

New connections and developer services

Charges Scheme
2017/2018



United Utilities Water Limited has published five charges schemes for 2017/2018 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 2017, 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 2017 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 2017 for wholesale sewerage services

Household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2017, chargeable to household customers

Business and non-household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2017, 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

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 for all customers including developers and self-lay organisations, applicable to the charging year 2017/2018.

It comes into effect on 1 April 2017 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 – 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.

Asset Payment - a payment made to the developer or SLO in respect of that part of a new main used to supply water for domestic purposes.

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

Business Day – 08:00 to 16:00 Monday to Friday, excluding Bank Holidays.

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.

Developer – person or company which is responsible for a development, or any person making an application for new water or sewerage connections.

Domestic purposes – as provided for under section 218 of the Act. Water used for drinking, washing, cooking, central heating and sanitary purposes.

Discounted Aggregate Deficit Sum water (also known as commuted sum) – Developer contribution to cover any shortfall between development income (revenue generated by future customers) and provision of a new main.

This can be either:

- Discounted Aggregate Deficit Sum (also known as commuted sum); a single payment, calculated using an estimate of the value of water income from planned connections to the new main during the 12 years immediately following connection of the new main to our existing network;
- a Relevant Deficit payment; a series of payments over the 12 years following connection of the new main.

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 12 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 household premises.

Non- Domestic Purposes – water use for any purpose other than domestic purposes.

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 related to loading units for water fittings for the purpose of calculating infrastructure charges (see Condition C of our Instrument of Appointment and 12.3 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. Also referred to as SLO.

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 Act.

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 the business day under standard conditions. In other instances we reserve the right to charge on a basis of actual costs, provided you are notified accordingly prior to commencement of the work.

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 will be made for traffic management expenses in certain circumstances.

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 NEW MAINS FOR DEVELOPMENTS

Where a new water main is required for a development, two options are available:

- A main may be requisitioned. In this case it will be installed by us; or
- A self-lay organisation (SLO) may be used. The self-lay organisation will install the main for the developer and then arrange for us to adopt the new main.

Further details can be found on our website at: unitedutilities.com/developer-water

4.1 Statutory Mains Requisition – installed by United Utilities

A water main installed by us which is intended to provide water for domestic use will be discounted by the Discounted Aggregate Deficit Sum.

A water main which is intended to provide water for non-domestic purposes is not discounted and we will charge you for the cost of the work. A quote will be issued based on costs incurred associated with investigation, administration, statutory noticing and asset installation.

Where the new main will provide water for both domestic and non-domestic purposes, only the domestic element will qualify for the discount.

4.2 Statutory Mains Requisitions – installed by Self Lay Organisations

A developer may choose to employ an approved self-lay organisation to install new water infrastructure as an alternative to requisitioning a new main directly from us, subject to a self-lay agreement.

4.2.1 Asset payment

A payment will be made to the developer or the SLO in recognition of the future development income over 12 years capped at the value of the scheme cost. The value of this payment will be detailed in the self-lay agreement.

4.2.2 Non-contestable costs

Works required at the point of connection as a direct consequence of the development that are defined as non-contestable works in section 1.8 WRC Self-Lay Code of practice for England and Wales will be deducted from the final asset Payment.

4.2.3 Meters

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

If a self-lay organisation fails to install a meter(s) following connection, we will fit a meter to each connection and charge the cost to the self-lay organisation.

All new premises should be fitted with a water meter within five calendar days of being connected to the water network.

4.2.4 Deposit

We reserve the right to request a deposit if the asset payment is less than the self-lay charges payable. The value of any deposit will be detailed within the self-lay offer.

4.2.5 Other Self-Lay charges

The following charges may apply:

- A proportion of any previously provided reinforcement, which 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.

4.2.6 Self-Lay payments

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

Details of this payment will be provided before any work commences.

4.3 Further Information

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 at: unitedutilities.com/self-lay-new-mains

5 OFF-SITE REINFORCEMENT

Off-site reinforcement will be apportioned to ensure that only the costs directly attributable to the development are included within the Discount Aggregate Deficit calculation as described in the definitions. Any extra capacity afforded to the existing network capability will be funded by United Utilities, however these costs can be attributed to any future development that directly benefits from spare capacity within 12 years.

6 SEWER REQUISITION

We will recover our costs associated with the requisition of a public sewer (see section 98 of the Act).

This will include but is not limited to all costs incurred associated with design, construction, materials, legal fees, land owner compensation and any other special arrangements required.

An estimate will be provided which will contain the scope of works for the requisition.

7 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 7.1 and 7.2.

7.1 Adoption of sewers

For all applications	Charge
Assessment and inspection fees for Section 104 sewer adoptions submissions	2.5% of estimated asset value, minimum charge £634.00
Initial assessment fee to be paid with Section 104 submission (upfront payment deductible from final cost) – small development up to 20 premises	£634.00
Initial assessment fee to be paid with Section 104 submission (upfront payment deductible from final cost) – medium development from 21 - 50 premises	£1,230.00
Initial assessment fee to be paid with Section 104 submission (upfront payment deductible from final cost) – large development over 50 premises	£1,864.00
Legal fee for agreement	£639.00
Legal fee for transfer of land or provision of an easement (per transaction)	£690.00
Installation and commissioning of United Utilities' built telemetry outstation	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration, installation and commissioning	
Undertaking CCTV survey of completed sewer network (if not provided by developer)	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and surveying	

Configuration and commissioning of developer/owner built telemetry outstation	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration, configuration and commissioning	
Section 104 re-submission fee for re-design or inaccurate/repeat submissions (per hour)	£37.00
Section 104 re-submission fee for complete re-design from applicant, will be charged at initial assessment fee as at redesign	£634.00
Abortive inspection visit (per visit)	£75.00
Abortive pumping station inspection visit (per visit)	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and inspection	
Digital processing fee of electronically submitted applications	£140.00

7.2 Adoption of disposal works

For all applications	Charge
Legal fee for agreement	£639.00
Legal fee for transfer of land or provision of an easement (per transaction)	£690.00
Installation and commissioning of United Utilities' built telemetry outstation	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration, installation and commissioning	
Configuration and commissioning of developer/owner built telemetry outstation	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration, configuration and commissioning	
Assessment fee (to be paid before first site inspection)	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and inspection	

8 CONNECTIONS

8.1 Water connections

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

Exceptional work, including connections over 25mm diameter will be charged at cost, dependent on the type and quantity of materials used.

Charges are normally payable after the work is carried out.

Length of connection	Internal/wall mounted metered connections	
	Unsurfaced (on site)	Surfaced (off site)
Very short (up to two metres)	£407.00	£471.00
Each additional metre of excavation	£48.00	£74.00

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

Note 2: Our policy is to install domestic meters above ground in one of the following locations:

- Internally fitted with an external control valve;
- In a wall mounted meter chamber;
- In an in-wall meter chamber.

All meter chambers must be WRAS approved or equivalent.

There are certain scenarios where alternative locations are available and where we agree, standard charges are applied. These include:

- Where the property to be connected is more than 50 metres from the point of connection;
- Where the connection is for a trough supply.

For more information please contact our developer services team on **0345 072 6067** or email developerserviceswater@uuplc.co.uk

8.2 New water service connection application fee

We charge **£76.00** for processing applications for a single water connection (non-refundable). Where two or more water connections are applied for at the same location, the application fee for the second and subsequent connections will be charged at **£46.00** per connection.

8.3 Approving new water connections

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 **£49.00** will be made.

Note: This charge will also apply for 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.

8.3.1 Additional charges

An abortive visit charge will be made where you request a site visit but we are unable to access the site to carry out the work. Where we incur any additional costs due to incorrect information provided by you, you will be charged.

8.4 New connections to the public sewer

The cost for a connection includes the supervision and the reasonable expenses incurred by us in processing the application.

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 the business day	£333.00
Administration and supervision of standard and non-standard connection outside the business day	£401.00
Abortive supervision visit (per visit)	£75.00
Undertaking CCTV survey of sewer network (if not provided by the developer)	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and surveying	

8.4.1 Additional charges

Payment of our costs for inspection of the connection work, or of the reasonable expenses of connections made by us under section 107 of the Act, will be required.

9 DIVERSIONS

9.1 Water

For the purpose of recovering our expenses associated with the diversion of water mains (see section 185 of the Act), charges will be made which usually include, but are not limited to, costs associated with investigation, administration, statutory noticing and asset diversion.

9.2 Wastewater

There are two types of sewer diversions depending upon the type of asset and what we can permit the developer to divert themselves:

- Diversions carried out on critical assets by us on behalf of the developer;
- Diversions carried out by a developer.

9.2.1 Diversions carried out on critical assets by us

Some of our assets are deemed critical and cannot be diverted by a developer. In these circumstances we will carry out the work on your behalf, and recover any expense associated with the diversion.

We will recover all costs incurred associated with design, construction, materials, legal fees, land owner compensation and any other special arrangements required.

An estimate will be provided which will contain the scope of works for the diversion.

9.2.2 Charges for diversion of public sewers carried out by a developer

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

For all applications	Charge
Assessment and inspection fees for Section 185 sewer diversion submissions	5.0% of estimated asset value
Legal fee for agreement	£639.00
Legal fee for provision of an easement (per transaction)	£690.00
Undertaking CCTV survey if completed sewer network (if not provided by developer)	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and surveying	
Section 185 re-submission fee for re-design or inaccurate/repeat submissions (per hour)	£37.00
Abortive inspection visit (per visit)	£75.00
Digital processing fee of electronically submitted application (Optional)	£140.00

10 ASSET ABANDONMENT

10.1 Water asset abandonment

If it is necessary to abandon existing water mains or any of our apparatus, or you request that we carry out associated works, we will charge you for the cost of the work. Individual estimates are provided and must be paid in advance. We will recover all costs associated with investigation, administration, statutory noticing and asset abandonment.

10.2 Sewer closure

A sewer closure may be required when a sewer is taking no flow and not connected to the rest of the network. A fee will be charged upon application, which will include an engineering assessment and initial site inspection. If there is a requirement for additional engineering and/or inspection work, this will be charged based on an hourly rate.

Initial fee – includes application logging, updating of sewer records, initial engineering assessment (up to 2.5 hrs) and initial site inspection (up to 2 hrs)	£207.00
Hourly rate for engineering assessment (after initial 2.5 hrs)	£37.00
Hourly rate for site inspection (after initial 2 hrs)	£34.00
Undertaking CCTV survey of sewer network (if not provided by the customer)	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and surveying	

11 BUILDING OVER ASSETS

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. More information, including charges can be found on our website at: unitedutilities.com/property-searches

11.1 Building over water assets

We do not allow water assets to be built over. Please refer to diversions (see 9.1).

11.2 Building over sewers – charge for dealing with applications

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

Costs for the administration, assessment and inspection of building over consultations and applications from customers wishing to enter into build over agreements	£273.00
Legal fee for domestic build over sewers	£434.00
Legal Fee for Large Development (non-domestic)	£613.00
Complex build over sewers	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and surveying	
Undertaking CCTV survey of sewer network (if not provided by the customer)	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and surveying	

12 INFRASTRUCTURE CHARGES

12.1 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	£365.45
Sewerage infrastructure charge	£365.45

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.

12.2 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.

12.3 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 rd note below (subject to a minimum of six 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. In the case of any premises with only a sewerage connection and no water fittings, the relevant multiplier will be one.

12.3.1 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.

13 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	£25.00 per unit
Developments other than those of houses	10p per £100.00 of the contract value
Any premises that we agree should be metered	Standard measured charges

14 PRE-DEVELOPMENT ENQUIRIES (WASTEWATER)

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

Estimates or assessment work at the customer's request	Recovery of direct and indirect costs
We will recover all costs incurred associated with inspection, assessment and administration	
Undertaking CCTV survey of sewer network (if not provided by the customer).	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration and surveying	

