



Developer Day 2026 Morning Seminar

Industry Outlook, Investment & Charges

Welcome to Developer Day 2026!



Hear from our specialists

Gain insight into key industry, operational and regulatory developments.



Explore what's next

Find out about our events, investment priorities and improvements across Developer Services.



Share your feedback

Discuss challenges and ideas to help shape the customer experience.



Find practical solutions

Take part in open discussion on common issues and explore ways to work together.



Stronger together

Build lasting relationships across the developer, consultant, contractor and utility community.



Your questions
help shape the
conversation!

Join at [slido.com](https://www.slido.com) or scan the QR code



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Housekeeping



Mobile phones

Please put your mobile phone on silent.



Comfort breaks

Take a break whenever you need one.



Fire Alarm

In the event of an alarm, use the stairs to exit the building from the sign posted emergency exits and gather on the car park.



Dedicated Audience Q&A

We would love your participation in the dedicated Q&A sessions at the end of each session.



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Developer Day 2026

Your Day at a Glance



Arrival, Breakfast & Networking

9:30 - 10:30

Registration, breakfast refreshments and exhibition hall open!



Morning Seminar & Audience Q&A

10:30 - 12:00

Industry updates, future investment, charges review and audience Q&A.



Lunch & Networking

12:00 - 13:00

Lunch provided, with time to network with exhibitors, partners and United Utilities specialists.



Afternoon Seminar & Audience Q&A

13:00 - 14:00

A breakdown of our processes, OFWAT insight, and open Q&A.



Exhibitor Raffle & Close

14:00 - 15:00

Prize draw, final networking opportunities and close of event.



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This Morning's Seminar



Working Together to Enable Growth

Paul Stelfox

Head of Business & Developer Services



Charges Update

Emily Burke

Strategy & Compliance Manager

Graham Morely

Strategy, Technical & Compliance Manager



Audience Q&A

With Paul, Emily & Graham on the panel.



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Paul Stelfox

Head of Business & Developer Services

Working Together to Enable Growth



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Working Together to Enable Growth



The role we all play in supporting **sustainable growth**

The importance of **strong, effective partnerships**

Our commitment to you

Working Together to Enable Growth



The role we all play in supporting **sustainable growth**

Press release

Housing Sec pledges to 'go further than ever before' to hit 1.5 million homes

Sponsored | 23 January 2026

The “Big North-West Upgrade” begins
A £13bn investment in water infrastructure will support 30,000 jobs and help protect the environment.

INSIGHT & OPINION

No water, no homes?

Working Together to Enable Growth



The importance of strong, **effective partnerships**



Working Together to Enable Growth



Our commitment to you



**Simple
journeys**



**Clear
costs**



**Proactive
updates**

*“Delivering great service to developer customers for
a stronger, greener and healthier North West.”*

D-MeX

7th

Strong SLA + satisfaction



Charges Update

Emily Burke & Graham Morley

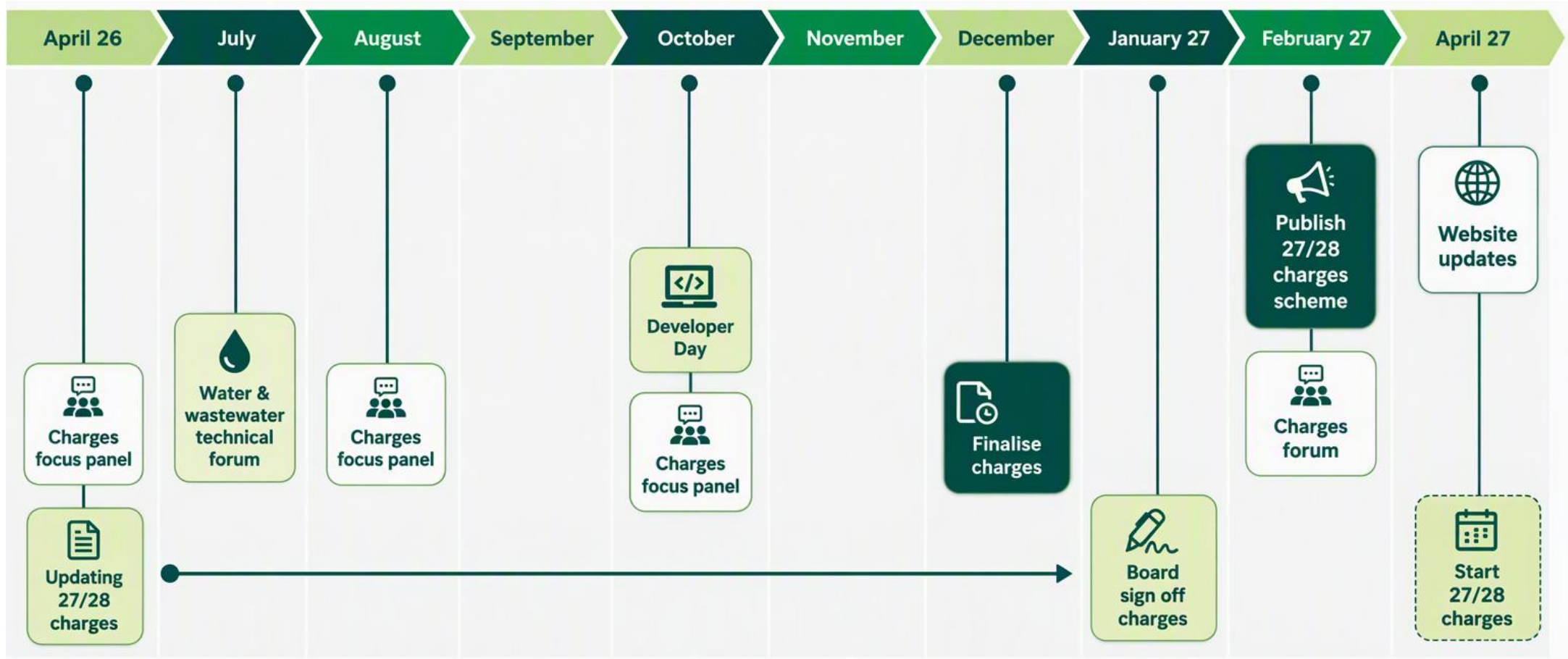
Important Updates, Reminders & Proposed Changes



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Charges calendar:

Timeline of key milestones



Changes to charges

Proposed new charges 2027/28



All application fees upfront

Simpler, consistent process; clearer costs at application.



Remote manual control of temp traffic lights

More efficient TM during street works; less disruption; better productivity; potential lower TM costs.



Split network assembly charges

Separate 50-99mm and 100-150mm - charges aligned to size and complexity; greater transparency.



Multiport boxes

Split surfaced vs unsurfaced per box - charges reflect actual work; lower cost for less reinstatement.

Proposed new charges 2027/28



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Multiport boxes

Split surfaced vs unsurfaced per box - charges reflect actual work; lower cost for less reinstatement.



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Please can you take a moment to provide any feedback on the proposed changes to charges

Quote validity

 Valid for 12 months	 Valid for 6 months	 Valid for 3 months	 Valid until 31 March of the charging year*
 Wastewater pre-development enquiry	 Water pre-development enquiry	 Sewer connections	 New mains requisitions
	 Point of connection response	 Sewer requisitions	 Mains diversions
		 Sewer diversions	 Self-lay provider quotations
			 Service connections
			 NAV bulk connections



Quotations valid until 31 March

The quotations listed above (new mains requisitions, mains diversions, self-lay provider quotations, service connections and NAV bulk connections) are **valid until 31 March of the charging year**, regardless of when they are issued.

Examples

These examples show how a quotation issued at different times in the year will always expire on 31 March.

Quote issued in **June** →  Expires **31 March**

Quote issued in **November** →  Expires **31 March**

Quote issued in **February** →  Expires **31 March**



Important information

For quotations valid until 31 March, you must be ready for work to start and request the work within 3 months of accepting the quote. If you are not ready for all works to be started and completed at the same time, the quote will not be considered valid for any work not requested in line with the validity period and a re-quote may be required.

Quote validity

Previous approach (FY26)

Quotes were valid for 6 months from the date of issue, regardless of when they were issued within the financial year.



In this example:

A quote issued in February 26 was valid for 6 months and expired in August 26.

New approach (FY27)

Quotes are now only valid until 31 March, regardless of when they are issued within the financial year.



In this example:

A quote issued in February 27 is only valid until 31 March 27.



Key takeaway

Under the new approach, all quotes issued within a financial year expire on 31 March, regardless of when they are issued.

Charging principles

What's most important to you?



As we develop charges for 2027/28 and beyond, we'd like your view on the principles that should have the greatest influence on how charges are set.



Fairness & affordability

Charges are fair, affordable and represent good value for customers.



Environmental protection

Charging supports sustainable water use and environmental outcomes.



Stability & predictability

Customers can plan ahead with confidence and avoid unexpected changes.



Transparency & customer-focused service

Charges are easy to understand and supported by a positive customer experience.



Cost of the relevant service

Charges closely reflect the actual cost of providing the service.



Which **THREE** principles should have the greatest influence on future charging arrangements?

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Environmental incentive scheme

Our incentives



Tier 1 – Reduce		Incentive Payment
	Water efficient fittings – Install fittings and appliances that meet the maximum water consumption standards specified within the EICF.	£172
	Water – Installation of a flow regulator which limits the flow to the premises to 14 lpm.	£100
	Wastewater – Installation of a water butt or a raised rain planter with a capacity of at least 200 litres connected to the premises main roof drainage, or a rain garden the size of 2% - 4% of the premises main roof that drains to the rain garden, or a green roof installation.	£20
Tier 2 – Retain <small>(achieve all of tier 1 to be eligible for tier 2)</small>		Incentive Payment
	Water re-use – Installation of rainwater harvesting or greywater re-use as the primary water source for all toilets, as a minimum, within the premises.	£400
	No surface water connection – Where the premises has no direct or indirect connection for surface water drainage.	£288
	Permeable surfaces – Installation of permeable surfaces at premises level.	£150
Tier 3 – Rebalance <small>(achieve all of tier 1 and the water reuse and at least one of the wastewater of tier 2 to be eligible for tier 3)</small>		Incentive Payment
	Water offsetting – Consumption that will be used on the new development is offset by reducing consumption at 6 existing premises, through fixing leaks, fitting water saving devices and installing meters where possible.	£553 +VAT payable by you
		£664 incentive payment to you

Environmental incentives: Scheme take-up



£295k

paid out to date



650

Plots supported in 2026 (£204k)



417

Plots supported since 1st April (£135k)

Key takeaway:

With over 500 plots benefitting from incentives last year, and continued uptake since April;

- *The scheme is well established*
- *Incentives are being actively claimed by developers*
- *UU are paying out significant sums*

Metering updates

Meter location policy update:

Supporting smart metering

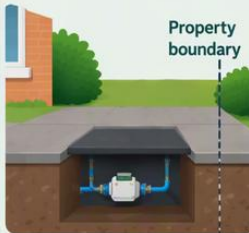


Acceptable meter locations

For new connections, meters must be installed in one of the following locations:

1 Underground meter chamber (houses)

In an underground meter chamber located in hard standing ground, within but as close to the property boundary as possible.



2 Underground multi-port meter box (up to 6 flats)

In an underground multi-port meter box located in the public footpath or within but as close to the property boundary as possible.



3 Wall mounted meter box

In a purpose built wall mounted meter box fixed on the structure of the property.



4 In-wall meter box

In a purpose built in-wall meter box built into the structure of the property.



5 Partially buried meter box

In a purpose built partially buried meter box fitted externally on the structure of the property, where the meter will sit above ground.



6 Plant room or meter housing area (multi-occupancy premises)

In a purpose built plant room or meter housing area within the curtilage of the property (multi-occupancy premises).



External meter housing requirements

Any external meter housing or meter box installation must be capable of demonstrating compliance with the Water Supply (Water Fittings) Regulations and provide frost protection supported by independent testing and certification.

Why we are changing our meter location policy

We are installing smart meters for all new connections. Locating meters outside the premises:



Supports reliable signals

External locations help ensure we receive consistent data from smart meters.



Easier access for maintenance

Meters are easier to access for any future maintenance, visual meter reading or exchange.



Less disruption for customers

Reduces the need for our teams to enter properties, minimising disruption and the requirement for access to be provided.



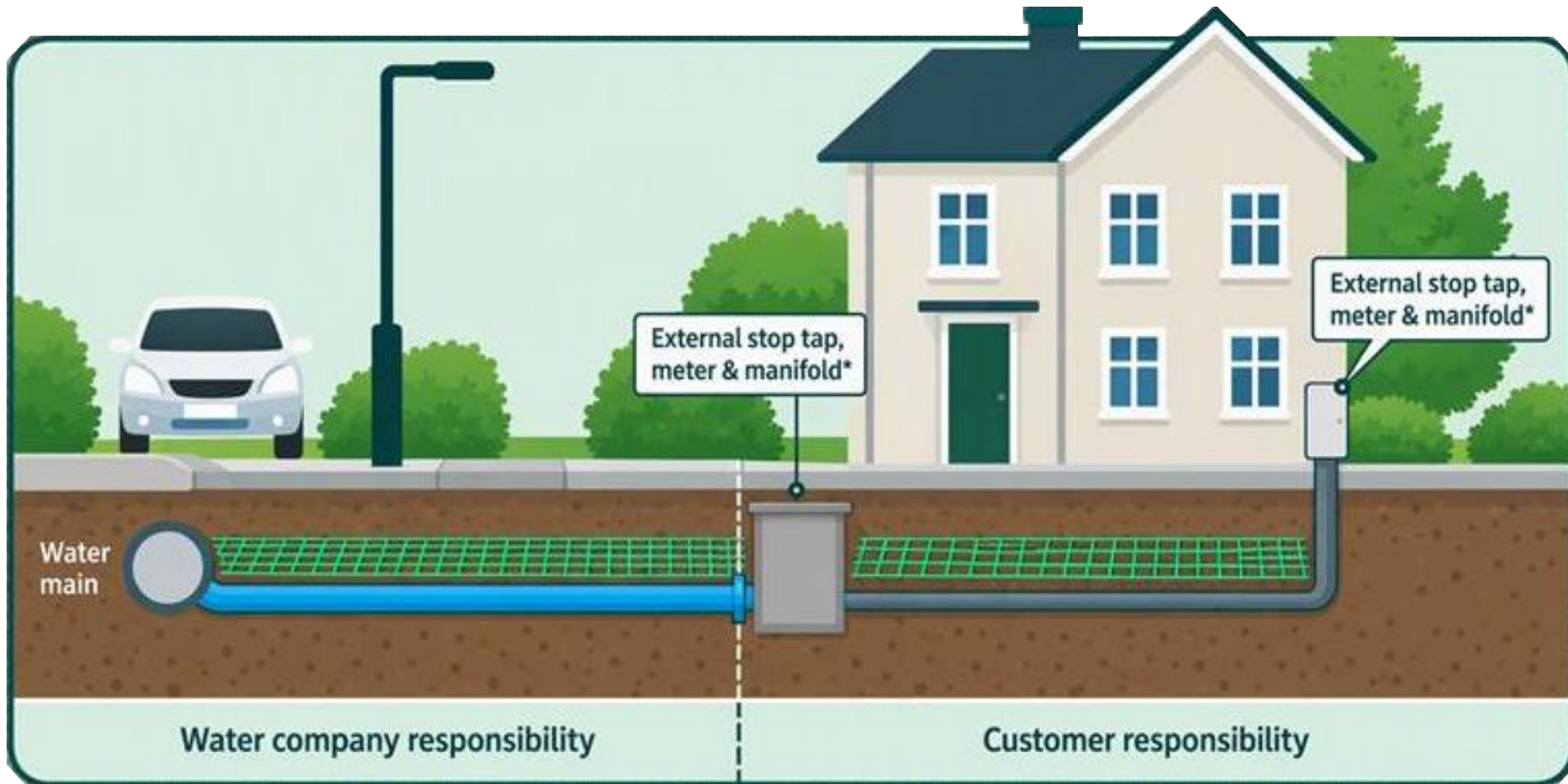
Important information

From 1 April 2027, all new connection applications will be assessed against this meter location policy.

For developments already in progress or applications submitted before 1 April 2027, developers and SLP's are encouraged to adopt these meter locations where feasible to support the successful operation of smart metering.

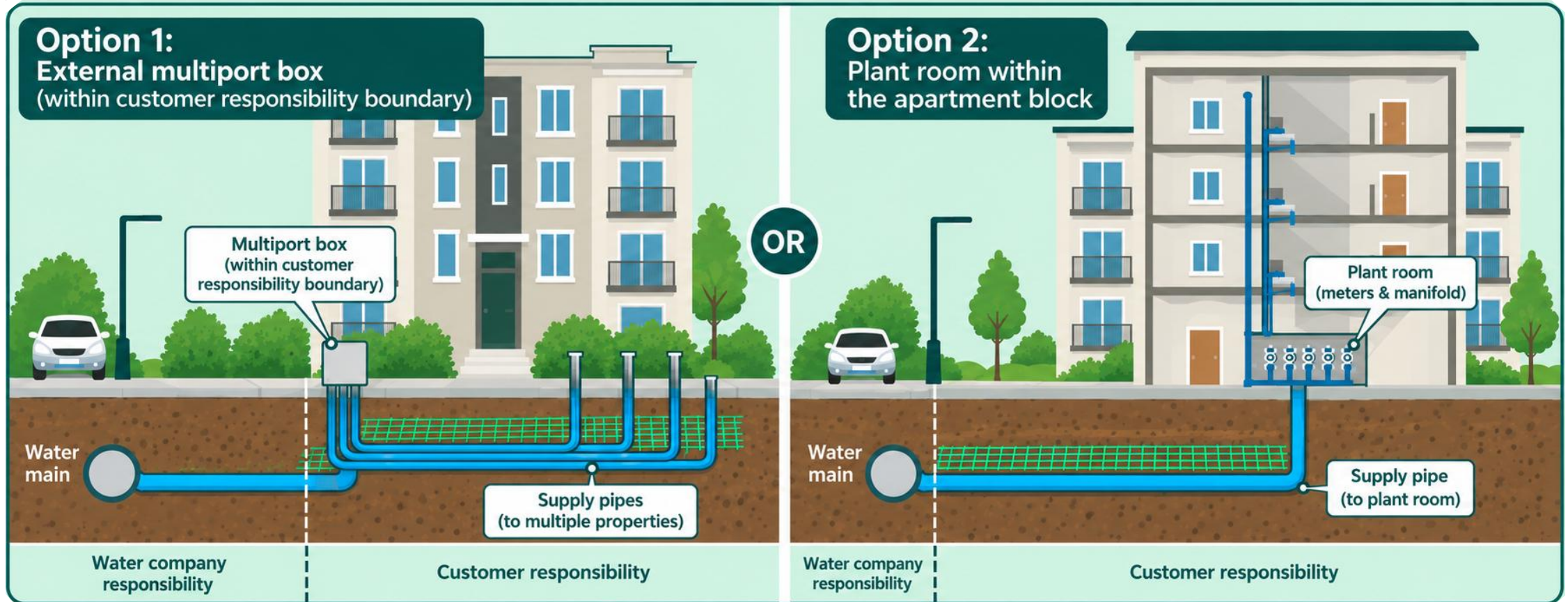
Meter location policy

Houses



Meter location policy

Apartments



**Other
updates**

Letters of authority (water applications)

A simple way to tell us who can act on your behalf.

A Letter of Authority gives another person or organisation permission to act on your behalf when dealing with United Utilities Developer Services.



Why do we ask for a Letter of Authority?



Keeps information secure

We only discuss applications and charges with people authorised by the developer.



Makes communication easier

Your chosen representative can contact us directly about your application.



Avoids delays

Having authority in place from the start helps applications progress more smoothly.



When do I need a Letter of Authority?

A Letter of Authority is required where:

- an application is being submitted on your behalf by a third party; or
- a third party will be responsible for payment of charges.



Letters of authority (water applications)



[COMPANY LETTER HEAD]

LETTER OF AUTHORITY

To:
United Utilities Water Limited
Developer Services

From:
[Legal Name of Customer / Organisation];
[Registered Address];

Site Address / Reference:
[Insert full address and/or application reference]

I/We hereby authorise:

Authorised Representative:
[Name];
[Company (if applicable)];
[Email Address];
[Telephone Number];

To act on my/our behalf in relation to all matters concerning **United Utilities Developer Services**, including (but not limited to):

- Discussing applications and enquiries
- Exchanging technical and commercial information
- Submitting and receiving documentation

This authority is valid from the date below and shall remain in place until withdrawn in writing
OR
This authority is valid until [insert date].

I/We confirm that I/we are the landowner(s), account holder(s), or otherwise have legal authority to grant this authorisation.

Signed: _____
Name (print): _____
Position (if applicable): _____
Date: _____

What information do I need to provide?

1



Developer details

The legal name and registered address of the organisation granting authority.

2



Development details

The site address and/or application reference number.

3



Authorised representative details

The person who can act on your behalf, including:

- Name
- Company (if applicable)
- Email address
- Telephone number

4



Authority period

Tell us whether the authority:

- Remains in place until withdrawn in writing; or
- Expires on a specified date.

5



Signature

The Letter of Authority must be signed by someone authorised to grant permission on behalf of the organisation.



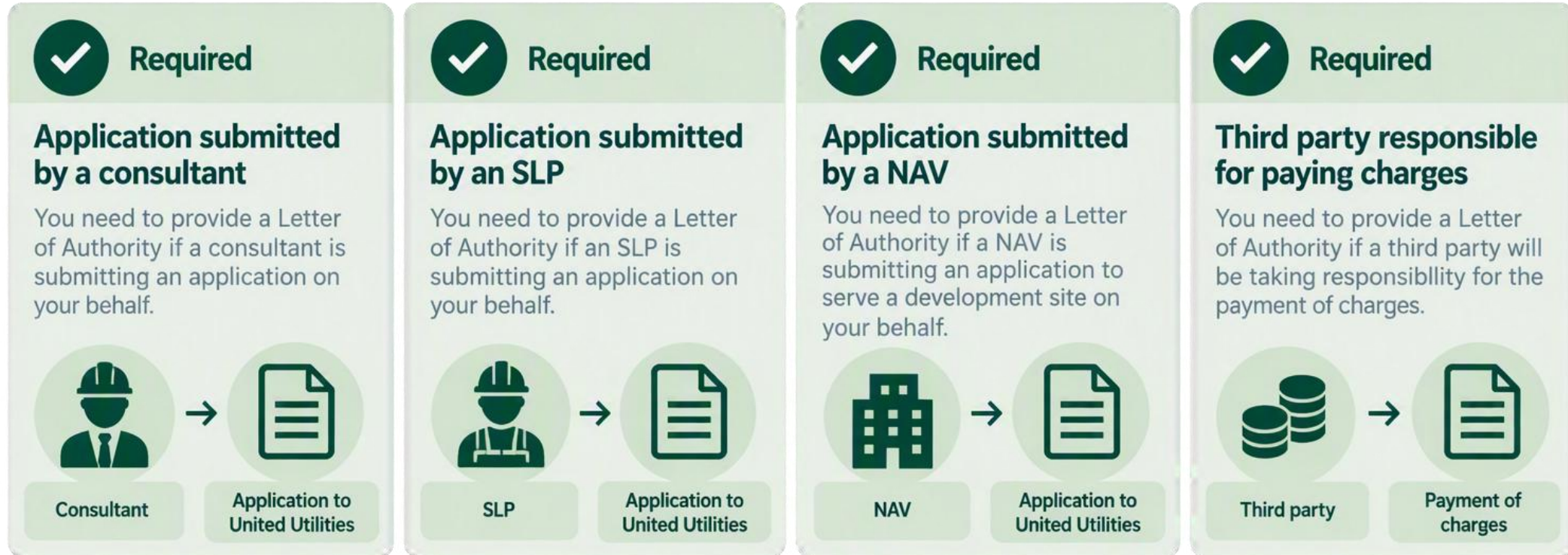
Why are we introducing a standard template?

Using a standard template helps ensure we have all the information we need to verify authority, protect customer information and avoid unnecessary delays in processing applications.



Letters of authority (water applications)

A Letter of Authority is needed in the following situations.



Thank you



Developer Day 2026 Afternoon Seminar

Working in Collaboration: A Focus on NAVs

This Afternoon's Seminar



NAVs:

Gary Pennington
NAV Services Manager
Bradley Hollis
Technical Manager (Water)



Guest Speakers: OFWAT

Phillip Dixon (Principal) & Katy Alderson (Senior Associate Economist)
Charges, NAVs & Developer Services Team



Audience Q&A

With Gary, Brad, Phillip & Katy on the panel



Your questions
help shape the
conversation!

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NAV: A Breakdown of Our Processes

Gary Pennington & Brad Hollis

Understanding the evolving NAV landscape & our processes.



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West Cumbria Supplies Project

What is the NAV market?

A New Appointment & Variation (NAV) allows another water company to become the appointed provider for a defined area



Ofwat grant the licence that allows NAVs to adopt onsite assets and replace the incumbent water company as the provider of water and/or sewerage services.

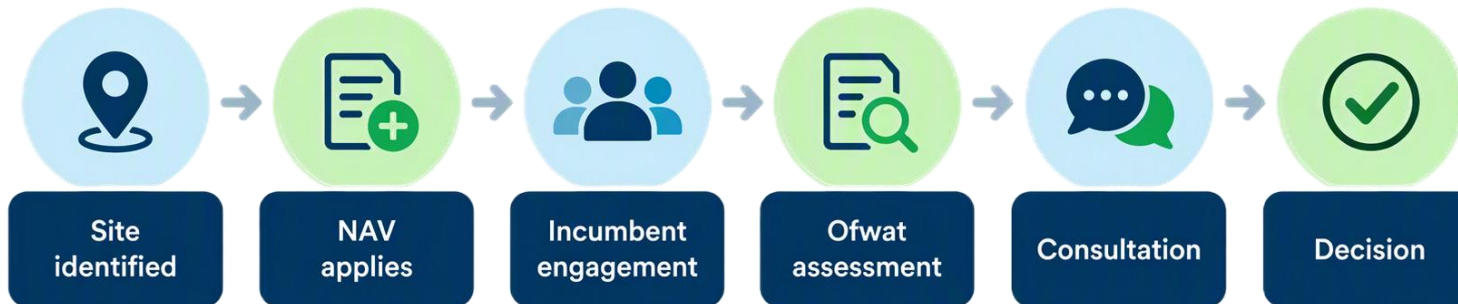
What is Ofwat looking at?

- 1 Customer protection
- 2 Financial viability
- 3 Operational viability
- 4 Regulatory capability

How does a NAV application work?



Ofwat are responsible for deciding if the application meets the criteria



The essential points

- 1 Three legal routes
- 2 Ofwat appoints the NAV
- 3 The NAV becomes the appointee

Site Status

POC
PDE

Bulk
Quote

S106

Design
Approval

Bulk
Agreement(s)
Application

Terms &
Conditions

Bulk
Agreement(s)

Site Status



POC
PDE

Bulk
Quote

S106

Design
Approval

Bulk
Agreement(s)
Application

Terms &
Conditions

Bulk
Agreement(s)

Site status is to determine if the site in which you are looking to develop is served – this determines the criterion the NAV will apply to Ofwat with.

Who can apply

- NAV
- SLP
- Consultant

Who is responsible in UU

- Assistant Engineer

Key information to provide

- Accurate boundary - Ideally, the boundary being supplied to Ofwat
- Are there any existing properties
- Are there any existing apparatus
- Disconnection / demolition information



Common causes of delay: Inaccurate or missing information • Missing payment

Site Status



POC
PDE



Bulk
Quote

S106

Design
Approval

Bulk
Agreement(s)
Application

Terms &
Conditions

Bulk
Agreement(s)

A POC/PDE is used to determine where the best point of connection is for the scheme. This letter documents the best POC, any reinforcement required and then charges relating to infrastructure and non-contestable works

This will detail out the most suitable main for your development to come off. We will confirm pipe sizes, flow rate requirements, network reinforcement (if applicable) and pressure details.

Who can apply

- Developer
- NAV
- Consultant
- SLP

Who is responsible in UU

- Assistant Engineer

Key information to provide

- Connection sizes
- Flow rates
- Site layout / Drainage plan

Common causes of delay: Inaccurate or missing information • Missing payment

Site Status ✓	POC PDE ✓	Bulk Quote ✓ S106	Design Approval	Bulk Agreement(s) Application	Terms & Conditions	Bulk Agreement(s)
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This will detail out the construction elements of work required for us to connect you to our network.

We will confirm pipe sizes, flow rate requirements and network reinforcement (if applicable)

Who can apply

- NAV
- SLP
- Consultant

Who is responsible in UU

- Assistant Engineer
- Construction Engineer

Key information to provide

- Plot numbers (including landlord supplies)
- Site layout
- Flow rates
- UU Risk assessment
- LOA
- Drainage layout

Site Status ✓	POC PDE ✓	Bulk Quote ✓ S106	Design Approval ✓	Bulk Agreement(s) Application	Terms & Conditions	Bulk Agreement(s)
---------------	-----------	----------------------	-------------------	-------------------------------	--------------------	-------------------

This allows UU to adopt a main installed by a self-lay provider, offering the NAV an alternative to offsite assets.

This will be a design approved plan along with self lay agreement confirming the adoption of an offsite main which is sized to accommodate the NAV site.

Who can apply

- SLP

Who is responsible in UU

- Assistant Engineer

Key information to provide

- Correct (latest) design plan
- UU risk assessment (if applicable)
- All relevant party information

Site Status ✓	POC PDE ✓	Bulk Quote ✓	Design Approval ✓	Bulk Agreement(s) Application	Terms & Conditions	Bulk Agreement(s)
		S106 ✓				

The 106 process is in place to ensure that you have an approved point of discharge for your wastewater requirements.

This will be the agreement confirming where your discharge points are for wastewater.

Who can apply

- Developer
- NAV
- Consultant

Who is responsible in UU

- Assistant Engineer

Key information to provide

- Drainage plan
- Discharge location plan
- Each POD requires a 106 reference
- Planning permission



Common causes of delay: Inaccurate or missing information • Missing payment



The point at which a NAV formally requests a Bulk Agreement

All information provided will be referenced back both the 106 applications, and the bulk quote applications

Who can apply

- NAV

Who is responsible in UU

- Assistant Engineer

Key information to provide

- Water boundary
- Waste boundary
- 106 reference(s)

Common causes of delay: Inaccurate, conflicting or missing information

Site Status ✓	POC PDE ✓	Bulk Quote ✓	Design Approval ✓	Bulk Agreement(s) Application ✓	Terms & Conditions ✓	Bulk Agreement(s)
		S106 ✓				

Terms and conditions are the piece of work in which we can provide the terms of both the Bulk Supply Agreement, and the Bulk Discharge Agreement.

They effectively perform the same function as the Bulk Discharge Offer Letter, providing a clear and consistent framework for the agreement.

Who can apply

- NAV

Who is responsible in UU

- Assistant Engineer

Key information to provide

- Continuity of previous information

Site Status ✓	POC PDE ✓	Bulk Quote ✓	Design Approval ✓	Bulk Agreement(s) Application ✓	Terms & Conditions ✓	Bulk Agreement(s) ✓
		S106 ✓	✓			

The process of executing all previously agreed information into formal agreements

A final business review is undertaken at this point

Who can apply

- NAV

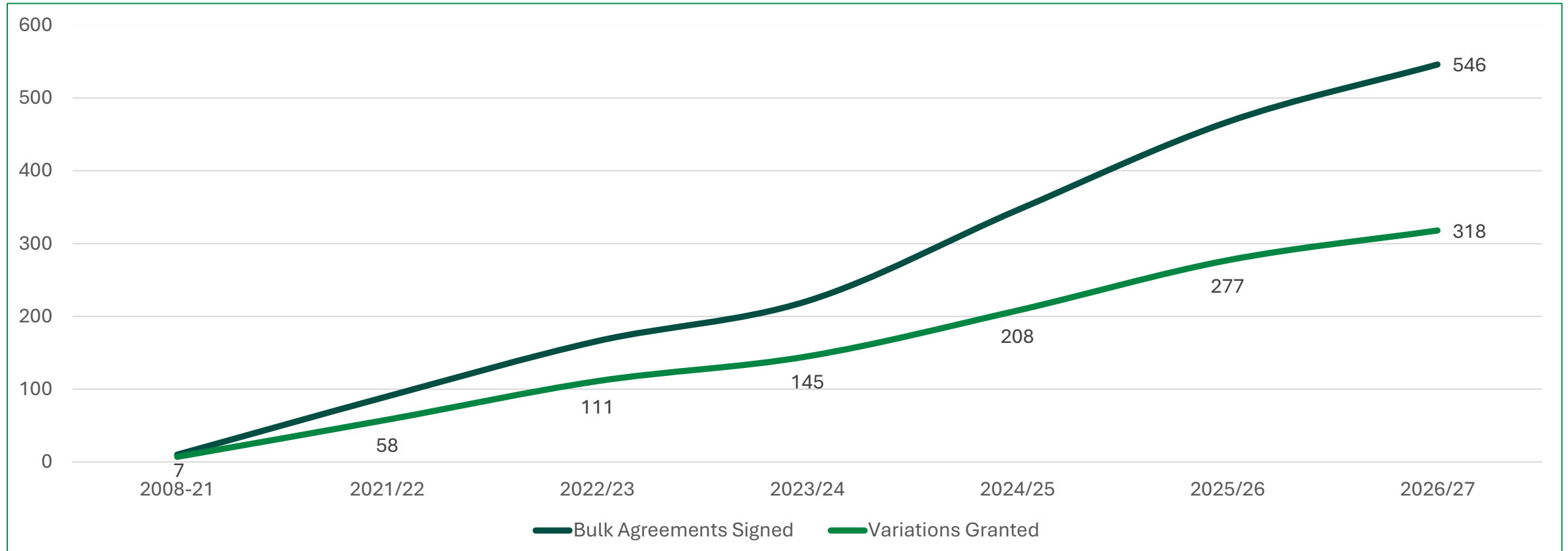
Who is responsible in UU

- Contract Coordinator

Key information to provide

- N/A

NAV activity in the UU region



10

Sites awaiting Ofwat approval

10

Sites awaiting a 2nd Bulk Agreement



Gary Pennington
NAV Services
Manager



Amanda Harding
Technical Officer
(NAV)

TBC
Assistant NAV
Services Manager



Emma Prescott
Contract
Coordinator



Colleen Scott
Assistant
Developer
Engineer



Jessica Cunliffe
Assistant
Developer
Engineer

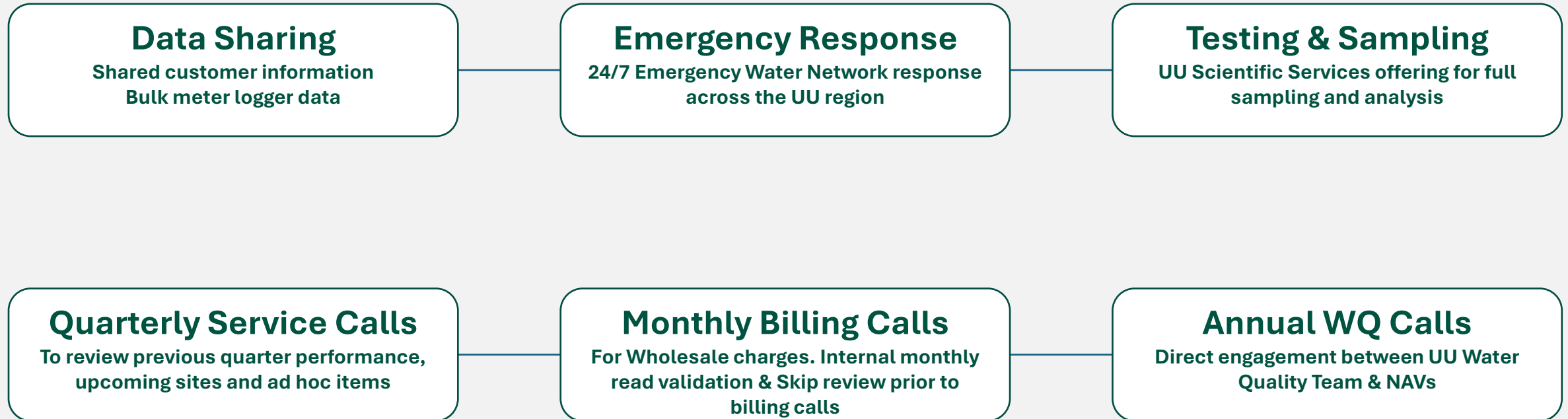


Samantha Reid
Assistant
Developer
Engineer

TBC
Assistant
Developer
Engineer

What happens next?

The NAV Appointment is just the first step





Guest Speakers: OFWAT

Phillip Dixon & Katy Alderson

Charges, NAVs & Developer Services



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West Cumbria Supplies Project

A wide-angle landscape photograph showing a calm lake with two small, forested islands. The lake is surrounded by steep, green mountains. The sky is a deep blue with scattered white clouds, and the sun is reflecting brightly on the water's surface.

Thank you!