

Developer Services Schedule of Charges

2024-25



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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.

'Household' 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 or wastewater services 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 household 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.

1. Introduction

The charges included in this schedule of charges document are made by Dŵr Cymru Cyfyngedig (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 2024 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. Where work is carried out for which there is no standard charge, we will provide a price to you. This will include costs for all works required for delivery of the individual scheme. Payment of these 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: developers.services@dwrcymru.com

Website: developers.dwrcymru.com

3. How to pay

Customers can make payments by credit/debit card either online or by telephoning our 24-hour automated payment line.

Pay online:

<https://developers.dwrcymru.com/en/my-account/pay-your-quotation>

Automated payment line:
0800 917 2652

Most major credit/debit cards are accepted. Please have your quotation reference number to hand. Payments can also be made by BACS.

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 suitable organisation 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, provision of water 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
23 Stephenson Street,
Birmingham,
B2 4BH

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.

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 the scale/number of new dwellings, and any proposed drainage strategies. Refer to the Developer Services section of our website for information we provide as part of this service.	£74.72 + 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.	£6.78 (Outside the scope of VAT)
Sewerage Plan (A3/A4)		
Water Plan (A1/A0)	You may also view these records free of charge at our designated offices. 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.	£6.62 + 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) within the boundary of the property.	£263.18 + 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. Where 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 HM Revenue & Customs (HMRC) 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 that 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.

HMRC introduced a new requirement on 1 March 2021 which affects supplies of construction services made between construction businesses which is called the domestic reverse charge for construction services.

However, HMRC has accepted that this new requirement does not apply to our new connection charging arrangements because the income relates to alterations to DCWW's networks, which are used to provide clean and wastewater services to our customers.

Consequently, our quotations and invoices for charges will remain subject to VAT, when applicable, in the normal manner and do not fall within the scope of the reverse charge arrangements.

Further information is contained in Section 18 of HMRC's online technical manual which may be accessed at www.gov.uk.

Connection Size

The company's standard size of connection to either residential or commercial properties is 25mm external diameter or we can provide a 32mm external diameter connection if the customer is installing a direct fed domestic fire sprinkler system (please refer to our guidance document on our website for fire sprinkler systems). 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 threeway lights. Where traffic management is required beyond this, the additional charge will be levied on a 'price on application' basis.

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 £126.08 plus VAT at the standard rate is required per application.

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.

First and subsequent connections

Subsequent connections are charged at a reduced rate to reflect the reduction in time to undertake the above activities where first and subsequent connections are carried out at the same time. The additional cost associated with the first connection is recovered through the non-refundable application fee.

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.

Item	Additional Information	Charge (£)
No excavation	No excavation or reinstatement necessary	480.66
Unmade ground	Excavate and reinstate a soil, grass or gravel surface	659.50
Footpath	Excavate and reinstate tarmac or plain concrete surface	1,293.03
Minor road	Excavate and reinstate tarmac or plain concrete surface	1,655.62
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary	2,393.37
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	115.43

32mm connection

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

Item	Additional Information	Charge (£)
No excavation	No excavation or reinstatement necessary	484.36
Unmade ground	Excavate and reinstate a soil, grass or gravel surface	663.20
Footpath	Excavate and reinstate tarmac or plain concrete surface	1,296.73
Minor road	Excavate and reinstate tarmac or plain concrete surface	1,659.32
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary	2,397.07
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	119.19

Larger Domestic connection

32mm connection where a customer choses to install a direct fed fire sprinkler system and they require a larger domestic connection than normal then we can provide a 32mm domestic connection. Includes up to the first 2 metres of pipe, supply and install meter.

Item	Additional Information	Charge (£)
No excavation	No excavation or reinstatement necessary	691.87
Unmade ground	Excavate and reinstate a soil, grass or gravel surface	1,102.19
Footpath	Excavate and reinstate tarmac or plain concrete surface	1,680.61
Minor road	Excavate and reinstate tarmac or plain concrete surface	2,137.05
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary	2,958.02
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	93.10

Standard connection on common supply pipes

Includes up to the first 2 metres of pipe

Item	Additional Information	Charge (£)
No excavation	No excavation or reinstatement necessary	416.25
Unmade ground	Excavate and reinstate a soil, grass or gravel surface	826.57
Footpath	Excavate and reinstate tarmac or plain concrete surface	1,317.28
Minor road	Excavate and reinstate tarmac or plain concrete surface	1,816.68
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary	2,682.40
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	119.19

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.

Item	Additional Information	Charge (£)
No excavation	No excavation or reinstatement necessary	2,112.08
Unmade ground	Excavate and reinstate a soil, grass or gravel surface	2,591.35
Footpath	Excavate and reinstate tarmac or plain concrete surface	2,996.63
Minor road	Excavate and reinstate tarmac or plain concrete surface	4,143.64
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary	4,366.12
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	154.16

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	Charge (£)
No excavation	No excavation or reinstatement necessary	1,583.07
Unmade ground	Excavate and reinstate a soil, grass or gravel surface	2,001.87
Footpath	Excavate and reinstate tarmac or plain concrete surface	2,564.60
Minor road	Excavate and reinstate tarmac or plain concrete surface	3,263.52
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary	3,343.33
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	305.20

Internally metered branch connection

Over 32mm and up to and including 63mm. Includes up to the first 2 metres of pipe.
Refer to 'Supply a meter' section for costs of individual meter installations.

Item	Additional Information	Charge (£)
No excavation	No excavation or reinstatement necessary	1,006.26
Unmade ground	Excavate and reinstate a soil, grass or gravel surface	1,258.73
Footpath	Excavate and reinstate tarmac or plain concrete surface	1,761.46
Minor road	Excavate and reinstate tarmac or plain concrete surface	2,124.05
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary	2,861.80
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	119.26

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	23.55
Unmade ground	Excavate and reinstate a soil, grass or gravel surface	68.12
Footpath	Excavate and reinstate tarmac or plain concrete surface	217.65
Minor road	Excavate and reinstate tarmac or plain concrete surface	335.19
Major road or where traffic management is needed	Excavate and reinstate hot rolled asphalt, provide traffic management if necessary	460.46
Additional for installation in contaminated land	Additional charge for provision and installation of fittings suitable for connections within contaminated land	2.15

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	73.19
Multiple occupancy premises	Supply and install a meter, carry out service inspection/check, capture customer details	227.01

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	754.86
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	28.22
Additional trench inspection	Where a trench inspection is required beyond the first, a charge will be made	28.22
Remedial work		Price on application

9. Self-Lay

Item	Additional Information	Charge (£)
Legal Agreement	Preparation of legal agreement	94.03
Point of connection application	Confirming the feasibility of supplying the proposed development	359.92

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.	153.25	139.85
SLP installs meter	Assess application, provide quotation, process payment. SLP collects meter from DCWW store and carries out installation	90.63	77.22

Standard connection

32mm

Item	Additional Information	First Connection Charge (£)	Subsequent Connection Charge (£)
Company installs meter	Assess application, provide quotation, process payment, supply and install meter.	153.25	139.85
SLP installs meter	Assess application, provide quotation, process payment. SLP collects meter from DCWW store and carries out installation	90.63	77.22

Larger domestic connections

32mm

Connection type usually required where customers are installing a direct fed fire sprinkler system. For 32mm 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 (£)
SLP installs meter	Assess application, provide quotation, process payment. SLP collects meter from DCWW store and carries out installation	334.69	321.29

Manifold connection

25mm

Item	Additional Information	First Connection Charge (£)	Subsequent Connection Charge (£)
Company installs meter	Assess application, provide quotation, process payment, supply and install meters.	153.25	139.85
SLP installs meter	Assess application, provide quotation, process payment. SLP collects meter from DCWW store and carries out installation	90.63	77.22

Branch Connection

Over 32mm and up to and including 63mm. Refer to ‘Supply a meter’ section for costs of individual meter installations.

Internally metered

Item	Additional Information	First Connection Charge (£)	Subsequent Connection Charge (£)
Company installs meter	Assess application, provide quotation, process payment, supply and install meter.	22.52	9.11
SLP installs meter	Assess application, provide quotation, process payment. SLP collects meter from DCWW store and carries out installation	22.52	9.11

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 (£)
SLP installs meter	Assess application, provide quotation, process payment. SLP collects meter from DCWW store and carries out installation	191.39	177.99

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	275.31
26+ properties	During office hours: Monday-Friday: 8.30am-5.00pm.	374.01
Any number of properties	Outside office hours	Price on application

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

Where consent by the Company for building over or near to a public sewer/lateral drain is required prior to the commencement of building works. 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 for 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	113.46
Consent by letter	Consent by letter following completion of alterations to our network	456.29
Consent by Legal Agreement	Consent by Legal Agreement with or without alterations	523.77

Lateral drain adoption agreement – single property

Item	Additional Information	Charge (£)
Adoption of lateral drains	Technical vetting and supervision	680.63
Adoption of lateral drains including commissioning of a pumping station	Technical vetting, supervision and commissioning including a pumping station	3,001.76

Sewer adoption agreements – multiple properties

Item	Additional Information	Charge (£)
2 to 5 properties	Technical vetting and supervision	1,287.88
6 to 25 properties	Technical vetting and supervision	2,096.82
Over 25 properties	Technical vetting and supervision	3,502.41

Sewer adoption agreement including commission of a pumping station

Item	Additional Information	Charge (£)
2 to 5 properties	Technical vetting, supervision and commissioning including a pumping station	3,609.01
6 to 25 properties	Technical vetting, supervision and commissioning including a pumping station	4,417.95
Over 25 properties	Technical vetting, supervision and commissioning including a pumping station	5,823.54

Sewer adoption agreements – legal fees

Item	Additional Information	Charge (£)
Adoption of new and existing sewers, lateral drains and associated land transfers including; – Adoption agreements – Easement agreements – Deed of variation – Deed of release – Removal of unilateral notices – Unregistered land additional time	Adoption where there is no existing adoption agreement. These fees are in addition to the technical vetting and inspection fees set out above and are applicable to every new agreement. The applicable fees will vary due to the unique circumstances on your development.	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.	769.13
Completion of legal agreement and associated land transfer for diversions/ alterations. Including; – S185 agreement – S185 easement – Removal of unilateral notices – Unregistered land additional time	Agreements need to be supported by a surety in line with our policy for security requirements	Price on application

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 larger diameter domestic connection, 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	512.00
Sewerage	Infrastructure charge	512.00

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 nonhouseholds 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 has domestic usage and the connection is not a standard domestic connection or a larger domestic 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 foul only 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).