

# Environmental Incentive Scheme

## Terms and Conditions



### General

If you want to apply for any environmental incentives under this scheme (the “**Scheme**”), this must be indicated on your application for water services. Alongside the water services application, you must submit your environmental incentives application spreadsheet.

Only household premises will be eligible for any environmental incentives.

United Utilities will confirm with your quotation which environmental incentives each property is provisionally eligible for, subject to the terms and conditions set out below. Please note, incentives will be paid at the prevailing year’s rate based on the date that the property is connected to the United Utilities network.

A signed disclaimer for the site must be returned to us for any plot to be eligible for an environmental incentive payment.

A completed Vyn must be submitted to claim any of the environmental incentives, evidencing which of the incentives you wish to be eligible for. The Vyn must be submitted when all applicable fixtures, fittings and appliances both internal and external have been fitted but within a minimum of 5 business days prior to the plot being handed over to the new occupier to allow United Utilities to audit should it wish to do so. The Vyn will be used to determine which incentives are payable based on the incentives applied for on the application spreadsheet.

Incomplete or missing Vyn’s will mean the plot is ineligible for environmental incentive under this Scheme. Only one Vyn can be submitted per plot, secondary submissions for the same plot on a development will not be accepted.

United Utilities will conduct audits and may attend a site within 96 hours of a Vyn being submitted to confirm the accuracy of information provided. If United Utilities discover that inaccurate information has been submitted, this will be considered a failed audit, and the property will be ineligible for any incentive payments under this Scheme. If United Utilities conduct two failed audits within a 12 month period, this will result in you being banned from applying for any environmental incentives under this Scheme for any future Development for a period of 6 months from the most recent fail.

Incentives will be paid at the prevailing year’s rate based on the date that the property was connected to the United Utilities network.

Incentives will be paid on a monthly basis. Any incentives payable in month will be added to your account with United Utilities. Where there is any outstanding debt on your account the incentive payments will offset the outstanding debt. If the debt amount is higher than the incentive payment amount, then no incentives payment will be received by the Developer.

All other charges relating to construction works are payable as per the New Connections and Developer Services Charges Scheme and are not impacted by incentives payments.

Any incentive payment is at the discretion of United Utilities. Any decision made by United Utilities in regard to the eligibility of a property for an incentive payment is final.

United Utilities reserve the right to remove or amend the environmental incentives provided under this scheme and any payments associated with this at any time should it wish to do so.

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## Tier 1

A meter must be installed on the property, with a clear photo of the meter in-situ showing the meter dials and serial number submitted as evidence via Vyn. Failure to do so will mean the plot is ineligible for any incentive under this Scheme.

A leak check must be completed on the property by providing a 30 second video of the meter, clearly showing no movement on the red meter dials. Movement on the meter indicates a leak in the property. Any leaks must be rectified before the Vyn is completed otherwise the property will be ineligible for any incentive payments.

## Water

### Water Fittings

Each of the properties must be built with fittings not exceeding the maximum consumption rates set out in the table below.

Common Environmental Incentive	
Water Fittings	Maximum consumption (equal to or less than the following values)
WC	≤ 4 / 2.6 litres dual flush
Shower	≤ 7 l/min
Bath	≤ 170 litres
Basin taps	≤ 5 l/min
Sink taps	≤ 6 l/min
Dishwasher	≤ 1.0 l/place setting
Washing machine	≤ 6 l/kilogram

This will be evidenced through a fixtures and fittings audit that you must complete on every property that you wish to be eligible for an incentive payment. Appendix A of this document sets out the methodology for completing an audit. No upfront evidence is required to be submitted with your application. United Utilities reserve the right to request any specification sheets for fittings in a property and you will send these to us within 5 days of request. Failure to do so will result in properties being ineligible for incentive payments.

### Flow Regulator

A flow regulator must be installed on each property you wish to be eligible for the tier 1 flow regulator incentive. This must be evidenced by submitting a photograph of the flow regulator installed at the water meter alongside the fixtures and fittings audit.

It is your responsibility to ensure that the flow regulator is installed in the property before the water meter is fitted, including where United Utilities are installing the meter. It must be visible, installed external to the pipework, plumbed inline or fitted into the water meter manifold.

To be eligible for the flow regulator incentive you must have also achieved the water fittings incentive as set out above.

United Utilities will not provide or install any flow regulators on your behalf.

### Wastewater

You must have installed a water butt or a raised rain planter with a capacity of at least 200 litres connected to the property's main roof drainage or a rain garden the size of 2% - 4% of the property's main roof that drains to the rain garden.

Evidence of rain water capture must be provided via Vyn through submission of a photograph showing installation.

Any plots without a water butt, raised rain planter or rain garden connected to the property's main roof will be ineligible to progress to tier 2.

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Flats and apartments may be ineligible for the wastewater tier 1 environmental incentive. This will not affect their eligibility to progress to the tier 2 environmental incentives.

## Tier 2

If both tier 1 incentives are met then the property will be eligible for tier 2.

### Rainwater Harvesting or Greywater Reuse

Rainwater harvesting or greywater reuse must be installed in each property that you wish to be eligible for the tier 2 incentive.

For houses, the system must have a minimum storage volume of 1000 litres per property for rainwater harvesting or 225 litres per property for greywater reuse. United Utilities will accept a communal or multi plot system but this system must be sized to provide at least 1000 litres storage volume per property for rainwater harvesting or 225 litres per property for greywater reuse, that it is to serve. United Utilities will not adopt communal or multi-plot systems. For all systems, all future maintenance is the responsibility of the homeowner or occupier.

Flats and apartments will be looked at on an individual basis.

United Utilities require upfront evidence of the system that you are to install on the Development to confirm eligibility for the incentive. This should be provided alongside your water application.

### Surface Water Drainage

Permeable surfaces must be installed at each property that you wish to be eligible for the tier 2 surface water drainage incentive. You must install a permeable surface with prepared subbase on the full driveway/parking area for each of the properties they wish to be eligible for the incentive. You must submit the specification of the permeable surface you intend to install alongside your water application. You must also evidence its installation through submission of a photograph. Failure to do so will leave a plot ineligible for incentive payment.

### Surface Water Discharge

The surface water from the property must not directly or indirectly drain to the existing, adopted, United Utilities network. You must provide your surface water drainage layout plan to United Utilities at the time of your water services application if you wish to be eligible for this incentive.

The surface water drainage for the property must be indicated on the Vyn submitted for the property.

## Tier 3

If both tier 1 incentives and a minimum of two tier 2 incentives have been achieved, then the property will be eligible for tier 3.

To offset the water demand of the new development United Utilities will conduct 6 audits on existing customer homes for each new property wishing to claim tier 3. The audit will include fixing of internal leaks, the installation of water saving devices and where possible the installation of a water meter.

You will be required to make a contribution as per the New Connections and Developer Services Charges Scheme, for each block of 6 audits that you wish United Utilities to carry out. For each block of 6 audits completed, the Developer will be eligible for one tier 3 incentive.