

# Charging rules compliance

## New Connection Services 2024/25

### 1. INTRODUCTION

This document sets out:

- the charging rules for new connection services (including agreements for the adoption of self-laid infrastructure) published by Ofwat on 20 October 2021.
- the wholesale charging rules, in relation to connection charges, published by Ofwat on 20 October 2021.

UUW’s assessment of compliance is set out against each requirement.

### 2. CHARGING RULES FOR NEW CONNECTION SERVICES FOR 2024/25

Charging rule reference	Charging rules for new connection services
	<b>Introduction</b>
1.	These rules are issued by the Water Services Regulation Authority under sections 51CD, 105ZF, 143B and 144ZA of the Water Industry Act 1991.
2.	These rules have effect in relation to charges imposed on or after 1 April 2022 by water undertakers and sewerage undertakers whose areas are wholly or mainly in England including, from 1 April 2020, the Isles of Scilly.
3.	<p>For the avoidance of doubt, these rules do not apply to a relevant undertaker in relation to any:</p> <ol style="list-style-type: none"> <li>request for a supply of water for non-domestic purposes to which section 55 of the Water Industry Act 1991 applies;</li> <li>application for a consent to discharge trade effluent from any trade premises under section 119 of the Water Industry Act 1991;</li> <li>request made by a water supply licensee for the connection of premises to a water undertaker’s supply system, or other steps in respect of that system, to which section 66A of the Water Industry Act 1991 applies;</li> <li>request made by a sewerage licensee for the connection of drains or sewers of premises to a sewerage undertaker’s sewerage system, or other steps in respect of that system, to which section 117A of the Water Industry Act 1991 applies;</li> <li>charges that may be imposed by a water undertaker under an agreement to provide one or more water undertakers with a supply of water in bulk; or</li> </ol>

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	<p>f) charges that may be imposed by a sewerage undertaker under an agreement to permit a main connection into its sewerage system by one or more sewerage undertakers.</p>
4.	<p>The rules are supplementary to statutory provisions that apply to relevant undertakers under any enactment, or instrument made thereunder (including the conditions of their appointments). In the event of any conflict between the rules and any statutory provision, the latter shall prevail.</p>
	<p>The appropriate set of rules (1 to 4) have been considered.</p>
	<p><b>Interpretation</b></p>
5.	<p>Unless the context otherwise requires, in these rules and for the purpose of Charging Arrangements published by undertakers under these rules:</p> <p><b>“Accredited Third Party”</b> means a recognised organisation who, in respect of Contestable Work and Services, demonstrates competence, at all relevant times, by satisfying the following:</p> <ul style="list-style-type: none"> <li>(i) accreditation under WIRS; and/or</li> <li>(ii) the Water Company’s local accreditation arrangements in relation to a specified activity</li> </ul> <p><b>“Asset Payment”</b> means:</p> <ul style="list-style-type: none"> <li>i. in relation to a section 51A agreement with a water undertaker, the amount described in section 51CD(3) of the Water Industry Act 1991; and</li> <li>ii. in relation to a section 104 agreement with a sewerage undertaker, the amount described in section 105ZF(3) of the Water Industry Act 1991.</li> </ul> <p><b>“Charging Arrangements”</b> means a document setting out the charges and/or the methodologies for calculating them, applied by the water or sewerage undertaker in accordance with the Charging Rules issued by Ofwat.</p> <p><b>“Charging Year”</b> means a calendar year running from 1 April in a given year to 31 March in the following year.</p> <p><b>“Charges Scheme Rules”</b> means the Charges Scheme Rules issued by Ofwat under sections 143(6A) and 143B of the Water Industry Act 1991.</p> <p><b>“Communication Pipe”</b> means any part of a Service Pipe which a water undertaker could be, or have been, required to lay under section 46 of the Water Industry Act 1991. It consists of a pipe laid from an existing or newly laid Water Main to the boundary of a property and may include a meter housing and/or external stop valve.</p> <p><b>“Connection charges”</b> has the meaning given by paragraph 31 below.</p> <p><b>“Contestable Work”</b> means work or services that can be completed by either the relevant undertaker or an Accredited Third Party.</p>

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**“Developer Customer”** means any person or business which is responsible for a Development, or any person making an application for water or sewerage services to which these rules apply. The person or business may include a developer, New Appointee or Self-Lay Provider.

**“Development”** means premises on which there is a building or buildings, or on which there will be a building or buildings when proposals made by any person for the erection of any buildings are carried out, and which require connection with, and/or modification of, existing water or sewerage infrastructure.

**“Diversion Charges”** has the meaning given by paragraph 42 below.

**“English New Connection Rules”** means the Charging Rules for New Connection Services (English Undertakers) issued by Ofwat under sections 51CD, 105ZF, 144ZA and 143B of the Water Industry Act 1991.

**“Fixed Charges”** mean charges set for a given Charging Year which are fixed in amount or which are calculated by reference to a predetermined methodology set out in the undertaker’s Charging Arrangements, the application of which allows calculation at the outset of the total amount owing in that Charging Year in respect of the charges in question. Such charges are to be fixed for a Charging Year, as defined above.

For the avoidance of doubt, and subject to the above, undertakers may impose Fixed Charges by reference to a unit measurement (for example, per mega-litre). Furthermore, undertakers may offer more than one Fixed Charges in charging for a service provided in accordance with the present rules (for example, by differentiating between different geographic areas).

**“Income Offset”** means a sum of money, that may be offered by the undertaker, against the Infrastructure Charges, in recognition of revenue likely to be received by the relevant undertaker in future years for the provision of:

- i) supplies of water to the premises connected to a Water Main; or
- ii) sewerage services to the premises connected to a Sewer,

and “Income Offsetting” shall be construed accordingly;

**“Infrastructure Charge”** means the charges described in section 146(2) of the Water Industry Act 1991.

**“Lateral Drain”** means (a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the Sewer with which the drain communicates or is to communicate; or (b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under section 102 of the Water Industry Act 1991 above or in an agreement made under section 104 of this Act.

o) **“Network Reinforcement”** refers to work other than Site Specific Work, as defined below to provide or modify such other:

- i. Water Mains and such tanks, service reservoirs and pumping stations, or
- ii. Sewers and such pumping stations

as is necessary in consequence of the Site Specific installation or connection of Water Mains, Service Pipes, Public Sewers and Lateral Drains pursuant to an agreement with, or a duty owed under the Water Industry Act 1991 to, a person other than the relevant undertaker, including a requisition (under sections 41(1), 98(1) or 98(1A)), under an agreement for adoption (under sections 51A or 104), under a section 66D of 117E agreement, pursuant to section 45(1) (Duty to make connections with main) or in accordance with another duty imposed by the Act, or in consequence of the exercise of rights under section 106(1) (Right to communicate with public

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sewers), or pursuant to an agreement for bulk supplies of water or bulk discharge with a New Appointee. It also includes the additional capacity in any earlier Water Main or Sewer that falls to be used in consequence of the provision or connection of a new Water Main or Sewer.

**“New Appointee”** means a company holding an appointment as a relevant undertaker where the conditions of that appointment limit the charges that can be fixed under a charges scheme by reference to the charges fixed by one or more other relevant undertakers.

**“Non-contestable Work”** means work or services that can only be completed by the relevant undertaker (or an agent acting on their behalf).

**“Ofwat”** means the Water Services Regulation Authority.

**“Off-site”** means construction works or the provision, modification or connection of water or sewerage structures and facilities carried out or proposed to be carried out outside the boundary of the Development up to the Point of Connection, and does not include Pre-Construction Activities.

**“On-site”** means construction works or the provision, modification or connection of water or sewerage structures and facilities carried out or proposed to be carried out within the boundary of the Development, and does not include Pre-Construction Activities.

**“Point of Connection”** means a location which is either i) a practical location indicated by a Developer Customer where the existing water main or sewer is the same size or larger than the new connecting main or sewer or, where they have not indicated a location, ii) the nearest practical location where the existing water main or sewer is the same size or larger than the new connecting main or sewer.

**“Pre-Construction Activities”** means activities before On-Site works or Off-Site works are begun, which might include application administration and design.

**“Public Sewer”** means a sewer for the time being vested in a sewerage undertaker, whether under the Water Act 1989, the Water Industry Act 1991 or otherwise.

**“Requisition charges”** has the meaning given by paragraph 23 below.

**“Self-Lay”** means the provision of water pipes and associated infrastructure and services by an Accredited Third Party other than the undertaker in accordance with section 51A of the Water Industry Act 1991, and/or of sewers and associated infrastructure by a third party other than the undertaker in accordance with section 104 of the Water Industry Act 1991.

**“Self-Lay Provider”** or **SLP** means an Accredited Third Party other than the undertaker who can provide the water pipes and associated infrastructure and services in accordance with section 51A of the Water Industry Act 1991, and/or a third party other than the undertaker who can provide the sewers and associated infrastructure and services in accordance with section 104 of the Water Industry Act 1991.

**“Service Pipe”** means so much of a pipe which is, or is to be, connected with a water main for supplying water from that main to any premises as — (a) is or is to be subject to water pressure from that main; or (b) would be so subject but for the closing of some valve, and includes part of any service pipe and any accessory for such a pipe.

**“Sewer”** includes all sewers and drains (not being drains within the meaning given by section 219(1) of the Water Industry Act 1991) which are used for the drainage of buildings and yards appurtenant to buildings. This definition includes tunnels or conduits which serve as such a pipe and any accessories for such a pipe.

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	<p><b>“Site Specific”</b> refers to the carrying on or the product of Off-site and/or On-site work and <b>“Site Specific Work”</b> shall be construed accordingly. It does not refer to costs or work required as part of <b>Network Reinforcement</b> as defined above.</p> <p><b>“Small Company”</b> means a New Appointee.</p> <p><b>“Undertaker”</b> means a water undertaker or sewerage undertaker.</p> <p><b>“Water Main”</b> means any pipe, not being a pipe for the time being vested in a person other than the undertaker, which is used or to be used by a water undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the undertaker or water supply licensee, as distinct from for the purpose of providing a supply to particular customers. This definition includes tunnels or conduits which serve as a pipe and any accessories for the pipe.</p>
6.	Unless the contrary intention appears, words and expressions used in these rules have the same meaning as in any provision of the Water Industry Act 1991.
5-6	The interpretation is understood and is applied consistently.
	<b>Consultation</b>
7.	Undertakers must determine what types of charges covered by these rules may or may not be imposed, and the amount of such charges, in accordance with the principle that changes to charges covered by these rules should only be made after proportionate, timely and effective consultation with groups of persons likely to be significantly affected by the proposed Charging Arrangements (or their representatives) and any other persons the undertakers consider it appropriate to consult.
	Stakeholders have been consulted during the development of 2024/25 charges and charges scheme. More information on this engagement is included in the assurance statement for new connection services which is published on the United Utilities’ website.
	<b>Publication and Transparency</b>
8	Relevant undertakers must publish charges developed under these rules in a single document (the Charging Arrangements). The Charging Arrangements must be published on the undertaker’s website and in any other manner the undertaker considers appropriate for the purpose of bringing the Charging Arrangements to the attention of persons likely to be affected by it.
	The charges developed under these rules has been published in a single document (the new connections and developer services charges scheme 2024/25) on the United Utilities’ website.
9	The maximum amount of any charge that may be imposed by an undertaker under the provisions of the Water Industry Act 1991 covered by these rules shall be the amount set out in, or calculated in accordance with, the Charging Arrangements published by that undertaker. For the avoidance of doubt, the charges and charging methodologies set out in the Charging Arrangements must therefore include relevant miscellaneous and ancillary costs such as assessment, inspection, design, legal and supervision charges that the undertaker is entitled to recover, unless there is a different legal basis for the recovery of such costs.
	The charges and charging methodologies have been set to include relevant miscellaneous and ancillary costs.

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	<p>A reference is made in the charges scheme where these costs are included as part of a fixed charge to make it clear what is included in each charge.</p> <p>Exceptions are detailed in the charges scheme.</p>
<b>10</b>	<p>The Charging Arrangements must be published no later 1 February in the year immediately preceding the Charging Year in relation to which they have effect.</p>
	<p>The charges scheme has been published on the United Utilities' website in accordance with the required publication date.</p>
<b>11</b>	<p>The Charging Arrangements must explain how each charge has been calculated or derived, including through the use of worked examples. As a minimum, undertakers must publish worked examples showing the scenarios set out in the worked examples published by Ofwat in the document entitled "Common Terms and Worked Examples –English New Connection Rules". Where an undertaker determines the applicable charges other than by Fixed Charges, the methodology for the calculation of such charges must be explained clearly in the Charging Arrangements.</p>
	<p>Most of the charges applicable are fixed charges. Each of these fixed charges has been built up to reflect the costs associated with providing each service. The costs included in each charge are noted in the charges scheme.</p> <p>Those charges which are not fixed have a methodology to explain how the cost will be derived.</p> <p>These charges, which are not fixed, largely relate to exceptional circumstances, examples of these are covered in section 13 of the new connections and developer services charges scheme. In this section, items to be included in the build-up of the cost are outlined to provide an indication of the types of costs that would be included when the charge is calculated.</p>
<b>12</b>	<p>The Charging Arrangements are to be written and presented in a clear and accessible manner, which takes due account of the varying levels of expertise of all Developer Customers or other customers who may rely on the Charging Arrangements, and using, where appropriate, the terms as defined at Rule 5 and those set out in the list of common terms published by Ofwat in the document entitled "Common Terms and Worked Examples – English New Connection Rules".</p>
	<p>In developing the charges scheme, consideration has been given to the wording and presentation of the charging arrangements to take into account the varying levels of expertise of those who may rely on the charging arrangements. Where more detailed information is available, links have been provided to the United Utilities' website.</p> <p>Worked examples, showing example developments, have been included to aid customers' understanding (section 18 of the new connections and developer services charges scheme).</p> <p>Following feedback given in prior years from a number of stakeholders including the Home Builders Federation, the House Builders Association and Fair Water Connections on their review of the charges scheme, we did not ask them to review the scheme this year. In compiling our charges scheme, we have considered comments made over the course of the year by these stakeholders and CCW, alongside feedback from our wider stakeholder consultation activities. More information on this engagement is included in the assurance statement for new connection services which is published on the United Utilities' website.</p>
<b>13</b>	<p>Charges must be published with such additional information or explanation as is necessary to make clear what services are covered by each charge.</p>
	<p>The services associated with each charge are included alongside the charge in the charges scheme.</p>



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14	Undertakers must publish the charges covered by these rules in such a way that a Developer Customer or other customer can confidently work out a reasonable estimate of the charges payable if they know the relevant parameters of a Development.
	<p>The charges scheme contains a comprehensive schedule of charges. This provides customers with a robust set of charges that can be used to reasonably estimate the cost of the provision of site specific infrastructure associated with their development.</p> <p>Most of the charges are fixed in nature. Application and processing fees are clearly listed.</p> <p>A high level methodology is included for charges that are not fixed in nature.</p> <p>In relation to water developments there are different fixed rates for construction costs to reflect the range of pipe diameters (applicable to requisitions and diversions). Fixed charges have been set for section 45 WIA connections with different rates to reflect the size of connection required.</p> <p>In relation to sewers a table of indicative rates are provided (section 11). Inclusion of the worked examples in section 18 of the charges scheme will aid users of the charges scheme in calculating the charges payable. These have been updated for recent guidance published by Ofwat in their “Common Rules and Worked Examples – English New Connection Rules” document published in October 2021.</p>
15	The charging arrangements must identify which charges are associated with Contestable Work and Non-contestable Work.
	The charges scheme identifies which charges are associated with Contestable Work and Non-contestable Work.
16	Undertakers must provide a reasonable choice of times and methods of payment of the charges and set these out in the Charging Arrangements.
	Methods of payment are included in the charges scheme. The timing of each charge is referenced throughout the relevant sections of the charges scheme.
	<b>Small Companies</b>
17	<p>These rules apply to a Small Company subject to the following provisions:</p> <p>a) a Small Company is not required to publish one or more of the charges covered by these rules (or a methodology for calculating them) where it would be unreasonable to expect the company to do so (having had regard to the number of requests for the relevant services that the company would reasonably expect to receive);</p> <p>b) the charges imposed by a Small Company under the provisions of the Water Industry Act 1991 covered by these rules must be calculated in accordance with the principles and requirements set out in these rules whether or not they are published in Charging Arrangements and this includes, where relevant, requirements to provide the option of upfront Fixed Charges;</p> <p>c) paragraph 9 of these rules does not restrict the maximum amount of a charge imposed by a Small Company if Charging Arrangements published by that company do not include relevant charges or charging methodologies;</p> <p>d) paragraph 10 of these rules does not apply to a Small Company – instead, a Small Company must publish any Charging Arrangements no later than 25 February in the year immediately preceding the Charging Year; and</p>

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	e) for the avoidance of doubt, this paragraph does not exempt a Small Company from the requirement in paragraph 46 of these rules to clearly set out in its Charging Arrangements requirements for security in relation to any charges to be applied.
	Not applicable.
	<b>General charging principles</b>
<b>18</b>	<p>Relevant undertakers must determine what types of charges may or may not be imposed and the amount of any charges that may be imposed in accordance with the principle that charges covered by these rules should reflect:</p> <ul style="list-style-type: none"> <li>(a) fairness and affordability;</li> <li>(b) environmental protection;</li> <li>(c) stability and predictability;</li> <li>(d) transparency and customer-focused service; and</li> <li>(e) costs of the relevant service.</li> </ul>
	<p><b><u>Fairness and Affordability</u></b></p> <p>Many of the water and wastewater new connections activities are contestable. The contestable and non-contestable activities are outlined within the scheme (see rule 15). To promote fairness, a more transparent charging structure helps give customers and other stakeholders clarity on the charges that apply to comparable activities. It is considered to be the fairest mechanism for both developer services customers and the wider United Utilities' customer base, while also providing stability, predictability and transparency. Having a comprehensive schedule of charges based on the relevant services provided, rather than one fixed charge per requisition scheme or per connection, means developers only pay for the services they receive and do not subsidise other developers.</p> <p>Rule 19 (see below) requires that in setting developer charges undertakers should take reasonable steps to ensure that the balance between contributions to costs by Developers and other customers prior to 1 April 2018 is broadly maintained.</p> <p>In providing a comprehensive schedule of developer charges, and in demonstrating compliance with rule 19 that the balance of charges has been broadly maintained between developer and end user customers, the charges are set to be fair to developers and should not impact on affordability for end user customers.</p> <p>Infrastructure charges have been set to recover the cost of network reinforcement. The charge for water and wastewater infrastructure is fixed for all developers.</p> <p>A simple discounted infrastructure charge for water and wastewater was introduced in 2018/19 based on stakeholder consultation (stakeholders have been clear in their feedback that they want simplicity and cost certainty) and recommendations from the Water UK consultation. This discount has been maintained since.</p> <p>By promoting efficient water usage and sustainable drainage, infrastructure charges should stay lower in the long term and therefore be affordable.</p> <p><b><u>Transparency and customer-focused service</u></b></p>



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The charges set provide a comprehensive schedule of charges. This provides customers with a robust and transparent set of charges to recover the costs of the relevant service.

Stakeholders have been consulted during the development of the charges to ensure they are customer focussed and transparent. More information on this engagement is included in the assurance statement for new connection services which is published on the United Utilities' website.

## **Environmental protection**

A simple reduced rate infrastructure charge for water and wastewater was introduced in 2018/19. The reduced rate is applicable for existing developments that have signed up to a scheme based on prior year's charging arrangements that includes water and/or wastewater sustainability elements detailed below. approach taken is as follows:

- Surface Water Highways Drainage – a reduced rate, currently equivalent to a 90% discount, will be offered to the standard wastewater infrastructure charge for those developments where there is no connection for surface water highways drainage into the public sewer network.
- Water efficient homes – a reduced rate, currently equivalent to a 90% discount to developers where new homes are built with water fittings to use 100 litres or less of water per person per day (based on The Building regulations 2010 Reg 36 (2) Part G2).

By promoting efficient water usage and sustainable drainage, infrastructure charges should stay lower in the long term.

For 2024/25 we have introduced a new broader three tiered environmental incentive scheme for new schemes agreed after 1 April 2024. The tiers are as follows:

Level	Incentive description
Tier 1	Property built to a design consumption rate of 100 litres per person per day or less, and
	Installation of a flow regulator
	Installation of a water butt, raised rain planter or rain garden
Tier 2	Installation of rainwater harvesting or grey water re-use
	No surface water connection
	Installation of permeable surfacing at property level
Tier 3	Water offsetting

## **Stability and predictability**

Most of the charges in the scheme are fixed, these fixed charges are considered broadly reflective of the cost of providing the relevant service.

For example, fixed charges included in water connections, requisitions, and diversions have been built up using the appropriate contractor rate and recovery of reasonable costs and overheads. These charges depend on the size of the connection or pipe size – so the developer customer is only paying for the services being provided. These charges will be subject to annual review.

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To support stable and predictable charging where the review process reveals new costing information to improve the forward looking cost reflectivity of those charges, we have tried to ensure the overall cost of each typical scheme, on average, does not increase by significantly more than 10% for 2024/25. As part of a phased approach to mitigate the customer impact we determined that it would be appropriate to phase-in the changes over the next two charging years (2024/25 and 2025/26).

In setting the fixed infrastructure charge for water and wastewater a five year view of network reinforcement expenditure was taken. As this will be done on a rolling basis, this will be reviewed annually and updated, this allows for an opportunity to smooth the profile of the infrastructure charges to minimise significant increases or reductions in charges that could occur if infrastructure charges were only set on a one year view of expenditure.

To support stable and predictable charging standard fixed charges have been set.

For 2024/25 the water infrastructure charges have been maintained at 2023/24 level.

For 2024/25 the wastewater infrastructure charges have increased by 15% compared to 2023/24.

This in part reflects the risk of uncertainty of network reinforcement forecast expenditure compared to actuals reported to date as well as recognising the increased investment need across both water and wastewater price control for the period 2025-30. This will provide an additional year of bill stability for our developer customers.

## **Costs of the relevant service**

Fixed charges included in water connections, requisitions, and diversions have been built up using the appropriate contractor rate and recovery of reasonable internal costs and overheads. These charges depend on the size of the connection or pipe size – so the developer customer is only paying for the services being provided.

In its Project RISE review of effective markets Ofwat commented that it was not sufficient to assume that using competitively procured contractor rates to set charges ensured cost reflectivity. We have considered the implications of this and also SIA Partners' report for Ofwat and Ofwat's recent request for information on this matter.

In renegotiating our contract for new connections activity in 2022 we made improvements to the granularity of our charges. The new contract has better revealed cost drivers enabling us to better demonstrate improved cost reflectivity and to respond to stakeholder feedback on introducing more granular charges.

We have updated these rates to reflect latest costing information. Where there have been significant cost increases we have looked to transition these in over two charging years so that we ensure we recover costs from 1 April 2025.

For 2024/25 we are introducing 9 new water charges for new connections to reflect services provided, improve granularity of charges and provide greater transparency.

These include 3 new charges for service connections, 3 for main laying, 2 NAV specific charges and 1 charge in relation to water offsetting within our new environmental incentive scheme for undertaking water efficiency audits.

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	<b>Principles for Determining the Nature and Extent of All Charges Covered by these Rules</b>
<b>19</b>	In setting charges in accordance with the present rules, undertakers should take reasonable steps to ensure that the balance between contributions to costs by Developers and other customers prior to 1 April 2018, is broadly maintained. Section 3 of Annex A to the Government’s Charging Guidance to Ofwat published in January 2016 lists the charges under which Developers contribute costs relevant to this rule. For the avoidance of doubt, Income Offset also needs to be included. An undertaker may only depart from this general requirement where (and to the extent that) this is rendered necessary by circumstances providing clear objective justification for doing so. Any such justification must be clearly identified in any Charging Arrangements prepared pursuant to these rules.
	The Board has been presented with evidence to demonstrate the assessment that the balance has been broadly maintained.
<b>20</b>	Consistent principles and approaches must be applied to the calculation of charges and when they are payable for different classes of customer. For the avoidance of doubt, this includes the calculation of charges and when they are payable for Non-contestable Work, whether or not a person other than the undertaker is carrying out Contestable Work.
	Consistent principles and approaches have been applied to both water and wastewater new connection charges. Non-contestable works are calculated on a consistent basis. Standard published charges for non-contestable works apply to all customers. These standard published charges are based on the work being performed. There is no differentiation in charges between a small, medium or large developer, or self-lay providers or NAVs. Standard published charges are based on the work being performed.
<b>21</b>	Charges and arrangements for when they are each payable must be set in accordance with the principle that they should promote effective competition for Contestable Work.
	Our charges scheme sets out our charges, terms and conditions for all customers requesting new connection services including developers, new appointees, self-lay providers and retailers on an equivalent basis. See also rule 20 above.
<b>22</b>	For the avoidance of doubt, in charges covered by these rules undertakers may recover reasonable administrative expenses and other overheads incurred in discharging any rights or obligations under the relevant provisions of the Water Industry Act 1991.
	Charges include reasonable administrative expenses and overheads. See rule 18 above.
	<b>Charges for the Requisition of Water Mains and Public Sewers</b>
<b>23</b>	Each undertaker shall set out in its Charging Arrangements charges that will be imposed by that undertaker for work carried out by it in accordance with the duties imposed by section 41(1) (provision of requisitioned Water Main) and section 98(1) (provision of requisitioned public sewer) of the Water Industry Act 1991 (together, “ <b>Requisition Charges</b> ”).
	In relation to s41 water mains requisition charges the following charges are applicable and included in the charges scheme: <ul style="list-style-type: none"> <li>• Fixed application fee, fixed processing fee and fixed connection administration fee</li> <li>• Fixed charges for different surface types</li> </ul>

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	<ul style="list-style-type: none"> <li>Different rates for different diameter pipes ranging from up to 63mm through to 315mm</li> </ul> <p>s98 sewer requisition charges are considered to be exceptions, and therefore individual quotations will be provided due to the infrequent and bespoke nature of the work. An indicative schedule of construction rates are included in section 11 of the charges scheme.</p>
<b>24</b>	<p>These charges are concerned with the cost to the undertaker of providing Site Specific infrastructure necessary for the provision of a Water Main and/or Public Sewer.</p>
	<p>Only costs in relation to site specific infrastructure have been included in the build-up of the provision of a Water Main and/or Public Sewer charges.</p>
<b>25</b>	<p>In relation to Requisition Charges, an undertaker:</p> <p>a) must provide for the option of upfront Fixed Charges in respect of any work carried out by the undertaker; and</p> <p>b) may also provide for other alternative methods for calculating charges but, where it does so, each alternative method must be explained clearly in the Charging Arrangements.</p>
	<p>In relation to water requisitions, fixed upfront charges have been published in relation to work where it is reasonable to do so.</p> <p>In relation to Wastewater requisitions some fixed charges have been published but exceptions apply as the work undertaken is infrequent. Indicative project delivery rates have been included as an alternative method of calculating the indicative charge.</p> <p>In line with rule 47 (exception from requirement to provide upfront fixed charges) there are certain circumstances where it is not reasonable to do so. Examples of the circumstances are outlined in the charges scheme.</p> <p>The list of exceptions documented in the charges scheme is based on the exceptions list that has been developed by Water UK.</p>
<b>26</b>	<p>Requisition Charges must relate to the costs of providing the requisitioned Water Main and/or Public Sewer. Such charges may not include any amount for Network Reinforcement costs.</p>
	<p>Requisition charges relate only to the costs of providing the requisitioned water main/public sewer.</p> <p>The charges for requisitions do not include any network reinforcement costs. Network reinforcement costs will be recovered through the infrastructure charges.</p> <p>Consideration has been given to the definition of the site specific physical infrastructure to ensure that any costs associated with network reinforcement are not recovered through the requisition charges.</p>
<b>27</b>	<p>Any Requisition Charges imposed by an undertaker:</p> <p>a) must relate only to Site Specific Work carried out and costs incurred by the undertaker in order to meet its duties under sections 41(1) or 98(1) of the Water Industry Act 1991; and</p> <p>b) must not relate to work needed or desired to modify or enhance existing network infrastructure in order to address pre-existing deficiencies or to enhance network flexibility, in capacity or capability, unrelated to requirements associated with the requisition.</p>
	<p>The requisition charges only relate to site specific work.</p> <p>Charges for requisitions do not include any costs in relation to work needed or desired to modify or enhance existing network or pre-existing deficiencies.</p>

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28	Where an undertaker provides a Water Main or Public Sewer pursuant to a requisition and, in so doing, decides to increase the capacity of pipes or other infrastructure beyond that which is needed to meet the undertaker's duty under section 41(1) or section 98(1) of the Water Industry Act 1991, the costs of this work shall, if this increases the costs of the work, be apportioned so that the person making the requisition only pays costs which are in proportion to the particular capacity required by his or her requisition.
	The cost of the work is apportioned such that the developer customer only pays costs in proportion to the capacity requirement by the requisition.
29	Undertakers shall not provide for Income Offsets in setting Requisition Charges
	No income offset is applied in setting requisition charges.
30	Not used.
	<b>Charges for the Provision of Lateral Drains, the Connection of Water Mains and Communications with Public Sewers and for Ancillary Works</b>
31	Each undertaker shall set out in its Charging Arrangements charges that will be imposed by that undertaker for work carried out by it in accordance with the duties (or rights) created by the following provisions of the Water Industry Act 1991: section 45(1) (connection with Water Main); section 46(1) (ancillary works for purposes of making a domestic connection); section 98(1A) (provision of lateral drains); section 101B (construction of lateral drains following construction of a public sewer) or section 107(1) (right of undertakers to make communication with Public Sewer) (together, " <b>Connection Charges</b> ").
	Charges in relation to the above are captured in the new connections and developer services charges scheme.
32	In relation to Connection Charges an undertaker: a) must provide for the option of upfront Fixed Charges in respect of any work carried out by the undertaker; and b) may also provide for other alternative methods for calculating charges but, where it does so, each alternative method must be explained clearly in the Charging Arrangements.
	Fixed charges are published in the new connections and developer services charges scheme for water connections. A schedule of fixed charges are provided for all connections. A processing fee is applicable where a developer carries out a sewer connection. This work is not commonly undertaken by United Utilities. Indicative rates are provided in line with rule 32b) requirement to provide alternative method of calculating charges.
33	Any Connection Charges imposed by an undertaker must relate only to Site Specific Work carried out and costs incurred by the undertaker pursuant to sections 45(1), 46(1), 98(1A), 101B or 107(1) of the Water Industry Act 1991.
	Water and wastewater connections charges are calculated based on only site specific work and recovery of reasonable costs.
34	Undertakers shall not provide for Income Offsets in setting Connection Charges.
	No income offset is applied in setting water connections charges.

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	<b>Charges and Asset Payments in respect of an Agreement under Section 51A or 104 of the Water Industry Act 1991</b>
<b>35</b>	Each undertaker shall set out in the applicable Charging Arrangements the charges to be imposed in respect of an agreement under section 51A or section 104 of the Water Industry Act 1991.
	Charges are published in relation to section 51A (water) and 104 (wastewater). For water these are published fixed value charges. For wastewater these are a mix of fixed value charges (for example application fees) and published methodology (for example surety for estimated value of works)
<b>36</b>	These charges are concerned with the cost of Site Specific Work necessary as part of the adoption or connection of a Water Main, Communication Pipe, Public Sewer and/or Lateral Drain. Such charges may not include Network Reinforcement costs.
	Charges in relation to site specific work do not include any network reinforcement costs; they only relate to the cost of the work necessary.
<b>37</b>	Any charges imposed by an undertaker in respect of an agreement under section 51A or section 104 of the Water Industry Act 1991: <ul style="list-style-type: none"> <li>a) must relate only to Site Specific Work carried out and costs incurred by the undertaker in order to meet its duties under such an agreement; and</li> <li>b) must not relate to work needed or desired to modify or enhance existing network infrastructure in order to address pre-existing deficiencies, in capacity or capability, unrelated to requirements associated with the agreement.</li> </ul>
	Only site specific costs have been included. The charges in relation to section 51A or 104 do not include any costs in relation to work needed or desired to modify or enhance existing network or pre-existing deficiencies.
<b>38</b>	Insofar as section 51A agreements are concerned, water undertakers shall not provide for Asset Payments for the adoption of water main.
	Asset payments are not made in relation to the adoption of a water main.
<b>39</b>	Insofar as section 104 agreements are concerned, sewerage undertakers shall not provide for Asset Payments for the adoption of a Sewer.
	No asset payments are made for the adoption of a sewer.
<b>40</b>	Not used
<b>41</b>	Undertakers shall not provide for Asset Payments for the adoption of a Communication Pipe or Lateral Drain.
	Asset payments are not made for the adoption of a communication pipe or lateral drain.
	<b>Charges for Diversions of Pipes and other Apparatus under Section 185 of the Water Industry Act 1991</b>
<b>42</b>	Each undertaker must set out in its Charging Arrangements its method(s) for calculating the charges imposed by that undertaker pursuant to section 185(5) of the Water Industry Act 1991 (“ <b>Diversions Charges</b> ”). In relation to Diversions Charges an undertaker:



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	<p>a) may provide for the option of upfront Fixed Charges in respect of any work carried out by the undertaker; and</p> <p>b) may also provide for other alternative methods of calculating charges but, where it does so, each alternative method must be explained clearly in the Charging Arrangements.</p>
	<p>Water and wastewater diversion costs are included in the new connections and developer services charges scheme.</p> <p>The charges levied are a combination of a standard published fixed fee, price per metre and/or schedule of rates.</p> <p>For water diversions these charges are largely fixed value charges.</p> <p>For wastewater these are a combination of fixed value fees and schedule of rates.</p> <p>Where exceptions apply these are documented in section 13 of the charges scheme with a method outlining type of costs included in the build-up of the charge.</p>
43	<p>Charges levied pursuant to section 185(5) must be calculated by reference to the principle that the undertaker is only entitled to recover costs reasonably incurred as a result of complying with the duty imposed by section 185(1) of the Water Industry Act 1991.</p>
	<p>Charges have been set based on the costs associated with providing each service.</p>
	<p><b>Security/Deposit Arrangements</b></p>
44	<p>An undertaker is allowed to require security prior to commencing work, whether in the form of a deposit or otherwise:</p> <p>a) under section 42(1)(b), 47(2)(a), 99(1)(b), 101B(3A), 107(3)(b)(ii) or 185(4); or</p> <p>b) for the purposes of any charges imposed under an agreement under section 51A or section 104 of the Water Industry Act 1991.</p>
	<p>The charges scheme contains a section on deposits in relation to self-lay for new water mains and surety in relation to sewer diversions and sewer adoptions.</p>
45	<p>The type and amount of security should not be unduly onerous, taking into account the risk to be borne by the undertaker in carrying out the work in question. Where undertakers require security, the type and amount of security and the payment of interest on the security should reflect the general charging principles set out in paragraph 18.</p>
	<p>For wastewater the requirement for security is calculated in line with the sewer adoptions code.</p>
46	<p>The undertaker must clearly set out requirements for security in relation to any charges to be applied in its Charging Arrangements.</p>
	<p>The requirements are documented in the charges scheme.</p>
	<p><b>Exception from requirements to provide upfront Fixed Charges</b></p>
47	<p>Undertakers are not required to provide for the option of upfront Fixed Charges in accordance with paragraphs 25 (Requisition Charges) of these rules, or to comply with paragraph 14, where, and to the extent that, it would be unreasonable to expect an undertaker to do so (having had regard to the practicality of setting a cost-reflective upfront Fixed Charge and the benefit to customers of producing such a charge).</p>

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	<p>The charges scheme contains a section on exceptions (see section 13 of the charges scheme) to cover examples of those circumstances where it would be unreasonable to fix a charge.</p> <p>The exceptions largely relate to requisitions but are also equally relevant to diversions.</p> <p>This approach to treating some elements of requisitions and diversions as exceptions is consistent with the approach developed by Water UK (September 2017).</p>
48	<p>Where paragraph 47 applies, an undertaker must set out, and explain clearly, in its Charging Arrangements the alternative method or methods that will apply for calculating charges.</p>
	<p>Exceptions from publishing fixed charges have been identified for requisitions and diversions.</p> <p>These exceptions align to the Water UK industry guide to charging.</p> <p>Section 13 of the charges schemes provides examples of the types of costs that would be classed as exceptional. An outline of what each cost might include is included in this section. As costs will not be known, this outline is included to demonstrate the method that will apply to calculating the cost.</p>
	<p><b>Validity period of quotations</b></p>
49	<p>Where an undertaker intends to provide quotations for charges set out in its Charging Arrangements, it must explain in its Charging Arrangements the length of time over which such quotations will be valid and explain the approach the undertaker will take where the period over which a quotation is valid would cross into a new charging year.</p> <p>For the avoidance of doubt, provisions in Charging Arrangements relating to the validity of quotations across Charging Years may provide for charges covered by such quotations to be payable as set out in the quotation within the period so specified in the Charging Arrangements even if that charge would have been different if the quotation were provided at the time that the charges are in fact paid or payable.</p>
	<p>The requirements are documented in the charges scheme.</p>
	<p><b>Infrastructure charges and Income Offsetting (English Undertakers)</b></p> <p>The following section, comprising rules 50 to 58, is issued under section 143B of the Water Industry Act 1991. The rest of the rules under section 143B do not concern charges for new connections services and are published in the Charges Scheme Rules.</p>
50	<p>Each relevant undertaker whose area is wholly or mainly in England must fix Infrastructure Charges in a charges scheme.</p>
	<p>Infrastructure charges have been published in the new connections and developer services charges scheme.</p>
51	<p><b>Not used.</b></p>
52	<p>Infrastructure Charges must be determined in accordance with the principle that the amount of such charges will over each period of five consecutive Charging Years ending on 31 March 2023 and, thereafter, on 31 March in each subsequent year cover the costs of Network Reinforcement that the relevant undertaker reasonably incurs, taking into consideration both the number and relevant costs arising in consequence of new connections in the undertaker's own area, and in the areas served by New Appointees with whom the undertaker has an agreement for bulk supplies of water or bulk discharge, and before the application of any Income Offset.</p>

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	<p>Infrastructure charges for 2024/25 have been calculated using actual and forecast data for the period 2020 to 2025 and our forecast for 2025 to 2030. We consider this approach to better align to the revised developer services framework for the period 2025 to 2030.</p> <p>We have considered the forecast data in our plan when setting infrastructure charges as well as bill stability for developer customers.</p> <p>In our 2022/23 published Annual Performance report we indicated that there is significant forecast network reinforcement expenditure planned across 2023/24 and 2024/25, we expect to erode the current surplus of infrastructure income by the end of 2025.</p> <p>In our business plan submission for the period 2025 to 2030 the level of network reinforcement expenditure required to support new developments for the period 2025 to 2030 is significantly higher than 2020 to 2025. Our plan assumes that we recover all the costs incurred relating to reinforcement expenditure during 2025 to 2030. Whilst there is uncertainty over the exact amount of expenditure we will be allowed for 2025 to 2030, our submitted plan would require infrastructure charges to increase in the future.</p> <p>On the basis of cost forecasts, volume forecasts and the likely take-up of the reduced rate infrastructure charge for existing sustainable developments we consider that the existing water infrastructure charge remains cost reflective and will be held for 2024/25. The wastewater infrastructure charge is increasing by 15%.</p>
53	<p>Charges schemes must include a clear methodology explaining how Infrastructure Charges have been calculated.</p>
	<p>A methodology is included in the new connections and developer services charges scheme.</p> <p>This approach ensures that the infrastructure charges are set at an appropriate level each year based on the latest estimate of the investment required and the number of new connections placing additional demand on the network over the same period.</p> <p>Infrastructure charges for 2024/25 have been calculated using actual and forecast data for the period 2020 to 2025 and our forecast for 2025 to 2030. We consider this approach to better align to the revised developer services framework for the period 2025 to 2030.</p> <p>When calculating the infrastructure charge forecast new connection volumes also need to be adjusted to take into account the following assumptions:</p> <ul style="list-style-type: none"> <li>• The number of infrastructure charges levied for water and wastewater are typically 3% lower than the total connections reported due to the application of infrastructure credits (previous site use in the last five years).</li> <li>• The latest view of connection volumes</li> <li>• Assumptions on take up of existing sustainable schemes (discounted infrastructure charge), which also reduce network reinforcement expenditure.</li> </ul>
54	<p>For the avoidance of doubt, Infrastructure Charges must not relate to the costs of reinforcing, upgrading or otherwise modifying existing network infrastructure in order to address pre-existing deficiencies in capacity or in capability unrelated:</p> <p>a) to the provision of a new water main or public sewer pursuant to an agreement with, or a duty owed under the Water Industry Act 1991 to, a person other than a relevant undertaker (including, but not limited to, the provision of a new water main or public</p>

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	<p>sewer pursuant to a requisition under sections 41(1) or 98(1), a section 66D agreement or a section 117E agreement);</p> <p><b>b)</b> to the adoption of infrastructure under a section 51A or 104 agreement; or</p> <p><b>c)</b> to connections described in section 146(2) of the Water Industry Act 1991.</p>
	<p>In developing the infrastructure charges for 2024/25 only enhancement/developer driven expenditure has been included as part of the infrastructure charge. It does not include expenditure relating to pre-existing deficiencies.</p>
<b>55</b>	<p>In setting Infrastructure Charges an undertaker may (but is not required to) provide for an Income Offset. Each undertaker has discretion as to the methodology to be applied to calculate Income Offset.</p>
	<p>Infrastructure charges have been set at a fixed charge per connection across UJW's region. Income offset will be paid on an equivalent basis to the water infrastructure charge. i.e. an income offset will be applied for each water infrastructure charge levied.</p>
<b>56</b>	<p>Infrastructure Charges may be set as a fixed charge per new connection, or calculated in accordance with a formula. As long as the difference between amounts is cost-reflective, the amounts of Infrastructure Charges may vary to reflect different circumstances and, in particular, may be different for different geographical areas.</p>
	<p>Infrastructure charges have been set at a fixed charge per connection across UJW's region. In addition a calculation (relevant multiplier) is included in the new connections and developer services charges scheme for non-household connections, and connections subject to a common billing agreement.</p>
<b>57</b>	<p>In making Charging Arrangements, each relevant undertaker must ensure that:</p> <p>(a) the Charging Arrangements clearly set out how Infrastructure Charges have been calculated;</p> <p>(b) the amount of Infrastructure Charges applied in respect of the modification or redevelopment of existing buildings or premises is determined in accordance with the principle that the amount must take due account of any previous usage in the 5 years before the modification or redevelopment began (including supplies of water that were not for domestic purposes and drainage that was not for domestic sewerage purposes) associated with the buildings and/or premises to which the charges are to be applied and be discounted accordingly;</p> <p>(c) the Charging Arrangements clearly explain the methodology to be applied for determining a discount to reflect previous usage; and</p> <p>(d) the Charging Arrangements clearly explain the methodology to be applied for determining any Income Offset.</p>
	<p>The method of calculating infrastructure charges is clearly explained in the new connections and developer services charges scheme.</p> <p>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 non-household connections or households subject to a common billing arrangement, in which case the relevant multiplier would apply.</p> <p>A methodology is included to explain how the discount is calculated for developed/redeveloped sites which had any previous usage in the last 5 years in relation to water or sewerage.</p>

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58	<p>Rules 50 to 57 above do not apply to:</p> <p>(a) New Appointees; or</p> <p>(b) any charges scheme that has effect in relation to a period ending before 1 April 2018.</p>
	Noted.
	<b>Annex: Information requirements</b>
A1	<p>Each undertaker should provide to Ofwat an assurance statement from its Board of Directors and publish its statement no later than the time of publication of the Charging Arrangements:</p> <ol style="list-style-type: none"> <li>i. confirming that the company complies with its obligations relating to these rules</li> <li>ii. confirming that the company has appropriate systems and processes in place to make sure that the information contained in the Charging Arrangements, and the additional information covered by this annex is accurate; and</li> <li>iii. explaining how the present balance of charges between Developers and other customers is broadly maintained.</li> </ol>
	UUW's assurance statement for new connection services, confirming the requirements, has been published on the United Utilities' website and provided to Ofwat by the required date.
A2	<p>With the exception of New Appointees, each undertaker should include in its published Charging Arrangements a statement setting out any significant changes to bills for typical developments, using as a minimum the worked example scenarios set out in the document entitled "Common Terms and Worked Examples – English New Connection Rules" published by Ofwat. The statement should include the following:</p> <ol style="list-style-type: none"> <li>i. That its Board of Directors has assessed the effects of the new charges on customers' bills for a range of different types of development, and approves the impact assessments and handling strategies developed in instances where bill increases for particular types of new developments exceed 10%;</li> <li>ii. Confirmation of whether the undertaker is expecting there to be any bill increases of more than 10% from the previous year (for a given type of development) and, if such increases are expected: <ul style="list-style-type: none"> <li>• what size increase is expected;</li> <li>• what types of typical developments are likely to be affected; and</li> <li>• the handling strategies adopted by the water company or why the water company considered that no handling strategies are required.</li> </ul> </li> </ol>
	UUW's statement of significant changes, addressing the requirements, has been published and provided to Ofwat by the required date.
A3	Undertakers should address any significant changes to their charges for new connections services in their Board assurance statement.
	UUW's assurance statement, which includes any significant changes to charges for new connections, has been published and provided to Ofwat by the required date.

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## 3. WHOLESALE CHARGING RULES FOR 2023/24 (extract)

Wholesale charging rules reference	Part 2: Rules for Wholesale Connection Charges (English Undertakers)
27.	<p>Subject to paragraphs 28, 29 and 30, relevant undertakers whose areas are wholly or mainly in England must set and publish their Wholesale Connection Charges as if:</p> <p>(a) those charges related to services in respect of household premises rather than non-household premises, and</p> <p>(b) the English New Connection Rules applied to them.</p>
	<p>Our new connections and developer services charges scheme sets out our charges, terms and conditions for all customers requesting new connection services including developers, new appointees, self-lay providers and retailers on an equivalent basis.</p>
28.	<p>The obligation in paragraph 27 excludes the rules in paragraphs 44 to 46 of the English New Connection Rules.</p>
	<p>It is noted that the section on security/deposits does not apply to wholesale connection charges.</p>
29.	<p>Not used.</p>
30.	<p>Relevant undertakers must consult on their Wholesale Connection Charges at the same time as their charges under the English New Connection Rules, and must publish them in their Charging Arrangements.</p>
	<p>As charges in relation to wholesale connections are published in the new connections and developer services charges scheme, consultation on wholesale connection charges takes place at the same time.</p>
31.	<p>The provisions for Small Companies in paragraph 17 of the English New Connection Rules apply in relation to Wholesale Connection Charges as they apply in relation to the charges covered by those rules.</p>
	<p>Not applicable.</p>