

NEW CONNECTIONS AND DEVELOPER SERVICES –

CHARGING ARRANGEMENTS 2022-23

Reissued 17.10.2022



CHANGE LOG

Following a review of our Charging Arrangements 2022/23, to aid clarity we have made some minor revisions to our previously published charges document text for 2022/23.

For the avoidance of doubt, there have been no changes to the previously published charges.

The amendments made are shown below:

1. Section 3c: Add a pipe diameter schedule to the Water Requisition and Water Diversion pricing in to illustrate how we categorise pipe diameters.
2. Section Thirteen: Add explanatory notes to our worked examples in to provide further detail and context on the makeup of the charge.

In accordance with regulatory expectations regarding re-issue of documents (Ofwat's Information Notice IN 21/04) we have advised Ofwat of these changes.

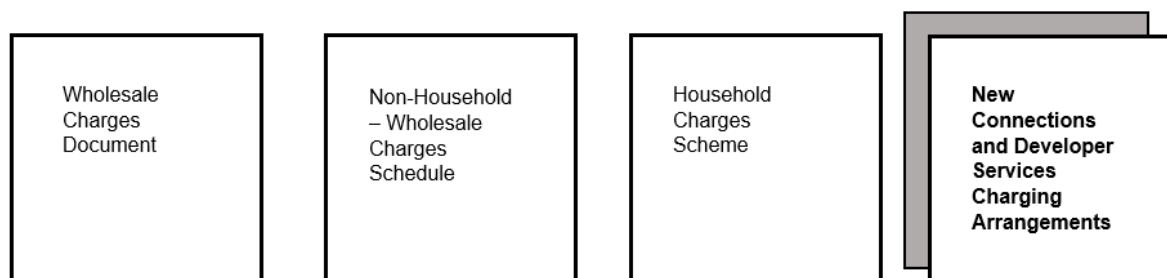
INTRODUCTION

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 came into effect on 1 April 2020.¹ Details of these changes are set out in the next section.

The charges come into effect on 1 April 2022.

This document forms one of four separate charging documents as set out below.



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 drinking water charges contained in this document are relevant for connections within both the South West Water and Bournemouth Water area of supply.

The wastewater 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 wastewater 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

Our charges follow Ofwat’s five principles which are:

- Fairness and affordability;
- Environmental protection;

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.

- Stability and predictability;
- Transparency and customer focussed service and;
- Costs of relevant service.

To provide developer customers with standard definitions and terminology we have used the common terms and definitions agreed between Water Companies and stakeholders for use by Water Companies including Small Companies (where appropriate) in their Charging Arrangements (in addition to those set out in the Charging Rules for New Connections Services (English Undertakers)) as issued by Ofwat.

These can be found 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 Connection Services Effective April 2022.pdf \(ofwat.gov.uk\)](#)

<https://www.ofwat.gov.uk/publication/common-terms-and-worked-examples-english-new-connection-rules-effective-from-april-2022>

Our approach to the 2022-23 charges process

We are committed to developing and presenting our Charging Arrangements in a transparent and inclusive way that meets the expectations of Ofwat, our customers and other stakeholders.

In developing our 2022-23 charges we have conducted our most extensive customer engagement to date, and we thank the customers and stakeholders who engaged with us for their time and valuable feedback and views which we have sought, wherever possible, to incorporate.

The following sections provide further information on the engagement process, and other information underpinning these charges.

Engagement with customers

Meaningful engagement with customers and stakeholders is a key element when developing charges. Responding to Ofwat feedback, following its Review of Incumbent Support for Effective Markets, we have undertaken our most extensive Developer Services stakeholder engagement to date.

Due primarily to the need to maintain safe distancing during the Covid-19 pandemic the customer engagement sessions were undertaken virtually via both group sessions and one-to-one meetings with key developer customers.

To ensure an appropriate level and context for all stakeholders, engagement sessions were tailored to the customer class in attendance.

For the 2022-23 charges the Company undertook customer engagement using three different activities:

Regular key account engagement with developer customers to seek feedback throughout the year on customer's views on our charging arrangements. We will continue to build upon this approach during 2022-23 to extend these quarterly meetings to SLPs operating within our region to seek regular feedback on our charges as well explaining more detail of how our charges are developed to further improve transparency.

We also sent an online engagement questionnaire to over 200 customers and SLPs seeking their feedback on our charging arrangements which provided feedback across a number of customer segments identifying the balance that needed to be made to meet the expectations of all customers.

Finally, we held online focus groups with developer customers and SLPs to further explore the proposed changes to our charging arrangements. These focus groups utilised support polls and interactive on-screen exercises and were facilitated by a third-party supplier to increase engagement and promote discussion.

Our charges follow Ofwat's five principles which are:

- Fairness and affordability;
- Environmental protection;
- Stability and predictability;
- Transparency and customer focussed service and;
- Costs of relevant service.

To provide developer customers with standard definitions and terminology we have used the outputs from a Water UK working group to produce a set of common terms and these can be found in [SECTION FOURTEEN – Glossary](#).

Throughout 2022-23 we will continue to actively engage with developer customers and stakeholders offering regular opportunities for them to give us their views, and to support them to fully understand the transition from the current charging year to 2022-23.

During our customer engagement for our 2022-23 charges, we sought views on ways to support the introduction of environmental benefits to future charging arrangements. Whilst the responses that we received were not conclusive we will maintain engagement on this initiative to help to shape SWW's future arrangements and to help to inform Industry discussions on this subject.

Scrutinising our contractor rates

Water mains and new connections are delivered for South West Water by our term service contractor which was selected following a market procurement exercise that met the requirements of EU procurement law and The Utilities Contracts Regulations 2016.

Selection process criteria incorporated key aspects that impact our charges to customers and customers' experience when dealing with us, including price, service quality, contractor capability and sustainability and innovation.

To ensure that South West Water's developer customers receive the highest level of customer service each contractor within the process was also assessed to ensure that their delivery plans focussed upon the needs of the Company, our customers and the environment. The capability of the provider to bring efficient working practices and continuous improvement for the duration of the contract was also tested through the selection process.

We insist that our term service contractor is accredited with Water Industry Registration Scheme (WIRS) standards thus ensuring that our expectations of our term contractor mirror those that we have of Self Lay Providers.

We have structured this document to provide transparency to the overall breakdown of sub-activities our term contractor undertakes.

To provide assurance to ourselves and to our customers on the rates charged in this document we have conducted bottom-up and comparative assessments of our 2022-23 charges.

The services delivered by our term contractor are provided through a standalone delivery contract linked to an overarching alliancing arrangement. This is to ensure cost separation between those services for developers and those undertaken for operational needs.

Bottom-up scrutiny and challenge to rates charged, and allocated, to developer customers is conducted on a business as usual basis to provide confidence that they are fairly administered.

Our clean water construction work is carried out using locally based resource, spread across seven depots within our operating region. This efficient and effective model helps keep our costs down for our customers and reduced travel is better for the environment.

Balance of charges

The balance of charges rule is consistent with prior year and states "*in setting charges in accordance with the present rules, undertakers should take reasonable steps to ensure that the balance between contributions to costs by developers and other customers prior to 1 April 2018 is broadly maintained.*"

Owat have not prescribed a method as to how to determine the balance of charges rule.

In practice SWW have made three different assessments and taken a view in the round as to whether the balance of charges test has been met. The 3 tests were:

- The proportion of developer services costs over total SWW total expenditure
- The proportion of income from developers over total developer services costs
- The value of the income offset as a proportion of requisition costs.

The test results confirm that the balance of charges remain broadly consistent with 2017-18 levels and therefore SWW believes that it has taken reasonable steps to ensure the balance of charges are consistent and the test has been met.

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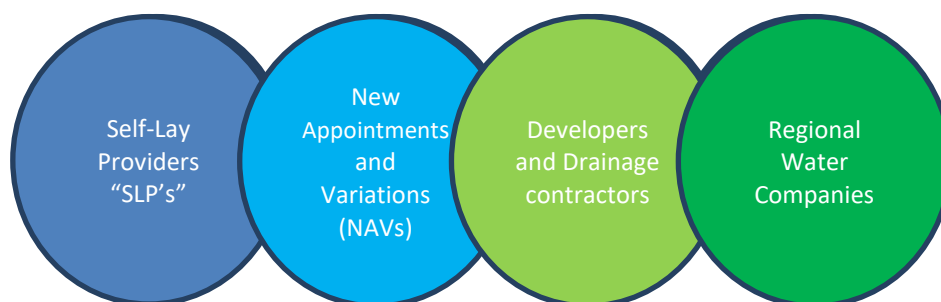
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SECTION ONE - OPTIONS FOR DEVELOPERS IN THE PROVISION OF NEW CONNECTIONS

Customers for connections services (these may be developers or Self-Lay Providers (SLPs)) have the choice over who provides the infrastructure and also 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 wastewater 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 wastewater 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
PD2	Point of connection enquiry – Clean Water	£100.00	Contestable
PD3	Point of connection enquiry – Foul and surface water sewer	£100.00	Contestable
PD4	Validation Charge	£31.00	Non - contestable

Copies of our online records are available from –

<https://www.sourceforsearches.co.uk/commercial/recommended/underground-asset-plan/>

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.

When the customer makes an application for surface water, they should provide any necessary evidence to show that the SuDS hierarchy is being facilitated.

c. Validation charge

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.

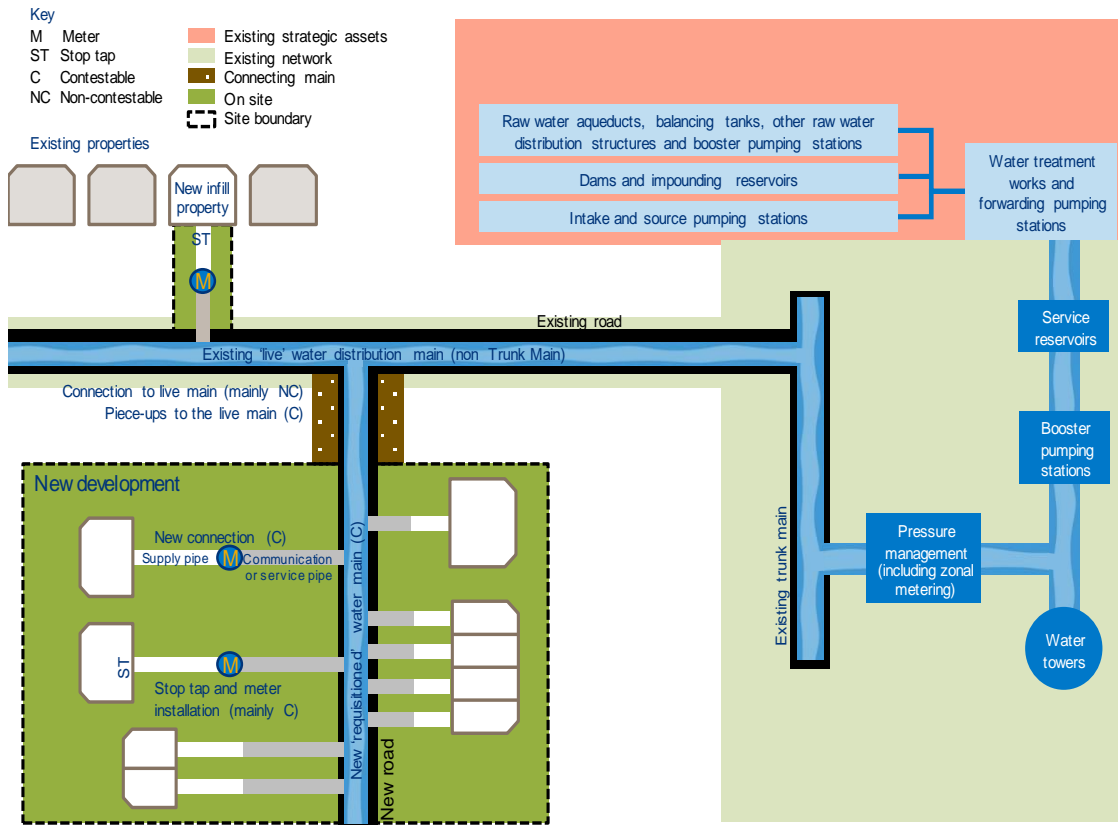
This section includes:

- a. Our 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



3a. OUR 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, Codes for Adoption and DMeX. 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.	SLP* NAV* 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 Annual Contestability Summary (ACS) for specific details of all work types - https://www.southwestwater.co.uk/siteassets/documents/dev-services/self-lay/annual-contestability-table.pdf		
**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 SLPs.

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 which are detailed in our Annual Contestability Summary (see below).

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 under section 51A WIA91 for water infrastructure.

The codes were introduced by Ofwat to ensure a consistent approach in the sector, that developers, new appointees and SLPs, are provided with confidence that they will receive the services they want from water companies to enable their own business in providing contestable services.

The water code documentation was approved by Ofwat in **September 2020 and went live on the 1 January 2021**. The approved set of documents, including any updates since go live, can be found below on the Water UK [website](#).

As part of this, all water companies are required to publish certain documents.

Design and Construction Specification (DCS)

This is South West Water Design and Construction Specification. This can be found at: <https://www.southwestwater.co.uk/siteassets/documents/dev-services/self-lay/cw-codes-docs/sww-bw-appendix-d--design-and-construction-specification.pdf>

Annual Contestability Summary (ACS)

The connection work that is open to competition by SLPs is known as “contestable” work. This category includes the majority of work a developer needs to serve a new development and includes all work to lay and test new mains and services. Water companies have a responsibility to maintain wholesome water supplies to customers, some higher risk work may be defined as “non-contestable” and can normally only be carried out by the water company itself.

We will publish our **ACS** annually and evolve the document to enable further contestability each year. It can be found here -

<https://www.southwestwater.co.uk/siteassets/documents/dev-services/self-lay/annual-contestability-table.pdf>

In addition to the ACS, the excavation and reinstatement of the trenches to facilitate the mainlaying on land you own and occupy is also contestable. In our standard quotation, we will always assume that you wish to undertake this element of the work.

Self-Lay Process

In line with the Codes for Adoption process, a pre-development enquiry should be submitted first before making an application to Self-Lay

Following receipt of an application, the quotation will be provided on the basis of the information 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 incurred to date.

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

Upsizing of Water Mains to enable wider development.

Should South West Water request that the Self-Lay Provider upsize the water main under Section 112 of the Water Act 1991, as part of the installation, we will review the costs incurred for the upsizing work and look to provide a payment towards this upsizing to the SLP/developer.

The payment will be calculated based upon the cost difference of providing the two sizes of pipe i.e. the large one needed to service the whole development and the one needed to serve this particular phase. The value of this payment will be included within the quotation to the SLP/developer.

The payment will be made upon satisfactory completion of the installation. An invoice will be needed from the SLP/developer to facilitate this payment.

The cost of this upsizing work will be funded from the Infrastructure Charges.

Where the pipe diameter has to be increased when the original size is no longer available to be purchased, this will not be funded by the South West Water.

Typical examples of the payments are shown below.

Scenario a.

The site itself will require a 160mm diameter pe 80 water main to be laid in a trench provided by others. A S112 notice is served on the Self Lay Provider to lay a 250mm main to replace
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the 160mm diameter main needed for the site. Length of main to be laid – 800m. This will then generate a payment of £83,200. (£104.00 per metre)

The cost of this upsizing factorises in the cost of installation a 250mm main instead of a 160mm. Payment will be made on a pro-rata basis on commissioned lengths and provision of as constructed drawings/test certificates.

Scenario b

The site itself will require a 110mm diameter pe 80 water main to be laid in a trench provided by others. A S112 notice is served on the Self Lay Provider to lay a 200mm main to replace the 110mm diameter main needed for the site. Length of main to be laid – 500m. This will then generate a payment of £18,500. (£37.00 per metre)

The cost of this upsizing factorises in the cost of installation a 200mm main instead of a 110mm. Payment will be made on a pro-rata basis on commissioned lengths and provision of as constructed drawings/test certificates.

3c. WATER REQUISITION

If a developer does not wish to engage a self-lay provider, 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 pre-liminary 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

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.

The following items are included within the charge -

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 applied.
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. The design of a scheme up to and including 200mm internal diameter. Should the water main be of larger diameter, then the design will be undertaken on an actual cost basis.
4. Charges include for water mains with 900mm cover on them. Anything above this will be charged as an additional item.
5. Pipelaying rates include costs for the water main to be pressure test, chlorinated and sampled.
6. The mainlaying per property charge is split into two categories. Barrier system – this is where it is necessary to lay a barrier pipe due to the contamination found on-site. Full details of this requirement can be found at:- https://www.southwestwater.co.uk/siteassets/documents/risk_assessment_form_for_water_pipes_in_land_potentially_affected_by_contamination_v1_12-16.pdf. A report in line with the attachment should be provided with the application to allow for this to be reviewed. Where it is proved that the use of barrier pipe is not need, the mainlaying charge will be the non-barrier one.

7. The per property charge has subsequently been split into two pipe diameters. The split is up to 100mm internal diameter and 101mm to 200mm internal diameter. For clarity here is how we categorise the pipe diameter.

Pipe Diameter table for reference to Requisition/Diversion pricing

Diameter Band	Nominal Bore	PVCo (MoPVC)	Copper	PE SDR11	PE SDR17	PE Barrier Pipe SDR11	PE Barrier Pipe SDR17	
Up to 100mm	50-100	110		63	63	63		
				75	75			
				90	90	90		
				110	110	110		
				125	125	125		
101 - 200mm	100-150	160		160	160	160		
				180	180	180	180	
				180	180	180	180	
	150-200	200		200	200		200	
				225	225		225	
Priced on Bespoke Charges	200-300	250		250	250		250	
				315	315		315	
				355	355		355	
	300-450	400			400	400		400
					450	450		450
	450 - 600				500	500		500
					560	560		560
					630	630		630
	600 - 800				710	710		
					800	800		
800 - 1000					900			
					1000			

8. 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.
9. For where the Developer owns and occupies the land, the quote will be based on a third party 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 .
10. The quote will allow for a defined number of visits to install the water main which will be detailed in the quotation. Should subsequent visits be required, the Company will reserve the right to charge for these.
11. For third party land the quote will include the cost for excavation and reinstatement to pre-existing ground conditions carried out by the Company.
12. Compensation for grazing land only. Should the third party require above and beyond this, then the company will look to recover the actual cost incurred in the payments.

13. Should the mainlaying have any Schedule 13 - Engineering Difficulties, these will be highlighted in the quotation where known and charged on an actual cost basis.

14. For traffic management we include for two-way lights only.

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.
5. Any design work for water mains over a 200mm internal diameter or 8 bar pressure.

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

Should an application not proceed past the quotation stage, the Company reserves the right to charge for the costs incurred 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 will 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 where requested by either the Self Lay Provider or the developer

	Self-Lay	Water Requisition	Water Diversion
Hydraulic design of the scheme to confirm pipe size, pressure etc.	Y	Y	Y
Obtaining and reviewing other utility information to avoid clashes.	Y	Y	Y
Production of a CAD drawing of the layout of the site to be included with our quotation	Y	Y	Y
Internal consultation and sign off.	Y	Y	Y
Consultation with the Fire Service	Y	Y	Y

Production, review and sign off of Designer's Risk Assessment	Y	Y	Y
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.	Y	Y	Y
Provision of estates drawings where third party land entry is required.	Y	Y	Y
Provision of drawings for any other consents that are required as part of the scheme.	Y	Y	Y
Provision of drawings for any other consents that are required as part of the scheme.	Y	Y	Y
Design and production of thrust blocks to suit the scheme.	Y	Y	Y
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.	Y	Y	Y
Dealing with minor design changes from site as construction proceeds which do not require the production of new drawings	Y	Y	Y
Overall review and sign off of the design to comply with our duties under Construction Design and Management Regulations 2015.	Y	Y	Y
Charge	£1,406.00	£1,406.00	£1,406.00
The charge is applicable whether it is the whole scheme design or part of it.			

Should the scheme require design of pipework greater than 200mm internal or 8 Bar in pressure the design will be charged on an actual cost basis. The estimate will be provided in the initial quotation. This detailed design will also require additional time which will be included within the quotation.

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: -

This includes both administrative and project management activities.	Self-Lay	Water Requisition	Water Diversion
Reviewing and processing the application form.	Y	Y	Y
Acknowledging receipt of the application form.	Y	Y	Y
Logging application on corporate systems and supporting administration.	Y	Y	Y
Arranging and attending site visit to produce quotation	Y	Y	Y
Obtaining quotations for streetworks (i.e. road closures and three-way lights), estates compensation, ecology.	Y *	Y	Y
Producing and issuing quotation including legal agreements	Y	Y	Y
Invoicing any necessary payments.	Y	Y	Y
Updates to developer or SLP as appropriate.	Y	Y	Y
Instructing and coordinating any work	Y	Y	Y
Dealing with any contractual matters with the Term Service Contractor (TSC).	Y *	Y	Y
Agreeing account with TSC for work	Y *	Y	Y
Pre-start meeting if required.	Y	Y	Y
Reviewing and acting upon Self Lay notifications	Y		
Updating records	Y	Y	Y
Reviewing and feedback on the as built information provided.	Y	Y	Y
Producing vesting certificate (Self Lay)	Y		
Producing payments for the work.		Y	Y
Monitoring the financial costs of the project.	Y	Y	Y
General administration and customer support (e.g. scanning, filing).	Y	Y	Y
Charge	£592.00	£1,801.00	£1,801.00

* Where requested to undertake work for the SLP or deliver non-contestable element.

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.

OUR CHARGES

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

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

No.	Description	Unit	Value	Contestable/Non contestable
	<u>Administration</u>			
WR1	Administration Fee (Water Requisition/Water Diversion)	Per scheme	£1,801.00	Non-contestable
SL1	Administration Fee (Self Lay)	Per scheme	£592.00	Non-contestable

	<u>Design</u>			
WR6	Design of scheme undertaken by SWW (see inclusions/exclusions)	Per scheme	£1,406.00	Contestable
SL2	Vetting of design and approval undertaken by 3 rd party. Third party must be accredited through WIRS.	Per scheme	£192.00	Non-contestable
WR7	Changes to design by the developer/SLP following provision of quotation. (see inclusions/exclusions)	Per change	Up to £1,406.00 depending on work required with a minimum charge of £243.00	Contestable

	<u>Pipelaying – Mains Connections (Branch Connections)</u>			
WR4	Branch Connection - Connection of new main to existing main excluding excavation and reinstatement up to including 100mm (diameter of new main) where the connection is to an existing water distribution system This connection is made using under-pressure tee only. This is used on Water Requisitions or Self Lay where you are connecting the new main to the existing network. (For sizing please refer to paragraph 7 above.)	Per connection	£1,225.00	Non-contestable/Contestable (please see Annual Contestability Summary).
WR5	Branch Connection - 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 to an existing water distribution systems. The connection is made using under-pressure tee only. This is used on Water Requisitions or Self lay where you are connecting the new main to the existing network. (For sizing please refer to paragraph 7 above.)	Per connection	£1,330.00	Non-contestable/Contestable (please see Annual Contestability Summary).
WR2	For Diversions - Connection of new main to existing main excluding excavation and reinstatement up to including 100mm (diameter of new main) where the connection is to an existing water distribution system and we are unable to interrupt supplies to existing customer. This connection is undertaken by using both a line stop and under-pressure tee. As there are normally two connections for a diverted main, the rate includes for two of each. This is used on Water Diversions where you are reconnecting the new	Per diverted main	£10,674.00	Non-contestable

	diverted apparatus to the existing water main. (For sizing please refer to paragraph 7 above.)			
WR3	For Diversions - 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 to an existing water distribution system and we are unable to interrupt supplies to existing customer. This connection is undertaken by using both a line stop and under-pressure tee. As there are normally two connections for a diverted main, the rate includes for two of each. This is used on Water Diversions where you are reconnecting the new diverted apparatus to the existing water main. (For sizing please refer to paragraph 7 above.)	Per diverted main	£11,772.00	Non-contestable

	<u>Pipelaying in trench provided by others</u>		Standard pipe	Barrier Pipe	
WR8A WR9A	Pipelaying in trench provided by others in land the developer owns and occupies. Excavation and backfill to be in accordance with the 'Conditions of Trenchwork'. – Non barrier pipe * Pipework up to 100mm internal diameter. (For sizing please refer to paragraph 7 above.)	Per domestic property	£333.00	£1201.00	Contestable
WR8B WR9B	Pipelaying in trench provided by others in land the developer owns and occupies. Excavation and backfill to be in accordance with the 'Conditions of Trenchwork'. – Non barrier pipe * Pipework to be 101mm to 200mm internal diameter. (For sizing please refer to paragraph 7 above.)	Per domestic property	£649.00	£1640.00	Contestable

	<u>Pipelaying in trench provided by SWW – normally offsite</u>			
WR10	Pipelaying in ‘unmade’ ground in land not owned or occupied by the developer for new water mains up to 100mm internal diameter. (For sizing please refer to paragraph 7 above.)	Per metre	£124.00	Contestable
WR11	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. (For sizing please refer to paragraph 7 above.)	Per metre	£181.00	Contestable
WR12	Pipelaying in ‘made’ ground in land not owned or occupied by the developer for new water mains up to 100mm internal diameter. (For sizing please refer to paragraph 7 above.)	Per metre	£221.00	Contestable
WR13	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. (For sizing please refer to paragraph 7 above.)	Per metre	£302.00	Contestable

	Additional items			
WR14	Additional commissioning of sections should it not be done in accordance with the quotation.	Per commissioning	£2,490.00	Contestable

WR15	Third party Compensation	Per scheme	Bespoke on application	Contestable
WR16	Ecological etc.	Per scheme	Bespoke on application	Contestable
WR17	Traffic Management	Per scheme	Bespoke on application	Contestable

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

3d. WATER DIVERSION

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

How South West Water charges have been developed

To align with other charges the Company will, where possible, base quotations on water requisitions charges.

For exceptional schemes, for example greater than 200mm diameter, we will provide a bespoke quotation.

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 on signing the legal agreement. On completion the cost will be reviewed and re-measured based on actual work carried out using the rates provided in the quotation. Any differences will be invoiced or refunded to the customer. If there is an additional item which has been needed but was not in the rates, this will be charged at the actual cost incurred.

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

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

If a third party is to undertake the contestable items as detailed in the Annual Contestability Summary, they must be accredited for that particular type of work through Water Industry Registration Scheme (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 and under pressure tee.

3e. WATER CONNECTIONS – SERVICE CONNECTION CHARGES

This section relates to all individual new water connections to a new or existing distribution water main. A service connection is the pipework that carries water from a water main to a property. These charges apply to water connections which serve household or non-household properties or supplies which do not serve a property, for example a trough for animal welfare purposes.

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 size, type, length and surface.

Applying for a service connection to a distribution main

To connect to the mains network the relevant application must be submitted.

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

An Automated Meter Reading water meter will be installed on new connections in accordance with the Company's policy and will remain 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 land where the supply is required will be responsible for all excavation, laying of pipes up to the Company's main, and reinstatement. Alternatively, customers may use their chosen SLP or request the company to carry out these works.

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, private contractor or the Company. Customers cannot carry out these works themselves unless they are accredited with the Water Industry Registration Scheme (WIRS).

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 administer 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 is 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 landowner. This is usually in the form of an easement.

Matters relevant to charges

A standard connection will be one where:

- the external diameter of the service pipe being connected to the main is not more than 32mm
- neither the service pipe or host main is of a barrier pipe material
- the connection length is maximum of 2 metres
- 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	£14.00	£14.00	£140

<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	£40.00	£31.00	£40.00

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

No.	Charge Description	Unit	Value	Contestable/Non contestable
Application Fee				
NC1	Application fee – Self Laid Connection	Per Application	£14.00	Non-contestable
NC2	Application fee – Company Laid Onsite Connection	Per Application	£14.00	Non-contestable
NC3	Application fee – Company Laid Offsite Connection	Per Application	£140.00	Non-contestable
Administration Fee				
NC4	Administration fee – Self-Laid Connections	Per Connection	£31.00	Non-contestable
NC5	Administration fee – Company Laid Onsite Connection	Per Connection	£40.00	Non-contestable
NC6	Administration fee – Company Laid Offsite Connection	Per Connection	£40.00	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 network, connection to customer’s 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> <p>For onsite connections a single person gang is used for installations, keeping costs low for our customers.</p>					
			Standard Type	Barrier Type	
NC7a/NC9a	Standard connection only up to and including 32mm diameter	Per Connection	£174.00	£247.00	Contestable
NC12/NC12b	Connection(s) only greater than 32mm and up to and including 63mm diameter	Per Connection	£866.00	£1,091.00	Contestable
NC13/NC13b	Connection(s) only greater than 63mm and less than 100mm diameter	Per Connection	£1,146.00	£1,564.00	Contestable/Non-contestable (see ACS)
NC14/NC14b	Connection(s) only 100mm diameter and greater	Per Connection	£1,558.00	£1,975.00	Contestable/Non-contestable (see ACS)
<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 network, laying of communication pipe, connection to customer’s external supply pipe, boundary box, meter, excavation, reinstatement and traffic management.</p>					
			Standard Type	Barrier Type	
NC17a/NC17b	<p>Standard connections up to 32mm diameter and trench work up to 2m in length</p> <p>Where South West Water/Bournemouth Water undertakes the opening and closing of a trench up to 2 metres in length</p>	Per Connection	£1,312.00	£1,693.00	Contestable

NC18/NC18b	In addition to the first connection up 32mm diameter up to four further 25mm/32mm service pipes may be laid in the same trench and connected on the same date as the first connection. Charge covers up to 2m in length. Per meterage rate shall be applied for additional connections greater than 2m in length.	Per Connection	£285.00	£370.00	Contestable
NC19a/NC19b	Non-standard connections greater than 32mm and up to 63mm diameter and trench work up to 2m in length Where South West Water/Bournemouth Water undertakes the opening and closing of a trench	Per Connection	£2,151.00	£2,625.00	Contestable/Non-contestable (see ACS)
NC20/NC20b	Non-standard connections greater than 63mm and up to 100mm diameter and trench work up to 2m in length Where South West Water/Bournemouth Water undertakes the opening and closing of a trench	Per Connection	£2,211.00	£2,961.00	Contestable/Non-contestable (see ACS)
NC21/NC21b	Non-standard connections greater than 100mm diameter and trench work up to 2m in length Where South West Water/Bournemouth Water undertakes the opening and closing of a trench	Per Connection	£2,791.00	£3,286.00	Contestable/Non-contestable (see ACS)
NC23	Connections greater than 2m in length In addition to each relevant offsite connection charge (above) an extra over charge for each metre greater than 2m, by surface type and diameter: Pre-excavated – up to 90mm diameter	Per Metre	£119.00		Contestable

NC24	Unmade surface – up to 90mm diameter	Per Metre	£150.00	Contestable
NC25	Made surface – up to 90mm diameter	Per Metre	£260.00	Contestable
NC26	Pre-excavated – greater than 90mm diameter	Per Metre	£181.00	Contestable
NC27	Unmade surface – greater than 90mm diameter	Per Metre	£220.00	Contestable
NC28	Made surface – greater than 90mm diameter	Per Metre	£328.00	Contestable
Other Connection Charges				
NC15	Supply and Fit AMR meter only (meter screw in – no connection)	Per Meter	£90.00	Contestable
NC16	Boundary Box Replacement Excavation; removal of existing boundary box; installation of new boundary box; backfill and reinstatement	Per Box	£394.00	Non-contestable
NC22	Water Regulations Inspections Contribution toward general cost of internal and external Water Regulations inspections	Per Connection	£26.00	Non-contestable
NC11	Where we attend to make a pre-booked connection but the site is not ready for connection	Per Connection	£105.00	Non-contestable
N/a	Where a customer cancels or postpones a connection all third-party costs incurred will be payable by the applicant. This includes but not limited to Highway Authority cost such as road	Per Connection	At cost - pass through of third party costs	Non-contestable

	closure costs, permit fees and/or 3 rd party landowner costs.			
NC3b	Second and subsequent site survey/visit	Per Survey/visit	£118.00	Non-contestable

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

3f. Non-contestable Activity

The connection work that is open to competition is known as “contestable” work. This category includes the majority of work a developer needs to serve a new development and includes all work to lay and test new mains and services.

Water companies have a responsibility to maintain wholesome water supplies to customers, some higher risk work may be defined as “non-contestable” and can normally only be carried out by the water company itself.

We will publish our **Annual Contestability Summary** (ACS) annually and will evolve the document to enable further contestability each year. This can be found at:-

<https://www.southwestwater.co.uk/siteassets/documents/dev-services/self-lay/annual-contestability-table.pdf>

In addition to the ACS, the excavation and reinstatement of the trenches to facilitate the mainlaying on land you own and occupy is also contestable. In our standard quotation, we will always assume that you wish to undertake this element of the work.

SECTION FOUR - SITE SPECIFIC CHARGES – WASTEWATER

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

This section includes:

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

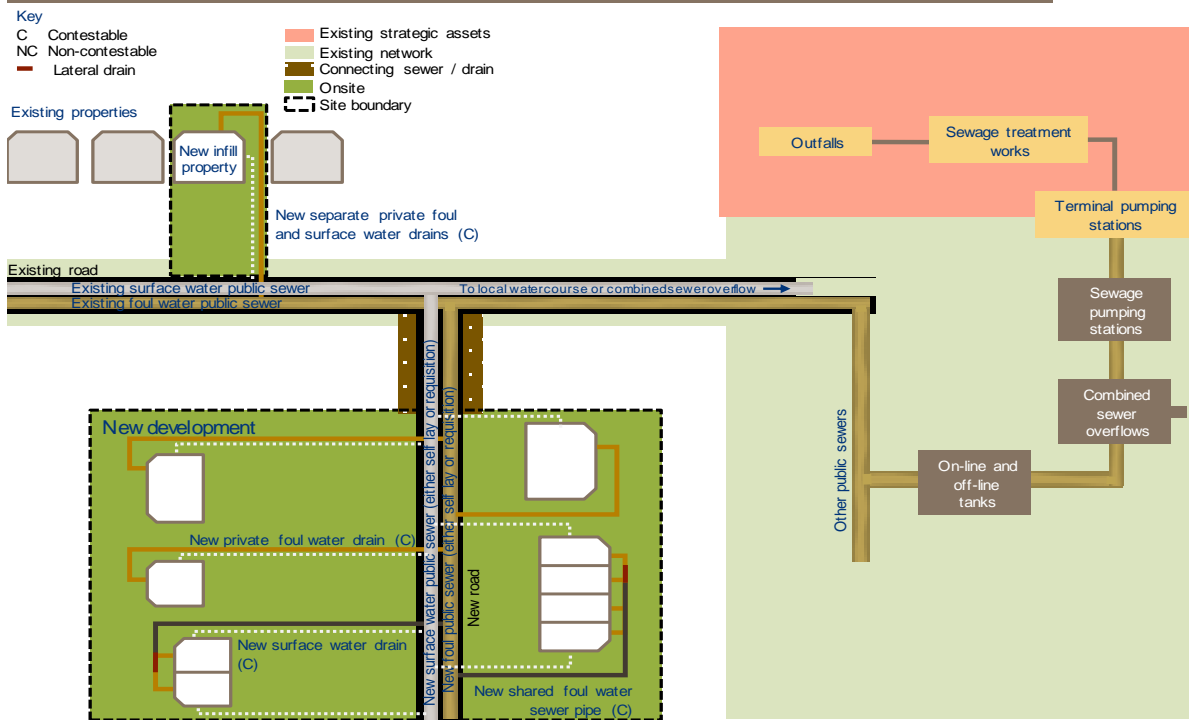
The diagram on the following page shows the responsibility for payment in relation to water connections services.

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. OUR 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 customers is delivered in accordance with the minimum Levels of Service as set out by Water UK, Codes for Adoption and DMeX. Further information is available on the Water UK website www.water.org.uk

Please note - The wastewater 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 wastewater company charging arrangement. This will either be Wessex Water or Southern Water depending upon 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 change of scope 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 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).

The new sewerage adoption arrangements have come into effect from 1 April 2020.

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. Administration fee also covers the production of legal agreements
3. Vetting – covers the review of the drawings in accordance with the specification.
4. The vetting cost is based on one submission and two re-submissions. Should there be any subsequent re-submissions further fees will apply.
5. 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.

6. The Company can 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.
7. 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.
4. It is the customer's responsibility to fund the installation of the telemetry to the Company's standard.

No.	Description	Unit	Value	Contestable/Non contestable
SA1	Administration Fee	Per application	£416.00	Non-contestable
SA2	Technical Vetting Fee without PS	Per property with a minimum fee	£16 per property with a minimum of £316	Non-contestable
SA3	Technical Vetting Fee with PS	Per property with a minimum fee	£21 per property with a minimum of £886	Non-contestable
SA4	Inspection Fee	Per property with a minimum fee	£47 property with a minimum of £886	Non-contestable
SA5	Re-submissions for technical review	Per additional review	£316.00	Non-contestable
SA6	Re-inspections following remedials	Per inspection	£180.00	Non-contestable
	Security	Per scheme	10% of construction costs with a minimum of £500	Non-contestable
SA9	Installation and commissioning of telemetry use Radio/4G	Per installation	£5,401.00	Contestable
SA10	Installation and commissioning of telemetry use Radio/PSTN	Per installation	£5,343.00	Contestable
SA11	Installation and commissioning of telemetry use PSTN/4G	Per installation	£4,314.00	Contestable
SA12	Installation and commissioning of telemetry use 4G only (based on no option to provide a primary solution with back up comms – not preferred solution).	Per installation	£4,173.00	Contestable

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

Security

Cash Bonds (maximum of value of bond)

£3,000

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. We are unable to issue a legal agreement until this schedule has been submitted.

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. A customer can either requisition a sewer for more than one property or a lateral drain for one property.

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.

If you are submitting an application for a surface water requisition, you should provide the evidence to support that the other options under the SuDS hierarchy have not been achievable.

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 wastewater 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 200mm internal diameter.
2. Excavation and reinstatement to pre-existing ground conditions.
3. Up to two metres in depth and including any necessary manholes.
4. Compensation which assumes grazing use 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.
5. The design will be undertaken on a fixed charge unless the construction is required to be undertaken on a bespoke basis. Should this occur then the design will be undertaken on a bespoke basis. On surface water sewers, any costs associated with discharging the water to other than a public sewer. This includes the construction of outfalls and payments to landowners/riparian owners for rights to discharge.

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 change of scope is generated by the customer.

Site-specific charges wastewater sewer requisitions -

No.	Description	Unit	Value	Contestable/Non contestable
SR1	Administration Fee	Per scheme	£1,801.00	Non-contestable
SR2	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
SR3	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
SR4	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
SR5	Design of scheme (where undertaken on standard charges – where bespoke price provided for construction this will include bespoke price for design.)	Per scheme	£4,865.00	Contestable
SR5	Changes to design by the developer/consultant following provision of quotation.	Per change	Bespoke on application	Contestable
SR7	Pipelaying in ‘made’ ground in land not owned or occupied by the developer.	Per metre	£346.00	Contestable
SR8	Pipelaying in ‘unmade’ ground per metre in land not owned or occupied by the developer.	Per metre	£346.00	Contestable

SR9	Third party compensation	Per scheme	Bespoke on application	Contestable
SR10	Ecological etc.	Per scheme	Bespoke on application	Contestable
SR11	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 wastewater 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 change of scope 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 incurred 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.

Options available for sewer diversions

There are a number of options for sewer diversions.

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
SD7	Small Build including one day inspection - virtually	Per application	£477.00	Non-contestable
SD8	Further day inspection	Per inspection	£252.00	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
SD1	Administration fee - if separate application and you are undertaking the design and construction	Per application	£416.00	Non-contestable
SD2	Design vetting fee – if separate application and you are undertaking the design and construction.	Per scheme	£316.00	Non-contestable
SD3	Inspection fee – if separate application and you are undertaking the design and construction.	Per scheme	£886.00	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	£1,801.00	Non-contestable
SD5	Design where undertaken on standard charges – where bespoke price provided for construction this will include bespoke price for design.)	Per scheme	£4,865.00	Contestable
SD6	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).

If you are submitting an application for a surface water connection, you should provide the evidence to support that the other options under the SuDS hierarchy have not been achievable.

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 change of scope 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
SC1	Administration Fee	Per application	£67.00	Non-contestable
SC2	Inspection Fee (Visit)	Per connection	£187.00	Non-contestable
SC3	Inspection Fee (Virtual)	Per connection	£106.00	Non-contestable
SC4	Re-inspection Fee (Visit)	Per re-inspection	£147.00	Non-contestable

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

Payment will be required once the application has been approved.

Customers have a choice whether to have the inspection carried out via a site visit or a contactless virtual (video) inspection.

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
SC6	Administration Fee	Per application	£1,801.00	Non-contestable
SC7	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
SC5	Administration Fee	Per application	£36.00	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 wastewater sector.

Wastewater

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 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.

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 Company policies for all work on their wastewater 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
BO1	Domestic sewer build over application (by declaration)	Per declaration	£65.00
BO2	Domestic sewer build over application (by assessment)	Per assessment	£160.00
BO4	CCTV survey (up to 15 metres) *		£227.00
BO5	Sewer location survey	Per survey	£227.00
BO3	Site visit (half day)	Per half day	£101.00

***Should you require a longer CCTV, a bespoke quotation will be provided on request.**

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 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.

Wastewater 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 2022-23 is to adopt Ofwat's "Rule 28" which requires companies to use the "five-year rule" which means companies should set their infrastructure charges each year on the basis of their forecast of likely costs and likely number of connections over the following five years. In other words, infrastructure charges are set on a wholly forward-looking basis. 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 wastewater 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. This could include a homeowner, developer SLP or a NAV and will be charged to the applicant.

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
IN1	Infrastructure charge (old type) – water supply	Per domestic property	£416
IN2	Infrastructure charge (old type) – sewer	Per domestic property	£416

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
IN3	Standard infrastructure charges due for the development– Water supply	Per domestic property (please see below if not a dwelling)	£96.00
IN4	Standard infrastructure charges due for the development– Sewerage	Per domestic property (please see below if not a dwelling)	£707.00

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 wastewater 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 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-domestic	8
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 infrastructure charge credits.

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 credits 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 118 m³ (average domestic annual consumption) equals 8 credits.

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

In cases where infrastructure charge liability is calculated using the relevant multiplier principle any credits 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

An income offset will apply to every first-time new connection (clean and/or waste) to the Company's network.

The income offset is calculated on a per property basis for a domestic house and is 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 refer to Section Six, Infrastructure Charges, for an explanation of the relevant multiplier.

In line with Rule 19 of the Charging Rules for New Connections Services (English Undertakers) our income offset amounts have been calculated to broadly maintain the balance of contributions to costs between developer customers and wholesale customers prior to April 2018 when the charging rules came into effect.

Payment of income offsets

Income offsets will only be offset against infrastructure charges where the individual plot connection is made on or after the 1 April 2020. For sites commenced prior to this date please see the following section.

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 to the Company's network, subject to any alternative agreed payment schedule, unless they have already received this deduction.

The Company reserve the right to withhold income offset payment(s) until such time a Self-Lay Provider confirms the relevant meter and associated details for each connection. Under the Codes for Adoption it is a requirement for Self-Lay Providers to submit such information upon completion of a new connection.

No.	Description	Unit	Value	Contestable/Non contestable
IO1	Income offset (Clean)	Per property	£408.00	Non-contestable
IO2	Income offset (Waste)	Per property	£194.00	Non-contestable

Sites commenced prior to April 2020

Prior to 1 April 2020, income offsets were required to be deducted from requisitions.

Income offsets may only be applied once.

Therefore, they have already been applied under 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.

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.

The VAT rules regarding engineering and construction services are complicated. Broadly, the VAT position depends upon the type of work carried out and the nature of the property being connected.

The Company will charge VAT on its supplies based on HMRC VAT Notice 708 “buildings and construction” (<https://www.gov.uk/guidance/buildings-and-construction-vat-notice-708>) and the details provided on the following link:

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

Please note that we may need to request information from you to certify the status of the property being connected.

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.

Therefore, to remove some of this uncertainty we have transitional arrangements in place which align with requirements set out in:

- **The Water Act 2014 commencement order no.9**

Which states 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 South West Water's operating licence**

Which states 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

Following positive customer feedback during our engagement process we have maintained our transition arrangements in line with previous years whilst reflecting the change to the Charging Rules by Ofwat.

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 2022, and the 31 March 2022 for Site Specific Work that will be carried out after 1 April 2022, 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 2022 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 income offsets are already built into signed requisition agreements 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, they will only be applied 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/water-services-and-connections/self-lay/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 can 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
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 2022/23.

South West Water

<https://www.southwestwater.co.uk/siteassets/document-repository/charges/sww-wholesale-charges-document-2022-23.pdf>

Bournemouth Water

<https://www.bournemouthwater.co.uk/siteassets/document-repository/charges/bw-wholesale-charges-document-2022-23-.pdf>

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

SECTION THIRTEEN – WORKED EXAMPLES

For 2022/23 charges Ofwat has published six scenarios so that companies can provide worked examples of typical developments.

This section provides these scenarios with any specific assumptions marked as such although generally SWW has assumed that there are no exceptions circumstances, that there was no previous water usage at the site and that the connections were not made to assets which were laid under requisition before 2018.

SCENARIO 1 – SINGLE CONNECTION TO A HOUSE FROM AN EXISTING MAIN

This worked example provides charges for a single connection to an existing water main of 90mm diameter polyethylene (PE). If applicable the worked example should include the associated charges for a single property connection to an existing sewer which is completed by the Developer Customer. These charges are specified under “Other Charges”

Within the construction costs we have included service pipe installation, boundary box fitting, meter installation, excavation, reinstatement and pipework:

- 25 – 32mm diameter PE pipe
- 4m pipework in road

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

2022/23 Charges											
Scenario 1: Single connection to a house from an existing main											
Applicable Charge	Item	SWW description	Unit	Quantity	Rate (£)	Total Charge (£)	Barrier Pipe uplift/rate (£)	Barrier pipe total charge (£)	Contestable? (Y/N)	Alternative Delivery Method	
										Self Lay rate (£)	Self Lay Total charge (£)
Pre-construction charges - connection											
Y	Application Fee		per application	1	£ 140.00	£ 140.00	£ 140.00	£ 140.00	N	£ 14.00	1
	Administration Fee		per connection	1	£ 40.00	£ 40.00	£ 40.00	£ 40.00	N	£ 31.00	£ 31.00
	Administration Fee ¹	Contribution toward water regulation inspections	per connection	1	£26.00	£ 26.00	£26.00	£ 26.00	N	£26.00	£ 26.00
	Design Fee		per application		N/A	N/A	N/A	N/A			
Pre-construction charges - mains											
Y	Application Fee		per application		N/A	N/A	N/A	N/A			
	Administration Fee		per application			£ -	£0.00	£ -			£0.00
	Design Fee		per application			£ -	£0.00	£ -			£0.00
Construction charges - connection											
Y	Service connection ²	inc. pipework and meter installation	per connection	1	£ 1,832.00	£ 1,832.00	£ 2,213.00	£ 2,213.00	Y	0	£0.00
	Pipework		per metre		N/A	N/A	N/A	N/A			
Y	Meter installation		per meter		N/A	N/A	N/A	N/A			
Construction charges - mains											
Y	Mains Connection	under pressure Tee			N/A	N/A	N/A	N/A		0	£0.00
	Mains Connection sub-charge 1					£ -					
	Mains Connection sub-charge 2					£ -					
	Mains Connection sub-charge 3					£ -					
	Pipework road	Made ground	per metre		N/A	N/A	N/A	N/A		0	£0.00
	Pipework		per property		N/A	N/A	N/A	N/A		0	£0.00
	Traffic Management	bespoke rate not in charges	per TM usage			£ -	£0.00	£ -		0	£0.00
	Meters		per connection		N/A	N/A	N/A	N/A			
Other charges											
	As applicable (ie S106 vetting fee)	admin fee	per site	1	£67.00	£ 67.00	£67.00	£67.00	N	£67.00	£67.00
		inspection fee	per connection	1	£106.00	£ 106.00	£106.00	£106.00	N	£106.00	£106.00
						0					
Infrastructure charges											
Y	Infrastructure charge - Water		per property	1	£96.00	£ 96.00	£96.00	£96.00		£96.00	£96.00
	Infrastructure charge - Sewerage		per property	1	£707.00	£ 707.00	£707.00	£707.00		£707.00	£707.00
Income offset											
Y	Income Offset - Water		per property	1	-£408.00	-£ 408.00	-£408.00	-£408.00		-£408.00	-£408.00
	Income Offset - Sewerage		per property	1	-£194.00	-£ 194.00	-£194.00	-£194.00		-£194.00	-£194.00
	TOTALS					£ 2,412.00		£ 2,793.00			£ 432.00

1 General contribution toward our overall inspection costs. The actual cost of an inspection is greater than the contribution value

2 Our charge includes pipe, supply and fit of meter, all surface types and all traffic management

SCENARIO 2 – SINGLE CONNECTION TO BLOCK OF FLATS FROM AN EXISTING MAIN

This worked example provides charges for a block of 10 flats to be connected to an existing main of 90mm diameter polyethylene (PE). Each flat would be individually metered. If applicable the worked example should include the associated charges for a single property connection to an existing sewer which is completed by the Developer Customer. These charges are specified under “Other Charges”

Within the construction costs we have included service pipe installation, boundary box fitting, meter installation, excavation, reinstatement and pipework:

- 63mm diameter PE pipe
- 4m pipework in road, 4m pipework in unmade ground

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

2022/23 Charges											
Scenario 2: Single connection to block of flats from an existing main											
Applicable Charge	Item	SWW description	Unit	Quantity	Rate (£)	Total Charge (£)	Barrier Pipe uplift/rate (£)	Barrier pipe total charge (£)	Contestable? (Y/N)	Alternative Delivery Method	
										Self Lay rate (£)	Self Lay Total charge (£)
Pre-construction charges - connection											
Y	Application Fee		per application	1	£ 140.00	£ 140.00	£ 140.00	£ 140.00	N	£ 14.00	1
	Administration Fee		per connection	1	£ 40.00	£ 40.00	£ 40.00	£ 40.00	N	£ 31.00	£ 31.00
	Administration Fee ¹	Contribution toward water regulation inspections	per connection	1	£26.00	£ 26.00	£26.00	£ 26.00	N	£26.00	£ 26.00
	Design Fee		per application		N/A	N/A	N/A	N/A			
Pre-construction charges - mains											
Y	Application Fee		per application		N/A	N/A	N/A	N/A			
	Administration Fee		per application		£ -	£ -	£0.00	£ -			£0.00
	Design Fee		per application		£ -	£ -	£0.00	£ -			£0.00
Construction charges - connection											
Y	Service connection ²	inc. pipework	per connection	1	£ 3,271.00	£ 3,271.00	£ 3,745.00	£ 3,745.00	Y	0	£0.00
	Pipework		per metre		£ -	£ -	£ -	£ -			
Y	Meter installation		per meter	10	£ 90.00	£ 900.00	£ 90.00	£ 900.00	Y	0	£0.00
Construction charges - mains											
Y	Mains Connection	under pressure Tee			N/A	N/A	N/A	N/A		0	£0.00
	Mains Connection sub-charge 1				£ -	£ -	£ -	£ -			
	Mains Connection sub-charge 2				£ -	£ -	£ -	£ -			
	Mains Connection sub-charge 3				£ -	£ -	£ -	£ -			
	Pipework road	Made ground	per metre		N/A	N/A	N/A	N/A		0	£0.00
	Pipework		per property		N/A	N/A	N/A	N/A		0	£0.00
	Traffic Management	bespoke rate not in charges	per TM usage		£ -	£ -	£0.00	£ -		0	£0.00
	Meters		per connection		N/A	N/A	N/A	N/A			
Other charges											
	As applicable (ie S106 vetting fee)	admin fee	per site	1	£67.00	£ 67.00	£67.00	£67.00	N	£67.00	£67.00
		inspection fee	per connection	1	£106.00	£ 106.00	£106.00	£106.00	N	£106.00	£106.00
Infrastructure charges											
Y	Infrastructure charge - Water		per property	10	£96.00	£ 960.00	£96.00	£960.00		£96.00	£960.00
	Infrastructure charge - Sewerage		per property	10	£707.00	£ 7,070.00	£707.00	£7,070.00		£707.00	£7,070.00
Income offset											
Y	Income Offset - Water		per property	10	-£408.00	-£ 4,080.00	-£408.00	-£4,080.00		-£408.00	-£4,080.00
	Income Offset - Sewerage		per property	10	-£194.00	-£ 1,940.00	-£194.00	-£1,940.00		-£194.00	-£1,940.00
TOTALS						£ 6,560.00	£ 6,560.00	£ 7,034.00		£ 2,241.00	£ 2,241.00

1 General contribution toward our overall inspection costs. The actual cost of an inspection is greater than the contribution value

2 Our charge includes pipe, supply and fit of meter, all surface types and all traffic management

SCENARIO 3 – MEDIUM HOUSING DEVELOPMENT REQUIRING NEW MAINS AND COMMUNICATION PIPES (EXCAVATION AND REINSTATEMENT BY OTHERS)

This worked example provides charges associated with the provision of new water mains and individual connections from them to each of 50 new houses. If applicable, the worked example should include the associated charges for the 50 property connections to an existing sewer which are completed by the Developer Customer. This worked examples assumes excavation and reinstatement activities are completed by others, except for the excavation leading to the connection to the existing water main.

Within construction costs we have included mains laying, service pipe installation, boundary box fitting and meter installation.

Technical specification (connection)	Technical specification (mains)
<p>Pipework (no excavation):</p> <ul style="list-style-type: none"> • Connection to existing water main of 180mm diameter polyethylene (PE) • 3m pipework laying (per communication pipe) 	<p>Pipework total length 300m, consisting of</p> <ul style="list-style-type: none"> • 125mm diameter PE 10 m road type 3-4 road (leading to the point of connection to an existing main) • 125mm diameter PE – 190m • 90mm diameter PE – 100m

Design considerations
<ul style="list-style-type: none"> • 180mm diameter existing main, serving 150 existing customers • Three commissioning phases • Three sample chlorination and connections – footpath • Four washouts – unmade ground • Five valves (1x150mm, 3 x 100mm, 1 x 80mm) unmade ground • One trial hole – unmade ground <p>Traffic management assumes the road (tyle 3-4) is 50 mph, has two lands an requires a road closure and eight parking bay suspensions. Any additional council charges for permitting should be included.</p>

2022/23 Charges										
Scenario 3: Medium housing development requiring new mains and communication pipes (excavation and reinstatement by others)										
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge (£)	Barrier Pipe uplift rate (£)	Barrier pipe total charge (£)	Contestable? (Y/N)	Alternative Delivery Method	
									Self Lay rate (£)	Self Lay Total charge (£)
Pre-construction charges - connection										
Y	Application Fee	per application	1	£ 14.00	£ 14.00	£ 14.00	£ 14.00	N	£ 14.00	£ 14.00
	Administration Fee	per connection	50	£ 40.00	£ 2,000.00	£ 40.00	£ 2,000.00	N	£ 31.00	£ 1,550.00
	<i>Administration Fee¹</i>	per connection	50	<i>£26.00</i>	£ 1,300.00	<i>£26.00</i>	£ 1,300.00	<i>N</i>	<i>£26.00</i>	£ 1,300.00
	Design Fee	per application		N/A	N/A	N/A	N/A			
Pre-construction charges - mains										
Y	Application Fee	per application			£ -					
	Administration Fee	per application	1	£1,801.00	£ 1,801.00	£1,801.00	£ 1,801.00	N	£532.00	£532.00
	Design Fee	per application	1	£1,406.00	£ 1,406.00	£1,406.00	£ 1,406.00	Y	£192.00	£192.00
Construction charges - connection										
Y	Service connection ²	per connection	50	£174.00	£ 8,700.00	£247.00	£ 12,350.00	Y	0	£0.00
	Pipework	per metre		N/A	N/A	N/A	N/A			
Y	Meter installation	per meter		N/A	N/A	N/A	N/A			
Construction charges - mains										
Y	Mains Connection ³		1	£1,225.00	£ 1,225.00	£1,225.00	£ 1,225.00	Y	0	£0.00
	Mains Connection sub-charge 1				£ -					
	Mains Connection sub-charge 2				£ -					
	Mains Connection sub-charge 3				£ -					
	Pipework road	per metre	10	£302.00	£ 3,020.00	£302.00	£ 3,020.00	Y	0	£0.00
			0		£ -		£ -			
	Pipework ⁴	per property	50	<i>£333.00</i>	£ 16,650.00	<i>£1,201.00</i>	<i>£60,050.00</i>	<i>Y</i>	0	£0.00
	Traffic Management	per TM usage	1	<i>£1,400.00</i>	£ 1,400.00	£1,400.00	£ 1,400.00	Y	0	£0.00
	Meters	per connection		N/A	N/A	N/A	N/A			
Other charges										
	As applicable (ie S106 vetting fee)	per site	1	£67.00	£ 67.00	£67.00	£67.00		£67.00	£67.00
		per connection	1	£106.00	£ 106.00	£106.00	£106.00		£106.00	£106.00
					0					
Infrastructure charges										
Y	Infrastructure charge - Water	per property	50	£96.00	£ 4,800.00	£96.00	£4,800.00		£96.00	£4,800.00
	Infrastructure charge - Sewerage	per property	50	£707.00	£ 35,350.00	£707.00	£35,350.00		£707.00	£35,350.00
Income offset										
Y	Income Offset - Water	per property	50	<i>-£408.00</i>	-£ 20,400.00	<i>-£408.00</i>	<i>-£20,400.00</i>		<i>-£408.00</i>	<i>-£20,400.00</i>
	Income Offset - Sewerage	per property	50	<i>-£194.00</i>	-£ 9,700.00	<i>-£194.00</i>	<i>-£9,700.00</i>		<i>-£194.00</i>	<i>-£9,700.00</i>
TOTALS					£ 47,739.00		£ 94,789.00		£	13,656.00

1 General contribution toward our overall inspection costs. The actual cost of an inspection is greater than the contribution value

2 Our charge includes pipe, supply and fit of meter

3 The Mains Connection is undertaken by an underpressure Tee and the alternative provider has the suitable accreditation to undertake the work.

4 90mm and 125mm diameter pipe is assumed to have an internal diameter of 100mm and below.

SCENARIO 4 – MEDIUM HOUSING DEVELOPMENT REQUIRING NEW MAINS AND COMMUNICATION PIPES (EXCAVATION AND REINSTATEMENT BY WATER COMPANY)

This worked example provides charges associated with the provision of new water mains and individual connections from them to each of 50 new houses. If applicable, the worked example should include the associated charges for the 50 property connections to an existing sewer which are completed by the Developer Customer. This worked examples assumes excavation and reinstatement activities are completed by the Water Company. However, should the Developer appoint an SLP or NAV, this worked example assumes these (and other contestable items) would be carried out by the SLP or NAV.

Within construction costs we have included mains laying, service pipe installation, boundary box fitting, meter installation, excavation and reinstatement.

<p>Technical specification (connection)</p> <p>Pipework (no excavation):</p> <ul style="list-style-type: none"> • Connection to existing water main of 180mm diameter polyethylene (PE) • 3m pipework laying (per communication pipe) 	<p>Technical specification (mains)</p> <p>Pipework total length 300m, consisting of</p> <ul style="list-style-type: none"> • 125mm diameter PE- 10 m road type 3-4 road (leading to the point of connection to an existing main) • 125mm diameter PE – 50m pipework in footpath • 125mm diameter PE – 140m pipework in unmade ground • 90mm diameter PE– 100m pipework in unmade ground
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<p>Design considerations</p> <ul style="list-style-type: none"> • 180mm diameter existing main, serving 150 existing customers • Three commissioning phases • Three sample chlorination and connections – footpath • Four washouts – unmade ground • Five valves (1x150mm, 3 x 100mm, 1 x 80mm) unmade ground • One trial hole – unmade ground <p>Traffic management assumes the road (tyle 3-4) is 50 mph, has two lands an requires a road closure and eight parking bay suspensions. Any additional council charges for permitting should be included.</p>

THIS IS NOT A STANDARD SOUTH WEST WATER SCENARIO AS OUR DEVELOPERS NORMALLY UNDERTAKE THE EXCAVATION AND REINSTATEMENT ON LAND THEY OWN AND OCCUPY

2022/23 Charges										
Scenario 4: Medium housing development requiring new mains and communication pipes (excavation and reinstatement completed by Water Company)										Alternative Delivery Method
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge (£)	Barrier Pipe uplift/rate (£)	Barrier pipe total charge (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge (£)
Pre-construction charges - connection										
Y	Application Fee	per application	1	£ 14.00	£ 14.00	£ 14.00	£ 14.00	N	£ 14.00	£ 14.00
	Administration Fee	per connection	50	£ 40.00	£ 2,000.00	£ 40.00	£ 2,000.00	N	£ 31.00	£ 1,550.00
	Administration Fee ¹	per connection	50	£26.00	£ 1,300.00	£26.00	£ 1,300.00	N	£26.00	£ 1,300.00
	Design Fee	per application		N/A	N/A	N/A	N/A			
Pre-construction charges - mains										
Y	Application Fee	per application		N/A	N/A	N/A	N/A			
	Administration Fee	per application	1	£1,801.00	£ 1,801.00	£1,801.00	£ 1,801.00	N	£592.00	£592.00
	Design Fee	per application	1	£1,406.00	£ 1,406.00	£1,406.00	£ 1,406.00	Y	£192.00	£192.00
Construction charges - connection										
Y	Service connection ²	per connection	50	£ 1,572.00	£ 78,600.00	£ 1,953.00	£ 97,650.00	Y	0	£0.00
	Pipework	per metre		N/A	N/A	N/A	N/A			
Y	Meter installation	per meter		N/A	N/A	N/A	N/A			
Construction charges - mains										
Y	Mains Connection ³		1	£1,221.00	£ 1,221.00	£1,221.00	£ 1,221.00	Y	0	£0.00
	Mains Connection sub-charge 1			£ -						
	Mains Connection sub-charge 2			£ -						
	Mains Connection sub-charge 3			£ -						
	Pipework road/footpath ⁴	per metre	60	£124.00	£ 7,440.00	£253.51	£ 15,210.53	Y	0	£0.00
	Pipework unmade ⁴	per metre	240	£220.00	£ 52,800.00	£163.51	£ 39,242.98	Y	0	£0.00
				£ -				Y		
	Traffic Management	per TM usage	1	£1,400.00	£ 1,400.00	£1,400.00	£ 1,400.00	Y	0	£0.00
	Meters	per connection		N/A	N/A	N/A	N/A			
Other charges										
	As applicable (ie S106 vetting fee)	per site	1	£67.00	£ 67.00	£67.00	£67.00		£67.00	£67.00
		per connection	1	£106.00	£ 106.00	£106.00	£106.00		£106.00	£106.00
Infrastructure charges										
Y	Infrastructure charge - Water	per property	50	£96.00	£ 4,800.00	£96.00	£4,800.00		£96.00	£4,800.00
	Infrastructure charge - Sewerage	per property	50	£707.00	£ 35,350.00	£707.00	£35,350.00		£707.00	£35,350.00
Income offset										
Y	Income Offset - Water	per property	50	-£408.00	-£ 20,400.00	-£408.00	-£20,400.00		-£408.00	-£20,400.00
	Income Offset - Sewerage	per property	50	-£194.00	-£ 9,700.00	-£194.00	-£9,700.00		-£194.00	-£9,700.00
TOTALS					£ 158,205.00		£ 171,468.51			£ 13,858.00

1 General contribution toward our overall inspection costs. The actual cost of an inspection is greater than the contribution value

2 Our charge includes pipe, supply and fit of meter

3 The Mains Connection is undertaken by an underpressure Tee and the alternative provider has the suitable accreditation to undertake the work.

4 90mm and 125mm diameter pipe is assumed to have an internal diameter of 100mm and below.

This is not a standard South West Water scenario as our Developers normally undertake all the excavation and reinstatement on land they own and occupy

SCENARIO 5 – LARGE HOUSING DEVELOPMENT REQUIRING NEW MAINS AND COMMUNICATION PIPES (EXCAVATION AND REINSTATEMENT BY OTHERS)

This worked example provides charges associated with the provision of new water mains and individual connections from them to each of 200 new houses. If applicable, the worked example should include the associated charges for the 200 property connections to an existing sewer which are completed by the Developer Customer. This worked examples assumes excavation and reinstatement activities are completed by others, except for the excavation leading to the connection to the existing water main.

Within construction costs we have included mains laying, service pipe installation, boundary box fitting and meter installation.

<p>Technical specification (connection)</p> <p>Pipework (no excavation):</p> <ul style="list-style-type: none"> • Connection to existing water main of 180mm diameter polyethylene (PE) • 3m pipework laying (per communication pipe) 	<p>Technical specification (mains)</p> <p>Pipework total length 1000m, consisting of</p> <ul style="list-style-type: none"> • 180mm diameter PE – 20 m pipework in type 3-4 road (leading to point of connection) • 180mm diameter PE – 100m pipework • 125mm diameter PE - 480m pipework • 90mm diameter PE – 400m pipework
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<p>Design considerations</p> <ul style="list-style-type: none"> • 250mm diameter existing main, serving 150 existing customers • Six commissioning phases • Six sample chlorination and connections – footpath • Ten washouts – unmade ground • Eight valves (1x150mm, 5 x 100mm, 2 x 80mm) unmade ground
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- Two trial hole – unmade ground

Traffic management assumes the road (tyle 3-4) is 50 mph, has two lands an requires a road closure and eight parking bay suspensions. Any additional council charges for permitting should e included.

2022/23 Charges										
Scenario 5: Large housing development requiring new mains and communication pipes (excavation and reinstatement completed by others)										
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge (£)	Barrier Pipe uplift/rate (£)	Barrier pipe total charge (£)	Contestable? (Y/N)	Alternative Delivery Method	
									Self Lay rate (£)	Self Lay Total charge (£)
Pre-construction charges - connection										
Y	Application Fee	per application	1	£ 14.00	£ 14.00	£ 14.00	£ 14.00	N	£ 14.00	£ 14.00
	Administration Fee	per connection	200	£ 40.00	£ 8,000.00	£ 40.00	£ 8,000.00	N	£ 31.00	£ 6,200.00
	Administration Fee ²	per connection	200	£26.00	£ 5,200.00	£26.00	£ 5,200.00	N	£26.00	£ 5,200.00
	Design Fee	per application		N/A	N/A	N/A	N/A			
Pre-construction charges - mains										
Y	Application Fee	per application		N/A	N/A	N/A	N/A			
	Administration Fee	per application	1	£1,801.00	£ 1,801.00	£1,801.00	£ 1,801.00	N	£592.00	£592.00
	Design Fee	per application	1	£1,406.00	£ 1,406.00	£1,406.00	£ 1,406.00	Y	£192.00	£192.00
Construction charges - connection										
Y	Service connection ²	per connection	200	£174.00	£ 34,800.00	£247.00	£ 49,400.00	Y	0	£0.00
	Pipework	per metre		N/A	N/A	N/A	N/A			
Y	Meter installation	per meter		N/A	N/A	N/A	N/A			
Construction charges - mains										
Y	Mains Connection ³		1	£1,330.00	£ 1,330.00	£1,330.00	£ 1,330.00	Y	0	£0.00
	Mains Connection sub-charge 1			£ -	-					
	Mains Connection sub-charge 2			£ -	-					
	Mains Connection sub-charge 3			£ -	-					
	Pipework ⁴	per metre	20	£302.00	£ 6,040.00	£302.00	£ 6,040.00	Y	0	£0.00
	Pipework up to 100mm ⁴⁵		180	£333.00	£ 59,940.00	£1,201.00	£ 216,180.00			
	Pipework up to 101 - 200mm ⁵	per property	20	£649.00	£ 12,980.00	£1,640.00	£32,800.00	Y	0	£0.00
	Traffic Management	per TM usage	1	£1,400.00	£ 1,400.00	£1,400.00	£ 1,400.00	Y	0	£0.00
	Meters	per connection	n	N/A	N/A	N/A	N/A			
Other charges										
	As applicable (ie £106 vetting fee)	per site	1	£67.00	£ 67.00	£67.00	£67.00		£67.00	£67.00
		per connection	1	£106.00	£ 106.00	£106.00	£106.00		£106.00	£106.00
Infrastructure charges										
Y	Infrastructure charge - Water	per property	200	£96.00	£ 19,200.00	£96.00	£19,200.00		£96.00	£19,200.00
	Infrastructure charge - Sewerage	per property	200	£707.00	£ 141,400.00	£707.00	£141,400.00		£707.00	£141,400.00
Income offset										
Y	Income Offset - Water	per property	200	-£408.00	-£ 81,600.00	-£408.00	-£81,600.00		-£408.00	-£81,600.00
	Income Offset - Sewerage	per property	200	-£194.00	-£ 38,800.00	-£194.00	-£38,800.00		-£194.00	-£38,800.00
TOTALS					£ 173,284.00		£ 363,944.00			£ 52,558.00
1 General contribution toward our overall inspection costs. The actual cost of an inspection is greater than the contribution value										
2 Our charge includes pipe, supply and fit of meter										
3 The Mains Connection is undertaken by an underpressure Tee and the alternative provider has the suitable accreditation to undertake the work.										
4 90mm and 125mm diameter pipe is assumed to have an internal diameter of 100mm and below.										
5 It is assumed that 20 properties are off the 180mm diameter and 180 properties are off the 125mm and 90mm diameter pipe										

SCENARIO 6 – LARGE HOUSING DEVELOPMENT REQUIRING NEW MAINS AND COMMUNICATION PIPES (EXCAVATION AND REINSTATEMENT COMPLETED BY WATER COMPANY)

This worked example provides charges associated with the provision of new water mains and individual connections from them to each of 200 new houses. If applicable, the worked example should include the associated charges for the 200 property connections to an existing sewer which are completed by the Developer Customer. This worked examples assumes excavation and reinstatement activities are completed by the Water Company. However, should the Developer appoint an SLP or NAV, this worked example assumes these (and other contestable items) would be carried out by the SLP or NAV.

Within construction costs we have included mains laying, service pipe installation, boundary box fitting, meter installation, excavation and reinstatement.

<p>Technical specification (connection)</p> <p>Pipework (no excavation):</p> <ul style="list-style-type: none"> • Connection to existing water main of 180mm diameter polyethylene (PE) • 3m pipework laying (per communication pipe) 	<p>Technical specification (mains)</p> <p>Pipework total length 1000m, consisting of</p> <ul style="list-style-type: none"> • 180mm diameter PE – 20 m pipework in type 3-4 road (leading to point of connection) • 180mm diameter PE – 100m pipework in footpath • 125mm diameter PE - 480m pipework in unmade ground • 90mm diameter PE – 400m pipework in unmade ground
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<p>Design considerations</p> <ul style="list-style-type: none"> • 250mm diameter existing main, serving 150 existing customers • Six commissioning phases • Six sample chlorination and connections – footpath • Ten washouts – unmade ground • Eight valves (1x150mm, 5 x 100mm, 2 x 80mm) unmade ground • Two trial hole – unmade ground
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Traffic management assumes the road (tyle 3-4) is 50 mph, has two lands an requires a road closure and eight parking bay suspensions. Any additional council charges for permitting should be included.

THIS IS NOT A STANDARD SOUTH WEST WATER SCENARIO AS OUR DEVELOPERS NORMALLY UNDERTAKE THE EXCAVATION AND REINSTATEMENT ON LAND THEY OWN AND OCCUPY

2022/23 Charges										
Scenario 6: Large housing development requiring new mains and communication pipes (excavation and reinstatement completed by Water Company)										
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge (£)	Barrier Pipe uplift/rate (£)	Barrier pipe total charge (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge (£)
Pre-construction charges - connection										
Y	Application Fee	per application	1	£ 14.00	£ 14.00	£ 14.00	£ 14.00	N	£ 14.00	£ 14.00
	Administration Fee	per connection	200	£ 40.00	£ 8,000.00	£ 40.00	£ 8,000.00	N	£ 31.00	£ 6,200.00
	Administration Fee ¹	per connection	200	£26.00	£ 5,200.00	£26.00	£ 5,200.00	N	£26.00	£ 5,200.00
	Design Fee	per application		N/A	N/A	N/A	N/A			
Pre-construction charges - mains										
Y	Application Fee	per application		N/A	N/A	N/A	N/A			
	Administration Fee	per application	1	£1,801.00	£ 1,801.00	£1,801.00	£ 1,801.00	N	£592.00	£592.00
	Design Fee	per application	1	£1,406.00	£ 1,406.00	£1,406.00	£ 1,406.00	Y	£192.00	£192.00
Construction charges - connection										
Y	Service connection ²	per connection	200	£ 1,572.00	£ 314,400.00	£ 1,953.00	£ 390,600.00	Y	0	£0.00
	Pipework	per metre		N/A	N/A	N/A	N/A			
Y	Meter installation	per meter		N/A	N/A	N/A	N/A			
Construction charges - mains										
Y	Mains Connection ³		1	£1,326.00	£ 1,326.00	£1,326.00	£ 1,326.00	Y	0	£0.00
	Mains Connection sub-charge 1				£ -					
	Mains Connection sub-charge 2				£ -					
	Mains Connection sub-charge 3				£ -					
	Pipework - 101 to 200mm ⁴	per metre	120	£272.00	£ 32,640.00	£305.12	£ 36,613.91	Y	0	£0.00
	Pipework up to 100mm ⁴	per metre	880	£124.00	£ 109,120.00	£163.51	£ 143,890.93	Y	0	£0.00
	Traffic Management	per TW usage	7	£1,400.00	£ 1,400.00	£1,400.00	£1,400.00	Y	0	£0.00
	Meters	per connection		N/A	N/A	N/A	N/A			
	Meters	per connection		N/A	N/A	N/A	N/A			
Other charges										
	As applicable (ie S106 vetting fee)	per site	1	£67.00	£ 67.00	£67.00	£67.00		£67.00	£67.00
		per connection	1	£106.00	£ 106.00	£106.00	£106.00		£106.00	£106.00
Infrastructure charges										
Y	Infrastructure charge - Water	per property	200	£96.00	£ 19,200.00	£96.00	£19,200.00		£96.00	£19,200.00
	Infrastructure charge - Sewerage	per property	200	£707.00	£ 141,400.00	£707.00	£141,400.00		£707.00	£141,400.00
Income offset										
Y	Income Offset - Water	per property	200	-£408.00	-£ 81,600.00	-£408.00	-£81,600.00		-£408.00	-£81,600.00
	Income Offset - Sewerage	per property	200	-£194.00	-£ 38,800.00	-£194.00	-£38,800.00		-£194.00	-£38,800.00
TOTALS					£ 515,680.00		£ 630,624.84		£	52,558.00

1 General contribution toward our overall inspection costs. The actual cost of an inspection is greater than the contribution value
2 Our charge includes pipe, supply and fit of meter
3 The Mains Connection is undertaken by an underpressure Tee and the alternative provider has the suitable accreditation to undertake the work.
4 90mm and 125mm diameter pipe is assumed to have an internal diameter of 100mm and below.
5 It is assumed that 20 properties are off the 180mm diameter and 180 properties are off the 125mm and 90mm diameter pipe

This is not a standard South West Water scenario as our Developers normally undertake all the excavation and reinstatement on land they own and occupy

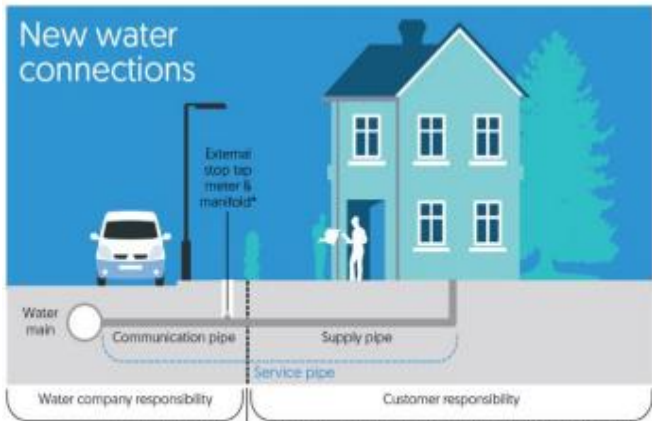
SECTION FOURTEEN – GLOSSARY

Common Terms

(Common Terms and Worked Examples – English New Connection Rules – Effective from April 2022 published October 2021)


Water Companies are required, where appropriate, to use these terms as defined in their Charging Arrangements. Where a term is defined differently in this list of common terms from in the Charging Rules for New Connection Services (English Undertakers), this is because the definition here is phrased so as to be less legalistic and more intelligible to stakeholders rather than to alter its meaning. For the avoidance of doubt, in the event of a conflict between these common terms and the Charging Rules for New Connection Services (English Undertakers) or any statutory provision for the purposes of determination, dispute or other regulatory action by Ofwat, then the latter shall prevail.

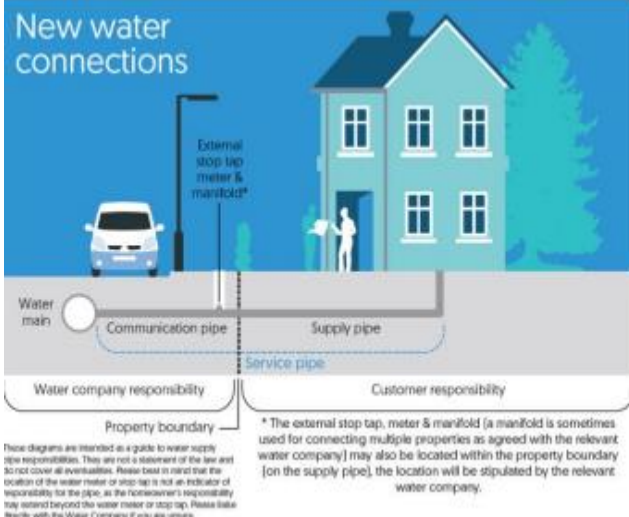
Administration Fee	means the fee associated with general administration activities, after the cost advice stage, relating to the construction phase, which can include processing any payments, scheduling the works, supervision and project management, and processing information into relevant billing/management systems. This would not include site-based activities covered in construction costs, such as additional site visits.
Adoption	means the process whereby assets are vested in the water company and subsequently maintained at its expense
Alternative Point of Connection	means another location indicated by the Water Company which is neither i) a practical location indicated by the Developer Customer, nor ii) the nearest practical location where the existing Water Main or Sewer is the same size or larger than the new connecting Water Main or Sewer.
Annual Contestability Summary	means the standard format document published annually (or more frequently) by the Water Company on its website setting out which work and services are Contestable Work and Services and which are Non-contestable Work and Services as described in section 3 of the Water Sector Guidance (see www.water.org.uk/water-sector-guidance-approved-documents/).
Application Fee	means the fee levied at point of application, which is associated with upfront application processing, which can include reviewing and acknowledging an application, checking that all relevant information has been received, preparing a cost advice, an agreement or the acceptance for the proposed works.
Barrier Pipe	means a polyethylene (PE) pipe with an aluminium barrier layer conforming to water industry specification 4-32-19.
Bond or Surety	means a cash bond or financial guarantee underwritten by an appropriate warranty provider, bank or insurance company, which is accepted by the Water Company.
Branch connection	means the connection of new pipework to an existing Water Main such to provide a supply of water to a Development.

Communication Pipe	means any part of a Service Pipe which a Water Company could be, or have been, required to lay under section 46 of the Water Industry Act 1991. Typically, it consists of a pipe laid from an existing or newly laid Water Main to the boundary of a property and may include a meter housing and / or external stop valve. This can be seen in figure 1.	<p>Figure 1:</p>  <p><small>These diagrams are intended as a guide to water supply pipe responsibilities. They are not a statement of the law and do not cover all eventualities. Please bear in mind that the location of the water meter or stop tap is not an indicator of responsibility for the pipe, as the homeowner's responsibility may extend beyond the water meter or stop tap. Please liaise directly with the Water Company if you are unsure.</small></p> <p><small>* The external stop tap, meter & manifold (a manifold is sometimes used for connecting multiple properties as agreed with the relevant water company) may also be located within the property boundary (on the supply pipe), the location will be stipulated by the relevant water company.</small></p>
Contaminated Land	means land by which a water company will install or request the installation of barrier pipe, following review of the previous use of site, or where proven necessary, in accordance with section 78A of the Environmental Protection Act 1990.	
Contestable Work	means the work or services that can be completed by either a Water Company or an Accredited Third Party, with the work and services relating to the provision of water supplies defined in each Water Company's Annual Contestability Summary. For work related to new sewerage services, the majority of work is considered contestable, excluding diversions and requisitions.	
Design Checking Fee	means the cost of checking a design submitted by an Accredited Third Party.	
Design Fee	means the cost of designing against the application, providing a detailed site drawing and design, specification and cost advice. This may also include activities identified in the Administration Fee (such as site visit) if that cost is not already charged by the particular Water Company.	
Developer Services	means, collectively, the activities associated with serving Developer Customers, which may include the provision of new Water Mains, new Sewers, Communication Pipes, Lateral Drains, diversions of water and sewerage assets and connections made to supply water for building purposes.	
Domestic Use	means water used primarily for domestic purposes, including for drinking, washing, cooking, central heating and sanitary purposes.	
Excavation by Others	means any work undertaken by someone other than the Water Company in excavation, backfilling or reinstatement	

Excavation by Water Company	means any work undertaken by the Water Company (or an agent acting on their behalf) in excavation, backfilling or reinstatement.
Existing Main	means a Water Main or Sewer that was commissioned independently of development commencing.
Far Side Connection	means a connection between premises and an existing water main on the opposite side of the street to those premises, to a maximum communication pipe length of distance of 18 metres, for which a straight linear meterage rate is not applied. Where the water main is located in the centre line of the street then the connection will be considered a Far Side Connection.
Fire Supplies	means supplies provided solely for fire safety provision.
Fixed Charges	means charges which are fixed in amount or which are calculated by reference to a predetermined methodology set out in a Water Company's Charging Arrangements, the application of which allows calculation at the outset of the total amount owing in a given Charging Year in respect of the charges in question. For the avoidance of doubt, a Water Company may impose Fixed Charges by reference to a unit measurement (for example, per megalitre). Furthermore, a Water Company may offer more than one Fixed Charge in charging for a service provided in accordance with the present rules (for example, by differentiating between different geographic areas).
Footpath	means a hard-surfaced area intended for use by pedestrian or cyclists.
Household Premises	means any premises used principally as a domestic dwelling or intended for such use, such as a house or flat.
Infrastructure Credit	means a credit which may be applied when there has previously been a billable account on the same site/address. The eligibility criteria and method of calculating Infrastructure Credits is defined by the Water Company in its Charging Arrangements. This term is autonomous from any incentives applied against the infrastructure charge, for water efficiency for example. These are defined in the term Water Efficiency Incentive.
Infrastructure Charge	means the charges described in section 146(2) of the Water Industry Act 1991. That is, a charge paid by the Developer Customer to the Water Company when a property is connected to the company's water supply or sewer network for the first time. The charges fund wider network reinforcement to meet the increased demand arising from the new connections.
Manifold Connection	means where a Communication Pipe connects with a manifold to which separate Supply Pipes are connected and meters may be fitted.
NAV	means a company appointed by Ofwat through the new appointments and variations process to provide water and/or sewerage services to customers in an area previously served by the incumbent Water Company. A new appointment is made when Ofwat appoints a company for the first time to provide services for specific geographic area. A variation occurs where an existing appointment is varied to amend the area served.
Near Side Connection	means a connection between premises and an existing Water Main on the same side of a street to those premises. Where the Water Main is in the centre line of the street then the connection will be considered a Far Side Connection.

Network Assembly	means components such as sluice valves or washouts, including associated chambers, needed to operate and maintain a water network.
Network Reinforcement	means work to provide or modify such other specified types of infrastructure (mains and tanks, service reservoirs, pumping stations, or sewers) as is necessary in consequence of the need to provide adequate water supply and/or sewerage capacity to a development at which mains, service pipes, public sewers and/or lateral drains have been installed or connected by the company imposing the charge or by a company with whom the company has entered into an agreement for bulk supply or bulk discharge.
Non-contestable Work	means work or services that can only be completed by the Water Company (or an agent acting on their behalf) and, in the case of work or services associated with the provision of water supplies, is defined in each Water Company's Annual Contestability Summary.
Non-domestic Use	means water used primarily for non-domestic purposes, including anything not for Domestic Use, such as water for industrial or business use (including manufacturing processes, washing and cleaning and cooling), agricultural use and filling swimming pools.
Non-household Premises	means any premises not a household premises, being used principally for industrial, business, recreational or community purposes and not as a dwelling, or intended for such use.
Non-standard Connection	means a service sized above the standard size as defined by the Water Company.
Phase	means a discrete part of a Development which the Developer Customer chooses to separately progress.
Pre-Planning Enquiry	means an enquiry submitted by a Developer Customer to understand the infrastructure requirements or considerations for proposed developments.
Pre-Planning Enquiry Response	means a report by the Water Company in response to a Pre-Planning Enquiry that will confirm i) if the development can be supplied with water, ii) capacity within the wastewater network, iii) if any reinforcement work will be required to supply the site together, iv) and, if applicable, identify any existing assets crossing the site which may require diverting or protecting, and v) if Network Reinforcement is required to supply the site, what indicative capital cost or range of costs is likely for these works.
Relevant Multiplier	means a calculation to determine the Infrastructure Charges payable relating to Non-household Premises or Household Premises subject to a common billing agreement and is based on the number and type of water fittings proposed for those premises.
Road	means a hard-surfaced area intended for vehicles.
Self-certification	means the activity whereby an Accredited Third Party inspects, checks and certifies installations, both internal and external to a premise, as being compliant with relevant standards and requirements.
Service Connection	means the joining of a Service Pipe to a Water Main which is provided under section 45 and 46 of the Water Industry Act 1991.

<p>Service Pipe</p>	<p>means a pipe, which is, or is to be, connected with a Water Main for supplying water from that main to any premise. This can be seen in Figure 1.</p>	 <p>The diagram illustrates the components of a new water connection. It shows a cross-section of the ground with a blue sky and a house in the background. A white car is parked on the street. A vertical pipe labeled 'External stop tap meter & manifold*' is shown above ground. Below ground, a 'Water main' is connected to a 'Communication pipe', which then leads to a 'Supply pipe' that enters the house. A 'Service pipe' label is placed between the communication and supply pipes. A dashed vertical line marks the 'Property boundary'. Below the ground level, two brackets indicate 'Water company responsibility' (covering the water main and communication pipe) and 'Customer responsibility' (covering the supply pipe and service pipe).</p> <p><small>These diagrams are intended as a guide to water supply pipe responsibilities. They are not a statement of the law and do not cover all eventualities. Please bear in mind that the location of the water meter or stop tap is not an indicator of responsibility for the pipe, as the homeowner's responsibility may extend beyond the water meter or stop tap. Please take advice with the Water Company if you are unsure.</small></p> <p><small>* The external stop tap, meter & manifold (a manifold is sometimes used for connecting multiple properties as agreed with the relevant water company) may also be located within the property boundary (on the supply pipe), the location will be stipulated by the relevant water company.</small></p>
<p>Sewerage Sector Guidance</p>	<p>means guidance documents published in accordance with Ofwat's Code for adoption agreements, relating to the adoption of sewerage assets and available at www.water.org.uk/sewerage-sector-guidance-approveddocuments/.</p>	

Supply Pipe	means the part of the Service Pipe that is not the Communication Pipe, and which remains the customer's responsibility. This can be seen in Figure 1.	 <p>New water connections</p> <p>External stop tap, meter & manifold*</p> <p>Water main</p> <p>Communication pipe</p> <p>Supply pipe</p> <p>Service pipe</p> <p>Water company responsibility</p> <p>Customer responsibility</p> <p>Property boundary</p> <p><small>These diagrams are intended as a guide to water supply pipe responsibilities. They are not a statement of the law and do not cover all eventualities. Please bear in mind that the location of the water meter or stop tap is not an indicator of responsibility for the pipe, as the homeowner's responsibility may extend beyond the water meter or stop tap. Please take advice with the Water Company if you are unsure.</small></p> <p><small>* The external stop tap, meter & manifold (a manifold is sometimes used for connecting multiple properties as agreed with the relevant water company) may also be located within the property boundary (on the supply pipe), the location will be stipulated by the relevant water company.</small></p>
Sustainable Drainage Incentive	means, where offered, a reduction in infrastructure charges to a Developer Customer where they evidence that a Development will or does meet a stipulated threshold for use of a sustainable drainage solution, as defined in the Water Company's Charging Arrangements and/or specific environmental policies.	
Traffic Management Fees	means charges to cover the cost of working in the highway safely as a result of compliance with the Traffic Management Act 2004.	
Trial hole	means exploratory excavation to identify the location of apparatus, prior to works commencing.	
Unmade Ground	means ground which does not have a man-made surface and may feature grass and topsoil.	
Upsizing	means where the Water Company instructs that new Water Mains and/or Sewers are increased in size beyond that required to satisfy the minimum design for a specific Development. This may be to facilitate future development and is deemed Network Reinforcement.	
Water Company	means a company holding an appointment as a water or sewerage undertaker under the Water Industry Act 1991.	
Water Efficiency Incentive	means, where offered, a reduction in infrastructure charges to a Developer Customer where they evidence that a Development will or does meet a stipulated threshold for reduced water consumption, as defined in the Water Company's Charging Arrangements and/or specific environmental policies.	
Water Industry	means the scheme operated by Lloyd's Register EMEA on behalf of Water UK and its members, which certifies the competence of companies undertaking Self-Lay, or such other scheme as replaces it from time to time.	

Registration Scheme (WIRS)	
Water Regs UK	means the company responsible for running the Water Industry Approved Plumber Scheme (WIAPS) on behalf of the water industry in England and Wales, formerly provided under the Water Regulations Advisory Scheme. The company promotes compliance with the Water Fitting Regulations 1999 and other relevant standards across the UK to protect customers.
Water Regulations Advisory Scheme (WRAS)	means a compliance mark that demonstrates that an item or product complies with standards set out by Water Supply (Water Fittings) Regulations 1999.
Water Sector Guidance	means guidance documents published in accordance with Ofwat's Code for adoption agreements, relating to the adoption of water assets and available at www.water.org.uk/water-sector-guidance-approved-documents/ .