For both standard and non-standard water connections.

- You will need to accept our quotation and make the payment requested
- If you have not already done so, you will need to install that part of the service pipe that is within the land belonging to the new premises by an approved SPIDER registered installer
- You will need to arrange an inspection for the service pipe
- You will need to complete a Request for Work form; this tells us that you are ready for the water connection and that all inspections have been completed
- We aim to make your new connection within 21 calendar days or by another alternative agreed date
- Provide details from the Local Authority of the approved postal addresses

# Additional information for water connections on self lay sites

## When can a water connection be self laid?

An SLO may make water connections to any main on a new development, this may be to either a self laid main or to a main that is being requisitioned from us.

- If the main is being self laid then the SLO will be able to make all water connections up to and including 63mm, we must connect all other sizes
- If the main has been requisitioned then a developer can use an SLO to make water connections for the new development, using a services only Adoption Agreement

The developer will need to pay the SLO directly for completing the water connections.

You will also need to make other payments such as:

- Building water
- Infrastructure charges (water and wastewater)
- Meter fitting

## What are the payment terms?

We will invoice our charges for self lay water connections following completion of the work; the charges will include.

- A metering charge
- Building water charge
- Infrastructure charges

We can bill either the SLO or developer; this choice must be made when the self lay agreement is signed.

## Can an SLO make water connections to existing mains?

We may allow an SLO make water connections to our water network provided that the work does not interfere with supplies to existing customers and the work is associated with a new site.

- The SLO will need to apply to us for a point of connection and propose a design for the work being done
- The SLO would be responsible for all costs in issuing notices to the Highway Authority and for the cost of any associated traffic management

In some circumstances, such as that shown on page 18, we may prefer a main to be installed instead of a number of service pipes. In such a case, where the main/service pipe installation is being self laid by an SLO, we will make a payment to the SLO equal to any additional cost that would have been incurred had we carried out that work. The developer will still need to pay the SLO for providing all other work associated with the service connections.

### Example - 4 no. long side water connections

United Utilities quotation for 4 long side water connections	£3500
Additional cost if United Utilities were to install a new 63mm main in lieu of the 4 service pipes	£3000
Payment by United Utilities if the service were self laid	£3000

*Note: cost indications provided in any examples are not intended to be representative of the actual cost of providing that work*



### About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.

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