

# AffinityWater

## New Connections Charging Arrangements for 2023/24

Published January 2023



## Contents

---

1	INTRODUCTION .....	3
2	OUR WATER SUPPLY AREA .....	6
3	DEFINITIONS AND INTERPRETATION .....	7
4	SURFACE TYPES .....	10
5	PRE-DEVELOPMENT AND POINT OF CONNECTION ENQUIRIES .....	11
6	CHARGES SELF-LAY WATER MAINS .....	12
7	CHARGES - SELF-LAY SERVICE CONNECTIONS.....	16
8	REQUISITION CHARGES (NEW MAINS) .....	18
9	CONNECTION CHARGES .....	25
10	DISCONNECTION CHARGES .....	29
11	DEVELOPER DIVERSION CHARGES .....	30
12	TRAFFIC MANAGEMENT .....	33
13	OUT OF HOURS WORKING.....	34
14	MISCELLANEOUS CHARGES .....	35
15	PAYMENT TERMS.....	37
16	TRANSITIONAL ARRANGEMENTS.....	38
17	INFRASTRUCTURE CHARGES & ASSOCIATED CREDITS.....	40
18	NEW APPOINTEES .....	45
19	WORKED EXAMPLES.....	46
20	CONTACT INFORMATION AND REDRESS .....	68

# 1 INTRODUCTION

## 1.1 GENERAL

- (1) These charging arrangements are made by Affinity Water Limited pursuant to Ofwat's charging rules.
- (2) Subject to the transitional arrangements set out in these charging arrangements they have effect in relation to charges imposed on or after 1 April 2018 by Affinity Water Limited under or pursuant to the following provisions of the 1991 Act:
  - a. section 42(2)(a) (provision of new water main);
  - b. section 45(6) (connections with water main);
  - c. section 46(7)(b) (ancillary works for domestic connection);
  - d. section 185(5) (moving of pipes etc); and
  - e. an agreement made under section 51A (adoption agreement).
- (3) These charging arrangements are supplementary to statutory provisions that apply to undertakers under any enactment, or instrument made thereunder (including the conditions of their appointments). In the event of any conflict between these charging arrangements and any statutory provision, the latter shall prevail.
- (4) These charging arrangements should be read and construed in conjunction with the 1991 Act (and any regulations made thereunder) and our Instrument of Appointment. In the event of any conflict or inconsistency with these charging arrangements, the provisions of the 1991 Act (and any regulations made thereunder) or, as the case may be, our Instrument of Appointment will prevail.
- (5) In the event of any conflict or inconsistency with these charging arrangements, the provisions of the water sector guidance, and / or the code for adoption agreements as the case may be, will prevail.
- (6) If any court or competent authority finds that any provision of these charging arrangements (or part of any provision) is invalid, illegal, or unenforceable, that provision or part-provision is, to the extent required, to be deemed to be deleted, and the validity and enforceability of the other provisions of these charging arrangements is not to be affected.
- (7) If any invalid, unenforceable or illegal provision of these charging arrangements would be valid, enforceable, and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- (8) These charging arrangements do not apply in relation to:
  - a. any request for a supply of water for non-domestic purposes to which section 55 of the 1991 Act applies;
  - b. any request made by a water supply licensee for the connection of premises to our supply system, or other steps in respect of that system, to which section 66A of the 1991 Act applies; or
  - c. any charges that may be imposed by Affinity Water Limited under an agreement to provide one or more water undertakers with a supply of water in bulk.

- (9) Where premises within our water supply area are to be connected to our supply system in contemplation of being supplied by a water supply licensee pursuant to a retail authorisation, these charging arrangements shall be a charges scheme made by us under Section 143 of the Act setting our charges and charging policies in respect of the costs of providing and / or facilitating the infrastructure necessary to connect those premises to our supply system.
- (10) The charges set by these charging arrangements apply solely to works and services provided in the charging year and where any works and/or services have not been completed at the end of the charging year the charges applicable to those works or services shall be those set by the charging arrangements for the charging year in which those works and / or services are provided.
- (11) The balance of charges remains stable and has been reviewed as part of our assurance processes which have concluded we suitably meet Ofwat guidance and the Charging Rules for New Connection Services. Further details can be found in our associated publications including our Board Assurance Statement and, where appropriate, our Statement of Significant Change.
- (12) The agreed contractual rates with Affinity Water's new partner contractor, for which a sub-set are outlined in this document, are used to determine costs of requested works. Competitive tendering and thorough procurement processes were undertaken which specifically included reviews of contractor overheads, profit margins and market price comparisons. In addition to these activities, and to ensure these charges are, and continue to remain, suitably cost-reflective, enable effective markets and provide value for money for our developer customers Affinity Water retain the right to initiate a full market review and audit the agreed contracted rates currently in place.

## 1.2 SELF-LAY PROVIDERS

- (1) If your development requires new water mains and service connections, you may choose an accredited contractor to do the contestable work rather than requesting us to do it. This is known as "Self-Lay".
- (2) You may prefer to use a self-lay provider (SLP) because they may be able to provide a multi-utility option, which may be a more cost-effective solution and provide greater flexibility to meet construction programmes.
- (3) Before a self-lay provider can carry out the work, they must be approved by us. This is achieved by the SLP being accredited under the Water Industry Registration Scheme (WIRS), which is maintained by Lloyd's Register. A link to the register is provided below.

<https://www.lr.org/en/utilities/water-industry-registration-scheme-wirs-wirsae/search>

- (4) We will enter into an agreement with you and your chosen SLP to take over responsibility for and ownership of the self-laid pipes provided they meet our requirements. We will provide parts of the service which are non-contestable and will work with your chosen SLP to co-ordinate the works.
- (5) If you require further details or wish to apply for a self-lay scheme, please use the link to our website and select the Self-Lay option for further details:

<https://www.affinitywater.co.uk/developing/self-lay-providers>

### 1.3 NEW APPOINTMENTS AND VARIATIONS (NAVS)

- (1) A new appointment is made where a limited company is appointed by Ofwat to provide water and/or sewerage services for a specific geographic area.
- (2) A variation is where an existing appointed company (an "appointee") asks Ofwat to vary its appointment so it can extend the areas it provides services to. A new appointee has the same duties and responsibilities as the previous statutory water company, including providing water mains and service connections to support new developments.
- (3) New appointments and variations therefore involve one company replacing another as the appointee for a specific geographic area. Where the company appointed does not have access to its own water supplies, it may ask us to provide a bulk supply of water to connect to the water mains infrastructure within its water supply area.
- (4) A new appointment or variation may be made in relation to a site if it meets one of the following criteria:
  - a. the unserved criterion: the area does not contain any premises that receive water services from us; or
  - b. the consent criterion: we agree to the site being supplied with water by another appointee; or
  - c. the large user criterion: where an individual premise uses (or is likely to use) at least 50 megalitres of water a year.



## 2 OUR WATER SUPPLY AREA

(1) Our water supply area is defined in our Instrument of Appointment and comprises three discrete regions in the southeast of England shown on the map below.



(2) Sewerage services in our Central Region are provided by Thames Water Utilities Limited (“ThamesWater”) and Anglian Water Services Limited (“Anglian Water”). Sewerage services in our East Region are provided by Anglian Water while sewerage services in our Southeast Region are provided by Southern Water Services Limited (“Southern Water”).

(3) Enquiries about providing your development with a connection to a public sewer should be made to the relevant sewerage undertaker.

SewerageProvider	Affinity Water Area Served	Contact Number
Anglian Water	Central Region & East Region	0345 606 6087
Thames Water	Central Region	0800 009 3921
Southern Water	South East Region	0330 303 0119

### 3 DEFINITIONS AND INTERPRETATION

- (1) If not defined to the contrary below, words and expressions used in these charging arrangements shall have the meanings given in the 1991 Act. References to the 1991 Act or to any other act or regulations shall include its or their amendment or replacement.

Term	Meaning
1991 Act	The Water Industry Act 1991 (as amended).
accredited third party	A recognised organisation who, in respect of Contestable Work and Services, demonstrate competence at all relevant times, by satisfying either (i) accreditation under WIRS; and/or (ii) accreditation under our local accreditation arrangements in relation to a specified activity.
budget estimate	A high-level, indicative estimate in respect of our charges you are likely to incur for your water mains for your development.
charges scheme	A charges scheme under section 143 of the 1991 Act.
charges scheme rules	The Charges Scheme Rules issued by Ofwat under sections 143(6A) and 143B of the 1991 Act.
charging arrangements	This document which sets out the charges, income offsets and/or the methodologies for calculating those, applied by us in accordance with Ofwat's charging rules.
charging year	A year running from 1 April in a given year to 31 March in the following year.
code for adoption agreements	The code in respect of adoption agreements issued by Ofwat from time to time under Section 51CA of the 1991 Act.
communication pipe	Any part of a service pipe which an undertaker could be, or has been, required to lay under section 46 of the 1991 Act. It consists of a pipe laid from an existing or newly laid Water Main to the boundary of a property and may include a meter housing and / or external stop valve.
connection charges	The charges we will impose for work carried out by us in accordance with our duties (or rights) under section 45(1) (connection with water main) and section 46(1) (ancillary works for purposes of making a domestic connection) of the 1991 Act.
contestable work	Work or services that can be completed by us or an Accredited Third Party.
cost advice	A document we issue to you setting out the charges payable by you or income offset payments payable by us in accordance with these charging arrangements for the scope of work set out in the document.
design and construction standards	The design and construction standards published by us from time to time which shall be in accordance with any water sector guidance.
developer customer	Any person or business which is responsible for a development, or any person making an application for water services to which these Charging Arrangements apply. The person or business may include a

	developer, New Appointee or Self-Lay Provider.
development	Premises on which there is a building or buildings, or on which there will be a building or 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 infrastructure.
diversion charges	The charges we impose for work carried out by us to divert water mains and other apparatus in accordance with our duties (or rights) pursuant to section 185(5) of the 1991 Act.
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 these charging arrangements, the application of which allows calculation at the outset of the total amount owing in that charging year in respect of the charges in question. Such charges are to be fixed for a charging year, as defined above.
income offset	A sum of money, that may be offered by us, against the Infrastructure Charges, in recognition of revenue likely to be received by us in future years for the provision of supplies of water to the premises connected to a Water Main, and "Income Offsetting" shall be construed accordingly.
infrastructure charges	The charges described in section 146(2) of the 1991 Act.
instrument of appointment	The written instrument (as varied from time to time) appointing Affinity Water Limited as the water undertaker for the areas described and subject to the conditions set out in the instrument, under what is now Section 6 of the 1991 Act.
network reinforcement	Work other than site specific work, to provide or modify such other Water Mains and such tanks, service reservoirs and pumping stations as is necessary in consequence of the Site Specific installation or connection of Water Mains and service pipes pursuant to an agreement with, or a duty owed under the 1991 Act, including a requisition (under section 41(1)), under an agreement for adoption (under section 51A), under a section 66D agreement, pursuant to section 45(1) or in accordance with another duty imposed by the 1991 Act, or pursuant to an agreement for bulk supplied of water or bulk discharge with a New Appointee. It also includes the additional capacity in any earlier water main that falls to be used in consequence of the provision or connection of a new main.
non-contestable work	Work or services that can only be completed by us (or an agent acting on our behalf).
off-site	construction works or the provision, modification or connection of water structures and facilities carried out or proposed to be carried out outside the boundary of the Development up to the Point of Connection, and does not include Pre-Construction Activities.
Ofwat	The Water Services Regulation Authority.
Ofwat's charging rules	"New Connection Charging Rules" means the Charging Rules for New Connection Services (English Undertakers) issued by Ofwat under sections 51CD, 105ZF and 144ZA of the 1991 Act.



on-site	construction works or the provision, modification or connection of water structures and facilities carried out or proposed to be carried out within the boundary of the Development and does not include Pre-Construction Activities.
phase	The phase of a development as may be set out in a planning permission granted by a local planning authority or identified in the developer's construction plans.
point of connection	means a location which is either i) a practical location indicated by a developer where the existing water main is the same size or larger than the new connecting main or, where they have not indicated a location, ii) the nearest practical location where the existing water main is the same size or larger than the new connecting main.
pre-construction activities	activities before On-Site works or Off-Site works are begun, which might include application administration and design
requisition charges	Charges imposed by us for work we carry out in accordance with the duties imposed on us by section 41(1) (provision of requisitioned water main) of the 1991 Act.
self-lay provider or "SLP"	An Accredited Third Party who can provide the water pipes and associated infrastructure and services in accordance with section 51A of the 1991 Act.
service pipe	So much of a pipe which is, or is to be, connected with a water main for supplying water from that main to any premises as: <ul style="list-style-type: none"> <li>(a) is or is to be subject to water pressure from that main; or</li> <li>(b) would be so subject but for the closing of some valve and includes part of any service pipe.</li> </ul>
site specific	Refer to the carrying on or the product of Off-site and/or On-site work 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.
undertaker	A water undertaker.
water main	Any pipe, not being a pipe for the time being vested in a person other us, which is used or to be used by the undertaker (or a 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 sector guidance	The water sector guidance approved by Ofwat under the code for adoption agreements published in August 2018.

## 4 SURFACE TYPES

Surface type	Description
Road (surfaced /made ground)	These charges apply when work is being carried out in and / or under a hard-surfaced area intended for use by vehicles.
Footpath	These charges apply when work is being carried out in and / or under a hard-surfaced area intended for use by pedestrians or cyclists.
Unmade ground/verge	These charges apply to ground which does not have a man-made surface and may feature grass, topsoil, tracks, fields, or verges.
Excavation by others (reinstatement by customer)	These charges apply where we do not undertake any excavation, backfilling or reinstatement, for example, where the trench has been pre-excavated by you to our standards. We only backfill and reinstate sites we have excavated.

- (1) Where measurements are referred to in these charging arrangements, they mean the following:
  - a. pipe diameter: all pipe diameters are specified in mm and unless indicated otherwise are outside diameters e.g. 25mm pipe has an outside diameter (o.d.) of 25mm (with an internal diameter (i.d.) of 20mm); and
  - b. pipe lengths are charged in linear metres rounded up to the next whole metre.
- (2) In the case of service connections, the first half a metre of service pipe tapped into the water main is included in the cost of connection. The applicable connection charge is determined by the surface type where the water main is tapped.
- (3) All charges in these charging arrangements are stated exclusive of any applicable VAT, unless otherwise specified.

## 5 PRE-DEVELOPMENT AND POINT OF CONNECTION ENQUIRIES

### 5.1 INTRODUCTION

- (1) We want to engage with our developer customers at the earliest opportunity, to understand the how we can support growth in the Affinity Water region and to ensure we have the infrastructure and supply available at the right time for any given development.
- (2) We therefore actively encourage developers and self-lay providers to request a pre-development / point of connection study prior to any requisition for new mains, self-lay and / or diversions. The benefits of this study are as follows:
  - a. New Mains – provides you with early visibility of our needs to reinforce our existing network ahead of your development and allows us to advise you of any timing implication for your development.
  - b. Self-Lay – provides you with a point of connection to our network which enables you to carry out your design work which will deliver the levels of service for flow and pressure that you require for your development.
  - c. Diversions – enables you to be informed of any potential risks and hazards which you may need to address as part of your design for your development. The indicative budget estimate is not a cost advice for us to carry out the works.

### 5.2 PRE-DEVELOPMENT AND POINT OF CONNECTION ENQUIRY FEES

- (1) For self-lay water mains, the water sector guidance expects self-lay providers to obtain a point of connection report where they are providing their own design.
- (2) To encourage the use of these services, both the pre-development enquiry and point of connection enquiry are free of charge (FOC). Upon receipt of a pre-development enquiry, we will review your enquiry, assess the point of connection into our existing network, prepare a budget estimate of the cost of the infrastructure of constructing the connection, water mains and communication pipes for your development, and produce a report which you can then refer to for your requisition, self-lay application, or diversion application.

<b>Ref</b>	<b>Item</b>	<b>Unit</b>	<b>£ excluding VAT</b>
5.2.1	Pre-development / Point of Connection Enquiry	per enquiry	0

## 6 CHARGES SELF-LAY WATER MAINS

### 6.1 INTRODUCTION

- (1) An accredited self-lay provider (SLP) can carry out the contestable work for your development instead of Affinity Water. Many SLPs are able to offer a multi-utility option, which may you find more convenient to use to support your development.
- (2) This section of the charging arrangements sets out the charges to be paid in respect of the adoption of water mains pursuant to an adoption agreement.
- (3) Our design and construction standards determine the pipe material to be used for water mains and accessories to be laid by an SLP.
- (4) If you have proceeded on the basis of laying MDPE or HPPE pipes and during the works, it is identified that the ground is contaminated so as to cause a risk of contamination to water in the water main then you will be required to install barrier pipe and appropriate accessories.

### 6.2 APPLICATION FEES

- (1) The application fee(s) cover our costs associated with:
  - reviewing and acknowledging your application,
  - checking to ensure we have all the relevant information,
  - preparing a cost advice for the works,
  - collating and preparing a report,
  - preparation of the adoption agreement
  - issuing a response to you.
  - If you have previously submitted a pre-development enquiry for this site, we will review any relevant documentation associated with that enquiry.

Ref	Item	Unit	£ excluding VAT
6.2.1	Application Fee for self-lay mains (0-49 Properties)	per application	495
6.2.2	Application Fee for self-lay mains (50-99 Properties)	per application	552
6.2.3	Application Fee for self-lay mains (100+ Properties)	per application	625

- (2) We request that the application fee(s) is paid at the point of application. We will start work on your application once we have received payment of the applicable application fee(s).

### 6.3 DESIGN & DESIGN REVIEW FEES

- (1) If you choose to have your design prepared by us, then the following charges will apply. These are consistent with the charges for Mains Design fees where we are requisitioned under Section 41 of the 1991 Act.

Ref	Item	Unit	£ excluding VAT		
			Design Fee	Minor Design Change	Major Design Change
6.3.1	0-49 properties	per scheme	943	0	472
6.3.2	50-99 properties	per scheme	1,179	0	590
6.3.3	100+ Properties	per scheme	1,415	0	708
6.3.4	Review design prepared by developer or SLP. The first submitted design will be reviewed free of charge. Should we require any changes to be made at this point, we will also complete the first review of the amended design free of charge.	per scheme	Free of Charge for the first design submission and first amended design if required.		

- (2) We request that a self-lay mains and services application includes information relating to your entire site. We will request for information relating to the phasing of this site and levy appropriate design fees per phase, as per Table 6.3 above, should you choose for Affinity Water to complete the design work on your behalf.
- (3) Where SLPs choose to submit a design for review by Affinity Water, the first design submission and first amended design will be vetted free of charge as per Table 6.3 above. We will always work with our customers to ensure the quality of design submission is of a high standard to negate the need for further submissions, however, where a further amended design is requested to be vetted, a charge equating to 50% of the appropriate major design change fee will be levied.
- (4) Our design and construction standards are published on our website at: <https://www.affinitywater.co.uk/developing/adoption-codes>
- (5) If your scheme contains more than 50 plots, we reserve the right to request your application to be split into phases in line with the required occupancy rate to ensure a safe and appropriate turnover of the water supply. This will help us reduce excess flushing and help to maintain site protection.

## 6.4 ADMINISTRATION FEES

- (1) These fees are shown in Table 6.4 below and they cover our costs associated with:
  - payment processing
  - assessing request for works
  - scheduling and mobilising of our construction team
  - project managing the works (connection to our water main)
  - integrating the as-laid information into our Geographical Information System, and
  - issuing the vesting certificate.



<b>Table 6.4: Self-lay Water Mains Administration Fee</b>			
<b>Ref</b>	<b>Item</b>	<b>Unit</b>	<b>£ excluding VAT</b>
6.4.1	Administration Fee 0-49 Properties	per application	566
6.4.2	Administration Fee 50-99 Properties	per application	639
6.4.3	Administration Fee 100+ Properties	per application	727
6.4.4	Additional Site Visit	per visit	126

- (2) We will agree with you at the outset of your project the number of site visits we will make before and during the course of you undertaking the self-lay works. Our charges for site visits are shown in Table 6.4 above. Site visits are intended solely to support you in undertaking your self-lay works and are not required for you to obtain our approval before you can progress any stage of the self-lay works.
- (3) We request that the administration fees are paid in advance of our works being completed.

## 6.5 CHARGES FOR CONNECTING ADOPTED WATER MAIN INTO WATER SUPPLY SYSTEM

<b>Table 6.5a: Connecting Self-Lay Water Mains into Supply System (MDPE / HPPE &amp; Barrier Pipe)</b>			
<b>Ref</b>	<b>Item</b>	<b>Unit</b>	<b>£ excluding VAT</b>
6.5.1	Under Pressure Connection / Branch Connection (50-190mm diameter parent main)	per connection	2,874
6.5.2	Under Pressure Connection / Branch Connection (191-260mm diameter parent main)	per connection	4,861
6.5.3	Under Pressure Connection / Branch Connection (261-320mm diameter parent main)	per connection	5,318

- (1) These charges relate only to site specific work carried out and costs incurred by us in order to meet our duties under an adoption agreement to incorporate the self-laid water mains into our water network. They do not relate to work to modify or enhance existing network infrastructure in order to address pre-existing deficiencies in capacity or capability, unrelated to requirements associated with the adoption agreement.
- (2) These charges comprise the physical connection into our existing water network together with charges for any site-specific work we carry out to connect the self-laid water main to the point of connection to our existing water network.
- (3) Table 6.5a sets out our charges for providing a connection into our existing water network.
- (4) If you choose for us to carry out the construction of the off-site water mains, we will charge for this work in accordance with sections 8.5 to 8.10 of these charging arrangements.
- (5) Section 8.8 outlines the contestable charges for the undertaking of trial holes and should be accounted for in your calculation, where required.

- (6) Table 6.5b below sets out our charges for other services we provide under an adoption agreement in respect of self-laid water mains.

<b>Table 6.5b Other services provided under adoption agreement for water mains</b>			
<b>Ref</b>	<b>Item</b>	<b>Unit</b>	<b>£ excluding VAT</b>
6.5.4	Take Water Sample / Additional site visit	per sample	152
6.5.5	Review Water Sample Analysis	per sample	25

- (7) Any defects we identify during our site audits need to be rectified prior to us carrying out the permanent connection to our existing network. If additional visits to your site (in excess of the two included in our administration fee) are required in order to verify that the defects have been rectified, we will charge on a per additional visit basis.

## 7 CHARGES - SELF-LAY SERVICE CONNECTIONS

### 7.1 INTRODUCTION

This section of the charging arrangements sets out the charges payable in respect of the adoption of communication pipes pursuant to an adoption agreement.

### 7.2 APPLICATION FEES

- (2) The application fee(s) cover our costs associated with:
- reviewing your application and completing application triage
  - issuing the terms for service connections
  - preparing a cost advice for our charges associated with carrying out these connections (e.g. meters and infrastructure charges)

Ref	Item	Unit	£ excluding VAT
7.2.1	Application Fee - Service Connections	per property / plot	31

- (3) Where a self-lay provider proposes to install a communication pipe to connect premises to our water mains for our adoption under an adoption agreement, the self-lay provider will need to pay us an application fee in accordance with Table 7.2.
- (4) We request that our application fees are paid at the point of application submission and are charged per property being connected to our network.
- (5) The reference to property in Table 7.2 above refers to any building or part of a building which is occupied or likely to be separately occupied (including a flat).

### 7.3 ADMINISTRATION FEES

- (1) When you are ready to install a communication pipe(s) you will need to pay us an administration fee calculated in accordance with Table 7.3. Our administration fees are charged per property that is being connected.
- (2) These fees are shown in Table 7.3 below and they cover our costs associated with:
- payment processing
  - HiAffinity billing account creation
  - assessing request for works
  - scheduling and mobilising of our construction team
  - project managing the works
  - integrating as-laid information into our Geographical Information System

Ref	Item	Unit	£ excluding VAT
7.3.1	Administration Fee (all properties connected)	per connection	45

- (3) The reference to properties in Table 7.3 refers to any building or part of a building which is occupied or likely to be separately occupied (including a flat).
- (4) We request that our administration fees are paid prior to any works being carried out.

#### 7.4 SUPPLY OF METERS:

Table 7.4 below sets out our charges for the provision of water meters for installation by self-lay providers. The Self-Lay adoption agreement will specify when these charges will become due.

Ref	Item	Unit	£ excluding VAT
7.4.1	15mm Manifold AMR Meter / AQP15MSB315VMEE31	per item	50
7.4.2	15mm In-line AMR Meter Complete with unions and washers 15mm	per item	52
7.4.3	20mm In-line AMR Meter Complete with unions and washers 20mm	per item	75
7.4.4	25mm In-line AMR Meter Complete with unions and washers 25mm	per item	148
7.4.5	40mm In-line AMR Meter Complete with unions and washers 40mm	per item	207
7.4.6	Woltex 50mm Meter Fitted with Everblu WE050HI200-C1PP-AF 50mm	per item	265
7.4.7	Woltex DN80 Fitted with Everblu WE080II200 - C1PP-AF 80mm	per item	305
7.4.8	Woltex DN100 Fitted with Everblu WE100KK250-C1PP-AF 100mm	per item	361
7.4.9	Meter Woltex 150mm WE150MK300-C1PPAF 150mm	per item	520
7.4.10	Woltex DN200 PN16 Q3 With Pressure Plug 200mm	per item	621
7.4.11	Woltex DN250 PN16 Q3 With Pressure Plug 250mm	per item	838

## 8 REQUISITION CHARGES (NEW MAINS)

### 8.1 INTRODUCTION

- (1) This section of these charging arrangements charges sets out our requisition charges.
- (2) Requisition charges are concerned with the cost to us of providing site specific infrastructure necessary for the provision of a water main. Such charges do not include any amount for network reinforcement costs.

### 8.2 APPLICATION FEES

- (1) Where you request us to provide water mains to service your development, the charges in Table 8.2 will apply.
- (2) The application fee covers our costs associated with:
  - reviewing and acknowledging your application
  - checking to ensure we have all the relevant information
  - preparing a cost advice and / or fixed charge for the works, and
  - issuing a response to you

Please note that this does not cover the cost of design which is charged in addition to the application fee (see section 8.3 below). If you have previously submitted a pre-development enquiry for your development, we will review any relevant documentation associated with that enquiry.

Ref	Item	Unit	£ excluding VAT
8.2.1	Application Fee for Mains (0-49 Properties)	per application	495
8.2.2	Application Fee for Mains (50-99 Properties)	per application	552
8.2.3	Application Fee for Mains (100+ Properties)	per application	625

- (3) The application fee(s) is payable at the time you submit your application for new water mains and service connections. We will start work on your application when we have received payment of the applicable application fee(s).
- (4) If your scheme contains more than 50 plots, we reserve the right to request your application to be split into phases in line with the required occupancy rate to ensure a safe and appropriate turnover of the water supply. This will help us reduce excess flushing and help to maintain site protection.



### 8.3 DESIGN FEES

Ref	Item	Unit	£ excluding VAT		
			Design Fee	Minor Design Change	Major Design Change
8.3.1	0-49 properties	per scheme	943	0	472
8.3.2	50-99 properties	per scheme	1,179	0	590
8.3.3	100+ Properties	per scheme	1,415	0	708
8.3.4	Review design prepared by developer or SLP. The first submitted design will be reviewed free of charge. Should we require any changes to be made at this point, we will also complete the first review of the amended design free of charge.	per scheme	Free of Charge for the first design submission and first amended design if required.		

- (1) In order for us to provide you with a cost advice and / or fixed charge for your development we will need to prepare a design. Our charges for this service are based on the number of properties which will be served and are set out in Table 8.3. Where you indicate to us that your development will be built in multiple phases the applicable design fee is based on the number of properties which will be connected during each phase.
- (2) The design fee(s) are payable at the time you submit your application. We will start work on your design when we have received payment of the applicable design fee(s).
- (3) We request that an initial mains application includes information relating to your entire site, including all phasing information.
- (4) We understand that your requirements may change after we issue a design and cost advice to you. If we have prepared the design(s) for your development and you inform us of a change in your requirements for the development, we may need to issue you with a revised design and there may be a charge for this, depending on whether it is a minor change or major change. This is defined below.
- (5) A minor design change is:
  - a. a change to the site boundary; or
  - b. a change to the size of the water main; or
  - c. adding, removing, or changing the location of the communication pipes.

We understand the complexities and nature of the work involved with managing development sites, therefore as outlined in Table 8.3 above, these changes are completed free of charge.

- (6) A major design change is:
  - a. a change of route or layout of the water mains on site; or
  - b. a change to the point of connection of new water mains to the existing network; or
  - c. a change to the overall water demand of the site; or
  - d. changing the phasing plan

For the above changes, we will request a re-design fee which equates to 50% of the initial design fee, as outlined in Table 8.3 above.

- (7) Where you choose to submit a design for review by Affinity Water, the first design submission and first amended design will be vetted free of charge as per Table 8.3 above. We will always work with our customers to ensure the quality of design submission is of a high standard to negate the need for further submissions, however, where a further amended design is requested, or where a resubmission still does not comply with our design and construction standards, a charge equating to 50% of the appropriate major design change fee will be levied for each subsequent revision.

## 8.4 ADMINISTRATION FEES

- (1) The administration fees are shown in Table 8.4 below and they cover our costs associated with:
- payment processing
  - HiAffinity billing account creation
  - assessing request for works
  - scheduling and mobilising of our construction team
  - project managing the works including two site visits
  - integrating as-laid information into our Geographical Information System

<b>Ref</b>	<b>Item</b>	<b>Unit</b>	<b>£ excluding VAT</b>
8.4.1	Mains Administration Fee (0-49 Properties)	per application	1,046
8.4.2	Mains Administration Fee (50-99 Properties)	per application	1,160
8.4.3	Mains Administration Fee (100+ Properties)	per application	1,290

- (2) We request the administration fees to be paid before we provide the services stated.
- (3) We account for two site visits within our administration fee which at a minimum cover pre-construction activities and walk-off activities.

## 8.5 CHARGES FOR LAYING WATER MAINS

**Table 8.5: laying of water mains – Includes accessories specified in our design and construction standards (with the exception of wash outs)**

Ref	Item	Unit	£ excluding VAT				
			Road	Footpath	Unmade Ground	Excavation by Others	Barrier Pipe Uplift £/m
8.5.1	Lay Pipe (50-100mm)	per linear metre	358	325	148	105	36
8.5.2	Lay Pipe (101-130mm)		365	333	156	112	43
8.5.3	Lay Pipe (131-190mm)		502	465	232	174	67
8.5.4	Lay Pipe (191-260mm)		596	555	288	224	55
8.5.5	Lay Pipe (261-320mm)		674	629	344	273	30

**Note:** For contaminated ground / barrier pipe - please select the appropriate surface rate and add the uplift to provide the correct charge

- (1) Our charges for laying mains depend on a number of factors including:
  - a. the diameter and length of the new water main you require; and
  - b. the number and arrangement of fittings required to meet our design and construction standards; and
  - c. the type of ground in which the water main is laid or if you have chosen to carry out the excavation and reinstatement yourself; and
  - d. whether the soil may be (or is) contaminated.
  
- (2) You can estimate the sizing of the pipework for your new water main. The list below is a general guide for the typical sizing of new water mains required for household properties. Please note the list is for indicative purposes only once the detailed design is carried out, the size required may be different:
  - Pipe diameter (50-100mm) Up to 60 houses or 100 flats
  - Pipe diameter (101-130mm) Up to 130 houses or 230 flats
  - Pipe diameter (131-190mm) Up to 400 houses or 700 flats
  - Pipe diameter (191-260mm) Up to 900 houses or 1,500 flats
  - Pipe diameter (261-320mm) Up to 2,600 houses or 4,500 flats

Further guidance regarding sizing methodology can be found on our website ([www.affinitywater.co.uk](http://www.affinitywater.co.uk)).

- (3) Our fixed charges for your new water mains are limited to the cost of connecting to the nearest reasonably practicable point on our network, where the existing water main is at least the same diameter as your new water main required to provide the capacity for your development.
  
- (4) Our design and construction standards determine the pipe material to be used for water mains and accessories and can be found here -

<https://www.affinitywater.co.uk/docs/developer/Design-construction-specification.pdf>

- (5) Table 8.5 sets out our charges for laying water mains to serve your development. These charges include the accessories specified in our design in accordance with our design and construction standards.

## 8.6 CHARGES FOR INSTALLING ADDITIONAL ACCESSORIES

Table 8.6 sets out our charges for installing additional accessories such as fire hydrants at the request of the applicant or fire and rescue authority that are not specified in our design. Where wash outs are required and included in our design, these will be costed in addition to charges outlined in Table 8.5 for the laying of water mains.

Table 8.6: Installation of Accessories – Hydrants & Washouts (MDPE / HPPE & Barrier Pipe)						
Ref	Item	Unit	£ excluding VAT			
			Road	Footpath	Unmade Ground	Excavation by Others
8.6.1	Fire Hydrant or Wash Out (In-line, 50- 190mm pipe)	per accessory	2,280	2,143	1,356	1,119
8.6.2	Fire Hydrant or Wash Out (In-line, 191-320mm pipe)	per accessory	3,363	3,139	2,073	1,749
8.6.3	Fire Hydrant or Wash Out (End type, 50-190mm pipe)	per accessory	2,206	2,069	1,282	1,045
8.6.4	Fire Hydrant or Wash Out (End type, 191-320mm pipe)	per accessory	3,274	3,079	2,014	1,690

## 8.7 CHARGES FOR CONNECTING WATER MAINS INTO SUPPLY SYSTEM

Table 8.7 sets out our charges for connecting the water mains constructed to serve your development to our existing water supply system. This will include installation of sluice valves in accordance with our design.

Table 8.7: Connecting Water Mains into Supply System (MDPE / HPPE & Barrier Pipe)			
Ref	Item	Unit	£ excluding VAT
8.7.1	Under Pressure Connection / Branch Connection (50-190mm diameter parent main)	per connection	2,874
8.7.2	Under Pressure Connection / Branch Connection (191-260mm diameter parent main)	per connection	4,861
8.7.3	Under Pressure Connection / Branch Connection (261-320mm diameter parent main)	per connection	5,318

## 8.8 TRIAL HOLES AND LINE STOPS

You must also calculate the number of trial holes, linestops and water fittings required (whether air valves, washouts, fire hydrants or other fittings), and add the appropriate charges to your calculation. The following tables outline our charges for trial holes and linestops.

- (1) Table 8.8.1 outlines charges for the undertaking of additional trial holes at the request of the applicant that are not specified in our design.
- (2) Where linestops, and therefore related trial holes, are required charges from 8.8.2 will be applied.

**Table 8.8.1: Trial Holes**

Ref	Item	Unit	£ excluding VAT		
			Road	Footpath	Unmade Ground
8.8.1.1	Trial Pit on Pipe < 64mm	per item	1,224	1,120	451
8.8.1.2	Trial Pit on Pipe 65-100mm		1,288	1,184	472
8.8.1.3	Trial Pit on Pipe 101-130mm		1,435	1,318	520
8.8.1.4	Trial Pit on Pipe 131-190mm		1,627	1,494	594
8.8.1.5	Trial Pit on Pipe 191-260mm		1,775	1,618	675
8.8.1.6	Trial Pit on Pipe 261-320mm		2,262	2,068	867

**Table 8.8.2: Linestops (inc. excavation where applicable)**

Ref	Item	Unit	£ excluding VAT			
			Road	Footpath	Unmade Ground	Excavation by Others
8.8.2.1	Linestop - 2inch (50mm)	per item	3,383	3,279	2,610	2,159
8.8.2.2	Linestop - 3inch (75mm)		3,447	3,343	2,631	2,159
8.8.2.3	Linestop - 4inch (100mm)		3,447	3,477	2,765	2,293
8.8.2.4	Linestop - 5inch (125mm)		3,594	3,881	3,083	2,563
8.8.2.5	Linestop - 6inch (150mm)		4,190	4,057	3,157	2,563
8.8.2.6	Linestop - 7inch (175mm)		5,413	5,280	4,380	3,786
8.8.2.7	Linestop - 8inch (200mm)		5,561	5,404	4,461	3,786
8.8.2.8	Linestop - 9inch (225mm)		7,833	7,676	6,733	6,058
8.8.2.9	Linestop - 10inch (250mm)		7,833	7,676	6,733	6,058
8.8.2.10	Linestop - 12inch (300mm)		8,768	8,574	7,373	6,506

## 8.9 NETWORK REINFORCEMENT

- (1) We will notify you of any network reinforcement that we need to undertake in consequence of your development and explain the time/cost implications for your development.
- (2) Where the water main you are connecting to is equal to or greater than the new main, we will not charge you our costs of undertaking any network reinforcement required to serve your development.



## 8.10 NETWORK ENHANCEMENT

Where we provide a water main pursuant to a requisition and, in so doing, decide to increase the capacity of pipes or other infrastructure beyond that which is needed to meet our duty under section 41(1) of the 1991 Act, then the costs of this work shall, if this increases the overall costs of the work, be apportioned so that you only pay costs which are in proportion to the particular capacity required by your requisition.

## 8.11 EXCEPTIONAL CIRCUMSTANCES

- (1) Fixed charges will not apply in respect of requisition charges in the following circumstances:
  - a. the technical complexity of the work is high, or the type of work required is bespoke or carried out infrequently; or
  - b. third parties can legitimately recover their costs from us and there is not a reasonable level of certainty of those costs in advance of connection work being undertaken; or
  - c. third parties have rights to protect their assets or interests in a way that affects the construction method or timing (including protected undertakings). The third parties' requirements are unknown in advance; or
  - d. the work is to be carried out on or close to land with particular environmental, historical, or archaeological characteristics. These characteristics mean that specific measures are required during construction or reinstatement. The details of these measures may not be fully defined in advance of construction; or
  - e. the work is to be carried out in or under sealed surfaces other than sealed surfaces formed of materials specified in the Specification for the Reinstatement of Openings in Carriageways (third edition) (for example printed concrete, marble and specialist stone).
- (2) In these circumstances, charges will comprise a combination of:
  - a. upfront fixed charges for the elements of the work where there is sufficient certainty, and it is reasonable to do so; and
  - b. charges calculated on the basis of the actual cost we incur in respect of other elements of work.
- (3) We will provide you with a document which clearly states fixed charges and charges calculated by actual costs incurred.
- (4) We anticipate that there will be occasions where providing an indicative estimate is not possible or where the estimate will not meet the degree of confidence you require. In such cases, we will work with you to decide how best to proceed.

## 9 CONNECTION CHARGES

### 9.1 INTRODUCTION

- (1) This section of the charging arrangements sets out our connection charges.
- (2) Connection charges imposed by us relate only to site specific work carried out and the costs incurred by us pursuant to sections 45(1) or 46(1) of the 1991 Act.

### 9.2 APPLICATION FEES

- (1) Where you need us to make a connection(s) to our water mains, you must pay us the applicable application fee(s) set out in Table 9.2. Our application fees are charged per property that is being connected.
- (2) The application fee(s) cover our costs associated with:
  - Reviewing, acknowledging, and triaging your application,
  - checking to ensure we have all the relevant information,
  - preparing and providing you with a cost advice for your service connection(s) and,
  - initiation of survey requirement where appropriate

**Table 9.2: New Connections Application Fees**

Ref	Item	Unit	£ excluding VAT
9.2.1	Application Fee – Connection off <b>Existing Main</b> (first property connected)	per application	166
9.2.2	Application Fee – Connection off <b>Existing Main</b> (each subsequent property connected)	per property / plot	60
9.2.3	Application Fee – Connection off <b>New Main</b>	per property / plot	31

- (3) The reference to property in Table 9.2 above refers to any building or part of a building which is occupied or likely to be separately occupied (including a flat).
- (4) In order for us to carry out your design we may visit your site to carry out a survey. In the event that we do so, there will be no additional charge for this visit.
- (5) The application fee(s) is payable at the time you submit your application for service connections and, where applicable, new water mains. We will start work on your application when we have received payment of the applicable application fee(s).
- (6) Please refer to our website for a step-by-step guide to what information we require from you and when - <https://www.affinitywater.co.uk/developing/connection>
- (7) If your scheme contains more than 50 plots, we reserve the right to request your application to be split into phases in line with the required occupancy rate to ensure a safe and appropriate turnover of the water supply. This will help us reduce excess flushing and help to maintain site protection.

### 9.3 ADMINISTRATION FEES

- (1) The administration fees are shown in Table 9.3 below and they cover our costs associated with:
- payment processing
  - HiAffinity billing account creation
  - assessing request for works
  - scheduling and mobilising of our construction team
  - project managing the works
  - integrating as-laid information into our Geographical Information System
- (2) These charges will appear on our cost advice to you and will become due should you decide to progress with the works relating to the installation of the service connections.

Ref	Item	Unit	£ excluding VAT
9.3.1	Administration Fee (each property connected)	per property / plot	105

- (3) The reference to property in Table 9.3 refers to any building or part of a building which is occupied or likely to be separately occupied (including a flat).

### 9.4 CONNECTION CHARGE

- (1) Our charges for new connections depend on a number of factors including:
- a. the type of ground or if you have chosen to carry out the excavation and reinstatement yourselves; and
  - b. the pipe diameter and length of service pipe as applicable to your required demand; and
  - c. whether the soil may be (or is) contaminated.
- (2) Our fixed charges for your service connection(s) are limited to the cost of connecting to the nearest reasonably practicable point on our network where the existing water main is at least the same diameter as your service connection, in order to provide the capacity for your development.
- (3) We will make no additional connection charge in the event that we change the point of connection for capacity reasons. However, if the nearest available main is smaller than the connection required to support your development, we will provide you with the reinforcement costs required.
- (4) Our design and construction standards determine the pipe material to be used for service pipes and accessories and can be found here - <https://www.affinitywater.co.uk/docs/developer/Design-construction-specification.pdf>
- (5) The charges set out in Table 9.4a include (unless otherwise specified) the provision and installation of externally located water meters where required for billing purposes.

Table 9.4a: Installation of connections (MDPE/HPPE) (meters are included except where stated otherwise)							
Ref	Item	Pipe Diameter	£ excluding VAT				
			Road	Footpath	Unmade Ground	Excavation by Others	Barrier Pipe Uplift per unit
<b>Tap in &amp; connection (MDPE/HPPE) only (including up to 0.5 metre of pipe) – surface type is determined at the point of connection to the main</b>							
9.4.1	Per connection Single	25 - 32mm	1,415	1,262	700	501	16
9.4.2	2-port connections		1,402	2,087	700	989	18
9.4.3	Per connection Single (without meter)	50 - 63mm	2,518	2,352	1,439	1,121	53
9.4.4	3-port connections		2,531	2,378	1,357	1,040	83
9.4.5	4-port connections		2,531	2,378	1,357	1,040	83
9.4.6	5-port connections		2,828	2,657	1,534	1,146	98
9.4.7	6-port connections		2,828	2,657	1,534	1,146	98
9.4.8	Per connection Single (without meter or meter install - see table 9.4d)	80 - 90mm	5,537	5,625	4,253	5,481	24
9.4.9	Per connection Single (without meter or meter install - see table 9.4d)	100 - 130mm	5,712	5,879	5,684	5,663	30
9.4.10	Per connection Single (without meter or meter install - see table 9.4d)	150 - 180mm	6,017	6,895	5,985	5,955	50
9.4.11	Per connection Single (without meter or meter install - see table 9.4d)	190 - 260mm	9,801	10,186	9,825	9,712	93

**Note:** For contaminated ground / barrier pipe - please select the appropriate surface rate and add the uplift to provide the correct charge.

(6) Tables 9.4b, 9.4c and 9.4d below set out charges for additional pipe laying, accessories as part of the connection(s) and meters.

Table 9.4b: Installation of connections: Additional Pipe Laying (MDPE/HPPE)							
Ref	Item	Unit	£ excluding VAT				
			Road	Footpath	Unmade Ground	Excavation by Others	Barrier Pipe Uplift £/m
<b>Service Pipe Laying</b>							
9.4.12	Lay Pipe (25-32mm)	per linear metre	191	174	69	46	8
9.4.13	Lay Pipe (50-63mm)		238	219	104	87	24
9.4.14	Lay Pipe (80-100mm)		298	224	100	80	25
9.4.15	Lay Pipe (101-130mm)		312	237	114	93	52
9.4.16	Lay Pipe (131-190mm)		413	316	157	127	63
9.4.17	Lay Pipe (191-260mm)		586	555	288	224	44
9.4.18	Lay Pipe (261-320mm)		663	629	344	273	20

**Note:** For contaminated ground / barrier pipe - please select the appropriate surface rate and add the uplift to provide the correct charge.

Table 9.4c: Installation of internal meters (e.g. flats fed from large supplies)			
Ref	Item	Unit	£ excluding VAT
9.4.19	Install Internal 15mm Screw-in Meter (includes meter)	per property / item	173

Table 9.4d: Installation of Accessories – In-line meters in conjunction with other works			
Ref	Item	Unit	£ excluding VAT
9.4.20	Install in-line meter - 40mm	per accessory	207
9.4.21	Install in-line meter - 50mm		265
9.4.22	Install in-line meters - 80mm		2,356
9.4.23	Install in-line meters - 100mm		2,548
9.4.24	Install in-line meters - 150mm		3,107
9.4.25	Install in-line meters - 200mm		4,716
9.4.26	Install in-line meters - 250mm		5,683



## 10 DISCONNECTION CHARGES

- (1) This section of the charging arrangements sets out the approach to disconnection of properties pursuant to Section 62 of the 1991 Act. Affinity Water provides disconnection of all properties free of charge.
- (2) Disconnection applications are required to allow us to track and monitor the requested works; these should be complete either as an individual disconnection application or as part of a new connection application both of which can be undertaken via our customer portal.
- (3) Affinity Water will only complete disconnection works where they lie between the boundary and our mains network. Responsibility of disconnection works required on the customer side pipework that is external to the property/premises lies with the customer; for details, please refer to diagram 14.4a.

<b>Table 10.1: Disconnection Fee</b>			
<b>Ref</b>	<b>Item</b>	<b>Unit</b>	<b>£ excluding VAT</b>
10.1.1	Disconnection	Per plot	FOC

# 11 DEVELOPER DIVERSION CHARGES

## 11.1 INTRODUCTION

- (1) This section of the charging arrangements sets out the method(s) for calculating charges pursuant to Section 185 of the 1991 Act in respect of the diversion or removal of pipes up to 180mm outside diameter located in, under or over land in which you have an interest or in any adjacent land in which you have an interest.
- (2) Diversion charges are calculated by reference to the principle that we are entitled to recover the costs reasonably incurred as a result of complying with the duty imposed on us by Section 185(1) of the 1991 Act.
- (3) This section does not apply to diversions for Highway authorities under the

NEW ROADS AND STREET WORKS ACT 1991 - DIVERSIONARY WORKS SA10/05

applicable to England, Scotland and Wales only. Please contact Developer Services for advice on your diversion requirements which are subject to these regulations.

## 11.2 APPLICATION FEES

Ref	Item	Unit	£ excluding VAT
11.2.1	Application Fee for diversion	per application	448

- (1) When submitting an application (under Section 185 of the 1991 Act) for us to divert existing water mains as part of your development, the above application fee will apply.
- (2) The application fee covers our costs associated with:
  - Reviewing, acknowledging, and triaging your application,
  - checking to ensure we have all the relevant information,
  - preparing and providing you with a cost advice for your service connection(s) and,
  - initiation of survey requirement where appropriate

Please note that this does not cover the cost of design which is charged in addition to the application fee (see section 10.3 below). If you have previously submitted a pre-development enquiry for this site, we will review any relevant documentation associated with that enquiry.

- (3) The application fee(s) will be levied at the point of application. Once we have confirmed payment, we will progress with your diversion application.

### 11.3 DESIGN FEE

- (1) In order for us to provide you with fixed charges for your diversion, we will need to prepare a design. Our fee for the design of the diversion of a water main of up to 180mm diameter is shown in Table 11.3 below.

Ref	Item	Unit	£ excluding VAT
11.3.1	Diversion of a main up to 180mm diameter per design	per design	1,242
11.3.2	Diversion re-design fee	per design	621

- (2) We understand that your requirements may change after we issue a design and cost advice to you. If we have prepared the design(s) for your development and you inform us of a change in your requirements for the development, due to the nature of diversionary works, we will require a re- design fee of 50% of the original design charge.
- (3) For diversions over 180mm diameter, our fees will be our reasonably incurred costs of undertaking this work.

### 11.4 ADMINISTRATION FEES

- (1) The administration fees are shown in Table 11.4 below and they cover our costs associated with:
- payment processing
  - assessing request for works
  - scheduling and mobilising of our construction team
  - project managing the works
  - integrating as-laid information into our Geographical Information System, and
  - inspecting and commissioning the diversion of our water main
- (2) These charges will appear on our cost advice to you and will become due should you decide to progress with the diversionary works.

Ref	Item	Unit	£ excluding VAT
11.4.1	Diversion Administration Fee	per application	925

## 11.5 DIVERSION CHARGES / CUTTING AND CAPPING EXISTING WATER MAINS

**Table 11.5: Cutting and capping existing water main**

Ref	Item	Unit	£ excluding VAT			
			Road	Footpath	Unmade Ground	Excavation by Others
11.5.1	Cut and Cap Existing Main (50-100mm diameter pipe)	per item	1,838	1,542	785	559
11.5.2	Cut and Cap Existing Main (101 - 130mm diameter pipe)	per item	1,854	1,558	801	572
11.5.3	Cut and Cap Existing Main (131-190mm diameter pipe)	per item	2,051	1,740	894	637

- (1) For diversion works other than for a Highway authority our diversion charges will comprise of upfront fixed charges for the elements of work identified as a result of the design.
  - a. For mains over 180mm, this will be costed by exception upfront and reconciled using actual costs post completion. This methodology can be requested for diversions below 180mm if specifically required.
- (2) We anticipate that there will be occasions where providing an indicative estimate is not possible or where the estimate will not meet the degree of confidence you desire. In such cases, we will work with you to decide how best to proceed.
- (3) For diversion works for a Highway Authority please contact Developer Services to obtain a bespoke cost estimate in accordance with the New Roads and Street Works Act 1991 Diversionary Works.

## 12 TRAFFIC MANAGEMENT

- (1) Where additional costs are payable as a result of traffic management and highway authority charges, we have provided upfront fixed charges which will be highlighted as a separate item in your cost advice. These charges can be found in Table 12.1 below.
- (2) The charges outlined in Table 12.1: Traffic Management below are applicable to schemes requiring such works on roads over 40mph and include, but not limited to, activities such as set up, monitoring, removal, signage and alternative equipment rental.
- (3) Where 2-way traffic lights are required on roads up to 40mph these costs are included in the contracted rates as shown on your cost advice and will not be charged separately; all other rates will be charged as standard.

Ref	Item	Unit	£ excluding VAT	Out of Hours Uplift
12.1.1	2 Way Traffic Lights (Automated)	each	1,082	31%
12.1.2	3 Way Traffic Lights (Automated)	each	1,284	31%
12.1.3	4 Way Traffic Lights (Automated)	each	1,364	31%
12.1.4	1 Person – Manually Operated Stop/Go	each	1,325	31%
12.1.5	2 Person – Manually Operated Stop/Go	each	1,943	31%
12.1.6	Road Closure	each	2,562	16%

- (4) Upfront fixed costs for road closures have been provided to ensure cost predictability and stability for our developer customers. This has been implemented in response to positive feedback in our 21/22 new connections charging consultation. Should you wish to be charged for a road closure on an actual cost basis, this can be requested at cost advice stage.
- (5) Lane closures and lane rental charges may be required, where work on traffic-sensitive routes during busy periods is undertaken and a need to suspend at least one lane arises, additional costs will be levied to appropriately recover these charges.
- (6) Parking bay and bus stop suspensions may be required to work safely. The highway authority can also request suspensions opposite our work to allow room for traffic. When these suspensions apply to works undertaken as a result of your scheme, associated costs will be levied to appropriately recover these charges.
- (7) Where additional costs will be incurred, we will reconcile the upfront fixed costs with our actual costs in order to appropriately recover these charges.

## 13 OUT OF HOURS WORKING

- (1) Our preference is always to carry out works within working hours as this avoids adverse impact to the rest of our operations. However, it may be necessary to carry out some or all of the works involved in constructing the water main for your development outside of working hours. In most cases this is determined by the local authority and is due to the impact the construction works will have on others.
- (2) Where additional costs will be incurred, we will reconcile the upfront fixed costs with our actual costs in order to appropriately recover these charges.

Ref	Item	Unit	% Uplift
13.1.1	Out of hours working	Per applicable construction work line item	66%



## 14 MISCELLANEOUS CHARGES

- (1) This section of the charging arrangements sets out the charges for miscellaneous services provided. Relevant charges are listed in Table 14.1 below.

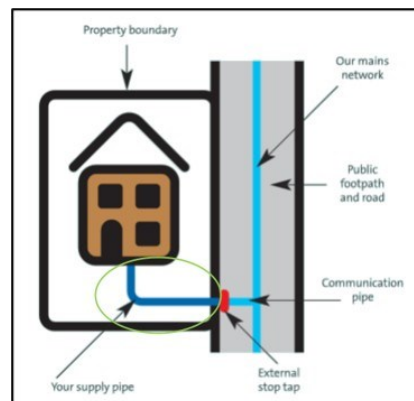
Ref	Item	Unit	£ excluding VAT
14.1.1	Approved Plumber or Groundworker Discount (external pipework only)	per plot / connection	-17
14.1.2	Water regulations inspection (where Affinity Water inspects service connections laid by others)	per inspection	126
14.1.3	Site Visit: To provide additional guidance and advice	per person for one hour	126
14.1.4	Supervision of traffic management where required by local authority (or other such organisation)	per person for one hour	126
14.1.5	Aborted work per application	per application	199
14.1.6	Remobilisation of aborted work per application	per application	926

- (2) Where the number of site visits exceeds those reasonably accounted for within the applied administration fees, and where a visit is outside of that suitably determined by the requirement of the works, additional site visits will be charged.
- (3) Where you have accepted our cost advice and / or fixed charges and paid us the relevant charges that are due to that point and subsequently notify us that you no longer need us to carry out the installation works, we may charge you a fee for our services carried out to that point. This may include costs associated with cancelling the scheduling of the works and any costs we have incurred through our supply chain.
- (4) With respect to situations which may arise which cause our works or activities to be aborted, and this is assessed to be as a result of the customer, such as your site not being ready when we attend on an agreed day to carry out our works, we are able to levy the following charges:
- abortive administration fee; plus
  - all additional costs we have to pay to the Highway authority to re-book any permits, suspensions or closures; plus
  - any additional costs associated with abortive charges, lost time, remobilisation, planning, enabling, plant and supervision.

This includes situations where we consider the site, for whatever reason, to be unsafe.

- (5) Where the original survey undertaken by Affinity Water returns recommendations for additional off-site third-party surveys or consent, we will reconcile the upfront fixed costs with our actual costs in order to appropriately recover these charges. Additional surveys may include, but are not limited to:

- a. Environmental surveys
  - b. Private land to determine access, planning permissions and compensations
  - c. Geotechnical surveys to locate existing utilities, contaminated land assessments and determine ground suitability for drilling
  - d. Structural surveys for works required near existing buildings or physical structures
  - e. Consents for working near or under water courses from the Environmental Agency (EA) and the Internal Drainage Board (IDB)
  - f. Basic Asset Protections Agreements for working near railways
  - g. Archaeological surveys and watching briefs for onsite works
- (6) We are committed to ensuring high quality work is completed to ensure safe drinking water for all our customers. With this in mind, we are introducing a £16 discount per plot when a Water Industry Approved Plumbers Scheme (WIAPS) certificate is submitted for review to support the use of an accredited contractor for the external pipework. Note the following:
- a. Please note, this discount is only applicable to the customer side pipework that is external to the property/premises as shown in the diagram below:



**Figure 14.4a – Approved contractor pipework eligibility**

- b. To find an approved plumber and/or groundworker, you can search here - [https://www.watersafe.org.uk/approved\\_plumbers/](https://www.watersafe.org.uk/approved_plumbers/)
- c. The approved contractor must be certified for 'underground pipework' activities.
- d. We request that certificates are provided to cover every plot whereby the discount has been applied.
- e. Affinity Water reserve the right to carry out Water Regulations inspections to ensure the certified work meets the requirements under the Water Supply (Water Fittings) Regulations 1991.
- f. This discount applies where call off connection requests occur within this relevant charging year and will not be retrospectively levied.

## **15 PAYMENT TERMS**

- (1) Your cost advice document will be issued based on the relevant charging year at that time.
- (2) We will apply the income offset credit(s) against the infrastructure charge(s) at the time we issue your cost advice and design documents.
- (3) Prior to any works being carried out, we request all charges are paid.
- (4) The methods of payment are as follows:
  - a. Credit card or debit card payments online through our customer portal
  - b. BACS
  - c. Credit card or debit card payments over the phone
  - d. Cheques

Further detail on methods of payment will be provided in your cost advice.

## 16 TRANSITIONAL ARRANGEMENTS

### 16.1 COST ADVICE DOCUMENTS FOR SITE SPECIFIC WORK

- (1) Cost advice for site specific work which have been accepted on or before 31 March 2023 in respect of works to be carried out on or after 1 April 2023 will continue to apply unless we agree with the developer to vary the cost advice to reflect these charging arrangements.
- (2) Where an adoption agreement is in place on or before 31 March 2023 the charges and payment set out in that agreement will continue to apply unless we agree with the self-lay provider to vary those charges and payments.
- (3) For applications received between 1 February 2023 and 31 March 2023 in respect of site-specific work to be carried out on or after 1 April 2023, developers and self-lay providers will be able to choose whether to be charged in accordance with these charging arrangements or the basis of the previous year's charging arrangements, applicable up to and including 31 March 2023.
- (4) For all cost advices issued between 1 February 2023 and 31 of March 2023, in the transition period, we will honour the charges within the cost advice for 90 days, from the date the cost advice issued, where charges relate to those outlined in the previous year charging arrangements.
- (5) Transition period cost advices must be accepted and wholly paid within the 90-day validity period.
- (6) For all cost advices accepted and paid throughout the transition period, all construction works must be completed by all parties by 31 March 2024. Where this does not occur, an updated cost advice will be issued under the new charging arrangements to reconcile the original fixed costs with relevant costs, in order to appropriately recover the charges.

### 16.2 COST ADVICE DOCUMENTS UNDER CHANGE REQUEST AMENDMENTS

- (7) Where a cost advice is accepted and / or partially, or wholly, paid within 60 days of the cost advice being issued, and therefore within the validity period but a subsequent request for:
  - a. a minor change is made by the customer, altered items will remain subject to charge under the provision of the original charging arrangements applied, in line with the remainder of the cost advice.
  - b. a major change is made by the customer, which results in the need for a redesign of the works, the full cost advice will be reissued, inclusive of the requested changes, in line with these charging arrangements and will incur a redesign fee which will be added to the cost advice.
- (8) Where a minor change is requested, accepted and the cost advice amended, the validity period of 90 days, for which the charges outlined under the previous charging period are to be honoured, will not be reset. The original expiry date for the quotation will remain in place.

### 16.3 COST ADVICE DOCUMENTS UNDER SCHEMES IN CONSTRUCTION

- (9) Where a cost advice is accepted and / or partially, or wholly, paid, construction works have commenced, and which subsequently has a request for change made against it in a different and new charging period to that of the original associated cost advice; changes will be separately configured and charged in line with these charging arrangements.
- (10) Where a cost advice, generated under the charging arrangements outlined in this document, is accepted but has no construction payment(s) confirmed within six months of cost advice acceptance, we reserve the right to close the scheme.
- (11) For all cost advices accepted and paid for under these charging arrangements, all construction works must be completed by all parties by 31 March 2024. Where this does not occur, an updated cost advice will be issued under the new charging arrangements to reconcile the original fixed costs with relevant costs, in order to appropriately recover the charges.

## **17 INFRASTRUCTURE CHARGES & ASSOCIATED CREDITS**

### **17.1 INTRODUCTION**

- (1) The purpose of an infrastructure charge is to enable a charge to be levied to reflect broadly the expected additional load placed on our network by the connection of premises not previously connected to it. Infrastructure charges do not relate to the costs of reinforcing, upgrading or otherwise modifying existing network infrastructure in order to address pre-existing deficiencies in capacity or capability.
- (2) The provisions of this section do not apply to premises connected on or after 1 April 2018 to a water main:
  - a. provided by us under section 41 of the 1991 Act where the charges for that water main were calculated on the basis of the provisions of the 1991 Act before they were amended by the Water Act 2014; or
  - b. that was or will be adopted by us in accordance with an agreement made pursuant to section 51A of the 1991 Act to which charging rules made by Ofwat under section 51CD of the 1991 Act do not apply.

### **17.2 WHEN DOES AN INFRASTRUCTURE CHARGE ARISE?**

- (1) An infrastructure charge is levied for the connection (whether directly or indirectly) of any premises (not previously connected to a supply of water provided by us or another water undertaker) using water for domestic purposes, to our existing network of mains. This will include cases where a site is being developed or redeveloped by means of the conversion or extension of an existing building or buildings, resulting in a significant increase in demand. This charge is payable in addition to those made for providing a connection pipe and, where necessary, a water main.

### **17.3 LIABILITY FOR INFRASTRUCTURE CHARGES**

- (1) Infrastructure charges are payable by the person making or requesting the connection to any premises on whose behalf the connection or request for connection is made. Charges as set out in the schedule of charges will apply.
- (2) The occupier of each house subject to a common billing agreement will be liable to pay us one standard water infrastructure charge in respect of that house where:
  - a. a person who has received a demand, or undertaken to pay infrastructure charges in respect of two or more houses subject to a common billing agreement fails to pay them, or any part of them, within 14 days of the date of connection; or
  - b. a common billing agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it.
- (3) In these circumstances, we will give credit for any amount already paid by way of infrastructure charges in respect of that house for the connection concerned.

### **17.4 CALCULATION OF THE INFRASTRUCTURE CHARGE**

- (1) The standard water infrastructure charge will apply except in the case of:
- houses subject to a common billing agreement where the infrastructure charge for each house will be the standard water infrastructure charge multiplied by the relevant multiplier for that house; and
  - premises other than houses to which water is provided by a supply pipe above the standard size (25mm) where the infrastructure charge for the premises will be the standard water infrastructure charge multiplied by the relevant multiplier for those premises.
- (2) The infrastructure charge is currently set at **£434** and is based on the following calculation.

Table 17.4.1: Infrastructure charge calculation		
Description	% Uplift	Values
Total cost of network reinforcement (growth) in forward 5-year period		£29,773,257.40
Total connection in forward 5-year period		74,926
Proposed infrastructure charge		£397.37
November CPIH	9.3	£36.96
Infrastructure charge 23/24		£434

- (3) Table 17.4.2 outlines the historic changes to our infrastructure charges.

Table 17.4.2: Infrastructure Charge	£ Excluding VAT		
	2021/22	2022/23	2023/24
Standard water infrastructure charge	249	366	434

## 17.5 DETERMINING THE RELEVANT MULTIPLIER

- (1) Infrastructure charges are based on the load that the development is placing on the system. To assess these charges, the total number of water units is expressed as a number of loading units as detailed in Table 16.5 below.

Table 17.5: Relevant Multiplier Loading Units	Loading Units
<b>Water Fitting <sup>1</sup></b>	
WC flushing cistern	2.0
Wash basin in a House	1.5
Wash basin elsewhere	3.0
Bath (tap nominal size 3/4in/ 20mm) <sup>2</sup>	10.0
Bath (tap nominal size larger than 3/4in/ 20mm) <sup>2</sup>	22.0
Shower	3.0
Sink (tap nominal size 1/2in/ 15mm)	3.0
Sink (tap nominal size larger than 1/2in/ 15mm)	5.0
Spray tap	0.5
Bidet	1.5



Domestic appliance (subject to a minimum of 6 loading units per House) <sup>3</sup> and <sup>4</sup>	3.0
Communal or commercial appliance <sup>3</sup>	10.0
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3.0
<p><u>Notes to table:</u></p> <ol style="list-style-type: none"> <li>Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.</li> <li>Including a whirlpool or Jacuzzi.</li> <li>Domestic appliance means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a house and communal or commercial appliance means an appliance (including a dishwasher, a washing machine and waste disposal unit) elsewhere than in a house (including communal facilities).</li> <li>In calculating the relevant multiplier a minimum of 6 loading units in respect of each house will be included for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the house.</li> </ol>	

- (2) To calculate the relevant multiplier for houses subject to a common billing agreement:
  - a. Determine the aggregate loading units; and
  - b. Divide this number by 24; and
  - c. Divide the result by the number of houses subject to the common billing agreement.
- (3) To calculate the relevant multiplier for premises other than houses to which water is provided by a supply pipe above the standard size (25mm):
  - a. Calculate the aggregate loading units; and
  - b. Divide this number by 24.

## 17.6 CREDITS

- (1) Where a site is redeveloped or a building is converted, and still has a metered supply of up to 25mm, a credit of one standard water infrastructure charge will be given for each premises on the site previously connected to our water supply in the five years beforehand.
- (2) Where the site to be developed has a metered supply greater than 25mm, credits will be allowed against the number of fittings previously used. In the absence of fittings data, a credit of one standard water infrastructure charge will be awarded for each premises on the site previously connected to our water supply in the five years beforehand.
- (3) Infrastructure credits will only be given up to the value of the matched infrastructure charge quantity. Additional credits will not be given if the new connection(s) has a lower relevant multiplier than that of the previous connection.

## 17.7 INCOME OFFSET

- (1) An income offset payment under these charging arrangements for all new connections where an infrastructure charge is applicable. The income offset is against the infrastructure charge not the mains requisition cost following the policy change in Ofwat's Charging

Rules.

- (2) We will apply an income offset for each new connection where an infrastructure charge is applicable.
- (3) The income offset is currently set at **£164** based on historic capital spend and historic connections volumes, taking into account CPIH increases.

Table 17.7: Income Off-Set Calculation for 2023/24	
Description	Values
Total cost of new connections forecast	£9,009,874
Total cost of mains requisitions forecast	£2,976,229
Total cost of gross network reinforcement forecast	£6,294,327
Total forecasted cost	£18,280,431
Historic balance of income offset % of total cost	25
Total income offset	£4,564,920
Connections forecast	13,960
Water Efficiency balance provision %	50
Income offset	£164

## 17.8 INCOME OFFSET PAYMENT

- (1) An income offset payment will be levied against the infrastructure charge at the upfront cost-advice stage.
- (2) An income offset payment will not be applicable to service connections to new Mains schemes that have already received an income offset to the requisitioned mains cost.
- (3) An income offset payment will not be due to service connections on self-lay schemes that have already received an asset payment for the adopted mains.
- (4) Please note, in July 2022, Ofwat confirmed income offset will cease to be offered from 2025. This should be carefully considered when determining timeline of works and connections to our network.

## 17.9 WATER EFFICIENT DEVELOPMENT CREDIT

- (1) Building Regulations include the requirement for all new dwellings to achieve a water efficiency standard of 125 litres of water per person per day.
- (2) Building Regulations part G include an optional requirement of 110 litres of water per person per day for new residential development, which should be implemented through local policy where there is clear evidence needed.
- (3) We operate in areas of serious water stress and support the inclusion of a water efficiency standard of 110 litres per person per day being included in planning policies.
- (4) To help promote the achievement of this objective, for the current charging period, we have amended the calculation for the provision of our water efficiency discount to

include the balance supported by the adjusted income offset value. This is in alignment with the outcome from our customer charging consultation in advance of this publication.

- (5) We will apply a discount to the infrastructure charge for new homes where there is evidence of water efficiency design to a standard of 110 litres(or less) per person per day. The discount will be **-£258** per infrastructure charge.

Table 17.8: Water Efficiency Discount	£ Excluding VAT		
Charging period	2021/22	2022/23	2023/24
Standard water efficiency discount	- 80	- 84	- 258

## 18 NEW APPOINTEES

- (1) This section does not form part of these charging arrangements, but the information provided is intended to set out our approach to charges in respect of site-specific water mains required to connect into our water supply system to facilitate the provision of a bulk supply of water by us to the New Appointee. Such charges and payments would be reflected in any bulk supply agreement we enter into with a New Appointee.
- (2) Affinity Water will calculate consumption usage of a NAV by reading the bulk meter installed at the boundary of the site. Affinity Water do not pass the cost of bulk meters onto NAV customers.
- (3) We will charge new appointees for these site-specific works that we undertake at their request. For these purposes, charges for site-specific works will be calculated using the same charges as are set for such works under our charging arrangements.
- (4) We will recover infrastructure charges from the New Appointee as a contribution to our costs of network reinforcement. The infrastructure charges will be calculated using the same charges as are set for such works under our charging arrangements.
- (5) Where we enter into a bulk supply agreement with a NAV customer, details of income offset payments will be documented in the bulk supply agreement.

## 19 WORKED EXAMPLES

The following worked examples are in line with the recent Ofwat Information Notice 22/03. A summary table of our worked examples is provided below:

Scenario	Description	Equivalent 22/23 Charge	23/24 Charge
1	Single connection to a house from an existing main	£3,207	£3,449
2	Single connection to a block of flats from an existing main	£7,446	£8,455
3	Medium housing development requiring new mains and communication pipe (excavation and reinstatement by others)	£74,259	£86,731
4	Medium housing development requiring new mains and communication pipe (excavation and reinstatement by Water Company)	£102,190	£122,014
5	Large housing development requiring new mains and communication pipe (excavation and reinstatement by others)	£269,735	£296,566
6	Large housing development requiring new mains and communication pipe (excavation and reinstatement by Water Company)	£351,845	£417,656

Below is the extract from the [Ofwat document](#) confirming the worked examples information for 23/24.

### Information requirements

With the exception of Small Companies, each Water Company must present its Charging Arrangements using worked examples for the following scenarios, and in the standard format set out below.

### Scenario summaries

Each Water Company should represent the following six scenarios in worked examples in its Charging Arrangements.

1. Single connection to a house from an existing main.
2. Single connection to a block of flats from an existing main.
3. Medium housing development requiring new mains and communication pipes (excavation and reinstatement by others).
4. Medium housing development requiring new mains and communication pipes (excavation and reinstatement by Water Company).

5. Large housing development requiring new mains and communication pipes (excavation and reinstatement by others).
6. Large housing development requiring new mains and communication pipes (excavation and reinstatement by Water Company).

### **Guidance for Water Companies**

For the avoidance of doubt, worked examples should include every charge that the Water Company would impose in accordance with these rules, including where applicable in any of the scenarios:

- Requisition Charges;
- Infrastructure Charges;
- Connection Charges;
- Income Offset;
- Relevant ancillary charges;
- Clearly itemised unit costs for all relevant services.

### **Each Water Company should include in its worked examples:**

- Adequate commentary to avoid inappropriate comparisons between Water Companies and in any place where the Water Company has chosen to take account of its own specific policies or area-specific terminology and practices.
- Any additional scenarios where the Water Company identifies issues with the scenarios or to highlight specific items that it considers could be of particular interest to its customers.
- Diagrams where the Water Company considers that this will make the worked examples more accessible to Developer Customers.

### **For all scenarios, when presenting worked examples:**

- Assume typical soil type for your region, that there is no rock and the land is not contaminated.
- Include all charges for activities and materials expected in an average job in the surface type being used
- Include all relevant ancillary charges, such as (but not limited to) application and design fees, any other administrative fees charged to developer customers for delivering the service, and meter costs and installation (where not included in the Connection Charges).
- All items in the table which state 'Y' to 'Applicable Charge?' should be separated within your worked examples table and should remain

unchanged. These are identified as bold in the table to allow customers to easily identify consistent rows which are applicable to any water company.

- For any blank cell within the column 'Applicable Charge?', you should state whether or not it is applicable depending on the structure of your charges. If a charge item is not applicable, a 'N' should be placed in the column with 'N/A' across the charge item cells.
- Should you have additional charges which relate to an overall charge in Bold (i.e. Connection Charge or Mains Connection charge), you should include the rate in the table where it states 'sub-charge 1,2,3...' so that customers are able to relate the charges back to individual charging arrangements documents. The worked examples should reflect any ancillary charges which will be included in that part of work, i.e. thrust blocks.



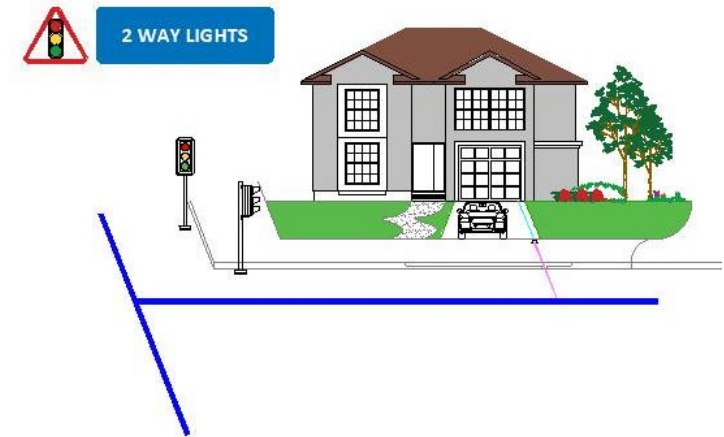
### Example 1: Single connection to a house from an existing main

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

- Service pipe installation
- Boundary box fitting
- Meter installation
- Excavation
- Reinstatement

#### Pipework:

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



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

As per the information provided by Ofwat regarding the scenarios, while the barrier uplift information is included in the table, this is not used in the overall calculation as the land is confirmed as not contaminated.

Scenario 1: Single connection to a house from an existing main - 4m									Alternative Delivery	
Applicable charge?	Item	Unit	Qty	Rate(£)	Total Charge (£)	Barrier Pipe Uplift Rate (£/m)	Barrier Pipe Total Charge (£)	Contestable	Self Lay Rate (£)	Self Lay Total Charge (£)
<b>Pre-construction charges</b>										
Y	Application Fee	per application	1	166	166			N	31	31
Y	Administration Fee	per property / plot	1	105	105			N	45	45
N	Design Fee	per scheme								
<b>Construction Charges</b>										
Y	Connection	per connection	1	1415	1415	16	16	Y		
N	Connection sub-charge 1	per connection								
N	Connection sub-charge 2	per connection								
N	Connection sub-charge 3	per connection								
Y	Pipework - Road (25- 32mm)	per metre	3.5	191	669	8	28	Y		
N	Traffic Management	per TM usage	1	1082	1082			Y		
Y	Meter installation	per connection						Y		
Y	Meter Issue	per meter	1					N	50	50
<b>Other Charges</b>										
N	As applicable (ie S106 vetting fee)									
<b>Infrastructure Charges</b>										
Y	Infrastructure Charges - water	per property	1	434	434			N	434	434
N	Infrastructure Charges - sewerage	per property								
<b>Income Offset</b>										
Y	Income Offset - water	per property	1	-164	-164			N	-164	-164
N	Income Offset - sewerage	per property								
<b>Water Efficiency</b>										
Y	Water Efficiency	per property	1	-258	-258			N	-258	-258
<b>TOTAL</b>					<b>3449</b>		<b>44</b>			<b>138</b>

## Example 2: Single connection to a block of flats from an existing main

This worked example provides charges for a block of 10 flats to be connected to an existing main of 90mm diameter PE. Each flat would be individually metered. If applicable, the worked example should include the associated charges for connection to an existing sewer, which is completed by the Developer Customer. Within construction costs, this includes:

- Service pipe installation
- Boundary box fitting
- Meter installation
- Excavation
- Reinstatement

### Pipework:

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



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

As per the information provided by Ofwat regarding the scenarios, while the barrier uplift information is included in the table, this is not used in the overall calculation as the land is confirmed as not contaminated.

Scenario 2: Single connection to a block of flats from an existing main - 8m									Alternative Delivery Method			
Applicable charge?	Item	Unit	Qty	Rate(£)	Total Charge(£)	Barrier Pipe Uplift Rate (£/m)	Barrier Pipe Total Charge	Contestable (Y/N)	Self Lay Rate	Self Lay Total Charge	NAV Rate (£)	NAV Total Charge (£)
<b>Pre-construction charges</b>												
Y	Application Fee	per application	1	706	706			N	31	310		
Y	Administration Fee	per property /	10	105	1050			N	45	450		
N	Design Fee	per scheme										
<b>Construction Charges</b>												
Y	Connection	per connection	1	2,518	2,518	53	53	Y				
N	Connection sub-charge 1	per connection										
N	Connection sub-charge 2	per connection										
N	Connection sub-charge 3	per connection										
Y	Pipework - Road (50- 63mm)	per metre	3.5	238	833	24	84	Y			238	833
Y	Pipework - Unmade Ground (50- 63mm)	per metre	4	104	416	24	96	Y			104	416
N	Traffic Management	per TM usage	1	1082	1082			Y			1,082	1,082
Y	Meter installation	per connection	10	173	1730			Y				
Y	Meter Issue	per meter	10					N	50	500		
<b>Other Charges</b>												
N	As applicable (ie S106 vetting fee)											
<b>Infrastructure Charges</b>												
Y	Infrastructure Charges - water	per property	10	434	4,340			N	434	4,340	434	4,340
N	Infrastructure Charges - sewerage	per property										
<b>Income Offset</b>												
Y	Income Offset - water	per property	10	-164	-1,640			N	-164	-1,640	-164	-1,640
N	Income Offset - sewerage	per property										
<b>Water Efficiency</b>												
Y	Water Efficiency	per property	10	-258	-2580			N	-258	-2580	-258	-2580
<b>TOTAL</b>					<b>8,455</b>		<b>233</b>			<b>1,380</b>		<b>2,451</b>

### **Example 3: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by others)**

This worked example provided charges associated with the provision of new water mains and individual connections from them for each of 50 new houses. If applicable, the worked example should include the associated vetting charges for the 50 property connections to an existing sewer, which is completed by the Developer Customer. Excavation and reinstatement are completed by others, except for the excavation leading to the connection to the existing water main. Within construction costs, this includes:

- Mains laying
- Service pipe installation
- Boundary box fitting
- Meter installation

#### Technical Specification (Connection)

##### Pipework:

- Connection to Existing Main of 180mm diameter PE
- 3m pipework laying (per communication pipe)

#### Technical Specification (Mains)

Pipework: Total length 300m, consisting of:

- 125mm diameter PE – 10m road type 3-4 road (leading to the point of connection to an existing water main)
- 125mm diameter PE – 190m
- 90mm diameter PE – 100m

#### Design Considerations:

- 180mm diameter existing main, serving 150 existing customers

- Three commissioning phases
- Three sample chlorination and connections – footpath
- Four washouts - unmade ground
- Five valves (1 x 150mm, 3 x 100mm, 1 x 80mm) - unmade ground
- One trial hole - unmade ground

Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions. Any additional council charges for permitting should be included.

As per the information provided by Ofwat regarding the scenarios, while the barrier uplift information is included in the table, this is not used in the overall calculation as the land is confirmed as not contaminated.



Scenario 3: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by others)									Alternative Delivery Method			
Applicable charge?	Item	Unit	Qty	Rate(£)	Total Charge(£)	Barrier Pipe Uplift Rate (£/m)	Barrier Pipe Total Charge	Contestable	Self Lay Rate	Self Lay Total Charge	NAV Rate (£)	NAV Total Charge (£)
<b>Pre-construction charges connection</b>												
Y	Application Fee	per property / plot	50	31	1,550			N	31	1,550		
Y	Administration Fee	per property / plot	50	105	5,250			N	45	2,250		
N	Design Fee	per scheme										
<b>Pre-construction charges mains</b>												
Y	Application Fee	per application	1	552	552			N	552	552	495	495
Y	Administration Fee	per application	1	1,160	1,160			N	639	639	1,046	1,046
Y	Design Fee	per scheme	1	1,179	1,179			Y			943	943
<b>Construction Charges connection</b>												
Y	Service connection - excavation by others	per connection	50	501	25,050	16	800	Y				
Y	Pipework (25-32mm excavation by others)	per connection	125	46	5,750	8	1,000	Y				
N	Meter installation	per connection	50					Y				
Y	Meter Issue	per meter	50					N	50	2,500		
<b>Construction Charges mains</b>												
Y	Mains connection	per connection	1	2,874	2,874			Y			2,874	2,874
Y	Washouts (50-190mm) - No excavation	per accessory	4	1,045	4,180							
N	Mains connection sub-charge 2	per connection										
N	Mains connection sub-charge 3	per connection										
Y	Pipework - Road (101-130mm)	per metre	10	365	3,650	43	430	Y			365	3,650
Y	Pipework - Excavation by others (101-130mm)	per metre	190	112	21,280	43	8,170	Y				
Y	Pipework - Excavation by others (50-100mm)	per metre	100	105	10,500	36	3,600	Y				
Y	Traffic Management (Road Closure)	per TM usage	1	2,562	2,562			Y			2,562	2,562
<b>Other Charges</b>												
Y	Trial hole - Unmade ground (131-190mm)	per hole	1	594	594			Y				
<b>Infrastructure Charges</b>												
Y	Infrastructure Charges - water	per property	50	434	21,700			N	434	21,700	434	21,700
N	Infrastructure Charges - sewerage	per property										
<b>Income Offset</b>												
Y	Income Offset - water	per property	50	-164	-8,200			N	-164	-8,200	-164	-8,200
N	Income Offset - sewerage	per property										
<b>Water Efficiency</b>												
Y	Water Efficiency	per property	50	-258	-12900			N	-258	-12900	-258	-12900
<b>TOTAL</b>					<b>86,731</b>		<b>14,000</b>			<b>5,591</b>		<b>12,170</b>

### **Example 4: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by water company)**

This worked example provided charges associated with the provision of new water mains and individual connections from them for each of 50 new houses. If applicable, the worked example should include the associated vetting charges for the 50 property connections to an existing sewer, which is completed by the Developer Customer. This worked example assumes that the excavation and reinstatement activities are carried out by the Water Company. However, should the Developer appoint and SLP or NAV, this worked example assumes these would be carried out by the SLP or NAV. Within construction costs, this includes:

- Mains laying
- Service pipe installation
- Boundary box fitting
- Meter installation
- Excavation
- Reinstatement

#### Technical Specification (Connection)

Pipework:

- Connection to existing main of 180mm diameter PE
- 3m pipe laying (per communication pipe)

#### Technical Specification (Mains)

Pipework: Total length 300m, consisting of:

- 125mm diameter PE – 10m pipework in road (including connection to existing 180mm PE Main)
- 125mm diameter PE – 50m pipework in footpath
- 125mm diameter PE – 140m pipework in Unmade ground



- 90mm diameter PE – 100m pipework Unmade ground

Design Considerations:

- 180mm diameter existing main, serving 150 existing customers
- Three commissioning phases
- Three sample chlorination and connections - footpath
- Four washouts - unmade ground
- Five valves (1 x 150mm, 3 x 100mm, 1 x 80mm) - unmade ground
- One trial hole - unmade ground

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

As per the information provided by Ofwat regarding the scenarios, while the barrier uplift information is included in the table, this is not used in the overall calculation as the land is confirmed as not contaminated.



Scenario 4: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by Water Company)									Alternative Delivery Method			
Applicable charge?	Item	Unit	Qty	Rate(£)	Total Charge(£)	Barrier Pipe Uplift Rate (£/m)	Barrier Pipe Total Charge	Contestable	Self Lay Rate	Self Lay Total Charge	NAV Rate (£)	NAV Total Charge (£)
<b>Pre-construction charges connection</b>												
Y	Application Fee	per property / plot	50	31	1,550			N	31	1,550		
Y	Administration Fee	per property / plot	50	105	5,250			N	45	2,250		
N	Design Fee	per scheme										
<b>Pre-construction charges mains</b>												
Y	Application Fee	per application	1	552	552			N	552	552	495	495
Y	Administration Fee	per application	1	1,160	1,160			N	639	639	1,046	1,046
Y	Design Fee	per scheme	1	1,179	1,179			Y			943	943
<b>Construction Charges connection</b>												
Y	Service connection - Unmade ground	per connection	50	700	35,000	16	800	Y				
Y	Pipework (25-32mm Unmade Ground)	per connection	125	69	8,625	8	1,000	Y				
N	Meter installation	per connection	50					Y				
Y	Meter Issue	per meter	50					N	50	2,500		
<b>Construction Charges mains</b>												
Y	Mains connection	per connection	1	2,874	2,874			Y			2,874	2,874
N	Washouts (50-190mm) - Unmade Ground	per accessory	4	1,282	5,128							
N	Mains connection sub-charge 2	per connection										
N	Mains connection sub-charge 3	per connection										
Y	Pipework - Road (101-130mm)	per metre	10	365	3,650	43	430	Y			365	3,650
Y	Pipework - Footpath (101-130mm)	per metre	50	333	16,650	43	2,150	Y				
Y	Pipework - Unmade Ground (101-130mm)	per metre	140	156	21,840	43	6,020	Y				
Y	Pipework - Unmade Ground (50-100mm)	per metre	100	148	14,800	36	3,600	Y				
Y	Traffic Management (Road Closure)	per TM usage	1	2,562	2,562			Y			2,562	2,562
<b>Other Charges</b>												
Y	Trial hole - Unmade ground (131-190mm)	per hole	1	594	594			Y				
<b>Infrastructure Charges</b>												
Y	Infrastructure Charges - water	per property	50	434	21,700			N	434	21,700	434	21,700
N	Infrastructure Charges - sewerage	per property										
<b>Income Offset</b>												
Y	Income Offset - water	per property	50	-164	-8,200			N	-164	-8,200	-164	-8,200
N	Income Offset - sewerage	per property										
<b>Water Efficiency</b>												
Y	Water Efficiency	per property	50	-258	-12900			N	-258	-12900	-258	-12900
<b>TOTAL</b>					<b>122,014</b>		<b>14,000</b>			<b>8,091</b>		<b>12,170</b>

### Example 5: Large housing development requiring new mains and communication pipe (excavation and reinstatement by others)

This worked example provided charges associated with the provision of new water mains and individual connections from them for each of 200 new houses. If applicable, the worked example should include the associated vetting charges for the 200 property connections to an existing sewer, which is completed by the Developer Customer. Excavation and reinstatement are completed by others, except for the excavation leading to the point of connection to the existing water main. Within construction costs, this includes:

- Mains laying
- Service pipe installation
- Boundary box fitting
- Meter installation

#### Technical Specification (Connection)

Pipework:

- Connection to existing main of 180mm diameter PE
- 3m pipe laying (per communication pipe)

#### Technical Specification (Mains)

Pipework: Total length 1000m, consisting of:

- 180mm diameter PE – 20m pipework in type 3-4 road (leading to point of connection)
- 180mm diameter PE – 10m pipework
- 125mm diameter PE – 480m pipework
- 90mm diameter PE – 400m pipework

Design Considerations:

- 250mm diameter existing main, serving 150 existing customers
- Six commissioning phases
- Six sample chlorination and connections - footpath
- Ten washouts – unmade ground
- Eight valves (1 x 150mm, 5 x 100mm, 2 x 80mm) - unmade ground
- Two trial holes - unmade ground

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

As per the information provided by Ofwat regarding the scenarios, while the barrier uplift information is included in the table, this is not used in the overall calculation as the land is confirmed as not contaminated.



Scenario 5: Large housing development requiring new mains and communication pipe (excavation and reinstatement by others)									Alternative Delivery Method			
Applicable charge?	Item	Unit	Qty	Rate(£)	Total Charge(£)	Barrier Pipe Uplift Rate (£/m)	Barrier Pipe Total Charge	Contestable	Self Lay Rate	Self Lay Total Charge	NAV Rate (£)	NAV Total Charge (£)
<b>Pre-construction charges connection</b>												
Y	Application Fee	per property / plot	200	31	6,200			N	31	6,200		
Y	Administration Fee	per property / plot	200	105	21,000			N	45	9,000		
N	Design Fee	per scheme										
<b>Pre-construction charges mains</b>												
Y	Application Fee	per application	1	625	625			N	625	625	495	495
Y	Administration Fee	per application	1	1,290	1,290			N	727	727	1,046	1,046
Y	Design Fee	per scheme	1	1,415	1,415			Y			495	495
<b>Construction Charges connection</b>												
Y	Service connection - excavation by others	per connection	200	501	100,200	16	3,200	Y				
Y	Pipework - excavation by others (25-32mm)	per connection	500	46	23,000	8	4,000	Y				
N	Meter installation	per connection	200					Y				
Y	Meter Issue	per meter	200					N	50	10,000		
<b>Construction Charges mains</b>												
Y	Mains connection - excavation by others	per connection	1	2,874	2,874			Y			2,874	2,874
N	Washouts (50-190mm - No excavation)	per accessory	10	1,045	10,450							
N	Mains connection sub-charge 2	per connection										
N	Mains connection sub-charge 3	per connection										
Y	Pipework - road (131-190mm)	per metre	20	502	10,040	67	1,340	Y			502	10,040
Y	Pipework - excavation by others (131-190mm)	per metre	100	174	17,400	67	6,700	Y				
Y	Pipework - excavation by others (101-130mm)	per metre	480	112	53,760	43	20,640	Y				
Y	Pipework - excavation by others (50-100mm)	per metre	400	105	42,000	36	14,400	Y				
Y	Traffic Management (Road Closure)	per TM usage	1	2,562	2,562			Y			2,562	2,562
<b>Other Charges</b>												
Y	Trial hole - unmade ground (191-260mm)	per hole	2	675	1,350			Y				
<b>Infrastructure Charges</b>												
Y	Infrastructure Charges - water	per property	200	434	86,800			N	434	86,800	434	86,800
N	Infrastructure Charges - sewerage	per property										
<b>Income Offset</b>												
Y	Income Offset - water	per property	200	-164	-32,800			N	-164	-32,800	-164	-32,800
N	Income Offset - sewerage	per property										
<b>Water Efficiency</b>												
Y	Water Efficiency	per property	200	-258	-51,600			N	-258	-51,600	-258	-51,600
<b>TOTAL</b>					<b>296,566</b>		<b>50,280</b>			<b>18,952</b>		<b>19,912</b>

### Example 6: Large housing development requiring new mains and communication pipe (excavation and reinstatement by water company)

This worked example provided charges associated with the provision of new water mains and individual connections from them for each of 200 new houses. If applicable, the worked example should include the associated vetting charges for the 200 property connections to an existing sewer, which is completed by the Developer Customer. This worked example assumes that the excavation and reinstatement activities are carried out by the Water Company, however, should the Developer appoint and SLP or NAV, this worked example assumes these would be carried out by the SLP or NAV. Within construction costs, this includes:

- Service pipe installation
- Boundary box fitting
- Meter installation
- Excavation
- Reinstatement

#### Technical Specification (Connection)

Pipework:

- Connection to existing main of 180mm diameter PE
- 3m pipe laying (per communication pipe)

#### Technical Specification (Mains)

Pipework: Total length 1000m, consisting of:

- 180mm diameter PE – 20m pipework in type 3-4 road (leading to point of connection)
- 180mm diameter PE – 100m pipework in footpath
- 125mm diameter PE – 480m pipework in unmade ground
- 90mm diameter PE – 400m pipework in unmade ground



Design Considerations:

- 250mm diameter parent Main, serving 150 existing customers
- Six commissioning phases
- Six sample chlorination and connections - Footpath
- Ten washouts - Unmade Ground
- Eight valves (1 x 150mm, 5 x 100mm, 2 x 80mm) - Unmade Ground
- Two trial holes - Unmade Ground

Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions. Any additional council charges for permitting should be included.

**NB:** As per the information provided by Ofwat regarding the scenarios, while the barrier uplift information is included in the table, this is not used in the overall calculation as the land is confirmed as not contaminated.



Scenario 6: Large housing development requiring new mains and communication pipe (excavation and reinstatement by Water Company)									Alternative Delivery Method			
Applicable charge?	Item	Unit	Qty	Rate(£)	Total Charge(£)	Barrier Pipe Uplift Rate (£/m)	Barrier Pipe Total Charge	Contestable	Self Lay Rate	Self Lay Total Charge	NAV Rate (£)	NAV Total Charge (£)
<b>Pre-construction charges connection</b>												
Y	Application Fee	per property / plot	200	31	6,200			N	31	6,200		
Y	Administration Fee	per property / plot	200	105	21,000			N	45	9,000		
N	Design Fee	per scheme										
<b>Pre-construction charges mains</b>												
Y	Application Fee	per application	1	625	625			N	625	625	495	495
Y	Administration Fee	per application	1	1,290	1,290			N	727	727	1,046	1,046
Y	Design Fee	per scheme	1	1,415	1,415			Y			495	495
<b>Construction Charges connection</b>												
Y	Service connection - unmade ground	per connection	200	700	140,000	16	3,200	Y				
Y	Pipework (25-32mm Unmade Ground)	per connection	500	69	34,500	8	4,000	Y				
N	Meter installation	per connection	200					Y				
Y	Meter Issue	per meter	200					N	50	10,000		
<b>Construction Charges mains</b>												
Y	Mains connection (Road)	per connection	1	2,874	2,874			Y			2,874	2,874
N	Washouts (50-190mm - Unmade Ground)	per accessory	10	1,282	12,820							
N	Mains connection sub-charge 2	per connection										
N	Mains connection sub-charge 3	per connection										
Y	Pipework - Road (131-190mm)	per metre	20	502	10,040	67	1,340	Y			502	10,040
Y	Pipework - Footpath (131-190mm)	per metre	100	465	46,500	67	6,700	Y				
Y	Pipework - Unmade Ground (101-130mm)	per metre	480	156	74,880	43	20,640	Y				
Y	Pipework - Unmade Ground (50-100mm)	per metre	400	148	59,200	36	14,400	Y				
Y	Traffic Management (Road Closure)	per TM usage	1	2,562	2,562			Y			2,562	2,562
<b>Other Charges</b>												
Y	Trial hole - Unmade ground (191-260mm)	per hole	2	675	1,350			Y				
<b>Infrastructure Charges</b>												
Y	Infrastructure Charges - water	per property	200	434	86,800			N	434	86,800	434	86,800
N	Infrastructure Charges - sewerage	per property										
<b>Income Offset</b>												
Y	Income Offset - water	per property	200	-164	-32,800			N	-164	-32,800	-164	-32,800
N	Income Offset - sewerage	per property										
<b>Water Efficiency</b>												
Y	Water Efficiency	per property	200	-258	-51,600			N	-258	-51,600	-258	-51,600
<b>TOTAL</b>					<b>417,656</b>		<b>50,280</b>			<b>18,952</b>		<b>19,912</b>



### **Example 7: Upsizing example using adaptations to medium housing development requiring new mains and communication pipe (excavation and reinstatement by others)**

This worked example provided charges associated with the provision of new water mains and individual connections from them for each of 50 new houses. If applicable, the worked example should include the associated vetting charges for the 50 property connections to an existing sewer, which is completed by the Developer Customer. Excavation and reinstatement are completed by others, except for the excavation leading to the connection to the existing water main. Within construction costs, this includes:

- Mains laying
- Service pipe installation
- Boundary box fitting
- Meter installation

#### Technical Specification (Connection)

Pipework:

- Connection to Existing Main of 180mm diameter PE
- 3m pipework laying (per communication pipe)

#### Technical Specification (Mains)

Pipework: Total length 300m, consisting of:

- 180mm diameter PE – 10m road type 3-4 road (leading to the point of connection to an existing water main)
- 180mm diameter PE – 100m
- 125mm diameter PE – 90m
- 90mm diameter PE – 100m

Design Considerations:

- 180mm diameter existing main, serving 150 existing customers
- Three commissioning phases
- Three sample chlorination and connections – footpath
- Four washouts - unmade ground
- Six valves (2 x 150mm, 3 x 100mm, 1 x 80mm) - unmade ground
- One trial hole - unmade ground

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

As per the information provided by Ofwat regarding the scenarios, while the barrier uplift information is included in the table, this is not used in the overall calculation as the land is confirmed as not contaminated.



Scenario 7: Upsized medium housing development requiring new mains and communication pipe (excavation and reinstatement by others)									Alternative Delivery Method			
Applicable charge?	Item	Unit	Qty	Rate(£)	Total Charge(£)	Barrier Pipe Uplift Rate (£/m)	Barrier Pipe Total Charge	Contestable (Y/N)	Self Lay Rate	Self Lay Total Charge	NAV Rate (£)	NAV Total Charge (£)
<b>Pre-construction charges connection</b>												
Y	Application Fee	per property / plot	50	31	1,550			N	31	1,550		
Y	Administration Fee	per property / plot	50	105	5,250			N	45	2,250		
N	Design Fee	per scheme										
<b>Pre-construction charges mains</b>												
Y	Application Fee	per application	1	552	552			N	552	552	495	495
Y	Administration Fee	per application	1	1,160	1,160			N	639	639	1,046	1046
Y	Design Fee	per scheme	1	1,179	1,179			Y			495	495
<b>Construction Charges connection</b>												
Y	Service connection	per connection	50	501	25,050	16	800	Y				
Y	Pipework (25-32mm Unmade Ground)	per connection	125	69	8,625	8	1,000	Y				
N	Meter installation	per connection	50					Y				
Y	Meter Issue	per meter	50					N	50	2,500		
<b>Construction Charges mains</b>												
Y	Mains connection	per connection	1	2,605	2,605			Y			2,874	2,874
N	Washouts (50-190mm) - No excavation	per accessory	4	1,045	4,180							
N	Mains connection sub-charge 2	per connection										
Y	Mains connection sub-charge 3	per connection										
Y	Pipework - Road (131-190mm)	per metre	10	502	5,020	67	670	Y			502	5,020
Y	Pipework - Excavation by others (131-190mm)	per metre	100	174	17,400	67	6,700	Y				
	Pipework - Excavation by others (101-130mm)	per metre	90	112	10,080	43	3,870	Y				
Y	Pipework - Excavation by others (50-100mm)	per metre	100	105	10,500	36	3,600	Y				
Y	Traffic Management (Road Closure)	per TM usage	1	2,562	2,562			Y			2,562	2,562
<b>Other Charges</b>												
Y	Trial hole - Unmade ground (131-190mm)	per hole	1	594	594			Y				
<b>Infrastructure Charges</b>												
Y	Infrastructure Charges - water	per property	50	434	21,700			N	434	21,700	434	21,700
N	Infrastructure Charges - sewerage	per property										
<b>Income Offset</b>												
Y	Income Offset - water	per property	50	-164	-8,200			N	-164	-8,200	-164	-8,200
N	Income Offset - sewerage	per property										
<b>Water Efficiency</b>												
Y	Water Efficiency	per property	50	-258	-12900			N	-258	-12900	-258	-12900
	<b>TOTAL</b>				<b>96,907</b>		<b>16,640</b>			<b>5,591</b>		<b>13,092</b>

## 20 CONTACT INFORMATION AND REDRESS

- (1) Any enquiries about these charging arrangements should be addressed to the Company Secretary, Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ, or via email at [dx@affinitywater.co.uk](mailto:dx@affinitywater.co.uk)
- (2) We publish a range of information on our website about getting your development connected to water services. By using our website, you can access our portal interface for developer customers who wish to apply for new connections services.
- (3) Our website also contains many useful features to help you with any queries you may have about getting your development connected - <https://www.affinitywater.co.uk/developing>, or you can get in touch with us through the following:

### Got any questions?

You can contact us through these methods:

<p><b>Online</b> Log in and fill out the enquiry form on our customer portal <a href="http://affinitywater.custhelp.com">affinitywater.custhelp.com</a></p>	<p><b>Webchat</b> Log into our customer portal to speak to us on webchat. Open 9am-4pm, Monday to Friday <a href="http://affinitywater.custhelp.com/app/chat/chat_launch">affinitywater.custhelp.com/app/chat/chat_launch</a></p>
<p><b>Post</b> Development Experience, Affinity Water Ltd, Tamblin Way, Hatfield, Herts, AL10 9EZ</p>	<p><b>Email</b> <a href="mailto:dx@affinitywater.co.uk">dx@affinitywater.co.uk</a></p>

**Call**  
**0345 357 2428**, Monday to Thursday 8:30am - 5:00pm, Friday 8:30am - 4:30pm (Calls are recorded for training and monitoring purposes)

**Affinity Water Limited**  
Registered office: Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ

[www.facebook.com/affinitywater](http://www.facebook.com/affinitywater)  
[@affinitywater](https://twitter.com/affinitywater)  
[Youtube.com/AffinityWater](https://www.youtube.com/AffinityWater)

[affinitywater.co.uk/developing](https://www.affinitywater.co.uk/developing)

- (4) We will always do our best to answer your query fully at our first opportunity, however, should you wish to speak to our management team or escalate a query, you can find their contact information here: <https://www.affinitywater.co.uk/developing/contact-developer>
- (5) If you are dissatisfied with the level of service provided and wish to make a complaint, we operate a complaints procedure. We aim to answer all written complaints within 10 working days. Further information and a copy of the procedure are available from our website and on request.
- (6) You may ask the Consumer Council for Water ("CCW"), the independent voice for water consumers in England and Wales, to take up your complaint on your behalf, if we have been unable to resolve your complaint directly with you.
- (7) If your complaint is not resolved to your satisfaction after intervention from CCW, you may be able to use the Water Redress Scheme (WATRS) to ask an independent adjudicator to adjudicate any dispute. The service is free to use. You will not be able to use the scheme to determine a dispute about matters over which Ofwat has powers to determine an outcome.
- (8) Contact information for CCW, Ofwat and WATRS is provided below.

	<b>Consumer Council for Water</b>	<b>Ofwat</b>	<b>WATRS</b>
<b>Address</b>	Consumer Council for Water 1 <sup>st</sup> Floor Victoria Square House Victoria Square Birmingham B2 4AJ	Water Services Regulation Authority (Ofwat) Centre City Tower 7 Hill Street Birmingham B5 4UA	Water Redress Scheme 70 Fleet Street London EC4Y 1EU
<b>Telephone</b>	0300 034 2222	0121 644 7500	0207 520 3801
<b>Web</b>	<a href="http://www.ccwater.org.uk">www.ccwater.org.uk</a>	<a href="http://www.ofwat.gov.uk">www.ofwat.gov.uk</a>	<a href="http://www.watrs.org">www.watrs.org</a>
<b>Email</b>	<a href="mailto:enquiries@ccwater.org.uk">enquiries@ccwater.org.uk</a>	<a href="mailto:mailbox@ofwat.gov.uk">mailbox@ofwat.gov.uk</a>	<a href="mailto:applications@watrs.org">applications@watrs.org</a>