

NEW CONNECTIONS AND DEVELOPER SERVICES – CHARGING ARRANGEMENTS 2020-21



STATEMENT OF SIGNIFICANT CHANGES

As required under Ofwat Information notice IN19/05 – Expectations, assurance and information requirements for water company charges for 2020-21, South West Water must publish any significant changes to bills for typical developments when publishing its charging arrangements for 2020-21.

In particular, where bill increases are expected to be greater than 10% from the previous year companies must set out the handling strategies that have been developed to manage the impact such price increases would have on customers.

South West Water has analysed the effect of the 2020-21 Charging Arrangements on a range of typical developments, and considered bill impacts for developer customers that engage directly with the company or use a Self-Lay Provider.

South West Water's Board has reviewed the effects of 2020/21 charges on developer customers and can confirm there will be no significant changes greater than 10% to bills for 2020/21.

Directors Statement

South West Water Board can confirm that it has carefully considered the effects of the new charges on customers' bills for a range of typical developments, and as there are no instances where bill increases for developer customers exceed 10%, SWW Board recognises there is no requirement to develop impact assessments and handling strategies.

The pages below in this document present summaries of all analyses.

Summary of analysis

Developer Services - Charges Comparison - 19/20 - 20/21

Developer requests SWW undertake the clean water and a groundworker undertaking the Waste

	1 House Off site		1 House Off site		Block of 10 Flats		Block of 10 Flats	
	25mm connection. 4 metres road		25mm connection 4 metres road & 4 metres unmade		63mm connection 4 metres road		63mm connection 4 metres road & 4 unmade	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Clean Water								
Water Main	0	0	0	0	0	0	0	0
Water connection	£1,382	£1,467	£2,294	£2,419	£1,872	£1,980	£2,762	£2,932
Water Infrastructure charge	£101.00	£91.00	£101.00	£91.00	£1,010.00	£910.00	£1,010.00	£910.00
Total	£1,483.00	£1,558.00	£2,395.00	£2,510.00	£2,882.00	£2,890.00	£3,772.00	£3,842.00
Income Offset		-£439.00		-£439.00		-£4,390.00		-£4,390.00
Total Site	£1,483.00	£1,119.00	£2,395.00	£2,071.00	£2,882.00	-£1,500.00	£3,772.00	-£548.00
Waste Water								
Sewer Adoption	0	0			0	0	0	0
Sewer Connection	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00
Sewerage Infrastructure charge	£759	£683	£759	£683	£7,590	£6,830	£7,590	£6,830
Total	£1,034.00	£904.00	£1,034.00	£904.00	£7,865.00	£7,051.00	£7,865.00	£7,051.00
Income Offset		-£67.00		-£67.00		-£670.00		-£670.00
Total Site	£1,034.00	£837.00	£1,034.00	£837.00	£7,865.00	£6,381.00	£7,865.00	£6,381.00
Total cost for Site (Clean & Waste)	£2,517.00	£1,956.00	£3,429.00	£2,908.00	£10,747.00	£4,881.00	£11,637.00	£5,833.00
Total cost for Site (Clean & Waste excluding Income offset)	£2,517.00	£2,462.00	£3,429.00	£3,414.00	£10,747.00	£9,941.00	£11,637.00	£10,893.00
% Difference including Regulatory Change	-22.29		-15.19		-54.58		-49.88	
% Difference without Regulatory Change	-2.19		-0.44		-7.50		-6.39	
Average per cost per property	£2,517.00	£1,956.00			£1,074.70	£488.10		

Developer Services - Charges Comparision - 19/20 - 20/21

Developer requests SWW undertake the clean water and a groundworker undertaking the Waste

	10 House Site		20 House Site		50 House Site		100 House Site		200 House site	
	10 metres road		10 metres road		10 metres road		10 metres road		10 metres road	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Clean Water										
Water Main	£15,091.00	£13,865.00	£22,361.00	£20,325.00	£44,171.00	£39,705.00	£81,351.00	£72,604.00	£154,051.00	£137,915.00
Water connection	£2,041.00	£2,242.00	£4,071.00	£4,472.00	£10,161.00	£11,162.00	£20,311.00	£22,312.00	£40,611.00	£44,612.00
Water Infrastructure charge	£1,010.00	£910.00	£2,020.00	£1,820.00	£5,050.00	£4,550.00	£10,100.00	£9,100.00	£20,200.00	£18,200.00
Total	£18,142.00	£15,961.25	£27,094.00	£25,559.33	£58,024.00	£54,353.56	£109,574.00	£102,343.96	£212,836.00	£198,472.24
Income Offset	-£6,400.00	-£4,390.00	-£12,800.00	-£8,780.00	-£32,000.00	-£21,950.00	-£64,000.00	-£43,900.00	-£128,000.00	-£87,800.00
Total Site	£11,742.00	£11,571.25	£14,294.00	£16,779.33	£26,024.00	£32,403.56	£45,574.00	£58,443.96	£84,836.00	£110,672.24
Waste Water										
Sewer Adoption	£2,234.00	£2,325.00	£3,054.00	£2,526.00	£5,514.00	£4,236.00	£9,614.00	£7,086.00	£17,814.00	£12,786.00
Sewer Connection	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00
Sewerage Infrastructure charge	£7,590.00	£6,830.00	£15,180.00	£13,660.00	£37,950.00	£34,150.00	£75,900.00	£68,300.00	£151,800.00	£136,600.00
Total	£10,099.00	£9,169.98	£18,507.00	£16,792.42	£43,737.00	£39,659.73	£85,787.00	£77,771.93	£169,887.00	£153,996.32
Income Offset	£0.00	-£670.00	0	-£1,340.00	0	-£3,350.00	0	-£6,700.00	0	-£13,400.00
Total Site	£10,099.00	£8,499.98	£18,507.00	£15,452.42	£43,737.00	£36,309.73	£85,787.00	£71,071.93	£169,887.00	£140,596.32
Total cost for Site (Clean & Waste)	£21,841.00	£20,071.22	£32,801.00	£32,231.74	£69,761.00	£68,713.30	£131,361.00	£129,515.89	£254,723.00	£251,268.56
Total cost for Site (Clean & Waste excluding Income offset)	£28,241.00	£25,131.22	£45,601.00	£42,351.74	£101,761.00	£94,013.30	£195,361.00	£180,115.89	£382,723.00	£352,468.56
% Difference including Regulatory Change	-8.10		-1.74		-1.50		-1.40		-1.36	
% Difference without Regulatory Change	-11.01		-7.13		-7.61		-7.80		-7.91	
Average per cost per property	£2,184.10	£2,007.12	£1,640.05	£1,611.59	£1,395.22	£1,374.27	£1,313.61	£1,295.16	£1,273.62	£1,256.34

Self lay Providers undertaking the works and a groundworker undertaking the Waste

	1 House Off site		1 House Off site		Block of 10 Flats		Block of 10 Flats	
	4 metres road		4 metres road & 4 metres unmade		63mm connection 4 metres road		63mm connection 4 metres road & 4 unmade	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Clean Water								
Water Main	0	0	0	0	0	0	0	0
Water connection	£63.00	£64.00	£63.00	£64.00	£635	£636	£531	£316
Water Infrastructure charge	£101.00	91	101	91	£1,212	£1,092	£1,010	£910
Total	£164.00	£155.00	£164.00	£155.00	£1,847.00	£1,728.00	£1,541.00	£1,226.00
Income Offset		-£439.00		-£439.00		-£4,390.00		-£4,390.00
Total Site	£164.00	-£284.00	£164.00	-£284.00	£1,847.00	-£2,662.00	£1,541.00	-£3,164.00
Waste Water								
Sewer Adoption	0	0			0	0	0	0
Sewer Connection	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00
Sewerage Infrastructure charge	759	683	759	£683.00	£7,590	£6,830	£7,590	£6,830
Total	£1,034.00	£904.00	£1,034.00	£904.00	£7,865.00	£7,051.00	£7,865.00	£7,051.00
Income Offset		-£67.00		-£67.00		-£670.00		-£670.00
Total Site	£1,034.00	£837.00	£1,034.00	£837.00	£7,865.00	£6,381.00	£7,865.00	£6,381.00
Total cost for Site (Clean & Waste)	£1,198.00	£553.00	£1,198.00	£553.00	£9,712.00	£3,719.00	£9,406.00	£3,217.00
Total cost for Site (Clean & Waste excluding Income offset)	£1,198.00	£1,059.00	£1,198.00	£1,059.00	£9,712.00	£8,779.00	£9,406.00	£8,277.00
% Difference including Regulatory Change	-53.84		-53.84		-61.71		-65.80	
% Difference without Regulatory Change	-11.60		-11.60		-9.61		-12.00	
Average per cost per property	£119.80	£55.30			£971.20	£371.90		

Self lay Providers undertaking the works and a groundworker undertaking the Waste

	10 House Site		20 House Site		50 House Site		100 House Site		200 House site	
	10 metres road		10 metres road		10 metres road		10 metres road		10 metres road	
Clean Water	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Water Main	£3,399.00	£2,816.00	£3,399.00	£2,816.00	£3,399.00	£3,037.00	£3,689.00	£2,925.00	£2,978.00	£2,816.00
Water connection	£531.00	£532.00	£1,051.00	£1,052.00	£2,611.00	£2,862.00	£5,211.00	£5,212.00	£10,411.00	£10,412.00
Water Infrastructure charge	£1,010.00	£910.00	£2,020.00	£1,820.00	£5,050.00	£4,550.00	£10,100.00	£9,100.00	£20,200.00	£18,200.00
Total	£4,940.00	£4,258.00	£6,470.00	£5,688.00	£11,060.00	£10,449.00	£19,000.00	£17,237.00	£33,589.00	£31,428.00
Income Offset	-£6,400.00	-£4,390.00	-£12,800.00	-£8,780.00	-£32,000.00	-£21,950.00	-£64,000.00	-£43,900.00	-£128,000.00	-£87,800.00
Total Site	-£1,460.00	-£132.00	-£6,330.00	-£3,092.00	-£20,940.00	-£11,501.00	-£45,000.00	-£26,663.00	-£94,411.00	-£56,372.00
Waste Water	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Sewer Adoption	£2,444.00	£2,325.00	£3,474.00	£2,526.00	£6,564.00	£4,236.00	£11,714.00	£7,086.00	£22,014.00	£12,786.00
Sewer Connection	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00	£275.00	£221.00
Sewerage Infrastructure charge	£7,590.00	£6,830.00	£15,180.00	£13,660.00	£37,950.00	£34,150.00	£75,900.00	£68,300.00	£151,800.00	£136,600.00
Total	£10,309.00	£9,376.00	£18,929.00	£16,407.00	£44,789.00	£38,607.00	£87,889.00	£75,607.00	£174,089.00	£149,607.00
Income Offset	0	-£670.00	0	-£1,340.00	0	-£3,350.00	0	-£6,700.00	0	-£13,400.00
Total Site	£10,309.00	£8,706.00	£18,929.00	£15,067.00	£44,789.00	£35,257.00	£87,889.00	£68,907.00	£174,089.00	£136,207.00
Total cost for Site (Clean & Waste)	£8,849.00	£8,574.00	£12,599.00	£11,975.00	£23,849.00	£23,756.00	£42,889.00	£42,244.00	£79,678.00	£79,835.00
Total cost for Site (Clean & Waste excluding Income offset)	£15,249.00	£13,634.00	£25,399.00	£22,095.00	£55,849.00	£49,056.00	£106,889.00	£92,844.00	£207,678.00	£181,035.00
% Difference including Regulatory Change	-3.11		-4.95		-0.39		-1.50		0.20	
% Difference without Regulatory Change	-10.59		-13.01		-12.16		-13.14		-12.83	
Average per cost per property	£884.90	£857.40	£629.95	£598.75	£476.98	£475.12	£428.89	£422.44	£398.39	£399.18

INTRODUCTION

Ofwat, the economic regulator of the water industry for England and Wales, sets out charging rules for new connections charges that all water and wastewater companies must follow.

The charges in this document have been developed in accordance with these rules, including specific additional requirements that will come in to effect on 1 April 2020.¹ Details of these changes are set out in the next section.

This document is also applicable to Self-Lay Providers (SLPs), New Appointees (NAVs), Developers including Builders and Retailers requesting new connection services on behalf of non-household customers. Unless otherwise stated, where this document refers to a “customer” this read as a reference to the applicant, SLP, NAV or Developer as the case may be.

The waste water charges contained in this document are only relevant for connections in the South West Water area of supply. Customers with developments in the Bournemouth Water² area of supply should refer to the relevant waste water Company charging arrangement. This will either be Wessex Water or Southern Water depending on the location.

Customers can find detailed explanations and flow charts describing South West Water’s application processes on the relevant websites:
www.southwestwater.co.uk/developerservices or www.bournemouthwater.co.uk/developer

A glossary providing customers with definitions and descriptions of the terms used in this document is provided in [SECTION FOURTEEN – Glossary](#).

Wholesale connection charges

All charges in this document are wholesale charges for activities carried out by South West Water and will apply to any customer for the services shown in this document. For the avoidance of doubt, no retail elements are included in any of the charges, therefore there is no distinction between charges for Retailers and for any other customer.

Further information

This document should be read in conjunction with the following documents:

- Charging Rules for New Connections Services (English Undertakers) (Ofwat)

<https://www.ofwat.gov.uk/wp-content/uploads/2019/07/Charging-Rules-for-New-Connection-Services-English-Undertakers-from-April-2020-1.pdf>

¹ <https://www.ofwat.gov.uk/publication/charging-rules-for-new-connection-services-english-undertakers-from-april-2020/>

² Following its acquisition by Pennon Group Plc in 2015, on 1 April 2016 Bournemouth Water transferred into South West Water. The merged company operates under a single licence with the Bournemouth Water name retained. For the avoidance of doubt, this document is relevant to the activities in the supply areas of both South West Water and Bournemouth Water.

CHANGES TO INCOME OFFSETS TAKING EFFECT 1 APRIL 2020

From 1 April 2020 changes to Ofwat's Charging Rules for New Connections Services will mean that income offsets and asset payments will no longer be offered to customers paying for water and / or sewer requisitions.

Instead, all customers will receive a reduction (also known as income offset) when paying infrastructure charges. The change is designed to ensure that all customers benefit from income offsets, creating a fairer charging system.

As companies are also required to broadly maintain a balance between customers for developer services, and the generality of all other customers served by the Company, offering income offsets against all infrastructure charges will create incidence impacts.

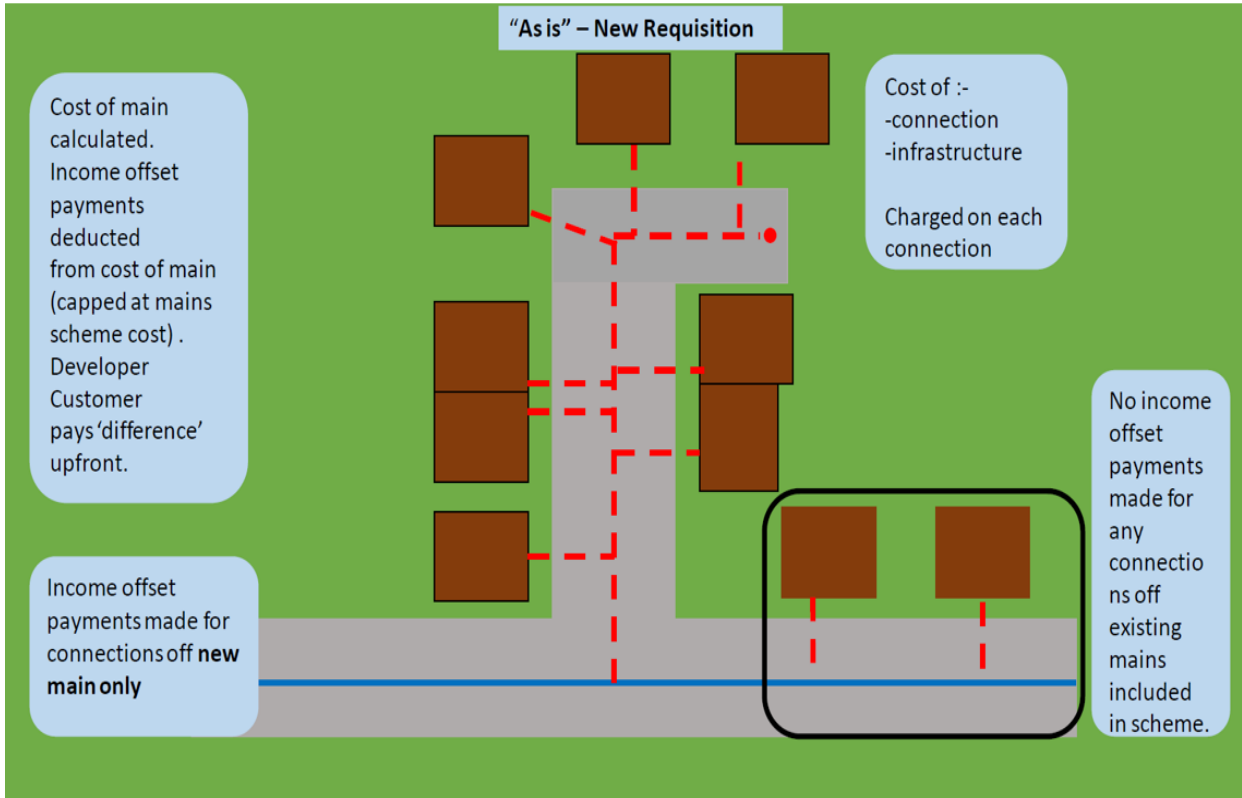
Scenarios where the customer did not requisition a new main are likely to result in bill reductions, while those where mains were requisitioned may experience bill increases. This is because the value of the income offset received will reduce.

South West Water has analysed the impact of these changes across a number of different scenarios including water and waste only, on and offsite work and 1-200 properties.

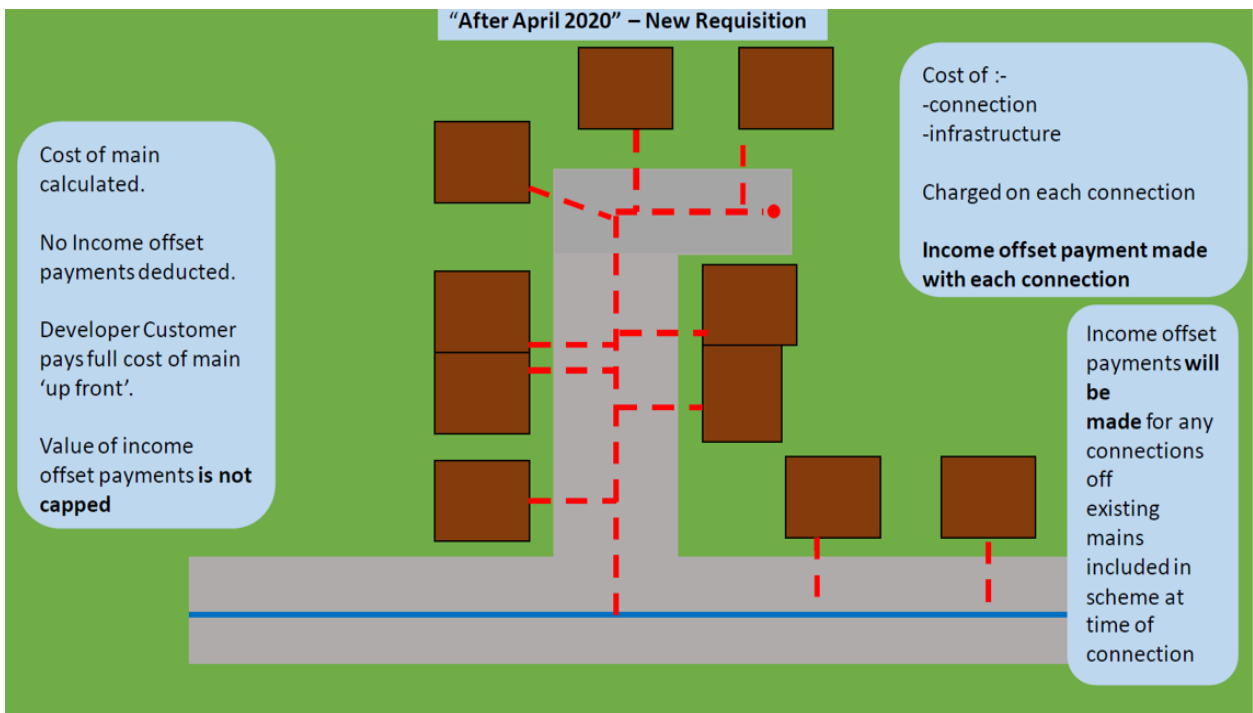
Please find below further diagrams to explain how the income offsets have changed.

Water Requisition

As is – New Requisition



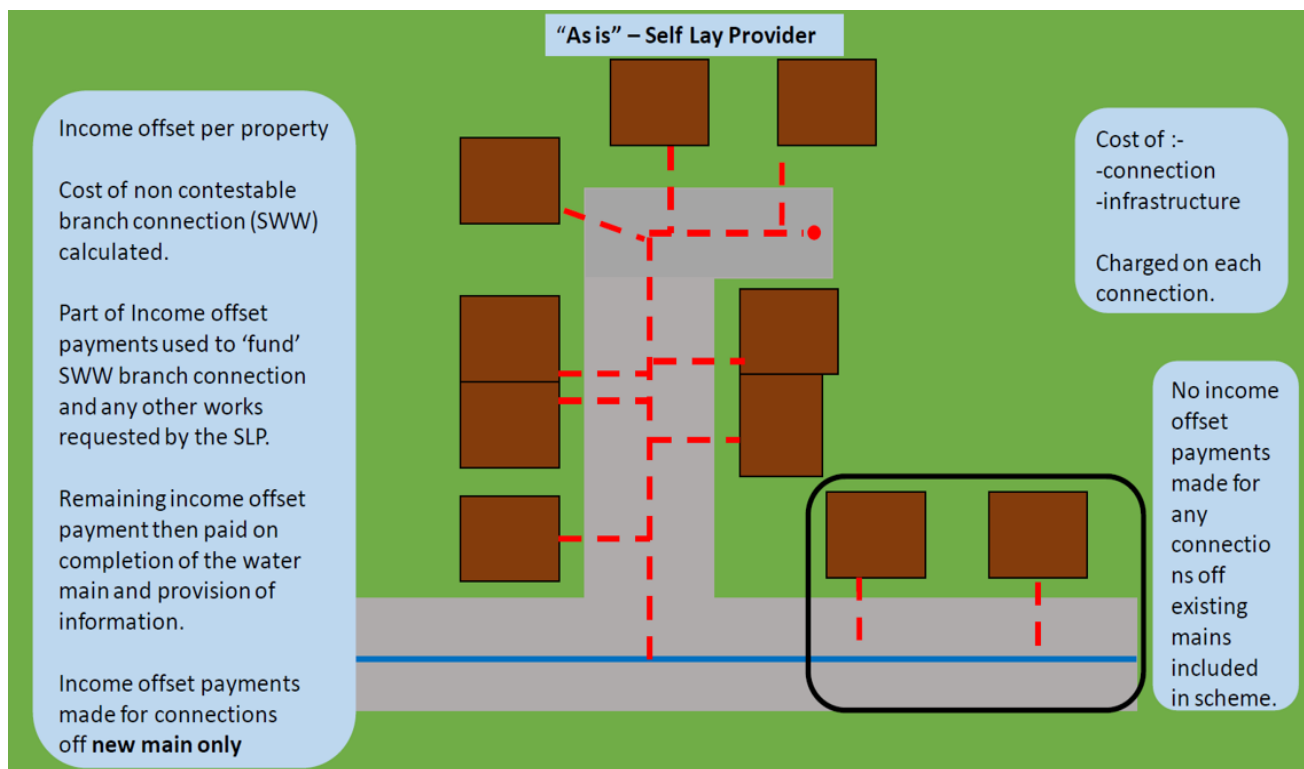
After April 2020 – New Requisition



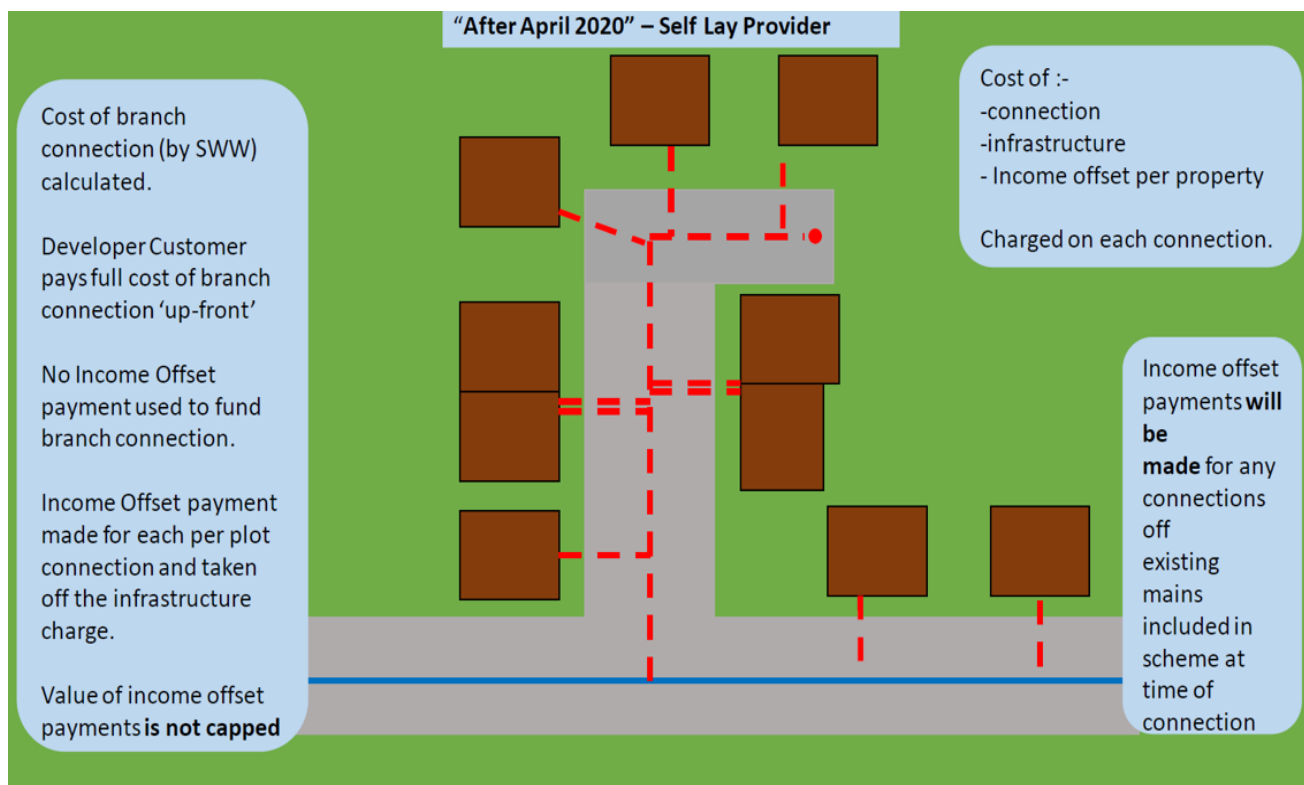
Self-Lay Provider

V1.4-010220

As is – Using a Self-Lay Provider

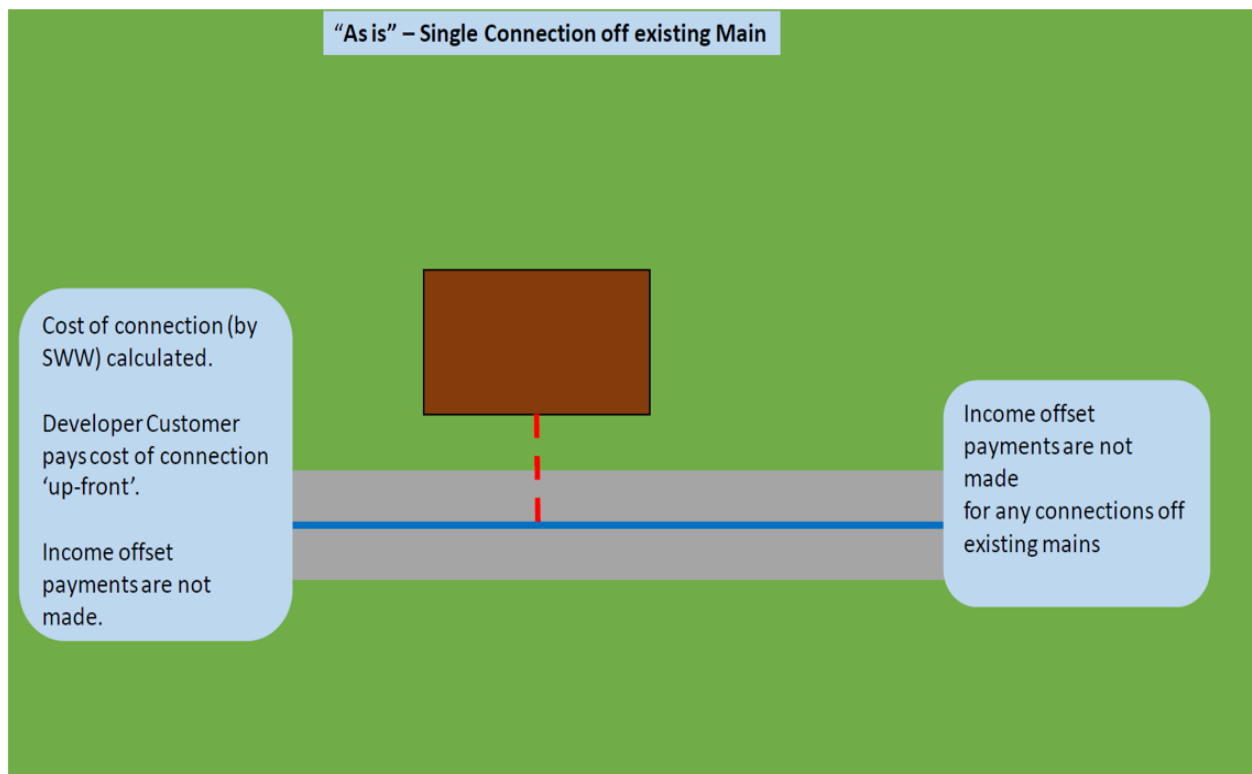


After April 2020 – Using a Self-Lay Provider



Single Connection

As is – Single connection off existing main



After April 2020 – Single connection off existing main

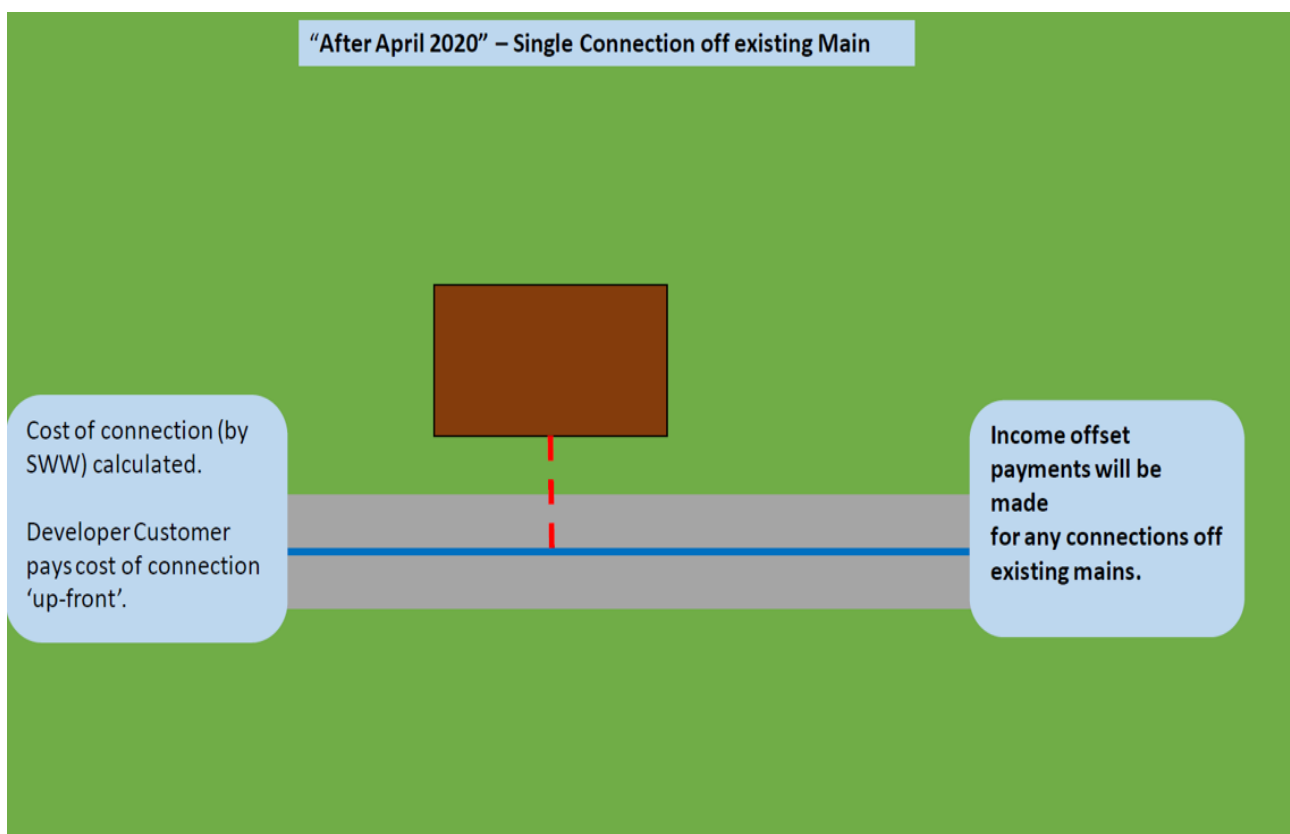


Table of Contents

SECTION ONE - OPTIONS FOR DEVELOPERS IN THE PROVISION OF NEW CONNECTIONS.....	13
SECTION TWO - PRE-PLANNING INFORMATION.....	14
SECTION THREE - SITE SPECIFIC CHARGES – CLEAN WATER.....	16
3a. THE PROCESS.....	18
3b. SELF LAY.....	19
3c. WATER REQUISITION.....	21
3d. WATER DIVERSION.....	27
3e. WATER CONNECTIONS – SERVICE CONNECTION CHARGES.....	28
3f. Non-contestable Activity.....	34
SECTION FOUR - SITE SPECIFIC CHARGES – WASTE WATER.....	36
4a. THE PROCESS.....	38
4b. SEWER ADOPTIONS.....	39
4c. SEWER REQUISITIONS.....	43
4d. SEWER DIVERSIONS.....	47
1. Small Build.....	48
2. Design and Build by the customer’s contractor and submitted at the same time and as part of the customer’s on-site Section 104 application.....	48
3. Design and build by the customer’s contractor and submitted separately to any Section 104.....	48
4. Design and build by the water Company.....	50
5. A mixture of options 3 and 4.....	50
4e. SEWER CONNECTIONS.....	51
4f. NON-CONTESTABLE ACTIVITY.....	53
SECTION FIVE - BUILD OVERS.....	55
SECTION SIX - INFRASTRUCTURE CHARGES.....	56
SECTION SEVEN – INCOME OFFSETS.....	63
SECTION EIGHT - VALUE ADDED TAX.....	64
SECTION NINE - TRANSITION ARRANGEMENTS.....	65
SECTION TEN - DISPUTES ABOUT THE CHARGES.....	67
SECTION ELEVEN - LIABILITY FOR CHARGES AND METHODS OF PAYMENT.....	68
SECTION TWELVE - OTHER CHARGES.....	69
SECTION THIRTEEN – EXAMPLES.....	70
SECTION FOURTEEN – GLOSSARY.....	81

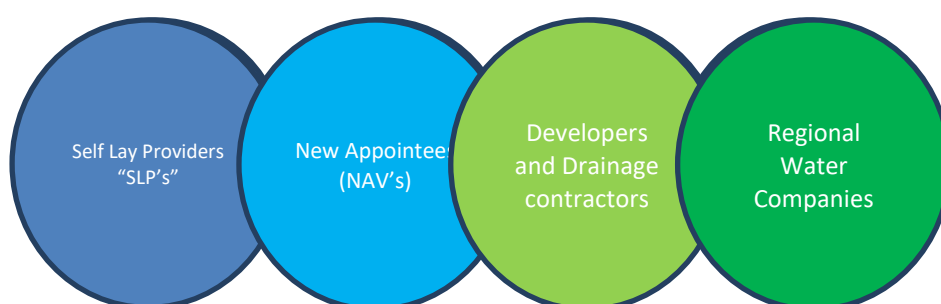
Please click on the relevant page number to take you to the section you require.

SECTION ONE - OPTIONS FOR DEVELOPERS IN THE PROVISION OF NEW CONNECTIONS

Customers for connections services (these may be Developers or SLPs) have the choice over who provides the infrastructure and over who owns those connection assets. The services over which there is competition are often referred to as ‘contestable’.

Some other services, such as those linked to the security of water supply, may only be provided by the appropriate water Company. These are known as ‘non-contestable’ services.

The following diagram illustrates the organisations that provide contestable connections services:



The options for the delivery and or ownership of water and waste water assets are as follows:

Installation of water supply connections	The Developer may select an SLP, NAV, or regional water Company
Installation of sewer connections	Developers are able to install these using a drainage contractor, although NAVs and regional water companies can also provide the service
Operation of connections assets	Developers and SLPs are able to choose a NAV or regional water Company to take over and operate networks

To enable customers to have clarity on whether a charge quoted in this document is contestable or non-contestable, all are marked as such.

A development may be served for water or waste water by a New Appointee (NAV) which does not need to connect to South West Water’s network (referred to as a full serve NAV or full service NAV). This Charging Arrangements Document is unlikely to apply to these NAVs as they will not require developer services from South West Water. South West Water will work with full serve NAVs in relation to any developments within the South West and, where appropriate in all the circumstances, will explore equivalent arrangements where permitted under the legislative framework.

SECTION TWO - PRE-PLANNING INFORMATION

The pre-planning process provides the customer with the point of connection for the site they are looking to develop and a budget estimate of the costs of supplying them.

How to apply for pre-planning information

Copies of the Company's records can be obtained via the website www.southwestwater.co.uk/developerservices.

The website allows customers to access Company asset information for a designated area. This information includes pipe material, diameter and, where available, depth. Customers should note that the accuracy of the records cannot be guaranteed, and the Company therefore advises customers to confirm the location on site. The information should enable customers to calculate the cost of a proposal using the charges set out in these charging arrangements.

The Company can also offer the following services to enable customers to understand how a site may be supplied.

No.	Description	Value	Contestable/Non contestable
	Online records search (copy of records)	£20.00	Non-contestable
a	Point of connection enquiry – Clean Water	£96.00	Contestable
b	Point of connection enquiry – Foul and surface water sewer	£96.00	Contestable
c	Validation Charge	£29.00	Non - contestable

a. Point of connection enquiry – Clean Water

The Company will provide a copy of its records and a point of connection.

This will include a desktop estimate based on the charges detailed in these charging arrangements.

The information will be provided within 21 calendar days of receipt of a full application. The day of receipt is day 0.

b. Point of connection enquiry – Foul and surface water sewer

The Company will provide a copy of its records and a point of connection.

This will include a desktop estimate based on the charges detailed in these charging arrangements.

The information will be provided within 21 calendar days of receipt of a full application. The day of receipt is day 0.

If a customer undertakes their own point of connection assessment and wishes the Company to validate it a charge will apply-

c. Validation charge

V1.4-010220

The Company will provide an email or letter to confirm the point of connection is correct.

Conditions applied to options a – c.

Locating the connection point does not include for provision of any hydraulic modelling to be undertaken and is based on the customer being able to connect to the nearest main of suitable size or larger in the vicinity of the site.

Enquiries will remain valid for the charging year in which they are provided.

Customers must submit an application under the current requirements to enable them to proceed with any of the work required. Payment is required at the same time as the application.

Other options for connection

If the customer wishes the Company to investigate the possibility of connecting to another main or sewer which does not fulfil the criteria for options a – b above, and requires hydraulic modelling, the Company will look to the customer to fund the work.

On request for this service, the Company will provide a quote for the work and payment will be required before any work is undertaken. As part of the quote, timescales will be provided on when the customer can expect to receive the outcome of the work

SECTION THREE - SITE SPECIFIC CHARGES – CLEAN WATER

These charges cover the work to connect the development to the appropriate point on the existing network.

This section includes:

- a. The process
- b. Self-Lay
- c. Water Requisition
- d. Water Diversion
- e. Water Connection

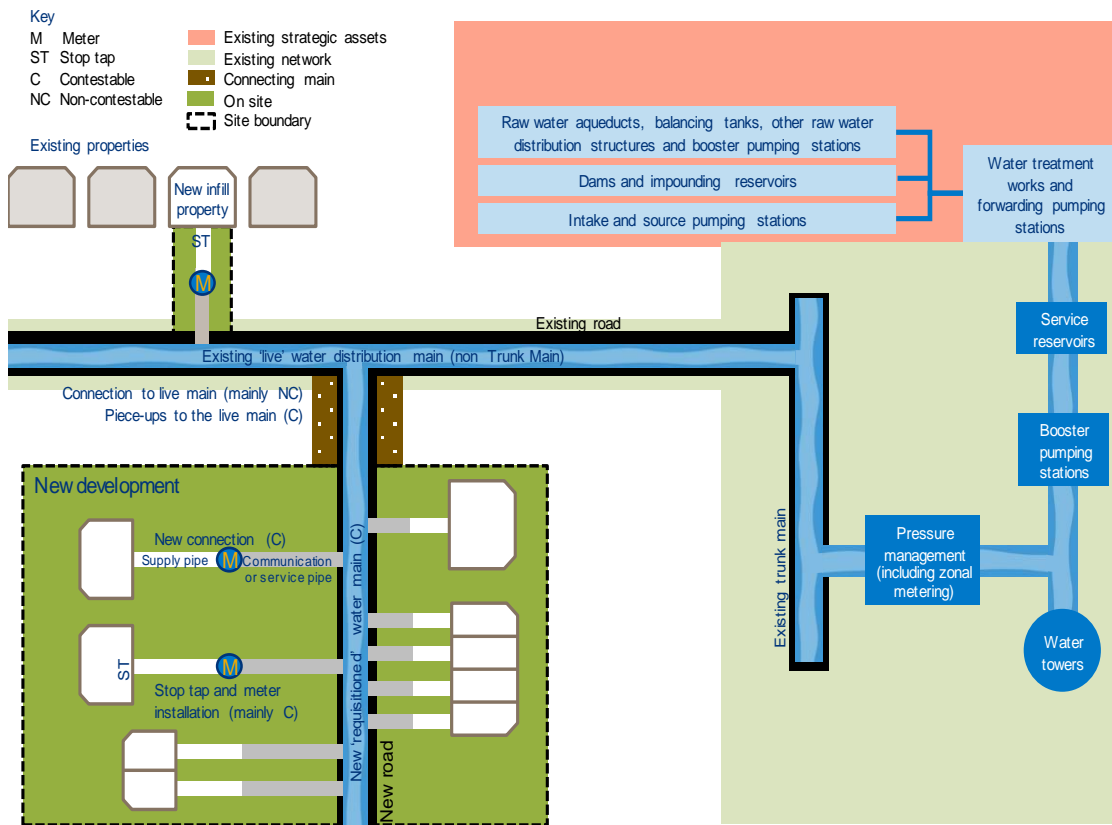
The diagram on the following page shows the responsibility for payment in relation to water connections services.

The diagram is annotated as follows:

Colour	Infrastructure	Who pays and how
Dark green and brown shaded area.	Site Specific work to connect the development to an appropriate point on the existing network	Developer or SLP customer through Site Specific charges
Light green shaded area.	Network reinforcement – upgrades and increased capacity of existing network in consequence of new growth	Developers through the New Infrastructure Charge
Pink shaded area	New resources and treatment assets	Water Company through 5-year Asset Management Plan investment Plan

WATER

Figure 1



3a. THE PROCESS

The Company's websites contain all of the information regarding the process the Company follows on receipt of an application, and that an applicant will also need to follow.

Application forms and process charts are available at

South West Water applications: www.southwestwater.co.uk/developerservices

Bournemouth Water applications: www.bournemouthwater.co.uk/developer

The Company's service to customers is delivered in accordance with the minimum Levels of Service as set out by Water UK. Further information is available on the Water UK website www.water.org.uk

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 an 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	SLP NAV Us
Branch connection	Branch connections are required to allow a new main to connect to an existing water main on our water network	SLP* NAV* Us
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	SLP* NAV* Us
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.	Can only be carried out by us
Plot connections	Plot connections are connections made between the boundary of the street in which the water main is laid or agreed connection point and the main	SLP* NAV* Us
Meter installation	Automated meter read (AMR) enabled meters must be installed for new domestic use connections. The meters type and location must be as per Company specification at the time. All meter chambers must be WRAS approved or equivalent	SLP NAV** Us
*Please see our Contestability Summary for specific details of all work types **Where a NAV installs a main, we will install a bulk meter.		

3b. SELF LAY

Developers can arrange for a new water main and service connections to be carried out by SLP'S. The Code of Practice for Self-Lay of Water Mains and Services v3.1 should be read in conjunction with the Company's local practices.

Copies of the Code of Practice are available here - www.water.org.uk/developer-services/self-lay-code-practice.

Any Self-Lay work must be carried out by an organisation that is accredited with the Water Industry Registration Scheme (WIRS) which is administered by Lloyds Register. The SLP can undertake the work classed as contestable within the Code of Practice Self Lay of Water Mains and Services v3.1.

Codes for Adoption

The Water Act 2014 introduced changes to the Water Industry Act 1991 (WIA91) requiring Ofwat to issue statutory codes for adoption agreements. These are the agreements that developers or self-lay providers (SLPs) enter into when they want an appointed water or sewerage Company to take over responsibility for infrastructure they have constructed. They are the agreements entered into under section 51A WIA91 for water infrastructure, and under section 104 WIA91 for sewerage infrastructure.

The duty for Ofwat to issue a code came into effect for companies operating wholly or mainly in England in October 2017 and, on 13 November 2017, Ofwat published their Code for Adoption Agreements for water and sewerage companies operating wholly or mainly in England (the Code).

Currently there is no proposed date for implementation of the clean water element of the Codes for Adoption.

Should the Codes for Adoption on Clean Water be implemented on or after 1st April 2020, the revised standards will be applied.

Self-Lay Process

The quotation will be provided on the basis of the application. Any non-contestable and contestable items you wish the Company to undertake will be taken out of the income offset costs in relation to the new water mains provided.

Payment should be made in advance for any non-contestable/contestable work that the SLP wishes the Company to undertake. This payment is due at the time of signing of the agreement.

Should the SLP/Developer request any additional work after signing the agreement and making payment, the Company will require the SLP/Developer to make this payment for the work within 14 calendar days of the supplementary invoice being raised.

The costs of the new connections and infrastructure charges will be charged separately. Please see relevant sections in this Charging Arrangements document.

The income offset is calculated on a per property basis for a domestic house and will be deducted from the infrastructure charges due for the connection. Should the occupation be of a different kind, then the relevant multiplier that is used for previous site usage will be

used as a means for calculating the income offset - see the infrastructure charges section for an explanation of the relevant multiplier.

The charges will be as per the Water Requisition table for new mains. See Section 3c.

Should an application not proceed past quotation stage, the Company reserves the right to charge for the costs involved to date.

Quotations remain valid for 90 calendar days from the date of issue.

3c. WATER REQUISITION

If a Developer does not wish to self-lay, the water main can be provided by the Company through a process termed requisitioning.

Applying for a Water Requisition

On receipt of the necessary information the Company will provide the customer with a quote for the cost for the water supply provision.

The quote will be split into the items identified in this section and will be supported with a design layout either produced by the customer or by the Company

For the avoidance of doubt, the Company does not have a duty to provide a supply for non-domestic use but will endeavour to meet customer needs wherever possible.

How South West Water's new charges have been developed

The South West Water requisition charges and income offset have been developed to adhere to the principles of Ofwat's Charging Rules.

Requisition charges have been calculated based on the actual costs incurred to requisition a water main or sewer over the last five years, per property connected.

Included within the charge are: -

1. The vetting of the design which includes provision for consultation with the Company's relevant internal teams and allows for two subsequent resubmissions. If a further re-submission is undertaken, then a further vetting charge will be charged.
2. The charges allow for the construction of water mains up to and including 200mm internal diameter, including any associated bends, valves and wash-outs.
3. Charges include for water mains with 900mm cover on them. Anything above this will be charged as an additional item. .
4. Pipelaying rates include costs for the water main to be pressure test, chlorinated and sampled.
5. The Connection of new mains to existing mains with pressure up to 8 Bar are included. Should the pressure in the existing main be above this, then a bespoke quotation will be provided.
6. For where the Developer owns and occupies the land, the quote will be based on the Developer providing the excavation and reinstatement to the Company's specification. Please see "Conditions of Trenchwork which can be found on our website at www.southwestwater.co.uk/developerservices.
7. The quote will allow for a certain number of visits to install the water main. Should subsequent visits be required, the Company will reserve the right to charge for these. The number of visits will be detailed on the quote. As agreed and documented in the requisition agreement.
8. For third party land the quote will include the cost for excavation and reinstatement to pre-existing ground conditions carried out by the Company.

9. Compensation for grazing only. Should the third party require above and beyond this, then the company will look to recover the actual cost incurred in the payments.
10. For traffic management includes for two-way lights.

The following exclusions will be charged on an actual cost basis on the bespoke quote

1. Any items contained within Schedule 13 of the Water Industry Act.
2. Where there is a need for additional traffic management above two-way lights e.g. road closure, three-way lights or permitting, this will be shown as bespoke item on the quote.
3. Any other utility diversions required as a consequence of this work.
4. Any other deviations from the above assumptions and items.

The following additional assumptions and conditions apply water requisitions/diversions: -:

Should an application not proceed past quotation stage, the Company reserves the right to charge for the costs involved to date.

If a third party is to undertake the contestable items, they must be accredited for that particular type of work through WIRS.

All main to main connections must be undertaken under pressure unless explicitly agreed with the Company in advance.

Quotations remain valid for 90 calendar days from the date of issue.

As part of this work, we will look to minimise disruption to our water supply. This may involve the use of under-pressure connections to facilitate the mains connection of the requisitioned water main.

Design of a scheme

The following items are covered in the design of a scheme charge

- a. Hydraulic design of the scheme to confirm pipe size, pressure etc.
- b. Obtaining and reviewing other utility information to avoid clashes.
- c. Production of a CAD drawing of the layout of the site to be included with our quotation.
- d. Production of a CAD drawing for any detailed connections/assets required where there is not a standard drawing.
- e. Internal consultation and sign off.
- f. Consultation with the Fire Service
- g. Production, review and sign off of Designers Risk Assessment
- h. When the legal agreement is signed, producing a construction pack for issue to the contractor (SLP and/or Term Service Contractor) to undertake the work.
- i. Provision of estates drawings where third party land entry is required.
- j. Provision of drawings for any other consents that are required as part of the scheme.
- k. Design and production of thrust blocks to suit the scheme.

- l. The cost includes for initial production of the above and two sets of changes/amendments. Should further amendments be necessary, an additional charge is made based on the actual cost involved for those amendments.
- m. Dealing with minor design changes from site as construction proceeds which do not require the production of new drawings.
- n. Overall review and sign off of the design to comply with our duties under Construction Design and Management Regulations 2015.

Vetting of a scheme designed by third party

The following items are covered when vetting a scheme designed by a third party

- a. Review of the design submitted.
- b. Review of designer's risk assessment.
- c. Review of hydraulic calculations.
- d. The provision of comments to the designer/SLP.
- e. Internal consultation and sign off.
- f. The cost includes for a total of 3 reviews of the design. This is one initial review and two subsequent reviews. This allows for comments/amendments to be dealt with and, also allows for changes by the Developer without incurring additional charges.

Administration charge

This covers the cost of the business administration/project management of the scheme and is broken down to the following: -

- a. Reviewing and processing the application form.
- b. Acknowledging receipt of the application form.
- c. Logging application on corporate systems and supporting administration.
- d. Arranging and attending site visit to produce quotation
- e. Obtaining quotations for streetworks (i.e. road closures and three-way lights), estates compensation, ecology.
- f. Producing and issuing quotation
- g. Invoicing any necessary payments.
- h. Updates to Developer or SLP as appropriate.
- i. Instructing and coordinating any work
- j. Dealing with any contractual matters with the Term Service Contractor (TSC).
- k. Agreeing account with TSC for work
- l. Pre-start meeting if required.
- m. Reviewing and acting upon Self Lay notifications
- n. Updating records
- o. Reviewing and feedback on the as built information provided.
- p. Producing vesting certificate (Self Lay)
- q. Producing payments for the work.
- r. Monitoring the financial costs of the project.
- s. General administration and customer support (e.g. scanning, filing).

As there is a reduction in these items when the work is completed by a Self-Lay Provider, this is reflected in the administration charge.

Site Specific – Clean Water Charges for provision of new mains under Water Requisition or Self-Lay

Not - unless otherwise stated charges are fixed charges. The prices quoted will be amended only if a cost change is generated by the customer.

No.	Description	Unit	Value	Contestable/Non contestable
	Administration Fee (Water Requisition/Water Diversion)	Per scheme	£1,848.00	Non-contestable
	Administration Fee (Self Lay)	Per scheme	£649.00	Non-contestable
	Vetting of design and approval undertaken by 3 rd party. Third party must be accredited through WIRS.	Per scheme	£271.00	Non-contestable
	Design of mains connection where the connection has a heightened risk to damage or existing water distribution systems or interrupting supplies to existing customer.	Per connection	£209.00	Non-contestable
	Connection of new main to existing main excluding excavation and reinstatement up to including 100mm (diameter of new main) where the connection has a heightened risk to damage or existing water distribution systems or interrupting supplies to existing customer. This is undertaken by using line stops and under-pressure tee.	Per connection	£9,722.00	Non-contestable
	Connection of new main to existing main excluding excavation and reinstatement greater than 100mm and up to an including 200mm (diameter of new main) where the connection is heightened risk to damage or existing water distribution systems or interrupting supplies to existing customer. This is undertaken by using line stops and under-pressure tee.	Per connection	£12,685.00	Non-contestable
	Connection of new main to existing main excluding excavation and reinstatement up to including 100mm (diameter of new main) where	Per connection	£1,224.00	Non-contestable

	the connection has a heightened risk to damage or existing water distribution systems or interrupting supplies to existing customer. Using under-pressure tee only.			
	Connection of new main to existing main excluding excavation and reinstatement greater than 100mm and up to an including 200mm (diameter of new main) where the connection has a heightened risk to damage or existing water distribution systems or interrupting supplies to existing customer. Using under-pressure tee only.	Per connection	£1,333.00	Non-contestable
	Legal agreement	Per agreement	£466.00	Non-contestable
	Design of scheme	Per scheme	£1,341.00	Contestable
	Changes to design by the Developer/SLP following provision of quotation.	Per change	Up to £1,341.00 depending on work required with a minimum charge of £230.00	Contestable
	Pipelaying in trench provided by Developer in land the Developer owns and occupies. Excavation and backfill to be in accordance with the 'Conditions of Trenchwork'.	Per domestic property	£646.00	Contestable
	Pipelaying in Unmade Ground in land not owned or occupied by the Developer for new water mains up to 100mm internal diameter.	Per metre	£137.00	Contestable
	Pipelaying in Unmade Ground in land not owned or occupied by the Developer for new water mains above 100mm and up to 200mm internal diameter.	Per metre	£152.00	Contestable

	Pipelaying in Made Ground in land not owned or occupied by the Developer for new water mains up to 100mm internal diameter.	Per metre	£232.00	Contestable
	Pipelaying in Made Ground in land not owned or occupied by the Developer for new water mains above 100mm and up to 200mm internal diameter.	Per metre	£281.00	Contestable
	Additional commissioning of sections should it not be done in accordance with the quotation.	Per commissioning	£2,420.00	Contestable
	Third party Compensation	Per scheme	Bespoke on application	Contestable
	Ecological etc.	Per scheme	Bespoke on application	Contestable
	Traffic Management	Per scheme	Bespoke on application	Contestable

Examples can be found in section THIRTEEN – EXAMPLES

3d. WATER DIVERSION

A water diversion is necessary when any proposed structure is going to be built near or on top of the asset. Clearance distances are available on the Company's website www.southwestwater.co.uk/developerservices

How South West Water charges have been developed

Water diversions are excluded from the requirements of the Ofwat Charging Rules. To align with other charges the Company will, where possible, base quotes on water requisitions charges.

Where this is not possible the Term Service Contractor rates charged to the Company will be used.

Applying for a Water Diversion

On submission of the application, each scheme will receive a site visit and a design will be undertaken.

As part of this work, we will look to minimise disruption to our water supply. This may involve the use of line-stops to facilitate the mains connection of the diverted water main.

The items covered and exclusions on water requisitions also apply to water diversions when using the schedule of rates contained under the water requisition heading.

For work to proceed, the payment of the full quotation price will be required in advance. On completion the cost will be reviewed and re-measured based on actual work carried out using the fixed charges. Any differences will be invoiced or refunded to the customer.

Should an application not proceed past the quotation stage, the Company reserves the right to charge for the costs involved to date.

Quotations remain valid for 90 calendar days from the date of issue.

If a third party is to undertake the contestable items, they must be accredited for that particular type of work through WIRS.

Minimising disruption to our existing customers

To minimise any disruption to our existing customers, the connection of the new main to existing main should be connected using line-stops. Where an SLP wishes to undertake this work via another means, this must be agreed in advance with the Company and will be by exception.

3e. WATER CONNECTIONS – SERVICE CONNECTION CHARGES

This section relates to all individual new water connections to a water main. These charges apply to water connections which serve household or non-household properties or supplies which do not serve a property.

The charges in this section relate to connections to a distribution main. Connections to strategic trunk mains will be by exception only and may be subject to additional costs. Where the Company agrees to a connection on a trunk/high pressure main the applicant may not excavate within three metres of the main. The Company will undertake the three metres of excavation and make the connection, with charges payable on the basis of the costs incurred.

How South West Water's new charges have been developed

Charges have been developed as a fixed price per connection based on connection type.

Applying for a service connection to a distribution main

Unless otherwise stated the charges are fixed price. The prices quoted will be amended only if a cost change is generated by the customer.

A water meter will be installed on new connections in accordance with the Company's policy. The water meter remains the Company's property. Where a water meter has been installed a measured tariff will apply - except where it has been installed for check purposes only, in accordance with the Company's policy at the time, and a customer has been previously notified of this in writing. Automated meter reading (AMR) meters up to 15mm will be installed on up to 32mm supplies used for domestic purposes. This includes supplies used for both domestic and non-domestic use, for example a combined domestic and fire sprinkler system.

Customers requiring connections to existing offsite mains may choose to undertake all excavation, the laying of pipes up to the Company's main, reinstatement, streetworks noticing and traffic management. Alternatively, customers may request that off-site works to lay the communication pipe are carried out by the Company or may use their chosen Self Lay Provider (SLP) where the work is contestable.

Customers requiring connections to newly laid water mains for a site or to existing water mains located within the boundary of the site will be responsible for all excavation, laying of pipes up to the Company's main, and reinstatement. Alternatively, customers may use their chosen SLP to carry out these works. These works would not be carried out by the Company.

For all connections to water mains, the Company or chosen SLP will undertake the physical connection to the main and installation of the water meter, regardless of whether the excavation, laying of pipes and reinstatement are carried out by the customer, its chosen SLP or the Company. Customers cannot carry out these works themselves.

Third party requirements

Where service pipes are to be laid in a highway by a private contractor, customers will need to obtain the permission of the Highway Authority to work in the highway. The Highway Authority may stipulate that only its approved contractors may work in the highway and there may be a charge administered by the Highway Authority. The Company is an approved contractor for this purpose and will provide quotes for carrying out work requested by

customers. It will use the standard prices set out in this section in preparing such quotes. SLPs can also be approved contractors so customers should bear this in mind in making any decisions and should check with their chosen SLP.

In some instances, working in the highway will incur additional fees and costs as a result of compliance with Highway Authority requirements, such as road closures and traffic management control. All fees and costs incurred by the Company in carrying out a connection in such circumstances are included within the fixed charges.

- Note: Where the Company opens ground requiring permanent reinstatement, the applicant cannot elect to undertake the reinstatement.

If the Company needs to gain access to third party land or need to seek permissions from third parties, for example Network Rail, then such costs are included within the fixed charges. However, gaining such access may cause a delay in making a connection.

- Note: Where an applicant lays private pipework in third party land the applicant must obtain prior permission from the land owner. This is usually in the form of an easement.

Matters relevant to charges

A standard connection will be one where:

- the distance between the water main and the customer's point of connection is 5 metres or less
- the external diameter of the service pipe being connected to the main is not more than 32mm
- the trench in which the service pipe needs to be laid will have a width of 0.5 metres or less and contain no more than 5 service pipes in total

Connection charges are payable in advance of the Company undertaking any work.

The Company reserves the right to amend the amount charged for connections where additional costs are incurred in making the physical connection as a result of matters that were not evident at the time of providing a quotation for the work.

Quotations remain valid for six months from the date of issue.

What is included in the charges?

<i>Application Fee by type</i>			
Application Task Description	Onsite	Self Lay	Offsite
Review and process application form	Y	Y	Y
Acknowledge receipt of application form	Y	Y	Y
Log application on corporate systems and supporting administration	Y	Y	Y
Arrange and attend 1 x site survey	N	N	Y
Water Regulations record site in WRA	Y	Y	Y
Produce and issue quotation	Y	Y	Y
Charge	£12.00	£12.00	£130.00

<i>Administration Fee by type</i>			
Administrative Task Description	Onsite	Self-Lay	Offsite
Receive and process payment(s)	Y	Y	Y
Issue invoice	Y	Y	Y
Raise work order per connection(for meter feedback)	Y	Y	Y
Issue work order to contractor	Y	N	Y
Raise relevant requests or notices	N	N	Y
Review Self Lay notifications	N	Y	N
Update records	Y	Y	Y
Customer guidance	Y	Y	Y
Technical Help Desk	Y	N	Y
General administration and customer support (eg scanning, filing and review of chlorination certificate and sample results)	Y	Y	Y
Charge	£33.00	£28.00	£33.00

Further information relating to specific charges is provided in the table below.

No.	Charge Description	Unit	Value	Contestable/Non contestable
Application Fee				
	Application fee – Self Laid Connection	Per Application	£12.00	Non-contestable
	Application fee – Company Laid Onsite Connection	Per Application	£12.00	Non-contestable
	Application fee – Company Laid Offsite Connection	Per Application	£130.00	Non-contestable
Administration Fee				
	Administration fee – Self-Laid Connections	Per Connection	£28.00	Non-contestable
	Administration fee – Company Laid Onsite Connection	Per Connection	£33.00	Non-contestable
	Administration fee – Company Laid Offsite Connection	Per Connection	£33.00	Non-contestable
<p>Connection Only – Company Laid Connection - no excavation; pipe laying; backfill; reinstatement or traffic management by SWW South West Water/Bournemouth Water carry out connection to main, connection to external service pipe, boundary box and meter installation, all in a pre-excavated trench.</p> <p>The applicant is responsible for pipe laying, opening, closing and if necessary permanently reinstating the trench to the water main, and depth of boundary box to finished surface level.</p>				
	For 1st connection only up to and including 32mm diameter	Per Connection	£166.00	Contestable
	Subsequent connection(s) up to 32mm diameter under same application at same site location	Per Connection	£166.00	Contestable
	Connection(s) greater than 32mm and up to and including 63mm	Per Connection	£770.00	Contestable

	Connection(s) greater than 63mm and less than 100mm	Per Connection	£917.00	Non-contestable
	Connection(s) 100mm and greater	Per Connection	£1,354.00	Non-contestable
<p>Offsite Connection – Company laid connection - New or replacement connection under section 45 or 55 of the Water Industry Act 1991 to an existing public water main located outside the site boundary., including trenching costs and traffic management. South West Water/Bournemouth Water will only undertake installation work to the boundary of the street in which the main is laid. Installation work includes connection to main, laying of communication pipe, connection to external supply pipe, boundary box, meter, excavation, reinstatement and traffic management.</p>				
	<p>Standard connections up to 32mm diameter and trench work up to 5m in length</p> <p>Where South West Water/Bournemouth Water undertakes the opening and closing of a trench up to 5 metres in length</p>	Per Connection	£1,280.00	Contestable
	In addition to the first standard connection up to four further service pipes may be laid in the same trench and connected on the same date as the first connection	Per Connection	£276.00	Contestable
	<p>Non-standard connections up to 63mm diameter and/or trench greater than 5m and up to 20m in length</p> <p>Where South West Water/Bournemouth Water undertakes the opening and closing of a trench</p>	Per Connection	£2,232.00	Contestable
	<p>Non-standard connections greater than 63mm diameter and/or greater than 5m and up to 20m in length</p> <p>Where South West Water/Bournemouth Water undertakes the opening and closing of a trench</p>	Per Connection	£2,232.00	Non-contestable
	In addition to the first non-standard connection up to four standard service pipes may be laid in the same trench and connected on the same date as the first connection	Per Connection	£276.00	Contestable

	Connections greater than 20m in length In addition to the relevant Non-standard connection charge an extra over charge for each metre greater than 20m, by surface type:			
	Pre-excavated	Per Metre	£136.00	Contestable
	Unmade surface	Per Metre	£162.00	Contestable
	Made surface	Per Metre	£294.00	Contestable
Other Connection Charges				
	Supply and Fit AMR meter only (meter screw in – no connection)	Per Meter	£87.00	Contestable
	Boundary Box Replacement Excavation; removal of existing boundary box; installation of new boundary box; backfill and reinstatement	Per Box	£382.00	Non-contestable
	Water Regulations Inspections Contribution toward general cost of internal and external Water Regulations inspections	Per Connection	£24.00	Non-contestable
	Where we attend to make a pre-booked connection but the site is not ready for connection	Per Connection	£102.00	Non-contestable
	Second and subsequent site survey/visit	Per Survey/visit	£116.00	Non-contestable

Examples can be found in [section THIRTEEN – EXAMPLES](#)

3f. Non-contestable Activity

This section describes the non-contestable activities that the Company is required to undertake.

The remainder of the text in this section is an extract from the Code of Practice for Self-Lay Version 3.1 which is current at the time of producing these charges.

To confirm the current list please refer to the current document available on the Water UK website www.water.org.uk. Where there are changes to the Code of Practice for Self-Lay during the term of this Charging Arrangements Document, South West Water will apply the Code of Practice for Self-Lay.

Excerpt from Code of Practice for Self-Lay Version 3.1

Water supply

Non-contestable activities in the design and construction of water mains and services

The water Company should allow the SLP to do all elements of work to provide water supplies to new developments other than those defined as non-contestable in the table below.

It is envisaged that the implementation of the New Charging Rules will mean that some of the terms used in the Self-Lay Code of Practice will need to be updated. That Code will remain the definitive reference document for contestable and non-contestable water supply works, although in the meantime, the content in Table B1 is provided to illustrate the changes that might be needed.

Non-contestable activities in the design and construction of water mains and services.

DESIGN

- Design work for Network Reinforcement and Enhancement
- Sizing of pipes design guidance – water companies retain responsibility for specifying pipe sizing criteria. Application of the design guidance is a contestable activity.

DESIGN APPROVAL

- Approving on-site water distribution systems designs (except where self-certification arrangements are in place).

INSTALLATION

- It is expected that Network Reinforcement work will normally be undertaken by a water Company under the proposed new charging arrangements except where the water Company requests a developer or SLP to oversize the clean water assets they are providing to allow for later development.
- Network Reinforcement, or Diversion works whose construction heightens the risk of damage to existing water distribution systems or interrupting supplies to existing customers.
- Network Reinforcement which is provided for a general area or as part of a Company's investment programme.

- Mains connections that involve heightened risk to existing assets or could affect supplies to existing customers.
- Serving notices for land entry, and negotiation with third party landowners and occupiers.
- Source of water connections to water companies' existing assets.
- Service connections larger than 63mm diameter except where the connection is to be constructed as part of main laying works.
- Service connections less than 63mm on existing mains where the water Company assess that the condition of the main or the material heightens the risks to existing assets or could affect supplies to existing customers.

COMMISSIONING

Decommissioning redundant mains following a diversion.

1. Restrictions on SLPs undertaking work apply when the water Company assesses that the construction works significantly heightens either the risk of damage being caused to their existing assets, risk to water quality, or the works interrupting the supplies to existing customers. The thresholds for this assessment will be set in accordance with the water Company policies for all work on their water distribution systems and allowing SLPs to do work on pipework with such assessments may be subject to accreditation requirements and controls specified in the terms offer.
2. Where a SLP carries out water sampling and quality testing they shall comply with the sampling procedure detailed in the water Company's specific schedule of permissible materials and construction arrangements. Testing should be by a UKAS accredited laboratory.
3. Where a SLP has the necessary access, permissions installing the new part of diversions made necessary by a development should be considered as contestable work provided that doing this work does not significantly heighten either the risk of damage being caused to existing assets or the works interrupting the supplies to existing customers.
4. The connection of diversions into existing network systems and the decommissioning of diverted mains are non-contestable works as they are likely to affect supplies to existing customers.

SECTION FOUR - SITE SPECIFIC CHARGES – WASTE WATER

These charges cover the work to connect the development to appropriate point on the existing network.

This section includes:

- a. The process
- b. Sewer Adoption
- c. Sewer Requisition
- d. Sewer Diversion
- e. Sewer Connection

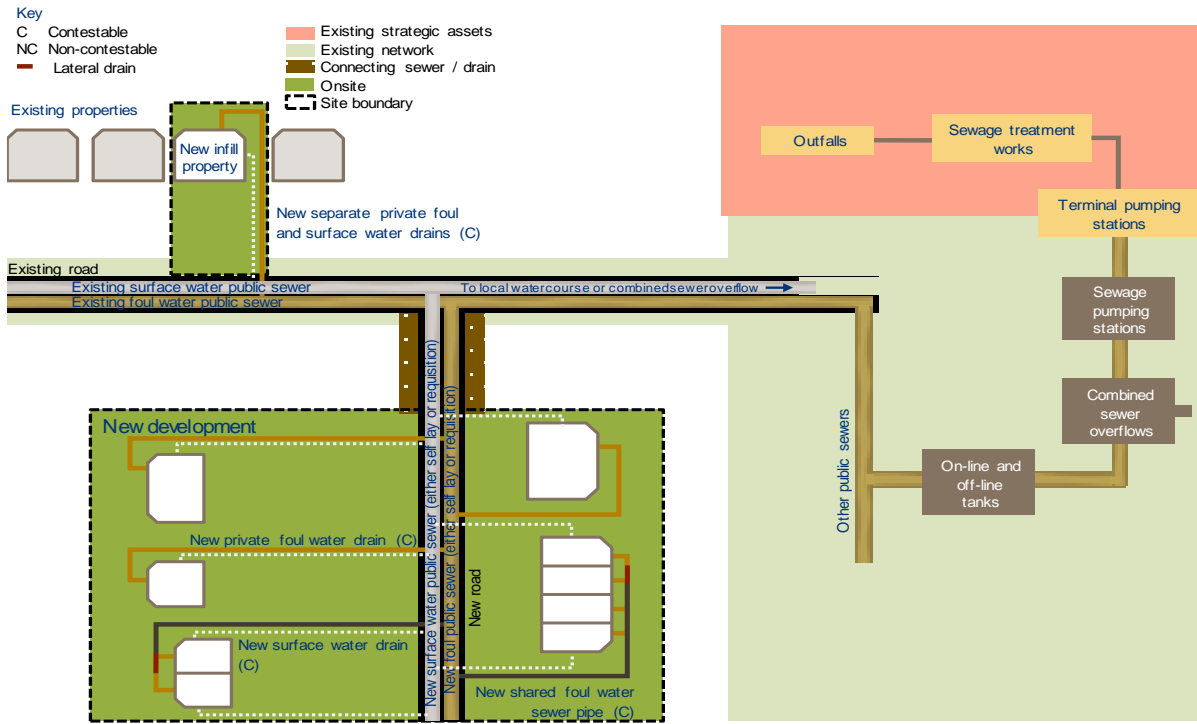
The diagram on the following page shows the responsibility for payment in relation to water connections services.

The diagram is annotated as follows:

Colour	Infrastructure	Who pays and how
Dark green and brown shaded area	Site Specific work to connect the development to an appropriate point on the existing network	Developer or SLP customer through Site Specific charges
Light green shaded area	Network reinforcement – upgrades and increased capacity of existing network in consequence of new growth	Developers through the new Infrastructure Charge
Pink shaded area	New resources and treatment assets	Water Company through 5-year Asset Management Period investment Plan

WASTEWATER

Figure 2



4a. THE PROCESS

The Company's website contains all of the information regarding the process the Company follows on receipt of an application, and that an applicant will also need to follow.

Application forms and process charts are available at

www.southwestwater.co.uk/developerservices

The Company's service to applicants is delivered in accordance with the minimum Levels of Service as set out by Water UK www.water.org.uk

Please note - The waste water charges contained in this document are only relevant for connections in South West Water area of supply. Customers with developments in the Bournemouth Water area of supply should refer to the relevant waste water Company charging arrangement. This will either be Wessex Water or Southern Water depending on the location.

4b. SEWER ADOPTIONS

The sewers and pumping stations built by a customer for a development can be adopted in to the Company's sewerage system, provided those sewers and pumping stations have been constructed to meet defined standards and provided the customer follows the adoption process. The Company has charges for elements of the adoption process to cover its costs.

How South West Water's new charges have been developed

The fee has been calculated as a cost reflective-fee based on the actual costs (as observed over the last five years) of providing the adoption/inspection per development.

In line with the Company's approach to date, no asset payment is made in respect of the adopted sewers.

Applying for a Sewer Adoption

Unless otherwise stated charges are fixed. The prices quoted will be amended only if a cost change is generated by the customer.

Codes for Adoption

The Water Act 2014 introduced changes to the Water Industry Act 1991 (WIA91) requiring Ofwat to issue statutory codes for adoption agreements. These are the agreements that developers or self-lay providers (SLPs) enter into when they want an appointed water or sewerage Company to take over responsibility for infrastructure they have constructed. They are the agreements entered into under section 51A WIA91 for water infrastructure, and under section 104 WIA91 for sewerage infrastructure.

The duty for Ofwat to issue a code came into effect for companies operating wholly or mainly in England in October 2017 and, on 13 November 2017, Ofwat published their Code for Adoption Agreements for water and sewerage companies operating wholly or mainly in England (the Code).

On 25 October 2019, the documentation submitted by Water UK in relation to sewerage was approved by Ofwat.

The new sewerage adoption arrangements will come into effect on 1 April 2020. In order to allow a smooth introduction of the new arrangements alongside various other initiatives which are to take effect on that date, reporting against most of the new performance metrics is going to be delayed for a maximum of six months from 1 April, as noted in the Sewerage Sector Guidance document.

Further information can be found at: -

<https://www.water.org.uk/sewerage-sector-guidance-approved-documents/>

Included within the charges are

1. The administration fee covers administration of the process including the provision of maintenance and vesting certificates.
2. Vetting – covers the review of the drawings in accordance with the specification.

3. The vetting cost is based on one submission and two re-submissions. Should there be any subsequent re-submissions further fees will apply.
4. Inspection fees are based ongoing inspections during construction, maintenance inspection and one revisit for remedial inspection. Should there be any subsequent re-inspections further fees will apply.
5. The Company will undertake the first CCTV inspection of the sewers. Should a subsequent CCTV inspection be required to prove that remedial work is complete the developer will be required to provide and fund this.
6. Vetting and Adoption of any SuDS assets in line with the Design and Construction guidance supporting Codes for Adoption. .

Excluded from the charges

1. The Company will not monitor the alarms to the pumping station until such time as the pumping station is vested.
2. Any jetting required enabling CCTV inspection. It is the developer's responsibility to make sure that the sewers are clean and ready for CCTV.
3. Any compensation payable to third party landowners for access or rights for the sewer laying or discharge.

Pumping Stations

1. The customer will secure all the necessary rights of access for the pumping station which are transferrable without any charge to the water Company.
2. The customer will transfer the land for the pumping station to the water Company during the maintenance period without any charge to the water Company.
3. It is the customer's responsibility to provide all the utilities to the pumping station to facilitate its adoption.

No.	Description	Unit	Value	Contestable/Non contestable
	Administration Fee	Per application	£678.00	Non-contestable
	Technical Vetting Fee without PS	Per property with a minimum fee	£15 per property with a minimum of £292	Non-contestable
	Technical Vetting Fee with PS	Per property with a minimum fee	£19 per property with a minimum of £708.	Non-contestable
	Inspection Fee	Per property with a minimum fee	£42 property with a minimum of £789	Non-contestable
	Legal Fee	Per agreement	£708.00	Non-contestable
	Re-submissions for technical review	Per additional review	£296.00	Non-contestable
	Re-inspections following remedials	Per inspection	£153.00	Non-contestable
	Security	Per scheme	10% of construction costs with a minimum of £500.	Non-contestable
	Installation and commissioning of Telemetry using PSTN line for communications (includes project management)	Per installation	£3,320.00	Contestable
	Installation and commissioning of Telemetry using PSTN and Radio for communications (includes Project Management)	Per installation	£5,314.00	Contestable

Examples can be found in [section THIRTEEN – EXAMPLES](#)

Security

Cash Bonds (maximum of value of bond) £2,000

Other security - this can be by means of an insurance policy, bank guarantee or other means as agreed with the developer and the Company

A construction schedule should be submitted by the developer for confirmation of the bonding value. If no schedule is submitted before technical approval is granted, the Company's schedule will be used.

Quotations will remain valid for 90 calendar days from the date of issue.

4c. SEWER REQUISITIONS

If a customer does not wish to lay the sewers for its development, the Company can provide a service to construct a sewerage connection for domestic purposes on behalf of the customer, on application.

An application can only be made where the requested application will be the first time the properties will be connected to the Company's network.

How South West Water's new charges have been developed

Requisition charges have been calculated based on the actual costs incurred to requisition a water main or sewer over the last five years, per property connected.

Applying for a Sewer Requisition

On receipt of all the necessary information the Company will provide the customer with a quote for the cost for the waste water provision. The quote will include a preliminary design layout unless the design is being undertaken by the customer.

If the Company is to undertake the design work, the detailed design will be undertaken once full payment for the work is received and the necessary legal agreement is signed.

The quote will be split into the items identified in this section and will be supported with a design layout either produced by either the customer or the Company.

Included within the rates are: -

1. Gravity sewers up to 300mm internal diameter.
2. Excavation and reinstatement to pre-existing ground conditions.
3. Up to three metres in depth and including any necessary manholes.
4. Compensation for grazing only. Should the third party require above and beyond this, then the Company will look to recover the actual cost incurred in the payments.
5. Traffic management provides for two- way lights. Should the work require further traffic management, this will be at an additional cost included in the quote.
6. The administration fee covers the project management of the scheme and includes to the customer communication, contract management and financial management of the scheme.

Exclusions will be charged on an actual cost basis in the bespoke quote

1. Any items contained within Schedule 13 of the Water Industry Act.
2. Where there is a need for additional traffic management above two-way lights e.g. road closure, three-way lights or permitting, this will be shown as bespoke item on the quotation.
3. Rising mains and pumping stations. Should a customer not be able to obtain the necessary third-party rights to undertake this work, the Company will provide a bespoke quotation for them.
4. Any other utility diversions required as a consequence of the work.

On surface water sewers, any costs associated with discharging the water to other than a public sewer.

Should an application not proceed past quotation stage, the Company reserves the right to charge for the costs involved to date.

Quotations remain valid for 90 calendar days from the date of issue.

Note - Unless otherwise stated these are fixed charges. The prices quoted will be amended only if a cost change is generated by the customer.

Site-specific charges waste water sewer requisitions -

No.	Description	Unit	Value	Contestable/Non contestable
	Administration Fee	Per scheme	£1,935.00	Non-contestable
	Legal agreement	Per agreement	£466.00	Non-contestable
	Design of Connections to the public sewer network that may heighten the risk of damage to existing assets or compromise public health and/or the environment.	Per connection	Bespoke on application	Non-contestable
	Connections to the public sewer network that may heighten the risk of damage to existing assets or compromise public health and/or the environment.	Per connection	Bespoke on application	Non-contestable
	Connections to the public sewer that involve man-entry to live operational assets that necessitate special precautions to control H&S hazards (such as in combined sewers with a rapid response to rainfall).	Per connection	Bespoke on application	Non-contestable
	Design of scheme	Per scheme	£4,640.00	Contestable
	Changes to design by the Developer/consultant following provision of quotation.	Per change	Bespoke on application	Contestable
	Pipelaying in made ground in land not owned or occupied by the Developer.	Per metre	£321.00	Contestable
	Pipelaying in unmade ground per metre in land not owned or occupied by the Developer.	Per metre	£321.00	Contestable
	Third party compensation	Per scheme	Bespoke on	Contestable

			application	
	Ecological etc.	Per scheme	Bespoke on application	Contestable
	Traffic Management	Per scheme	Bespoke on application	Contestable

Examples can be found in [section THIRTEEN – EXAMPLES](#)

4d. SEWER DIVERSIONS

A sewer diversion is necessary when any proposed structure is going to be built near or on top of the waste water asset. Clearance distances are available on the Company's website www.southwestwater.co.uk/developerservices

How South West Water charges have been developed

Sewer Diversions are excluded from the requirements of the charging rules. To align with other charges the Company will, where possible, base quotes on sewer requisitions.

Where this is not possible then the work will be competitively tendered, and the quotation based on the outcome of the tender.

Applying for a Sewer Diversion

To request a diversion the customers must own or have a formal interest in the land in which the sewer is located and be improving that land.

If the Company has refused the customer a build over and the customer needs to divert to a different location due to the proximity of the vicinity of the planned works, the customer will need to follow the process laid out in this section.

The final cost of any diversion is payable by the customer in full. If the final cost of the scheme is less than the deposit paid, the outstanding amount will be refunded on completion of construction. Should these costs be more, the Company will invoice the customer.

Unless otherwise stated, charges are fixed. The prices quoted will be amended only if a cost change is generated by the customer.

Please note no work should be undertaken on the Company's public sewers until such time as the customers receives all of the necessary approvals to proceed with the work.

The Company will offer four different solutions (see below) to enable a sewer diversion to be undertaken. Please also refer to section 4f (Non-contestable) for further detail of the work a customer cannot undertake. If a customer is in doubt, please contact the Company to discuss the matter.

Should an application not proceed past quotation stage, the Company reserves the right to charge for the costs involved to date.

The administration fee covers the project management of the scheme and includes to the customer communication, contract management where appropriate and financial management of the scheme -

Quotations remain valid for 90 calendar days from the date of issue.

Abandonment of sewers

It is the Company's policy that the abandoned public sewer will be removed and not left in place and grouted. Customers should ensure that they have taken this into consideration.

1. Small Build

The following criteria must be met in order to be eligible for the small build process:

- It is a private customer carrying out improvement works to their existing property or constructing an infill property.
- The sewer works will be carried out wholly within the customer's curtilage, i.e. no third-party land or highway/public right of way is affected
- The sewer is no more than 3m deep
- The sewer is no more than 225mm in diameter
- No more than 10 properties are connected upstream
- The sewer does not carry pumped flows.
- There are no special technical requirements, e.g. engineering difficulty, geotechnical, structural or environmental issues

Charges:

No.	Description	Unit	Value	Contestable/Non contestable
	Small Build including one day inspection	Per application	£568.00	Non-contestable
	Further day inspection	Per inspection	£211.00	Non-contestable

Payment will be required at the time of signing the legal agreement to proceed with the work.

2. Design and Build by the customer's contractor and submitted at the same time and as part of the customer's on-site Section 104 application

There will be no additional charge for the technical review, providing the information is included in the initial Section 104 application. All the rules contained within the Sewers for Adoption charging arrangements will be applicable here.

The diverted sewer must be included in the value for any bonding arrangements and be subject to the same process as the Section 104 e.g. maintenance.

Charges will be as per Section 4b – Adoption Fees. All fees must be paid at the same time as signing the legal agreement. Should the work not proceed to this stage SWW reserves the right to recharge the costs involved.

3. Design and build by the customer's contractor and submitted separately to any Section 104

The customer is required to make an application for a sewer diversion and submit all the required Section 104 application information.

The design vetting fee is based on the customer submitting a full application first time and allowing for two subsequent re-vettings of the design. Should any further design reviews be required these will be charged at the re-vetting fee contained within the Sewer Adoptions charges.

The inspection fee is based on three inspections being undertaken. Should any further inspections be needed these will be charged at the re-inspection fee contained within the Sewer Adoptions charges.

No.	Description -	Unit	Value	Contestable/Non contestable
SD3a	Administration fee - if separate application and you are undertaking the design and construction	Per application	£678.00	Non-contestable
SD3b	Design vetting fee – if separate application and you are undertaking the design and construction.	Per scheme	£296.00	Non-contestable
SD3c	Inspection fee – if separate application and you are undertaking the design and construction.	Per scheme	£801.00	Non-contestable
SD3d	Legal Fee	Per agreement	£708.00	Non-contestable

Examples can be found in [section THIRTEEN – EXAMPLES](#)

All fees must be paid at the same time as signing the legal agreement. Should the work not proceed to this stage SWW reserves the right to recharge the costs involved.

4. Design and build by the water Company

Where possible the Company will use the schedule of rates used for sewer requisitions for each scheme.

If this is not possible the Company will acquire a bespoke quotation based on tendered rates.

Charges:

No.	Description -	Unit	Value	Contestable/Non contestable
SD4c	Administration Fee	Per application	£1,935.00	Non-contestable
SD4d	Legal Fee	Per agreement	£708.00	Non-contestable
SD4a	Design	Per scheme	£4,640.00	Contestable
SD4b	Construction	Per scheme	Bespoke price on application	Contestable

Examples can be found in [section THIRTEEN – EXAMPLES](#)

5. A mixture of options 3 and 4

This option will be offered by exception and will be priced individually as required.

It will normally be offered where the connections are deemed to be of high risk to the contractor, and require specialist knowledge and experience.

Where appropriate the rates contained in the previous options will be used but a bespoke quotation will be provided.

Charges

Will be in line with various items identified for the scheme.

4e. SEWER CONNECTIONS

This covers the connection of the property/properties to the public sewer.

Applications should be made whether the connection is directly to the public sewer or indirectly (via private drain).

How South West Water's new charges have been developed

Connection charges have been calculated based on the actual costs incurred to connect a property in the last 5 years.

Unless otherwise stated, charges are fixed. The prices quoted will be amended only if a cost change is generated by the customer.

Quotations remain valid for 90 calendar days from the date of issue.

Where the connection is undertaken by the customer or the customer's contractor directly to the public sewer:

No.	Description -	Unit	Value	Contestable/Non contestable
	Administration Fee	Per application	£66.00	Non-contestable
	Inspection Fee	Per connection	£155.00	Non-contestable
	Re-inspection Fee	Per re-inspection	£122.00	Non-contestable

Examples can be found in [section THIRTEEN – EXAMPLES](#)

Payment will be required once application has been approved.

A re-inspection fee will be charged if an inspection is agreed with the customer or their contractor and upon the Company arriving to undertake the inspection the connection is not ready, or the Company needs to return due to remedial work that is required.

Where the customer wishes the Company to undertake the sewer connection on their behalf:

No.	Description -	Unit	Value	Contestable/Non contestable
	Administration Fee	Per application	£1,935.00	Non-contestable
	Construction	Per connection	Bespoke price on application	Contestable

Where the customer makes an indirect connection to the public sewer

No.	Description -	Unit	Value	Contestable/Non contestable
	Administration Fee	Per application	£33.00	Non-contestable

4f. NON-CONTESTABLE ACTIVITY

This section describes the non-contestable activities that the Company is required to undertake.

The following text is an extract from Water UK's guidance to water companies on non-contestable activity in the waste water sector.

Waste Water

Non-contestable activities in the design and construction of sewerage to be offered for adoption.

Note: in contrast to the water supply network, the inputs to the operational sewerage system are not directly controlled by companies. Sewerage networks can be highly responsive to weather or be affected by intermittent discharges of trade effluent that require particular risk control measures when carrying out connections work. In a minority of cases, companies may require that they carry out some connections work as part of controlling such risks.

The water Company should allow a competent developer or their contractor to do all elements of work to provide sewerage to new developments which are to be offered for adoption or laid as public sewerage other than those defined as non-contestable in the table below.

The water Company should consider all reasonable requests to allow a competent developer or contractor to perform non-contestable work activities. This may, initially, be on a trial basis.

Non-contestable activities in the design and construction of sewerage

DESIGN

- Design of network reinforcement and enhancement work.
- Sizing of pipes design guidance – water companies retain responsibility for specifying pipe-sizing criteria. Application of the design guidance is a contestable activity

DESIGN APPROVAL

- Approving the design of 'Site Specific' sewerage works where the developer proposes to offer the works to the water Company for adoption.

INSTALLATION

- It is expected that Network Reinforcement work will normally be undertaken by a water Company under the proposed new charging arrangements except where the water Company requests a developer or SLP to oversize the assets they are providing to allow for later development.
- Network Reinforcement, or Diversion works, whose construction may heighten the risk of damage to the existing sewerage network or compromise public health and/or the environment.
- Network Reinforcement which is provided for a general area or as part of a Company's investment programme.

- Connection of Site Specific telemetry to a water Company's telemetry system.
- Connections to the public sewer network that may heighten the risk of damage to existing assets or compromise public health and/or the environment.
- Reviewing H&S risk assessments (particularly man-entry arrangements to an operational sewer or for work to assets that may contain trade effluent).
- Connections to the public sewer that involve man-entry to live operational assets that necessitate special precautions to control H&S hazards (such as in combined sewers with a rapid response to rainfall).
- Serving notices for land entry, and negotiation with third party landowners and occupiers.
- Work inside operational treatment works (except where suitable contractors are used).
- Upgrading of sewage treatment and disposal facilities to serve new development except where the development proposes to install its own facilities and not drain to the public sewerage network.
- Enhancement work to the sewerage system.

COMMISSIONING

Decommissioning redundant sewerage following a diversion.

Note

1. Enhancement work is defined as work required by a water Company to resolve a deficiency in service standards experienced by existing customers
2. Restrictions on permitting SLPs to undertake non-contestable work apply when the water Company assesses that the construction works significantly heightens the risk: to H&S and wellbeing; of damage being caused to their existing assets; of environment harm. The thresholds for this assessment will be set in accordance with the water Company policies for all work on their waste water network and allowing SLPs to do work on pipework with such assessments may be subject to accreditation requirements and controls specified in the terms offer.

SECTION FIVE - BUILD OVERS

The Company will need to know about any proposed building work over or within three metres of a public sewer or lateral drain.

The Company will identify if a customer's proposal will be affected by the presence of its apparatus and work with the customer to resolve any issues that may arise.

Customers are encouraged to contact the Company in the early stages of planning regarding their proposals.

The granting of planning permission or building regulation approval does not give consent or permission to carry out construction works either over or close to the Company's apparatus. The customer will also require the Company's direct consent.

The Company will not permit:

- Building over or in close proximity to sewer rising mains
- Building over or in close proximity to existing sewers on new development or redevelopment sites

If a private customer planning a small building project (e.g. an extension, garage or garden room) wholly on their own land is unsuccessful in their application to build over or close-to our sewer, they may be eligible for the Company's Small Build Sewer Diversion process, details of which are available on the Company website

www.southwestwater.co.uk/developerservices

No.	Description	Unit	Value
	Domestic sewer build over application (by declaration)	Per declaration	£53.00
	Domestic sewer build over application (by assessment)	Per assessment	£133.00
	CCTV survey (up to 15 metres)		£155.00
	Sewer location survey	Per survey	£155.00
	Site visit (half day)	Per half day	£79.00

Payment will be required once application has been approved.

SECTION SIX - INFRASTRUCTURE CHARGES

In this section 'infrastructure charge' means the charge authorised by Section 146(2) of the Water Industry Act 1991. Unless the individual charges are specifically referred to separately in this section, the term will cover both the water infrastructure charge and the sewerage infrastructure charge.

Charges have been set to recover the costs of network reinforcement involving new development from those making the demand on the water and sewerage system rather than from existing customers of the water and sewerage companies.

Background to the development of the charge

Water Infrastructure Charge

The Company must ensure that there is no adverse impact upon the levels of service experienced by our existing customers as a consequence of development.

Accurately predicting the actual timing, location and build out rates for new development can be difficult so the Company has taken a balanced risk-based approach using our experience of the development market.

Water infrastructure charges will include costs for network reinforcement to provide additional capacity for all sites requiring water for domestic purposes. Network reinforcement includes works for increasing the capacity of pipes, booster stations and service reservoirs. It specifically excludes investment to improve water resources, reservoirs, boreholes and water treatment works.

Waste Water Infrastructure Charge

Accurately predicting the actual timing, location and build out rates for new development can be difficult, so the Company has taken a balanced risk-based approach using our experience of the development market.

Wastewater infrastructure charges will include costs for network reinforcement to provide additional capacity for the connection of foul flows. It also includes costs for the connection of surface water from development sites providing that the developer has satisfied the Lead Local Flood Authority (LLFA) requirements relating to surface water management through the planning process. In particular, we would expect as a minimum that there has been a full assessment of the hierarchy of preference for the connection of surface water contained with Part H of the Building Regulations. In addition, requests for the provision of capacity for the connection of surface water into wastewater networks should be in strict accordance with both local and national planning policy.

In calculating our infrastructure charges, we have assumed that:

Customers will continue to work with planning authorities and lead local flood authorities to "separate, minimise and control" surface water and seek to achieve the most sustainable run-off destination.

Where brownfield sites are to be redeveloped and there are no separation opportunities; surface water discharge rates shall be reduced to a minimum of 50% of the run-off in the

sites previously developed state. Where a LLFA imposes a greater reduction, this will be the figure we use to increase capacity.

Where a greenfield development site comes forward and it is demonstrated that connection to a sewer is the only surface water discharge option, flows shall be limited to the equivalent greenfield run-off figure agreed with the LLFA through the planning approval process.

As the assessment of surface water from developments of ten or fewer houses is currently outside the remit of the surface water planning duties of the LLFAs we require customers in respect of these smaller sites to consult with us prior to the submission of any planning application to agree the most appropriate run-off destination and discharge rates.

How South West Water's new charges have been developed

The basis for calculating infrastructure charges for 2020/21 is to adopt Ofwat's "Rule 28" which requires companies to use two years of historic offsite network reinforcement cost and three years of future forecast offsite network reinforcement cost as the basis for the charge. The sum of this five-year period total relevant expenditure is divided by the actual/expected properties connected to arrive at per property charge. Water and waste water services are calculated separately but using the same method.

Application of the charges

The infrastructure charge will be payable on a property which comprises a unit capable of separate occupation on the first occasion that it is connected to a water main or a public sewer for domestic purposes on or after 1 April 1990.

This does not mean that it is only payable on houses. It is payable where water will be used for domestic purposes, that is drinking, washing, cooking, central heating, and sanitary purposes (as defined in the Water Industry Act 1991).

For the purposes of this charge every building or part of a building will be treated as a unit capable of separate occupation and liable to a separate infrastructure charge if:

- (a) In the case of a dwelling:
 - (i) it is used or will be used as a separate dwelling; or
 - (ii) it includes separate facilities for sleeping, washing, cooking and a WC.
- (b) In any other case, it has its own connection to the Company's water supply or sewerage service and is in fact capable of separate occupation.

Except where detailed below under 'non-standard cases', the standard amounts of the charges will be payable for each unit connecting directly or indirectly to the Company's mains and/or sewers.

Liability to pay the charge

The charge is payable by the person requesting a connection to the Company's water mains and/or sewerage system.

Where no application for a water supply or sewerage service is received or where the Company is unable to recover the charge from the person who requested the connection,

the charge will be payable by the person who has the benefit of the new supply or service on the charge becoming payable.

Should the water main or sewer to which the connection is made have been previously subject and delivered as a requisition between 1 December 1991 and up to 31 March 2018 (inclusive), then infrastructure charges will be charged at the following rates for properties identified in that requisition.

No.	Description -	Unit	Value
	Infrastructure charge (old type) – water supply	Per domestic property	£396.00
	Infrastructure charge (old type) – sewer	Per domestic property	£396.00

For any other connections on or after the 1 April 2018 and not connecting to a main or sewer that was requisitioned between 1 December 1991 and 31 March 2018, the following infrastructure charges will apply:-

No.	Description -	Unit	Value
	Standard infrastructure charges due for the development– Water supply	Per domestic property (please see below if not a dwelling)	£91.00
	Standard infrastructure charges due for the development– Sewerage	Per domestic property (please see below if not a dwelling)	£683.00

These charges are outside the scope of VAT.

Payment of infrastructure charges

These are normally paid at the time of connection. Should a customer wish to pay over a longer period; the Company can offer monthly instalments over a twelve-month period.

Definition of connection

In the case of the water infrastructure charge, connection is defined as

- the point in time at which a water meter is installed for measuring use at the property; or
- where a meter has been installed previously for measuring a building supply and building supply charges have been paid, the point at which the supply changes to one for domestic purposes.

In the case of the sewerage infrastructure charge, connection is deemed to be

- the point at which a water meter is installed for measuring use at the property; or
- where a meter has been installed previously for measuring a building supply and building supply charges have been paid, the point at which the supply changes to one for domestic purposes; or

- where no water supply is taken from a statutory water undertaker, the point at which the property is physically connected directly or indirectly to a Company owned sewer.

Where the connection is to a NAV site for clean and waste, the payment of the relevant infrastructure charges will be paid at the time the site connects to the Company's network.

Where the connection is to a NAV for waste water only, the NAV will have the option to pay at the infrastructure charges at the time the water main connects, on a plot by plot basis similarly to the water infrastructure charge or at the time the sewer connects to the Company's asset as one lump sum payment for the whole site.

The Company will normally provide an invoice for the due infrastructure charges at the same time as it provides an invoice for the connection. Customers may find it administratively more convenient and cheaper to pay the charges at the same time.

Non-standard cases

There are a number of situations where the infrastructure charges due for a development will not be calculated by simply adding together the relevant number of standard amounts for each unit.

Example 1

Where a building is made up of a number of self-contained units and their future occupiers will not be billed by the Company, but the bill will be paid by a third party (a Common Billing Agreement), the infrastructure charge will be calculated by reference to the water using appliances in the building.

The table on Page 47 below sets out the 'Loading Units' for various water using appliances.

Methodology

The infrastructure charge will be calculated by:

- adding together all the loading units for all the appliances in the building,
- dividing this figure by 24 (the average loading unit for a domestic dwelling prescribed nationally); then
- dividing the resulting figure by the total number of self-contained units to which the Common Billing Agreement applies.

This will produce a figure called the "Relevant Multiplier" (RM).

The Relevant Multiplier will be:

- multiplied by the standard infrastructure charge, then
- further multiplied by the total number of self-contained units to determine the total infrastructure charge payable.

Eg: a building comprises 10 sheltered retirement flats and the future water and sewerage charges will be paid by a management Company for the flats.

Total value of Loading Units = 168

168 divided by 24 = 7

7 divided by 10 (number of self-contained units/flats) = 0.7 (RM per self-contained unit/flat)

Total infrastructure charges for the development = 0.7 (RM) x the standard infrastructure charge x 10 (number of self-contained units/flats)

In the case of a development with a Common Billing Agreement the relevant multiplier may be more or less than 1.

Example 2

In the case of buildings which do not consist of a house and which are supplied by a service pipe with an internal diameter greater than 20mm, infrastructure charges will again be calculated by reference to the water using appliances installed within them using the Loading Units in the table below.

Methodology

The infrastructure charge will be calculated by:

- adding together all the loading units for all the appliances in the building, and
- dividing this figure by 24 to produce the relevant multiplier (if this figure is less than 1, the relevant multiplier will be 1)
- the relevant multiplier figure will then be multiplied by the standard infrastructure charge to determine the charges due:

e.g. A factory unit is built, the domestic water using appliances in which produce a total Loading Unit Value of 76.

Relevant multiplier = 76 divided by 24 = 3

Infrastructure charges payable = 3 x the standard infrastructure charge

LOADING UNITS

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

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-	8

domestic	
Flush valve DN20	15
*For non-domestic appliances please see manufacturer guidance	

Notes to be read with the table:

Note 1: Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.

Note 2: In any calculation of the total Loading Units for a property, a minimum of six Loading Units will be included in respect of each house for domestic appliances whether or not the house has any such appliances. The only exception to this will be in the case of any house where neither a washing machine nor a dishwasher can be provided and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance in the house.

Example 3

Where a site is developed or redeveloped (including conversions or sub-divisions of buildings).

Methodology

The number of infrastructure charges which will be payable are calculated as:

- The total number of units with connections to water and/or sewerage services after development
- *minus* the maximum number of properties which had connections to water and/or sewerage services at any time in the five years before redevelopment began.

The credited number of properties is known as off-sets.

Eg A row of 5 shops and 5 flats all of which had water and sewerage connections is demolished. The site is not re-developed for three years. When it is, a block of 16 self-contained flats is built.

The infrastructure charges payable for the redevelopment will be: -

*16 sets of **minus** 10 sets of charges **equal** 6 sets of charges (one set for each of the charges properties connected previously)*

Where a site to be redeveloped consists of a large single commercial complex - such as a hospital or hotel - and which had a metered connection, the Company will take account of demand on services of the original use of the site in the five years before redevelopment began when calculating infrastructure charges (**NB** where part of a site only has been sold for redevelopment, the continuing water use at that part of the site not being redeveloped will be taken into account when calculating the due infrastructure charges).

It will do this by dividing the maximum consumption recorded by the meter in any of the five financial years prior to development by the average domestic household consumption in the Company's area. This will produce the number of off-sets which the Company will set against the infrastructure charges due.

E.g. a residential home with a single metered connection is redeveloped and 30 flats built on the site. The maximum annual use of the home in the five years before redevelopment was 930 cubic metres.

The infrastructure charges payable for the site will be:

930 m³ divided by 113 m³ (average domestic annual consumption) equals 8 off-sets.

30 sets of infrastructure charges - 8 offsets = 22 sets of infrastructure charges.

In cases where infrastructure charge liability is calculated using the relevant multiplier principle any off-sets due will be set against the total number of infrastructure charges which have been deemed payable using the relevant multiplier principle.

Note: where a large single commercial site is redeveloped which did not previously have metered connections the Company will be unable to use demand as a basis for calculating infrastructure charges. Charges will therefore be calculated on the basis of the maximum number of properties formerly on the site.

SECTION SEVEN – INCOME OFFSETS

From 1 April 2020, income offsets no longer be deducted from requisitions.

Instead, the payment will apply to every first-time new connection (clean or waste) to the Company's network and will be deducted from infrastructure charges.

The income offset is calculated on a per property basis for a domestic house and will be deducted from the infrastructure charges payable for the connection. Where the building is not for a single dwelling a different scenario, then the relevant multiplier that is used for previous site usage will be used as a means for calculating the income offset.

Please see the infrastructure charges section for an explanation of the relevant multiplier.

Our income offset amounts have been derived as follows:

New rules for April 2020 onwards require the income offset to be applied to infrastructure charges rather than requisitions. SWW have calculated the income offset for 2020/21 with regard to two principles:

- 1) That the balance between developer customers and wholesale customers is broadly maintained
- 2) That the total value of income offset remains broadly consistent with the principle of the DAD model.

The total value of income offset offered to developers is designed to be similar to the previous years, which was set using the DAD model. The total income offset offered per property will however be lower due to infrastructure charges applying for a greater number of connections than when applied to requisitions.

Payment of income offsets

Income offsets may only be applied once. Therefore, if they have already been deducted as part of one the following examples, they will not be deducted again: -

- a. As part of a previous requisition
- b. As part of a previous Asset Payment to an SLP

Income offsets will only be offset against infrastructure charges where the individual plot connection is made on or after the 1 April 2020.

In relation to a NAV, the income offset, will be deducted from the infrastructure charge at the time of the water main or sewer being connected (subject to any alternative agreed payment schedule) to the Company's network unless they have already received this deduction.

No.	Description	Unit	Value	Contestable/Non contestable
	Income offset (Clean)	Per property	£439.00	Non-contestable
	Income offset (Waste)	Per property	£67.00	Non-contestable

SECTION EIGHT - VALUE ADDED TAX

This section is a summary description of the VAT liability of charges and is subject to changes in VAT legislation and rates of VAT. Where there is a change to the law relating to the VAT during the period of this document, the Company will apply the VAT in accordance with the law.

All charges in this document are shown exclusive of VAT.

VAT, where applicable, will be charged at the appropriate rate.

Charges for engineering and construction services are subject to VAT at the standard rate, subject to the following:

- The new construction of dwellings and other certain qualifying buildings are zero rated
- Charges in respect of construction services/civil engineering services supplied in the course of certain residential conversions, or in the course of renovating certain buildings that have been empty for two or more years, may be taxed at a reduced rate, connection work will include that to the nearest supply.

The first-time connection to an existing building where the bill payer for the water and the connection is the same individual/entity, here the VAT rate is the same as that charged for the supply of the water only applies to water supplied by the Company

Infrastructure charges are outside the scope of VAT.

Although VAT is generally applied in the manner outlined above it is not straightforward and its application can vary. Customers should seek their own advice.

SECTION NINE - TRANSITION ARRANGEMENTS

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

Transitional arrangements are provided for in:

- **The WA2014 commencement order no.9**

This provides that agreements relating to Site Specific Work made on the basis of the old rules, are to continue to apply in some circumstances until 1 April 2023.

- **Condition C of Company licences**

This requires that where connections are made to assets which were requisitioned under the old rules, the old infrastructure charge will continue to apply to those connections as detailed in the infrastructure charge section

The Company has aligned itself with its previous transition arrangements and amended them to reflect the change to the Charging Rules by Ofwat.. This also aligns with the engagement and feedback we have had from our customers.

Site Specific work

1. Quotations for some Site Specific Work provided under the old rules, and accepted before 1 April 2020 are to continue to apply until 1 April 2023 unless the customer and the Company agree to vary the quotation.
2. Where a legal agreement is already in place in relation to charges for 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.
3. Charges relating to the charging rules applicable prior to April 2018 will be adjusted by inflation if the quotation or legal agreement includes an appropriate provision for adjusting the charges.
4. Applications received between 1 February 2020, and the 31 March 2020 for Site Specific Work that will be carried out after 1 April 2020, will be quoted on the new rules unless the customer chooses otherwise. Developers or SLPs that have received a quotation or draft adoption agreement under the old rules but have not formally accepted can re-apply after the 1 February 2020 for a quotation in accordance with the new Charging Rules.
5. Should both sides agree that it would be more appropriate to go with one charging rule than the other on that particular site then these will be agreed as an exception and each case will be looked at, on its own merits.
6. Where requisition agreements that are already signed and have the income offsets built into them, then the income offset will not also be applied to the infrastructure charges, even if the connections are undertaken later. i.e. you can only have the income offsets once.

7. Where income offsets have not been applicable previously and are now applicable under the new charging arrangements – this will only apply to new water connections/sewer connections where they have been accepted (paid) on or after 1st April 2020
8. Where infrastructure charges are paid until the old rules (i.e. prior 2018/19 values), then the income offsets will not be applicable to those infrastructure charges.

SECTION TEN - DISPUTES ABOUT THE CHARGES

Should a customer ever need to make a complaint, the Company's **Code of practice – how we handle customer complaints** explains how the Company will deal with your complaint.

This Code is available on the Company's website:

<https://www.southwestwater.co.uk/developer-services/complaints/>

The Consumer Council for Water has no jurisdiction over the level of charges, although they can consider complaints about poor administration, policies or process, as well as answer queries and provide advice about the connection charges regime. If a Developer remains unhappy, they will be able to refer their complaints to WATRS.

Should a NAV wish to make a complaint, they should email

NAV@southwestwater.co.uk

SECTION ELEVEN - LIABILITY FOR CHARGES AND METHODS OF PAYMENT

Liability for charges

Charges are payable by the person requesting the relevant services, except where this document provides otherwise.

In the case of new connections where no application for a water supply or sewerage service is received or where the Company is unable to recover the charge from the person who requested the connection, the charge will be payable by the person who has the benefit of the new supply or service on the charge becoming payable

With the exception of infrastructure charges (see Section Six) full payment will be required in advance of the works being undertaken.

Should the customer instruct work to be undertaken, the customer will be liable for all charges payable to that work, regardless of whether the customer has made, or was required to make, and advanced or not.

Methods of payment

The Company offers the following methods of payment: -

Cheque – Please make cheques payable to South West Water Ltd and return the cheque with the legal agreement if one provided to the address on the form.

Credit/Debit card

BACS details are: -

Bank Sort Code 30-00-02
Bank Account Number 00456492
Bank Account Name - South West Water Ltd, Collection Account
Please include your Work Request reference (WR NO) as the reference on the payment.

Please note: If making payment for water connections please also read the document in the link below before making the payment:

<https://www.southwestwater.co.uk/frequently-asked-questions/developer-services/how-do-i-pay-for-my-new-water-connection/>

Failure to pay charges when due

If a customer does not make payment when it is due, the Company will send a reminder.

If the customer still does not pay or contact the Company to discuss the outstanding debt after sending a reminder, the Company will send notice of its intention to ask the County Court to issue a Court Claim for non-payment.

SECTION TWELVE - OTHER CHARGES

For further details relating to the following additional charges, please refer to the Company's Wholesale Charges Schedules for 2020/21.

South West Water

<https://www.southwestwater.co.uk/siteassets/document-repository/charges/sww-wholesale-charges-document-2020-21-1.0.pdf>

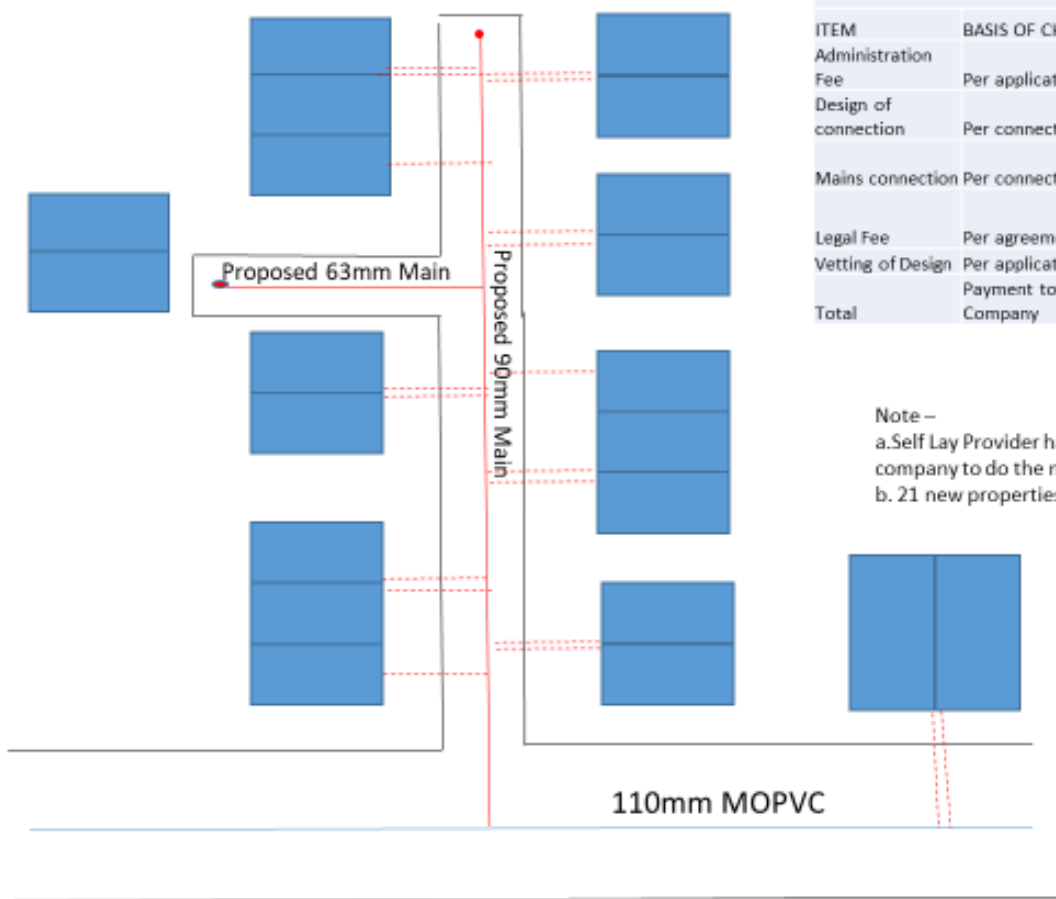
Bournemouth Water

<http://www.bournemouthwater.co.uk/Uploads/Docs/economic%20regulation-ompetition/1%20BW%20Wholesale%20charges%20document%202020-21%201.0.pdf>

- Building water
- Other supplies
- Hydrant standpipes
- EIR
- Other information

SECTION THIRTEEN – EXAMPLES

Self-Lay of Water Main



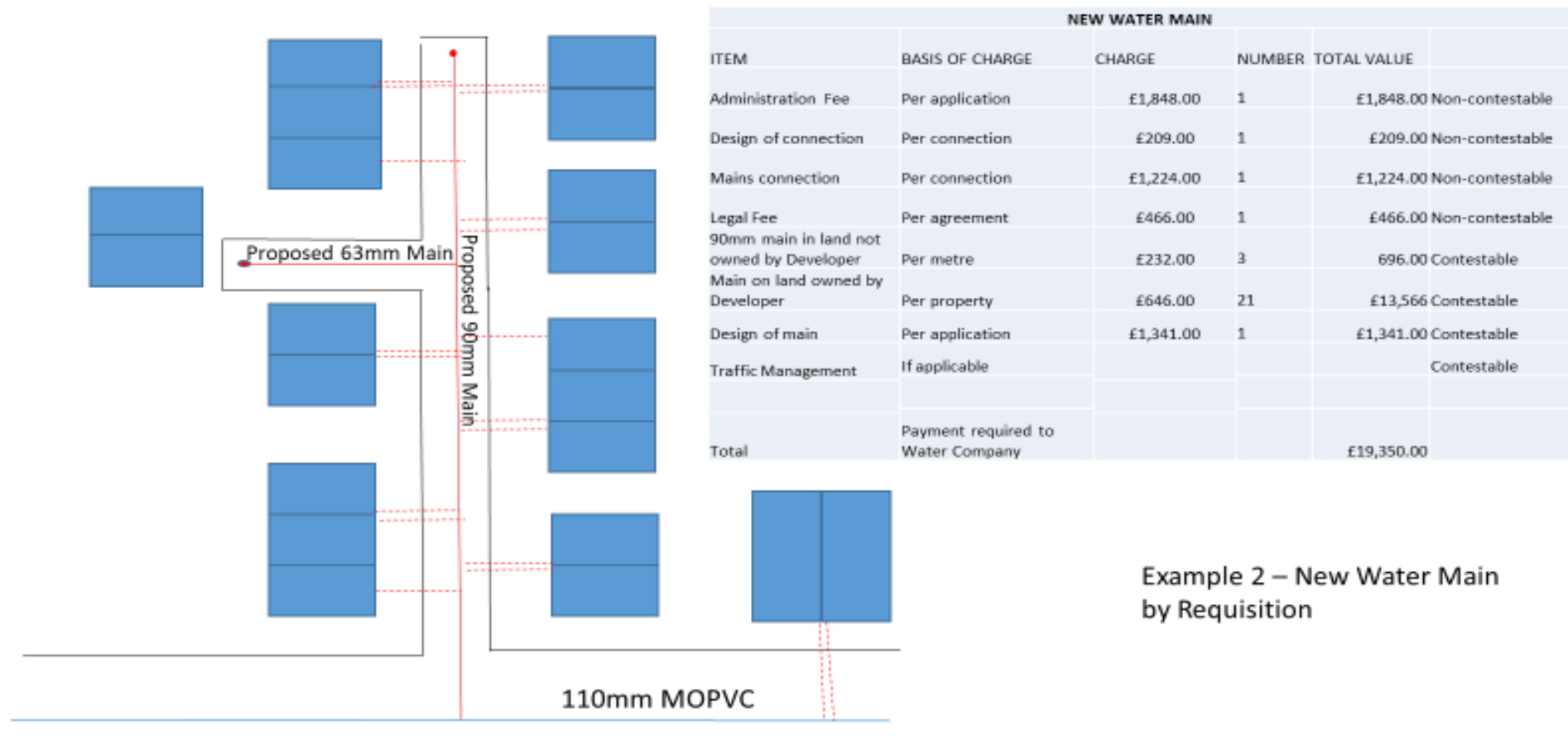
SELF LAY OF WATER MAIN					
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE	
Administration Fee	Per application	£649.00	1	£649.00	Non-contestable
Design of connection	Per connection	£209.00	1	£209.00	Non-contestable
Mains connection	Per connection	£1,224.00	1	£1,224.00	Non-contestable
Legal Fee	Per agreement	£466.00	1	£466.00	Non-contestable
Vetting of Design	Per application	£271.00	1	£271.00	Contestable
Total	Payment to Water Company			£2,819.00	

Note –

- a. Self Lay Provider has chosen to undertake all the contestable work, and requested the company to do the non-contestable activity.
- b. 21 new properties

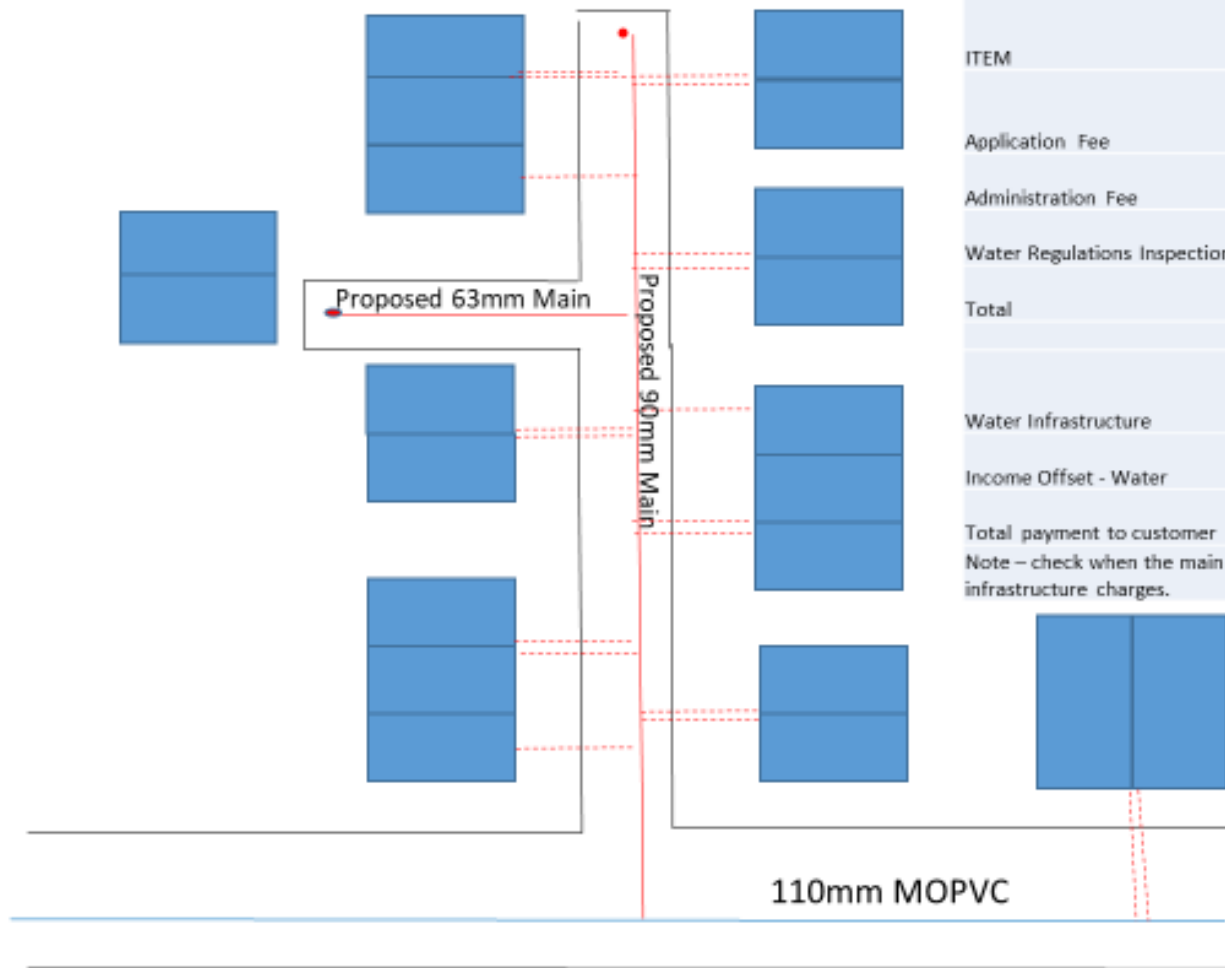
Example 1 – Self Lay of Water Mains

New Water Main as a Requisition



Example 2 – New Water Main by Requisition

Self-Lay New Connections

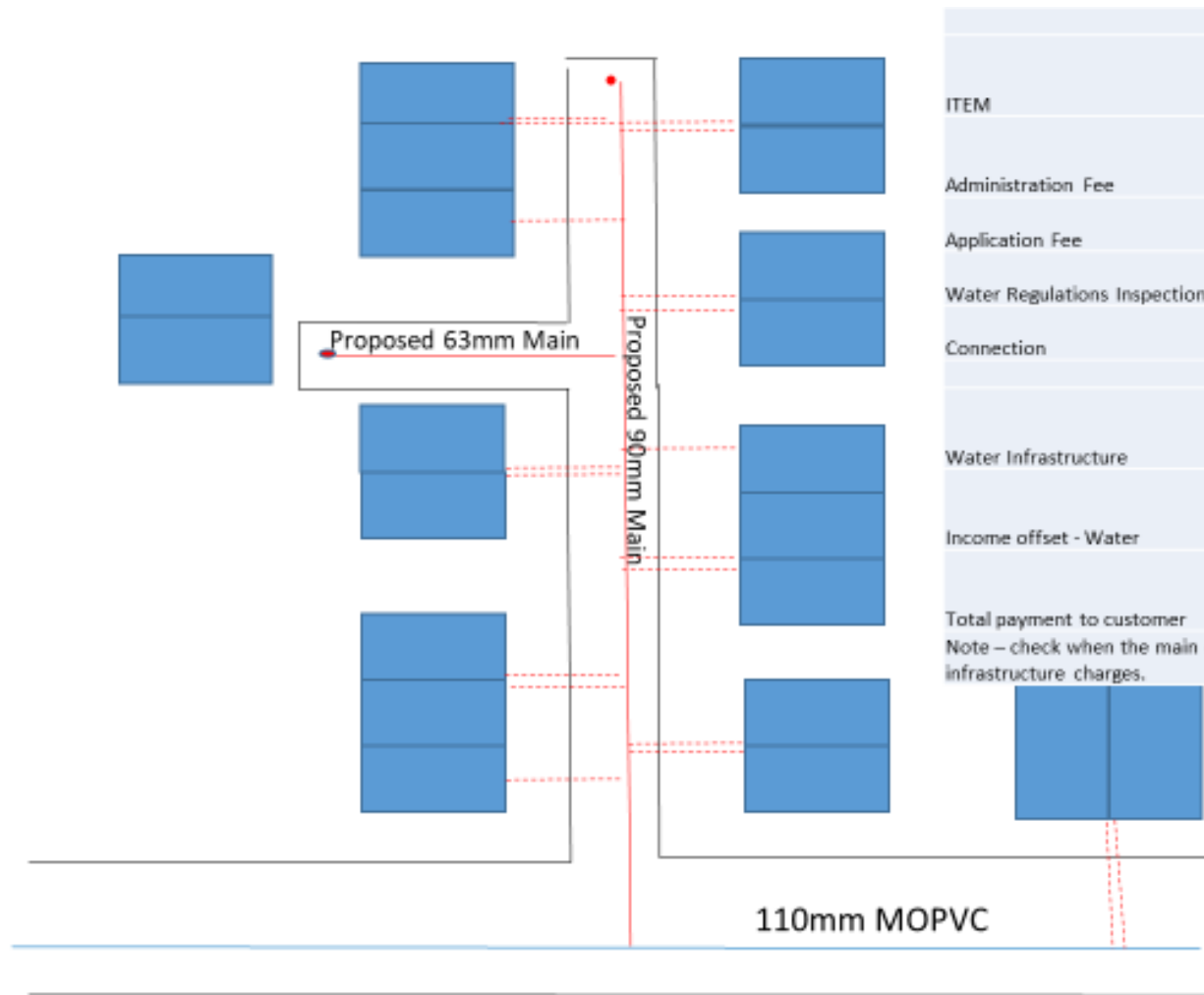


NEW CONNECTIONS VIA SELF LAY					
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE	
Application Fee	Per connection	12.00	21	£252.00	Non-contestable
Administration Fee	Per application	28	1	£28.00	Non-contestable
Water Regulations Inspection	Per connection	24.00	21	£504.00	Non-contestable
Total				£784	
INFRASTRUCTURE CHARGES					
Water Infrastructure	Per property	£91.00	21	£1,911.00	Non-contestable
Income Offset - Water	Per property	-£439.00	21	-£9,219.00	
Total payment to customer				-£7,308.00	

Note – check when the main or sewer that is being connected to was laid to reference the correct infrastructure charges.

Example 3 – New Connections and Infrastructure Charges on Development Site. This is based on the SLP undertaken all the work including the provision of the meter.

New Water Connections undertaken by SWW

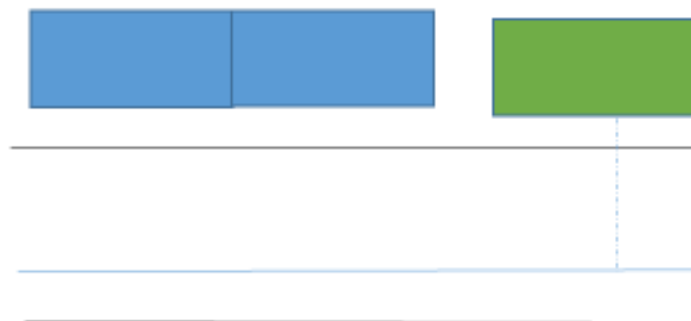


NEW CONNECTIONS					
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE	
Administration Fee	Per connection	£33.00	21	£693.00	Non-contestable
Application Fee	Per application	£12.00	1	£12.00	Non-contestable
Water Regulations Inspection	Per connection	£24.00	21	£504.00	Non-contestable
Connection	Per connection	£166.00	21	£3,486.00	Contestable
INFRASTRUCTURE CHARGES					
Water Infrastructure	Per property	£91.00	21	£1,911	Non-contestable
Income offset - Water	Per Property	-£439.00	21	-£9,219.00	
Total payment to customer				-£2,613.00	

Note – check when the main or sewer that is being connected to was laid to reference the correct infrastructure charges.

Example 4 – New Connections and Infrastructure Charges on Development Site. This is based on the developer excavating and backfilling all the connections and the company undertaking the connections only which are 25mm.

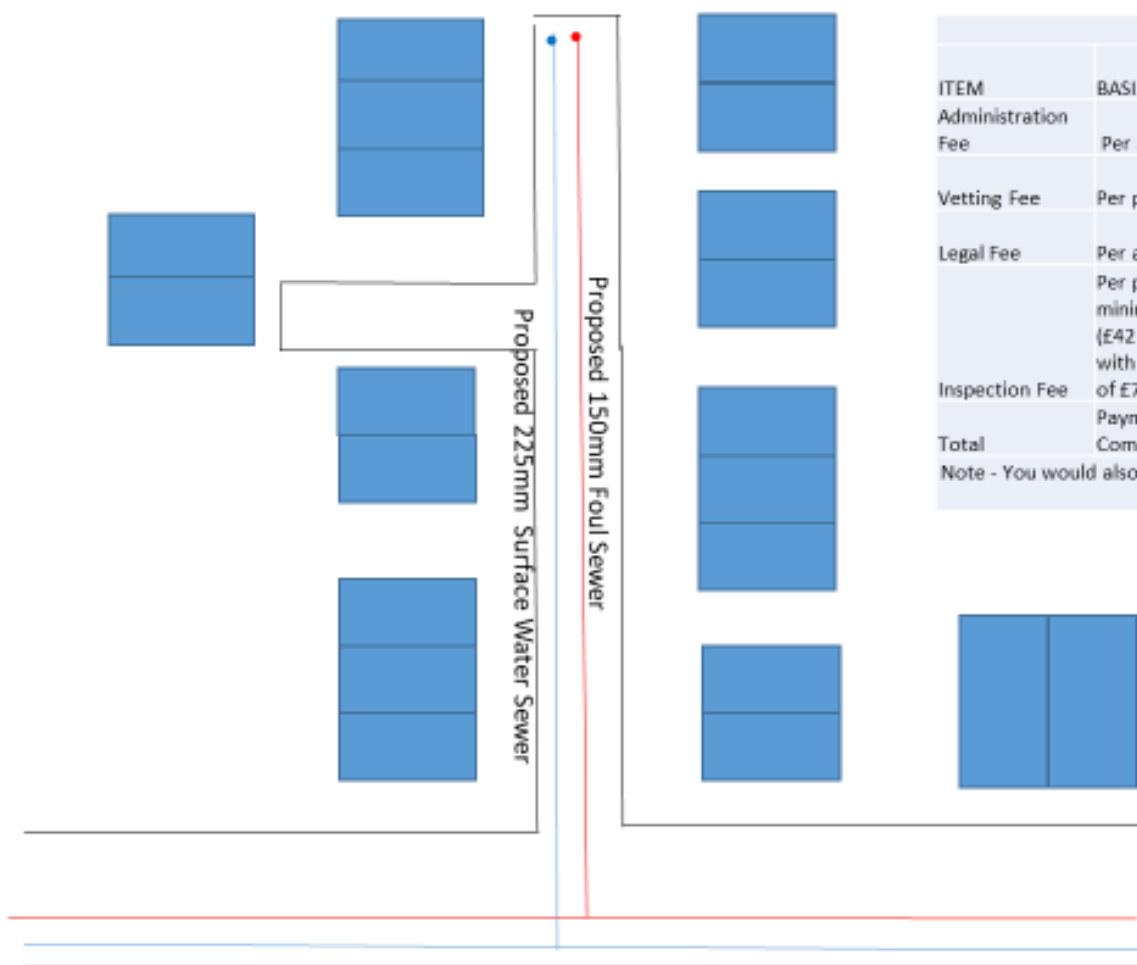
New Water connection undertaken by SWW



NEW CONNECTIONS				
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE
Administration Fee	Per connection	£33.00	1	Non-£33.00 contestable
Application Fee	Per application	£130.00	1	Non-£130.00 contestable
Water Regulations Inspection	Per connection	£24.00	1	Non-£24.00 contestable
Connection	Per connection	£1280.00	1	£1280.00 Contestable
INFRASTRUCTURE CHARGES				
Water Infrastructure	Per property	£91.00	1	Non-£91.00 contestable
Income offset Water	Per property	-£439.00	1	-£439.00
Total payment to Water Company				£1,119
Note – check when the main or sewer that is being connected to was laid to reference the correct infrastructure charges.				

Example 5 – New Water Connection. 4 metres long/25mm connection and the company excavating and reinstating.

Sewer Adoption

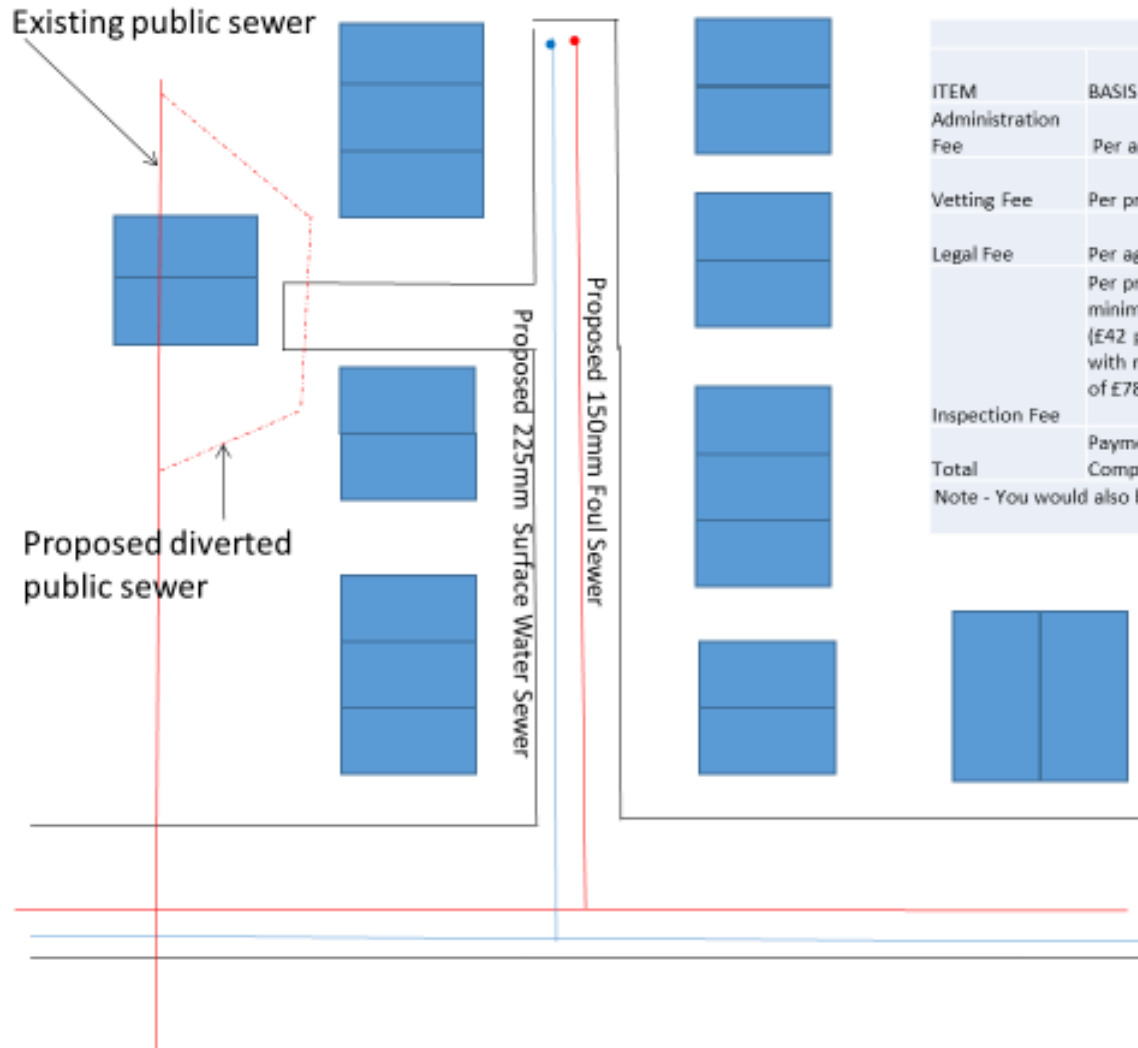


SEWER ADOPTION				
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE
Administration Fee	Per application	£678.00	1	£678.00 Non-contestable
Vetting Fee	Per property	£15 per property	21	£315.00 Non-contestable
Legal Fee	Per agreement	£708.00	1	£708.00 Non-contestable
Inspection Fee	Per property with minimum fee – (£42 per property with minimum fee of £789.00)	£42	21	£882.00 Non-contestable
Total	Payment to Water Company			£2,583.00

Note - You would also be required to apply for the connection to the public sewer through 5106 process and pay any fees associated with that

Example 6 – Sewer Adoption for 21 Properties

Sewer Adoption with a Diversion

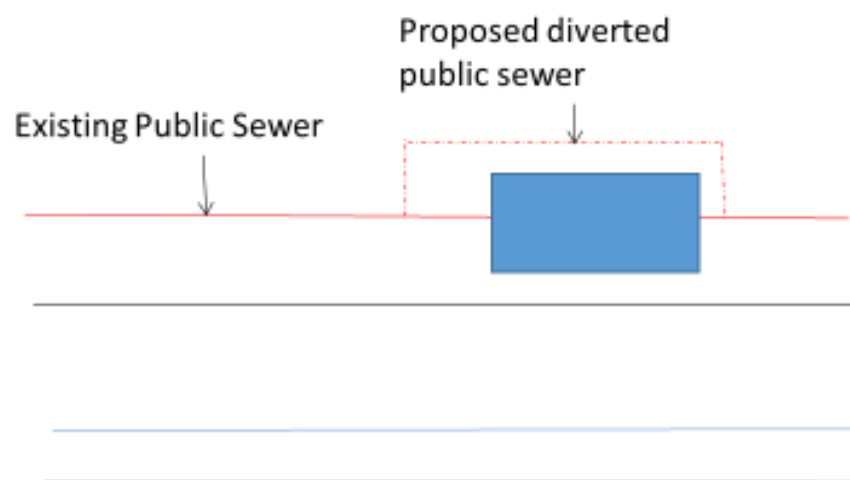


SEWER ADOPTION WITH DIVERSION				
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE
Administration Fee	Per application	£678.00	1	£678.00 Non-contestable
Vetting Fee	Per property	£15 per property	21	£315.00 Non-contestable
Legal Fee	Per agreement	£708.00	1	£708.00 Non-contestable
Inspection Fee	Per property with minimum fee (£42 per property with minimum fee of £789.00)	£42.00	21	£822.00 Non-contestable
Total	Payment to Water Company			£2,583.00

Note - You would also be required to apply for the connection to the public sewer through 5106 process and pay any fees associated with that

Example 7 – Sewer Adoption with diversion at the same time for 21 Properties

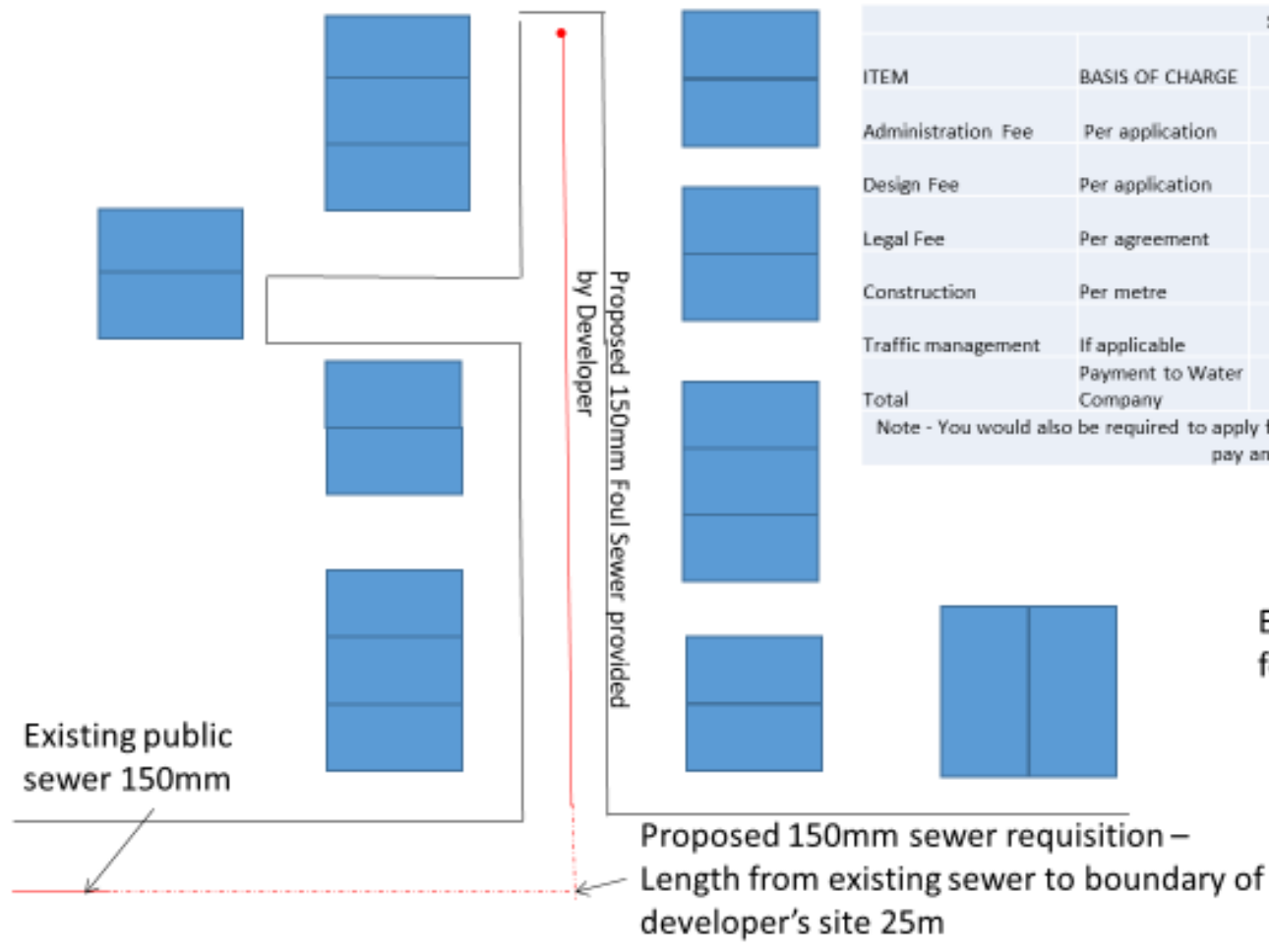
Sewer Diversion Stand Alone but as an Adoption



DIVERSION STAND ALONE BUT AS AN ADOPTION				
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE
Administration Fee	Per application	£678.00	1	£678.00 Non-contestable
Vetting Fee	Per property	£296.00	1	£296.00 Non-contestable
Legal Fee	Per agreement	£708.00	1	£708.00 Non-contestable
Inspection Fee	Per property with minimum fee	£801.00	1	£801.00 Non-contestable
Total	Payment to Water Company			£2,483.00

Example 8 - Proposed Sewer Diversion but being progressed as a Sewer Adoption

Sewer Requisition – foul only

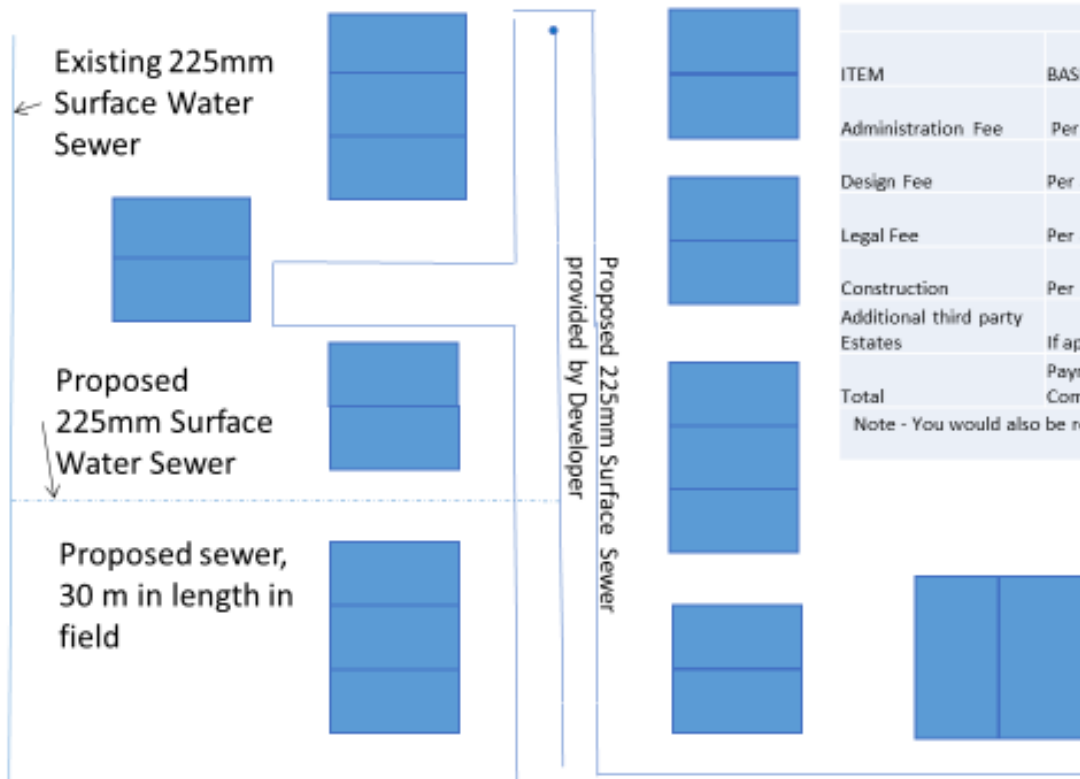


SEWER REQUISITION				
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE
Administration Fee	Per application	£1,935	1	£1,935.00 Non-contestable
Design Fee	Per application	£4,640.00	1	£4,640.00 Contestable
Legal Fee	Per agreement	£466.00	1	£450 Non-contestable
Construction	Per metre	£321.00	25	£8,025 Contestable
Traffic management	If applicable			
Total	Payment to Water Company			£15,050

Note - You would also be required to apply for the connection to the public sewer through S106 process and pay any fees associated with that.

Example 9 – Sewer Requisition of a foul sewer

Sewer Requisition – surface water only



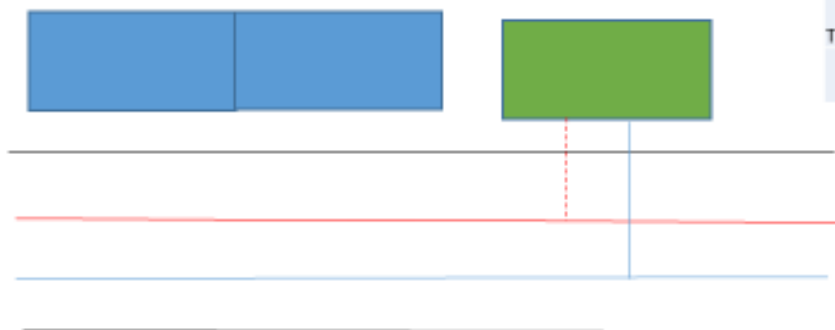
SEWER REQUISITION				
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE
Administration Fee	Per application	£1,935	1	£1,935.00 Non-contestable
Design Fee	Per application	£4,640.00	1	£4,640.00 Contestable
Legal Fee	Per agreement	£466.00	1	£466.00 Non-contestable
Construction	Per metre	£321.00	30	£9,630.00 Contestable
Additional third party Estates	If applicable			
Total	Payment to Water Company			£12,495

Note - You would also be required to apply for the connection to the public sewer through S106 process and pay any fees associated with that.

Example 10 – Sewer Requisition of a surface sewer where 60% of the flow is domestic.

Sewer Connection

New Foul and Storm connection for one property



SEWER CONNECTION				
ITEM	BASIS OF CHARGE	CHARGE	NUMBER	TOTAL VALUE
Administration Fee	Per application	£67.00	1	£66.00
Inspection Fee	Per connection.	£155.00	2	£310.00
Infrastructure Charge – Waste	Per property	£683.00	1	£683.00
Income offset - Waste	Per property	-£67.00	1	-£67.00
Total	Payment to Water Company			£992.00

Note – This is based on the Customer Contractor undertaking the connection and infrastructure charges already being paid.

Example 11 - Sewer Connection – one property

SECTION FOURTEEN – GLOSSARY

AMP	Asset Management Period. Each AMP period is 5 years
Asset payments	Payments made to Customers for adopting water mains.
Barrier pipe	Pipe used to construct water networks to prevent potable water quality being compromised by the ingress of chemicals from contaminated land
Build Overs	Construction of a structure near-to or over a Company asset
Charging Arrangements	This document setting out the charges, Income Offsets and Asset Payments, and/or the methodologies for calculating them those, applied by the water or sewerage undertaker in accordance with these rules.
Charging year	A calendar year running from 1 April in a given year to 31 March in the following year.
Charges Scheme Rules	The Charges Scheme Rules issued by the Water Services Regulation Authority under sections 143(6A) and 143B of the Water Industry Act 1991
Code for Adoption Agreements	The statutory code that Ofwat was required to issue as a consequence of the Water Act 2014, covering the adoption of water and sewerage infrastructure.
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 Water Industry Act 1991.
Connection	Connecting property/properties to our network.
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 Water Industry Act 1991: section 45(1) (connection with water main); section 46(1) (ancillary works for purposes of making a domestic connection); section 98(1A) (provision of lateral drains); section 101B (construction of lateral drains following construction of a public sewer) or section 107(1) (right of undertakers to make communication with public sewer)
Contaminated Land	Any land that includes soil, rock and groundwater that may contain chemical contaminants that pose a risk to potable water quality
Contestable Works	Work that can be undertaken by the Water Company or you/your contractor/your consultant. In the case of new water assets, contestable work is usually carried out by SLPs and for new wastewater assets by competent drainage contractors working on behalf of Developers
Developer	Any person or business which is responsible for a

	Development
Development	Premises on which there are buildings, or on which there will be buildings when proposals made by any person for the erection of any buildings are carried out, and which require connection with, and/or modification of, existing water or sewerage infrastructure.
Diversion	If the Company has refused you a build over and you need to divert to a different location due to the proximity of the vicinity of the planned works. You must own or have a formal interest in the land and be improving the land the water main or sewer is within to enable this to be requested.
Domestic Purposes	In relation to a supply of water to any premises or in relation to the drainage of premises has the same meaning as in Sections 218 and 98 of the Water Industry Act 1991 respectively.
Existing Main	A main that was in operation before development commenced
Fixed charges	Charges set for a given Charging Year which are fixed in amount or which are calculated by reference to a predetermined methodology set out in the undertaker's Charging Arrangements, the application of which allows calculation at the outset of the total amount owing in that Charging Year in respect of the charges in question.
House	Any building or part of a building that is occupied as a private dwelling house or which, if unoccupied, is likely to be so occupied and, accordingly, includes a flat.
Income Offset	This is the amount of money the Water Company will offset to take into account the new income received from new development connecting to its network. Until 31 March 2020 these offsets were required by regulatory charging rules to be offered only against requisition charges. From 1 April 2020 the rules were amended to require water and wastewater companies to offer income offsets against any infrastructure charge.
Infrastructure Charges	Infrastructure charges are a one off charge, charged by all water companies for first time connections. They are intended to provide a contribution towards the costs of developing distribution networks to serve new customers.
Lateral Drain	That part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or (b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under section 102 of the Water Industry Act 1991 above or in an agreement made under section 104 of

	this Act.
Levels of Service	Our Minimum Levels of Service for Delivery in this work area will be in accordance with the Levels of Service published by Water UK unless agreed otherwise by both parties add link.
NAV	New Appointment Variation Provider
New Appointee	Means a Company holding an appointment as a relevant undertaker where the conditions of that appointment limit the charges that can be fixed under a charges scheme by reference to the charges fixed by one or more other relevant undertakers.
Network Reinforcement	Network Reinforcement to provide for new development related growth will be delivered by water companies with the cost recovered through a new approach to infrastructure charges. Reinforcement includes upgrades to the existing network and can also include upsizing works which the water Company agrees should be provided to cater for other likely new connections.
Non-contestable	Work that must be undertaken by the relevant Water Company.
Ofwat	The Economic Regulator of the Water Industry for England and Wales
Point of Connection (POC)	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-excavated	Where the developer or its agents carries out work excavate the ground prior to us carrying out our work, such as installing e.g. water main, service connection, lateral drain etc.
Premises	Includes any part of a building that is intended to be occupied as a separate unit
Pre-planning	Information provided on the location of our assets and the associated costs in connecting to them before planning permission is granted.
Property	The hereditament or if there is no hereditament it is land, any interest in land or any easement or right in, on, under or over land;
Public sewer	A sewer for the time being vested in a sewerage undertaker, whether under the Water Act 1989, the Water Industry Act 1991 or otherwise.
Relevant Multiplier	To calculate the loading units for buildings that are not a single dwelling ie a house or single flat, the Company will

	<p>continue to use the principle of the relevant multiplier as originally laid out in Instruments of Appointment (licences).</p> <p>The table used in this document has been updated as described in Section 6.</p>
Requisition	<p>Provision of a water main or sewer to serve properties which are connected to our network for the first time.</p> <p>Legislation – this is covered under Sections 98 -101 and 41 – 44 of the Water Industry Act 1991.</p>
Requisition Charges	<p>Work carried out by an undertaker in accordance with the duties imposed by section 41(1) (provision of requisitioned water main) and section 98(1) (provision of requisitioned public sewer) of the Water Industry Act 1991.</p>
Sewer Adoption	<p>If a developer requires a sewer, they may ask the water or sewerage Company to install the pipework. Alternatively, they may choose their own contractor to do the work. This is known as self-lay. The water Company will take over responsibility for (adopt) self-laid pipes that meet the terms of its agreement with the developer.</p> <p>Legislation – this is covered under Section 102 and 104 of the Water Industry Act 1991</p>
Self-Lay	<p>If a developer requires a new water main or sewer, they may ask the water or sewerage Company to install the pipework. Alternatively, they may choose their own contractor to do the work. This is known as self-lay. The water Company will take over responsibility for (adopt) self-laid pipes that meet the terms of its agreement with the developer or self-lay provider (SLP) that carries out the work.</p> <p>Legislation – this is covered under Section 51, 102 and 104 of the Water Industry Act 1991.</p>
Self-Lay Provider (SLP)	<p>An organisation that can carry out work to install water network assets, with the prior approval of a water undertaker. SLPs must be accredited under the Water Most SLPs are accredited under the Water Industry Registration Scheme (WIRS)</p>
Self-lay agreement	<p>A legal agreement that is entered into between us, Developers, SLPs and affected landowners in relation to water mains that are constructed or being constructed, usually by an SLP, and offered for adoption to us</p>
Service pipe	<p>So much of a pipe which is, or is to be, connected with a water main for supplying water from that main to any premises as — (a) is or is to be subject to water pressure from that main; or (b) would be so subject but for the closing of some valve, and includes part of any service pipe.</p>
Site Specific	<p>Site Specific charges will be payable for all work carried out by the water Company on the site and up to a defined point</p>

	<p>of connection to the existing water Company network. These charges cover the cost of Site Specific work to provide any new pipework or pumping facilities that are needed to connect the new houses to the nearest practical point on the existing network – and where the diameter of the new connecting pipework is no larger than the diameter of the Company’s existing network.</p> <p>The costs of these works will be recovered from the party that requested the works, either in full, or - where applicable - using a discount based on the expected future income from the new homes.</p>
SLP	Self-Lay Provider
SuD s	Sustainable Urban Drainage Scheme
The Company	South West Water or Bournemouth Water
Water UK	Water UK is a membership organisation which represents and works with the major water and wastewater service providers in England, Scotland, Wales and Northern Ireland.
WIRS	Water Industry Registration Scheme