

NEW CONNECTION SERVICES CHARGING ARRANGEMENTS FOR 2021-2022



Executive summary

These charging arrangements set out, in a single document, our charges relating to new connection services. This document is available on our website, but we are happy to provide you with a copy on request.

To request a copy, please either:

Email: developer.services@wessexwater.co.uk

Telephone: 01225 526 222 or 01225 526 333

Write to: Developer Services
Wessex Water
Claverton Down
Bath, BA2 7WW

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1. Introduction

1.1 Our business

We supply water and sewerage services in an area with a population of over 2.8 million customers, covering around 10,000 km².

Figure 1-1 Our business



Historically, we installed all the pipes required to supply new housing developments with water and sewerage services. While we still need to undertake some work to ensure new connections are safe and meet certain industry standards, customers can now choose who connects their new development to our water and sewerage networks. Water Supply Licensees (retailers for businesses) can also request that we provide new connection services on behalf of their customers.

1.2 Scope of our charging arrangements

These charging arrangements fix charges for services provided to those developing land and laying new water and sewerage infrastructure for residential and commercial purposes. Water, sewerage and trade effluent primary and non-primary charges to residential and commercial premises are fixed under separate charges schemes. These charging arrangements set out in a single document our charges for the charging year (from 1 April 2021 until 31 March 2022). These charging arrangements replace all earlier versions.

1.3 Payment

Payment is on request, as per the standard payment terms detailed on the invoice, quote or offer letter. Please see the guidance notes for each activity.

1.4 VAT

All charges shown throughout this document are exclusive of Value Added Tax (VAT). We will add VAT, if applicable, at the appropriate rate to our charges.

The VAT rules are complex and primarily depend on the nature of the work undertaken and the type of property concerned. It is therefore not possible for us to set out the VAT liability for each item. Certain items included in this document will be treated as outside the scope of VAT, charged at either 0%, a reduced rate (currently 5%) or a standard rate of VAT (currently 20%).

For example, if you are constructing a new housing estate and require us to install a new water main that will be used solely to connect new dwellings, our charges will be zero rated for VAT purposes. In contrast, our charges to install a new water main connecting existing or commercial properties will be subject to VAT at the standard rate (currently 20%). Should the work be carried out as part of a property renovation or conversion for residential use, then VAT is likely to be charged at the reduced rate (currently 5%). Please contact us should you require further information.

1.5 Complaints and disputes relating to standards of services

If you feel we have not met the standards of service you would expect, you can contact us in the following ways.

Email: developer.services@wessexwater.co.uk

Telephone: 01225 526 222 or 01225 526 333.
Monday to Thursday, 8.30am to 4.30pm, Friday 8.30am to 4pm.
To protect our customers and staff calls may be recorded.

Write to: Developer Services
Wessex Water
Claverton Down
Bath, BA2 7WW

1.5.1 Escalation of your complaint

We hope we can resolve your complaint without the need for it to be escalated. We recognise, however, that you might not be happy with the way that we have resolved your complaint or the time taken to resolve it. If you are unhappy with our response, you can write to our Managing Director at the address given above.

1.5.2 Disputes relating to self-lay agreements

If your complaint relates to a self-lay agreement, you should direct your dispute in the first instance to our Head of Developer Services at the above address. If a resolution is not forthcoming, and with the agreement of both parties, the dispute should be referred to

mediation in accordance with the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure.

If the parties do not agree to mediation, the dispute shall be referred to the decision of a single arbitrator mutually agreed upon or, failing such agreement, to be appointed by the president of the Chartered Institute of Arbitrators.

1.5.3 Complaints to Ofwat

You may, however, want to complain to Ofwat about the service or charges you have received from us, or if you feel that we are in breach of the Water Industry Act 1991 or the Competition Act 1998. Ofwat's address is given below.

Ofwat
Centre City Tower
7 Hill Street
Birmingham, B5 4UA
www.ofwat.gov.uk

1.5.4 Role of CCW

The Consumer Council for Water (CCW) is the representative for water and sewerage customers in England and Wales. It operates the Water Redress Scheme (WATRS) that covers some complaints about the connection charges regime.

CCW can consider complaints concerning administration, policies or process, as well as answer queries and provide advice about the connection charges regime. If a customer remains unhappy, they are able to refer their complaints to WATRS.

1.6 Frequently asked questions

| Frequently asked questions | |
|---|--|
| Can I get a paper copy of this document | You can download a copy of this document from our website or request one by phoning us on 01225 626 222 or 01225 526 333 or emailing us at developer.services@wessexwater.co.uk |
| Why are you setting new charges? | Changes introduced by the Water Act 2014 enabled Ofwat to develop a new rules-based charging framework. This is intended to ensure that charges comply with overarching principles of fairness and predictability and are more customer focused. |
| When do the new charges take effect? | From 1 April 2021 for developments started after this date. |
| What if I've already started work? | Section 2.3 of this document sets out the transitional arrangements that will apply for projects started before 1 April 2021. |
| How do I make a complaint? | We hope you will not have reason to make a complaint, but if you do, section 1.5 sets out our procedures for handling complaints and disputes. |
| How do I know what work is required? | This document sets out our Charging Arrangements and should be read in conjunction with our technical guidance documents, which set out more information about the works required and industry standards. |

2. Our charging arrangements – an overview

2.1 What will you need to pay to connect to our network?

Each development will have its own requirements and the cost to connect to our network will vary by site. With this in mind, we have set out our charges in a way that allows you to estimate what services you require and what costs you need to pay.

The simplest development might mean a single connection to our water mains: this would mean that you would pay only a water connection charge and an infrastructure charge, which is your contribution towards the network reinforcement required to ensure that our services can be supplied to all new developments. The most complex development might require a large number of properties to be connected to new water mains and new public sewers: a customer would therefore need to pay connection charges (water and sewerage), infrastructure charges (water and sewerage) and, if we were carrying out the work, requisition charges (water and sewerage).

Each of the services we offer are set out in this document, in the following sections.

Table 2-1 Services that you might require (and where to find them)

| Service requirements | |
|----------------------|--|
| Section 3 | Applying for a new connection |
| Section 4 | New mains connections (water) |
| Section 5 | Mains requisitions, adoptions or diversions (water) |
| Section 6 | New sewer connections (sewerage) |
| Section 7 | Sewer requisitions, adoptions or diversions (sewerage) |
| Section 8 | Infrastructure charges (water and sewerage) |

2.1.1 Non-contestable and contestable works

The charges shown in each of the tables is our charge for undertaking the service provided.

- Some work needs to be undertaken by us: it is non-contestable and we need to undertake this work to meet our statutory obligations – you cannot let anyone else do this work for you.
- Other work is contestable: this is work that you can get someone else to do. Our charges set out the price we would charge if we were to complete that work.

We have made clear in this document which work is non-contestable and which is contestable. For contestable aspects, you can ask us to undertake all the work required, or you can obtain estimates from other providers for the work required. So long as you know what services you require, the tables will help you understand what charges you will incur in making the connection to your new development. You will need to estimate what works you require and we will need to review this before we can confirm what your final charges will be.

We have created a spreadsheet calculator displaying our up-front costs to aid estimation of the total charges payable, available on our website.

We recognise that you may need help understanding what works you require. We are happy to help and can arrange a site visit so that we can assess what you need to make the connection to your new development.

2.1.2 How have these charges been calculated?

Changes introduced by the Water Act 2014 have allowed Ofwat to move away from the current legislative charging framework to a more flexible charging rules-based framework. Ofwat's rules reflect guidance from Defra, which set out four overarching objectives, being:

- stable and predictable charges;
- transparent and customer focused charging;
- fairness and affordability; and
- environmental protection.

We have developed charges that, we believe, are customer focused. They comply with the requirements of Ofwat's rules and we have endeavoured to make them more transparent so that customers are clear what they are actually paying for and where they can choose an alternative provider.

We developed our charges following customer research, engagement and consultation. We also asked economic consultants to review these charging arrangements and the underlying models to ensure that we are compliant with Ofwat's rules and consistent with competition law. Our technical auditor has reviewed the data and methodologies used to set our charges.

Our charges are set to recover costs that we reasonably incur. The major charges we set are based on analysis of costs incurred. These charges are as follows:

- Administration charges for new connections.
- Connection charges.
- Main and sewer laying rates.

More peripheral charges are based on assessments of labour, plant and materials required to complete each activity, using unit costs from observed data.

2.1.3 Business customers

Since April 2017, businesses and other commercial customers have been able to choose their water and sewerage retailer. If you are a business, you can request any of the activities contained in this document from your retailer. Alternatively, you can contact us directly to carry out the work or contact a self-lay provider to complete the work on your behalf.

We will apply the charges in these charging arrangements to business premises as well as domestic premises.

2.1.4 What will I actually need to pay?

You only need to pay for the services that you choose to procure from us, or that only we can provide. Some development sites will require additional services, for example where there are environmental concerns and regulations to overcome. These costs will vary by site and circumstance and are not included in these charging arrangements: we will charge for these on the basis of costs actually incurred. A description of exclusions can be found in section 2.1.7.

2.1.5 Connecting to our water and sewerage networks

Figures 2-1 and 2-2 show, schematically, where each of the charges might apply.

- Connection charges are payable for on-site works to connect new properties to our network (within the dark green area).
- Requisition charges are payable for works to build new mains or sewers required to support new development.
- Infrastructure charges are payable for network reinforcement required as a result of new development (within the light green area).

Works required within the pink area are not linked to new development and new connection services' customers are not required to pay for these.

Figure 2-1 The water network

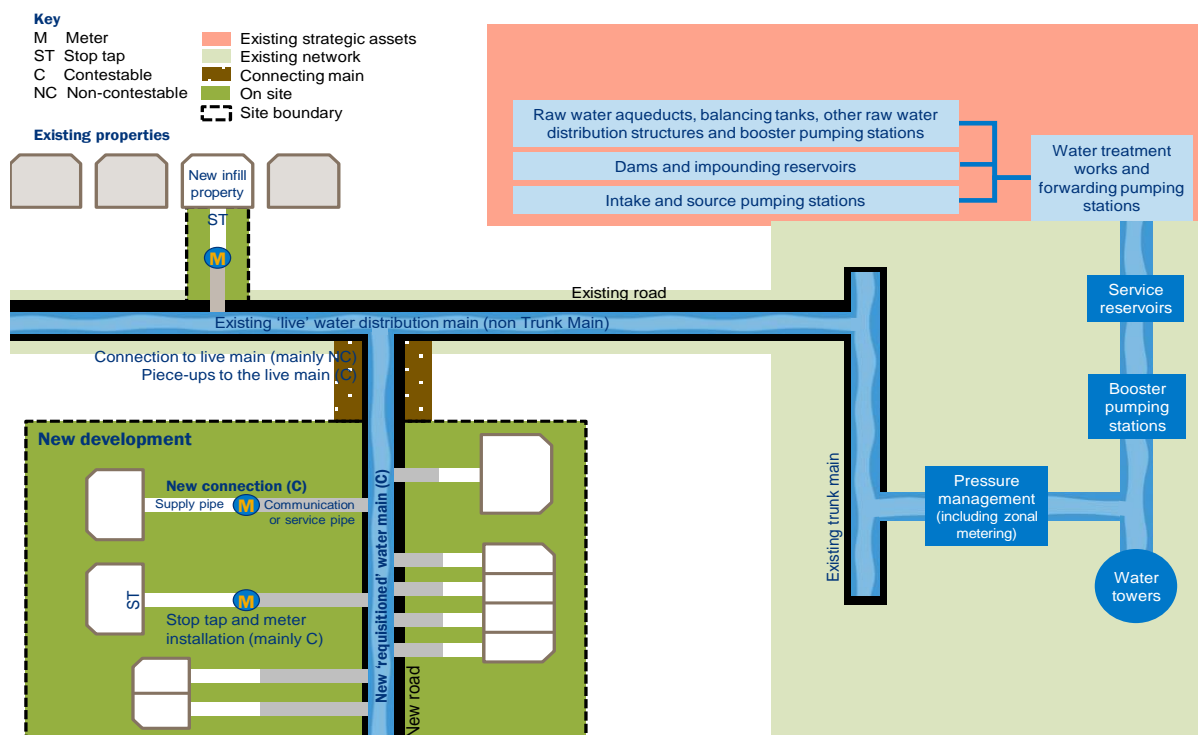
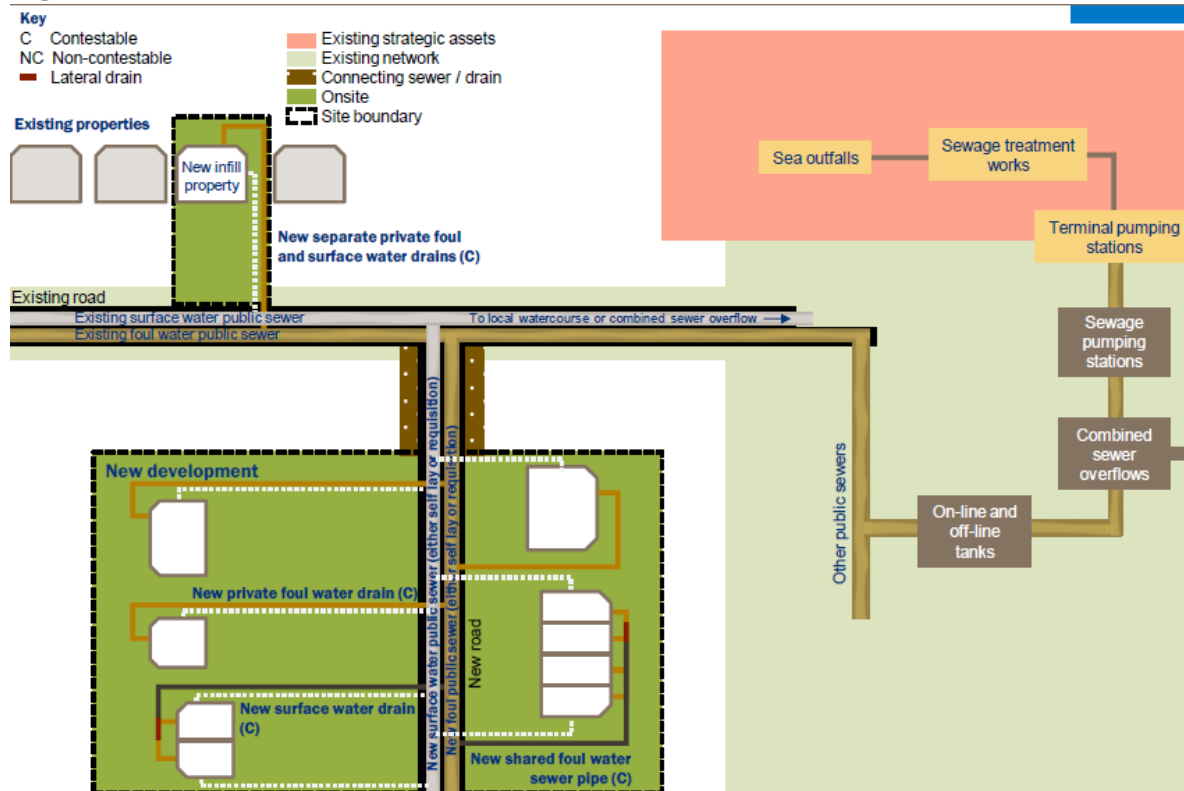


Figure 2-2 Public sewer network



2.1.6 Site-specific charge cap

Where we wish to specify a point of connection which is different from the nearest practical point, or we reach an agreement with the applicant on an alternative point of connection, the charge for site-specific work will be capped. The cap will be equal to the lowest of the site-specific charges that would otherwise result from connecting at the nearest practical point on the existing network where the connecting pipework is of a nominal bore internal diameter no larger than that of our existing network.

2.1.7 Exceptions to providing upfront requisition and diversion charges

We offer fixed upfront charges for water supply and wastewater requisitions and diversions where the works involved are simple in nature. That is, we have reasonable knowledge and understanding of the costs, potential risks and external factors that could affect the scheme.

We reserve the right for all schemes to seek further costs from you should there be any change of scope, change in information provided to us or any other change that results in it not being reasonable for us to carry out the requisition on the basis of a fixed upfront charge.

Water supply requisitions and water main diversions

Where you requisition a water supply main or request a water supply main diversion (under sections 41 or 185 of the Water Industry Act 1991) we will offer you a price for the scheme based on the upfront charges set out in these charging arrangements if it is reasonable for us to do so.

Where the included works are affected by external factors outside our control, are subject to known or unknown site specific risks and uncertainties or involve a degree of complexity in delivering the scheme which would make it unreasonable for us to provide an upfront charge we will provide you with a high-level bespoke estimate.

The high-level bespoke estimate will be designed to fairly recover the costs incurred in delivering the scheme. It will consist of a brief description of the works involved and a site-specific budget price estimate for the whole scheme, taking into account the level of detail and information available to us at the time.

Should you decide to proceed with the scheme, based on the bespoke estimate, it will be delivered on a rechargeable basis with any savings achieved returned to you and any additional costs incurred payable by you.

Instances where you will be offered a bespoke price estimate include, but are not limited to:

- Laying of water mains:
 - 300mm or greater in diameter, or
 - involving valve complexes.
- Where entry to lay or access to the pipe is required through:
 - land in multiple ownership or occupation;
 - land designated or planned for premium use;
 - land subject to protracted negotiation or dispute; and
 - land owned by a protected undertaker (e.g. land owned by Network Rail or the Crown, rivers or motorways).
- Where laying the main would involve crossing a river or motorway.
- Where we are unable to serve statutory notice for the works or require the consent of a 'protected undertaker'. e.g. crossing land owned by Network Rail, the Ministry of Justice, the Ministry of Defence or the Crown.
- Where ground conditions are particularly difficult (e.g. excavation of rock or artificially hard material) or require temporary or specialist works.
- Where the work to be carried out is close to or in land with particular environmental, historical or archaeological characteristics or in a flood plain.
- Where services or other utility assets (including our own) are discovered or known to be located in close proximity.
- Where the works involved are subject to third party or consenting authority restrictions, constraints or refusals.
- Where road closures affect national speed limit roads or major junctions.

There may be occasions where providing an indicative estimate is not possible or where the estimate will not meet the degree of confidence desired by you. In such cases, we will discuss with you the best way to proceed.

Wastewater requisitions and sewer diversions

Where you requisition a sewer or request a sewer diversion from us (under sections 98 or 185 of the Water Industry Act 1991) we will offer you a fixed price for the scheme based on the upfront charges set out in these charging arrangements if the construction work required is simple. That is:

- The total length of sewer (gravity and pumped) is less than 100m in length.
- Any gravity sewer is no more than 300mm in diameter or deeper than 3m.
- Any pumped sewer is no more than 80mm in diameter or deeper than 1.5m.
- The ground conditions require no temporary or specialist works.
- All waste excavated is classified as inert.
- Where entry to lay or access the pipe is through land that:
 - Is owned and occupied by a single legal interest;
 - Is scrubland, moorland or bare agricultural land which is pasture or arable; and
 - Has no development premium hope value.
- Where we are able to serve statutory notice for the works and do not require the consent of a 'protected undertaker'.

Where the included works are affected by external factors outside our control, are subject to known and unknown site specific risks and uncertainties or involve a degree of complexity in delivering the scheme which would make it unreasonable for us to provide you with an upfront charge, we have set out in section 7.3 our stage gate process for working with you.

Examples of where our staged gate process shall apply include, but are not limited to:

- The laying of sewers involving any of:
 - pumping stations or treatment works;
 - the disposal of waste other than inert;
 - the location and diversion of other services;
 - work where ground conditions are particularly difficult (e.g. excavation of rock or artificially hard material) or require temporary or specialist works;
 - over pumping of existing flows;
 - dewatering of ground water;
 - the provision of security;
 - work where the construction period is greater than 12 months;
 - work with restricted access;
 - work with constraints such as night working or other restrictions;
 - work being carried out close to or in land with environmental, historical or archaeological characteristics or in a flood plain;
 - where road closures affect national speed limit roads or major junctions;
 - where entry to lay or access the pipe is required through:
 - land in multiple ownership or occupation;
 - land consisting of residential or non-residential gardens and amenity use;
 - land consisting of woodland, market gardens, allotments or a specialist agricultural use;
 - land designated or planned for premium use; and
 - land subject to protracted negotiation or dispute.

- where laying the main would involve crossing a river or motorway;
- where we are unable to serve statutory notice for the works or require the consent of a 'protected undertaker'. e.g. crossing land owned by Network Rail, the Ministry of Justice, the Ministry of Defence or the Crown.

In the first instance, the stage gate process provides you with a high-level feasibility assessment and budget price estimate. Should you decide to proceed with the scheme it will be delivered on a rechargeable basis with any savings achieved returned to you and any additional costs incurred payable by you.

Our stage gate process provides you with the opportunity to understand and control your phasing of spend on the project and only requires you to pay up front the costs for the next stage of the project.

2.2 Income offset

Our philosophy has been to set charges on a cost reflective basis so that customers pay the full cost of any work undertaken by us. Historically, we have offset our requisition charges by taking account of future income received from new households connected to our network (referred to as the income offset).

Income offset rules have changed and so from the 2020/21 charging period, onwards, the income offset is only to be applied to infrastructure charges instead of requisition charges as per Ofwat's charging rules.

This income offset arrangement is applied in accordance with legislative requirements and means that our other customers contribute towards the costs of improvements to our existing network required to serve new development.

We have calculated the income offset to ensure the balance of charges is maintained, having due regard to our total forecast expenditure and the revenue we expect to receive from water and sewerage developments. The income offset is applied to all infrastructure charges.

The government has made clear that it believes the current balance between contributions to costs borne by new connection services' customers and billpayers should be broadly maintained. Historically, the contribution made by billpayers is circa 11% of the cost of new development, with new connection services' customers paying the remaining 89% of costs.

Not providing an income offset means that new connection services' customers pay the full cost of new development with no contribution made by existing customers. We therefore provide an income offset to ensure that the balance of charges is broadly maintained:

- We expect to incur £13.9m of cost providing services for new connections in 2021/22. To maintain the 89% balance of charges, we aim to recover £12.4m in revenue, a reduction of £1.5m.
- During 2021/22 we expect to recover £6.6m of infrastructure costs. Taking account of the income offset, this reduces the final amount to recover from new connection services' customers to £5.1m.

We will therefore offer an income offset of 28% for water and 22% for sewerage in 2021/22.

2.3 Transitional arrangements

The charging rules changed significantly from 1 April 2018 and again from 1 April 2020. To ensure a smooth transition between our previous charges and our new charges, the following applies.

For quotes provided before 1 April 2018:

1. Quotations for some Site-Specific work provided under the old rules and accepted before 1 April 2018 are to continue to apply until 1 April 2023 unless we agree to vary the quotation with you.
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 we agree to vary those charges with you.
3. Charges relating to the old charging rules, 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 2018 and 31 March 2018 for Site Specific work carried out after 1 April 2018, can be quoted on either the old rules, or the New Charging Rules. Developers, NAVs and SLPs will be invited to choose their preferred method.
5. Developers, NAVs or SLPs that received a quotation or draft adoption agreement under the old rules but did not formally accept can re-apply after 1 February 2018.

For quotes provided between 1 April 2018 and 31 March 2021:

1. Quotations for some Site-Specific work provided under the old rules, and accepted before 1 April 2021, are to continue to apply until 1 April 2023 unless we agree to vary the quotation with you.
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 we agree to vary those charges with you.
3. Charges relating to the old charging rules or a previous year's charging arrangements, 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 2021 and 31 March 2021 for Site Specific work carried out after 1 April 2021, can be quoted on either the old rules, or the New Charging Rules. Developers, NAVs and SLPs will be invited to choose their preferred method.

5. Developers, NAVs or SLPs that received a quotation or draft adoption agreement under the old rules but did not formally accept can re-apply after 1 February 2021.

We are happy to advise which charging arrangements would apply to your development. If you wish to change the terms of your agreement, we would be happy to consider this.

2.3.1 Transition Principles – Infrastructure Charges

1. Infrastructure charges are paid when the connection is made. The value to be paid will be that set out in the charging arrangements that were in force at the time of your quote.
2. Transition arrangements can be provided between the old infrastructure charges and the new infrastructure charges, providing the contributions from new connection services' customers cover the cost of network reinforcement in accordance with the Charging Scheme Rules.

2.4 Statement of Significant Changes

2.4.1 Introduction

The Statement of Significant Changes for the 2021-22 New Connection Services Charging Arrangements sets out any significant changes in charges for 2021-22 and indicates whether bills for typical developments are to increase by more than 10% from the previous year.

For 2021-22, we are observing changes of over 10% across our range of sample developments that we use to demonstrate any changes to our customers. These are driven principally by an increase in the infrastructure charges, which cover the costs of reinforcing or upgrading existing infrastructure required to cater for new development. If there were no change in infrastructure charges, we would see changes ranging from 0% to +7%.

Driving this increase in infrastructure charges are:

1. An increase in the network reinforcement that is required in the coming years.
2. The requirement to be cost reflective of network reinforcement expenditure (when adjusting for income offset) on a 5-year rolling basis from 2022-23.

Alongside this document we have published our statement of significant changes which include further detail and covers our full assessment of handling strategies and mitigations.

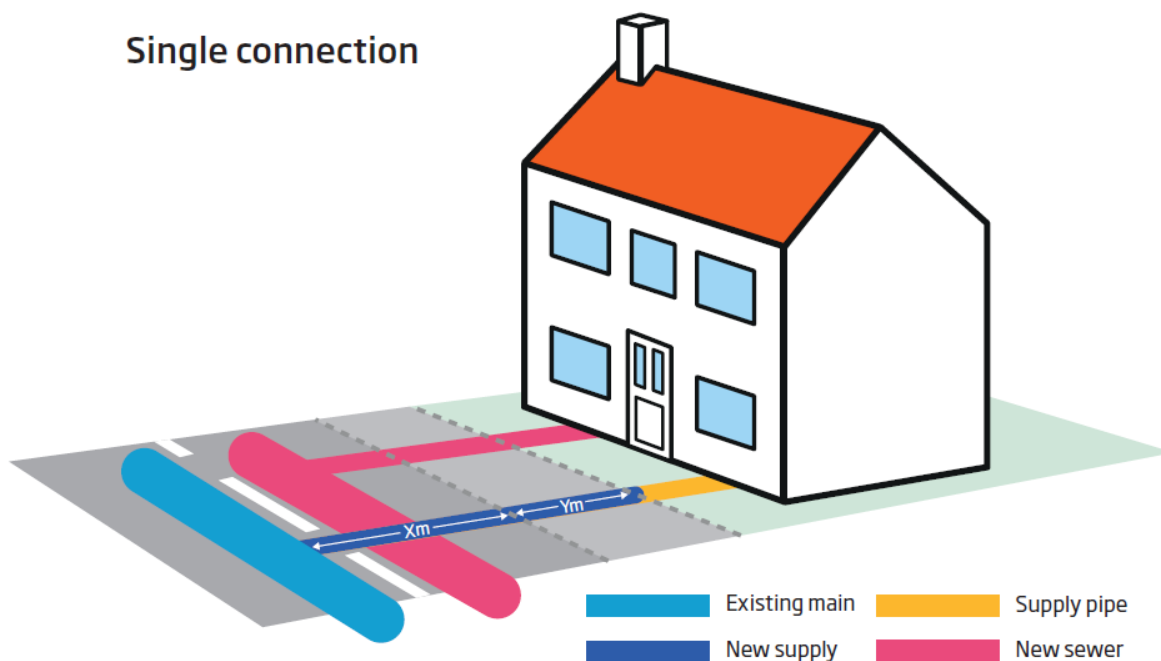
2.4.2 Analysis of bills for typical developments

We based our scenarios on those provided by Ofwat Information notice IN-2007. However, notable differences include:

- Wastewater connection costs are not included as, in most cases, this work is not undertaken by Wessex Water.
- Wessex Water has the policy of only using barrier pipes and our charges reflect this.

A summary of the scenarios are displayed in the tables below (figures may not add up due to rounding) with a hyperlink to the detailed build-up of all these charges using our published cost calculator:

Single connection



Worked Example 1: Single Short Connection

| | New Rules | Old Rules | % Change |
|---|------------|------------|------------|
| Connection Charges (£k) | | | |
| - Non-contestable | 0.1 | 0.1 | |
| - Contestable | 1.7 | 1.5 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 0.0 | 0.0 | |
| - Contestable | 0.0 | 0.0 | |
| Infrastructure Charges (£k) | 0.8 | 0.4 | |
| Income Offset (£k) | -0.2 | -0.2 | |
| Total Customer Contribution (£k) | 2.4 | 1.9 | 29% |

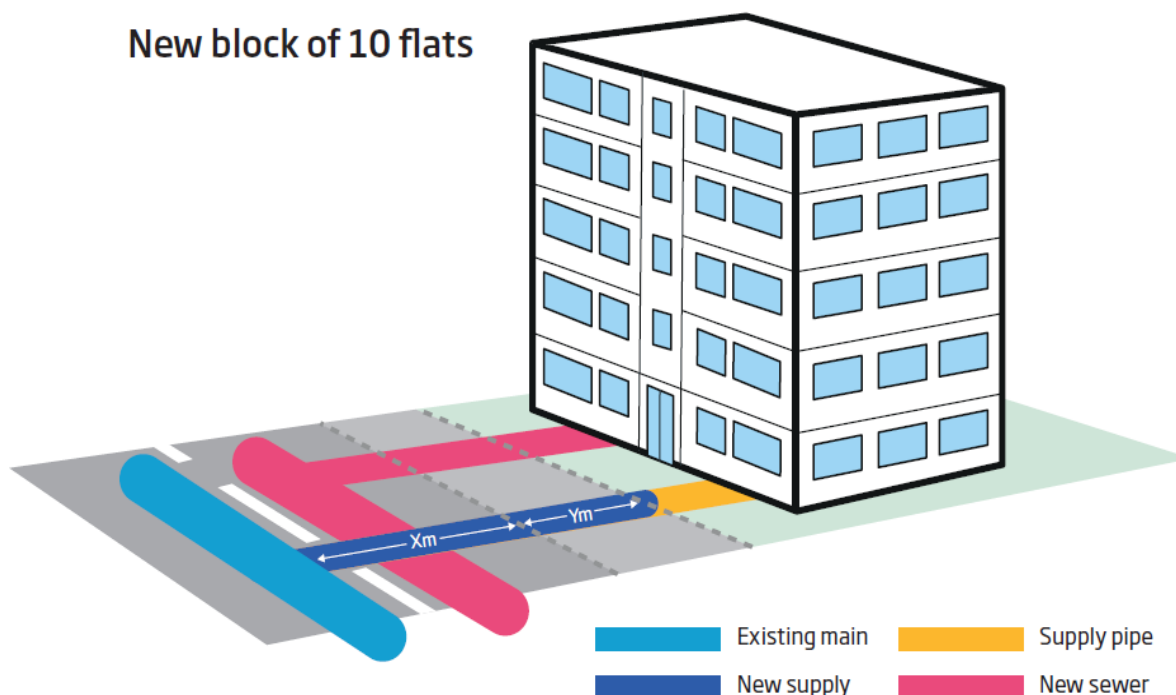
Click [Example 1 detail](#) for full breakdown

Worked Example 2: Single Long Connection

| | New Rules | Old Rules | % Change |
|---|------------|------------|------------|
| Connection Charges (£k) | | | |
| - Non-contestable | 0.1 | 0.1 | |
| - Contestable | 4.9 | 4.6 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 0.0 | 0.0 | |
| - Contestable | 0.0 | 0.0 | |
| Infrastructure Charges (£k) | 0.8 | 0.4 | |
| Income Offset (£k) | -0.2 | -0.2 | |
| Total Customer Contribution (£k) | 5.7 | 4.9 | 15% |

Click [Example 2 detail](#) for full breakdown

New block of 10 flats



Worked Example 3: Short Connection to Block of 10 Flats

| | New Rules | Old Rules | % Change |
|-----------------------------|-----------|-----------|----------|
| Connection Charges (£k) | | | |
| - Non-contestable | 0.3 | 0.3 | |
| - Contestable | 2.7 | 2.3 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 0.0 | 0.0 | |
| - Contestable | 0.0 | 0.0 | |
| Infrastructure Charges (£k) | 8.4 | 4.1 | |
| Income Offset (£k) | -2.0 | -1.5 | |

Total Customer Contribution (£k) **9.5** **5.2** **81%**

Click [Example 3 detail](#) for full breakdown

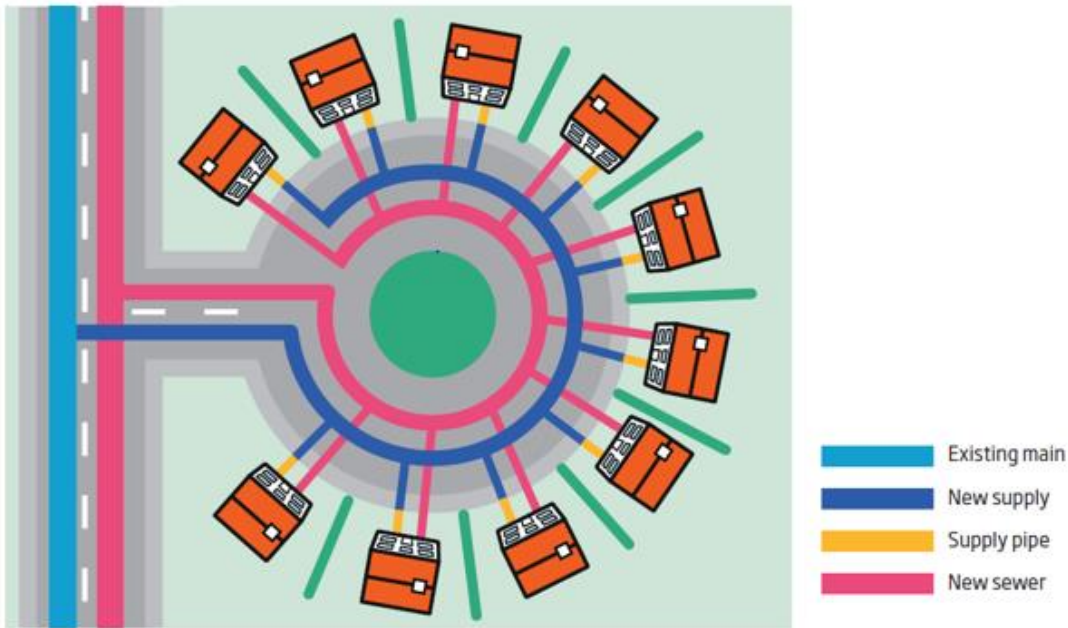
Worked Example 4: Long Connection to Block of 10 Flats

| | New Rules | Old Rules | % Change |
|-----------------------------|-----------|-----------|----------|
| Connection Charges (£k) | | | |
| - Non-contestable | 0.3 | 0.3 | |
| - Contestable | 6.0 | 5.4 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 0.0 | 0.0 | |
| - Contestable | 0.0 | 0.0 | |
| Infrastructure Charges (£k) | 8.4 | 4.1 | |
| Income Offset (£k) | -2.0 | -1.5 | |

Total Customer Contribution (£k) **12.7** **8.3** **53%**

Click [Example 4 detail](#) for full breakdown

Small housing development



Worked Example 5: Small Housing Development (10 houses)

| | New Rules | Old Rules | % Change |
|---|-------------|-------------|------------|
| Connection Charges (£k) | | | |
| - Non-contestable | 0.3 | 0.3 | |
| - Contestable | 1.7 | 1.6 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 3.5 | 3.5 | |
| - Contestable | 9.0 | 8.9 | |
| Infrastructure Charges (£k) | 5.4 | 2.9 | |
| Income Offset (£k) | -1.3 | -1.1 | |
| Total Customer Contribution (£k) | 18.6 | 16.0 | 16% |

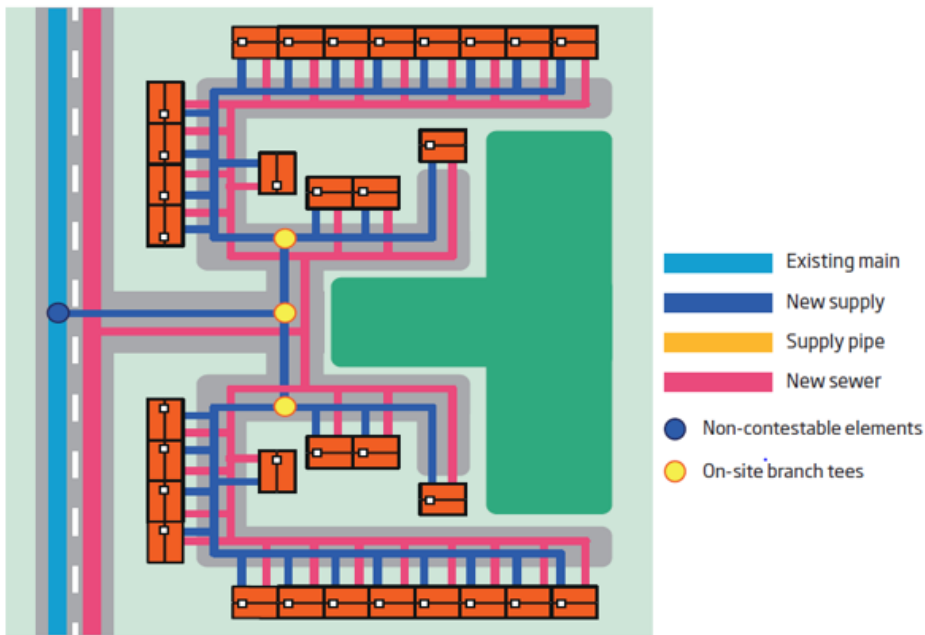
Click [Example 5 detail](#) for full breakdown

Worked Example 6: Small Housing Development (10 houses) undertaken by an SLP

| | New Rules | Old Rules | % Change |
|---|------------|------------|------------|
| Connection Charges (£k) | | | |
| - Non-contestable | 0.2 | 0.2 | |
| - Contestable | 0.0 | 0.0 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 3.5 | 3.5 | |
| - Contestable | 0.4 | 0.4 | |
| Infrastructure Charges (£k) | 5.4 | 2.9 | |
| Income Offset (£k) | -1.3 | -1.1 | |
| Total Customer Contribution (£k) | 8.2 | 5.8 | 40% |

Click [Example 6 detail](#) for full breakdown

Medium housing development



Worked Example 7: Medium Housing Development (50 houses)

| | New Rules | Old Rules | % Change |
|---|-------------|-------------|------------|
| Connection Charges (£k) | | | |
| - Non-contestable | 1.5 | 1.4 | |
| - Contestable | 8.5 | 8.2 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 6.0 | 7.2 | |
| - Contestable | 41.7 | 41.3 | |
| Infrastructure Charges (£k) | 26.9 | 14.3 | |
| Income Offset (£k) | -6.6 | -5.7 | |
| Total Customer Contribution (£k) | 77.9 | 66.7 | 17% |

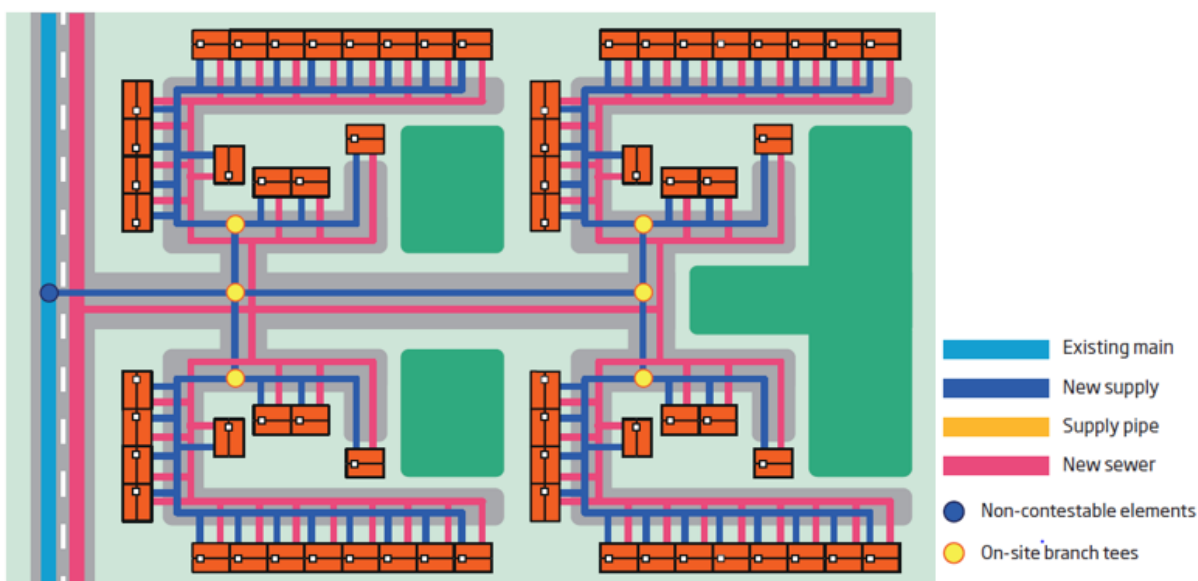
Click [Example 7 detail](#) for full breakdown

Worked Example 8: Medium Housing Development (50 houses) undertaken by an SLP

| | New Rules | Old Rules | % Change |
|---|-------------|-------------|------------|
| Connection Charges (£k) | | | |
| - Non-contestable | 1.2 | 1.2 | |
| - Contestable | 0.0 | 0.0 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 6.0 | 7.2 | |
| - Contestable | 0.4 | 0.4 | |
| Infrastructure Charges (£k) | 26.9 | 14.3 | |
| Income Offset (£k) | -6.6 | -5.7 | |
| Total Customer Contribution (£k) | 27.8 | 17.3 | 60% |

Click [Example 8 detail](#) for full breakdown

Large housing development



Worked Example 9: Large Housing Development (200 houses)

| | New Rules | Old Rules | % Change |
|-----------------------------|-----------|-----------|----------|
| Connection Charges (£k) | | | |
| - Non-contestable | 5.8 | 5.6 | |
| - Contestable | 33.8 | 32.8 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 6.0 | 7.2 | |
| - Contestable | 135.1 | 134.0 | |
| Infrastructure Charges (£k) | 107.4 | 57.2 | |
| Income Offset (£k) | -26.5 | -22.8 | |

Total Customer Contribution (£k) 261.7 214.1 22%

Click [Example 9 detail](#) for full breakdown

Worked Example 10: Large Housing Development (200 houses) undertaken by an SLP

| | New Rules | Old Rules | % Change |
|-----------------------------|-----------|-----------|----------|
| Connection Charges (£k) | | | |
| - Non-contestable | 4.6 | 4.6 | |
| - Contestable | 0.0 | 0.0 | |
| Requisition Charges (£k) | | | |
| - Non-contestable | 6.0 | 7.2 | |
| - Contestable | 0.4 | 0.4 | |
| Infrastructure Charges (£k) | 107.4 | 57.2 | |
| Income Offset (£k) | -26.5 | -22.8 | |

Total Customer Contribution (£k) 91.9 46.64 97%

Click [Example 10 detail](#) for full breakdown

2.4.3 Assurance

Our Board of Directors has assessed the effects of the new charges on customers' bills for a range of different types of development, and approved the impact assessments and handling strategies developed in instances where bill increases for particular types of new developments exceed 10%. Further detail is given in our signed board assurance statement that we have published alongside this document.

2.5 Further information

We have set out technical guidance in separate documents (<https://www.wessexwater.co.uk/services/building-and-developing/self-lay>) to help you understand what you need to do to connect your new property to our network. We are also happy to answer any questions you might have.

2.6 Frequently asked questions

| Frequently asked questions | |
|---|---|
| How do I find out if Wessex Water supplies my area with water and sewerage? | This map shows the areas where we supply water services and this map shows the areas where we supply sewage services.. You can also find out if we supply your area with water by entering your postcode into our water quality checker . |
| Can I talk to someone about this document? | You can contact Developer Services on 01225 526 222 or 01225 526 333 between 8:30am and 4:30pm (Monday to Thursday) and 8:30am and 4pm (Friday). |
| When do I need to pay? | Please see the technical guidance documents available on our website . |

3. Applying for a new connection

3.1 Connecting your property to our network

The type of connection you require could vary depending on the number of properties you are connecting and the distance between your development and our network. Technical guidance is set out in separate documents, which should be read in conjunction with these charging arrangements.

- For connections to our water network, you can choose to have your new service connections and water mains (if required) laid by us or an accredited self-lay provider. Some work will need to be undertaken by us, even if you choose a self-lay provider, so you will need to tell us about progress of work on the site.
- For connections to our sewerage network, you can choose to have your connections and sewers laid by us or by a suitable contractor. Should you use a contractor to lay sewerage pipes, once the pipes are laid to a satisfactory standard, you can ask us to adopt your pipes if they have been constructed to the appropriate standard (see technical guidance). Adoption means that ownership of the pipes transfers to us and we take over responsibility for maintenance.

Another alternative is for you to engage a new appointment or variation (NAV) to supply new householders on your development with water and sewerage services (under a 'new appointment or variation'). The NAV may lay the pipes and other infrastructure required and buy bulk services (water and/or sewerage) from us. The NAV remains responsible for the infrastructure within the area of the development.

3.2 How do you apply for a new connection?

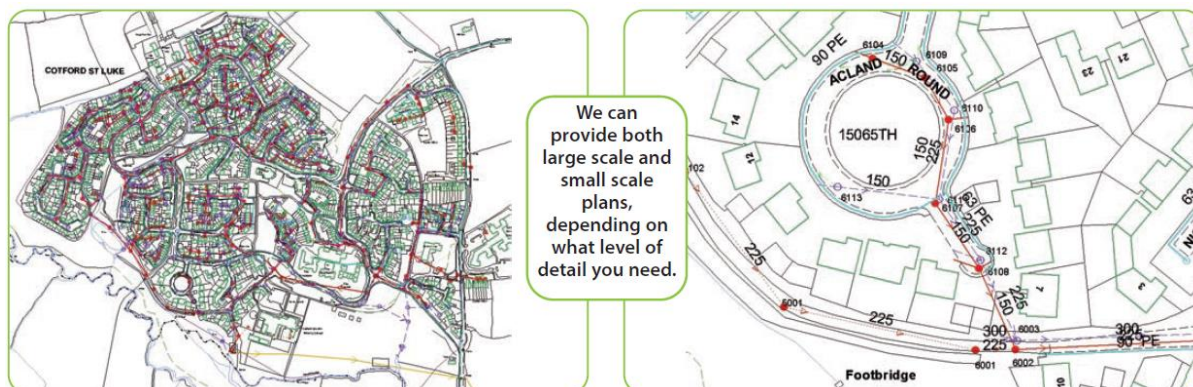
If you want to make a new connection to our network, you or your retailer will need to:

1. complete an application form
2. for water connections:
 - a) ensure you have obtained water regulations approval;
 - b) advise us that your trench and service pipe are ready to be inspected;
 - c) make payment; and
 - d) have works completed by Wessex Water or approved contractor
3. for sewerage connections:
 - a) submit full drainage details;
 - b) advise on the point and method of connection to our system;
 - c) make payment; and
 - d) have works completed by Wessex Water or approved contractor.

3.3 How do you find out about our mains and sewers?

You may need to know where you can connect to our mains and sewers. Plans showing the approximate location of our water mains and sewers can be obtained either, online at <https://maps.wessexwater.co.uk/webapps/request-a-map/>, from our asset enquiries team within Developer Services, or you can visit our offices and see these plans. Alternatively, plans showing the location of our sewers only can be viewed at local authority offices.

Figure 3-1 Example development plans



Reproduced from Ordnance Survey Map with the permission of the Controller of Her Majesty's Stationery Office. Crown copyright reserved, Licence No. 100019539

You may want us to undertake a viability study for you, to confirm that we can provide capacity in time for you to begin your development.

Table 3-1 Charges payable for asset plans and viability studies

| Charge item | Charge unit | Charge |
|---|-------------|--------|
| Extract of our network map (i.e. map of sewers or mains) – printed or sent electronically | Each | £15 |
| Extract of company's network map (i.e. map of sewers or mains) – online access | Each | FREE |
| Pre-development viability study - to confirm whether capacity can be provided by us in line with the proposed development programme | per enquiry | FREE |

3.4 Abortive and additional visits

The following charges will apply where we:

- arrange to visit a site and the site is not ready or we are not able to carry out the work as arranged; or
- are required to reinspect a site or additional visits are deemed necessary.

Table 3-2 Abortive and additional visit charges

| Charge item | Charge unit | Charge |
|--|-------------|--------------------------|
| Any abortive site visit | per visit | £59 + any relevant costs |
| Additional site inspections | per visit | £128 |
| If site is not ready, standing time for standard 3-man gang | per hour | £140 |
| If site is not ready, abortive fees for standard 3-man gang | each visit | £2,127 |
| If site is not ready, remobilisation charges for standard 3-man gang | as required | £1,063 |

4. New water supply connections (s45)

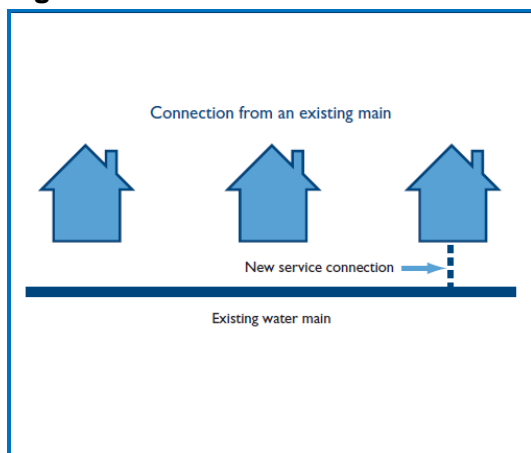
4.1 Do you need to connect to our supply network?

If you want mains water in your new development, you will need to connect to our water supply network. This means that you (or your contractor) will need to lay a private service pipe that can be connected, at your expense, to the nearest suitable water main.

A single house may require a small diameter water pipe laid from an existing main to the boundary of the property where a meter chamber and stop-tap (valve) is normally located. This is known as a service connection and this section of pipe is referred to as the communication pipe. A small diameter private supply pipe within the boundary of the property links the communication pipe with the internal plumbing of the house.

To ensure you have access to potable water, you will need to make a new water supply connection between your new development and our water network. Figure 4-1 will help you understand whether you need a new supply connection.

Figure 4-1 New service connection



4.2 Who can connect your property to our water supply network?

We can connect your new development to our network and undertake all the works required. To protect our network and our customers, some work, described as non-contestable, can only be undertaken by us, whereas contestable work can be undertaken by you, your contractor or an accredited entity/self-lay provider.

You might consider the option of appointing a NAV to serve your development: if you take up this option, the NAV would undertake the non-contestable and contestable works required, and may buy bulk services from us to serve your development.

4.3 Our charges – connecting to our water supply network

Each new (water) connection includes the installation of a meter box, meter and 2m of excavation and reinstatement. Excavations of more than 2m or other works incur additional charges as outlined in this document. Our charges reflect the costs we incur, including those we pass on directly from third parties, such as local councils' traffic management fees.

We recognise that you may need help understanding what works you require. We are happy to help and can arrange a site visit so that we can assess what you need to make the connection to your new development.

4.3.1 What charges are payable?

Table 4-1 sets out the non-contestable administration charges for different elements of work required to make a connection to our mains.

Table 4-1 Service connection administration charges (non-contestable) Section 45

| Charge item | Charge unit | Charge |
|---|--------------------|---------------|
| Administration fee where Wessex Water makes the connection (first connection) | per connection | £72 |
| Administration fee where Wessex Water makes the connection (each subsequent connection) | per connection | £29 |
| Administration fee where an accredited entity makes the connection (first connection) | per connection | £34 |
| Administration fee where an accredited entity makes the connection (each subsequent connection) | per connection | £23 |
| Trench inspections (where we inspect service pipes laid by others) | per trench | £19 |

Table 4-2 shows our charges if we undertake the contestable works you require. Contestable works are those that can be done by another provider so you might want to compare our charges with a firm quotation from another provider.

Table 4-2 Service connection charges (contestable) Section 45

| Charge item | Charge unit | Charge |
|---|--------------------------|--------|
| Point of connection enquiry (where the customer has not selected the point of connection) | per enquiry | FREE |
| Design of service connection (where contestable) | per application | FREE |
| *Connection (≤ 32 mm diameter) to main including supply and installation of meter & meter box & up to 2 linear metres of service pipe | per connection | £723 |
| *Additional connection (≤ 32 mm diameter) with no excavation or refill | per connection | £169 |
| *Connection (> 32 mm diameter) to main including supply and installation of meter & meter box & up to 2 linear metres of service pipe | per connection | £1,173 |
| *Additional connection (> 32 mm diameter) with no excavation or refill | per connection | £646 |
| *Connection (≤ 32 mm diameter) to main (including supply and installation of meter & meter box) where customer provides all excavation and refill | per connection | £215 |
| *Connection (> 32 mm diameter) to main (including supply and installation of meter & meter box) where customer provides all excavation and refill | per connection | £692 |
| Excavate, supply and lay additional pipe in verge/unmade ground and reinstate where required | per linear metre | £199 |
| Excavate, supply and lay additional pipe in pavement/footway and reinstate where required | per linear metre | £325 |
| Excavate, supply and lay additional pipe in road and reinstate where required | per linear metre | £411 |
| Supply and lay additional pipe where customer provides all excavation and refill | per linear metre | £27 |
| Connection by means of four port manifold (four connections) including up to 2 linear metres of service pipe | per manifold | £1,396 |
| Connection by means of six port manifold (six connections) including up to 2 linear metres of service pipe | per manifold | £1,425 |
| Supply 15mm meter (non-AMR) | per meter | £31 |
| Supply 15mm meter (AMR) | per meter | £66 |
| Install and commission meter and/or meter box - labour only, components not included (only for meter types that necessitate a non-contestable delivery) | per meter | £23 |
| Connection charge for building water (if not metered) | per plot | £73 |
| Traffic management inclusive of Highway Permit fee and traffic lights (if required) | per week or part thereof | £145 |
| Road closure fixed charge inclusive of Highway Permit fee | per closure | £2,387 |

* Connections are contestable unless the work would present heightened risk to existing assets or could affect supplies to existing customers. Our definition of heightened risk is set out and reviewed annually as part of the Contestability Summary. This can be found in the technical guidance documents [here](#).

4.4 Disconnection charges

If you decide you no longer require a water supply, you will need to apply for a temporary or permanent disconnection. Where a temporary disconnection is required, these charges are set out in our household and wholesale charges schemes.

No charges are made for a permanent disconnection from the mains water supply for domestic properties: we will make the disconnection at the point of connection to the main and not at the service end of the pipe to ensure the work is carried out correctly and we do not end up with any 'dead legs' (a length of pipe that water does not move through). We consider it appropriate that we cover this cost to reduce potential problems in our network.

Table 4-3 Disconnection charges (non-contestable) Section 62

| Charge item | Charge unit | Charge |
|---|-------------|--------|
| Permanent disconnection for domestic properties | each | FREE |

4.5 Frequently asked questions

| Frequently asked questions | |
|---|--|
| Can I connect to an existing private service pipe? | No – a separate connection is required direct from our public water mains. |
| How can I find out what pipe size and flow rates I require? | You will need to seek the advice of a suitably qualified plumber/engineer. |
| Do you lay all the pipework to my property? | No – we are responsible for making a connection on to the public water main and laying a pipe from the main to the boundary of your property. You are responsible for laying the length of pipe from your property to the boundary. |
| Can I lay my pipe in the same trench as other utilities? | Yes – provided adequate clearance is provided between the water pipe and other utilities. Please see National Joint Utilities Group (NJUG) guidelines for requirements. |
| Where will my water meter be located? | Normally, the meter will be located at the boundary of your site or at the location of our water main. |
| What are water regulation fittings? | These are national requirements for the design, installation and maintenance of the internal water fittings (i.e., heating system, sinks, WCs etc). Their purpose is to prevent inefficient use of water and to prevent contamination. |

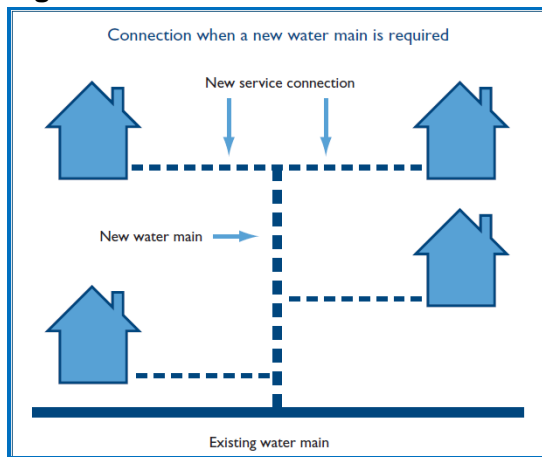
5. Water mains requisitions (s41), adoptions (s51) and diversions (s185)

5.1 Do you need to lay (or divert) a new mains?

While some new developments may make use of private water sources, most developers need to be sure that all new properties on their new development can be supplied with mains water. This may require a new water main to be built to ensure there is sufficient water, at sufficient pressure to meet the expectations of new households living in the new development.

While new developments require a service connection, not all new developments require a new mains. The diagram below is intended to help you understand whether you require a new water mains.

Figure 5-1 New mains connection



Section 4 sets out the charges for new service connections.

If an existing water main crosses a new development site, we would prefer the layout to be designed in such a way that it avoids the new mains, with agreed clearance. If this is not possible, the main can be diverted before any building works start.

5.2 Who can lay (or divert) new mains and make the connections?

New mains need to be laid (or diverted) in accordance with the National Joint Utilities Group (NJUG) guidelines on the positioning and colour coding of utilities apparatus to safeguard the health and safety of our staff and to ensure that our apparatus remains accessible for future maintenance. So long as these guidelines are followed, you or your accredited contractor (self-lay provider) can lay (or divert) the new mains, or you can ask us to do the work for you.

Mains are pressurised and carry large volumes of water so building near or over them is not permitted as it could lead to premature failure with potential risk to life and property or contamination risk.

5.2.1 Non-contestable work that only we can undertake

We retain responsibility for certain work for reasons of network security and public health. We will undertake this work and where appropriate, we will make a charge to recover our reasonable costs.

A developer can requisition us to lay mains pipes and other necessary works (which might include a service reservoir or pumping station), in accordance with the arrangements set out in the Water Industry Act 1991.

5.2.2 Contestable work that any provider can undertake

Developers and their accredited contractors/self-lay providers (SLPs) may install water mains and make service connections. Accreditation is required to satisfy us in advance of technical competence and experience of main-laying to safeguard public health and the integrity of our supply network.

More information about our accreditation process can be found in our technical guidance documents.

5.3 Our charges – laying (or diverting) a new mains

In this section, we set out our charges for laying new water mains for your development. For complex engineering projects where you requisition us to do the work (under section 41 of the Water Industry Act 1991), or if the works covers water mains of strategic importance, the upfront charges set out in these charging arrangements may not be available to you. Complex projects might include those where the project needs to cross railway tracks, motorways or rivers, or where the ground conditions are particularly difficult. Section 2.1.7 outlines these exceptions in further detail.

The costs and complexities of such projects mean that it would be unreasonable to expect that this work is priced on the basis of upfront fixed costs.

5.3.1 What charges are payable?

Tables 5-1 and 5-2 show our charges for non-contestable and contestable work.

Table 5-1 Providing a public main as a Section 41 requisition (non-contestable) Section 41

| Charge item | Charge unit | Charge |
|--|-----------------|-----------|
| Mains administration fee | per application | £69 |
| Mains design approval fee (applied whether design is done by us or third party) | per requisition | £226 |
| Mains connection for connecting 49 properties or less that involves heightened risk to existing assets or could affect supplies to existing customers | per connection | £3,206 |
| Mains connection for connecting 50 properties or more that involves heightened risk to existing assets or could affect supplies to existing customers (including the cost of supplying and fitting a meter for leakage monitoring requirements and associated valves and hydrants) | per connection | £5,720 |
| Laying of additional mains where required to connect to nearest water main | | Table 5-2 |

Table 5-2 Providing a public main as a Section 41 requisition (contestable) Section 41

| Charge item | Charge unit | Charge |
|--|--------------------------|----------|
| Point of connection enquiry (where the customer has not selected the point of connection) | per enquiry | FREE |
| Mains design fee (excluding approval fee) | per requisition | £407 |
| Re-design fee where layout subsequently amended | per request | £226 |
| Supply and lay pipe where customer digs and reinstates the trench | per linear metre | £76 |
| Excavate, supply and lay additional pipe in verge/unmade ground and reinstate | per linear metre | £119 |
| Excavate, supply and lay additional pipe in pavement/footway and reinstate | per linear metre | £152 |
| Excavate, supply and lay additional pipe in road and reinstate | per linear metre | £223 |
| Land entry agreements including compensation and legal fees | per linear metre | £23 |
| Providing a booster where a customer desires guaranteed pressure greater than 0.7 bar at any point on the site | per booster | £145,080 |
| Routine in-line mains connections (second connection of main in case of diversion) | per connection | £552 |
| Pressure testing | per test | £436 |
| Chlorination | per phase | £311 |
| Sampling and undertaking standard analysis | per sample | £157 |
| Traffic management inclusive of Highway Permit fee and traffic lights (if required) | per week or part thereof | £145 |
| Road closure fixed charge inclusive of Highway Permit fee | per closure | £2,387 |

Our definition of heightened risk is set out and reviewed annually as part of the Contestability Summary. This can be found in the technical guidance documents [here](#).

When a connection of more than 500 linear metres of pipe is laid on our network, it is our preference to install a leakage monitoring meter and require the network to be configured in such a way that this is possible. However, we no longer charge our new connections services customers for the installation of this meter.

We realise you may need help understanding what works you require. We are happy to assist and can arrange a site visit so we can assess what you need to make the connection to your new development.

If you need to install fire hydrants for new builds, charges for these activities are found in the Wholesale Charges document, published on our website.

5.4 New appointments and variations (NAVs)

Where your development is to be served by a NAV, the NAV will own the mains and will take on responsibility for the assets. NAVs connecting to our network will need to purchase bulk supply and discharge services as required to serve the development.

5.5 Our charges – adoption of assets

Mains built by the developer/NAV/SLP will, subject to satisfactory design and installation, become part of our network and we will take over responsibility for those assets. Service pipes will not be adopted by us apart from any length up to and including the meter. This will usually be the pipework which falls within a street, known as the communication pipe.

5.5.1 Fees and deposit payable for vesting of mains assets

Where we adopt mains, we charge fees for service as shown in Tables 5-3 and 5-4.

Table 5-3 Adopting self-laid mains (non-contestable) Section 51

| Charge item | Charge unit | Charge |
|---|-----------------|-----------|
| Pre-commencement fee | per application | FREE |
| Re-inspection fee | per site visit | FREE |
| Legal agreement fee (for new agreements or reassessments of previous assessments) | per adoption | FREE |
| Service connection administration fees (where an SLP is providing these) | per connection | Table 4-1 |
| Excavate, supply and lay pipe (and reinstate where required) | | Table 5-2 |

Table 5-4 Adopting self-laid mains (contestable) Section 51

| Charge item | Charge unit | Charge |
|--|--------------------|-----------|
| Mains design fee (excluding approval fee) | per design request | £407 |
| Excavate, supply and lay pipe (and reinstate where required) | | Table 5-2 |

5.5.2 Ownership, operation and maintenance of the new mains

Ownership, operation and maintenance of the water mains rest with the customer until a vesting certificate is issued by us. Ownership, operation and maintenance of the service connection and communication pipe rests with us from the time of connection to the new main. The developer/NAV/SLP remains responsible for any defective materials and workmanship for an agreed Defects Liability Period (DLP).

5.6 Our charges – diversion of existing mains

If existing water mains cross a new development site and the layout cannot be designed to avoid them, they must be diverted if technically possible. You can propose a scheme and ask us to consider whether a diversion is possible.

5.6.1 What charges are payable?

For diversion of water mains up to but not including 300mm diameter, any accredited provider can undertake the diversion work for you since this work is contestable, but you will need to pay our administrative charges.

For complex engineering projects where you requisition us to do the work or if the work covers water mains of strategic importance, the upfront charges set out in these charging arrangements may not be available to you. Section 2.1.7 outlines this in further detail.

The appraisal fee covers our costs of determining how best to divert the mains, which may require us to undertake a detailed assessment of works required. If the work is not undertaken but we have incurred costs, we will refund part of the fee. Table 5-5 sets out our charges.

Table 5-5 Diverting water mains (contestable and non-contestable) Section 185

| Charge item | Charge unit | Charge |
|---|------------------|------------------|
| Administration fee | per application | £155 |
| Design fee (where a mains is to be diverted) (refundable in part) | per design | £1,805 |
| Technical assessment fee (where the design for the diversion is provided by the customer) | per assessment | £217 |
| Inspection fee (where the diversion work is provided by the customer) | per inspection | £224 |
| Disconnection/reconnection of main (shut off) | per connection | £1,017 |
| Disconnection/reconnection of main (line stop) | per connection | £5,127 |
| Decommissioning redundant pipe | per linear metre | £27 |
| Reinstatement of ground for washout/sluice valve installation | each | £166 |
| Excavate, supply and lay pipe (and reinstate where required) | | Tables 5-1 & 5-2 |

6. New sewer connections (s106/s107)

6.1 Do you need to connect to our sewer network?

To ensure you can discharge your sewage into our sewer network, you will need to make a new sewerage connection between your new development and our sewerage network. If you require a new connection direct to a public sewer then you will need to apply to us for formal consent. You do not need to apply for connections to private soakaways, cess pits, septic tanks, treatment works or similar.

6.1.1 What connection do you need to make?

To connect to a public sewer you will either require a junction/saddle connection or you will make your connection via an existing or newly built manhole. Up to three dwellings can be connected to a Y or saddle junction; more than three dwellings must be connected via a new or existing manhole. More information can be found in our technical guidance documents.

6.2 Who can connect your property to our sewer network?

Depending on what type of connection you need to make, the work required may be contestable or non-contestable. Section 6.1.1 provides more detail on what type of connection is required in your circumstances.

6.2.1 Non-contestable works (connection via a Y junction or saddle)

Connections made to our sewer network by means of a Y junction or saddle connection will generally be non-contestable under section 107.

6.2.2 Contestable works (connection via a manhole)

Connections made to our network through an existing or new manhole are contestable work, which may be carried out by a suitably qualified contractor holding a Wessex Water permit card to work on sewers. Our technical guidance documents set out more information about accreditation.

6.3 Our charges – connecting to our sewer network

Table 6-1 sets out our charges. We do not undertake work on building sites to lay pipes for sewerage connections.

Table 6-1 Sewer connection charges (contestable and non-contestable) Section 106 & 107

| Charge item | Charge unit | Charge |
|---|-----------------|--------|
| Administration & technical approval fee | per application | £73 |
| Connection by means of a Y-junction or saddle (including materials) | per connection | £385 |
| Inspection of a connection via a new manhole | per application | £138 |
| Inspection of a connection via an existing manhole | per application | £69 |

The administration & technical approval fee in the above table is not chargeable if we are also adopting assets under a S104 arrangement, as the corresponding fees in Table 7-4 include the technical admin required here.

The inspection fee covers two visits for new manholes and one for existing manholes. All works must be carried out in accordance with the current edition of Water UK's Design and Construction Guide.

6.4 Frequently asked questions

| Frequently asked questions | |
|---|--|
| What if I need to make a pumped connection? | Pumped systems are more complex than gravity systems and can pose a risk to the public sewerage system, particularly with regards to septic waste. Where a private rising main will discharge into a public sewer then a 'break' manhole must be constructed at the end of the rising main, to allow the flow to gravitate to the public sewer. |
| What is a lateral drain? | A lateral drain is a pipe that runs from the property boundary to connect to the public sewerage system. It is generally laid in third party land where land entry notice may need to be served, or in the highway. If necessary, Wessex Water can serve notice on third party landowners to allow a connection to be made. You can requisition a lateral drain from Wessex Water to serve a domestic property. This is a separate process to a connection application: more information is to be found in section 7. |
| Can I make a connection to a private drain? | Indirect connections may be made to suitable existing private drains, with permission being obtained from the owner of that drain. Technical approval and the inspection of indirect connections will be carried out by Building Control, not by Wessex Water. They may only wish to attend or formally approve the work if it forms part of a new build or significant extension. You can employ any groundworker to complete the work with the agreement of Building Control or your private inspector. Please be aware that any foul waste/rainwater that you connect will ultimately discharge to a public sewer. In certain cases, particularly with larger developments or where a rainwater connection is being proposed, you need to obtain our approval for the resultant flows. |

7. Sewer requisitions (s98), adoptions (s102/s104) and diversions (s185)

7.1 Do you need to lay (or divert) a new public sewer?

If your proposed new development is not near an existing public sewer and/or you need to cross third party land to connect to our sewers, you can require ('requisition') us to lay a new public sewer from the nearest public sewer to the edge of the new development.

7.1.1 When can you requisition a new sewer?

Sewers are normally only requisitioned for domestic purposes, either to serve new development or as a first-time service to existing properties. The requisitioned sewer will be constructed by Wessex Water. It is termed as a public sewer if it serves two or more properties, or a public lateral drain if it serves only one property.

Costs incurred in transferring or acquiring the freehold of land required for pumping stations or other sewerage assets will be included in the cost of the requisition.

Although legislation refers to requisitioning off-site sewers for domestic purposes, any commercial development containing an element of domestic flow will be considered. Non-domestic flows may need trade effluent consent.

7.1.2 Who can requisition a new sewer?

Public sewers and lateral drains can be requisitioned by the owner or occupier of a property, or a developer, or the relevant local authority. You must have been granted full planning permission for a proposed development before sewer construction can start. If outline planning has been agreed, then appraisal can start while full planning is finalised.

To requisition a surface water sewer, you must have agreed formal discharge consent from the landowner of the watercourse where the outfall is to be located. Land ownership is the property alongside the watercourse. Without a discharge consent agreement in place, the sewer cannot be connected.

7.2 Who can lay (or divert) a new public sewer?

Subject to contract and at our sole discretion we may in some cases permit a requisitioner to design and construct at their cost a sewer or public lateral drain through third party land using our powers to construct the pipe under notice. (A developer delivered requisition)

Under a developer delivered requisition we will serve statutory land entry notices but the full cost of the scheme including our costs in facilitating the developer delivered requisition and third-party compensation costs will be met by the requisitioner.

For the purposes of the Construction (Design and Management) Regulations 2015, under a developer delivered requisition contract the requisitioner will take on the role of client including the requirement to appoint the roles of principal contractor and principal designer as required.

For quality assurance purposes we reserve the right to comment on and approve the proposed design and contractor appointments. We will also inspect and test the works.

On completion of the works the requisitioner shall arrange a CCTV survey and production of as-constructed plans and levels.

The requisitioner shall ensure that all design and construction work is carried out by suitably qualified and experienced personnel and health and safety plans comply with our requirements for work on our sites and on our assets.

The requisitioner shall also be required to comply with our code of practice for the exercise of pipelaying powers on private land.

7.2.1 Non-contestable works

On some occasions, when a customer applies for a connection to our water supply or sewerage networks, or requisitions a new main or sewer, a check on the adequacy of our existing systems will need to be made. This is known as hydraulic or network modelling. A charge may be made for carrying out this investigation which, depending on the scale and complexity, may take some time to complete

7.2.2 Contestable works

Our technical guidance documents set out further details on developer delivered requisitions.

7.3 Our charges – laying (or diverting) a new public sewer

Where you requisition us to lay a new public sewer or lateral drain (under section 98 of the Water Industry Act 1991), the works involved are simple in nature and we have reasonable knowledge and understanding of the likely costs, potential risks and external factors that could affect the scheme outturn costs, the upfront charges set out below are available to you.

When the complexities of a requisition mean that it would be unreasonable to expect that this work is priced on the basis of upfront fixed charges, our stage gate process offers a fully rechargeable site-specific bespoke solution and is set out below.

Section 2.1.7 outlines instances when the upfront charges or the stage gate process applies. Tables 7-1 and 7-2 show our charges for non-contestable and contestable work.

Table 7-1 Providing a public sewer or lateral drain (non-contestable) Section 98

| Charge item | Charge unit | Charge |
|---|-----------------|--------|
| Administration fee | per application | £283 |
| Point of connection enquiry (where the customer has not selected the point of connection) | per requisition | FREE |

Table 7-2 Requisition charges for new public sewers (contestable) Section 98

| Charge item | Charge unit | Qty |
|--|--------------------------|----------------------|
| Gravity Sewer - Excavate, supply and lay ≤ 225mm diameter pipe at ≤ 3m depth (and reinstate where required) | | |
| In field | per linear metre | £787 |
| In made ground | | £1,024 |
| In road | | £1,407 |
| Gravity Sewer - Excavate, supply and lay > 225mm & ≤ 300mm diameter pipe at ≤ 3m depth (and reinstate where required) | | |
| In field | per linear metre | £835 |
| In made ground | | £1,078 |
| In road | | £1,436 |
| Pumped Sewer - Excavate, supply and lay 80mm diameter pipe at ≤ 1.5m depth (and reinstate where required) | | |
| In field | per linear metre | £552 |
| In made ground | | £619 |
| In road | | £1,013 |
| Design & Installation of Sustainable Drainage Scheme (SuDS) | per scheme | Price on Application |
| Land entry agreements including compensation and legal fees | per linear metre | £23 |
| Traffic management inclusive of Highway Permit fee and traffic lights (if required) | per week or part thereof | £145 |
| Road closure fixed charge inclusive of Highway Permit fee | per closure | £2,387 |
| Decommissioning redundant pipe (if diverting a sewer under a section 185 diversion) | per linear metre | £27 |

The charges in table 7.2 provide for up to:

- 4 nr chamber on gravity sewers;
- 1 nr air valve, washout chamber and connection for pumped sewer option; and
- nominal sum for design.

If there is not enough detail in the table above to price your project, then it is likely your project does not meet the criteria to be priced using our upfront charges and you will need to apply for a requisition following our stage gate process.

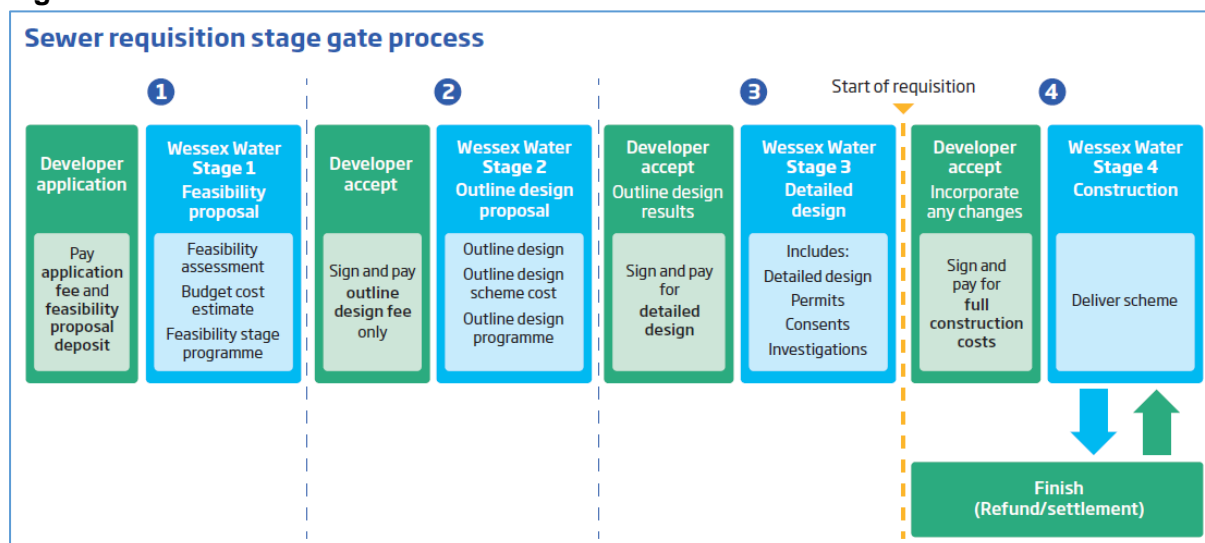
Figure 7-1 below sets out our stage gate process.

Our stage gate process is subject to contract and is designed to offer a fully rechargeable site-specific bespoke solution. To proceed we will ask for a deposit against the full cost of the scheme that will be refundable in part if you at any point choose not to proceed.

A primary advantage of our stage gate process is the improved cash flow of this solution over full upfront charges

The stage process provides you with better understanding of the phasing and progression of the project. You are only required to pay for the next stage of the project before it commences. You will be given early warning of any risks that may affect the outturn costs of the project and there is a settlement charge or a refund at the end of the scheme which means you only pay what the project actually costs to deliver.

Figure 7-1



7.4 New appointments and variations (NAVs)

Where your development is to be served by a NAV, the NAV will own the sewers and lateral drains and take on responsibility for the assets. NAVs connecting to our network will need to purchase bulk supply and discharge services as required to serve the development.

7.5 Our charges – adoption of assets

We levy administrative charges where we adopt assets, whether they are existing or new.

7.5.1 Existing private sewage treatment works and/or private sewers (s102)

We can adopt private sewerage systems under section 102 arrangements. The adoption process requires the party applying for adoption to carry out an as-constructed survey and a structural survey of the assets they want us to adopt. We will inspect the system and advise if any repairs are required. Once we agree that the assets meet an acceptable standard, we will serve formal notice on the current asset owners and interested parties. After two months, if no objections have been raised, we will vest the assets and confirm the system has been adopted as public.

Where we propose to adopt an existing private treatment plant under this process and a sampling history cannot be provided as part of the submission, we will be required to undertake sampling for a minimum period of 6 months to ensure compliance with discharge consents prior to adoption. Please see technical guidance for more information. With regard to sewer adoption, this means the ownership and responsibility of the asset is transferred to us. You must pay all inspection fees and the cost of any remedial works required to ensure the sewerage system is to an acceptable standard before the sewers are adopted.

Table 7-3 shows our charges for non-contestable work.

Table 7-3 Adopting existing sewerage assets (non-contestable) Section 102

| Charge item | Charge unit | Charge |
|---|---------------------|----------------------|
| Administration fee | per application | £101 |
| Technical approval | per application | £446 |
| Inspection | per application | £582 |
| Pumping Station compliance fee | Per pumping station | £1,078 |
| Land transfer fee | per agreement | £909 |
| Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum | per installation | £2,210 |
| Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum | per installation | Price on Application |
| Excavate supply and lay pipe (and reinstate where required) | | Table 7-2 |

7.5.2 New sewers and pumping stations (s104)

An adopted sewer is operated and maintained as a public asset by us. A private sewer is owned and maintained by the private owner or the local authority at their expense. Sewers constructed as part of a new development can be offered for adoption so that they are looked after by us in the future. Sewers and pumping stations need to be designed and built according to specifications in the latest version of Design and Construction Guidance. Adoption compliance fees cover the cost for us to confirm the asset is built to the requisite standard.

New pipes that only serve a single property and are entirely within that property's boundary will not be adopted and will remain the responsibility of the property owner. Adoption of new sewerage systems under a section 104 agreement is a separate process to a connection application. New manhole chambers built on an existing public sewer will automatically become part of the public system on completion.

You can ask us to consider adopting a private sewage treatment works where it serves 10 or more properties and includes at least one length of sewer upstream. Table 7-4 shows our charges for contestable work.

Table 7-4 Adopting new sewerage assets (non-contestable) Section 104

| Charge item | Charge unit | Charge |
|---|---|--------------------------|
| Administration fee | per application | £128 |
| Technical approval (Initial Submission) | per application | £465 |
| Technical approval (Subsequent submissions) | per re-submission of application | £186 |
| Adoption compliance fee - for our estimated construction cost <£50k | fixed cost (up to 2 inspections per month) | £1,000 |
| Adoption compliance fee - for our estimated construction cost £50k - £100k | fixed cost (up to 2 inspections per month) | £2,400 |
| Adoption compliance fee - for our estimated construction cost £100k -£1m | fixed cost (up to 2 inspections per month) | £3,800 |
| Adoption compliance fee - for our estimated construction cost >£1m | fixed cost based on our estimated construction cost | 0.40% |
| Pumping Station adoption compliance fee | Per pumping station | £1,078 |
| SUDS Adoption compliance fee | Per SUDS | Price on Application |
| Legal agreement fee (for new agreements or reassessments of previous assessments) | per agreement or per adoption | £430 |
| Deed of grant fee | per agreement | £726 |
| Land transfer fee | per agreement | £909 |
| Security or deposit (if appropriate) (refundable in part) | percentage of our estimated construction cost | 10% or minimum of £5,000 |
| Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum | per installation | £2,210 |
| Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum | per installation | Price on Application |
| Sewer connection | | Table 6-1 |
| Excavate supply and lay pipe (and reinstate where required) | | Table 7-2 |

The above administration fee and technical approval fees also include any technical admin work for any s104 connection. Therefore, there will be no need to charge the administration and technical approval fee (in Table 6-1) in addition to the above fees.

The adoption compliance fee that will apply depends on the quoted construction cost and therefore one of the above fixed charges will apply. Each charge covers up to 2 inspections per month. If more inspections are required, these will be charged additionally (additional inspection charges are included in Table 3.2). A flat fee is used for smaller sites, where inspection time is typically driven by size. For the biggest of sites (over £1m construction cost), a percentage is applied as inspection time is typically driven by the complexity of the site.

7.5.3 Sustainable Drainage Systems (SuDS)

We support SuDS which provide benefits of reduction in flood risk, improvement in water quality, biodiversity and amenity. Design and Construction Guidance, published by Water UK, clarifies in Part C the components of Sustainable Drainage Systems which can be adopted by Sewerage Undertakers. We will consider adoption of a wider variety of SuDS components including swales, ponds, rills and soakaways, if built to adoptable standards.

We do not adopt balancing ponds, culverted watercourses or rhydes, only the headwall(s) into them.

As this document goes to print, we are awaiting confirmation of the publication of our SuDS guidance document.

7.6 Security or deposit payments

Where we adopt new assets under section 104, we will require a security or deposit.

- The security may be in the form of a surety with an appropriate body (e.g. NHBC), the determination of which is a matter for the customer and the appropriate body. On adoption of the assets, we will confirm that the surety can be released.
- The deposit will be based on our estimated construction cost, or a minimum of £5,000. We will calculate interest on the deposit from the date that the agreement between us and the customer is signed, until the date that the assets are adopted. We will return the deposit and interest payable to the customer once the assets have been adopted. The calculation of interest will be consistent with Ofwat’s guidance on this.

7.7 Our charges – diversion of existing sewers

If there are sewers crossing a new development site and the layout cannot be designed to avoid them, they must be diverted if technically possible. You can propose a scheme and ask us to consider whether a diversion is possible. Asset payments are not available for diversions.

We define three types of sewer diversion, shown in the table below.

| Type of diversion | Works required | Is this work contestable? |
|--|---|---------------------------|
| Major diversion of critical sewer or rising main | If the site is large, or the diversion is complex, off site or on a critical sewer, Wessex Water will carry out the work. We will provide an estimated offer that includes appraisal, design and construction. You will need to deposit the estimated sum with us, and construction will be carried out on a rechargeable basis. | No |
| Major diversion | Depending on the importance of the sewer and whether other site works are involved, you may be allowed to carry out diversion works yourself using a suitable contractor. We will charge a technical assessment, inspection and legal fee, and you will provide a returnable deposit as surety. | Yes |
| Minor diversion | If the sewer is relatively shallow, of small diameter and only serving a few houses, we may allow you to divert the sewer yourself using your own contractor. We will advise if the sewer is minor and what standard of construction is required. This is only acceptable for low risk gravity sewers 150mm diameter or smaller, no more than 1.2m deep, and serving 25 properties or less. | Yes |

7.7.1 What charges are payable?

For major and minor diversions, any suitable contractor can undertake the diversion work for you, since this work is contestable, but you will need to pay our administrative charges and a returnable cash deposit/bond (as long as the work is completed to the appropriate standard).

Table 7-5 shows our non-contestable charges. Our charges for sewer buildovers are included in our technical guidance documents.

**Table 7-5 Diverting a public sewer asset – major or minor diversion (non-contestable)
Section 185**

| Charge item | Charge unit | Charge |
|--|---|--|
| Administration fee (includes letter of agreement) | per application | £107 |
| Technical assessment fee (where the design for the diversion is provided by the customer) | per assessment | £288 |
| Appraisal fee (where we divert a critical or major sewer) (refundable in part) | per appraisal | £2,000 |
| Inspection fee (where the diversion work is provided by the customer) | per site | £551 |
| Pumping Station compliance fee (for option 2 diversions) | Per pumping station | £1,078 |
| Land transfer fee | per agreement | £909 |
| Security or deposit (if appropriate) | percentage of our estimated construction cost | 10% or minimum of £500 for minor diversion, or minimum of £5,000 for major diversion |
| Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum - only chargeable under option 2 diversions where developer builds pumping station | per installation | £2,210 |
| Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum - only chargeable under option 2 diversions where developer builds pumping station | per installation | Price on Application |
| Excavate supply and lay pipe (and reinstate where required) or decommission redundant pipe | | Table 7-2 |

8. Water and sewerage infrastructure charges (s146)

8.1 What is an infrastructure charge?

Infrastructure charges are used to cover the cost of improving our existing network to cope with providing extra capacity for new developments. An infrastructure charge is payable by anyone who wishes to build or develop a property.

8.2 Do you need to pay an infrastructure charge?

You will be required to pay the infrastructure charge if you:

- build new premises, including houses, flats, commercial premises, institutions, permanent caravans that are subsequently connected to our network;
- convert existing premises such as a house into flats and thereby increase the number of connections required; or
- connect existing premises to our network for the first time.

The charge is payable for each new connection made. Where you already have a connection in place, we take that into account in assessing the charge payable.

8.3 What work is required?

Demand from a new development can affect the capacity of the existing infrastructure to an extent where reinforcement of the network (e.g. by construction of new mains, tanks, sewers, service reservoirs, pumping stations) is required to maintain service levels to customers. The infrastructure charge will be used to fund network modelling and capital investment to ensure that new developments are able to connect to our water and sewerage network.

We are responsible for undertaking the work required to increase the capacity of our network. Network reinforcement work is non-contestable.

8.4 Our charges – network reinforcement

Our water and sewerage networks are complex and we have invested heavily in network reinforcement to anticipate new developments. We liaise with local authorities and new connection services' customers to understand their requirements and to ensure that our network has sufficient capacity to allow new developments. Our infrastructure charges will recover the cost of network reinforcement required for new development.

Our infrastructure charges for 2021-22 are based on the actual and forecast cost of upstream and downstream network reinforcement in our region.

Upstream and downstream infrastructure investment to provide capacity is, by its nature, very long-term and can be exceedingly lumpy. We have a requirement to be cost reflective over a five year window, up to including 2022-23. This is necessitating an increase in our infrastructure charges for 2021-22.

We set out our calculation of infrastructure charges for 2021-22 and our forecast for 2022-23 in the table below.

| | | 2018-21 | 2021-22 | 2022-23 | 2018-23 |
|--|--------|---------|---------|---------|---------|
| Network reinforcement expenditure | £m | 14.6 | 4.2 | 5.9 | 24.6 |
| Income offset to recover 89% of total expenditure ¹ | £m | 1.4 | 1.5 | 1.7 | 4.7 |
| Phased recover of past under recovery ² | £m | | 2.4 | 0.8 | |
| Total we are aiming to recover | £m | 9.9 | 5.1 | 5.0 | 20.0 |
| Net income plus income offset | £m | 11.3 | 6.6 | 6.7 | 24.6 |
| Variance to total expenditure | £m | | | | 0.0 |
| Total to recover supply | £m | | 1.2 | 1.1 | |
| Total to recover waste | £m | | 3.9 | 3.8 | |
| Forecast connections | | | | | |
| Supply | nr | | 6,852 | 6,578 | |
| Waste - no SW separation | nr | | 7,376 | 7,245 | |
| Waste - SW attenuation | nr | | 1,035 | 1,017 | |
| Waste - full SW separation | nr | | 4,529 | 4,449 | |
| Full Charges | | | | | |
| Supply charge | £/unit | | 239 | 233 | |
| Waste charge - no SW separation | £/unit | | 596 | 630 | |
| Waste charge - SW attenuation | £/unit | | 298 | 315 | |
| Waste charge - full SW separation | £/unit | | 60 | 63 | |
| Discounted Charges | | | | | |
| Supply charge | £/unit | | 172 | 172 | |
| Waste charge - no SW separation | £/unit | | 468 | 468 | |
| Waste charge - SW attenuation | £/unit | | 234 | 234 | |
| Waste charge - full SW separation | £/unit | | 47 | 47 | |

¹ before 2020-21 there was no income offset on infrastructure charges. Note that 'total spend' includes all expenditure on new connections, not just infrastructure costs.

² We have chosen this phasing with the aim of keeping the charges customers pay stable over 2021-22 and 2022-23.

8.4.1 Water supply infrastructure charge

We will therefore set a gross infrastructure charge of £239 with the aim of keeping our discounted charges stable going forwards..

8.4.2 Sewerage infrastructure charge

We will therefore set a gross infrastructure charge of £596 for 2021-22, with the aim of keeping our discounted charges stable going forwards.

8.5 What is the income offset?

To ensure that the balance of charges between new connection services' customers and other customers is broadly maintained, we will apply an income offset to all infrastructure charges. The 2021-22 income offset for water supply is 28% and for sewerage is 22%. Section 2.2 provides more detail on how the income offset is calculated.

8.6 What charges are payable?

Tables 8-1 and 8-2 show our infrastructure charges. Where you are building on a site that has previously been connected to our network, an infrastructure credit may be available. Where you are building non-standard properties, you will need to calculate the relevant multiplier. Sections 8.5.2 and 8.5.3 contain more information about these.

Table 8-1 Water infrastructure charges Section 146

| Charge item | Charge unit | Charge |
|---|--------------------------|---------------|
| Infrastructure credits to account for relevant use within the last five years | Number of credits | -£239 |
| Infrastructure charges due for the development | Charge per dwelling | £239 |
| Relevant multiplier charges due for the development | Charge based on fittings | RM £239 x |
| Income offset | % reduction | 28% |

Table 8-2 includes different charges for new connection services' customers who commit to reducing the amount of surface water discharged into our sewers. This could either be through the provision of a sustainable drainage scheme (SuDS) that attenuates the flow of surface water into our existing or proposed network or schemes that commit to zero surface water discharge into our existing or proposed network. Customers that wish to claim the lower charges will need to provide information on the applicable plots.

Table 8-2 Sewerage infrastructure charges Section 146

| Charge item | Charge unit | Charge |
|---|---|-------------|
| Infrastructure credits to account for relevant use within the last five years | Number of credits | -£596 |
| Infrastructure charge due for development (no surface water abatement) | Charge per dwelling | £596 |
| Relevant multiplier due for the development | Charge based on fittings (calculated by reference to table 8-3) | RM x charge |
| Infrastructure charge for schemes with the inclusion of an agreed SuDS scheme that attenuates the flow of surface water into our existing or proposed network | Charge per dwelling | £298 |
| Infrastructure charge for schemes that commit to zero surface water discharge into our existing or proposed network | Charge per dwelling | £60 |
| Income offset | % reduction | 22% |

8.6.1 Infrastructure charge credit

Infrastructure charge credits will be applied where the site has been connected to our network within the previous five years, to reflect the reduction in the need for network reinforcement.

The credit is applied by deducting the number of former dwellings connected on the site or by taking the metered consumption or discharge from the site and equating that to an average dwelling within our area to arrive at an equivalent number of dwellings. In the absence of metered information, other reasonable evidence should be used to estimate the prior demand on the network from the site.

8.6.2 The relevant multiplier

In certain circumstances where water is used for purposes other than flats or houses, as in commercial premises, schools, hotels etc, the infrastructure charge is calculated using the number and type of water fittings installed in the premises – known as the relevant multiplier (RM). The RM is calculated by adding up the loading units for all water fittings in the property and dividing by 24 (the total number of loading units for a standard dwelling). The RM is multiplied by the current water and sewerage infrastructure charges to arrive at the total charges for the property.

8.6.3 Loading units for calculating the RM

Table 8-3 sets out the loading units for non-standard properties.

Table 8-3 Relevant multiplier loading units for non-standard properties

| Water fitting/appliance | Loading units |
|-------------------------------------|---------------|
| WC flushing cistern | 2 |
| Urinal | 3 |
| Wash basin in a house | 1.5 |
| Wash basin elsewhere | 3 |
| Bath (tap nominal size 3/4"/20mm) | 10 |
| Bath tap nominal size > 3/4"/20mm) | 22 |
| Shower | 3 |
| Sink (tap nominal size 1/2"/15mm) | 3 |
| Sink (tap nominal size > 1/2"/15mm) | 5 |
| Spray tap | 0.5 |
| Bidet | 1.5 |
| Domestic appliance | 3 |
| Communal or commercial appliance | 10 |
| Any other waste fitting or outlet | 3 |
| Indoor swimming pool | 24 |

Notes to the table:

1. Any fitting includes any plumbing, outlet, dedicated space or planning or other provision for that fitting.
2. "House" means any building or part of a building which is, or will be, occupied as a private dwelling house. The expression includes a flat.
3. "Bath" includes a whirlpool bath or a jacuzzi.
4. "Domestic appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) in a house and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).
5. A minimum of six loading units shall be included for each house for domestic appliances (whether or not the house has any such appliances). This does not apply 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.
6. Where premises have only a sewerage connection and there are no water fittings, the relevant multiplier will be one.

8.6.4 Using the relevant multiplier on a new development

Suppose that a new 20-bedroom hotel is built. Table 8-4 sets out its requirements and these are used to calculate the RM.

Table 8-4 Example relevant multiplier calculation

| Water fitting/appliance | No. required | Loading units | Total proposed no l/u |
|---|--------------|---------------|-----------------------|
| WC flushing cistern | 30 | 2 | 60 |
| Urinal | 3 | 3 | 9 |
| Wash basin in a house | 25 | 1.5 | 37.5 |
| Wash basin elsewhere | 3 | 3 | 9 |
| Bath (tap nominal size 3/4"/20mm) | 5 | 10 | 50 |
| Bath tap nominal size > 3/4"/20mm) | | 22 | 0 |
| Shower | 20 | 3 | 60 |
| Sink (tap nominal size 1/2"/15mm) | 3 | 3 | 9 |
| Sink (tap nominal size > 1/2"/15mm) | | 5 | 0 |
| Spray tap | | 0.5 | 0 |
| Bidet | | 1.5 | 0 |
| Domestic appliance | | 3 | 0 |
| Communal or commercial appliance | | 10 | 0 |
| Any other waste fitting or outlet | | 3 | 0 |
| Indoor swimming pool | | 24 | 0 |
| | | Total | 234.5 |
| Total number of loading units divided by 24 | | | 9.77 |

The final row of this table will be multiplied by the relevant infrastructure charge.

8.7 Upsizing new assets for future use

Where it is reasonable to do so, we may propose that assets provided by developers, NAVs or SLPs should be upsized to provide capacity for later growth. Where assets are upsized as a result of our request, we will contribute towards the reasonable cost. The contribution will be based on assumed flow rates for the development relative to that of the other flows allowed for in the design.

Upsizing new assets to allow for future use is considered to be network reinforcement and we will take account of this type of investment when setting our infrastructure charges.

8.8 Network enhancement

Network enhancement refers to the process of dealing with pre-existing shortfalls in capacity that are not the consequence of new development. The cost of addressing pre-existing shortfalls in capacity, greater demand from existing properties, enhancing the network's performance, or improving network flexibility may not be recovered through the infrastructure charge. Such enhancement is funded by income raised from water and sewerage bills.

Where we provide or require assets that are designed to include an element of network enhancement, we will ensure that charges are apportioned such that we fund the network enhancement element. This apportionment will be based on assumed flow rates for the development in relation to that of the other flows allowed for in the design.

8.9 Interaction with the planning system

Our infrastructure charges will ensure that the cost of providing network reinforcement is met by new connection services' customers, and we will plan and execute works required, which should mean that local planning authorities will no longer require assurance that we can serve particular developments, providing the development does not progress at a rate which exceeds the time we need to provide capacity. In some circumstances, we may need to agree a phasing condition from the planning authority to protect customers and/or the environment.

We have agreed to comply with guidelines developed by Water UK.

8.10 Frequently asked questions

| Frequently asked questions | |
|----------------------------------|---|
| What are infrastructure charges? | Infrastructure charges are one-off payments used to cover the cost of improving our networks (water and sewerage) to cope with providing extra capacity for new developments. |

9. Our contact details

Email: developer.services@wessexwater.co.uk

Telephone: 01225 526 222 or 01225 526 333
Monday to Thursday, 8.30am to 4.30pm, Friday 8.30am to 4pm
To protect our customers and staff calls may be recorded

Write to: Developer Services
Wessex Water
Claverton Down
Bath, BA2 7WW

10. Our charges in full

Should you require help understanding your needs, please do not hesitate to contact us.

Table 3-1 Charges payable for asset plans and viability studies

| Charge item | Charge unit | Charge |
|---|-------------|--------|
| Extract of our network map (i.e. map of sewers or mains) – printed or sent electronically | Each | £15 |
| Extract of company's network map (i.e. map of sewers or mains) – online access | Each | FREE |
| Pre-development viability study - to confirm whether capacity can be provided by us in line with the proposed development programme | per enquiry | FREE |

Table 3-2 Abortive and additional visit charges

| Charge item | Charge unit | Charge |
|--|-------------|--------------------------|
| Any abortive site visit | per visit | £59 + any relevant costs |
| Additional site inspections | per visit | £128 |
| If site is not ready, standing time for standard 3-man gang | per hour | £140 |
| If site is not ready, abortive fees for standard 3-man gang | each visit | £2,127 |
| If site is not ready, remobilisation charges for standard 3-man gang | as required | £1,063 |

Table 4-1 Service connection administration charges (non-contestable) Section 45

| Charge item | Charge unit | Charge |
|---|----------------|--------|
| Administration fee where Wessex Water makes the connection (first connection) | per connection | £72 |
| Administration fee where Wessex Water makes the connection (each subsequent connection) | per connection | £29 |
| Administration fee where an accredited entity makes the connection (first connection) | per connection | £34 |
| Administration fee where an accredited entity makes the connection (each subsequent connection) | per connection | £23 |
| Trench inspections (where we inspect service pipes laid by others) | per trench | £19 |

Table 4-2 Service connection charges (contestable) Section 45

| Charge item | Charge unit | Charge |
|---|--------------------------|--------|
| Point of connection enquiry (where the customer has not selected the point of connection) | per enquiry | FREE |
| Design of service connection (where contestable) | per application | FREE |
| Connection (≤ 32 mm diameter) to main including supply and installation of meter & meter box & up to 2 linear metres of service pipe | per connection | £723 |
| Additional connection (≤ 32 mm diameter) with no excavation or refill | per connection | £169 |
| Connection (> 32 mm diameter) to main including supply and installation of meter & meter box & up to 2 linear metres of service pipe | per connection | £1,173 |
| Additional connection (> 32 mm diameter) with no excavation or refill | per connection | £646 |
| Connection (≤ 32 mm diameter) to main (including supply and installation of meter & meter box) where customer provides all excavation and refill | per connection | £215 |
| Connection (> 32 mm diameter) to main (including supply and installation of meter & meter box) where customer provides all excavation and refill | per connection | £692 |
| Excavate, supply and lay additional pipe in verge/unmade ground and reinstate where required | per linear metre | £199 |
| Excavate, supply and lay additional pipe in pavement/footway and reinstate where required | per linear metre | £325 |
| Excavate, supply and lay additional pipe in road and reinstate where required | per linear metre | £411 |
| Supply and lay additional pipe where customer provides all excavation and refill | per linear metre | £27 |
| Connection by means of four port manifold (four connections) including up to 2 linear metres of service pipe | per manifold | £1,396 |
| Connection by means of six port manifold (six connections) including up to 2 linear metres of service pipe | per manifold | £1,425 |
| Supply 15mm meter (non-AMR) | per meter | £31 |
| Supply 15mm meter (AMR) | per meter | £66 |
| Install and commission meter and/or meter box - labour only, components not included (only for meter types that necessitate a non-contestable delivery) | per meter | £23 |
| Connection charge for building water (if not metered) | per plot | £73 |
| Traffic management inclusive of Highway Permit fee and traffic lights (if required) | per week or part thereof | £145 |
| Road closure fixed charge inclusive of Highway Permit fee | per closure | £2,387 |

Table 4-3 Disconnection charges (non-contestable) Section 62

| Charge item | Charge unit | Charge |
|---|-------------|--------|
| Permanent disconnection for domestic properties | each | FREE |

Table 5-1 Providing a public main as a Section 41 requisition (non-contestable) Section 41

| Charge item | Charge unit | Charge |
|--|-----------------|-----------|
| Mains administration fee | per application | £69 |
| Mains design approval fee (applied whether design is done by us or third party) | per requisition | £226 |
| Mains connection for connecting 49 properties or less that involves heightened risk to existing assets or could affect supplies to existing customers | per connection | £3,206 |
| Mains connection for connecting 50 properties or more that involves heightened risk to existing assets or could affect supplies to existing customers (including the cost of supplying and fitting a meter for leakage monitoring requirements and associated valves and hydrants) | per connection | £5,720 |
| Laying of additional mains where required to connect to nearest water main | | Table 5-2 |

Table 5-2 Providing a public main as a Section 41 requisition (contestable) Section 41

| Charge item | Charge unit | Charge |
|--|--------------------------|----------|
| Point of connection enquiry (where the customer has not selected the point of connection) | per enquiry | FREE |
| Mains design fee (excluding approval fee) | per requisition | £407 |
| Re-design fee where layout subsequently amended | per request | £226 |
| Supply and lay pipe where customer digs and reinstates the trench | per linear metre | £76 |
| Excavate, supply and lay additional pipe in verge/unmade ground and reinstate | per linear metre | £119 |
| Excavate, supply and lay additional pipe in pavement/footway and reinstate | per linear metre | £152 |
| Excavate, supply and lay additional pipe in road and reinstate | per linear metre | £223 |
| Land entry agreements including compensation and legal fees | per linear metre | £23 |
| Providing a booster where a customer desires guaranteed pressure greater than 0.7 bar at any point on the site | per booster | £145,080 |
| Routine in-line mains connections (second connection of main in case of diversion) | per connection | £552 |
| Pressure testing | per test | £436 |
| Chlorination | per phase | £311 |
| Sampling and undertaking standard analysis | per sample | £157 |
| Traffic management inclusive of Highway Permit fee and traffic lights (if required) | per week or part thereof | £145 |
| Road closure fixed charge inclusive of Highway Permit fee | per closure | £2,387 |

Table 5-3 Adopting self-laid mains (non-contestable) Section 51

| Charge item | Charge unit | Charge |
|---|-----------------|-----------|
| Pre-commencement fee | per application | FREE |
| Re-inspection fee | per site visit | FREE |
| Legal agreement fee (for new agreements or reassessments of previous assessments) | per adoption | FREE |
| Service connection administration fees (where an SLP is providing these) | per connection | Table 4-1 |
| Excavate, supply and lay pipe (and reinstate where required) | | Table 5-1 |

Table 5-4 Adopting self-laid mains (contestable) Section 51

| Charge item | Charge unit | Charge |
|--|--------------------|-----------|
| Mains design fee (excluding approval fee) | per design request | £407 |
| Excavate, supply and lay pipe (and reinstate where required) | | Table 5-2 |

Table 5-5 Diverting water mains (contestable and non-contestable) Section 185

| Charge item | Charge unit | Charge |
|---|------------------|------------------|
| Administration fee | per application | £155 |
| Design fee (where a mains is to be diverted) (refundable in part) | per design | £1,805 |
| Technical assessment fee (where the design for the diversion is provided by the customer) | per assessment | £217 |
| Inspection fee (where the diversion work is provided by the customer) | per inspection | £224 |
| Disconnection/reconnection of main (shut off) | per connection | £1,017 |
| Disconnection/reconnection of main (line stop) | per connection | £5,127 |
| Decommissioning redundant pipe | per linear metre | £27 |
| Reinstatement of ground for washout/slucice valve installation | each | £166 |
| Excavate, supply and lay pipe (and reinstate where required) | | Tables 5-1 & 5-2 |

Table 6-1 Sewer connection charges (contestable and non-contestable) Section 106 & 107

| Charge item | Charge unit | Charge |
|---|-----------------|--------|
| Administration & technical approval fee | per application | £73 |
| Connection by means of a Y-junction or saddle (including materials) | per connection | £385 |
| Inspection of a connection via a new manhole | per application | £138 |
| Inspection of a connection via an existing manhole | per application | £69 |

Table 7-1 Providing a public sewer or lateral drain (non-contestable) Section 98

| Charge item | Charge unit | Charge |
|---|-----------------|--------|
| Administration fee | per application | £283 |
| Point of connection enquiry (where the customer has not selected the point of connection) | per requisition | FREE |

Table 7-2 Requisition charges for new public sewers (contestable) Section 98

| Charge item | Charge unit | Qty |
|--|--------------------------|----------------------|
| Gravity Sewer - Excavate, supply and lay ≤225mm diameter pipe at ≤3m depth (and reinstate where required) | | |
| In field | per linear metre | £787 |
| In made ground | | £1,024 |
| In road | | £1,407 |
| Gravity Sewer - Excavate, supply and lay >225mm & ≤300mm diameter pipe at ≤3m depth (and reinstate where required) | | |
| In field | per linear metre | £835 |
| In made ground | | £1,078 |
| In road | | £1,436 |
| Pumped Sewer - Excavate, supply and lay 80mm diameter pipe at ≤1.5m depth (and reinstate where required) | | |
| In field | per linear metre | £552 |
| In made ground | | £619 |
| In road | | £1,013 |
| Design & Installation of Sustainable Drainage Scheme (SuDS) | per scheme | Price on Application |
| Land entry agreements including compensation and legal fees | per linear metre | £23 |
| Traffic management inclusive of Highway Permit fee and traffic lights (if required) | per week or part thereof | £145 |
| Road closure fixed charge inclusive of Highway Permit fee | per closure | £2,387 |
| Decommissioning redundant pipe (if diverting a sewer under a section 185 diversion) | per linear metre | £27 |

Table 7-3 Adopting existing sewerage assets (non-contestable) Section 102

| Charge item | Charge unit | Charge |
|---|---------------------|----------------------|
| Administration fee | per application | £101 |
| Technical approval | per application | £446 |
| Inspection | per application | £582 |
| Pumping Station compliance fee | Per pumping station | £1,078 |
| Land transfer fee | per agreement | £909 |
| Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum | per installation | £2,210 |
| Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum | per installation | Price on Application |
| Excavate supply and lay pipe (and reinstate where required) | | Table 7-2 |

Table 7-4 Adopting new sewerage assets (non-contestable) Section 104

| Charge item | Charge unit | Charge |
|---|---|--------------------------|
| Administration fee | per application | £128 |
| Technical approval (Initial Submission) | per application | £465 |
| Technical approval (Subsequent submissions) | per re-submission of application | £186 |
| Adoption compliance fee - for our estimated construction cost <£50k | fixed cost (up to 2 inspections per month) | £1,000 |
| Adoption compliance fee - for our estimated construction cost £50k - £100k | fixed cost (up to 2 inspections per month) | £2,400 |
| Adoption compliance fee - for our estimated construction cost £100k -£1m | fixed cost (up to 2 inspections per month) | £3,800 |
| Adoption compliance fee - for our estimated construction cost >£1m | fixed cost based on our estimated construction cost | 0.40% |
| Pumping Station adoption compliance fee | Per pumping station | £1,078 |
| SUDS Adoption compliance fee | Per SUDS | Price on Application |
| Legal agreement fee (for new agreements or reassessments of previous assessments) | per agreement or per adoption | £430 |
| Deed of grant fee | per agreement | £726 |
| Land transfer fee | per agreement | £909 |
| Security or deposit (if appropriate) (refundable in part) | percentage of our estimated construction cost | 10% or minimum of £5,000 |
| Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum | per installation | £2,210 |
| Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum | per installation | Price on Application |
| Sewer connection | | Table 6-1 |
| Excavate supply and lay pipe (and reinstate where required) | | Table 7-2 |

**Table 7-5 Diverting a public sewer asset – major or minor diversion (non-contestable)
Section 185**

| Charge item | Charge unit | Charge |
|--|---|--|
| Administration fee (includes letter of agreement) | per application | £107 |
| Technical assessment fee (where the design for the diversion is provided by the customer) | per assessment | £288 |
| Appraisal fee (where we divert a critical or major sewer) (refundable in part) | per appraisal | £2,000 |
| Inspection fee (where the diversion work is provided by the customer) | per site | £551 |
| Pumping Station compliance fee (for option 2 diversions) | Per pumping station | £1,078 |
| Land transfer fee | per agreement | £909 |
| Security or deposit (if appropriate) | percentage of our estimated construction cost | 10% or minimum of £500 for minor diversion, or minimum of £5,000 for major diversion |
| Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum - only chargeable under option 2 diversions where developer builds pumping station | per installation | £2,210 |
| Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum - only chargeable under option 2 diversions where developer builds pumping station | per installation | Price on Application |
| Excavate supply and lay pipe (and reinstate where required) or decommission redundant pipe | | Table 7-2 |

Table 8-1 Water infrastructure charges Section 146

| Charge item | Charge unit | Charge |
|---|--------------------------|-----------------|
| Infrastructure credits to account for relevant use within the last five years | Number of credits | £239 |
| Infrastructure charges due for the development | Charge per dwelling | £239 |
| Relevant multiplier charges due for the development | Charge based on fittings | RM £239 x |
| Income offset | % reduction | 28% |

Table 8-2 Sewerage infrastructure charges Section 146

| Charge item | Charge unit | Charge |
|---|---|-----------|
| Infrastructure credits to account for relevant use within the last five years | Number of credits | -£596 |
| Infrastructure charge due for development (no surface water abatement) | Charge per dwelling | £596 |
| Relevant multiplier due for the development | Charge based on fittings (calculated by reference to table 8-3) | RM £596 x |
| Infrastructure charge for schemes with the inclusion of an agreed SuDS scheme that attenuates the flow of surface water into our existing or proposed network | Charge per dwelling | £298 |
| Infrastructure charge for schemes that commit to zero surface water discharge into our existing or proposed network | Charge per dwelling | £60 |
| Income offset | % reduction | 22% |

Table 8-3 Relevant multiplier loading units for non-standard properties

| Water fitting/appliance | Loading units |
|-------------------------------------|---------------|
| WC flushing cistern | 2 |
| Urinal | 3 |
| Wash basin in a house | 1.5 |
| Wash basin elsewhere | 3 |
| Bath (tap nominal size 3/4"/20mm) | 10 |
| Bath tap nominal size > 3/4"/20mm) | 22 |
| Shower | 3 |
| Sink (tap nominal size 1/2"/15mm) | 3 |
| Sink (tap nominal size > 1/2"/15mm) | 5 |
| Spray tap | 0.5 |
| Bidet | 1.5 |
| Domestic appliance | 3 |
| Communal or commercial appliance | 10 |
| Any other waste fitting or outlet | 3 |
| Indoor swimming pool | 24 |

Appendix A Glossary and defined terms

| Term | Definition |
|--|--|
| Abortive visit | Where the site is unsafe, or the customer has not prepared the site ready for a connection to be made, a charge will be made for an abortive visit. |
| Additional site visit | Where additional visits need to be made, in line with our policy of cost-reflective charges, we will make a charge for that additional visit. |
| Accredited entity | Contractors and multi-utility infrastructure providers laying mains for the developers (otherwise known as Self-Lay Providers). |
| Accredited provider | A contractor who holds a Wessex Water permit card. |
| Administration fee | Fees to recover costs reasonably incurred in administration required for processing and undertaking works required. |
| Administration fee (first connection) | Administration costs include setting up the account etc. Additional costs may be incurred for the first connection. |
| Administration fee (subsequent properties) | Administration costs include setting up the account etc. Once the account is set up, the additional costs are generally lower. |
| Adoption | This is the process by which we take over responsibility for infrastructure such as mains and sewers. |
| Adoption compliance fee | Charge for ensuring that adopted assets comply with the requisite standards. |
| Adoption of existing assets (s102) | Existing sewers and other assets may be adopted under section 102 of the Water Industry Act 1991. |
| Adoption of new sewers (s104) | New sewers and other assets may be adopted under section 104 of the Water Industry act 1991. |
| AMR meter | A meter fitted to allow automatic reading |
| Appraisal fee | Maximum charge for technical assessment and design of diversion proposals. A partial refund may be available. |
| Booster | Device fitted to maintain adequate water pressure. |
| Brownfield site | A site that has previously been built upon (as opposed to a 'greenfield' site that has never been built upon). |
| Building water | Charge for water used during construction of property. |
| CCTV survey | Inspection of condition of a sewer by camera. |
| Charge for working in contaminated land | Where pipe is laid in contaminated land, protective pipe is used and an additional charge is levied accordingly. |
| Charging arrangements | The document setting out the charges, income offset, and/or the methodologies for calculating those, applied by the water or sewerage undertaker in accordance with these rules. |
| Charging year | A calendar year running from 1 April in a given year to 31 March in the following year. |
| Chlorination | Disinfection of new water mains. |
| Commissioning | The process of filling the mains with water so that the supplies are available for customers to use. This will be after the necessary quality tests have taken place. |
| Communication pipe | Any part of a service pipe which a water undertaker could be, or have been, required to lay under section 46 of the Water Industry Act 1991. |

| Term | Definition |
|---|---|
| Connection by means of a Y-junction or saddle | Method of connecting up to three properties to the sewerage system. This work is generally undertaken by Wessex Water under section 107. |
| Connection by means of manifold (four or six connections) | Means of connecting up to four properties to the water supply system. Excavate to expose existing main, tap and connect communication pipe, excavate and install manifold and surface box. |
| Connection charges | Charges to recover costs of connecting new developments to the water mains and/or public sewer systems. |
| Connection through an existing or new manhole | Method of connecting to the public sewerage system. |
| Connection to main including supply and installation of meter & meter box & up to 2 linear meters of service pipe | Excavate to expose existing main, tap and connect live main, excavate and lay communication pipe, excavate and install MVU/meter box. |
| Contaminated ground | Ground that requires protective pipe to be installed. An additional charge is made to cover additional costs. |
| Contestable work | Work or services that either Wessex Water or someone else may do or provide. |
| Crop field | Field in which crops are being grown, and compensation may be payable. |
| Design fee | Charge for preparing scheme drawing |
| Developers | Those who organise the purchase of land, construction of new buildings and their sale. |
| Development | Premises on which there are buildings, or on which there will be buildings when proposals made by any person for the erection of any buildings are carried out, and which require connection with, and/or modification of, existing water or sewerage infrastructure. |
| Decommissioning of redundant pipe | The abandoned pipe either needs to be broken out or in the case of a sewer, alternatively fully grouted up to prevent collapse, water or rodent ingress and render it no longer viable as a sewer. |
| Diversion charges | Charges to recover costs reasonably incurred in diverting mains or public sewers. |
| Domestic fire sprinkler connection | Provide un-metered connection for sprinkler purposes. |
| Excavate, supply and lay additional pipe | Charge for laying pipe additional to that included in the basic connection cost. |
| Existing mains/existing network | The parts of the system already in place before the developer (or its contractor/SLP) starts installing pipes. These will include off-site and on-site pipework, some of which may supply existing customers. |
| Extension to the network | A single pipe that is laid from the existing network to serve new customers. |
| Extract of our network map | Provide extract of network layout to customer's requirements – printed, sent electronically or via online access. |
| Field | An area of open land normally bounded by hedges or fences |
| Fixed charges | Charges set for a given charging year which are fixed in amount or which are calculated by reference to a predetermined methodology set out in the undertaker's charging arrangements, the application of which allows |

| Term | Definition |
|---|---|
| | calculation at the outset of the total amount owing in that charging year in respect of the charges in question. Such charges are to be fixed for a charging year, as defined above. |
| Four port manifold | A manifold which is used to connect four new connections to our network. |
| Highway | Vehicle access way |
| Income offset | A sum of money offset against the charges that would otherwise be applied for the provision of a sewer or water main in recognition of revenue likely to be received by the relevant undertaker in future years for the provision of: (i) supplies of water to premises connected to the new water main; or (ii) sewerage services to premises connected to the new sewer, and 'income offsetting' shall be construed accordingly. From April 2020, the income offset will be applied to the infrastructure charge. |
| Infrastructure charge | Charge for improving existing network to accommodate new development. |
| Infrastructure credit | Discount applied where a development has previously been connected to our network within the previous five years. The credit should be applied by deducting the number of former houses connected on the site or by taking the metered consumption or discharge from the site and equating to that of an average house within our area to arrive at an equivalent number of houses. In the absence of metered information other reasonable evidence should be used to estimate the prior demand on the network from the site. |
| Inspection fees | Charge for inspection of site. |
| Install and commission meter and/or meter box | Excavate and install meter and meter box |
| Land entry costs | Payment made to landowner to gain access |
| Lateral drain | (a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or (b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under section 102 of the Water Industry Act 1991 above or in an agreement made under section 104 of this Act. |
| Legal fees | Charge for professional legal services |
| Live main | A main connected to the water network and filled with water. |
| Mains administration fee | Charge to recover costs reasonably incurred in administration connected to s41 requisition. |
| Mains design approval | Our cost for reviewing and approving mains designed by others. |
| Mains design fee | Design of distribution mains layouts to serve site-specific requirements. |
| Network reinforcement | Modifications necessary to an existing network in order to provide the required water to a new development without compromising existing levels of service to existing customers. Network reinforcement can include such things as mains reinforcement/upsizing, booster station and service reservoir construction etc. |
| New appointment or variation (NAV) | A company holding an appointment as a relevant undertaker where the conditions of that appointment limit the charges that can be fixed under a charges scheme by reference to the charges fixed by one or more other relevant undertakers. |

| Term | Definition |
|---|--|
| New main | A main laid by the developer (or its contractor/SLP) as part of a development. |
| Non-contestable | Not open to competition. |
| Non-contestable work | Work or services that only Wessex Water (or an agent acting on their behalf) can do or provide. |
| Off-site | In the public highway or in land owned by people other than the developers. |
| On-site (may be termed site-specific) | Land owned by developers. |
| Permanent disconnection | Water supply removed from premises |
| Piece-ups | Pipes connecting one phase of a development site to another phase. |
| Point of connection enquiry | Identification of suitable location for development to connect to supply or sewerage network |
| Pre-commencement fee | Fee to instigate internal design works, enable preliminary inspections and liaison with developer |
| Pressure testing | Testing to make sure that the new mains have been constructed and joined correctly and that they will carry the working pressure required. |
| Providing and/or commissioning company specific telemetry for assets offered for adoption | To provide remote monitoring (telemetry) of the status and performance of sewage pumping station assets. Remote monitoring of these assets allows failures to be rapidly detected, and maintenance/operational staff to be deployed as necessary. |
| Public sewer | A sewer for the time being vested in a sewerage undertaker, whether under the Water Act 1989, the Water Industry Act 1991 or otherwise. |
| Re-design fee where layout subsequently amended | Reduced fee where part of design work has been carried out |
| Re-inspection fee | Re-inspection of works following amendments, alterations and corrections to agreed works |
| Reinstatement | Work carried out to restore the surface of the ground to its original condition; for example, resurfacing a road after work to lay water mains. |
| Relevant multiplier | Multiplier that takes account of developments other than houses where the number of water fittings may deviate from an average house |
| Remobilisation charges | Charge for additional work required to revisit site |
| Requisition | We must provide water mains that are sufficient for domestic purposes when required to do so by a notice under sections 41 to 44 of the Water Industry Act 1991. This is known as a requisition. We must provide the mains once the financial conditions of compliance are satisfied and we have agreed the places for connecting the new pipes to its existing main or network. |
| Requisition charges | Charges to recover costs reasonably incurred in undertaking requisitions. |
| Returnable cash deposit/bond | Money refunded to customer on satisfactory completion of works |
| Rising main | Sewer that leaves a pumping station and is under pressure |
| Road closure fees | Charge made by Highway Authority for closing public highway |

| Term | Definition |
|---|--|
| Routine in-line mains connections | Piece through like for like diameter main to stop end valve in excavation opened by others. |
| Sampling and undertaking standard analysis | Taking a sample and analysing it to test for quality for DWTS (Drinking Water Testing Specification) |
| Security or deposit | Percentage of the value of the works paid to us to provide a security to guard against incomplete or unsatisfactory works or remedial works required. If the works are completed to a satisfactory standard, this security is repaid and therefore acts as a deposit. |
| Self-lay | Where developers, or their contractors, install new water mains and service pipes instead of asking us to do the work. |
| Self-lay providers (SLPs) | Contractors and multi-utility infrastructure providers laying mains for the developers. |
| Service pipes | A pipe supplying water from a main to any premises (whether in the highway or in private land). |
| Sewage pumping station | Design and Construction Guidance classifies pumping stations in the following way: <ul style="list-style-type: none"> • Type 1 – having an incoming peak design flow of ≤ 0.25 litres per second (typically five dwellings or less) • Type 2 – having an incoming peak design flow of > 0.25 litres per second but less than 1 litre per second (typically six to twenty dwellings). • Type 3 – having an incoming peak design flow rate of ≥ 1 litre per second (typically more than twenty dwellings) but with pumps rated no more than 30 kW |
| Sewer | Includes all sewers and drains (not being drains within the meaning given by section 219(1) of the Water Industry Act which are used for the drainage of buildings and yards appurtenant to buildings. This definition includes tunnels or conduits which serve as such a pipe and any accessories for such a pipe. |
| Single length of minor private sewer – adoption fee | Charge for assessment and investigation of sewer prior to adoption under S102 |
| Site specific | Work on, or the provision of, water or sewerage structures or facilities located on a development as well as work to provide and connect a requested water main, sewer, communication pipe or lateral drain on, to or in the immediate vicinity of, the development and ‘site specific work’ shall be construed accordingly. It does not refer to costs or work required as part of network reinforcement as defined above. |
| Site visit to plan the connection if necessary | Meeting on site to agree connection works |
| Six port manifold | A manifold which is used to connect six new connections to our network. |
| Small company | A new appointment |
| Spur from existing main | Supply point for SLP to test main |
| Standard infrastructure charge | Standard charge for a new house |
| Standing time | Time spent waiting for the customer to make the site ready. |

| Term | Definition |
|--|--|
| Suitable contractor | A contractor who holds a Wessex Water permit card |
| Supply and fit leakage monitoring meter | Installation of a meter on a new development to record flow to assist in leak detection activities. |
| Supply meter | Undertaker will provide meter body and meter box components for assembly by others |
| Supply pipe | That part of the service pipe owned by the property owner. |
| Technical approval | Review submission to ensure compliance our requirements/Design and Construction Guidance. |
| Technical assessment fee | Charge for review of diversion plans |
| The Water Supply (Water Fittings) Regulations 1999 | These Regulations are requirements for the prevention of contamination of water supplied, and it is our statutory duty to enforce them. |
| The Water Supply (Water Quality) Regulations 2000 and any subsequent amendments | These Regulations specify the standards used to define the wholesomeness of drinking water and also specify, under Regulation 31, the requirements for using approved substances and products. The DWI enforces the Regulations. |
| Traffic management (requiring traffic lights) | Provision of temporary traffic control lights, signage and other associated equipment. This is charged out at a weekly rate. |
| Trench inspections | Where supply pipe is inspected to ensure compliance with undertakers' standards |
| Undertaker | A water undertaker or sewerage undertaker. |
| Upsizing mains | When we decide to lay a larger main than is needed to supply a new development. This might be because we consider that the demand for water will increase in the future. |
| Verge | Unmade ground. |
| Viability study, to confirm whether capacity can be provided by us in line with the proposed development programme | Investigation carried out on water and sewerage network to confirm point of connection to networks or if off-site reinforcement is required |
| Water efficiency multiplier | Multiplier to reflect water conservation measures a new connection services' customer may install or contribute to in order to reduce the development's impact on our network. |
| Water main | Any pipe, not being a pipe for the time being, vested in a person other than the undertaker, which is used or to be used by a water undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the undertaker or water supply licensee, as distinct from for the purpose of providing a supply to particular customers. This definition includes tunnels or conduits which serve as a pipe and any accessories for the pipe. |
| Water Supply Licensee (WSL) | Water supply and sewerage licensees (often known as retailers) have a licence to supply eligible business, charity and public sector customers mainly in England with retail services. |