

Charges scheme 2026/2027



New connections and developer services

Our charges schemes

We have published the following three charges schemes to show our charges for the year beginning 1 April 2026.



New connections and developer services charges scheme (this document)

This charges scheme sets out our charging policies and charges for the water supply and sewerage connections and developer services we provide.



Household charges scheme

This charges scheme sets out our charging policies and the charges our household customers must pay for our services.



Wholesale charges scheme

This charges scheme sets out our charging policies and charges for the wholesale water and sewerage services we provide.

All of the charges schemes shown above, and our **Charges statement for new appointments & variations**, are available to download from our website at unitedutilities.com

Where we provide our water and sewerage services



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1 Scope of this charges scheme

Please see the definitions in section [17](#) for an explanation of some of the terms used in this scheme.

Our contact details are in section [15](#).

We have developed this charges scheme under the provisions of the Water Industry Act 1991 (as amended) (the Act).

It sets out the charges made by us for the services relating to new connections to the water and sewerage network or other work required on the water and sewerage network as a result of a development, in the course of carrying out our actions as a water and sewerage undertaker in line with our Instrument of Appointment (as updated).

This charges scheme sets out our charging arrangements, terms and conditions for all customers requesting new connections services including developers, new appointees, self-lay providers and retailers, applicable to the charging year 2026/2027.

It comes into effect on 1 April 2026 and shall remain in force until cancelled, amended or modified by us.

Where any service is not provided for in this scheme, we may fix an appropriate charge, we will inform you of this before any work commences.

If you apply for any of our services for your development, we may ask a credit reference agency for certain information about you, we may do this at various stages of your application. We may request some payments in advance from you, at any stage of your application, based on the information we receive. This charges scheme as well as other leaflets are published on our website at: unitedutilities.com/builders-developers



Water for the North West

2 How we will charge

2.1 Your application

Once we have assessed your complete application, depending on the type of application you have made, we will issue:

- a response, for example if you are using our pre-development enquiry service, (section [3](#)); or
- an agreement, such as a legal agreement, which may contain charges from this scheme; or
- a quote, for example where we are required to do “work” on your site, such as lay mains.

The rest of this section details the information you will need to know about the quote we issue to you.

2.2 Validity periods and management of the quote

A quote details the relevant work required and associated charges. The quote will also confirm how long it is valid for. If you still require the work after the quote has expired, you will need to contact us, and we will issue you with a new quote. Where a new quote is required, a re-quote fee will be payable. Our various re-quote fees are detailed in section [5](#). Please note that charges change on 1 April each year.

The charges quoted apply to works carried out during the business day, under standard conditions and within the validity period of the quote, unless otherwise stated.

The table below shows our validity periods.

Service provided	Validity period
Water pre-development enquiry	6 months from the date stated on our pre-development response to you
Wastewater pre-development enquiry	12 months from the date stated on our pre-development response to you
Point of connection	6 months from the date stated on our point of connection response to you
New main/mains requisition	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*
Mains diversions	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*
Self-lay provider	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*
Service connections	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*
NAV bulk connection	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*

Sewer requisitions, diversions & connections	3 months from the date stated on our quote issued to you
Sewer diversions	3 months from the date stated on our quote issued to you
Sewer connections	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*

*If work has started on site before the quote has expired, new connections will be charged at the rate published in our charging arrangements for the charging year in which the service connection is made and no re-quote will be required (section [2.3.2](#)).

Where you are not ready for all works to be started and completed at the same time, your quote will not be considered valid for any work not requested in line with the validity period and a requote will be required to provide updated costings for any remaining work.

2.2.1 Acceptance of the quote

We must receive your valid acceptance of the quote before the expiry date stated on your quote (the validity period). The acceptance is sent with your quote for you to sign and return to us. It can be returned to us by post, email or via the Vyn app. If we do not receive your signed acceptance within the validity period a new quote will be required. We will charge a re-quote fee for the new quote.

2.2.2 Validity period for completing the work following your acceptance of the quote

In all of the above circumstances, for the charges outlined in the quote to apply, you must have accepted the quote and

- if we are completing the work, you must have requested the work from us within three months of accepting the quote and be ready for the work to be carried out when you make the request or,
- if you are completing the work, work must have been completed within three months of you accepting the quote.

If any of the following occur:

- the work has not been requested from us, or
- you are not ready for us to carry out the work, or
- you have not completed the work within three months of accepting the quote

a re-quote will be required (under the charging arrangements for the current charging year). A re-quote fee will be payable.

2.3 Scope of the quote

A quote details the relevant work required and associated charges that apply to them. The quote will also indicate which charges we will revise if the work is not completed within the charging year. For charges that apply based on the year the connection is made see section [2.3.2](#).

2.3.1 Connection required in the following charging year.

When you ask us for a quote, we will confirm with you when you think the work is going to be required. If you confirm the work will be required after 1 April, to avoid you having to pay a re-quote fee, we will either

- issue you with a quote based on the charges for the following charging year, if the charges are available (charges for the following year are available in the February before the new charging year starts on 1 April); or
- request that you contact us again nearer the time (usually in the February before the new charging year starts on 1 April); or
- issue you with a budget estimate based on the costs for the current charging year, which will need to be updated in the next charging year. We will not charge any additional fees for the budget estimate in these circumstances and a re-quote fee is not applicable.

We encourage you to talk to us at the earliest opportunity so that we can advise you accordingly.

2.3.2 Work completed over multiple charging years

Where you have received a quote in one charging year and the work is completed in another charging year (in line with the validity periods as detailed in section [2.2](#)), and we are notified within the same charging year, we will revise some of the charges quoted.

Charges that we will revise and that will be payable based on the rates in our charges scheme at the time the connection is made are:

- Infrastructure charges (section [7](#))
- Service connection administration fees (section [5.2.1](#), [5.4.2](#), [5.4.9](#), [5.5.9](#) and [5.6.2](#))
- Environmental component (section [7.2](#))
- Meter provision and installation (section [5.2.5](#) and [5.4.7](#))
- Water used during development (section [10](#))
- Service connections

We will provide indicative values for these charges in your quote and they will be based on the charges scheme applicable at the time the quote is issued.

All other tariffs detailed in the quote will be charged as stated in your quote for as long as it remains valid, has been accepted and any work that needs to be completed or requested has been completed or requested, regardless of when the work is completed. In these circumstances we will not issue a re-quote but will charge you based on the tariffs that apply for the charges listed above when the work is completed and we are notified within the same charging year. The re-quote fee does not apply.

2.3.3 Notification of connection made in a different charging year

SLPs and NAVs must notify us that a connection has been made to a premises within the timescales required, as set out in section [5.4.8](#) (SLPs) and section [5.5](#) (NAVs).

Where a SLP or a NAV fails to notify us within the required timescale we will use the date we were subsequently notified of the connection to a premises as the basis of calculating the following charges:

- Infrastructure charges (section [7](#))
- Service connection administration fees (section [5.2.1](#), [5.4.2](#), [5.4.9](#), [5.5.9](#) and [5.6.2](#))
- Environmental component (section [7.2](#))
- Water used during development (section [10](#))

All other tariffs detailed in the quote will be charged as stated in your quote for as long as it remains valid, has been accepted and any work that needs to be completed or requested has been completed or requested, regardless of when the work is completed. In these circumstances we will not issue a re-quote but will charge you based on the tariffs that apply for the charges listed above when the work is completed. The re-quote fee does not apply.

2.3.4 Variations to work not included within the quote

Unless otherwise specified, all quotes for construction activities will be provided based on the parameters and information that you provide in your application for services, together with any supporting documents you provide. If there are any differences to the actual site conditions from the information or parameters you have provided, we will recover any additional costs that we incur, to facilitate the work, from you and these costs will be subject to final settlement.

This could include but is not limited to:

- Additional metres of pipe, excavation and reinstatement
- Change of surface type
- Boundary box / multi-port box
- Any additional costs incurred due to the obstruction of third-party services
- Traffic management

If you provide incorrect or incomplete information during the application process, which results in us incurring additional costs, that you could reasonably have known about, we will issue a re-quote and the re-quote fee will apply.

2.3.5 Traffic Management charges

All quotes for construction will include expected costs for traffic management (section [11.1](#)) where required, in some instances this may be subject to change where the highways authority requires alternative arrangements, which could include the requirement for a road closure or any other traffic management, along with other miscellaneous costs (section [11](#)). Where this is the case, a new quote will be issued including the new traffic management costs, we will not charge for the new quote in these specific circumstances.

2.3.6 Re-quote fees

If we need to issue a new quote, a re-quote fee may be payable. Examples of when we will charge for this include but are not limited to:

- Your quote has expired
- You request a new quote
- The parameters of work have been changed by you, including but not limited to
 - Amendment to the number of premises
 - Additional pipework is required
 - Change to surface type required

2.3.7 Charges for elements of work affected by exceptional circumstances

In exceptional circumstances, additional charges may apply to the fixed charges quoted in this charges scheme.

These include but are not limited to:

- the technical complexity of the work is high, or the type of work required is bespoke or carried out infrequently, or
- third parties can legitimately recover their costs from companies and there is not a reasonable level of certainty of those costs in advance of connection work being undertaken, or
- third parties have rights to protect their assets or interests in a way that affects the construction method. The third parties' requirements are unknown upfront, or
- the work is to be carried out on or close to land with particular environmental, historical or archaeological characteristics. These characteristics mean that specific measures are required during construction or reinstatement. The details of these measures may not be fully defined in advance of construction.

Examples of additional costs are included in section [14](#) for illustrative purposes.

In these circumstances, where it is possible to do so, we will provide a budget estimate comprising indicative charges for the elements of the work affected by the above and fixed charges where appropriate.

2.3.8 Non-refundable fees

All application fees, administration fees, processing fees, re-quote fees, infrastructure charges and environmental component charges are non-refundable.

2.3.9 Initial contribution fees (complex diversions / sewer requisitions)

For complex diversions or sewer requisitions we will take an initial contribution fee to cover the cost of engineering works to provide you with a budget quote. These fees may be partially refundable if the cost of completing an engineering assessment does not meet the fee paid by you. Where the value of the contribution fee does not cover the cost of the engineering assessment works, we will request further contributions from you.

2.4 Liability for infrastructure charges and environmental component

The developer is liable for payment of the charges as detailed in section [7](#) including infrastructure charges (section [7.1](#)) and the environmental component (section [7.2](#)). If a third party e.g. a developer customer, such as self-lay provider, new appointee or consultant, signs the acceptance note they agree to accept responsibility for paying these charges. Liability for charges will remain with the developer until we receive payment in full.

2.5 Timing of payment

All charges are payable as stated in your quote. If you do not pay on time it will result in recovery action and you may need to pay additional cost because of this (section [16](#)).

2.6 Value Added Tax (VAT)

All charges published in this scheme **exclude VAT**. Where required, VAT will be added to the published charge at the appropriate rate.

2.7 Transitional arrangements

Moving to new charging arrangements presents uncertainty for developer customers, particularly where they may have already committed to a development based on previous charging arrangements.

Site specific work transitional arrangements (quote issued prior to 1 April 2026)

In relation to site specific work, the following applies:

- Charges for some site specific work provided in quotes issued under previous years charging arrangements, and accepted within the validity period set out in those arrangements, are to continue to apply until 31 March 2027 unless the customer and the company agree to vary the quote.
- Where the legal agreement is already in place in relation to charges for the site specific work carried out as part of an adoption, then the charges defined within that agreement remain valid for the life of the agreement unless the customer and the company agree to vary those charges.
- Such charges may be adjusted by inflation if the quote or legal agreement includes an appropriate provision for adjusting the charge.

Other transitional arrangements

The charges listed below will be payable at the rate published in our charging arrangements for the charging year in which the service connection is made:

- Service connection administration fees
- Meter provision and installation
- Infrastructure charges and associated environmental component
- Water used during development
- Service connections

In relation to income offset the following transitional arrangements apply:

- For agreements entered into under charging arrangements in place from 1 April 2025 the ability to offer an income offset has been removed therefore income offset will not apply.
- For schemes agreed under charging arrangements in place with effect from 1 April 2020- 31 March 2025 the income offset payable per premises will be nil for all premises connected after 1 April 2025.
- For schemes agreed under charging arrangements in place on or before 31 March 2020 income offset will be payable at the rate agreed in each individual agreement.

Details of transitional charging arrangements, where applicable, can be found on our website: unitedutilities.com/new-connections-and-developer-services.

3 Pre-development (before you build)

We encourage developers to talk to us at the earliest stages of planning their development, using our pre-development enquiry service, to understand how water and sewerage services may be provided to the proposed development.

Early discussions with us can help prevent delays at a later date. Our 'Applying for a water connection' advice leaflet can be found at the link below:

unitedutilities.com/new-water-connections

Our pre-development enquiry service will help you to find out if there are any existing water and sewerage assets within your development area and help us to identify if we need to carry out any work such as, reinforcement or diversion of our assets. Before submitting a planning application, we encourage builders and developers to make sure that we have no assets or infrastructure crossing the site that may impact their proposals. It is the developer's or builder's responsibility to understand what is above or below ground and how this relates to their proposed development. This can sometimes have a significant impact on how a development is delivered.

3.1 Pre-development enquiry service application fee

This service includes assisting you in developing the water and sewerage requirements for a potential development site.

There is a charge for this service that is payable at the time of application and is non-refundable.

Pre-development enquiry	Charge
Water	£261.46
Wastewater	£479.78

Contact us using our pre-development enquiry form which can be found on our website:

unitedutilities.com/pre-development

Where complications are identified at the pre-development enquiry stage, you want us to explore multiple options or you are intending to work close to one of our critical assets, we may need to do further work to develop a solution. Additional charges may apply to provide you with a budget estimate.

We will make an additional charge for this further work and the charge will depend on the extent and complexity of work to be carried out (section [14](#)).

We will notify you of any additional charges before we start any chargeable work.

4 Who can carry out work?

Where development work is undertaken, you often have a choice of who carries out the work. This type of work is known as contestable work.

Some types of work can only be carried out by us. This is known as non-contestable work.

4.1 Water

For self-lay developments, a self-lay provider (SLP) or a new appointment & variation (NAV) may carry out work that is deemed contestable, subject to suitable accreditation.

Any work that may result in supply interruptions or affect water quality to existing customers is non-contestable. Examples include:

- establishing a point of connection to our existing network (water main)
- work on an existing main requiring specialist attention due to risk associated with it because of the material type, previous history or its strategic importance
- work to any assets that are within a United Utilities Water building e.g. pumping stations
- installing meters larger than 20mm
- connections greater than 110mm.

The table in section [5](#) gives an overview of which work may be carried out by a SLP or NAV and which can only be carried out by us.

Please refer to our Annual Contestability Summary for full details:

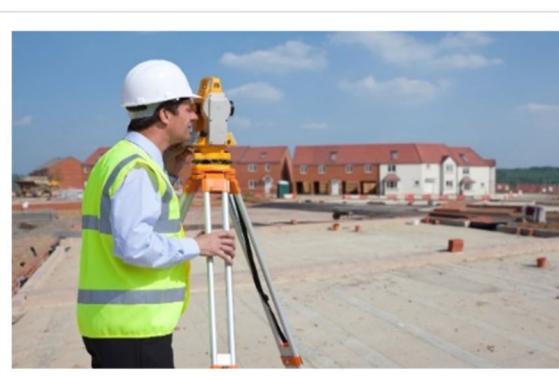
unitedutilities.com/self-lay-providers

Further details about the self-lay option and NAV provisions can be found on our website.

unitedutilities.com/builders-developers/water-services

4.2 Sewerage

Unless otherwise indicated, all aspects of sewerage development work are considered to be contestable work.



5 Obtaining a water supply for your development

Where a new water supply is required for a new development, there are a variety of options available.

The table below indicates which work may be carried out by a SLP or NAV and which can only be carried out by us.

Work required		Can be carried out by
Mains installation	New mains may be required if either an existing main cannot be utilised or a suitable main is not available.	
Branch connection	Branch connections are required to allow a new main to connect to an existing water main on our water network.	<ul style="list-style-type: none"> • SLP (5.4) • NAV (5.5) • Us (5.6)
Piece up connections	Piece ups are required when the branch connection has been installed onto the existing main, but not yet connected to the new main. Additional piece-up connections may be required as a development progresses.	
End connections	End connections are required when an extension to an existing main is needed instead of a branch connection. An end connection may also be required in order to divert or abandon a main.	<ul style="list-style-type: none"> • Can only be carried out by us
Connections off existing mains, or plot connections	Connections off existing mains or plot connections are connections made between the plot boundary or agreed connection point and the main.	<ul style="list-style-type: none"> • SLP* • NAV* • Us
Meter installation	<p>Smart meters (Advanced Metering Infrastructure (AMI)) must be installed at all developments.</p> <p>For new domestic connections meters must be external to the premises in one of the following locations</p> <ul style="list-style-type: none"> - In an underground meter chamber - In an external wall mounted meter chamber - In an in-wall meter chamber - In a purpose built plant room (multi-occupancy premises) <p>Where this is not possible, we will agree an alternative location with you.</p> <p>All meter chambers must be WRAS approved or equivalent.</p>	<ul style="list-style-type: none"> • SLP (up to 20mm meters) • NAV** • Us
<p>*Please see our Annual Contestability Summary for specific details of all work types</p> <p>**Where a NAV installs a main, we will install a bulk meter.</p>		

5.1 Agreements

Where you ask us to carry out work, we will require you to provide a signed acceptance of the terms of the agreement before any work can commence.

You may choose to employ an approved SLP or NAV to carry out the work. Where this is the case, all parties will be required to enter into a legal agreement issued by us before any work can start.

5.2 Water connections

Water connection charges relate to site specific work carried out in relation to sections 45(1) and 46(1) of the Act. We will also apply appropriate charges from this section where a site is to be served by a NAV. Charges are usually payable on connection but in some circumstances, charges may be payable in advance (section [1](#)).

Infrastructure charges (section [7.1](#)) and the environmental component (section [7.2](#)) will also apply to all new water connections. Where applicable, infrastructure credit will be applied (section [7.1.4](#)).

5.2.1 Water connection off an existing main - fees

Water connection application and administration fees are payable on connection for a connection to an existing main and are non-refundable.

Self-lay providers and NAVs can also carry out some types of water connections, on your behalf. Types of water connections that the self-lay provider can carry out are detailed in our Annual Contestability Summary, which can be found at: unitedutilities.com/self-lay-providers. See section [5.4](#) for details of our self-lay charges and [5.5](#) for details of our NAV charges.

Where you ask us to revise a quote, a re-quote fee will be payable on connection but in some circumstances may be payable in advance.

Water connection off an existing main		Includes	Each additional connection under same application at the same location		
			Single water connection	their own single connection	the same connection *
Application fee	Vetting and processing of your application, checks to identify operational risks associated with your request, a drawing, confirmation of the cost and a site visit		£364.27	£7.58	£7.52
Administration fee	Planning of the associated connection and all administration		£270.27	£33.41	£20.50

*For example, a block of individually metered flats supplied by a single connection

	Includes	Charge
Water connection re-quote fee	Vetting and processing of your application, confirmation of the cost and a drawing	£183.53

These charges do not apply where connections are associated with a statutory mains requisition scheme.

5.2.2 Connection charges – connections carried out by us

The charge for a new connection includes:

- connection to the water main as shown in the table below and
- the cost of laying a communication pipe (up to two metres) from the main to the boundary of the premises (or agreed connection point)

Additional charges apply for lengths of pipe required over two metres and are quoted per metre. Charges will be rounded to the nearest whole metre.

For connections up to 32mm, the connection charge includes installation of a 15-20mm meter but does not include the cost of the meter. There is an additional cost for installation of a meter over 20mm, as detailed in section [5.2.5](#).

The cost for associated meters and installation are detailed in [5.2.5](#).

If you ask us to lay a service pipe from the premises boundary (or agreed connection point) to the on-site main in a pre-excavated trench or duct installed by you, the no excavation connection charge will apply. These charges will be in addition to the charge for installation of a service pipe. The entry and exit points for installed ducts must be exposed and any trenches excavated prior to us attending site.

Where we determine that a branch connection is required, charges as detailed in [5.7.1](#) and [5.7.2](#) will apply instead of these charges.

Connection		25mm	32mm	63mm	90mm	110mm	160mm
Including up to two metres of pipe per connection	Unsurfaced	£1,505.16	£1,505.16	£3,173.65	£3,173.65	£3,439.40	£4,463.72
	Surfaced	£2,479.36	£2,479.36	£4,040.25	£4,040.25	£4,435.36	£5,631.24
Barrier Pipe Including up to two metres of pipe per connection	Unsurfaced	£1,779.03	£1,779.03	£3,173.65	£3,173.65	£3,439.40	£4,463.72
	Surfaced	£2,865.78	£2,865.78	£4,040.25	£4,040.25	£4,435.36	£5,631.24
Each additional metre of pipe (polyethylene) per metre	Unsurfaced	£133.49	£133.49	£217.70	£217.70	£282.84	£424.56
	Surfaced	£349.78	£349.78	£402.33	£402.33	£475.18	£475.18
	Lay only	£71.97	£71.97	£81.70	£81.70	£137.40	£147.41
	Laid in ducts	£94.95	£94.95	n/a			
	Trenchless	£113.70	£113.70	n/a			
Each additional metre of pipe (barrier pipe) per metre	Unsurfaced	£133.83	£133.83	£247.70	£247.70	£368.51	£368.51
	Surfaced	£350.59	£350.59	£434.51	£434.51	£569.59	£569.59
	Lay only	£82.02	£82.02	£111.70	£111.70	£223.08	£223.08
	Laid in ducts	£105.00	£105.00	n/a			
	Trenchless	£123.75	£123.75	n/a			
Boundary box	Where a boundary box is required for a 25mm service, an additional charge of £57.90 will apply to the 25mm connection charges above. Where a boundary box is required for a 32mm service, an additional charge of £440.00 will apply to the 32mm connection charges above.						
No excavation service connection		£829.71	£727.12	£1,414.02	£2,832.26	£2,858.66	£2,883.62
Lay customer supplied service 25mm or 32mm in open trench/duct (per metre) (enabling work undertaken by customer)		£73.28		n/a			

Where you require a service connection larger than 160mm, branch connection and piece-up charges are applicable as stated in section 5.7.1

5.2.3 Water connections associated with a statutory main laying scheme

Where water connections are associated with a statutory mains requisition scheme, a charge will apply to reflect the costs incurred in administration of these connections (see section [5.6.2](#)) instead of the charges stated in section [5.2.1](#).

5.2.4 Take-over of existing supply

Where you request that we consider use of an existing supply as the connection for a proposed development, investigation work including assessment of pipe size, depth and material, may be required to confirm viability.

The take over existing supply application fee is payable at the time of application and is non-refundable.

Take over existing supply	Includes	Charge
Application fee	Vetting and processing of your application, initial site investigation and confirmation of cost	£490.34

Further investigation requirements will be assessed on a case by case basis and could include, but will not be limited to, items such as trial holes and water quality sampling (see section [11](#) for details of individual charges that may apply).

You will be notified of any additional requirements costs before any work is carried out.

Where we confirm the supply can be used for your development, we will issue you with a quote detailing the work required and costs.

An administration fee for each premises to be supplied by the existing supply will be included in the quote which is payable on connection but in some circumstances may be payable in advance and is non-refundable.

Take over existing supply	Includes	First premises supplied by the same connection	Each additional premises supplied by the same connection
Administration fee – per premises	Planning associated work and all administration	£79.82	£18.92

Examples of charges to be included in the quote are shown below, but are not limited to:

- Metering arrangements will be assessed and applicable charges for provision and installation of meters will apply, (section [5.2.5](#)).
- Infrastructure charges, (section [7.1](#)) (infrastructure credit/s may apply, (section [7.1.4](#))).
- Environmental component, (section [7.2](#)).
- Water used during development (where not already paid for through the existing supply), (section [10](#)).
- Additional site visits, (section [11.2](#)).

Where it is determined the existing supply is not suitable, a new connection will be required for the proposed development, (section [5.2](#)).

5.2.5 Meter charges

Charges for meter provision and installation are listed below.

Meter provision			
Meter size (mm)	Manifold or in-line meter	Combination meter	Meter strainer
15-20	£80.29	n/a	n/a
25	£147.34	n/a	n/a
40	£191.48	n/a	n/a
50	£235.62	£920.54	£141.96
80	£257.69	£975.99	£228.47
100	£368.05	£1,045.31	£296.12
150	£588.77	£1,378.03	£530.14

Requirements for a strainer and/or combination meter will be decided by us.
We will notify you of the requirements before we carry out any work.

Meter Installation		
Meter size (mm)	Location	Charge
15-25 manifold	Internal or external	£102.59
15-20 in-line	Internal	£244.45
	Internal	£414.82
25-40 in-line	External – unsurfaced	£1,381.77
	External – surfaced	£1,528.72
	Internal	£988.15
50	External – unsurfaced	£2,072.75
	External – surfaced	£2,851.88
	Internal	£2,847.31
Larger than 50	External – unsurfaced	£3,479.93
	External – surfaced	£4,030.40

5.2.6 Smart meter commissioning

We require installation of smart meters. A charge may apply for us to carry out smart meter commissioning for each meter installed where the commissioning of the meter is not successfully completed at the time the meter is installed. This charge will reflect the appropriate costs incurred in commissioning each meter.

	Charge
Smart meter commission – per meter	Recovery of appropriate costs incurred in commissioning each meter

5.2.7 Installation of a pulse unit/splitter

Where you request a pulse unit/splitter is installed as part of your connection application, the following charge per pulse unit/splitter will apply.

	Charge
Installation of a pulse unit / splitter	£351.78

5.2.8 Multiport meter boxes

The following charges apply where you request multiport meter boxes and include the cost of meter installation. Additional charges apply for the provision of meters (section [5.2.5](#)).

Multiport Box		Charge – per box
4 port	Standard	£3,535.36
	Gunmetal	£4,382.73
6 port	Standard	£5,561.81
	Gunmetal	£4,674.62

5.2.9 Shared (common) water metering arrangement

All new or redeveloped premises must have a separate water meter, and section 64 of the Water Industry Act 1991 will apply. We will not usually allow a meter to supply two or more premises, however, there may be some limited circumstances when we will, at our discretion, attempt to install a shared meter. The building must be either wholly household or wholly non-household and has shared facilities, for example, a shared hot water system.

5.2.10 Self-lay connection – administration charge

A self-lay administration charge will be applied for each new self-laid service connection and meter installation completed by a SLP. This charge reflects the costs incurred in administration of new self-laid service connections (section [5.4.9](#)).

5.2.11 New water connections – Water regulation approval

Where an inspection is required at a premises to confirm that plumbing works comply with the Fittings Regulations, there is no charge for the initial inspection. If works do not comply with the Fittings Regulations, a site visit charge (section [11.2](#)) will be made for each re-inspection.

5.2.12 Temporary connection for building water

Charges for a temporary connection for building water are usually payable on connection, but in some circumstances, charges may be payable in advance (section [1](#)).

Temporary connections are 25mm and supply water during construction. We will review the temporary connection on an annual basis and will either disconnect if no longer required or, we will consider it a permanent supply to a premises. Where a temporary supply is converted to a permanent supply, infrastructure charges (section [7.1](#)) and the environmental component (section [7.2](#)) will be payable.

	Includes	Charge
Temporary connection	25mm connection to the water main and boundary box, installation of a 15-20mm meter and up to two metres of pipework.	£2,541.48
	Provision of 15-20mm meter	£80.29
Each additional metre of pipe	Unsurfaced per metre	£133.49
	Surfaced per metre	£349.78

5.3 New mains for development

Where a new water main is required for a development in our region, the following options are available:

5.3.1 Self-lay provider or NAV

You may choose to employ an approved SLP or NAV to install the main.

Where a SLP installs the main for the developer we will then adopt the new main on connection to our water network (section [5.4](#)).

We do not adopt new mains that are installed on a site where the water charges are to become the responsibility of the NAV (see section [5.5](#)).

Any construction carried out under self-lay provisions remain the responsibility of the SLP until a permanent connection is made. On connection to our water network, we will issue a Vesting Certificate confirming the date of transfer of ownership to us as the date of connection.

5.3.2 Statutory mains requisition

You may ask us to install a main (see section [5.6](#)).

5.4 Charges associated with self-lay schemes

The charges associated with a self-lay scheme are detailed below. More detail can be found on our website at: unitedutilities.com/self-lay-providers

Where a SLP is to carry out the mains laying for a site that is to be served by a NAV, please see the relevant charge in section [5.5](#).

Self-lay mains application and administration fees are payable on acceptance and are non-refundable. Where you ask us to revise a quote for a development, a re-quote fee is payable on acceptance and is non-refundable.

Self-lay providers can apply to make branch and water connections to existing mains in line with our Annual Contestability Summary which can be found at: unitedutilities.com/self-lay-providers

5.4.1 Point of connection

Before you apply for a connection to our network, you will need to know the location at which you can connect. You can apply for this using our self-lay point of connection application form which can be found on our website at: unitedutilities.com/self-lay-providers.

The point of connection application fee is payable at the time of application and is non-refundable.

Point of connection	Charge
Application fee	£253.27

5.4.2 Self-lay mains where UU make the connection

Where a self-lay provider carries out the mains laying but we make the connection, the following fees apply.

Self-lay mains (UU make connection)	Includes	Charge
Application fee	Processing of application, creation of legal agreement, confirmation of the cost, initial site inspection and design approval	£1,633.49
Administration fee	Management of signed agreement, promotion of work to contractor for branch/piece-up connections, construction visit and processing of vesting certificates and payments	£1,150.91
Re-quote fee	Processing of application, re-approval of design and creation of legal agreement (where required)	£364.34

5.4.3 Self-lay mains where the self-lay provider makes the connection

Where a self-lay provider carries out mains laying and the connection, in line with our Annual Contestability Summary, the following fees apply.

Self-lay mains (SLP make connection)	Includes	Charge
Application fee	Processing of application, creation of legal agreement and design approval	£1,429.19
Administration fee	Management of signed agreement, construction visit, processing notification of works, vesting certificates and payments	£1,232.99
Re-quote fee	Processing of application, re-approval of design and creation of legal agreement (where required)	£370.41

5.4.4 Self-lay connection off existing main, connection carried out by UU

Where we are required to make the connection off an existing main for a self-lay provider, the following fees apply.

Construction charges for enabling works associated with self-lay schemes are detailed in section [5.7](#).

Self-lay connection off existing main (UU make connection)			Each additional connection under same application at the same location	Additional premises supplied by:
	Includes	Single water connection	their own single connection	the same connection *
Application fee	Vetting and processing of your application, checks to identify operational risks associated with your request, a service connection agreement, confirmation of the cost, a site visit	£365.56	£7.63	£7.43
Administration fee	Planning of the associated connection and all administration	£269.51	£34.10	£20.25

*For example, a block of individually metered flats supplied by a single connection

Self-lay connection off existing main (UU make connection)	Includes	Charge
Re-quote fee	Vetting and processing of your application, confirmation of the costs and service connection agreement	£181.94

5.4.5 Self-lay connection off existing mains, connection carried out by the self-lay provider

Where a self-lay provider carries out a connection off an existing main, in line with our Annual Contestability Summary, the following fees apply.

Self-lay connection off existing main (SLP make connection)			Each additional connection under same application at same location	
			Additional premises supplied by:	
	Includes	Single water connection	their own single connection	the same connection *
Application fee	Vetting and processing of your application, checks to identify operational risks associated with your request, costings and a service connection agreement	£335.38	£8.98	£9.18
Administration fee	Processing notification of works and all administration	£296.09	£42.85	£26.42

*For example, a block of individually metered flats supplied by a single connection

Self-lay connection off existing main (SLP make connection)	Includes	Charge
Re-quote fee	Vetting and processing of your application, confirmation of the costs and service connection agreement	£183.25

5.4.6 Construction charges

Construction charges for enabling works associated with self-lay schemes are detailed in section [5.7](#).

5.4.7 Meter related charges for self-lay schemes

Where you ask us to install meters on your self-lay scheme, the charges below (see also [5.2.5](#)) will apply when the meters are fitted.

We will apply a charge when we are prevented from carrying out any scheduled activity by the actions or non-attendance of the SLP or customer. This charge will also apply when we are provided with incorrect information leading to us being unable to carry out any activity and have to abort the visit.

	Includes	Charge
Meter related charges for self-lay schemes – per meter	Supply and install standard 15 – 20mm manifold meter	£233.92
	Supply and install standard 15mm – 20mm in-line meter	£233.92
	Abortive visit	£116.00

5.4.8 SLP notification

Within one calendar day of a non-household premises being connected and five calendar days of a household premises being connected to the water network, you must:

- notify us of a connection and provide meter details; or
- notify us of a connection and ask us to fit a meter. The site must be ready for us to fit the meter. Charges will apply if we are unable to complete the meter fit on arrival, (section [5.4.7](#)).

For each premises where you do not notify us of the connection within these timescales, or meter details are misreported, a non-notification charge will apply. If notification of the connection is outside of the above timescales and in a different charging year, charges applicable during the year of notification will apply (section [2.3.3](#)).

		Charge
Non-notification charge	Per premises	£103.68

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

If a SLP fails to install a meter(s) following a premises being connected to the water network, we will fit a meter to each premises and charge the cost of the meter, installation and any applicable site visit charges to the SLP, see sections [5.2.5](#) & [11.2](#).

5.4.9 Self-lay service connection - administration charge

Where a SLP carries out a service connection and meter installation, a charge will apply to each connection to reflect the costs incurred in administration of a new self-laid service connection.

A charge for each new self-laid service connection is payable when you notify us that the premises has been connected to the water network and will be payable at the rate published in the charges scheme that applies at the time the connection is made.

	Includes	Charge
Service connection administration charge - per self-laid service connection	Administration of new self-laid connection	£27.33

Where you ask us to carry out service connections, charges as stated in section [5.2.2](#) will apply.

5.4.10 Novation or termination of a self-lay agreement

Where you request us to novate an existing agreement to another party or request that an existing agreement is terminated, the following fee per agreement will be payable at the time of application and is non-refundable.

Novation / termination of an existing agreement - administration fee	£356.25
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5.4.11 Variation of a self-lay agreement

Where you request a change to an existing agreement, the following fee per request will be payable at the time of application and is non-refundable.

Variation of an existing agreement- administration fee	£177.80
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5.4.12 Self-lay payments

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

We will require you to provide evidence of additional costs that will be incurred by you and details of these costs will need to be approved before any work commences.

Self-lay payments will be paid on vesting of the asset.

5.5 Charges associated with NAV schemes

5.5.1 Site served status application

You will need to understand whether the proposed site is currently unserved. You can request this information from us by making a site served status application. The application form and details of what you need to send to us with the form can be found on our website at: unitedutilities.com/navs.

The site served status processing fee is payable at the time of application and is non-refundable.

	Includes	Charge
Site served status processing fee	Processing of request, assessment of application, confirmation of site status	£525.04

5.5.2 Amendments required to a site served status

Where you require an amendment to a valid site served status, the charges shown below will be payable at the time of application and are non-refundable.

Where the red line boundary has changed and you request a change to the site served status, the amendment to red line boundary fee shown below will apply.

Where an administrative amendment is required, e.g. name change, a refresh of the site served status where there are no changes to the boundary, or any other administrative change, the administrative charge as shown below will apply.

Site Served Status	Includes	Charge
Amendment to the red line boundary	A change to the boundary of the site	£341.58
Administrative amendment	A change to the name, address, or any other administrative change	£213.49

5.5.3 Pre-development enquiries and point of connections

Where you request a pre-development enquiry and/or point of connection enquiry, a charge will be payable at the time of request, please see section [2](#) and [5.4.1](#) for further information.

5.5.4 Connection for water – NAV bulk supply application

If your site is confirmed as unserved, you can make a bulk supply application. We will then send you a quote for the offsite work required to provide a bulk water connection to the site boundary. The application form and details of the supplementary information you need to provide with the form can be found on our website at: unitedutilities.com/navs

The bulk supply processing fee is payable on acceptance and is non-refundable.

Where you ask us to revise a quote, the re-quote fee shown below is payable on acceptance.

Bulk Supply	Includes	Charge
Processing fee	Processing of your application, checks to identify operational risks associated with your request, costings letter, processing of works and administration	£1,677.43
Re-quote fee	Processing of your application, checks to identify operational risks associated with your request and costings letter	£480.73

Where offsite mains laying is required, please see section [5.4](#) or [5.6](#).

5.5.5 New connection to our public sewer system

You will need to apply for a section 106 sewer connection so that you can connect to our sewer network. Please see section [6.4](#) for further details.

5.5.6 Bulk agreement application

If we are providing bulk water and/or wastewater connections to supply your site, we will need to enter into a bulk supply and/or bulk discharge agreement with you. You can request a bulk agreement by emailing the bulk agreement application form to us at: NAVenquiries@uuplc.co.uk

A guide for sites that are to be served by a NAV, including links to relevant application forms can be found on our website at: unitedutilities.com/navs

Depending on the type of connection required, the relevant construction charges can be found in section [5.2.2](#) and [5.7](#).

5.5.7 Infrastructure charges in relation to NAV sites

Where the NAV has confirmed they are responsible for paying infrastructure charges by signing the acceptance note then the NAV will be responsible for all water and wastewater infrastructure charges in relation to newly connected premises within the NAV site. Liability for charges will remain with the developer until we receive payment in full (section [2.4](#)).

5.5.8 Environmental component in relation to NAV sites

Where the NAV has confirmed they are responsible for paying the environmental component charge by signing the acceptance note then the NAV will be responsible for payment, see section [7.2](#) for more details on the environmental component. Liability for charges will remain with the developer until we receive payment in full (section [2.4](#)).

5.5.9 Service connection administration fee where United Utilities are responsible for billing either the water or the wastewater services for premises within the NAV site.

Where United Utilities provide one service to the end customer, for example the NAV provides water services and United Utilities provide wastewater services, a service connection administration fee is payable for us setting up the account. This fee is only applicable where we provide a service to the end customer. The charge is per premises and is due on connection and will be payable at the rate published in the charges scheme that applies at the time the connection is made.

NAV service connection admin fee – per premises	£27.45
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5.5.10 Timely notification of service connections

The NAV must notify us that a connection has been made to a premises in line with the reporting date timescales agreed as part of each bulk agreement.

Where the NAV fails to notify us within the required timescale for the purposes of levying the charges in sections 5.5.7, 5.5.8 and 5.5.9 above, the date we were subsequently notified of the connection to a premises will be used to calculate the charges relating to that connection (section [2.3.3](#)).

5.5.11 Water used during development – temporary supply

Charges for building water will be based on consumption recorded on the meter, see section [10.2](#).

5.6 Statutory mains requisition – installation by United Utilities

Requisition charges relate to work carried out by us in line with our duties under section 41(1) of the Act. They relate to the cost of providing site specific infrastructure necessary for the provision of a water main.

5.6.1 Requisition - fees

Requisition processing fees are payable on acceptance and are non-refundable.

Where you ask us to revise a quote for a development, a re-quote fee is payable on acceptance and is non-refundable.

Requisition	Includes	Charge
Application fee	Processing of application, single site visit, scheme design, confirmation of the cost, design drawing	£1,565.75
Administration fee	Management of customer acceptance promotion of work to contractor and a construction visit	£1,102.75
Re-quote fee	Processing application, producing quote and design drawing	£366.23

5.6.2 Water connections associated with a statutory mains requisition scheme

Where water connections are associated with a statutory mains requisition scheme, a charge will apply to reflect the costs incurred in administration of these connections.

Where this is the case, charges detailed in section [5.2.1](#) will not apply to these connections.

A charge is applicable for each service connection associated with a statutory mains requisition scheme and is payable upon completion of the connection(s) and will be payable at the rate published in the charges scheme that applies at the time the connection is made.

	Includes	Charge
Service connection administration charge - per connection	Administration of new connection	£26.04

5.7 Construction charges for water developments

Construction charges for mains requisitions and enabling work for self-lay schemes are detailed below.

Charges are payable before we commence work.

5.7.1 Mains connection charges

These charges include up to two metres of pipework of appropriate size. Where additional pipework is required, charges as quoted in [5.7.2](#) will apply for each additional metre in addition to mains connection charges.

Mains connection	Size of new pipe - external diameter (mm)	Lay only	Unsurfaced	Surfaced
Branch connection	50-99	£7,845.21	£7,942.74	£9,604.36
	100-150	£7,944.86	£8,144.24	£9,768.79
	151-300	£10,190.66	£10,418.41	£10,994.47
Piece up	50-99	£1,835.17	£2,287.04	£3,245.15
	100-150	£2,316.89	£2,933.21	£4,310.00
	151-300	£4,055.43	£4,790.47	£6,553.03
End connection	50-99	£2,175.79	£2,606.93	£3,552.03
	100-150	£2,635.41	£3,223.45	£4,568.02
	151-300	£3,988.48	£4,689.80	£6,380.17
For mains connections larger than 300mm (including branch connections of any size to an existing main larger than 300mm) individual quotes will be provided upon request				

5.7.2 Mains laying charges

Charges are per metre and are inclusive of testing, all fittings and reinstatement where required.

Mains laying	Size (mm)	Lay only	Lay in duct	Unsurfaced-open cut	Surfaced-open cut	Not in trench – surfaced
Polyethylene main	50-99	£135.88	£316.21	£236.01	£480.40	£414.22
	100-150	£173.71	£374.96	£288.36	£628.09	£500.45
	151-300	£332.80	£594.02	£455.23	£930.90	£697.02
Barrier Pipe main*	50-99	£178.55	£357.65	£270.64	£526.18	£458.68
	100-150	£278.77	£500.13	£377.06	£714.08	£590.09
	151-300	£675.97	£897.50	£798.40	£1,272.22	£1,065.19

*Only available where identified as a requirement by a soil sample risk assessment

For mains larger than 300mm, individual quotes will be provided upon request.

5.7.3 Service transfers

Where a main has been constructed or diverted, requiring existing services to be supplied from the new main, a charge for transferring each service from the existing main to the new main will be applied.

The charge includes up to two metres of pipework. Where additional pipework is required, charges as quoted in [5.2.2](#) will apply for each additional metre in addition to charges quoted below.

Work description		Charge
Service transfer – up to 50mm	Unsurfaced	£913.85
	Surfaced	£1,470.09
Service transfer – greater than 50mm	Unsurfaced / surfaced	Quote on request

5.7.4 Mains laying network assembly charges

Network assemblies include, but are not limited to, valves and hydrants (including washouts and designated fire hydrants).

Charges will apply when we need to install, replace or remove a network assembly on an existing main in order to facilitate development work.

Charges include all excavation and backfill in a single excavation of an appropriate size, including associated chambers.

Work description	Size (mm)	Charge	
		Unsurfaced	Surfaced
Install/replace/remove network assembly on existing main (per item)	50-150	£2,735.15	£3,609.36
	151-300	£4,870.76	£6,349.48
Install/replace/remove additional network assembly on existing main in same excavation (per item)	50-150	£1,916.59	£1,961.40
	151-300	£3,649.72	£3,910.01

For mains larger than 300mm, individual quotes will be provided upon request.

5.7.5 Install or replace new chambers

Charges will apply when we need to install a new chamber (and transfer the asset) or replace a damaged chamber at the same location for a meter (up to 20mm), boundary box, stop tap, fire hydrant or valve in order to facilitate development work.

Work description	Includes		Charge
Install new/replacement chamber (per chamber)	Provision and installation of chamber, transfer of existing meter or network assembly (if appropriate), reinstatement and removal of waste material	Unsurfaced	£1,537.00
		Surfaced	£2,055.61

If a new meter or network assembly requiring a new chamber is requested, charges as stated in [5.2.5](#) and [5.7.4](#) will apply.

5.7.6 Pressure management

Where pressure management devices are required for site enabling works the following charges may apply.

Requirements will be discussed at pre-development stage.

	Charge	
	Unsurfaced	Surfaced
Installation of bypass		
50-150mm	£16,998.68	£18,228.68
151-300mm	£34,013.99	£35,671.86
Installation of pressure management valve and chamber	Unsurfaced	Surfaced
50-150mm	£9,656.01	£10,442.95
151-300mm	£19,837.25	£20,639.81

5.8 Water main diversions

Charges for diversions relate to recovery of costs reasonably incurred as a result of complying with the duty imposed by section 185(1) of the Act.

Where diversion of a water main is required for your development, the following charges will apply. Mains diversions can only be carried out by us unless the diversion is within the boundary of the site, and we confirm that you can carry out the appropriate work.

Where you ask us to revise a quote, a re-quote fee is payable before the re-quote is carried out and is non-refundable.

5.8.1 Mains diversion application fee

Diversion application fees are payable on application and are non-refundable.

Mains Diversion	Includes	Charge
Application fee	Assessment of application, scheme design, design drawing, confirmation of the cost and a single site visit*	£1,485.99
Re-quote fee	Assessment of application, producing quote and design drawing*	£270.67

* Where we deem the diversion to be complex, additional upfront fees will be payable see section 5.8.4. We will inform you of any additional fees before any work commences.

5.8.2 Mains diversion administration fee

On acceptance, an administration fee is payable.

Mains Diversion	Includes	Charge
Administration fee	Management of customer acceptance, promotion of work to contractor and a construction visit	£573.34

5.8.3 Construction charges

Construction charges associated with water mains diversions will be based on the charges as detailed in section [5.7](#)

Charges are payable before we start any work.

5.8.4 Complex diversions

Where a complex diversion is required, including but not limited to the circumstances listed in section [14](#), an additional upfront customer contribution will be required for us to provide a budget estimate for the complex diversion.

The contribution shown below is an initial cost, if the cost of providing the budget estimate is less, we will issue you with a refund for the difference. If the cost is more, we will ask you to make an additional contribution. We will discuss any additional costs with you before any further work commences.

	Includes	Charge
Budget estimate initial contribution	Engineering assessment of proposed works producing a budget estimate	£2,850.61

5.9 Water asset abandonment

If it is necessary or you request that we abandon existing water mains or any of our apparatus, charges will apply for the work we carry out.

Charges include the disconnection of the asset from the network. In the case of mains abandonments, the existing asset will not be removed.

Work description	Size (mm)	Work description	Charge
Mains abandonments (per branch removed from existing water network)	50 - 150	Unsurfaced	£2,083.82
		Surfaced	£3,005.48
	151 - 300	Unsurfaced	£3,060.20
		Surfaced	£4,231.39
Abandon chamber – stop tap, valve, meter	Up to 900 x 600	Unsurfaced	£1,231.15
		Surfaced	£1,586.91
	Larger than 900 x 600	Unsurfaced	£1,717.02
		Surfaced	£2,405.85

5.10 Building over water assets

We do not allow water assets to be built over. Please refer to diversions - see section [5.8](#).

5.11 Remedial works

Where we undertake an inspection of your site and find that works completed are not in line with the water fittings regulations, or where damage has been caused to our assets, additional charges may apply for us to complete remedial works.

Examples of these works are below; however, this list is for illustration purposes only and is not an exhaustive list.

Work description	Charge
Initial supply queries	£274.05
Build up or partial renewal of chambers	£1,746.15
Exchange of boundary box (unsurfaced)	£1,416.87

Exchange of boundary box (surfaced)	£1,733.82
Change of boundary box top section (unsurfaced)	£518.22
Change of boundary box top section (surfaced)	£534.73
Locate and expose apparatus	£2,748.35
Clean chamber	£338.35
Replace boundary box lid	£304.33
Change boundary box frame and lid (unsurfaced)	£636.64
Change boundary box frame and lid (surfaced)	£649.14
Fire hydrant / washout replacement or removal	£2,633.72
Install valve spindle	£431.98
Locate and replace valve frame and extension spindle	£506.57

6 Obtaining sewerage services for your development

6.1 Sewer requisition

Requisition charges relate to work carried out by us in line with the duties imposed by section 98(1) of the Act. They relate to the cost of providing site specific infrastructure necessary for the provision of public sewers.

If land owned by a third party stands between a new development site and the location of a public sewer, and agreement to cross this land cannot be reached by the developer and the third party, then under Section 98 of the Act, you may be able to requisition for us to provide a new public sewer.

Construction work may only start once a design has been agreed and a legal agreement signed.

The S98 application fee shown below is payable at the time of application and is non-refundable.

The engineering assessment initial contribution shown below is also payable at the time of application. This is an initial cost, if the cost of providing the budget estimate is less, we will issue you with a refund for the difference, if the cost is more, we will ask you to make an additional contribution.

We will discuss any additional costs with you before any further work commences.

Where you ask us to carry out the design, additional charges will apply. Any additional charges will be discussed with you before work commences.

6.1.1 S98 Application fee (including initial administration)

	Includes	Charge
Application fee (non-refundable)	Administration of your application	£1,932.56
Engineering assessment - initial contribution	Engineering assessment of proposed works producing a budget estimate	£1,774.80

Note: The S98 application fee does not include the cost of any modelling work. Where this is required, additional charges will apply. Any additional charges will be discussed with you before work commences.

All other charges relating to sewer requisition are payable upon design acceptance.

6.1.2 Legal fees in relation to sewer requisitions

	Charge
Legal fee for a sewer requisition agreement	£844.24
Legal fee for provision of an easement (per transaction)	£915.48

6.1.3 Construction charges

Indicative construction charges can be calculated using the sewerage construction rates as shown in section [12](#).

On application, we will provide a budget estimate based on the parameters of your development.

6.2 Estimated value of works

In order to calculate security and processing fee values for sewer adoptions and diversions carried out by a developer (see section [6.3.2](#)) we will calculate the estimated value of works using the tables in section [13](#), including values for the applicable items for your development.

- Pipe size
- Box culvert
- Manholes
- Lateral drains
- Flow control devices
- Pumping station
- Sewer abandonment
- Manhole abandonment

6.3 Sewer diversion

Charges for diversions relate to recovery of costs reasonably incurred as a result of complying with the duty imposed by section 185(1) of the Act.

Under Section 185 of the Water Industry Act 1991, a builder or developer can request that a public sewer is altered or removed to allow a site to be improved.

Where a sewer needs to be diverted and a suitable route has been agreed with us, two options are available:

- where we give approval, the developer carries out the diversion under a legal agreement; or
- we carry out the diversion.

Where we carry out a diversion, a charge for providing an estimate will be payable on application. Where the diversions is deemed to be complex (see section [14](#)), additional upfront fees will apply (see section [6.3.4](#)).

We will inform you of the additional fees before any work commences. All other charges related to the sewer diversion are payable upon design acceptance.

6.3.1 Legal fee (letter of agreement)

	Charge
Legal fee for a sewer diversion agreement – applies where a diversion is carried out by a developer	£846.04
Legal fee for provision of an easement (per transaction)	£915.48

6.3.2 Diversions carried out by a developer

Sewer diversions may only be carried out by a developer where they are not deemed critical assets by us.

Where a sewer diversion is carried out by a developer, charges will apply for the design assessment and inspection of the work.

	Includes	Charge
Application fee (non-refundable)	Administration costs for processing your application	£2,658.55

To calculate the estimated value of works see sections [6.2](#) & [13](#).

	Includes	Charge
Technical assessment fee (where the design for the diversion is provided by the developer)	Engineering assessment, acceptance of the design and inspection of the work	5% of estimated value of works
Security/deposit	Bond provided by applicant via either 3 rd party surety provider or cash deposit	100% of estimated value of works
<p>Note: 80% of security is released once we confirm that work is carried out to the required standard. The remaining value will be released upon sewer adoption.</p> <p>Where you choose to pay a cash deposit, interest will be payable at a rate of interest fixed by the Water Services Regulation Authority (Ofwat) for any amounts of 50p or more held for longer than three months.</p>		

6.3.3 Diversions carried out by us

Where you request that we carry out a sewer diversion, an application fee will be payable at the time of application.

This will usually be the case when the diversion affects a critical asset.

	Includes	Charge
Sewer diversion application fee (non-refundable)	Technical review of your application, and administration costs for processing your application	£2,658.55

6.3.4 Complex diversion

Where a complex diversion is required, including but not limited to the circumstances listed in section [14](#), an additional upfront customer contribution will be required for us to provide a budget estimate for the complex diversion.

The contribution shown below is an initial cost, if the cost of providing the budget estimate is less, we will issue you with a refund for the difference. If the cost is more, we will ask you to make an additional contribution. We will discuss any additional costs with you before any further work commences.

	Includes	Charge
Budget estimate initial contribution	Engineering assessment of proposed works producing a budget estimate	£2,850.61

6.3.5 Construction charges

Indicative construction charges can be calculated using the sewerage construction rates tables (see section [12](#)) and include items as stated. Sewer closure is not included in this rate (see section [6.5](#)).

On application, we will provide a budget estimate based on the parameters of your development.

6.4 New connections to the public sewer system

We will usually allow a developer to carry out a sewer connection following an application under section 106 of the Act, including where your site is to be served by a NAV.

We reserve the right to make the connection under section 107 of the Act if required.

Charges relating to connections to the public sewer system are payable upon application.

Infrastructure charges (see section [7](#)) will apply to all new sewerage connections. Where applicable, infrastructure credit will be applied (see section [7.1.4](#)).

The environmental component (see section [7.2](#)) will also apply to all new sewerage connections.

6.4.1 Connections made by a developer

Permission must be obtained from us for any new direct or indirect connection to the public sewer system to ensure a connection is made safely. Once permission has been obtained, and the work has been carried out, we may inspect the work on the public sewer system to make sure that it is carried out satisfactorily and to our standards.

Charges for each new connection to the public sewer system includes administration and assessment of the application to ensure the proposed work meets our standards, and any necessary inspection of completed work.

	Includes	Charge
Processing fee – developer connection (non-refundable)	Administration and assessment of the application, site inspection of completed connection (where required)	£738.45

6.4.2 Connections made by us under section 107 of the Act

Charges as detailed in the sewerage construction tables (see section [12](#)) apply where we make a sewer connection under section 107 of the Act.

	Includes	Charge
Construction charges	Design and construction	See tables in section 12

These charges are not applicable where sewers are built under a requisition (see section [6.1](#)) or are offered for adoption (see section [6.6](#)).

6.5 Sewer closure

A sewer closure may be required when a sewer is taking no flow and needs to be permanently disconnected from the rest of the network.

If a sewer to be closed/abandoned is taking flow, you will need to apply for a sewer diversion (see section [6.3](#)).

6.5.1 Sewer closure application fee

The application fee is payable at the time of application and is non-refundable.

	Includes	Charge
Application fee – closures up to 100m	Sewer closure of up to 100 metres, administration costs, engineering assessment and site inspection	£822.58
Application fee – closures over 100m	Sewer closure of over 100 metres, administration costs, engineering assessment and site inspection	£1,223.95

6.6 Adoptions of sewers and disposal works

Adoption charges relate to site specific charges in respect of section 104 of the Act.

If you are proposing adoption of assets, we encourage you to discuss this with us when you make a pre-development enquiry.

Unless otherwise stated, charges are payable upon design acceptance.

6.6.1 S102/S104 Application fee (including initial administration)

An application fee is payable on submission of a section 102 or 104 application.

	Includes	Charge
S102 Private sewer adoption application fee (non-refundable)	A fee for processing your application, technical review and administration costs in relation to your application	£1,789.41
S104 New sewer adoption application fee (non-refundable)		£3,215.01

Note: Application fees are deducted from the technical assessment fee if planned scheme is progressed.

6.6.2 S102/104 – Legal fees

	Charge
Legal fee for a sewer adoption	£846.04
Legal fee for transfer of land or provision of an easement (per transaction)	£915.48

6.6.3 S102/S104 Technical/inspection fee (including final administration)

A technical assessment and inspection fee is payable where sewers are offered for adoption.

	Includes	Charge
Technical assessment & inspection fee (non-refundable)	Engineering assessment and acceptance of design, site inspection fees	2.5% of estimated value of works

6.6.4 S104 Security

For calculation of estimated value of works, see sections [6.2](#) & [13](#).

Security - sewers	10% of estimated value of works*
Security – pumping station	15% of estimated value of works*

Note: The security is released on adoption of the asset. If you choose to pay a cash deposit, interest will be payable at a rate of interest fixed by the Water Services Regulation Authority (Ofwat) for any amounts of 50p or more held for longer than three months.

***Where you have completed sites and we have subsequently found there are significant outstanding sewer defects we may increase the level of security required at future developments.**

6.6.5 Telemetry

For installation and commissioning of telemetry outstations in relation to pumping stations proposed for adoption, we will consider the appropriate communications technology as appropriate.

In all cases, charges appropriate to the system installed will apply.

	Charge
Installation and commissioning of United Utilities built telemetry outstation (required in pumping stations proposed for adoption)	Quote on request
Configuration and commissioning of developer/owner-built telemetry outstation (required in pumping stations proposed for adoption)	Quote on request

6.6.6 Adoption of disposal works

For all applications	Charge
Legal fee for agreement – payable upon application	£846.04
Legal fee for transfer of land or provision of an easement (per transaction) – payable upon application	£915.48
Installation and commissioning of United Utilities built telemetry outstation	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration, installation and commissioning	
Configuration and commissioning of developer/owner-built telemetry outstation	Recovery of direct and indirect costs
We will recover all costs incurred associated with investigation, administration, installation and commissioning	
Technical assessment & inspection fee (to be paid before first site inspection)	Recovery of direct and indirect costs
We will recover all costs incurred associated with engineering assessment, acceptance of design, investigation, administration and inspection	

6.7 Building over sewers

If you are planning any type of development, building something new or extending an existing building, you should check there is nothing underground that could be affected e.g. sewerage pipes. Our pre-development enquiry service can assist you with this.

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

unitedutilities.com/building-over-a-public-sewer

Where we agree in principle to a build over agreement the following charges apply.

6.7.1 Application fee

Application fees are payable upon agreement in principle.

	Includes	Charge
Application fee	Administration costs in relation to your application, technical assessment and site inspection	£587.86

6.7.2 Fee for additional complex work

Where you make a request to build over or near a critical asset and we have to carry out a further detailed engineering assessment, we will provide you with an estimate of our costs for the work, which is payable before any work commences.

6.7.3 Legal fees in relation to building over sewers

These fees will be payable when draft legal agreements are issued.

	Charge
Legal fee – agreement for household premises	£548.99
Legal fee – agreement for non-household premises	£771.55

7 Infrastructure charges and environmental component

7.1 Infrastructure charges

Infrastructure charges are payable in accordance with section 142-146(2) of the Act inclusive and this part of our charges scheme, when premises become connected for the first time to a water supply and/or sewerage system for domestic purposes.

Infrastructure charges reflect the cost of wider network reinforcement that is required to meet the increased demand arising from new connections. Infrastructure charges have been set based on our latest forecast of the network reinforcement investment required as a result of new developments and our adjusted forecast new connection volumes over the same five-year period.

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 increased demand on the network over the same period.

These charges need to be paid by anyone who wishes to build or develop premises, splits an existing premises to make additional premises, or where an existing premises makes a connection either directly or indirectly to our existing network.

These charges do not include costs related to the physical connection (see [5.7.1](#) & [6.4](#)).

Infrastructure charges are payable when a water or sewerage connection for domestic purposes is made to premises that have not previously received the service, this includes but is not limited to newly built premises, premises moving from a private arrangement to our network, where premises are split creating new premises or where a site is otherwise redeveloped.

Separate infrastructure charges (shown below) are payable for water and sewerage connections for:

- new schemes accepted under our charging arrangements from 1 April 2024; or
- existing schemes agreed under charging arrangements in place before 1 April 2024 that do not meet the qualifying criteria as detailed in section [7.1.1](#).

Water infrastructure charge	£462.51
Sewerage infrastructure charge	£533.13

Infrastructure charges are due and payable at the rate published in our charging arrangements for the charging year in which we are notified that the connection has been made. Where a single connection is to serve multiple individually metered premises, infrastructure charges will be due when the meter is fitted to each individual premises.

All infrastructure charges will be quoted as part of the water quotation where a new water connection is to be made, with a single party responsible for the payment of both water and wastewater charges. Where the developer customer wishes for different parties to make payment for the applicable water and wastewater infrastructure charges, the following administration fee will apply for each premises connected and will be payable at the rate published in our charging arrangements for the charging year in which the water service connection is made, unless you notify us in a different charging year (section [2.3.3](#)). See section [2.4](#) for liability for infrastructure charges.

Administration fee per premises – water	£5.20
Administration fee per premises – sewerage	£5.20

If a connection is made without our authorisation, we may recover the infrastructure charge(s) from you.

7.1.1 Infrastructure charges for sustainable developments

Where you have signed up to a scheme based on charging arrangements prior to 1 April 2024, that includes water and/or wastewater sustainability, as shown in the table below, the following infrastructure charges will apply.

Water infrastructure charge	Where you can demonstrate that premises are built to use a potential consumption of 100 litres per person per day or less.	£190.51
Sewerage infrastructure charge	Where premises are built with no surface water connection to the existing public sewer system. Evidence of surface water removal needs to be provided as part of the technical approval submission	£245.13

For schemes quoted for based on current year charges, you may be eligible for our environmental incentives scheme as detailed in section [8](#).

7.1.2 Infrastructure charges for NAV developments

Where the NAV has confirmed they are responsible for paying infrastructure charges by signing the acceptance note then the NAV will be responsible for all water and wastewater infrastructure charges in relation to newly connected premises within the NAV site. Liability for charges will remain with the developer until we receive payment in full (section [2.4](#)).

If there is an agreement in place with a third party to accept responsibility for paying either or both of these charges we will charge in accordance with any such agreement if asked to do so. When different parties are responsible for the applicable water and wastewater infrastructure charges, we will charge an additional administration fee (section [7.1](#))

7.1.3 Calculation of the infrastructure charge

One infrastructure charge for water and one for sewerage will be made for each premises benefitting from a connection, except in the case of the following when the infrastructure charge will be multiplied by the relevant multiplier (see section [7.1.5](#)):

- Household premises subject to a shared billing agreement with a shared supply pipe (see section [5.2.9](#))
- non-household premises served by a supply pipe larger than a 25mm external diameter.

7.1.4 Infrastructure credits

New premises that are built on a site where water or sewerage services were provided within the previous five years may be given a reduction in infrastructure charges.

When an application is received for a new connection for a site that is being developed or redeveloped, we will assess whether water or wastewater services have been provided within the last five years.

An infrastructure credit, equivalent to an infrastructure charge (water or sewerage as applicable) will be applied for each water or sewerage connection where services were provided at any time in the period of five years before the development or redevelopment begins. We consider this to be when an application for a new connection to the site is made.

For the avoidance of doubt even if an infrastructure credit is applied any relevant environmental component is still applicable (see section [7.2](#)).

Previous use	Premises	Infrastructure credit
Household premises	Household premises	1

Where the premises were previously non-household premises, or household premises on a shared meter, infrastructure credit may be calculated as a domestic equivalent and will be based on the meter size as detailed in the table below. Where the previous site use consisted of a sewerage connection only, we will estimate the applicable meter size.

Previous use	Meter size	Infrastructure credit equivalent
Non-household premises	15-20mm meter	1
	25mm meter	3
	40mm meter	6
	50mm meter	25
	80mm meter	40
	100mm meter	64
	150mm meter	160

Where the previous site use consisted of a surface water connection only, the sewerage infrastructure credit will be calculated based on the number of premises built on the area of land served by that connection.

Where the number of infrastructure credits exceeds the number of infrastructure charges, the infrastructure charge will be zero.

7.1.5 Relevant multiplier for calculation of infrastructure charge

The relevant multiplier, used in the calculation of infrastructure charges is calculated as follows:

- Each water fitting or appliance within the premises are assigned a loading unit according to the table below.
- These loading units are added together, and the result divided by 24 to give the relevant multiplier. If the result of this division is less than or equal to one, then the relevant multiplier is one. The relevant multiplier may be expressed as a decimal as well as a whole number.

The information contained in the table below and used by us is sourced from BS EN 806 Part 3 2006.

Water fitting (Draw Off point)	Loading units
Washbasin, hand basin, bidet, WC-cistern	1
Domestic kitchen sink, washing machine* dish washing machine, sink, shower head	2
Urinal flush valve	3
Bath domestic	4
Taps (garden/garage)	5
Non-domestic kitchen sink DN20, bath non-domestic	8
Flush valve DN20	15
* For non-domestic appliances please see manufacturer guidance	

Notes

- 1) Any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- 2) a bath includes a whirlpool or a Jacuzzi;
- 3) “domestic appliance” means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a house and “communal or commercial appliance” means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).

Loading units are added together and the result divided by 24. If the result of this division is less than or equal to one, then a single infrastructure charge is payable for water and/or sewerage. If the result is more than one, then this figure is multiplied by the amount of the infrastructure charge to determine the amount payable.

In any calculation a minimum of six loading units will be included for each house for domestic appliances. In the case of any premises with only a sewerage connection and no water fittings, the relevant multiplier will be one.

Infrastructure charges for 2026/27 have been calculated using actual and forecast data for the period 2025 to 2030. We consider this approach aligns to the revised developer services framework for the period 2025 to 2030.

We have considered the forecast data in our plan when setting infrastructure charges as well as bill stability for developer customers.

Our business plan submission for the period 2025 to 2030 requires significantly more network reinforcement expenditure to support new developments for the period 2025 to 2030 compared to 2020 to 2025. We plan to recover all the costs incurred relating to reinforcement expenditure during 2025 to 2030, resulting in an increase to infrastructure charges.

2025-2030 Comparison of revenues and costs £m		Forecast (2022/2023 price base)				
		2025/26	2026/27	2027/28	2028/29	2029/30
Variance brought forward £m	Water	0.0	-11.8	-24.4	-26.4	-15.0
	Wastewater	0.0	-3.1	-4.1	6.7	0.4
	Total	0.0	-14.9	-28.5	-19.7	-14.6
Revenue £m	Water	10.0	16.1	16.7	16.4	16.5
	Wastewater	11.0	18.8	19.0	18.7	18.8
	Total	20.9	34.9	35.7	35.1	35.3

Costs £m		Water	-21.8	-28.7	-18.7	-5.0	-1.5
		Wastewater	-14.0	-19.8	-8.2	-25.0	-19.2
Variance carried forward £m		Total	-35.9	-48.5	-26.9	-30.0	-20.7
		Water	-11.8	-24.4	-26.4	-15.0	0.0
		Wastewater	-3.1	-4.1	6.7	0.4	0.0
Total			-14.9	-28.5	-19.7	-14.6	0.0
Premises connected		Forecast					
		2025/26	2026/27	2027/28	2028/29	2029/30	Total
New residential and business premises	Water	28,919	35,157	40,984	40,282	40,529	185,871
	Wastewater	26,615	32,555	38,077	37,180	37,192	171,619

When calculating the infrastructure charge forecast new connection volumes also need to be adjusted to take into account the following assumptions.

- The number of infrastructure charges levied for water and sewerage are typically around 3% lower than the total connections reported due to the application of infrastructure credits (previous site use in the last five years).

7.1.6 Timely notification of service connections

SLPs and NAVs must notify us that a connection has been made to a premises within the timescales required set out in section [5.4.8](#) (SLPs) and [5.5](#) (NAVs).

Where you fail to notify us within the required timescale for the purposes of levying the infrastructure charges above, the date we were subsequently notified of the connection to a premises will be used to calculate the infrastructure charges relating to that connection.

7.2 Environmental component

The environmental component funds environmental incentive scheme payments that we make to developer customers, and the charges are applicable to all household premises connected on or after 1 April 2025, and all non-household premises connected on or after 1 April 2026, irrespective of whether the premises will benefit from the environmental incentive scheme, see section [8](#).

Separate charges for water and sewerage (shown below) are payable for each premises connected for water and/or sewerage services.

The environmental component is due and payable at the rate published in our charging arrangements for the charging year in which the service connection is made, or the year we are notified that the connection is made if we are notified in a different charging year (section [2.3.3](#)).

For non-household premises, environmental component charges will be payable per domestic equivalent premises as calculated using the relevant multiplier calculation in section [7.1.5](#).

Environmental component water	£84.48
Environmental component sewerage	£64.64

8 Environmental Incentive scheme

New premises may be eligible for our environmental incentives scheme if the development meets certain qualifying criteria. The incentives are per qualifying premises, as defined in our terms and conditions, and will be paid to the developer (as defined in the environmental incentives disclaimer). To be considered for the environmental incentive scheme a water meter must be installed at the qualifying premises before occupation. You will remain liable for all other relevant connection service charges, where applicable.

Environmental incentives are only applicable to household applications received from 1 April 2024, and non-household premises from 1 April 2026.

Evidence demonstrating compliance with the criteria must be provided with your application for new connection services. Only developments where a signed acceptance and signed disclaimer have been returned to us will be eligible for these incentives.

We will assess whether your development meets the criteria at the application stage. If the development qualifies for the environmental incentive scheme, details of the incentive will be included with your quote. To be eligible for the scheme you must agree to our terms and conditions as shown on our website [unitedutilities.com/new-connections-and-developer-services](https://www.unitedutilities.com/new-connections-and-developer-services)

Our environmental incentives will help developers achieve a high standard of water efficiency performance and encourage the use of sustainable drainage systems.

Full details of the application process, our approach to compliance and auditing (including deterrence/penalty measures) and our process for paying environmental incentives can be found on our website at: [unitedutilities.com/new-connections-and-developer-services](https://www.unitedutilities.com/new-connections-and-developer-services)

We have a tiered approach to our environmental incentives scheme. You must achieve all of tier 1 to be eligible for tier 2. To be eligible for tier 3 you must have achieved all of tier 1 and two of tier 2, see further detail below.

8.1 Household incentives

8.1.1 Tier 1 Water Efficiency – Reduce

We are offering an incentive where the water and/or wastewater incentives shown below are included in your development.

Water

To be eligible for the water efficiency incentive the following must be achieved:

- Demonstrate that the premises are built with fittings not exceeding the maximum consumption rates set out in the table below.

Also, an additional incentive is payable if a flow regulator is installed which limits the flow into the premises to 14 litres per minute.

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

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 installation of a green roof.

Full details of the application process, the evidence you will need to provide and our terms and conditions can be found on our website at: unitedutilities.com/new-connections-and-developer-services

Tier 1 incentive

Water	Premises built with fittings not exceeding the maximum consumption rates set out in the Common Environmental Incentive table above	£172.00
	Installation of a flow regulator	£100.00
Wastewater	Installation of a water butt, raised rain planter, rain garden or green roof	£20.00

8.1.2 Tier 2 Retain

To be eligible for tier 2 you must have achieved all of tier 1, where appropriate – see our website for full terms and conditions unitedutilities.com/new-connections-and-developer-services

We want to try and reduce the amount of rainwater that returns to our network and encourage the use of rainwater or re-use of grey water, so we are offering an incentive for household premises where any of the following are included in your development:

- installation of rainwater harvesting or grey water re-use as the primary water source for all toilets, as a minimum, within the premises
- premises built with no direct or indirect surface water connection to the existing public sewer system
- installation of permeable surfacing at a premises

Evidence of rainwater harvesting/grey water re-use, no surface water connection and/or installation of permeable surfacing needs to be provided as part of your application.

See our website for full details of the qualifying criteria unitedutilities.com/new-connections-and-developer-services

Tier 2 incentive

Installation of rainwater harvesting or grey water re-use	£400.00
No direct or indirect surface water connection to the existing sewer network	£288.00
Installation of permeable surfacing at premises level	£150.00

8.1.3 Tier 3 Rebalance

If you have achieved all of tier 1, the rainwater harvesting/grey water reuse for tier 2, and at least one of the other tier 2 incentives, you will be eligible for tier 3.

Offsetting the water demand of your new development, can be achieved through the fixing of internal leaks, retrofitting of water saving devices and installation of water meters across existing homes.

Where you have met the qualifying criteria to be eligible for tier 3, you can request as part of your application that we carry out audits of existing homes to offset the demand for your development. There is a charge as shown in the table below to recover the cost of carrying out 6 audits of existing homes for each new premises, the qualifying premises will then be eligible for the tier 3 incentive as shown below. The charge will be applied at the same time that the water offsetting incentive becomes payable.

Tier 3 incentive

Water offsetting charge (per qualifying premises)	£553.00 plus vat
Water offsetting	£664.00
Reputational incentive	We will write to you and the new occupier to confirm the premises has achieved the highest tier of United Utilities' environmental incentive scheme

8.2 Non-household incentives

Incentives for non-household premises will payable per domestic equivalent premises as calculated using the relevant multiplier calculation in section [7.1.5](#) Incentives will relate to fittings within the part of the business for domestic use.

8.2.1 Tier 1 Water Efficiency – Reduce

Water

To be eligible for the water efficiency incentive the following must be achieved:

Demonstrate that the premises are 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

Wastewater

Installation of a green roof, water butt or rain garden

Full details of the application process, the evidence you will need to provide and our terms and conditions can be found on our website at: unitedutilities.com/new-connections-and-developer-services

Tier 1 incentive

Water	Premises built with fittings not exceeding the maximum consumption rates set out in the Common Environmental Incentive table above	£172.00
Wastewater	Installation of a water butt, rain garden or green roof	£20.00

8.2.2 Tier 2 –Retain

To be eligible for tier 2 you must have achieved all of tier 1, where appropriate – see our website for full terms and conditions unitedutilities.com/new-connections-and-developer-services

We want to try and reduce the amount of rainwater that returns to our network and encourage the use of rainwater or re-use of grey water, so we are offering an incentive for non-household premises where any of the following are included in your development:

- installation of rainwater harvesting or grey water re-use as the primary water source for all toilets, as a minimum, within the premises
- premises built with no direct or indirect surface water connection to the existing public sewer system
- installation of permeable surfacing at a premises

Evidence of rainwater harvesting/grey water re-use, no surface water connection and/or installation of permeable surfacing needs to be provided as part of your application.

See our website for full details of the qualifying criteria unitedutilities.com/new-connections-and-developer-services

Tier 2 incentive

Installation of rainwater harvesting or grey water re-use	£400.00
No direct or indirect surface water connection to the existing sewer network	£288.00
Installation of permeable surfacing at premises level	£150.00

8.2.3 Tier 3 –Rebalance

If you have achieved all of tier 1, the rainwater harvesting/grey water reuse for tier 2, and at least one of the other tier 2 incentives, you will be eligible for tier 3.

Offsetting the water demand of your new development, can be achieved through the fixing of internal leaks, retrofitting of water saving devices and installation of water meters across existing premises.

Where you have met the qualifying criteria to be eligible for tier 3, you can request as part of your application that we carry out audits of existing premises to offset the demand for your development. There is a charge as shown in the table below to recover the cost of carrying out 6 audits of existing homes for each new premises, the qualifying premises will then be eligible for the tier 3 incentive as shown below. The charge will be applied at the same time that the water offsetting incentive becomes payable.

Charges will be payable per domestic equivalent premises as calculated using the relevant multiplier calculation in section [7.1.5](#)

Tier 3 incentive

Water offsetting charge (per qualifying premises)	£553.00 plus vat
Water offsetting	£664.00
Reputational incentive	We will write to you and the new occupier to confirm the premises has achieved the highest tier of United Utilities' environmental incentive scheme

8.3 Approach to auditing compliance

The applicant must provide evidence of compliance to receive an incentive payment. We will carry out a proportion of audits to confirm compliance with the qualifying conditions. We will not audit every premises. Our audit criteria will include:

- Premises must be completed (all fittings relevant to the qualifying criteria are installed).
- Premises are unoccupied – if a premises is occupied, we will decide on a different premises with the assistance of the developer.
- The frequency and intensity of audits at a development will depend on the level of non-compliant outcomes of audits at that development or completed by a specific developer.
- We will only audit premises once it's been agreed with the developer that the premises are available for audit.

Full details can be found on our website at: unitedutilities.com/new-connections-and-developer-services

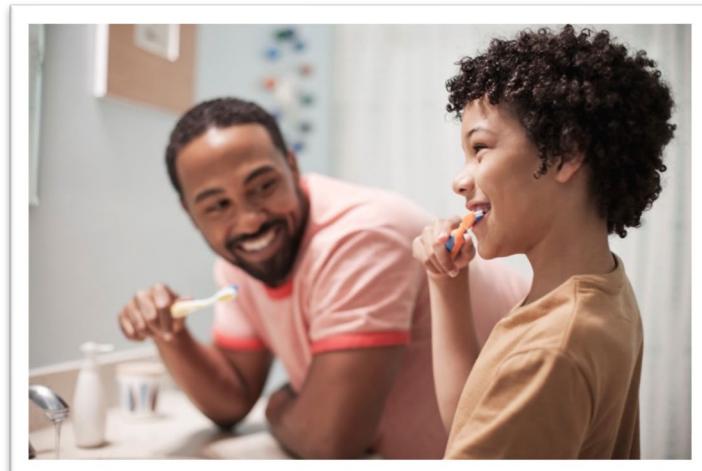
9 Income offset

We will no longer be offering an income offset allowance from 1 April 2025, unless the connection is part of a mains laying scheme that was agreed to prior to 1 April 2020, see [9.1](#).

Agreement	Per premises constructed
Agreements entered into under charging rules in place on or before 31 March 2020, for further detail see 9.1	Income offset will be payable at the rate agreed in each individual agreement
Agreements entered into under charging rules in place between 1 April 2020 and 31 March 2025	Rate applicable for connections made from 1 April 2025 - £0 (zero)
Agreements entered into from 1 April 2025	The ability to offer an income offset has been removed therefore income offset will not apply

9.1 Water mains laying schemes agreed prior to 1 April 2020

For water main laying schemes (including water main adoptions) agreed prior to 1 April 2020, any income offset payment (or where applicable asset payment) will be applied based on the charges scheme applicable in the charging year that the agreement was made. For such schemes where any subsequent connections occur after 1 April 2020 (and hence generate an infrastructure charge) we will not provide for an income offset against those infrastructure charges, as the developer customer will already have received the appropriate income offset (or where applicable, an asset payment) in the prior years.



10 Water used during development

10.1 Temporary connection for building water

Charges for temporary connections are usually payable on connection, but in some circumstances, charges may be payable in advance (see [5.2.12](#)). We require all temporary connections to be metered.

Temporary connections for development should be requested before any work commences.

10.2 Water used for development

For all new schemes since 1 April 2024, we require water used during development to be from either a new metered temporary connection or the utilisation of an existing metered supply.

Where you request a new temporary connection or you are utilising an existing supply, the consumption recorded on the meter will be billed by the relevant retailer.

Any water obtained offsite, for example through a standpipe to fill a bowser, must be done so from a designated hydrant, through a metered standpipe provided by one of our approved suppliers.

Where it is found that water used during development is not through a metered supply, we reserve the right to assess the charge.

For standpipe hire, please see our website unitedutilities.com/standpipes

Where you have accepted a quote that was issued based on charging arrangements in place before 1 April 2024, and the service connection is made during the current charging year, the rate shown below will apply.

Premises supplied	Charge
Water used for development - quotes accepted based on charging arrangements in place prior to 1 April 2024	£42.90 per unit

Water recorded on meters fitted to individual premises on the development site will be billed to the developer, until the premises becomes occupied by a household or non-household customer and they take responsibility for charges from their initial meter reading.

11 Miscellaneous

11.1 Traffic management

Where additional costs are payable as a result of compliance with the Traffic Management Act 2004, these will be payable in addition to any standard charges. Examples of when these charges may apply include working in the highway, or where a road closure is required.

If additional costs are incurred as a result of your actions (e.g. extension charges), these will be payable by you.

All charges are payable on connection unless otherwise stated.

11.1.1 Temporary traffic lights

	Delivery & collection, set up & dismantle installation (including 3 days)	Charge per day (over 3 days)
2 way temporary traffic lights	£890.03	£118.18
3 way temporary traffic lights	£1,109.80	£118.18
4 way temporary traffic lights	£1,374.90	£118.18
Includes compliance with all requirements of Traffic Management Act 2004 – chapter 8 (up to 60 mph)		

11.1.2 Manual control of traffic lights

	Peak hours – charge per day	All day – charge per day
Manual control of traffic lights (this is in addition to the temporary traffic light charges in 11.1.1)	£1,854.62	£2,363.10

11.1.3 Closure/diversion

	Up to 3 days	Charge per day (over 3 days)
Road closure and diversion up to 60mph (Temporary Traffic Regulation Order for road closures are in addition to this and will be based on the council charges for the area the development is in)	£1,370.40	£118.18
Lane closure up to 60mph (Temporary Traffic Regulation Order for lane closures are in addition to this and will be based on the council charges for the area the development is in)	£3,550.64	£118.18
In all of the above cases, required to comply with instruction from Employer and/or Street Authority; up to and including 60 mph, not exceeding 1 mile diversion route.		

11.1.4 Other traffic management charges

For the purposes of the following table, peak hours / off peak hours working will be stipulated within the permit conditions.

	Charge
Highway authority costs, for example Temporary Traffic Regulation Order (TTRO) (based on the council charges for the area the development is in)	At cost
Parking bay suspension (based on the council charges for the area the development is in)	At cost
Bus stop suspension	At cost
Pedestrian crossing suspension	At cost
Cycle lane closure	At cost
Installation of a temporary pedestrian crossing	£1,681.21
Impact protection vehicle – charged for 3 days*	£4,374.19
Traffic light suspension	At cost
*Impact protection vehicle is charged for 3 days at a time. If we use the vehicle for less than the 3 days charged for, we will provide a refund for the number of days that we have not used the vehicle.	

11.2 Site visit charges

A site visit charge will apply where you request an additional site visit for any purpose, charges are payable following the site visit.

Abortive site visit charges will also apply where we are unable to carry out a scheduled activity.

This could be for reasons such as, but not limited to:

- we are unable to access site
- obstruction preventing work (e.g. scaffolding or skips)
- re-inspection of customer pipework
- customer not ready.

Site visit charge (per visit)	£220.59
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Site visit charges will not be charged if 24 hours' notice of cancellation is given.

11.3 Out of hours work

Where work is required outside of normal working hours of 6am – 9pm Monday to Sunday (including bank holidays), the following charge per hour will apply.

	Per hour
Out of hours working	£454.31

11.4 Trial holes

Where we determine trial holes are required, or you request trial holes, charges will apply. The charge includes all excavation, backfilling and surface reinstatement. A trial hole shall be of a suitable size, depth and nature required to carry out the investigation.

	Work description	Charge
Trial hole – per m ³ of excavation (minimum 1m ³)	Unsurfaced	£655.44
	Surfaced	£1,210.94

Charges are payable before the work is carried out.

11.5 Asset protection

Where you are carrying out work within proximity of our assets including, but not limited to, the circumstances listed in section 14, we reserve the right to recover any costs in relation to the work that we do or any costs that we incur.

11.6 Fire hydrants

Where appropriate, in accordance with sections 57 and 58 of the Act, standard charges will be payable for the installation, removal or maintenance of a fire hydrant, where required on a new development. Please see network assembly charges in section [5.7.4](#). The cost of this activity is recoverable from the applicant.

We reserve the right to recharge the costs of Highways Authority permits associated with the repair, installation and maintenance of fire hydrants.

11.7 Pressure testing and sampling

Where you ask us to carry out a pressure test and/or bacteriological test on the mains or services you have laid, or where we need to undertake testing to take over an existing supply the charges detailed below will apply when you ask us to carry out the work.

	Work description	Charge
Mains and service connection testing	Pressure test (per metre)	£51.30
	Bacteriological test (each)	£369.26

11.8 Demobilisation/remobilisation charges

An additional unplanned demobilisation/remobilisation charge will apply where we are unable to continue construction due to changes to the agreed programme of work. Such unplanned changes may be at your request.

Charges are payable before any work will be rescheduled.

Demobilisation/remobilisation charge	£5,689.29
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11.9 Repairs for damage

Charges will be made for repairs for damage to our assets including, where appropriate under section 174 of the Act, to whoever is responsible for damaging them.

We will recover all costs incurred (UU and contractor) associated with investigation, administration, statutory noticing, repair and reinstatement of the asset. We will also recover any other costs we incur as a result of the damage.

11.10 Illegal connections

Where we find an illegal connection to our water mains, we will discuss corrective actions with you and would normally expect you to correct at your cost. If we need to correct this on your behalf, we will charge you for this.

We will charge for all our direct and indirect costs incurred relating to investigation, administration and correction (including materials).

If you do not allow us access to complete this work, we may take appropriate legal action to gain access and complete the work. We may charge you for any costs we incur including any legal costs.

We may decide to prosecute for any illegal connection to our water mains even if corrective actions are in progress or complete, and we may charge you for any costs we incur, including any legal costs.

11.11 Fittings Regulations inspections

We have a duty to enforce the Fittings Regulations, under sections 73 to 75 of the Act, and have power to take steps to prevent contamination, waste and misuse of water. If we need to carry out an inspection at a premises to confirm that the plumbing system meets the Fittings Regulations, there is no charge for the initial inspection. If the work does not meet the Fittings Regulations, a charge, for further visits (section [11.2](#)), will be made each time we inspect the work again.

11.11.1 Contravention of the Fittings Regulations

If we find the plumbing system does not meet the requirements of the Fittings Regulations, we will discuss corrective action of this with you and will normally expect you to correct at your cost.

We will issue you with a notice for completion of any such corrective work, if necessary, under section 75 of the Act. If the required work is not completed within the specified timescale, we will complete the work, and charge for all our direct and indirect costs, for the investigation, administration and rectification (including materials).

If you do not allow us access to complete this work, we may use appropriate legal action to gain access and carry out the work. We may charge you for any costs we incur, including any legal costs.

11.11.2 Defective fittings

Where we identify a defective fitting, we will serve a defective fittings notice (under section 75 of the Act) on any premises for the repair or disconnection of any fittings (including underground supply pipes) that are not working properly or are not in line with the Fittings Regulations. If the work or disconnection stated in the notice is not carried out within the timescales we set, we will carry out the work and charge you for it.

If necessary, we may disconnect the supply under section 75 of the Act and may charge you for the cost associated with the work.

We will charge for all our direct and indirect costs incurred for any investigation, disconnection and administration.

11.12 Replacing service pipes

We have a scheme to replace lead service pipes. Not all premises are suitable for this scheme, and we will decide whether to accept your application. If we do, you will need to replace your lead supply pipe within the boundary of your premises, and we will replace the lead pipes that we are responsible for and connect your new supply pipe to our water main free of charge. For more detail and an application form visit: unitedutilities.com/lead-pipes

11.12.1 Change to the connection point

If we accept you onto the scheme, we will let you know where to lay your new supply pipe so we can connect it to our communication pipe. You can ask us to connect the pipes in a different place to where we tell you they will be connected. If we agree to this and it involves more pipework than our original connection point would, we may charge you for each additional metre of pipework that is needed, see section [5.2.2](#).

Additional pipework, cost per metre	£349.78
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11.12.2 Lead replacement failed visit

If we come to your premises to replace lead pipes but we cannot carry out the work because of something that is outside our control, we may charge you the following failed visit charge. This charge will not apply if you have cancelled your appointment no less than 24 hours beforehand.

Failed visit charge	£1,157.32
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11.12.3 Return visit to disconnect lead pipes

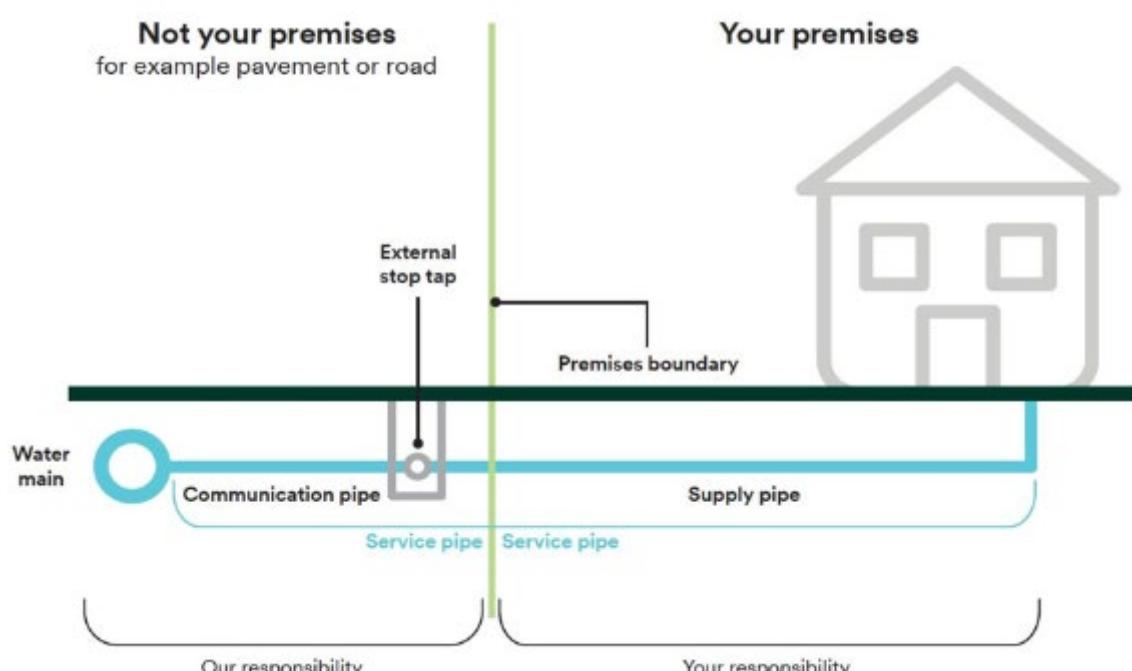
Where we carry out your lead replacement but are unable to disconnect the original lead supply pipe at the same time because of something that is outside our control, we will need to return to your premises to carry out the disconnection at a later date. We may charge you the following lead disconnection return visit charge.

Disconnection of supply return visit	£1,464.65
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11.12.4 Rejoining a non-lead pipe

If you ask us to rejoin your supply pipe (up to 32mm) to our communication pipe, and neither pipe was lead, there we will charge for this service.

Re-join a non-lead service pipe (up to 32mm) - unsurfaced	£1,136.09
Re-join a non-lead service pipe (up to 32mm) - surfaced	£1,916.11



Your service pipe is made up of two parts:

- a communication pipe outside the boundary of your premises; and
- a supply pipe within the boundary of your premises.

11.13 Water drawn from hydrants

We will only allow you to connect to our network and draw water from designated hydrants, through a metered standpipe requested directly from one of our approved suppliers.

Full details, including hire periods and charges, are available on our website:
unitedutilities.com/standpipes

11.14 Requests for copies of vesting certificates

Where you request us to provide copies of vesting certificates, the following charge per request will apply.

Copies of vesting certificates	£36.17
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12 Construction rates - sewerage developments

The rates quoted in this section are indicative and are provided to assist you with estimating charges.

On application, we will provide an estimate based on the parameters of your development.

	Includes
Construction charges	<ul style="list-style-type: none">Supply and handling of materialsCutting and jointing of pipes and fittingsSet up costs and temporary worksAll pipe protection, supply of protected materialsDisposal of all surplus material and waste (excluding hazardous waste)BackfillingSurface reinstatementSite clearance

12.1 Gravity sewers

12.1.1 Gravity sewer connections – per connection

Size (mm)	Surfaced	Unsurfaced
Up to 225	£2,403.20	£1,638.55
226 – 300	£2,949.39	£2,130.11
301 – 400	£3,495.57	£2,621.68
401 – 525	£4,041.75	£3,113.24
526 – 600	£4,587.94	£3,604.81
601 – 700	£5,134.12	£4,096.37
701 – 800	£5,680.30	£4,587.94
801 – 1000	£6,226.48	£5,079.50

12.1.2 Gravity sewers construction – per metre

Size (mm)	Depth	Surfaced	Unsurfaced
Up to 225	Up to 2.5 m	£1,721.57	£616.09
	2.6 – 4.5 m	£2,117.00	£747.18
	4.6 – 6.5 m	£2,512.44	£878.26
226 – 300	Up to 2.5 m	£1,767.45	£675.08
	2.6 – 4.5 m	£2,162.88	£806.17
	4.6 – 6.5 m	£2,558.32	£937.25
301 – 400	Up to 2.5 m	£1,808.96	£707.85
	2.6 – 4.5 m	£2,204.39	£882.63
	4.6 – 6.5 m	£2,599.83	£1,057.41
401 – 525	Up to 2.5 m	£1,857.02	£762.47
	2.6 – 4.5 m	£2,381.36	£895.74
	4.6 – 6.5 m	£2,905.69	£1,029.01
526 – 600	Up to 2.5 m	£1,896.35	£891.37
	2.6 – 4.5 m	£2,899.14	£1,098.92
	4.6 – 6.5 m	£3,901.93	£1,306.47
601 – 700	Up to 2.5 m	£2,088.60	£1,037.75
	2.6 – 4.5 m	£3,143.83	£1,234.37
	4.6 – 6.5 m	£4,199.05	£1,431.00
701 – 800	Up to 2.5 m	£2,226.24	£1,129.51
	2.6 – 4.5 m	£3,351.38	£1,328.32
	4.6 – 6.5 m	£4,476.51	£1,527.13
801 – 1000	Up to 2.5 m	£2,896.95	£1,328.32
	2.6 – 4.5 m	£4,253.67	£1,649.47
	4.6 – 6.5 m	£5,610.39	£1,970.63

12.2 Manholes

Manhole diameter (mm)	Depth	Surfaced	Unsurfaced
1200 (up to 225mm pipe)	Up to 2.5 m	£9,877.17	£8,605.11
	2.6 – 4.5 m	£14,739.33	£12,841.09
	4.6 – 6.5 m	£17,986.54	£15,670.09
1350 (226-400mm pipe)	Up to 2.5 m	£10,583.71	£9,220.66
	2.6 – 4.5 m	£15,365.13	£13,386.28
	4.6 – 6.5 m	£18,670.01	£16,265.54
1800 (401-600mm pipe)	Up to 2.5 m	£11,621.90	£10,125.14
	2.6 – 4.5 m	£16,657.09	£14,511.86
	4.6 – 6.5 m	£20,250.36	£17,642.36
2100 (601-700mm pipe)	Up to 2.5 m	£13,277.22	£11,567.28
	2.6 – 4.5 m	£18,808.44	£16,386.14
	4.6 – 6.5 m	£23,261.10	£20,265.35
2400 (701-1000mm pipe)	Up to 2.5 m	£14,283.07	£12,975.47
	2.6 – 4.5 m	£20,233.32	£18,380.97
	4.6 – 6.5 m	£25,023.30	£22,732.43

12.3 Pumped rising mains

12.3.1 Pumped rising main – construction (per metre)

Pipe size (mm)	Depth	Surfaced	Unsurfaced
Up to 225	Up to 2.5 m	£1,551.16	£692.56
	2.6 – 4.5 m	£1,946.60	£823.64
	4.6 – 6.5 m	£2,342.03	£954.73
226 – 300	Up to 2.5 m	£1,708.46	£860.78
	2.6 – 4.5 m	£2,110.45	£991.87
	4.6 – 6.5 m	£2,512.44	£1,122.95
301 – 400	Up to 2.5 m	£1,808.96	£945.99
	2.6 – 4.5 m	£2,298.34	£1,120.77
	4.6 – 6.5 m	£2,787.72	£1,295.55
401 – 525	Up to 2.5 m	£2,068.94	£1,197.23
	2.6 – 4.5 m	£2,580.17	£1,369.83
	4.6 – 6.5 m	£3,091.39	£1,542.42
526 – 600	Up to 2.5 m	£2,586.72	£1,503.10
	2.6 – 4.5 m	£3,052.07	£1,994.66
	4.6 – 6.5 m	£3,517.42	£2,486.22

12.3.2 Thrust blocks

Diameter (mm)	Charge – per thrust block
Up to 300	£6,488.65
301 - 400	£9,732.98
401 - 525	£15,140.19
526 - 600	£21,628.84

12.3.3 Valves

Diameter (mm)	Charge – per valve
Up to 225	£2,584.54
226 - 300	£5,140.67
301 - 400	£8,733.46
401 - 525	£13,561.72
526 - 600	£16,969.90

13 Rates for calculation of estimated value of works

13.1 Pipe size rates

Prices are per metre and apply to surface water, foul or combined sewers.

Pipe diameter (mm)	Charge
150	£233.53
225	£278.30
300	£285.56
375	£344.85
450	£392.04
525	£425.92
600	£486.42
750	£565.07
825	£684.86
900	£842.16
1050	£955.90
1200	£958.32
1350	£1,143.45
1500	£1,333.42
1800	£1,585.10
2100	£2,082.41
2400 (over 3m depth)	£2,862.86

13.2 Pumping Station rates

Size of pumping Station	Charge (per asset)
5 - 50 houses	£55,695.09
51 – 100 houses	£60,757.73
101 – 200 houses	£69,197.48
201 – 300 houses	£84,386.61
More than 301 houses	£97,887.79

13.3 Sewer connection rates

Sewer nominal diameter (mm)	Charge – per connection
150	£1,150.71
225 - 300	£1,315.27
375 - 600	£2,072.73

750 - 900	£2,681.36
1050 - 2400	£4,019.62

13.4 Box culvert rates

Nominal flow area (m ²)	Charge – per box culvert
0.0 - 2.0	£608.63
2.1 - 4.0	£1,827.10
4.1 - 6.0	£2,922.15
6.1 - 8.0	£3,757.05
8.1 - 10.0	£5,822.52

13.5 Manhole rates

Diameter (mm)	Charge – per manhole
Up to 1050	£4,322.12
1200	£4,755.30
1350	£5,330.05
1500	£5,907.22
1800	£7,666.56
2100	£9,372.66
2400	£10,731.49
2700	£18,741.69
3000	£22,370.48
3600	£47,565.10

13.6 Outfall pipe rates

Description	Charge (per outfall)
Outfall pipe 150 - 225mm	£3,545.30
Outfall pipe 300 - 450mm	£9,788.90
Outfall pipe 525 - 600mm	£15,745.73
Outfall pipe 750 - 900mm	£25,534.63

13.7 Sewer abandonment rates

Pipe diameter (mm)	Charge (per metre)
150	£12.10
225 - 300	£16.94
375 - 450	£29.04
525 - 600	£39.93
750	£59.29

825 - 900	£82.28
1050 - 2400	£168.19

13.8 Manhole abandonment rates

Diameter (mm)	Charge – per manhole
1050 - 1200	£744.15
1350	£900.24
1500	£994.62
1800	£1,384.24
2100	£1,495.56
2400 - 3600	£1,868.24

13.9 Lateral drains - only applicable to S104

Lateral drains (per lateral drain)	£1,183.38
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13.10 Flow control device - only applicable to S104

Flow control device (per device)	£3,943.39
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13.11 Rising main - only applicable to S104 and S185

Rising main length (per metre)	£174.24
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14 Examples of additional costs

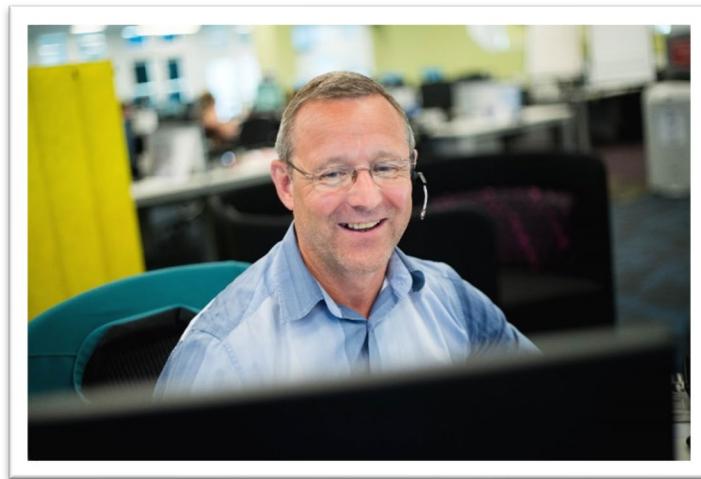
The table below gives examples of additional costs which may apply in exceptional circumstances, as described in this scheme.

This is provided for illustrative purposes only and is not an exhaustive list.

Costs associated with	Includes items such as (but not limited to)
Crossings such as watercourses, railways and motorways	<ul style="list-style-type: none">• Site survey• Third party cost• Legal agreements• Out of hours work
Invasive flora (e.g. Japanese knotweed, Himalayan balsam)	<ul style="list-style-type: none">• Site survey• Specialist removal/disposal costs
Ecological impacts	<ul style="list-style-type: none">• Ecological surveys• Newt assessment and mitigation
Crossing third party land	<ul style="list-style-type: none">• Site survey• Compensation for landowner(s)• Legal agreements
Land Purchase compensation	<ul style="list-style-type: none">• Land compensation• Business owner compensation• Property owner compensation
Work near to water sources, bridges and other structures	<ul style="list-style-type: none">• Site survey• Third party costs• Legal agreement• Out of hours work
Construction near other services (e.g. high pressure gas mains, overhead power cables)	<ul style="list-style-type: none">• Site survey• Third party costs• Out of hours work
Work on strategic mains	<ul style="list-style-type: none">• Branch connection of any size to an existing main larger than 300mm• Site survey• Network assembly on main larger than 300mm• Out of hours work
Construction of water main larger than 300mm	<ul style="list-style-type: none">• Network assemblies• Site survey• Pipework and ancillaries• Out of hours work
Hazardous contaminated ground	<ul style="list-style-type: none">• Survey costs• Disposal costs
Water assets at depths greater than 1.25 metres	<ul style="list-style-type: none">• Dewatering• Health & safety considerations

Exceptional reinstatement costs	<ul style="list-style-type: none"> • Compliance with New Roads and Street Works Act 1991
Access to working area	<ul style="list-style-type: none"> • Site survey • Temporary access roads
Site clearance and reinstatement	<ul style="list-style-type: none"> • Site clearance • Demolition of existing structures • Landscaping • Tree clearance
Exceptional ground conditions	<ul style="list-style-type: none"> • Ground stabilisation • De-watering
Security costs	<ul style="list-style-type: none"> • Fencing • Manning patrols
Onsite booster station	<ul style="list-style-type: none"> • Site survey • Legal agreements • Third party costs
Complex diversions	<ul style="list-style-type: none"> • Water mains greater than 15" / 350mm diameter • Pumped water mains • Pumping station design and build • Raw water mains • Connections into raw water mains • Surface water sewers over 750mm diameter • Foul or combined sewers over 450mm diameter • Sewers deeper than 6 metres • Rising (pressurised) sewer mains • Brick egg sewer • Sewer overflows and outfalls • Pumping station • Engineering assessments • Modelling • Site survey work • Third party cost • Out of hours work
Asset protection or work on deep or large diameter sewers, pipes and ancillaries: <ul style="list-style-type: none"> • over 3m deep, or • 450mm diameter or greater • in close proximity to other structures. 	<ul style="list-style-type: none"> • Altering existing ground levels • Temporary works • Demolition work • Diversions
Specific requests for detailed assessment of network capacity or performance information	<ul style="list-style-type: none"> • Engineering assessments • Network modelling • Impact assessments • Performance of combined sewer overflows, rising mains or pumping stations.

15 Contact us



You can contact us by the following methods:

Phone: Call us on 0345 072 6067

Email:

	Water	Sewerage
Connection enquiries	developerserviceswater@uuplc.co.uk	wastewaterdeveloperservices@uuplc.co.uk
Self-lay provider enquiries	selflay@uuplc.co.uk	
NAV enquiries	NAVenquiries@uuplc.co.uk	NAVenquiries@uuplc.co.uk
Drainage and pre-planning		wastewaterdeveloperservices@uuplc.co.uk
Adoptions		SewerAdoptions@uuplc.co.uk

Post:

Written correspondence should be sent to:

United Utilities Water Limited, Developer Services & Metering, 2nd Floor Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Warrington, WA5 3LP.

Further details can be found on our website: unitedutilities.com/builders-developers

15.1 Further information

Further information on our services can be found on our website at: unitedutilities.com/builders-developers

15.2 Disputes

If you have a query or complaint about any aspect of our service, please contact us in the first instance on 0345 072 6067.

We aim to deliver a high standard of service and to deal with complaints speedily and satisfactorily. We should reply to any written complaint within 10 working days. If we fail to do this, we will make an automatic payment under the statutory Guaranteed Standards Scheme. This forms part of our standards of service that have been agreed with our regulator Ofwat.

If we receive a written complaint, we will reply within 10 working days of receiving it. We will give you the name of the person owning your complaint, together with a telephone number should you wish to contact them to discuss any aspect of our response.

If you remain unhappy with our response, we will escalate your complaint to one of our agents who has not been involved in your initial complaint who will carry out an independent review.

If you remain unhappy with our response following our two stage process:

15.2.1 Consumer Council for Water (CCW)

If you are still not happy with our response, you can refer your complaint to CCW – the independent voice for water consumers in England and Wales by calling 0300 034 2222 or use its online form at: ccwater.org.uk/contact-us, or by writing to CCW at:
23 Stephenson Street, Birmingham, B2 4BH.

CCW will consider complaints about aspects of our services that do not relate to charges. The type of complaints it will investigate include, but are not limited to, complaints relating to our policies or processes, or complaints related to how we have handled your application.

CCW is also able to provide advice and guidance about the connection charging regime. You can contact CCW at: ccwater.org.uk/contact-us, or by writing to CCW at:

23 Stephenson Street, Birmingham, B2 4BH.

Details can also be found at: ccwater.org.uk/make-a-complaint/

If you remain unhappy with the outcome, where appropriate CCW are able to manage the complaint on your behalf, through mediation and arrange for final adjudication of disputes, with additional independent support from the Dispute Resolution Ombudsman (DRO).

15.2.2 Water Services Regulation Authority (Ofwat)

In accordance with sections 45(6A) of the Act, any disputes between us and any other person as to the charges set out in this scheme (with the exception of those detailed in [7.1.4](#)) may be referred to the Water Services Regulation Authority (Ofwat) for determination.

The address is: Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

Details can be found at: ofwat.gov.uk/regulated-companies/investigations/making-a-complaint

15.2.3 Infrastructure charges

If you dispute the calculation of the infrastructure charge, you should contact us at DeveloperServicesWater@uuplc.co.uk.

Where infrastructure charges are 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 determinable by the Water Services Regulation Authority (Ofwat).

16 Payment

We have the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, or credit cards.

We may require you to pay interest on overdue accounts; this is usually calculated at the rate of 4% above the base rate set by the Bank of England.

We accept payment by any of the methods below, and regularly review our payment methods to make sure we are offering the most convenient methods for our customers. We may change any of these payment methods during the charging year. For the most up to date list of payment methods please refer to our website.

16.1 Credit or debit card

To make a payment by credit or debit card, please call us on 0345 0726067.

We do not accept payment by American Express.

16.2 BACS

Payment can be made via BACS Payment Schemes Limited (BACS) quoting the details below:

Bank: National Westminster Bank Plc

Sort code: **01-09-17**

Account No: **58934014**

Job Reference: the service order number, which can be found on your quote.

16.3 Cheque

Cheques should be made payable to United Utilities Water Limited, and sent to:

United Utilities Water Limited, Sundry Billing, PO Box 1062, Warrington, WA5 3LP.

Cash or post-dated cheques should not be sent and will not be accepted.

We only accept cheques from a bank licenced by the Financial Conduct Authority (FCA).

17 Definitions

A number of terms are used throughout this scheme; they normally have the following meanings:

The Act - the Water Industry Act 1991 (as amended).

Administration fee - the fee associated with general administration activities, after the cost advice stage, relating to the construction phase, which can include processing any payments, scheduling the works, supervision and project management, and processing information into relevant billing/management systems. This does not include site-based activities covered in construction costs, such as additional site visits.

Adoption - the process whereby assets are vested by us and subsequently maintained at our expense.

Agreement - a legally enforceable contract between us and you. It covers the water or sewerage services that we agree to provide to you, and the terms and conditions under which we will provide those services.

Alternative point of connection - another location indicated by us which is neither: a practical location indicated by the developer customer, or the nearest practical location where the existing water main or sewer is the same size or larger than the new connecting water main or sewer.

Annual Contestability Summary - the standard format document published annually (or more frequently) by us as Undertaker on our website setting out which work and services are contestable work and services and which are non-contestable work and services as described in section 3 of the Water Sector Guidance (see water.org.uk/water-sector-guidance-approved-documents).

Application fee - the fee levied at point of application, which is associated with upfront application processing, which can include reviewing and acknowledging an application, checking that all relevant information has been received, preparing a cost advice, an agreement or the acceptance for the proposed works.

Asset - any apparatus which forms part of our water or wastewater network.

Asset payment - a payment we make to the developer, SLP or new appointee for the part of a new main that will be used to supply water for domestic purposes. This definition applies only to schemes for laying water main (including adopting water mains) agreed prior to 1 April 2020.

Barrier pipe - polyethylene (PE) pipe with an aluminium barrier layer conforming to water industry specification 4-32-19.

Bond or surety (security) - a cash bond or financial guarantee underwritten by an appropriate warranty provider, bank or insurance company, which is accepted by us.

Branch connection - the connection of new pipework to an existing water main such to supply water to a development.

Budget estimate - an estimation of expenses associated with your project.

Building water - water used in the construction of premises, including to test water fittings.

Business day - 8am to 6pm Monday to Friday, not including Bank Holidays, unless we tell you otherwise in this scheme.

Bulk Supply - the supply of water, sewerage or water and sewerage services from one appointed water company to another. Companies can draw up a contract between them (a 'bulk supply agreement') that sets out the terms and conditions of a bulk supply, including the price.

Chamber - a purpose built or manufactured compartment installed or constructed below ground level to house network apparatus.

Charging arrangements means a document setting out the charges and/or the methodologies for calculating them, applied by us in accordance with the English New Connection Rules issued by Ofwat.

Charging year - a calendar year running from 1 April in any year to 31 March in the following year.

The Company - United Utilities Water Limited – registered number 2366678.

Communication pipe - any part of a service pipe which a water undertaker could be, or have been, required to lay under section 46 of the Act. Typically, it consists of a pipe laid from an existing or newly laid water main to the boundary of a premises and may include a meter housing and/or external stop valve. See [figure 1](#) below.

Connection - a connection to our network from which you receive one of our services. Connections are regulated by the Act and other relevant legislation.

Connection charges - 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 Act: 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).

Construction – work including but not limited to pipe laying, connections, excavating and reinstatement.

Contaminated land - land by which we will install or request the installation of barrier pipe, following review of the previous use of site, or where proven necessary, in accordance with section 78A of the Environmental Protection Act 1990.

Contestable work - the work or services that can be completed by either us or an accredited third party, with the work and services relating to the provision of water supplies defined in our Annual Contestability Summary. For work related to new sewerage services, the majority of work is considered contestable, excluding diversions and requisitions – see section [4](#).

Critical asset - an asset that could have a significant effect on customers if it stopped working and caused an interruption in our service.

Defective fitting - a water fitting which is installed, connected and used to carry water from the water main to premises and which breaks or is likely to break the Fittings Regulations.

Developer - a person or organisation undertaking the development of land such as constructing new homes, commercial buildings, or infrastructure that requires connection to a water and/or wastewater network.

Developer customer - any person or business that, through the developer application process, agrees to be responsible for the customer relationship for a development, including responsibility

for paying any related charges. The person or business may include a developer, new appointee or Self-lay provider.

Developer services - collectively, the activities associated with serving developer customers, which may include the provision of new water mains, new sewers, communication pipes, lateral drains, diversions of water and sewerage assets and connections made to supply water for building purposes.

Development - 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/modification of, existing water or sewerage infrastructure.

Diversion charges - means the charges imposed by that undertaker pursuant to section 185(5) of the Act.

Domestic use - as provided for under section 218 of the Act water used primarily for domestic purposes, including drinking, washing, cooking, central heating and sanitary purposes.

English new connection rules - the charging rules for new connection services (English undertakers) issued by Ofwat under section 51CD, 105ZF, 144ZA and 143B of the Act.

Environmental component - a sum of money charged by an undertaker to a developer customer for each water and / or wastewater service provided to a premises connected to the undertaker's network, for the purpose of funding the undertaker's Environmental Incentives.

Environmental incentive - a payment or payments by an undertaker to a developer customer to promote water efficiency and/or sustainable drainage.

Excavation by others - any work undertaken by someone other than us in excavation, backfilling or reinstatement.

Excavation by water company - any work undertaken by us (or agent acting on our behalf) in excavation, backfilling or reinstatement.

Existing main - a water main or sewer that was commissioned independently of the development commencing.

Fire supplies - supplies provided solely for fire safety provision.

Fittings Regulations - The Water Supply (Water Fittings) Regulations 1999.

Fixed charges - charges which are fixed in amount, or which are calculated by reference to a predetermined methodology set out in our 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. For the avoidance of doubt, we may impose fixed charges by reference to a unit measurement (for example, per megalitre). Furthermore, we may offer more than one fixed charge in charging for a service provided in accordance with the present rules (for example, by differentiating between different geographic areas).

Footpath - a hard-surfaced area intended for use by pedestrian or cyclists.

Hazardous waste - has the meaning given in the Hazardous Waste (England & Wales) Regulations 2005.

House - any building or part of a building (including a flat) that is used or is likely to be used, mainly as a private home.

Household premises - any premises that are mainly used as a home and which a person lives in, such as a house or flat, identified as such in light of any eligibility guidance.

Income offset - a sum of money, that may be offered by the undertaker only under or in connection with any agreement entered into before 1 April 2025, 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 - the charges described in section 146(2) of the Act. They are set to recover the costs of network reinforcement see section [7](#).

Infrastructure credit - a credit which may be applied when there has previously been a billable account on the same site/address. The eligibility criteria and method of calculating infrastructure credits is defined by us – see section [7.1.4](#). This term is autonomous from any incentives applied against the infrastructure charge, for water efficiency for example. These are defined in the term water efficiency incentive.

Initial contribution fee – an amount of money payable by you which we will use to complete a detailed engineering assessment to be able to provide an estimated cost of completing your sewer requisition or complex diversion works. We may ask for further contributions if the initial fee will not cover the cost of the engineering assessment. Any unused funds will be refunded back to you.

Inline meter - a water meter which is installed into a communication pipe or supply pipe with an inlet and outlet connection at each end of the meter.

Instrument of Appointment - is the document which appointed us to carry out water and sewerage duties under the Act. Our Instrument of Appointment was issued on 24 August 1989, when we were known as North West Water Limited.

Lateral Drain - a drain which (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 the context so requires) the part of a drain identified in a declaration of vesting made under section 102 of the Act or in an agreement made under section 104 of the Act.

Lay only - this is where we do not carry out any excavation work.

Manifold connection - where a communication pipe connects with a manifold to which separate supply pipes are connected and meters may be fitted.

Manifold meter - a water meter which is installed into a communication pipe or service pipe with a single threaded connection on the base of the meter.

NAV - a company appointed by Ofwat through the new appointments and variations process to provide water and/or sewerage services to customers in an area previously served by us. A new appointment is made when Ofwat appoints a company for the first time to provide services for a specific geographic area. A variation occurs where an existing appointment is varied to amend the area served.

Network assembly - components such as sluice valves or washouts, including associated chambers, needed to operate and maintain a water network – see section [5.7.4](#).

Network reinforcement - work other than site specific work 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 Act to, a person other than a 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 or a section 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 sewers), or pursuant to an agreement for bulk supplies of water or bulk discharges 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 - a company appointed as a relevant undertaker where the conditions of that appointment limit the charges that can be fixed under a charges scheme by referring to the charges fixed by one or more other relevant undertakers.

New connection services - the collective term for new water mains, new sewers, service connections, drains, sewerage connections and diversions.

Non-contestable work - work or services that can only be completed by us (or an agent acting on our behalf) and, in the case of work or services associated with the provision of water supplies, is defined in our Annual Contestability Summary.

No excavation charge - these charges that apply when we do not carry out any excavation, backfilling or reinstatement work, for example, if you have already dug a trench that meets our standards before we start the work.

Non-domestic use - water used primarily for non-domestic purposes, including anything not for domestic use, such as water for industrial or business use (including manufacturing processes, washing and cleaning and cooling), agricultural use and filling swimming pools.

Non-household premises - any premises not a household premises, being used principally for industrial, business, recreational or community purposes and not as a dwelling, or intended for such use.

Off-site - 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.

Ofwat - the Water Services Regulation Authority.

On-site - 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 up to the point of connection and does not include pre-construction activities.

Phase - a discrete part of a development which the developer customer chooses to separately progress.

Piece up - the act of connecting lengths of main together.

Plot - property to be connected to our water network. This definition relates only to the calculation of an income offset and may include a landlord supply – see section [9](#).

Point of connection - 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 - activities before on-site work or off-site works are begun, which might include application, administration and design.

Pre-planning or development enquiry - an enquiry submitted by a developer customer to understand the infrastructure requirements or considerations for proposed developments – see section [2](#).

Pre-planning or development enquiry response - a report by us in response to a pre-planning or development enquiry that will confirm:

- i) if the development can be supplied with water,
- ii) capacity within the wastewater network,
- iii) if any reinforcement work will be required to supply the site together,
- iv) and, if applicable, identify any existing assets crossing the site which may require diverting or protecting, and
- v) if network reinforcement is required to supply the site, what indicative capital cost or range of costs is likely for these works – see section [2](#).

Premises - a property or part of a property that is occupied (or intended to be occupied) separately, including land or an interest in land. Premises are usually listed individually on the Valuation Office Agency's website for council tax or business rates. Appropriate charges apply to individual premises.

Processing fee - fee associated with processing the application, which can include reviewing and acknowledging an application, checking that all relevant information has been received, preparing a cost advice, an agreement or the acceptance for the proposed works. As well as the general administration activities, after the cost advice stage, relating to the construction phase, which can include processing any payments, scheduling the works, supervision and project management, and processing information into relevant billing/management systems. This does not include site-based activities covered in construction costs, such as additional site visits.

Property - a building that may contain several premises which may be household, non-household or a mixture of both (for example, a block of apartments or offices). The premises within the property are usually listed individually on the Valuation Office Agency's website for council tax or business rates.

Public sewer - a sewer which, for the time being, a sewerage company is legally responsible for, whether under the Water Act 1989, the Water Industry Act 1991 or other legislation.

Public sewer system - any public sewer, drain or other pipework, any wastewater treatment works and its associated pipework or any other part of our wastewater system that receives, carries or treats sewage, including surface water and highways drainage.

Qualifying criteria - the relevant standards and requirements set by us for a developer customer to meet to or exceed in order to be able to claim Environmental incentives.

Relevant multiplier - calculation to determine the Infrastructure Charges payable relating to non-household premises or household premises subject to a shared billing agreement and is based on the number and type of water fittings proposed for those premises – see section [7.1.5](#).

Requisition - work we carry out to lay water or sewerage pipes and any other associated infrastructure that is only for the relevant development, following a requisition notice made in line with the Act.

Requisition charge - charge we make for work we carry out in line with the duties we have under section 41(1) (provision of requisitioned water main) and section 98(1) (provision of requisitioned public sewer) of the Act. It covers our reasonable costs of proving the new water main or public sewer.

Road - a hard-surfaced area intended for vehicles.

Security - something such as a bond or cash deposit, that is used as insurance, by us, to cover us in case the developer fails to complete the drainage for a development scheme.

Self-certification - the activity whereby an accredited third party inspects, checks and certifies installations, both internal and external to a premises, as being compliant with relevant standards and requirements.

Self-lay - the provision of water pipes and associated infrastructure and services by an accredited third party other than us in accordance with section 51A of the Act and/or of sewers and associated infrastructure by a third party other than us in accordance with section 104 of the Act.

Self-lay provider (SLP) - a Water Industry Registration Scheme (WIRS) accredited third party that can provide the water pipes and associated infrastructure and services in accordance with section 51A of the Act and/or a third party who can provide the sewers and associated infrastructure and services in accordance with section 104 of the Act to a developer customer instead of us. We, as the undertaker, will take over responsibility for any self-laid mains (excluding NAV sites) that meet the terms of the Water Adoption Agreement.

Service connection - the joining of a service pipe to a water main which is provided under section 45 and 46 of the Act.

Service pipe - a pipe, which is, or is to be, connected with a water main for supplying water from that main to any premises. See [figure 1](#) below.

Service transfer – transferring an existing service pipe to a new point of connection. The service pipe must remain the same, if a new service pipe is to be used then it becomes a new connection.

Services - any service we provide that relate to water supply (both drinking water and non-drinking water) and foul drainage, surface water drainage, highway drainage and trade effluent.

Sewerage Sector Guidance - guidance documents published in accordance with Ofwat's code for adoption agreements, relating to the adoption of sewerage assets and available at water.org.uk/sewerage-sector-guidance-approved-documents.

Sewerage services - any services we provide which are related to sewerage and receiving, carrying and treating of sewage including surface water drainage and highway drainage.

Sewer - includes all sewers and drains, apart from lateral drains which are defined elsewhere, (not being drains within the meaning given by section 219(1) of the Act) which are used for drainage of

the buildings and yards belonging to the buildings. This definition includes tunnels or channels which serve as a pipe for drainage and any accessories for those pipes.

Shared billing agreement (also known as common billing agreement) - an agreement between us and any person (or people) or company who has agreed to pay measured charges for our services for two or more household or non-household premises supplied through a single water meter.

Shared supply pipe - a water supply pipe that serves two or more premises.

Site specific charges - charges relating to providing of connection structures or facilities on a development up to the nearest practical point on the existing network where the internal diameter of the hole needed for the connecting pipework is no larger than that of our existing network. Site specific charges do not cover the costs or any work needed as part of network reinforcement.

Site specific work - refers to the carrying on or the product of off-site and/or on-site work and site specific work shall be construed accordingly. It does not refer to costs or work required as part of **network reinforcement** as defined above.

This means work on, or to provide, water or sewerage structures or facilities located on a development, as well as work to provide and connect a water main, sewer, communication pipe or lateral drain on (which the developer has asked for), to or in the immediate vicinity of, the development.

Supply pipe - the part of the service pipe that is not the communication pipe, and which remains the customer's responsibility. See [figure 1](#) below.

Surfaced ground - ground with a manmade surface, for example, a road or footpath.

Sustainable drainage incentive - where offered, a reduction in infrastructure charges to a developer customer where they evidence that a development will or does meet a stipulated threshold for use of a sustainable drainage solution, as defined by us – see section [7.1.1](#).

Tether ratio - the ratio of unit costs, for site specific water services, for different worked examples of scenarios set out in section 18 of this document entitled "Standard industry scenarios" detailing the common terms and worked examples set out in the English New Connection Rules.

Traffic management fees - charges to cover the cost of working in the highway safely as a result of compliance with the Traffic Management Act 2004.

Trial hole - exploratory excavation to identify the location of apparatus, prior to works commencing.

Unmade or unsurfaced ground - ground which does not have a man-made surface, and may feature, for example, grass and topsoil.

Upsizing - where we instruct that new water mains and/or sewers are increased in size beyond that required to satisfy the minimum design for a specific development. This may be to facilitate future development and is deemed network reinforcement.

Water company/Water and sewerage undertaker - a company holding an appointment as a water or sewerage undertaker under the Act.

Water efficiency incentive - a reduction in infrastructure charges to a developer customer where they evidence that a development will or does meet a stipulated threshold for reduced water consumption, as defined by us, in our charging arrangements – see section [7.1.1](#) (Sustainable developments).

Water Industry Registration Scheme (WIRS) - the scheme operated by Lloyd's Register EMEA on behalf of Water UK and its members, which certifies the competence of companies undertaking self-lay, or such other scheme as replaces it from time to time.

Water main - any pipe not being a pipe for the time being vested in a person other than us, which is used or to be used by us or a licensed water supplier for the purpose of making a general supply of water available to our customers or potential customers or water supply licensee, as distinct from for the purpose of providing a supply to particular customers. This definition included tunnels or conduits which serve as a pipe and any accessories for the pipe.

Water Regulations Advisory Scheme (WRAS) - a compliance mark that demonstrates that an item or product complies with standards set out by Water Supply (Water Fittings) Regulations 1999.

Water Regs UK - the company responsible for running the Water Industry Approved Plumber Scheme (WIAPS) on behalf of the water industry in England and Wales, formerly provided under the Water Regulations Advisory Scheme. The company promotes compliance with the Water Fitting Regulations 1999 and other relevant standards across the UK to protect customers.

Water services charges - charges for water supply services, sewerage services or both.

Water supply - the water we supply to you.

Water supply services - any services we provide that are related to the providing, altering or disconnecting a water supply.

Water Sector Guidance - guidance documents published in accordance with Ofwat's Code for adoption agreements, relating to the adoption of water assets and available at:

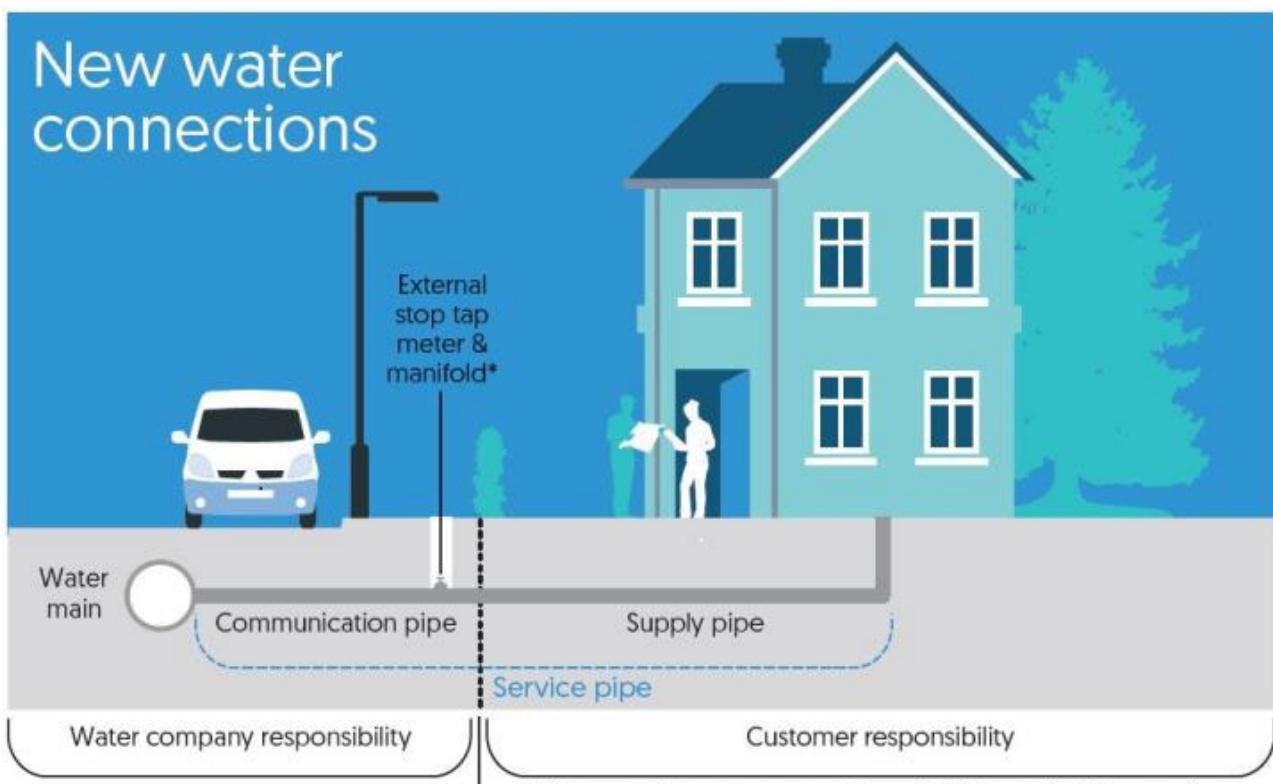
water.org.uk/water-sector-guidance-approved-documents.

We, us or our - United Utilities Water Limited (registered number 2366678), the Water Company, or our representative.

Work - any construction related task or activity.

You, your - the person (or people) asking for a connection or service.

Figure 1



These diagrams are intended as a guide to water supply pipe responsibilities. They are not a statement of the law and do not cover all eventualities. Please bear in mind that the location of the water meter or stop tap is not an indicator of responsibility for the pipe, as the homeowner's responsibility may extend beyond the water meter or stop tap. Please liaise directly with the Water Company if you are unsure.

* The external stop tap, meter & manifold (a manifold is sometimes used for connecting multiple properties as agreed with the relevant water company) may also be located within the property boundary (on the supply pipe), the location will be stipulated by the relevant water company.

18 Appendix 1 - Standard industry scenarios

Ofwat has published a number of worked examples of specified typical developments for water companies to publish.

This section illustrates charges for these examples, including assumptions made where indicated*. In each example, for simplicity, it is assumed that there are no exceptional circumstances, miscellaneous charges or previous site use.

In these examples, boundary boxes have not been included, unless specifically stated as they are not considered a standard item. Where these are required, charges as stated in [5.2.2](#) will apply.

Washouts, valves, bacteriological testing and permits are included in our mains laying/connection charges.

Charges for surfaced and unsurfaced mains laying/connections include standard excavation and reinstatement.

Where exceptional reinstatement is required, this may be charged separately.

In calculating and setting our charges set out in section 2-17 we have taken into account the tether ratios as detailed in the Common Terms and Worked Examples – English New Connection Rules, published by Ofwat in December 2024. We can confirm that they do not exceed the maximum tether ratios published.

The infrastructure charge, environmental component, service connection administration fee, meter provision and meter installation charges are due and payable at the rates published in our charging arrangements for the charging year in which the service connection is made.

A reduction in infrastructure charges for developments at sites where water or sewerage services were provided within the previous five years may be given, see [7.1.4](#).

For new schemes from 1 April 2024, water used during development must be from either a new metered temporary connection, the utilisation of an existing metered supply or through an approved hired standpipe. The cost of this water is not included in the following worked examples.

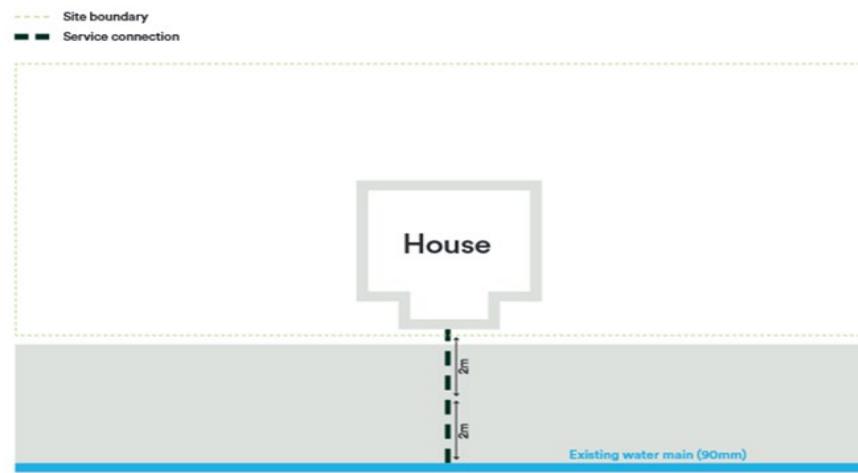
18.1 Scenario 1: Single short connection example

This worked example provides charges for a single connection to an existing water main of 90mm diameter polyethylene (PE).

Within construction costs, this includes: service pipe installation; boundary box fitting; meter installation; excavation; reinstatement.

Traffic management assumes the road (Type 3-4) is 40mph, has two lanes and does not require a road closure or lane closure. Two-way automated lights are required. There is also an assumption that the only payable council charges are for permitting.

Description & assumptions		
Single Connection	Water	Connection to existing main - no new mains required 25-32mm diameter pipe 4 metres pipework in road 2 way lights (unsupervised) required For the SLP charges, we have assumed the connection (in line with our Annual Contestability Summary) and meter fit will be carried out by the SLP
	Sewerage	Connection undertaken by the developer*



Scenario 1: Single connection to a house from an existing main

Alternative Delivery Method

Charges Scheme Ref

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New connections and developer services charges scheme 2026/2027

Applicable Charge	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable (Y/N)	Self-Lay Rate	Self-Lay Total Chg	UU	SLP
Pre-Construction Charges												
Y	Application fee	per application	1	£364.27	£364.27	£364.27	£364.27	N	£335.38	£335.38	5.2.1	5.4.5
Y	Administration fee	per application	1	£270.27	£270.27	£270.27	£270.27	N	£296.09	£296.09	5.2.1	5.4.5
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Itemised service connection components for illustration only												
	25mm surfaced service connection	per connection	1	£1,677.21	£1,677.21	£2,062.01	£2,062.01		n/a	n/a		
	Up to 2 metres of surfaced pipework	per metre	2	£349.78	£699.56	£350.59	£701.18		n/a	n/a		
	Installation of 15mm meter	per meter	1	£102.59	£102.59	£102.59	£102.59		n/a	n/a		
Construction Charges												
Y	25mm surfaced service connection (inc up to 2m of pipework and installation of meter)	per connection	1	£2,479.36	£2,479.36	£2,865.78	£2,865.78	Y	n/a	n/a	5.2.2	n/a
Y	Additional 25mm pipework surfaced	per metre	2	£349.78	£699.56	£350.59	£701.18	Y	n/a	n/a	5.2.2	n/a
Y	Traffic management – two way lights	per TM usage	1	£890.03	£890.03	£890.03	£890.03	Y	n/a	n/a	11.1.1	n/a
Y	Provision of 15mm meter	per meter	1	£80.29	£80.29	£80.29	£80.29	Y	n/a	n/a	5.2.5	n/a
Other Charges												
Y	Service connection administration charge	per premises	1	n/a	n/a	n/a	n/a	N	£27.33	£27.33	n/a	5.4.9
Y	S106 sewerage processing fee - developer connection	per application	1	£738.45	£738.45	£738.45	£738.45	N	£738.45	£738.45	6.4.1	6.4.1
Infrastructure Charges												
Y	Infrastructure charge - water	per premises	1	£462.51	£462.51	£462.51	£462.51	N	£462.51	£462.51	7.1	7.1
Y	Infrastructure charge - sewerage	per premises	1	£533.13	£533.13	£533.13	£533.13	N	£533.13	£533.13	7.1	7.1
Environmental Incentives												
Y	Environmental component - water	per premises	1	£84.48	£84.48	£84.48	£84.48	N	£84.48	£84.48	7.2	7.2
Y	Environmental component - sewerage	per premises	1	£64.64	£64.64	£64.64	£64.64	N	£64.64	£64.64	7.2	7.2
Y	Environmental incentive – water	per premises	1	£172.00	-£172.00	£172.00	-£172.00	N	£172.00	-£172.00	8.1	8.1
Y	Environmental incentive – flow regulator	per premises	1	£100.00	-£100.00	£100.00	-£100.00	N	£100.00	-£100.00	8.1	8.1
Y	Environmental incentive – sewerage	per premises	1	£20.00	-£20.00	£20.00	-£20.00	N	£20.00	-£20.00	8.1	8.1
TOTALS					£6,374.99		£6,763.03			£2,250.01		

18.2 Scenario 1a: Single connection to four premises from an existing main, using a four port manifold

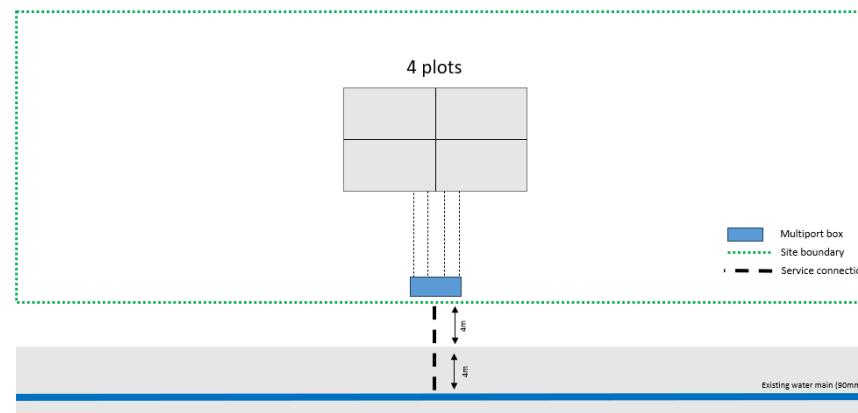
This worked example provides charges for four premises that were converted from a single premises and to be connected to an existing main of 90mm diameter PE. Each premises would be individually metered. For wastewater companies, the worked example should include the associated charges for connection to an existing sewer, which is completed by the developer customer.

Within construction costs, this includes: Service pipe installation; Boundary box fitting; Meter installation; Excavation; Reinstatement

Traffic management assumes the road (Type 3-4) is 40mph, has two lanes and does not require a road closure or lane closure. Two-way automated lights are required. There is also an assumption that the only payable council charges are for permitting.

It is assumed that the original premises would qualify for one infrastructure credit.

Description & assumptions		
Single Connection to four premises	Water	Connection to existing main - no new mains required 50-63mm diameter PE pipe 4 metres pipework in road 4 metres pipework in unmade ground 2 way lights (unsupervised) required For the SLP charges, we have assumed the connection (in line with our Annual Contestability Summary) and meter fit will be carried out by the SLP
	Sewerage	Connection undertaken by the developer*



Scenario 1a: Single connection to four premises, repurposed from a single premises, and from an existing main									Alternative Delivery Method			
Applicable Charge	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable (Y/N)	Self-Lay Rate	Self-Lay Total Chg	NAV Rate	NAV Total Charge
Pre-Construction Charges												
Y	Take over existing supply application	per application	1	£490.34	£490.34	£490.34	£490.34	N	£490.34	£490.34	£490.34	£490.34
Y	Take over existing supply administration	per application	1	£79.82	£79.82	£79.82	£79.82	N	£79.82	£79.82	£79.82	£79.82
Y	Take over existing supply administration additional	per additional premises	3	£18.92	£56.76	£18.92	£56.76	N	£18.92	£56.76	£18.92	£56.76
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<i>Itemised service connection components for illustration only</i>												
	63mm surfaced service connection	per connection	1	£3,235.59	£3,235.59	£3,171.23	£3,171.23		n/a	n/a	n/a	n/a
	Up to 2 metres of surfaced pipework	per metre	2	£402.33	£804.66	£434.51	£869.02		n/a	n/a	n/a	n/a
Construction Charges												
Y	63mm surfaced service connection (inc 2m of pipework)	per connection	1	£4,040.25	£4,040.25	£4,040.25	£4,040.25	Y	n/a	n/a	n/a	n/a
Y	Additional 63mm pipework surfaced	per metre	2	£402.33	£804.66	£434.51	£869.02	Y	n/a	n/a	n/a	n/a
Y	Additional 63mm pipework unsurfaced	per metre	4	£217.70	£870.80	£247.70	£990.80	Y	n/a	n/a	n/a	n/a
Y	Multiport box	per unit	1	£3,535.36	£3,535.36	£3,535.36	£3,535.36	Y	n/a	n/a	n/a	n/a
Y	Traffic management – two way lights	per TM usage	1	£890.03	£890.03	£890.03	£890.03	Y	n/a	n/a	n/a	n/a
Y	Provision of 15mm meter	per meter	4	£80.29	£321.16	£80.29	£321.16	Y	n/a	n/a	n/a	n/a
Y	Installation of 15mm meter	per connection	4	£102.59	£410.36	£102.59	£410.36	Y	n/a	n/a	n/a	n/a
Other Charges												
Y	Service connection administration charge	per premises	4	n/a	n/a	n/a	n/a	N	£27.33	£109.32	n/a	n/a
Y	S106 sewerage processing fee - developer connection	per application	1	n/a	n/a	n/a	n/a	N	n/a	n/a	n/a	n/a
Infrastructure Charges												
Y	Infrastructure charge – water	per premises	4	£462.51	£1,850.04	£462.51	£1,850.04	N	£462.51	£1,850.04	£462.51	£1,850.04

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New connections and developer services charges scheme 2026/2027

Y	Infrastructure charge – sewerage	per premises	4	£533.13	£2,132.52	£533.13	£2,132.52	N	£533.13	£2,132.52	£533.13	£2,132.52
Y	Infrastructure credit - water	per premises	1	-£462.51	-£462.51	-£462.51	-£462.51	N	-£462.51	-£462.51	-£462.51	-£462.51
Y	Infrastructure credit - sewerage	per premises	1	-£533.13	-£533.13	-£533.13	-£533.13	N	-£533.13	-£533.13	-£533.13	-£533.13
Environmental Incentives												
Y	Environmental component - water	per premises	4	£84.48	£337.92	£84.48	£337.92	N	£84.48	£337.92	£84.48	£337.92
Y	Environmental component - sewerage	per premises	4	£64.64	£258.56	£64.64	£258.56	N	£64.64	£258.56	£64.64	£258.56
Y	Environmental incentive – water	per premises	4	£172.00	-£688.00	£172.00	-£688.00	N	£172.00	-£688.00	£172.00	-£688.00
Y	Environmental incentive – flow regulator	per premises	4	£100.00	-£400.00	£100.00	-£400.00	N	£100.00	-£400.00	£100.00	-£400.00
Y	Environmental incentive – sewerage	per premises	4	£20.00	-£80.00	£20.00	-£80.00	N	£20.00	-£80.00	£20.00	-£80.00
TOTALS				£13,914.94		£14,099.30			£3,151.64		£3,042.32	

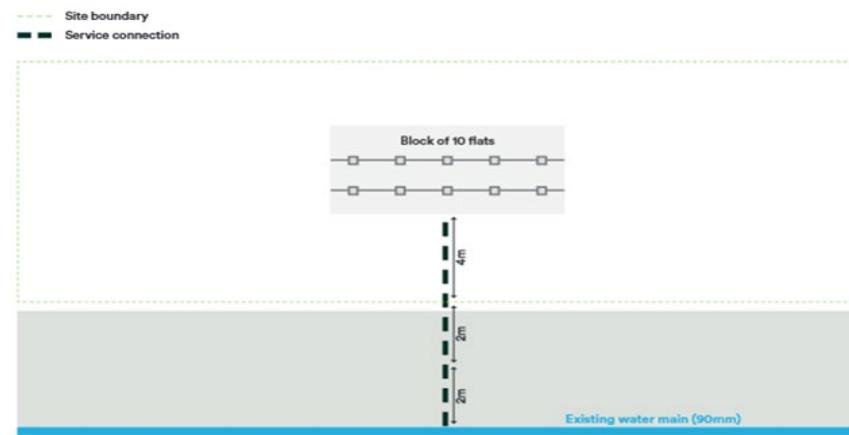
18.3 Scenario 2: Single connection to block of flats from an existing main

This worked example provides charges for a block of 10 flats to be connected to an existing main of 90mm diameter PE. Each flat would be individually metered. It includes the associated charges for connection to an existing sewer, which is completed by the developer customer.

Within construction costs, this includes: service pipe installation; boundary box fitting; meter installation; excavation; reinstatement.

Traffic management assumes the road (Type 3-4) is 40mph, has two lanes and does not require a road closure or lane closure. Two-way automated lights are required. There is also an assumption that the only payable council charges are for permitting.

Description & assumptions		
New block of 10 flats	Water	<p>10 new flats connecting to existing main - no new mains required</p> <p>63mm diameter pipe</p> <p>4 metres pipework in road and 4 metres pipework in unmade ground</p> <p>Each flat is individually metered*</p> <p>2 way lights (unsupervised) required</p> <p>For the SLP/NAV charges, we have assumed the connection (in line with our Annual Contestability Summary) and meters fits will be carried out by the SLP/NAV</p> <p>The NAV charges assume the NAV will be responsible for the water and sewerage within the NAV site</p>
	Sewerage	Connection undertaken by the developer*



Scenario 2: Single connection to a block of flats from an existing main									Alternative Delivery Method			
Applicable Charge	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge
Pre-Construction Charges												
Y	Application fee single	per application	1	£364.27	£364.27	£364.27	£364.27	N	£335.38	£335.38	£1,677.43	£1,677.43
Y	Application fee additional	per additional premises	9	£7.52	£67.68	£7.52	£67.68	N	£9.18	£82.62	n/a	n/a
Y	Administration fee single	per application	1	£270.27	£270.27	£270.27	£270.27	N	£296.09	£296.09	n/a	n/a
Y	Administration fee additional	per additional premises	9	£20.50	£184.50	£20.50	£184.50	N	£26.42	£237.78	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<i>Itemised service connection components for illustration only</i>												
	63mm surfaced service connection	per connection	1	£3,235.59	£3,235.59	£3,171.23	£3,171.23		n/a	n/a	n/a	n/a
	Up to 2 metres of surfaced pipework	per metre	2	£402.33	£804.66	£434.51	£869.02		n/a	n/a	n/a	n/a
Construction Charges												
Y	63mm surfaced service connection (inc 2m of pipework)	per connection	1	£4,040.25	£4,040.25	£4,040.25	£4,040.25	Y	n/a	n/a	n/a	n/a
Y	Additional 63mm pipework surfaced	per metre	2	£402.33	£804.66	£434.51	£869.02	Y	n/a	n/a	n/a	n/a
Y	Additional 63 mm pipework unsurfaced	per metre	4	£217.70	£870.80	£247.70	£990.80	Y	n/a	n/a	n/a	n/a
Y	Traffic management – two way lights	per TM usage	1	£890.03	£890.03	£890.03	£890.03	Y	n/a	n/a	n/a	n/a
Y	Provision-15mm meter	per connection	10	£80.29	£802.90	£80.29	£802.90	Y	n/a	n/a	n/a	n/a
Y	Installation-15mm meter	per connection	10	£102.59	£1,025.90	£102.59	£1,025.90	Y	n/a	n/a	n/a	n/a
Other Charges												
Y	Service connection admin fee	per premises	10	n/a	n/a	n/a	n/a	N	£27.33	£273.30	n/a	n/a
Y	Sewerage processing fee – developer connection	per application	1	£738.45	£738.45	£738.45	£738.45	N	£738.45	£738.45	£738.45	£738.45
Infrastructure Charges												

Y	Infrastructure charge - water	per premises	10	£462.51	£4,625.10	£462.51	£4,625.10	N	£462.51	£4,625.10	£462.51	£4,625.10
Y	Infrastructure charge - sewerage	per premises	10	£533.13	£5,331.30	£533.13	£5,331.30	N	£533.13	£5,331.30	£533.13	£5,331.30
Environmental Incentives												
Y	Environmental component - water	per premises	10	£84.48	£844.80	£84.48	£844.80	N	£84.48	£844.80	£84.48	£844.80
Y	Environmental component - sewerage	per premises	10	£64.64	£646.40	£64.64	£646.40	N	£64.64	£646.40	£64.64	£646.40
Y	Environmental incentive – water	per premises	10	£172.00	-£1,720.00	£172.00	-£1,720.00	N	£172.00	-£1,720.00	£172.00	-£1,720.00
Y	Environmental incentive – flow regulator	per premises	10	£100.00	-£1,000.00	£100.00	-£1,000.00	N	£100.00	-£1,000.00	£100.00	-£1,000.00
Y	Environmental incentive – sewerage	per premises	10	£20.00	-£200.00	£20.00	-£200.00	N	£20.00	-£200.00	£20.00	-£200.00
TOTALS				£18,587.31		£18,771.67			£10,491.22			£10,943.48

18.4 Scenario 3: Medium housing development requiring new mains and communication pipes (excavation and reinstatement by others)

This worked example provided charges associated with the provision of new water mains and individual connections from them for each of 50 new houses.

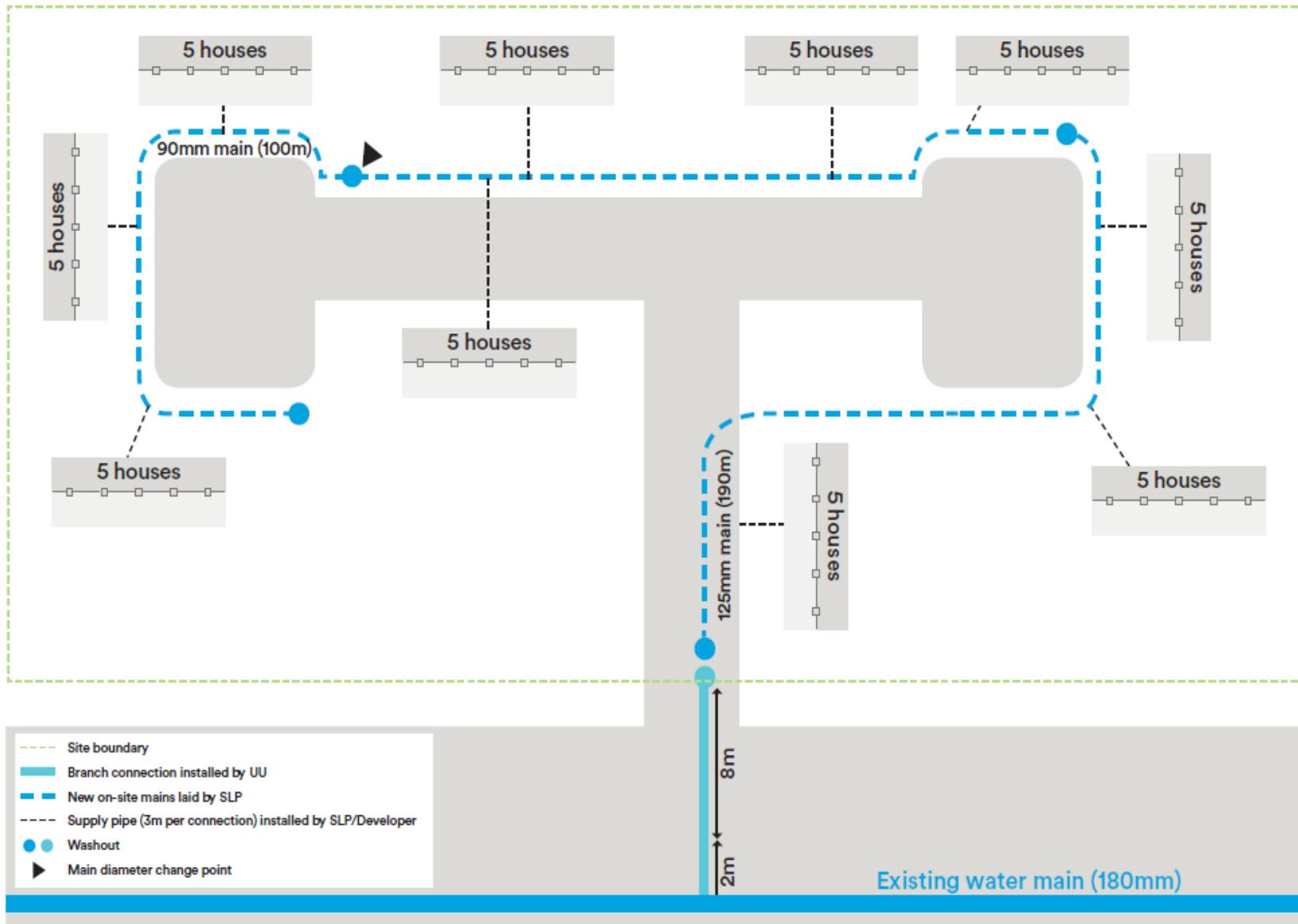
The sewer connections for the 50 premises will be to an existing sewer, which are completed by the developer customer.

This worked examples assumes excavation and reinstatement activities are completed by others, except for the excavation leading to the connection to the existing water main.

Within construction costs, this includes: mains laying; service pipe installation; boundary box fitting; meter installation.

The NAV charges assume the NAV will be responsible for the water and sewerage within the NAV site.

Description & assumptions		
Medium housing development (excavation and reinstatement by others)	Water	<p>Technical Specification (Connection)</p> <p>50 new connections to a new main – 3 metres pipework per connection</p> <p>Technical Specification (Mains)</p> <p>Connection to existing main of 180mm diameter</p> <p>New mains required - total 300 metres:</p> <ul style="list-style-type: none">• 10 metres in road - 125mm diameter• 190 metres - 125mm diameter• 100 metres - 90mm diameter
	Sewerage	Connection undertaken by the developer*
Design Considerations	<ul style="list-style-type: none">• 180mm diameter existing main, serving 150 existing customers• Three commissioning phases• Three sample chlorination and connections - footpath• Four washouts – unmade ground• Five valves (1 x 150mm, 3 x 100mm, 1 x 80mm) - unmade ground• One trial hole - unmade ground• Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking bay suspensions <p>Any additional council charges for permitting should be included</p>	



Scenario 3: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by others)								Alternative Delivery Methods				
Applicable	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge
Pre-Construction Charges – connection												
N	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
N	Administration fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Pre-Construction Charges – mains												
Y	Application fee	per application	1	£1,565.75	£1,565.75	£1,565.75	£1,565.75	N	£1,633.49	£1,633.49	£1,677.43	£1,677.43
Y	Administration fee	per application	1	£1,102.75	£1,102.75	£1,102.75	£1,102.75	N	£1,150.91	£1,150.91	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Itemised service connection components for illustration only												
<i>25mm service connection on site no excavation</i>	<i>per connection</i>	<i>50</i>		<i>£583.18</i>		<i>£29,159.00</i>	<i>£563.08</i>		<i>£28,154.00</i>		<i>n/a</i>	<i>n/a</i>
<i>Up to 2 metres of lay only pipework</i>	<i>per metre</i>	<i>100</i>		<i>£71.97</i>		<i>£7,197.00</i>	<i>£82.02</i>		<i>£8,202.00</i>		<i>n/a</i>	<i>n/a</i>
<i>Installation of 15mm meter</i>	<i>per meter</i>	<i>50</i>		<i>£102.59</i>		<i>£5,129.50</i>	<i>£102.59</i>		<i>£5,129.50</i>		<i>n/a</i>	<i>n/a</i>
Construction Charges – connection												
Y	25mm service connection on site no excavation (inc up to 2m of pipework and installation of meters)	per connection	50	£829.71	£41,485.50	£829.71	£41,485.50	Y	n/a	n/a	n/a	n/a

Y	Additional 25mm pipework lay only	per metre	50	£71.97	£3,598.50	£82.02	£4,101.00	Y	n/a	n/a	n/a	n/a
Y	Provision-15mm meter	per connection	50	£80.29	£4,014.50	£80.29	£4,014.50	Y	n/a	n/a	n/a	n/a
Construction Charges – mains												
Y	Surfaced 125mm branch connection	per connection	1	£9,768.79	£9,768.79	£9,768.79	£9,768.79	N	£9,768.79	£9,768.79	£9,768.79	£9,768.79
Y	Unsurfaced 125mm piece up connection	per connection	3	£2,933.21	£8,799.63	£2,933.21	£8,799.63	Y	n/a	n/a	n/a	n/a
Y	Additional 125mm surfaced pipework (road)	per metre	8	£628.09	£5,024.72	£714.08	£5,712.64	Y	£628.09	£5,024.72	£628.09	£5,024.72
Y	Additional 125mm lay only pipework	per metre	190	£173.71	£33,004.90	£278.77	£52,966.30	Y	n/a	n/a	n/a	n/a
Y	Additional 90mm lay only pipework	per metre	100	£135.88	£13,588.00	£178.55	£17,855.00	Y	n/a	n/a	n/a	n/a
Y	Traffic management road closure	per TM usage	1	£1,370.40	£1,370.40	£1,370.40	£1,370.40	Y	£1,370.40	£1,370.40	£1,370.40	£1,370.40
Y	Temporary traffic regulation order - road closure	per TM usage	1	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost
Y	Traffic management parking bay suspension	per TM usage	8	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost

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Other Charges													
Y	Trial hole - unsurfaced	per m3	1	£655.44	£655.44	£655.44	£655.44	£655.44	Y	n/a	n/a	n/a	n/a
Y	Service connection administration charge	per premises	50	£26.04	£1,302.00	£26.04	£1,302.00	£27.33	N	£1,366.50	n/a	n/a	n/a
Y	Sewerage processing fee - developer connection	per application	1	£738.45	£738.45	£738.45	£738.45	£738.45	N	£738.45	£738.45	£738.45	£738.45
Infrastructure Charges													
Y	Infrastructure charge - water	per premises	50	£462.51	£23,125.50	£462.51	£23,125.50	£462.51	N	£23,125.50	£462.51	£462.51	£23,125.50
Y	Infrastructure charge - sewerage	per premises	50	£533.13	£26,656.50	£533.13	£26,656.50	£533.13	N	£26,656.50	£533.13	£533.13	£26,656.50
Environmental Incentives													
Y	Environmental component - water	per premises	50	£84.48	£4,224.00	£84.48	£4,224.00	£84.48	N	£4,224.00	£84.48	£84.48	£4,224.00
Y	Environmental component - sewerage	per premises	50	£64.64	£3,232.00	£64.64	£3,232.00	£64.64	N	£3,232.00	£64.64	£64.64	£3,232.00
Y	Environmental incentive – water	per premises	50	£172.00	-£8,600.00	£172.00	-£8,600.00	£172.00	N	-£8,600.00	£172.00	£172.00	-£8,600.00
Y	Environmental incentive – flow regulator	per premises	50	£100.00	-£5,000.00	£100.00	-£5,000.00	£100.00	N	-£5,000.00	£100.00	£100.00	-£5,000.00
Y	Environmental incentive – sewerage	per premises	50	£20.00	-£1,000.00	£20.00	-£1,000.00	£20.00	N	-£1,000.00	£20.00	£20.00	-£1,000.00
TOTALS				£168,657.33		£194,076.15		£63,691.26					£61,217.79

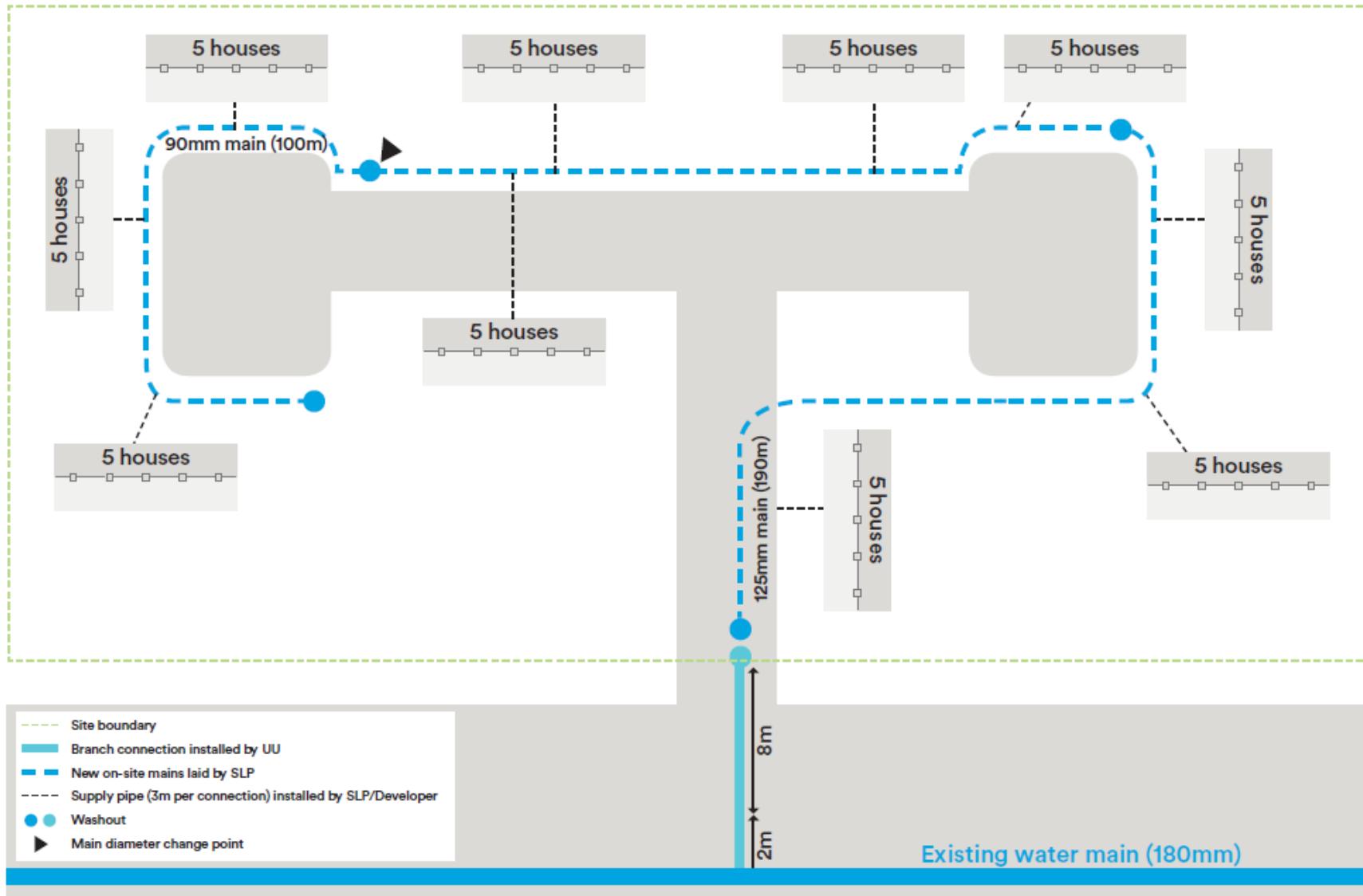
18.5 Scenario 4: Medium housing development requiring new mains and communication pipes (excavation and reinstatement by us)

This worked example provides charges associated with the provision of new water mains and individual connections from them for each of 50 new houses. The worked example includes the associated vetting charges for the 50 premises connections to an existing sewer, which is completed by the developer customer. This worked example assumes that the excavation and reinstatement activities are carried out by us. However, should the developer appoint a SLP or NAV, this worked example assumes these would be carried out by the SLP or NAV.

The NAV charges assume the NAV will be responsible for the water and sewerage within the NAV site.

Within construction costs, this includes: mains laying; service pipe installation; boundary box fitting; meter installation; excavation; reinstatement.

Description & assumptions		
Medium housing development (excavation and reinstatement by water company)	Water	<p>Technical Specification (Connection) 50 new connections to a new main – 3 metres pipework per connection</p> <p>Technical Specification (Mains) Connection to existing main of 180mm diameter</p> <p>New mains required - total 300 metres:</p> <ul style="list-style-type: none"> • 10 metres in road - 125mm diameter • 50 metres in footpath - 125mm diameter • 140 metres in unmade ground - 125mm diameter • 100 metres in unmade ground - 90mm diameter
	Sewerage	Connection undertaken by the developer*
Design Considerations	<ul style="list-style-type: none"> • 180mm diameter existing main, serving 150 existing customers • Three commissioning phases • Three sample chlorination and connections - footpath • Four washouts – unmade ground • Five valves (1 x 150mm, 3 x 100mm, 1 x 80mm) - unmade ground • One trial hole - unmade ground • Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking bay suspensions <p>Any additional council charges for permitting should be included</p>	



Scenario 4: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by us)								Alternative Delivery Methods				
Applicable	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge
Pre-Construction Charges – connection												
N	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
N	Administration fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Pre-Construction Charges – mains												
Y	Application fee	per application	1	£1,565.75	£1,565.75	£1,565.75	£1,565.75	N	£1,633.49	£1,633.49	£1,677.43	£1,677.43
Y	Administration fee	per application	1	£1,102.75	£1,102.75	£1,102.75	£1,102.75	N	£1,150.91	£1,150.91	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Itemised service connection components for illustration only												
25mm service connection on site no excavation		per connection	50	£1,135.59	£56,779.50	£1,408.78	£70,439.00	n/a	n/a	n/a	n/a	
Up to 2 metres of lay only pipework		per metre	100	£133.49	£13,349.00	£133.83	£13,383.00	n/a	n/a	n/a	n/a	
Installation of 15mm meter		per meter	50	£102.59	£5,129.50	£102.59	£5,129.50	n/a	n/a	n/a	n/a	
Construction Charges – connection												
Y	25mm unsurfaced service connection (inc up to 2m of pipework and installation of meters)	per connection	50	£1,505.16	£75,258.00	£1,779.03	£88,951.50	Y	n/a	n/a	n/a	
Y	Additional 25mm pipework unsurfaced	per metre	50	£133.49	£6,674.50	£133.83	£6,691.50	Y	n/a	n/a	n/a	
Y	Provision-15mm meter	per connection	50	£80.29	£4,014.50	£80.29	£4,014.50	Y	n/a	n/a	n/a	
Construction Charges – mains												

Y	Surfaced 125mm branch connection	per connection	1	£9,768.79	£9,768.79	£9,768.79	£9,768.79	N	£9,768.79	£9,768.79	£9,768.79	£9,768.79
Y	Unsurfaced 125mm piece up connection	per connection	3	£2,933.21	£8,799.63	£2,933.21	£8,799.63	Y	n/a	n/a	n/a	n/a
Y	Additional 125mm surfaced pipework (road)	per metre	8	£628.09	£5,024.72	£714.08	£5,712.64	Y	£628.09	£5,024.72	£628.09	£5,024.72
Y	additional 125mm surfaced pipework (footpath)	per metre	50	£628.09	£31,404.50	£714.08	£35,704.00	Y	n/a	n/a	n/a	n/a
Y	additional 125mm unsurfaced pipework	per metre	140	£288.36	£40,370.40	£377.06	£52,788.40	Y	n/a	n/a	n/a	n/a
Y	additional 90mm unsurfaced pipework	per metre	100	£236.01	£23,601.00	£270.64	£27,064.00	Y	n/a	n/a	n/a	n/a
Y	Traffic management road closure	per TM usage	1	£1,370.40	£1,370.40	£1,370.40	£1,370.40	Y	£1,370.40	£1,370.40	£1,370.40	£1,370.40
Y	Temporary traffic regulation order - road closure	per TM usage	1	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost
Y	Traffic management parking bay suspension	per TM usage	8	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost
Other Charges												
Y	Trial hole - unsurfaced	per m3	1	£655.44	£655.44	£655.44	£655.44	Y	n/a	n/a	n/a	n/a
Y	Service connection administration fee	per premises	50	£26.04	£1,302.00	£26.04	£1,302.00	N	£27.33	£1,366.50	n/a	n/a
Y	Sewerage processing fee - developer connection	per application	1	£738.45	£738.45	£738.45	£738.45	N	£738.45	£738.45	£738.45	£738.45
Infrastructure Charges												
Y	Infrastructure charge - water	per premises	50	£462.51	£23,125.50	£462.51	£23,125.50	N	£462.51	£23,125.50	£462.51	£23,125.50
Y	Infrastructure charge - sewerage	per premises	50	£533.13	£26,656.50	£533.13	£26,656.50	N	£533.13	£26,656.50	£533.13	£26,656.50
Environmental Incentives												
Y	Environmental component - water	per premises	50	£84.48	£4,224.00	£84.48	£4,224.00	N	£84.48	£4,224.00	£84.48	£4,224.00
Y	Environmental component - sewerage	per premises	50	£64.64	£3,232.00	£64.64	£3,232.00	N	£64.64	£3,232.00	£64.64	£3,232.00

Y	Environmental incentive – water	per premises	50	£172.00	-£8,600.00	£172.00	-£8,600.00	N	£172.00	-£8,600.00	£172.00	-£8,600.00
Y	Environmental incentive – flow regulator	per premises	50	£100.00	-£5,000.00	£100.00	-£5,000.00	N	£100.00	-£5,000.00	£100.00	-£5,000.00
Y	Environmental incentive – sewerage	per premises	50	£20.00	-£1,000.00	£20.00	-£1,000.00	N	£20.00	-£1,000.00	£20.00	-£1,000.00
TOTALS				£254,288.83		£288,867.75			£63,691.26		£61,217.79	

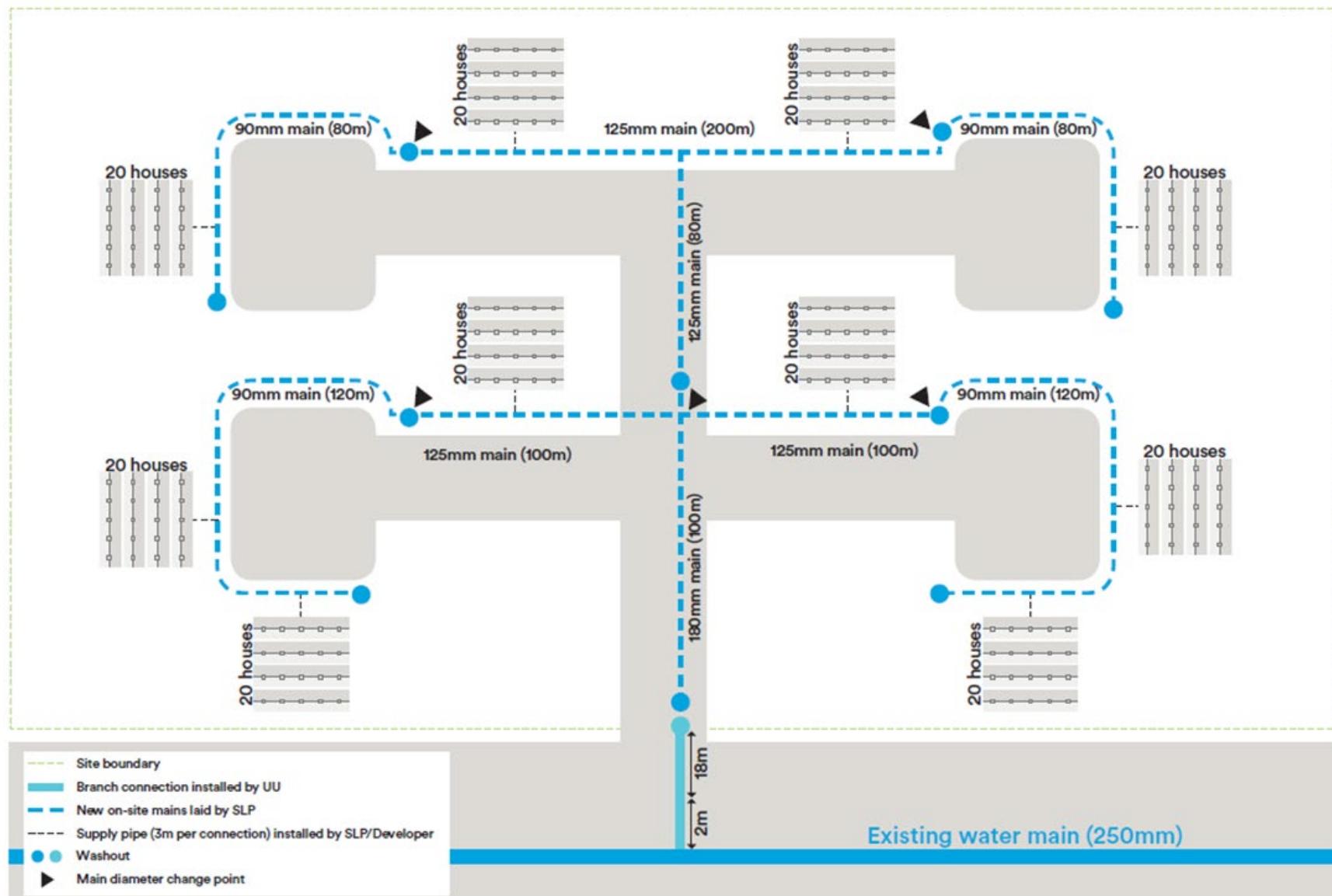
18.6 Scenario 5: Large housing development requiring new mains and communication pipes (excavation and reinstatement by others)

This worked example provides charges associated with the provision of new water mains and individual connections from them for each of 200 new houses. The worked example includes the associated vetting charges for the 200 premises connections to an existing sewer, which is completed by the developer customer. Excavation and reinstatement are completed by others, except for the excavation leading to the point of connection to the existing water main.

The NAV charges assume the NAV will be responsible for the water and sewerage within the NAV site.

Within construction costs, this includes: mains laying; service pipe installation; boundary box fitting; meter installation.

Description & assumptions		
Large housing development (excavation and reinstatement by others)	Water	Technical Specification (Connection) 200 new connections to new main – 3 metres pipework per connection Technical Specification (Mains) Connection to existing main of 180mm diameter New mains required - total 1000 metres: <ul style="list-style-type: none">• 20 metres in road - 180mm diameter• 100 metres - 180mm diameter• 480 metres - 125mm diameter• 400 metres - 90mm diameter
	Sewerage	Connection undertaken by the developer*
Design Considerations	<ul style="list-style-type: none">• 250mm diameter existing main, serving 150 existing customers• Six commissioning phases• Six sample chlorination and connections - footpath• Ten washouts – unmade ground• Eight valves (1 x 150mm, 5 x 100mm, 2 x 80mm) - unmade ground• Two trial holes - unmade ground• Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking bay suspensions <p>Any additional council charges for permitting should be included</p>	



Scenario 5: Large housing development requiring new mains and communication pipe (excavation and reinstatement by others)									Alternative Delivery Methods			
Applicable Charge	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge
Pre-Construction Charges – connection												
N	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
N	Administration fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Pre-Construction Charges – mains												
Y	Application fee	per application	1	£1,565.75	£1,565.75	£1,565.75	£1,565.75	N	£1,633.49	£1,633.49	£1,677.43	£1,677.43
Y	Administration fee	per application	1	£1,102.75	£1,102.75	£1,102.75	£1,102.75	N	£1,150.91	£1,150.91	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Itemised service connection components for illustration only												
	25mm unsurfaced service connection	per connection	200	£583.18	£116,636.00	£563.08	£112,616.00		n/a	n/a	n/a	n/a
	Up to 2 metres of lay only pipework	per metre	400	£71.97	£28,788.00	£82.02	£32,808.00		n/a	n/a	n/a	n/a
	Installation-15mm meter	per connection	200	£102.59	£20,518.00	£102.59	£20,518.00		n/a	n/a	n/a	n/a
Construction Charges – connection												
Y	25mm unsurfaced service connection (inc up to 2m of pipework and installation of meters)	per connection	200	£829.71	£165,942.00	£829.71	£165,942.00	Y	n/a	n/a	n/a	n/a
Y	Additional 25mm pipework unsurfaced	per metre	200	£71.97	£14,394.00	£82.02	£16,404.00	Y	n/a	n/a	n/a	n/a
Y	Provision-15mm meter	per connection	200	£80.29	£16,058.00	£80.29	£16,058.00	Y	n/a	n/a	n/a	n/a
Construction Charges – mains												
Y	Surfaced 180mm branch connection	per connection	1	£10,994.47	£10,994.47	£10,994.47	£10,994.47	N	£10,994.47	£10,994.47	£10,994.47	£10,994.47
Y	Unsurfaced 180mm piece up connection	per connection	2	£4,790.47	£9,580.94	£4,790.47	£9,580.94	Y	n/a	n/a	n/a	n/a
Y	Unsurfaced 125mm piece up connection	per metre	4	£2,933.21	£11,732.84	£2,933.21	£11,732.84	Y	n/a	n/a	n/a	n/a
Y	Additional 180mm surfaced pipework (road)	per metre	18	£930.90	£16,756.20	£1,272.22	£22,899.96	Y	£930.90	£16,756.20	£930.90	£16,756.20

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New connections and developer services charges scheme 2026/2027

Y	Additional 180mm surfaced pipework (footpath)	per metre	100	£332.80	£33,280.00	£675.97	£67,597.00	Y	n/a	n/a	n/a	n/a
Y	Additional 125mm unsurfaced pipework	per metre	480	£173.71	£83,380.80	£278.77	£133,809.60	Y	n/a	n/a	n/a	n/a
Y	Additional 90mm unsurfaced pipework	per metre	400	£135.88	£54,352.00	£178.55	£71,420.00	Y	n/a	n/a	n/a	n/a
Y	Traffic management Road closure	per TM usage	1	£1,370.40	£1,370.40	£1,370.40	£1,370.40	Y	£1,370.40	£1,370.40	£1,370.40	£1,370.40
Y	Temporary traffic regulation order - road closure	per TM usage	1	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost
Y	Traffic management parking bay suspension	Per TM usage	8	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost
Other Charges												
Y	Trial hole - unsurfaced	per m3	2	£655.44	£1,310.88	£655.44	£1,310.88	Y	n/a	n/a	n/a	n/a
Y	Service connection administration fee	per premises	200	£26.04	£5,208.00	£26.04	£5,208.00	N	£27.33	£5,466.00	n/a	n/a
Y	Sewerage processing fee - developer connection	per application	1	£738.45	£738.45	£738.45	£738.45	N	£738.45	£738.45	£738.45	£738.45
Infrastructure Charges												
Y	Infrastructure charge - water	per premises	200	£462.51	£92,502.00	£462.51	£92,502.00	N	£462.51	£92,502.00	£462.51	£92,502.00
Y	Infrastructure charge - sewerage	per premises	200	£533.13	£106,626.00	£533.13	£106,626.00	N	£533.13	£106,626.00	£533.13	£106,626.00
Environmental Incentives												
Y	Environmental component	per premises	200	£84.48	£16,896.00	£84.48	£16,896.00	N	£84.48	£16,896.00	£84.48	£16,896.00
Y	Environmental component	per premises	200	£64.64	£12,928.00	£64.64	£12,928.00	N	£64.64	£12,928.00	£64.64	£12,928.00
Y	Environmental incentive – water	per premises	200	£172.00	-£34,400.00	£172.00	-£34,400.00	N	£172.00	-£34,400.00	£172.00	-£34,400.00
Y	Environmental incentive – flow regulator	per premises	200	£100.00	-£20,000.00	£100.00	-£20,000.00	N	£100.00	-£20,000.00	£100.00	-£20,000.00
Y	Environmental incentive – sewerage	per premises	200	£20.00	-£4,000.00	£20.00	-£4,000.00	N	£20.00	-£4,000.00	£20.00	-£4,000.00
TOTALS				£598,319.48		£708,287.04			£208,661.92		£202,088.95	

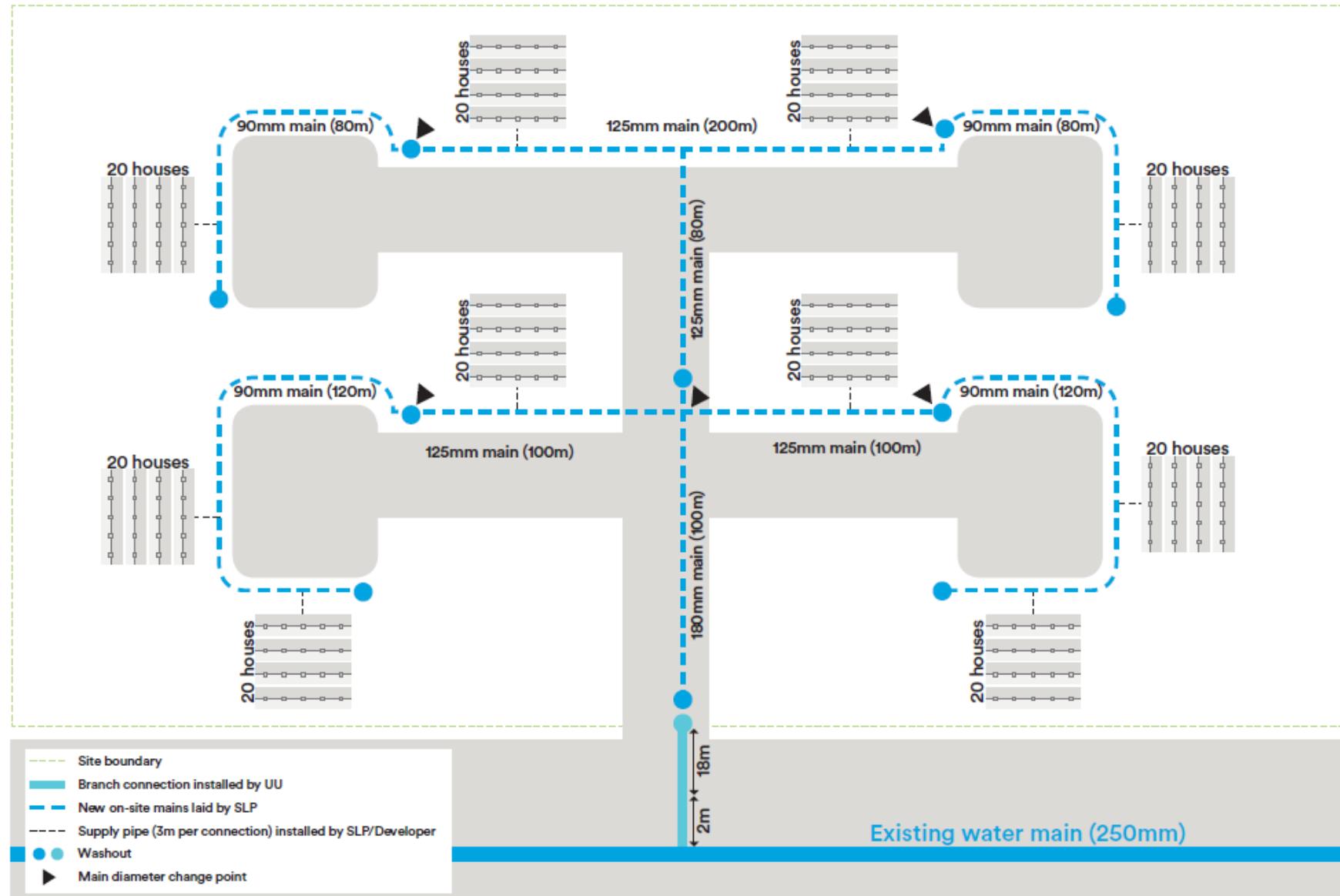
18.7 Scenario 6: Large housing development requiring new mains and communication pipes (excavation and reinstatement by us)

This worked example provides charges associated with the provision of new water mains and individual connections from them for each of 200 new houses. The worked example includes the associated vetting charges for the 200 premises connections to an existing sewer, which is completed by the developer customer. This worked example assumes that the excavation and reinstatement activities are carried out by the water company. However, should the developer appoint a SLP or NAV, this worked example assumes these would be carried out by the SLP or NAV.

The NAV charges assume the NAV will be responsible for the water and sewerage within the NAV site.

Within construction costs, this includes: service pipe installation; boundary box fitting; meter installation; excavation; reinstatement.

Description & assumptions		
Large housing development (excavation and reinstatement by others)	Water	Technical Specification (Connection) 200 new connections to new main – 3 metres pipework per connection Technical Specification (Mains) Connection to existing main of 180mm diameter New mains required - total 1000 metres: <ul style="list-style-type: none">• 20 metres in road - 180mm diameter• 100 metres - 180mm diameter• 480 metres - 125mm diameter• 400 metres - 90mm diameter
	Sewerage	Connection undertaken by the developer*
Design Considerations	<ul style="list-style-type: none">• 250mm diameter existing main, serving 150 existing customers• Six commissioning phases• Six sample chlorination and connections - footpath• Ten washouts – unmade ground• Eight valves (1 x 150mm, 5 x 100mm, 2 x 80mm) - unmade ground• Two trial holes - unmade ground• Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking bay suspensions <p>Any additional council charges for permitting should be included</p>	



Scenario 6: Large housing development requiring new mains and communication pipe (excavation and reinstatement by us)									Alternative Delivery Methods			
Applicable Charge	Item	Unit	Qty	PE Rate	PE Total Charge	Barrier Pipe Rate	Barrier Pipe Total Charge	Contestable (Y/N)	Self-Lay Rate	Self-Lay Total Charge	NAV Rate	NAV Total Charge
Pre-Construction Charges – connection												
N	Application fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
N	Administration fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Pre-Construction Charges – mains												
Y	Application fee	per application	1	£1,565.75	£1,565.75	£1,565.75	£1,565.75	N	£1,633.49	£1,633.49	£1,677.43	£1,677.43
Y	Administration fee	per application	1	£1,102.75	£1,102.75	£1,102.75	£1,102.75	N	£1,150.91	£1,150.91	n/a	n/a
N	Design fee	per application	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Itemised service connection components for illustration only												
	25mm unsurfaced service connection	per connection	200	£1,135.59	£227,118.00	£1,408.78	£281,756.00		n/a	n/a	n/a	n/a
	Up to 2 metres of lay only pipework	per metre	400	£133.49	£53,396.00	£133.83	£53,532.00		n/a	n/a	n/a	n/a
	Installation-15mm meter	per connection	200	£102.59	£20,518.00	£102.59	£20,518.00		n/a	n/a	n/a	n/a
Construction Charges – connection												
Y	25mm unsurfaced service connection (inc up to 2m of pipework and installation of meters)	per connection	200	£1,505.16	£301,032.00	£1,779.03	£355,806.00	Y	n/a	n/a	n/a	n/a
Y	Additional 25mm pipework unsurfaced	per metre	200	£133.49	£26,698.00	£133.83	£26,766.00	Y	n/a	n/a	n/a	n/a
Y	Provision-15mm meter	per connection	200	£80.29	£16,058.00	£80.29	£16,058.00	Y	n/a	n/a	n/a	n/a
Construction Charges – mains												
Y	Surfaced 180mm branch connection	per connection	1	£10,994.47	£10,994.47	£10,994.47	£10,994.47	N	£10,994.47	£10,994.47	£10,994.47	£10,994.47
Y	Unsurfaced 180mm piece up connection	per connection	2	£4,790.47	£9,580.94	£4,790.47	£9,580.94	Y	n/a	n/a	n/a	n/a
Y	Unsurfaced 125mm piece up connection	per metre	4	£2,933.21	£11,732.84	£2,933.21	£11,732.84	Y	n/a	n/a	n/a	n/a
Y	Additional 180mm surfaced pipework (road)	per metre	18	£930.90	£16,756.20	£1,272.22	£22,899.96	Y	£930.90	£16,756.20	£930.90	£16,756.20

Y	Additional 180mm surfaced pipework (footpath)	per metre	100	£930.90	£93,090.00	£1,272.22	£127,222.00	Y	n/a	n/a	n/a	n/a
Y	Additional 125mm unsurfaced pipework	per metre	480	£288.36	£138,412.80	£377.06	£180,988.80	Y	n/a	n/a	n/a	n/a
Y	Additional 90mm unsurfaced pipework	per metre	400	£236.01	£94,404.00	£270.64	£108,256.00	Y	n/a	n/a	n/a	n/a
Y	Traffic management Road closure	per TM usage	1	£1,370.40	£1,370.40	£1,370.40	£1,370.40	Y	£1,370.40	£1,370.40	£1,370.40	£1,370.40
Y	Temporary traffic regulation order - road closure	per TM usage	1	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost
Y	Traffic management parking bay suspension	Per TM usage	8	at cost	at cost	at cost	at cost	Y	at cost	at cost	at cost	at cost
Other Charges												
Y	Trial hole - unsurfaced	per m3	2	£655.44	£1,310.88	£655.44	£1,310.88	Y	n/a	n/a	n/a	n/a
Y	Service connection administration fee	per premises	200	£26.04	£5,208.00	£26.04	£5,208.00	N	£27.33	£5,466.00	n/a	n/a
Y	Sewerage processing fee - developer connection	per application	1	£738.45	£738.45	£738.45	£738.45	N	£738.45	£738.45	£738.45	£738.45
Infrastructure Charges												
Y	Infrastructure charge - water	per premises	200	£462.51	£92,502.00	£462.51	£92,502.00	N	£462.51	£92,502.00	£462.51	£92,502.00
Y	Infrastructure charge - sewerage	per premises	200	£533.13	£106,626.00	£533.13	£106,626.00	N	£533.13	£106,626.00	£533.13	£106,626.00
Environmental Incentives												
Y	Environmental component	per premises	200	£84.48	£16,896.00	£84.48	£16,896.00	N	£84.48	£16,896.00	£84.48	£16,896.00
Y	Environmental component	per premises	200	£64.64	£12,928.00	£64.64	£12,928.00	N	£64.64	£12,928.00	£64.64	£12,928.00
Y	Environmental incentive – water	per premises	200	£172.00	-£34,400.00	£172.00	-£34,400.00	N	£172.00	-£34,400.00	£172.00	-£34,400.00
Y	Environmental incentive – flow regulator	per premises	200	£100.00	-£20,000.00	£100.00	-£20,000.00	N	£100.00	-£20,000.00	£100.00	-£20,000.00
Y	Environmental incentive – sewerage	per premises	200	£20.00	-£4,000.00	£20.00	-£4,000.00	N	£20.00	-£4,000.00	£20.00	-£4,000.00
TOTALS				£900,607.48		£1,052,153.24			£208,661.92			£202,088.95