

Developer Services Schedule of Charges

2021-22



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Definition of terms

In this schedule, unless the context otherwise requires:

'Act' means the Water Industry Act 1991 and amendments thereto.

'Company' means Dŵr Cymru Cyfyngedig.

'Connection' means a connection regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of the Company's services.

'Domestic purposes' generally means a supply for drinking, washing, cooking, central heating and sanitary purposes and is defined in Section 218 of the Act.

'House' means any building or part of a building which is occupied as a dwelling house, whether or not a private dwelling house, or which, if unoccupied, is likely to be so occupied. (As described in Section 219 of the Act). In particular, a house includes a flat but not a caravan or mobile home which is temporarily situated.

'Infrastructure charge' means a water infrastructure charge or a sewerage infrastructure charge.

'Non-Household' is a premises/customer other than a household premises/ customer. For the definition of household please see above.

'Premises' means a permanent building, its grounds and appurtenances or any facility for which a supply of water is made available. A building includes a house or a part of a building capable of separate occupation.

'Redevelopment' is a site where connections are changed or their use is changed. Redevelopment includes, for example, replacement of old houses with new houses, alteration of a large house into flats, combining two or more properties into one, replacement of a factory with offices, extension of a factory or offices, and the change of a building water supply to a house connection.

'Service pipe' means the pipe (or part of the pipe) to supply water from the Company's water main to any premises and is defined in Section 219 of the Act.

'Supply pipe' means any part of a service pipe, which the Company could not be, or have been, required to lay under Sections 45 and 46 of the Act.

'Value Added Tax' or 'VAT' refers to value added tax chargeable under the Value Added Tax Act 1994 or any tax or duty in substitution therefor.

1. Introduction

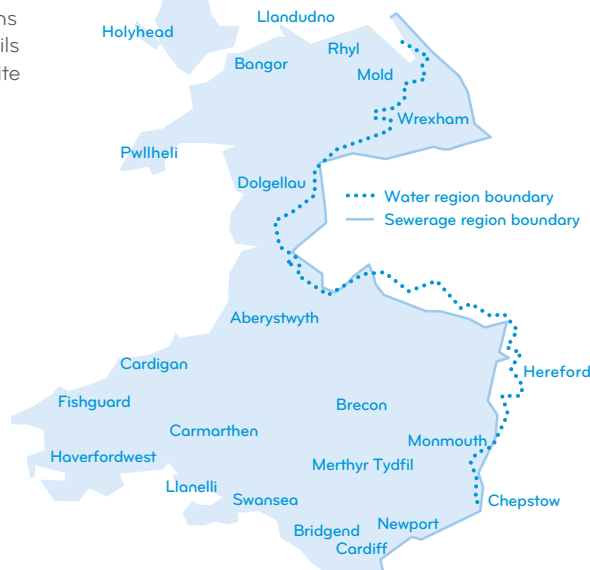
The charges included in this schedule of charges document are made the Company. They are supplementary to the charges included in the Company's Scheme of Charges and other charges schedules published by the Company.

The charges will apply from 1 April 2021 until they are revoked, amended, replaced or otherwise modified by the Company.

For any additional service provided by the Company for which a charge is raised (e.g. the provision of a facility or making a right available) the Company may make such charges as it determines appropriate having regard to the cost of providing the service. Payment of such charges may be required in advance.

The Company operates in the area shown on the map below.

The company produces a number of customer information publications about the services it provides. Details of these can be found on our website dwrcymru.com.



Since April 2018 water companies operating wholly or mainly in England have had to charge for new connections (mains and services) in accordance with the revised charging rules set by OFWAT. This change does not currently apply to Dŵr Cymru Welsh Water, including those areas of England in our operating area.

2. How to contact us

For enquiries concerning any services listed in this publication please contact:

Developer Services
Dŵr Cymru Welsh Water
PO Box 3146
Linea
Fortran Road
Cardiff
CF30 0EH

Tel: 0800 917 2652

Email: developer.services@dwrcymru.com

Website: dwrcymru.com/developer-services

3. How to pay

Credit/Debit Cards

Customers can pay by using their credit/debit cards, at any time, either online at the above website or by telephoning our 24-hour automated payment line on 0800 917 2652. Customers can pay by using most major credit/debit cards. Please have your quotation reference number to hand.

Cheque Payments

Customers can pay by cheque. The quotation reference number must be written on the back of the cheque, and crossed 'A/C Payee'. Cheques are made payable to Dŵr Cymru Cyf and sent to:

Developer Services
Dŵr Cymru Welsh Water
PO Box 3146
Linea
Fortran Road
Cardiff
CF30 0EH

4. Contestable services

Developers have a choice of who carries out certain activities on their sites. This is known as contestable work, and means that either the water company or another entity can carry out the activities. In certain cases, in order to meet our statutory obligations we will need to undertake the work ourselves. A list of contestable services (which can be carried out by others) are published alongside this document as an appendix.

5. Charging methodology

Charges are calculated on a 'bottom-up' basis using the Company's standard costing models. Direct costs such as labour, contractor fees, plant, equipment and materials will be included. Developer Services and wholesale business overheads will be applied in proportion to the direct costs and a margin will be included where appropriate. The same methodology is followed for 'price on application' charges.

Under the current legislation affecting companies operating wholly or mainly in Wales, water connections for dedicated fire mains or for domestic connections where the diameter is >63mm, self-lay water schemes (including the asset payment due), requisition charges (including the income offset), and charges for diversions are calculated on a case by case basis. The scheme cost will be based on the estimated cost of designing and delivering the individual scheme and following the completion of the works, we will undertake a final account to ensure that the final amount paid is an accurate reflection of the costs we incur in delivering that specific scheme. We have also produced a series of sample packages as part of our statement of significant changes, which give an indication of the costs for a number of theoretical developments. For further information on these services, please visit our website.

6. Complaints

We always aim to get things right first time, every time—but we know that occasionally things can go wrong. Our preferred method of dealing with a complaint, is by telephone as this is the quickest way to get it resolved. Customers can call us on the following number **0800 917 2652**.

If you have given us a ring and you still want to make a complaint, you can get in touch by email or letter. To make sure your complaint goes to the right team, please use the address on page 5. If you are still unhappy with the reply to your complaint, or the way your complaint was handled, you can write to us and ask for one of our Directors to carry out a review. To do this, please contact us again using the address on page 5. If we have fully reviewed your complaint and you believe we could have done more, you can ask the Consumer Council for Water (CCWater) to review your case. This is an independent body which represents customers' interests and investigates complaints. You can visit their website ccwater.org.uk, call them on **0300 034 3333**, or write to them at:

Consumer Council for Water
c/o 1st Floor,
Victoria Square House,
Victoria Square,
Birmingham,
B2 4AJ

CCWater will normally only investigate complaints that have previously been referred to the Company. When writing to them, it would be helpful to enclose a copy of the response from the Company.

If your complaint has been fully reviewed by us and CCWater, and you remain dissatisfied, you can contact WATRS. WATRS is a free and independent adjudication service which reviews disputes between customers and companies that CCWater have not been able to resolve and has reached a state of deadlock. Their contact details are below; you can make an application on their website or ask for an application form to be sent to you.

WATRS

International Dispute Resolution Centre
70 Fleet Street, London, EC4Y 1EU

0207 520 3801

watrs.org

Certain complaints can be referred to Ofwat under the provisions of the Water Industry Act 1991. Their contact details are:

The Water Services Regulation Authority (OFWAT)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Phone: 0121 644 7500

Email: mailbox@ofwat.gsi.gov.uk

Any correspondence with Ofwat should enclose copies of correspondence with the Company and CCWater.

7. Pre-planning, searches and asset location

Pre-planning

Item	Additional Information	Charge
Written pre-planning response	For both water and wastewater. Our pre-planning service will provide you with information on whether our assets can support your development. In order to provide this service, we will require any relevant information regarding your development including any proposed drainage strategies. Refer to the Developer Services section of our website for information we provide as part of this service.	£ 71.00 + VAT

Plans of our assets

We consider requests for plans of our assets in line with our obligations under the Environmental Information Regulations 2004, and we apply a permitted charge for providing them. Plans of our assets are outside the scope of VAT.

Item	Additional Information	Charge
Water Plan (A3/A4)	Charge applies per plan. 1:1250 or 1:2500 scale. Please note that we only provide this service for properties located within our area.	£8.00 (Outside the scope of VAT)
Sewerage Plan (A3/A4)	You may also view these records free of charge at our designated offices.	
Water Plan (A1/A0)	For more information please contact Developer Services.	
Sewerage Plan (A1/A0)		

Drainage and water searches

Item	Additional Information	Charge
Drainage and water search for property conveyance purposes	Please note that we only provide this service for properties located within our area.	£8.00 + VAT

Asset Location Surveys

Water

Item	Additional Information	Charge
Undertake site visit and above ground survey of water main to provide indicative location	Please note that our ability to trace a water main is dependent upon the pipe material. In general such traces are only effective for metallic pipes	Price on application + VAT
Undertake internal survey of water main for location purposes	Due to the specialist survey techniques required each site will be assessed individually	Price on application + VAT
Trial Hole Investigations	Where it is necessary to verify survey data or accurately determine the depth of a pipe trial holes may be required	Price on application + VAT
Supervision Fee	Where you are permitted to undertake your own investigatory work it may be necessary for us to supervise on site	Price on application + VAT

Waste

Item	Additional Information	Charge
CCTV survey for a standard residential property and where sewer is less than 225mm in diameter.	Undertake location and CCTV surveys to identify the approximate position, depth, size and condition of the relevant public sewer(s).	£ 170.00 + VAT
CCTV surveys for a standard residential property and where sewer is greater than 225mm in diameter or for commercial or large residential developments	Undertake location and CCTV surveys to identify the approximate position, depth, size and condition of the relevant public sewer(s). Due to the specialist survey techniques required for very large pipes, each site will be assessed individually	Price on application + VAT
Trial Hole Investigations	Where it is necessary to verify survey data or accurately determine the depth of a pipe trial holes may be required	Price on application + VAT
Supervision Fee	Where you are permitted to undertake your own investigatory work it may be necessary for us to supervise on site	Price on application + VAT

Please note that we only provide these services for assets located within our operating areas, which differ for our water and sewerage networks. Please refer to the map at the front of this booklet for further details.

8. Water connections

Charges

Charges are payable by the entity/person(s) requesting the connection and they are normally due prior to the connection being made. Each premises must have a separate connection. All new connections should be fitted with a meter. However, if the premises are fitted with a Domestic Fire Sprinkler system under the Domestic Fire Safety (Wales) Measures 2011 a charge will not be levied for water used for firefighting purposes.

The entity/person(s) requesting a new connection will be responsible for any service charges from the date of the connection / meter fit and remain so until DCWW is advised to the contrary. We therefore require information regarding changes in responsibility promptly and to include dates, meter readings and details of the entity/person(s) who are becoming responsible for the service charges to enable us to bill accurately. As per the Water Industry Act 1991 Section 144 (3) we reserve our right to only commit the change from the date we are supplied the information, and not retrospectively. We would therefore encourage your organisation to inform us promptly (i.e. in a maximum of 14 days) of any changes, so that your responsibility for service charges is relinquished at the correct time.

Where work is carried out for which there is no standard charge, we will provide a price to you.

Quotations are valid for 6 months – if a quotation is not accepted within this period a new application together with a non-refundable deposit will be required (charge overleaf).

Value Added Tax (VAT)

All new connection charges are subject to VAT at the standard rate, unless they are provided in the course of construction of a building which qualifies for the zero rate or reduced rate of VAT (5%) in accordance with HMRC's guidance on Buildings & Construction (VAT Notice 708). For example the construction of new dwelling will qualify for zero rate of VAT; the reduced rate of VAT (5%) may apply to certain properties are being renovated or converted for residential use. All connection charges are payable in advance. All Self Lay new connection charges are subject to VAT.

Connection Size

The Company's standard size of connection to either residential or commercial properties is 25mm external diameter or where the customer requires a direct fed domestic fire sprinkler system it is 32mm external diameter. For connections over 63mm, a separate application and design deposit will be required to cover the administration and design costs that we will incur.

Traffic Management

Where traffic management is required in order to safely make a new water connection, the charge applied will be for 'Major road or where traffic management is needed' regardless of the type of road. Where traffic management is included as part of a new connection charge, this includes up to three-way lights. Where traffic management is required beyond this, the additional charge will be levied on a 'price on application' basis and based on the actual cost of additional traffic management.

Important Notice:

Road Opening Permit Charges, as required by the Traffic Management Act 2004, will be added to the new connection charges when introduced in the Company's operating area.

Application Fee

A non-refundable deposit of £77.00 plus VAT at the standard rate is required per application. This non-refundable deposit will be deducted from the applicable new connection charge when progressed.

New Connections

New connections charges consist of two components:

1. Connection charge
2. Non-construction activities

Connection charge

The connection charge covers the supply of water works materials and physically undertaking the connection including any necessary surveys or inspections.

Non-construction activities

Non-construction activities include issuing an application, reviewing an application, issuing a quotation, receiving payments, issuing works orders, updating records and undertaking quality audits.

Non-construction activities on second or subsequent connections are charged at a reduced rate to reflect the reduction in time to undertake these activities for subsequent connections. This means that connections after the first on a site will be charged at a reduced rate, where the first and subsequent connections are carried out at the same time. The combined prices for the connection charge and the non-construction activities are listed in the following pages.

Infrastructure charge

Where a property is being connected to the network for the first time, infrastructure charges may be applicable. Please see page 22 of this document for further details.

Standard connection

25mm includes up to the first 2 metres of pipe, supply and install meter and 30 days of water usage prior to meter installation

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
No excavation	No excavation or reinstatement necessary	375.00	327.00
Unmade ground	Excavate and reinstate a soil, grass or gravel surface.	504.00	456.00
Footpath	Excavate and reinstate tarmac or plain concrete surface.	959.00	911.00
Minor road	Excavate and reinstate tarmac or plain concrete surface.	1,219.00	1,171.00
Major road or where	Excavate and reinstate hot rolled asphalt, provide traffic management traffic management if necessary. is needed	1,749.00	1,701.00
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	62.00	62.00

Combined domestic fire sprinkler connection

32mm includes up to the first 2 metres of pipe, supply and install meter

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
No excavation	No excavation or reinstatement necessary	544.00	496.00
Unmade ground	Excavate and reinstate a soil, grass or gravel surface.	839.00	791.00
Footpath	Excavate and reinstate tarmac or plain concrete surface.	1,254.00	1,206.00
Minor road	Excavate and reinstate tarmac or plain concrete surface.	1,582.00	1,534.00
Major road or where	Excavate and reinstate hot rolled asphalt, provide traffic management traffic management if necessary. is needed	2,172.00	2,124.00
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	41.00	41.00

Standard connection

32mm includes up to the first 2 metres of pipe, supply and install meter

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
No excavation	No excavation or reinstatement necessary	351.00	303.00
Unmade ground	Excavate and reinstate a soil, grass or gravel surface.	480.00	432.00
Footpath	Excavate and reinstate tarmac or plain concrete surface.	935.00	887.00
Minor road	Excavate and reinstate tarmac or plain concrete surface.	1,195.00	1,147.00
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	1,725.00	1,677.00
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	63.00	63.00

Standard connection on common supply pipes

Includes up to the first 2 metres of pipe

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
No excavation	No excavation or reinstatement necessary	334.00	286.00
Unmade ground	Excavate and reinstate a soil, grass or gravel surface.	618.00	570.00
Footpath	Excavate and reinstate tarmac or plain concrete surface.	963.00	915.00
Minor road	Excavate and reinstate tarmac or plain concrete surface.	1,340.00	1,292.00
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	1,961.00	1,913.00
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	62.00	62.00

Manifold connection

For 4 or 6 external connections for 25mm connections only

Includes up to the first 2 metres of pipe, supply and install meters and 30 days of water usage prior to meter installations

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
No excavation	No excavation or reinstatement necessary	1,526.00	1,478.00
Unmade ground	Excavate and reinstate a soil, grass or gravel surface.	1,870.00	1,822.00
Footpath	Excavate and reinstate tarmac or plain concrete surface.	2,161.00	2,113.00
Minor road	Excavate and reinstate tarmac or plain concrete surface.	2,985.00	2,937.00
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	3,145.00	3,097.00
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	195.00	195.00

Externally metered branch connection

Over 32mm and up to and including 63mm

Includes up to the first 2 metres of pipe and supply and install meter

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
No excavation	No excavation or reinstatement necessary	1,161.00	1,113.00
Unmade ground	Excavate and reinstate a soil, grass or gravel surface.	1,462.00	1,414.00
Footpath	Excavate and reinstate tarmac or plain concrete surface.	1,866.00	1,818.00
Minor road	Excavate and reinstate tarmac or plain concrete surface.	2,368.00	2,320.00
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	2,377.00	2,329.00
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	271.00	271.00

Internally metered branch connection

Over 32mm and up to and including 63mm

Includes up to the first 2 metres of pipe and supply and install meter

Refer to 'Supply a meter' section for costs of individual meter installations

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
No excavation	No excavation or reinstatement necessary	758.00	710.00
Unmade ground	Excavate and reinstate a soil, grass or gravel surface.	939.00	891.00
Footpath	Excavate and reinstate tarmac or plain concrete surface.	1,300.00	1,252.00
Minor road	Excavate and reinstate tarmac or plain concrete surface.	1,561.00	1,513.00
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	2,091.00	2,043.00
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	110.00	110.00

Additional metre of pipe

Supply and lay each additional metre (or part thereof) for the required surface type

Item	Additional Information	Charge (£)
No excavation	No excavation or reinstatement necessary	16.00
Unmade ground	Excavate and reinstate a soil, grass or gravel surface.	48.00
Footpath	Excavate and reinstate tarmac or plain concrete surface.	156.00
Minor road	Excavate and reinstate tarmac or plain concrete surface.	240.00
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	330.00
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	18.00

Supply a meter

Up to and including a 30mm meter

Item	Additional Information	Charge (£)
Self lay multiple occupancy premises	Supply a meter, carry out service inspection/check, capture customer details	18.00
Multiple occupancy premises	Supply and install a meter, carry out service inspection/check, capture customer details	115.00

Other charges

Item	Additional Information	Charge (£)
Land entry	Obtain land entry approval(s), associated fees and compensation payments.	Price on application
Road closure	Obtain road closure approvals, additional signage and traffic management.	Price on application
Abortive visit	Where a connection is scheduled to take place on a 'no excavation' basis and the site is not appropriately excavated or it is not possible to safely undertake the works, we will charge for an abortive visit. Charge shown is maximum that will be applied.	203.00
Road opening permit	Road opening permit charges and associated costs	Price on application
Additional traffic management	Provision of additional traffic management beyond three way lights	Price on application
New connection quality inspection	First visit	No charge
New connection quality inspection	Cost per additional visit	34.00
Additional trench inspection	Where a trench inspection is required beyond the first, a charge will be made.	34.00
Remedial work		Price on application

9. Self-Lay

Item	Additional Information	Charge (£)
Legal Agreement	Preparation of legal agreement.	66.00
Point of connection application	Confirming the feasibility of supplying the proposed development.	75.00

Standard connection

25mm

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
Company installs meter	Assess application, provide quotation, process payment, supply and install meter and 30 Days of water usage prior to meter installation.	128.00	98.00
SLO installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	55.00	26.00

Domestic fire sprinkler

32mm

For 32mm smart meters, the boundary box and meter are installed as one unit. We are unable to offer a separate charge for DCWW installing the meter. Should the developer wish this to be undertaken by DCWW then the relevant New Connection Rate will be applied.

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
SLO installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	265.00	236.00

Standard connection

32mm

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
SLO installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	55.00	26.00

Manifold connection

25mm

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
Company installs meter	Assess application, provide quotation, process payment, supply and install meter and 30 Days of water usage prior to meter installation.	223.00	194.00
SLO installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	55.00	26.00

Branch Connection

Over 32mm and up to and including 63mm

Internally metered

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
Company installs meter	Assess application, provide quotation, process payment, supply and install meter and 30 Days of water usage prior to meter installation.	40.00	11.00
SLO installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	40.00	11.00

Externally metered

Due to the design of these connections, the boundary box and meter are installed as one unit. We are unable to offer a separate charge for DCWW installing the meter. Should the developer wish this to be undertaken by DCWW then the relevant New Connection Rate will be applied.

Item	Additional Information	First Connection Charge	Subsequent Connection Charge
SLO installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	170.00	140.00

10. Sewerage

Charges in this section are outside the scope of VAT

New connections to sewers

Supervision of sewer connections:

Item	Additional Information	Charge (£)
1-25 properties	During office hours: Monday-Friday: 8.30am-5.00pm	172.00
26+ properties	During office hours: Monday-Friday: 8.30am-5.00pm	310.00
Any number of properties	Outside office hours	Price on application

Agreement for building over or near to a public sewer/lateral drain

These charges apply for agreements where the public sewer or lateral drain is up to 225mm diameter. Please refer to the online guidance document, located within the Developer Services section of our website, to help establish which fee is applicable. A bespoke asset protection agreement will be required assets over 225mm diameter and a price will be provided on application.

Item	Additional Information	Charge (£)
Consent by letter	Consent by letter where there are no alterations to our network	77.00
Consent by letter	Consent by letter following completion of alterations to our network	410.00
Consent by Legal Agreement	Consent by Legal Agreement with or without alterations	495.00

Sewer adoption agreements excluding lateral drains

Item	Additional Information	Charge (£)
2 to 5 properties	Technical vetting and supervision	602.00
6 to 25 properties	Technical vetting and supervision	952.00
Over 25 properties	Technical vetting and supervision	2,384.00

Item	Additional Information	Charge
2 to 5 properties	Technical vetting, supervision and commissioning including a pumping station	2,254.00
6 to 25 properties	Technical vetting, supervision and commissioning including a pumping station	2,604.00
Over 25 properties	Technical vetting, supervision and commissioning including a pumping station	4,036.00

Adoption agreement of lateral drains

Item	Additional Information	Charge (£)
Adoption of lateral drains	Technical vetting and supervision	426.00
Adoption of lateral drains including commissioning of a pumping station	Technical vetting, supervision and commissioning including a pumping station	2,078.00

Adoption of existing sewers

Item	Additional Information	Charge (£)
Adoption of existing sewers and lateral drains	Adoption where there is no existing adoption agreement	Price on application

Diversion/Alteration of Sewers or Lateral Drains by third parties where permitted

Item	Additional Information	Charge (£)
Diversion/Alteration of Sewers or Lateral Drains	Technical vetting and supervision. Charge shown is minimum that will be applied	939.00
Completion of legal agreement and associated land transfer for diversions/alterations.	Agreements need to be supported by a surety in line with our policy for security requirements.	At cost

If we receive multiple revised or partial technical submissions within your applications or we have to undertake an excessive amount of site visits as a result of poor workmanship, we may seek to recover our additional reasonable costs from you.

11. Infrastructure charges

The infrastructure charges for a supply for domestic purposes are payable under Section 146 of the Act and Licence Condition C (as modified) of the Company's Instrument of Appointment.

When new connections are made there is an increased burden on both the water and sewerage systems that can ultimately require work to be carried out. Therefore, in addition to any water or sewerage connection charge and/or requisition charge, there is also an infrastructure charge for a new water connection and an infrastructure charge for a new sewerage connection.

Infrastructure charges will be due upon connection of the water supply. Charges will be applicable for each service provided; where water and sewerage connections are provided both infrastructure charges will be due at this stage. If sewerage services are not being provided to a property, then no sewerage infrastructure charges will be due.

These charges may also be payable where a site has been redeveloped and the redevelopment results in a greater demand from the site than in the previous 5 years. These charges are billed at the same time as the water connection charge. Infrastructure charges are outside the scope of VAT.

Single property domestic connections with a diameter of 25mm, or where a larger connection is required for a combined domestic fire sprinkler system, will be charged one standard infrastructure charge per property.

The charges below are for a standard household property:

Item	Additional Information	Charge
Water	Infrastructure charge	£400.00
Sewerage	Infrastructure charge	£400.00

Relevant Multipliers

The charge for apartment/flat developments with an individual meter per flat will be 1 standard charge per flat.

Charges for apartment/flat developments served by a bulk metered supply and for non-households are calculated by multiplying the above standard charge by the relevant multiplier. The relevant multiplier is calculated using the total loading units for all water fittings in the premises supplied and dividing by 24. The resulting number or 1 (whichever is greater) is the relevant multiplier.

Type of property	Type of use	Relevant Multiplier Charges for New Connections	Relevant Multiplier Credit Available if Abandoned <5 Years
Household	Domestic	1	1
Non-Household	Domestic	Based on loading units	Based on previous usage

Loading units

Where a property had domestic usage but a connection size greater than 25mm, or a 32mm combined domestic fire sprinkler connection loading units are used to determine the Relevant Multiplier by reference to the following table and notes.

Water Fitting	Loading Unit
WC Flushing Cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath with nominal size 20mm taps	10
Bath with taps larger than 20mm	22
Shower	3
Sink with nominal 15mm taps	3
Sink with taps larger than 15mm	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of six loading units per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

Infrastructure charge credits

Where a site is a redevelopment and the Company has provided services to that site within 5 years prior to the first new permanent connection of the new development, the total amount of water infrastructure charges for the site may be reduced.

The number of domestic households that existed and had a water connection on the site within the 5 year period, or in the case of non-household premises which have been metered, the number of credits due based on the average water usage of the previous development within the 5 year period, is deducted from the total of the relevant multipliers for the connections resulting from the new development.

The revised total multiplied by the standard charge gives the total water infrastructure charge for the site. A similar reduction is made in respect of sewerage connections previously serving the site.

If there is a dispute concerning the relevant multiplier calculated for a development between the Company and the person on whom any infrastructure charge has been levied, the matter may be referred to the Water Services Regulation Authority (Ofwat) at the address on page 6.

Notes: 1. References to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting. 2. A bath includes a whirlpool bath and a Jacuzzi. 3. Domestic appliance means an appliance (including a dishwasher, washing machine and waste disposal unit) in a house. 4. Communal or commercial appliance means an appliance (including a dishwasher, washing machine and a waste disposal unit) elsewhere than in a house (including communal facilities).