Our disputes and complaints process for Builders and Developers.

If you are unhappy with any aspect of the services we provide to Builders and Developers, we will do everything we can to resolve it fully or to explain the reasoning behind the services we provide.

Our aim is to put things right as soon as we can.

If you dispute the calculation of any infrastructure charge, please contact us on the details below. If we are unable to agree you may also refer your dispute to the Water Redress Scheme (WATRS) as detailed below.

You can contact us by phone:- 0345 072 6067

Our Developer Services complaints telephone lines are open Monday to Thursday from 8am-5pm; and Friday from 8am-4.30pm (excluding Bank Holidays).

If you have hearing or speech difficulties and use a textphone, please dial 18001 followed by the number you require.

You can also contact us in writing:-

You can email us DeveloperServicesWater@uuplc.co.uk
Alternatively you can write to us at United Utilities Developer Services, Grasmere House, Lingley Mere Business Park, Great Sankey, Warrington WA5 3LP

Taking things further.

If you remain unhappy with our service, or have cause to dispute any of our charges you can speak to the following bodies or organisations:-

Ofwat (Water Services Regulation Authority)
There are a number of specific types of complaint which may be dealt with by Ofwat, as the Water Industry regulator. Ofwat may deal with complaints which include the following:-

Water connections
• A dispute in respect of the costs and conditions set by a company for making connections to water mains (sections 45 and 47 WIA91).
• A dispute over the terms and conditions set by a company for providing a non-domestic supply of water (section 56 WIA91).
• A dispute between two water companies over a bulk supply of water (sections 40 – 40A WIA91).
• A dispute over the charges and deposit requirements for providing a water main (requisition) (section 42 WIA91).
• A dispute over the terms and conditions set by a company for the adoption of self-laid infrastructure (sections 51A to 51C WIA91).
• A dispute over the charges or disconnection costs that must be paid to a company before a non-household customer’s supply is reconnected (section 47(2)(b) WIA91).

Sewerage connections
• A dispute over a refusal to allow private sewers and drains to be connected to public sewers, or a dispute over an unreasonable requirement to inspect the drain or sewer before allowing a connection (sections 102 & 105 WIA91).
• A dispute over the reasonableness of a company’s refusal or the reasonableness of its requirements for a connection (section 106 WIA91).
• A dispute over the charges and deposit requirements for providing a sewer (requisition) (sections 98 & 99 WIA91).
• A dispute over a proposal or refusal to adopt sewers or sewage disposal works, or a dispute about the conditions in an adoption agreement (section 104 WIA91).
• Disputes between sewerage services companies about the terms of a bulk discharge agreement (section 110A WIA91
Where any infrastructure charges have been applied under a previous charges scheme, as part of transitional arrangements, disputes relating to the calculation of the relevant multiplier, or the number or type of fittings on which the calculation is based is also determinable by Ofwat.

You can contact Ofwat using the following details:-

**Write to**: Ofwat Centre City Tower 7 Hill Street Birmingham B5 4UA  
**Call**: 0121 644 7500  
**Website**: ofwat.gov.uk Email: mailbox@ofwat.gsi.gov.uk

**Consumer Council for Water (CCW)**

The Consumer Council for Water has no jurisdiction over the level of charges we publish in our charges scheme (please refer to Ofwat section above for such disputes. However, CCW will consider any complaints, disputes or issues arising from matters including, but not limited to, the following:-

- Disputes or complaints relating to any of our policies
- Disputes or complaints relating to any of our processes
- Disputes or complaints relating to how we have handled or administered any part of your application for water mains or connections

The Consumer Council for Water are also able to provide advice and guidance and answer questions or queries about the charging regime.

You can contact the Consumer Council for Water using the following details:-

**Write to**: The Consumer Council for Water, First Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ  
**Call**: 0300 034 2222  
**Fax**: 0121 345 1010  
**Website**: ccwater.org.uk

**Water Redress Scheme (WATRS)**

If you remain dissatisfied with any decisions made in any aspect of your water main or connection application, you can contact Water Redress Scheme (WATRS) who can help provide an independent binding decision.

**Write to**: International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU  
**Call**: 0207 520 3801  
**Website**: watrs.org