



incorporating



Developer Services Charging Arrangements 2020/21

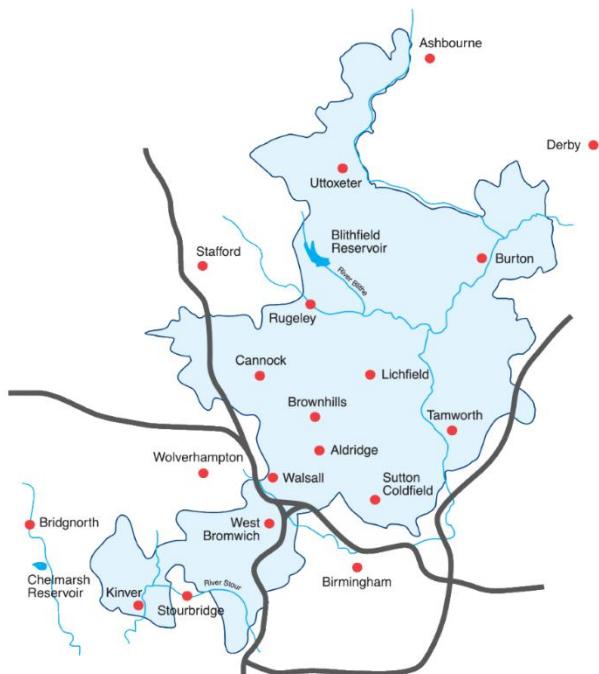
January 2020



Cambridge region



South Staffs region



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1. Introduction

This document sets out the charging arrangements for developers within our South Staffs Water and Cambridge Water operating regions for the period from **1 April 2020 to 31 March 2021**.

The charging mechanisms in this document are based on published advice from the Department for Environment, Food and Rural Affairs (Defra) and Ofwat rules, with further details available on their respective websites. We continue to follow the guiding principles of these organisations and advice from other key stakeholders in all aspects of these charging arrangements. This includes consultations from the following organisations.

- Water UK – we are active members on a wide range of committees within Water UK and participated in the Developers Day.
- Developer Forums – we attended and proactively contributed in two neighbouring company Developer Forums.
- Regular meetings/correspondence with Developers, Self-lay Providers (SLPs), New Appointments and Variations (NAVs) and other representative organisations/bodies, including statutory bodies such as County Councils.

An outcome of these representations is to improve our services to our customers with internal process reviews, team co-ordination and internal KPIs, as well as enhancing our IT systems. During 2020, we intend to upgrade our IT systems and associated processes to reflect legislative changes directed by Ofwat and improve our customer service. We will endeavour to keep all customers updated with these changes as they are implemented.

There have been a number of industry changes to the Charging Arrangements as a result of Ofwat's requirements for this year, including:

- the income offset will be applied to all new connections, apart from separation and replacement supplies;
- the income offset will be applied to the infrastructure charge rather than against the requisition charge;
- there will no longer be asset payments for self-laid water mains; and

In addition, combined with discussions with other water companies through Water UK and interested stakeholders, there is an alignment across the water sector to implement a menu of prices for mains requisitions and service connections charges compared to charges based on per plot similar to other Companies within the sector.

These changes will apply from **1 April 2020**, but there are further details on the transition arrangements in chapter 11.

Finally, we will ensure that all customer types are treated fairly as we believe in open and transparent costs across a vibrant market. We will also follow the codes for adoption arrangements.

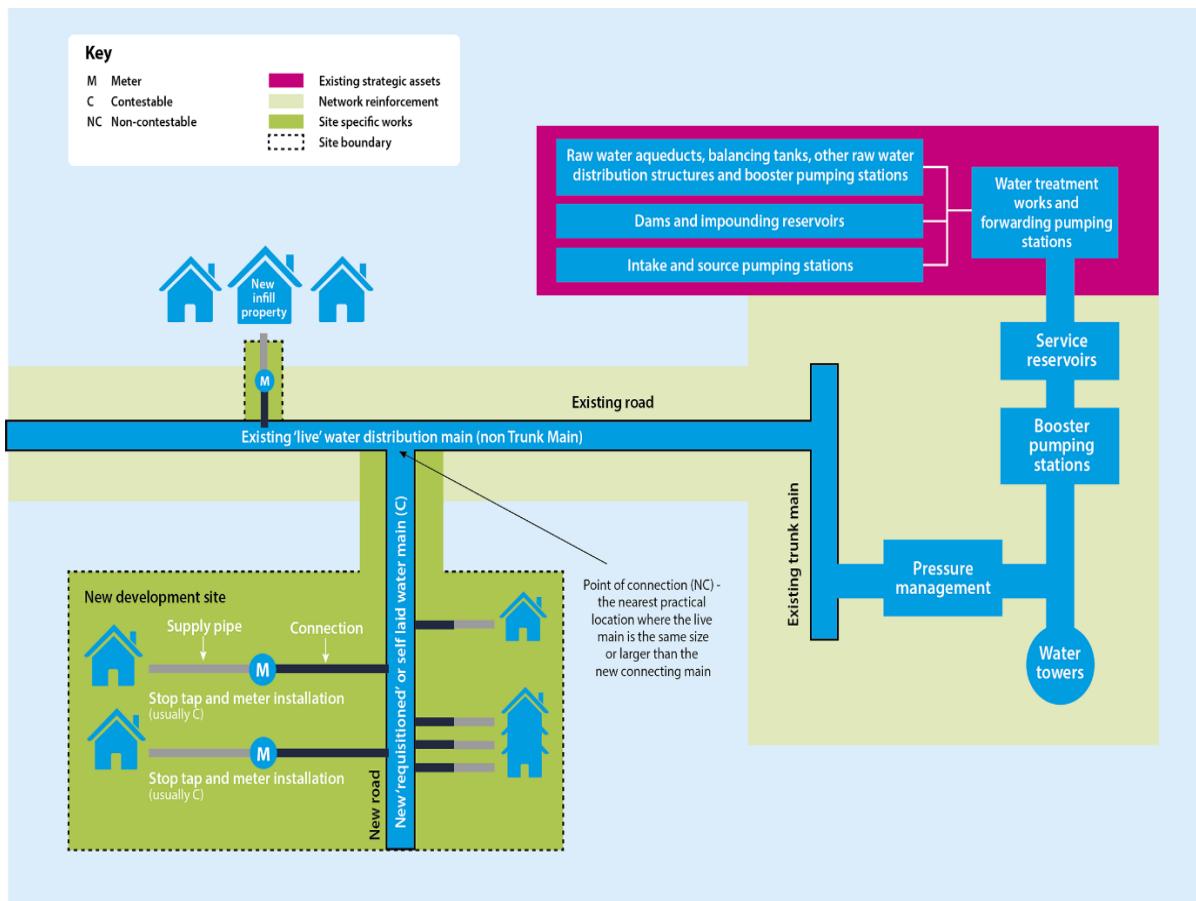
There is a glossary of the various industry terminology/definitions in appendix 1 of this document.

2. Definitions and responsibilities

In this chapter, we set out information related to the different types of work that can be included to establish a new water network and who can complete this work within the industry market. Depending on the type of work that customers want to undertake, there are various responsibilities about the nature, location, payments and who can carry out the different categories of work.

Figure 1 below sets out some of these responsibilities. It illustrates the guidelines produced by Ofwat and Water UK.

Figure 1 Site-specific and reinforcement definition



This diagram provides information to indicate responsibility for the provision of assets for new connections and how the costs are owned or recovered by the various organisations. The different work-streams can be divided into the following activities and defined as:

- New development.
- Network reinforcements.
- Resources/supplies.

Further details under each work-stream are set out below. The contestability of each activity is correct at the time of publication (31 January 2020). The new water adoption arrangements are due to be implemented in the 2020/21 charging year and we will continue to ensure the contestability of activity in our region complies with legislation.

NEW DEVELOPMENT

- Within a new development, this is site-specific work that includes the work carried out within the site boundary, and between the site boundary and the existing water main – including the actual connection to our network (point of connection). The point of connection is the nearest practical location where the live main is the same size or larger than the new connecting main.
- All these works apart from the point of connection are contestable and can be undertaken by:
 - South Staffs Water/Cambridge Water (SSW/CW);
 - Self-Lay Providers (SLP); and
 - New Appointment and Variations (NAV).
- Site costs can include design costs.
- From 1 April 2020, the income offset will be paid against the infrastructure charges; this will replace the asset value where infrastructure is installed by SLPs.

NETWORK REINFORCEMENT

- Network reinforcement refers to work that is outside the new development but is required as a consequence solely of the new development; it is not attributed to other factors within the network.
- This work must be undertaken by South Staffs Water/Cambridge Water (SSW/CW).
- The cost of this work is recovered by an infrastructure charge that is paid for by the developer for each domestic connection.

RESOURCES/SUPPLIES

- The supply and treatment of potable water is funded through general charges to all water customers.
- This work must be undertaken by South Staffs Water/Cambridge Water (SSW/CW).
- The costs of this work are not recovered through any new connections charges.

Some of the definitions of this work include the following.

- C = contestable work – this is work that can be carried out by a number of providers within the market.
- NC = non-contestable work – this work must be completed by South Staffs Water or Cambridge Water.

3. The connection process

This chapter sets out the various steps carried out by the respective parties to complete a water connection, from submitting an application through to establishing an account within the billing system.

3.1 Option 1: to connect a South Staffs Water/Cambridge Water scheme

3.1.1 What developers need to do

Step 1 – submit an application form and pay the application fee

This can be done by email or post, depending on the option selected on 'Your application'. The quote will take up to 28 days to prepare. Please note that complex jobs take longer. We require an auto-CAD plan and soil report for main laying.

Step 2 – pay for the quote

This can be done by BACS or cheque, or debit/credit card – phone 0845 456 1030.

Step 3 – complete the pipe work

The developer (or a plumber) can complete the pipe work within the property's boundaries.

Step 4 – provide a postal address

We require the postal address confirmed by the local authority for each plot (unless it is an existing property). This enables us to create new billing accounts.

3.1.2 What we will do

Step 1 – lay the mains

If mains laying is required, we will liaise with the developer directly following payment.

Step 2 – carry out an inspection

Once notified, we will carry out the underground water inspection, checking depth, ducting into the building, insulation, capping and tagging.

Step 3 – carry out a connection within 21 days*

Once we have received payment, postal addresses and a passed inspection, we can make the connection.

* Unless we have agreed an extension with the developer

Step 4 – account set up

Once the connection is completed, a new billing account will be created.

To register, phone our contact centre on 0345 607 0456.

3.2 Option 2: to connect a Self-Lay scheme

3.2.1 What the SLP needs to do

Step 1 – submit application form

Provide an auto-CAD plan, site layout, full soil report and application fee.

Step 2 – we will require...

Payment, legal agreement, Liability document, operatives NVQ qualifications and health screening.

Step 3 – pay for the service quote

This can be done by BACS or cheque, or by debit/credit card – phone 0845 456 1030.

Step 4 – complete the pipe work

The SLP's contractor needs to complete the pipe work within the property's boundaries and notify us to inspect it.

Step 5 – provide a postal address

We require the postal address confirmed by the local authority for each plot to create new billing accounts.

Step 6 – Notify the connection

SLP notifies the water company by emailing the SL07 form with the date of the connection.

3.2.2 What we will do

Step 1 – produce the quotation

We will issue the quotation within 14 days of receiving the information set out in step 1 above.

Step 2 – connection to our existing main

When we receive the information set out in step 2 above, we will arrange the connection.

Step 3 – inspection

We will carry out the underground water inspection on a minimum of 10% of the unmade ground connections (the rest of the site can be self-certified), checking depth, ducting into the building, insulation, capping and tagging.

Step 4 – fitting the meter

Meter-fitting activity can be carried out either by the SLP or us, depending on the developer's preference.

Step 5 – infrastructure payment

The infrastructure payment is due once the connection is made. We will apply the income offset to this and refund the difference.

3.3 Option 3: to connect NAV

3.3.1 What developers need to do

Step 1 – submit application

An application form and plans showing the connection point should be submitted and the application fee paid. This can be done by post or email.

Step 2 – letter issued

We will issue a letter confirming the site status, pressures in the nearest main and any costs.

Step 3 – approval

If Ofwat approves the application, we will issue a bulk supply agreement to be signed and returned.

Step 4 – payment

Payment for the connection is made.

4. Customer charges

This chapter explains our charges and how we have calculated each of them.

We assess each application from developers on an individual basis, taking the customer's requirements into account. As indicated in chapter 6, these can vary from a single connection to our existing network to a large development that requires on-site mains and off-site reinforcement.

We have a number of charges for new connections to our water network. These are:

- a) Application fees;
- b) Water and sewerage infrastructure charges;
- c) Water mains supply connection charges;
- d) Site-specific charges;
- e) Water service connection charges; and
- f) Diversion charges.

We discuss each of these in more detail in the following sections and chapters.

4.1 Application fees

We charge an application fee for every request that is based on £90 (+ VAT) for our standard (25mm)/non-standard (32mm), NAVs, speculative enquiries, diversions, etc.

Where a Self-lay provider has completed the design applications will be based on £75 per application. Applications for mains schemes where we are required to provide the design will be £90 regardless of the developer customer.

The application fee covers the full process of preparing your quotation. This includes administration fees (including acknowledgement, checking documentation, admin queries), checking the network's capacity, production of a design and an on-site estimate of costs associated with delivering the work, which results in the quotation and plan being issued to the developer.

If a developer requires an amendment to a quotation that represents a material change to the original design, we will consider this to be a new application and will apply the £90 application fee. In the event that a developer's offer has expired, they will need to re-apply and the appropriate application fee will be charged again.

The application fee for an asset records request will remain unchanged at £40.00 (+VAT).

4.2 Validity of estimates

Our service quotations are valid for 12 months after the issue date.

If a developer wishes to have their quotation updated or amended and no details have changed, we do not require a new application form to be submitted – please email the relevant region we can process the update.

Our mains designs and offer is valid for 12 months from the letter issue date, once the scheme is live (monies paid) then it will remain valid.

4.3 Water metering policy

Water metering is an important consideration on any new development. This is mandatory regardless of whether we are providing the connections to our network, or an SLP is providing them. Water meters are chargeable for both household and non-household developments, and the charge depends on meter size and configuration.

The bulk meter arrangement costs on a NAV scheme are borne by the water company

4.4 Consumption monitoring for major new sites

For developments comprising more than 300 properties, we reserve the right to install a new meter chamber, meter and associated logging equipment for the new site. This equipment is required to monitor the consumption data in the new development so that we can make adequate provision to monitor and identify any subsequent leakage levels in the area. We will bear the costs of this work.

5. Water and sewerage infrastructure charges

5.1 Water infrastructure charges

Depending on the location and scale of a new development, we may need to upgrade our network to meet the supply requirements of the new connections.

Infrastructure charges fund the expenditure required to provide the enhancements to the distribution system that are necessary to meet increased demand that results from new or additional connections to our water supply system.

All types of connections, household and non-household, incur infrastructure charges, regardless of whether a water company, SLP or a NAV delivers the connection.

We have calculated the infrastructure charge by:

- Taking the total cost of developer-driven, non-site specific work to our existing network over the next five-year period to facilitate planned growth; and
- Dividing this by the total number of property connections over the same five-year period.

This gives us a ‘per property infrastructure charge’.

From 1 April 2020 the water infrastructure charge which funds off-site reinforcement works will be **£381 per plot**. This will apply across both our Cambridge and South Staffs regions.

5.2 Infrastructure charge credit

We will apply infrastructure charge credits where the site has been connected to our network within the previous five years. This reflects the reduction in the need for network reinforcement.

We apply the credit by deducting the number of former dwellings connected on the site or by taking the metered water consumption of the site and equating that to an average dwelling within the company’s area to arrive at an equivalent number of dwellings. In the absence of metered information, we use other reasonable evidence to estimate the previous demand on the network from the site.

5.3 The relevant multiplier

In certain circumstances, if the water is used for purposes other than flats or houses (for example, in commercial premises, schools and hotels), we calculate the infrastructure

charge according to the number and type of water fittings installed in the premises. We call this the ‘relevant multiplier’ or ‘RM’.

We calculate the RM totalling the loading units¹ for all water fittings in the property and dividing that number by 24. This is the total number of loading units for a standard dwelling. We then multiply the RM by the current water and sewerage infrastructure charges to arrive at the total charges for the property.

See table A2 in appendix 2.

5.3.1 Sewerage infrastructure charges

We collect all sewerage charges on behalf of either [Anglian Water](#)² (in our Cambridge region) or [Severn Trent Water](#)³ (in our South Staffs region). Queries about sewerage infrastructure charges or sewerage discount schemes should be referred directly to these companies.

The same RM, calculated using the methodology described above, will be applied to the sewerage infrastructure charge. As with water infrastructure charges, sewerage infrastructure charges are reviewed by the respective company each year.

¹ ‘Loading units’ are loadings attributed to each water fitting.

² www.anglianwater.co.uk/developers/

³ www.stwater.co.uk/building-and-developing/new-site-developments/developer-enquiry/

6. Charges for site-specific, network reinforcement and other work

6.1 On-site mains charge

From 1 April 2020 water main requisition charges will be the full cost of the site-specific main laying – we explain this in more detail in section 6.1.2.

We know from feedback that developers like to know in advance and consistently what they will have to pay for certain activities undertaken at their request. So, this chapter will enable the likely cost to be determined without further reference to us.

The first stage is to determine the likely point of connection (PoC) to our network. This can be completed by referencing the local network information, which our asset records department (address in section 12) can provide. For anyone wishing to know the point of connection off our network, this information can be requested through a speculative application as set out on our website.

A suitable point of connection will be any main with a diameter the same size or greater than that of the requisitioned main. Occasionally we may prefer a different point of connection – for example, to ensure no impact on other customers or to facilitate network resilience. If we do, we will not make a charge in respect of any additional costs associated with that new point of connection.

The likely components of the requisitioned main will need to be determined from the mains design. To ensure consistency, if we need to design a mains layout for a site, we will use the latest version of ‘Civil Engineering Specification for Water Industry’.

Table A3 in appendix 3 illustrates how to calculate the charges according to the nature and number of components within the design.

Our mains charges are based on the cost of paying our contract provider to carry out these specific activities plus the cost we directly incur for managing this activity.

Thereafter, the charges will be applied on a per metre basis. The charge per meter of the main’s length varies according to:

- The diameter of the main;
- The surface in which it is laid, whether it is made (that is, surfaced), unmade, footpath, private land, or part of a development site;
- The material of which the main will be comprised, whether polyethylene or barrier pipe (required in contaminated land); and the depth of the pipe, whether above or below two metres from the surface;

- The number of trial holes and water fittings required (for example, air valves, washouts, fire hydrants or other fittings), which needs to be assessed. The cost of installing these can be calculated by reference to table A3 in appendix 3; and
- The necessity for and complexity of traffic management likely to be required, which needs to be assessed.

6.1.1 Self Lay Providers' asset payments

As of the 1 April 2020, the asset payment no longer applies. This has been replaced with an income offset payment of **£599 per plot** applied to the infrastructure charge in line with the regulatory changes explained further in the next section.

This has been calculated to ensure that our balance of charges between developers and other customers are broadly maintained and is based on the historic percentage of the income offset compared to the cost of mains requisitions.

6.1.2 Income offset

We use the term 'income offset' to describe the reduction in our charges we offer to reflect the income that we will receive from the new properties over a 12-year period. We will apply an income offset amount per property.

Before April 2020 the income offset was applied against the mains requisition charge to give a net charge payable by the developer. If the on-site main laying was carried out by an SLP then the gross income offset was paid to them through an asset value payment.

From 1 April 2020, changes to the charging rules means that the income offset will be applied against the infrastructure charge. This is to ensure that the offset is applied in all circumstances irrespective of who carries out the works. It does not matter if you build a single house close to our network or a large development further from our network – everyone will benefit from this income offset.

For our 2020/21 charges, the income offset is greater than the infrastructure charge by £218. Therefore £218 will be deducted from the balance of all charges due at that point which may mean that we need to provide a rebate to the developer customer.

The worked examples in appendix 5 show how we will apply these fixed charges in practice.

6.1.3 Self-lay

If the developer chooses an SLP to install the water supply infrastructure, we will apply an income offset as connections are completed and infrastructure charges become due.

We have a statutory obligation to accurately record the position of all our mains and fittings. So, the requirement for any SLP laying mains on our behalf is to provide accurate as-laid drawings according to the following standards.

1. Digital copies of layout drawings must be provided in AutoCAD (or equivalent) format 2017 as a minimum and must comply with a layering convention.
2. Drawings must be geo-referenced to allow the digital copy to be accurately imported into the Water Companies Geographical Information Systems. Ordnance Survey's Master Map (Topography layer) product shall be used as the default mapping background; this must be geo-referenced.
3. Measurements are to be captured to a minimum accuracy of +/- 500mm on the ground.

We will provide a templated AutoCAD file (or equivalent) and a more detailed explanation of the requirements for the as-laid drawing upon payment of the charge.

6.2 Charges for new or replacement service connections

The charges for new connections depend on a number of factors, including:

- the type of ground in which the pipe is to be installed;
- the length and diameter of the service pipe as it applies to the developer's requirements, which we assess based on the number of water-using appliances or required flow rates;
- whether the ground is contaminated; and
- the traffic management or local authority requirements of any highways that must be crossed.

Our connection charges are based on the cost of paying our contract provider to carry out these specific activities plus the cost we directly incur for managing this activity.

We use a range of standard costs to put together a quotation for the service connection (see appendix 3) as we set out a range of these costs as they relate to the different requirements of a developer's site.

We will provide complete quotations within a maximum of 28 days of receiving an application and the associated fee.

Please note that all connections are subject to us carrying out a regulations inspection of the customer-side pipe work and that all charges are net of VAT, where applicable.

6.3 Non-standard works (main laying)

Because of the varying nature of connections, circumstances sometimes arise where external factors can affect the costs we incur. These external factors may be outside our immediate knowledge or control. In exceptional cases, they could lead to a significant variance in costs.

For this reason, Ofwat has confirmed that water companies should not have to provide fixed up-front charges for mains requisitions in the following situations where it would be unreasonable to expect us to do so.

- The work is technically complex, bespoke, or only carried out infrequently.
- Third parties can legitimately recover their costs and there is not a reasonable level of certainty about those costs before the connection work is carried out.
- The requirements of third parties are not known up front – they have rights to protect their assets or interests in a way that could affect the construction method.
- The work is to be carried out on or close to land that has 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 before the work starts.

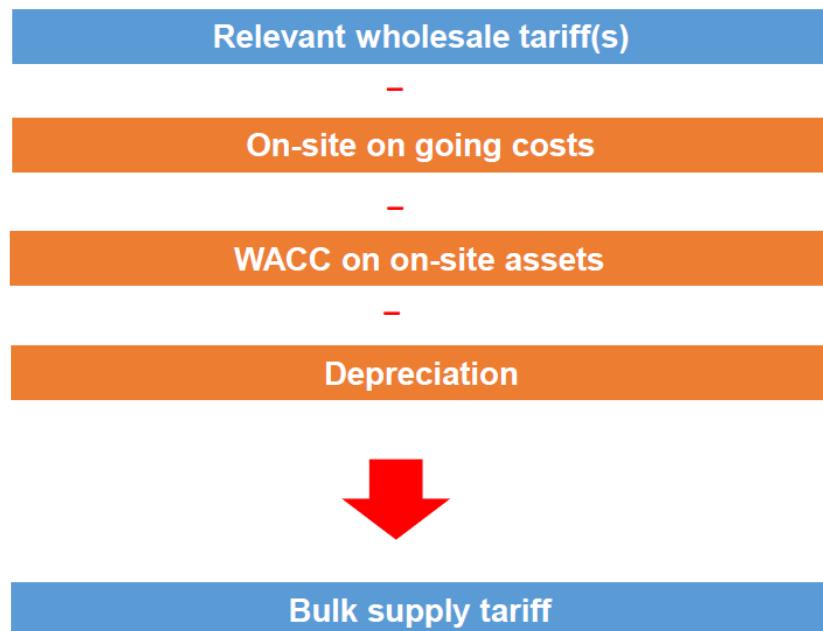
We will provide an estimate for any non-standard work using the best information available and based on the recovery of reasonable costs. The actual cost of the work may be higher or lower than this and we will set out any variances in the final invoice.

7. Indicative bulk charges for NAVs

When a NAV is appointed as a water company for a site, it may have its own water supply, which it could use to supply its customers. Alternatively, it may wish to purchase a supply of water from us. This is known as a ‘bulk supply’.

In May 2018, Ofwat published its [decision document](#) on how water companies should set bulk supply charges when providing this service to NAVs⁴. We have adopted Ofwat’s principles to help us arrive at our bulk supply charge. This is set out below and taken from Ofwat’s decision document.

Figure 3 Setting bulk supply charges for NAVs



Source: Ofwat. Note: ‘WACC’ is the weighted average cost of capital. This is the average rate of return a company expects to compensate all its different investors.

7.1 Relevant wholesale tariff

The starting position in deriving the bulk charge is the standard volumetric wholesale charge published in our wholesale charges scheme. This charge is the same for both business and residential customers. Our standing charges only represent the cost of the meter and any associated maintenance at the customer’s property. This is provided by the NAV and so should not be part of the bulk charge.

⁴ ‘Bulk charges for NAVs: final guidance’, Ofwat, May 2018. www.ofwat.gov.uk/wp-content/uploads/2018/05/Bulk-charges-for-NAVs-final-guidance.pdf

7.2 On-site ongoing costs

These are on-site costs that we avoid, as this is the responsibility of the NAV.

The starting point is the amount of treated water distribution costs reported in the Annual Performance Report (APR). We then deduct power costs, recognising that a NAV is unlikely to provide on-site pumping costs.

We then calculate how much of these costs relate to the local network of infrastructure using the length of mains that are less than 320mm in diameter as a percentage of our total length of mains. This figure is then divided by the total volume of water supplied to give a £/m³.

7.3 On-site leakage

Our wholesale tariff is charged on the volume of water delivered to properties. However, the bulk tariff is charged on water delivered to the on-site network, meaning an adjustment is necessary, as we will avoid costs associated with leakage on the NAV site.

We have assumed that the amount of leakage for a new development is 3% of the total water supplied.

We have therefore made a deduction of 3% of wholesale charge.

7.4 WACC on on-site assets

In line with the current guidance, an adjustment is made for the returns on on-site assets. This starting point for the calculation is the estimated value of local mains as a % of total assets. This is then applied to the RCV to give an implied RCV for local mains to which a return would be earned.

However, under the new charging rules coming into effect from April 2020, NAVs will receive an income offset. We have therefore applied an income offset to the RCV to give a net position.

In their guidance, Ofwat suggest that the WACC to assume for a NAV is 4.74%, compared to the PR14 Final Determination of 3.60%, an uplift of 32%. The PR19 WACC in the Final Determination has fallen to 1.92%, and so in the absence of any updated guidance, we have recalculated the NAV WACC by uplifting this by the same percentage to give 2.53%.

This WACC has been applied to the RCV net of income offset and then divided by the total volume of water supplied to give a £/m³.

7.5 Depreciation

In line with the current guidance, an adjustment is made for the depreciation on on-site assets. This is calculated taking the net RCV calculated above and applying an estimated asset life of 80 years. Again, this is divided by the total volume of water supplied to give a £/m³.

We set out our indicative NAV charges for 2020/21 below.

Table 1 Indicative NAV charges, 2020/21

	South Staffs region (£/m ³)	Cambridge region (£/m ³)
Standard wholesale tariff	£1.0697	£0.8619
Less on-site ongoing costs	(£0.2417)	(£0.2612)
Less on-site leakage adjustment of 3%	(£0.0321)	(£0.0259)
Less WACC on on-site assets	(£0.0065)	(£0.0065)
Less depreciation	(£0.0032)	(£0.0032)
NAV bulk charge	£0.7863	£0.5652

Note: As our wholesale tariffs differ across regions due to different treatment and distribution costs, there is a NAV bulk tariff for each region.

We understand that Ofwat has commissioned a third party to look at bulk NAV charges. This may result in updated guidance being published during the year. We will take on board any findings and so the charges set out above are indicative only.

8. Diverting water mains

If an existing water main is in the vicinity of planned works, we can divert the main if it is practical for us to do so. We call the process of altering or removing assets in this way a 'diversion'.

In cases where we carry out some or all of the diversion work, we will provide a quotation based on our best estimate of costs; we are only entitled to recover any reasonable costs. All or part of the diversion works may be constructed by a suitably qualified third party contractor (SLP); this applies to contestable elements and requires prior agreement.

8.1 Water company diversion

We will carry out major diversion work as required by highway/transport authorities in accordance with the [New Roads and Streetworks Act 1991](#)⁵. We will provide a response to:

- C2 – Preliminary Enquiries;
- C3 – Budget Estimates; and
- C4 – Detailed Estimates in accordance with the Code of Practice timescales (unless an extension is obtained with mutual agreement).

With a C4 response, this estimate is valid for six months from the date it is issued.

The estimated cost refers only to the scope of works detailed within the request for diversion of apparatus. If the scope of works changes in any way, it is possible that variations will apply. Payment will be in accordance with regulation 8(1), including any adjustments for betterment or deferment where applicable.

8.2 Self-Lay diversion

Developers can choose an accredited SLP to carry out the water main diversion on our behalf. It is necessary for developers to have agreement before the work starts – and that we and the SLP understand clearly the contestable and non-contestable elements of the project, and can work together to deliver this in the required manner.

In all other cases, where we do not receive a C3 and C4 and the required diversion is not covered by the New Roads and Streetworks Act, the allowable costs of the mains diversion work must be paid in full.

⁵ www.legislation.gov.uk/ukpga/1991/22/contents.

9. Water efficiency incentives – developer rebates

As an organisation, we recognise the continuing demand on the environment and supply of potable water, especially in our Cambridge regions, which has experienced lower than average rainfall since September 2016. We operate and comply within the licences associated with our abstraction and collaboratively engage with the Environment Agency on a regular basis.

However, the complete landscape for sustainability is not just based on the delivery of potable water, but also includes accountability associated with supply and the volume of water customers use. We already have stringent leakage targets and effective campaigns on water efficiency. However, we would also like to incentivise housing construction to deliver not just the requirements in the Building Regulations 2010, but to exceed expectations on long-term water sustainability.

We want to encourage developers across both our South Staffs and Cambridge regions to consider options and innovation in the management of the environment and water usage. As part of our water efficiency campaign we are encouraging a rebate of the water infrastructure charge off 40% on achieving 100 litres per person per day (l/p/d).

The predicted increase in population growth, combined with an ambitious programme of development and increasing per capita consumption will have an impact on the environment. Based on experience, we know these targets can be achieved by collaboratively working with our developers and customers and can provide advice (for example, through www.thewatercalculator.org.uk) to facilitate this objective with specific alignment to Building Regulations Approved Document G (2016)⁶.

On production of the accredited documentation from an approved supplier, we will target a rebate on the infrastructure charges that will be payable within 30 working days of receipt. This rebate will only apply to connections from 1 April 2020 to 31 March 2021 and is not applicable retrospectively⁷.

We will next review the water efficiency incentives on 1 April 2021.

⁶ www.planningportal.co.uk/info/200135/approved_documents/69/part_g_-_sanitation_hot_water_safety_and_water_efficiency

⁷ Developers will need to provide evidence from a third party accredited assessor (for example, HMQ/BREEAM) that the property meets the required standard.

10. Payments

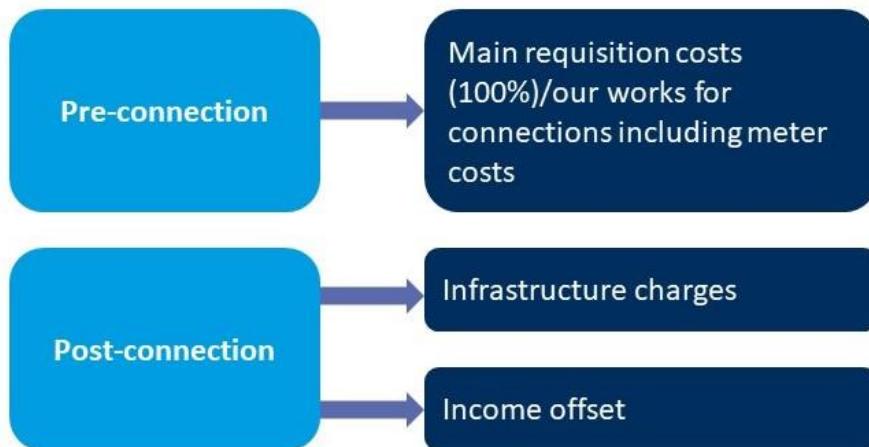
10.1 Standard payment terms

Once we have carried out our surveys, we will provide a quote for our works and meter costs and payment will be required in advance for both water mains (on-site) and water connections before any works are undertaken.

Once the connection has been made and in accordance with the Water Industry Act, infrastructure charges become due, along with the income offset and any balance due to us or from us will be payable. While the infrastructure charges can be paid in advance, the income offset may not be bought forward and will only be payable upon connection.

In addition, where the actual works carried out represent a material change to the works originally quoted for you will be invoiced accordingly for these charges and these will be due immediately.

Figure 2 Payment process



10.2 Alternative payment terms

Before a quote is issued, and normally at point of application, it may be possible to discuss alternative payment terms which can be applied to large-scale developments or works where any phasing of the whole scheme is expected.

10.3 Payment methods

Our preferred payment method is bank transfer (BACS or CHAPS). BACS payments can be made into our account using the details below.

Bank: HSBC
Sort code: 40-11-18
Account number: 63987183
UTR number: 6751065210
Company registration number: 2662742

We also accept all major debit and credit cards. Payment by card can be made by phoning 0845 456 1030.

We ask developers to quote a reference number when making payments. This should be an application number, job number or scheme number. Applications may be delayed if developers do not provide this information.

In addition, we accept cheques. These should be made payable to 'South Staffs Water' and sent to us at the following addresses.

Cambridge Water
90 Fulbourn Road
Cambridge
CB1 9JN

South Staffs Water
Green Lane
Walsall
WS2 7PD

10.4 VAT

All charges are subject to the addition of VAT where this is payable under the relevant legislation.

11. Transitional arrangements

We are aware that moving to new charging arrangements can mean uncertainty for some customers, and for simplicity we have set out our transitional arrangements as shown below.

- Main laying quotations already provided within the 2019/20 charging year will remain valid for six months from the date on the mains offer letter. Once expired you will be progressed onto the new charging arrangement upon your request to have the quotation updated.
- Main laying applications forms submitted after 1 April 2020, will be valid for 12 months as standard from the quotation issued date.
- Any main laying schemes that have been accepted and the non-contestable payment made prior to 1 April 2020 will be honoured under the existing arrangement.
- Our service quotations currently expire on 31 March each year. Any services which require a new quote after 1 April will require a re-quote fee and from 1 April 2020 will remain valid for 12 months from the issue date.
- Any Self lay applications that are already classed as live schemes and are quoted to receive an asset payment for the main laying are not entitled to receive the income offset against the services. If the services quotation expires, no income offset will be applied. As this would essentially be offering income offset twice.
- Any Company schemes that are currently live and involve main laying and have been accepted under the cost per plot contribution, are not entitled to the income offset against the services if re-quoted. As this would essentially be offering income offset twice.

Typically, the validity period starts from the date of quotation for service quotations and from the date of the mains offer letter for mains schemes. However, to help developers transition through the changes this year where an application has been received before the 1 April but has not yet been quoted/mains terms agreed we will allow developers to choose the charges under the 2019/20 arrangement if preferred.

12. Contacting us

Our dedicated Developer Services teams can be contacted about any queries relating to current and future water requirements for new developments.

12.1 Cambridge region

Developer Services
Cambridge Water
90 Fulbourn Road
Cambridge
CB1 9JN

Phone: 01223 403115
Email: networkdevelopment@cambridge-water.co.uk
Website: www.cambridge-water.co.uk/developers

12.1.1 Sewerage enquiries – Cambridge region

Anglian Water
Lancaster House
Lancaster Way
Ermine Business Park
Huntingdon
PE29 6YJ

Phone: 01480 323000
Website: www.anglianwater.co.uk/developers/

12.2 South Staffs region

Developer Services
South Staffs Water
Green Lane
Walsall
WS2 7PD

Phone: 0845 345 1399
Email: develop erservices@south-staffs-water.co.uk
Website: www.south-staffs-water.co.uk/developer

12.2.1 Sewerage enquiries – South Staffs region

Severn Trent Water
Severn Trent Centre
2 St Johns Street
Coventry
CV1 2LZ

Phone: 0800 707 6600

Website: www.stwater.co.uk/building-and-developing/new-site-developments/developer-enquiry/

12.3 Disputes and complaints

12.4 Disputes

Concerns should be raised with the Developer Services team in the appropriate region in the first instance.

12.5 Complaints

If we are unable to provide a satisfactory response to an initial query, concerns can be reported to our Customer Relations team at the following address.

Customer Relations
South Staffs Water
Green Lane
Walsall
WS2 7PD

Phone: 0345 607 0456

12.6 Water Redress Scheme (WATRS)

WATRS has been designed to complement CCWater's mediation and investigation. If CCWater is unable to settle a customer's dispute, WATRS will provide a final resolution that is binding upon water and sewerage companies.

13. Our performance

In line with the rest of the water sector, we currently report customer service statistics in accordance with Water UK's requirements. We publish our performance statistics on our [website⁸](#).

13.1 Redress scheme

We offer a redress scheme, which covers the following metrics. The below can be applied for on request.

SLA measure	Ref no	Service	Target days	Voluntary Redress (in addition to target days)			
				1-7days	8-14days	14-30days	30days +
Pre development enquiry	W1.1		21	£15.00	£35.00	£70.00	£150.00
S45 quote acknowledgement	W2.1		5				
S45 prepare quote	W3.1		28	£15.00	£35.00	£70.00	£150.00
S45 connection	W4.1		21	£15.00	£35.00	£70.00	£150.00
Mains design < 500 plots acknowledgement	W5.1		5				
Mains design < 500 plots design and offer	W6.1		28	£15.00	£35.00	£70.00	£150.00
Mains design > 500 plots design and offer	W7.1		90				
S185 main diversion application acknowledgement	W16.1		5				
S185 main diversion quote (without constraints)	W17.1		42	£15.00	£35.00	£70.00	£150.00
S185 main diversion quote (with constraints)	W17.2	By agreement					
S185 main diversion construction/commissioning	W18.1		90	£15.00	£35.00	£70.00	£150.00
SLPOC application acknowledgement	W19.1		5				
Self-lay POC report for < 500	W20.1		21	£15.00	£35.00	£70.00	£150.00
Self-lay POC report for > 500	W21.1		28				
Self-lay design and terms request application acknowledgement	W22.1		5				
Self-lay design and terms request application for <500 plots no off site reinforcement or engineering difficulties	W23.1		14	£15.00	£35.00	£70.00	£150.00
Self-lay design and terms request application for >500 plots no off site reinforcement or engineering difficulties	W24.1		28				
Self-lay signed agreement acknowledgement	W25.1		5				
Self-lay source of water for pressure/bacteriological testing	W26.1		28	£15.00	£35.00	£70.00	£150.00
Self-lay provision of permanent supply of water	W27.1		14	£15.00	£35.00	£70.00	£150.00
Self-lay issue of vesting certificate	W28.1		7				
Self-lay asset payment	W29.1		35				£150.00
Self-lay provision of plot reference and costing details	W30.1		14				

For further details and definition of the above SLA measures go to:
developerservices.org.uk/public/metrics

⁸ www.south-staffs-water.co.uk/developer/performance.

Appendix 1: Glossary

Asset value	The asset value – or AV – is the allowance we offer for revenue against new water main construction.
Connection charges	The cost of a new connection to an existing main.
Contestable charges	Charges for work that any accredited organisation can carry out, with no risk to water company assets or existing customers.
Developer	A person/company that builds new properties.
Diversion	The realignment of an existing main.
Household	Residential accommodation.
I&C	An industrial and commercial building, such as a fire station, factory or shop.
Infrastructure charges	These charges help us pay for the costs of adapting our network to meet the demand of new developments.
Line stop	<p>A line stop is the under pressure drilling of the existing water main to allow the insertion of a flow stop that can resist the flow of the water and create a temporary point of isolation.</p> <p>When a second line stop is installed downstream of the first the section in the middle (between the line stops) is isolated from continuous flow and can be cut into to allow the installation of new fittings without interrupting the serviceability of the water main outside of the section between the line stops.</p> <p>Some considerations to be aware of is that if the single/double line stop is on a single feed water main or on a main that is of a critical nature then a bypass around the line stop(s) would need to be installed to maintain the required flow. This is achieved by additional under pressure tees outside of the line stop locations and a bypass main installed to achieve the required flow. The provision of thrust blocks to restrain these fittings should also be</p>

considered dependent upon, working pressure, existing main material, and existing main diameter.

Made ground	A maintained road or footpath where a permanent reinstatement will be required.
New appointments and variations	A new appointment and variation – or NAV – involves one water company replacing another as the supplier of water only or water and sewerage services for a specific geographic area.
Non-contestable charges	Charges for work that we must carry out on our assets to mitigate any risk to customers or the said asset.
Non-household	Non-residential accommodation.
Ofwat	The Water Services Regulation Authority (Ofwat) is the economic regulator of the water sector in England and Wales. It protects customers' interests by setting limits on the prices charged for water and sewerage services, taking into account proposed capital investment schemes and expected operational efficiency gains.
Point of connection	The point of connection – or POC – is the point on the water network where the connection of mains/connections can be accommodated.
Protective pipe work	A barrier pipe for use in contaminated land.
Rebate	A refund.
Requisition	A request for a new main to serve a development.
Self-lay provider	A self-lay provider – or SLP – is an organisation accredited by the Lloyd's Water Industry Registration Scheme to carry out contestable works in relation to the provision of new water connections – that is, mains, services and associated works.

Unmade ground	Ground that will not be finally reinstated at the time the works are carried out.
VAT	The current rate of VAT may apply in certain circumstances and will be added, as appropriate, to the prices shown. New household properties are zero rated for VAT.
WACC	The weighted average cost of capital. It is the rate that a company is expected to pay on average to all its investors to finance its assets. The WACC is determined by the external market, not a company's management.
Water meter	A device for measuring water consumption

Appendix 2: Loading units calculator

Table A1 Loading units calculator

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

Notes:

1. ‘Any fitting’ includes any plumbing, outlet, dedicated space or planning, or other provision for that fitting.
2. ‘House’ means any building or part of a building which is, or will be, occupied as a private dwelling. This includes flats/apartments.
3. ‘Wash basin elsewhere’ is not within a house (including in communal facilities).
4. ‘Bath’ includes whirlpool baths or Jacuzzis.
5. ‘Domestic appliance’ means an appliance (including dishwashers, washing machines and waste disposal units) in a house; ‘communal or commercial appliance’ means an appliance (including dishwashers, washing machines and waste disposal units) in somewhere other than a house (including in communal facilities).
6. A minimum of six loading units is included for each house for domestic appliances (whether or not the house has any such appliances). This does not apply where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space, or planning or other provision for either appliance) in the house.
7. Where premises have only a sewerage connection and there are no water fittings, the relevant multiplier is one.

Table A2 Relevant multiplier calculation – example

The example in the table 3 below shows how the RM is used on a new development – in this case, a 20-bedroom hotel in our Cambridge region.

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

In this example, the water infrastructure charge would be $9.77 \times £381 = £3,722.37$. We will review this charge each year.

Appendix 3: Mains costing sheet

Table A3 Mains costing sheet

Please note to keep this pick list to a manageable size we have modified some of the item values to take account of the differing cost of materials for hydrant and sluice valve installations.

Please note that 63mm mains are only available within the Cambridge region due to the minimum 90mm fire service requirements in the South Staffs region.

Location	Condition	Material	OD Size (mm)	Cost (£)
				Cost per m
Development Site	Non Contaminated	HPPE	63	33.74
		HPPE	90	34.57
		HPPE	125	39.58
		HPPE	180	48.31
		HPPE	225	104.76
		HPPE	280	127.88
Development Site	Contaminated	ALPE	63	44.54
		ALPE	90	46.62
		ALPE	125	63.46
		ALPE	180	74.10
		ALPE	225	175.91
		ALPE	280	149.81
				Each (£)
Development Site	Fitting eg Sluice Valve Wash Out		63	248.35
			90	203.19
			125	319.05
			180	435.37
			225	548.92
			280	682.39
				Each (£)
Development Site			63	386.74

Location	Condition	Material	OD Size (mm)	Cost (£)
	Back to Back Connection		90	392.34
			125	571.39
			180	603.32
			225	677.81
			280	869.38
				Cost per m (£)
Footpath	Non Contaminated	HPPE	63	80.54
		HPPE	90	70.57
		HPPE	125	75.58
		HPPE	180	84.31
		HPPE	225	155.10
		HPPE	280	178.22
Footpath	Contaminated	ALPE	63	80.54
		ALPE	90	82.62
		ALPE	125	99.46
		ALPE	180	110.10
		ALPE	225	226.25
		ALPE	280	200.15
Carriageway	Non Contaminated	HPPE	63	89.41
		HPPE	90	79.44
		HPPE	125	84.45
		HPPE	180	93.18
		HPPE	225	157.59
		HPPE	280	164.45
Carriageway	Contaminated	ALPE	63	89.41
		ALPE	90	91.49
		ALPE	125	108.33
		ALPE	180	118.97
		ALPE	225	228.74
		ALPE	280	202.64

Location	Condition	Material	OD Size (mm)	Cost (£)
				Each (£)
Footpath/Carriageway	Fitting Eg. Sluice Valve Wash Out		63	248.35
			90	203.19
			125	251.12
			180	435.37
			225	548.92
			280	682.39
Connect to existing main	Non Contaminated	HPPE	63	386.74
		HPPE	90	392.34
		HPPE	125	571.39
		HPPE	180	603.32
		HPPE	225	677.81
		HPPE	280	869.38
Connect to existing main	Contaminated	ALPE	63	386.74
		ALPE	90	394.73
		ALPE	125	411.27
		ALPE	180	421.91
		ALPE	225	467.86
		ALPE	280	441.76
Item	Surface Type	Size limited to		Cost (£)
Trial Hole	Unmade	1m3		152.59
	Footpath	1m3		234.93
	Carriageway	1m3		449.34
Item	Single/Double	Size of existing main		Cost (£)
Line Stop	Single	$\leq 150\text{mm n.b.}$		3,004
		$>150\text{mm} \leq 200\text{mm n.b}$		3,379
		$>200\text{mm} \leq 300\text{mm n.b}$		9,000
		$>300\text{mm} \leq 450\text{mm n.b}$		POA
		$>450\text{mm} \leq 600\text{mm n.b}$		POA
		$>600\text{mm} \leq 900\text{mm n.b}$		POA
		$>900\text{mm} \leq 1200\text{mm n.b}$		POA

Location	Condition	Material	OD Size (mm)	Cost (£)
	Double	≤ 150mm n.b.		6,009
		>150mm ≤200mm n.b		6,758
		>200mm ≤300mm n.b		18,000
		>300mm ≤450mm n.b		POA
		>450mm ≤600mm n.b		POA
		>600mm ≤900mm n.b		POA
		>900mm ≤1200mm n.b		POA

Under pressure connections	Made ground	Unmade ground	Materials
Up to but N.E 150mm	£564.70	£407.88	
63mm diameter materials only			£234.19
80mm diameter materials only			£234.19
90mm diameter materials only			£275.97
100mm diameter materials only			£275.97
110mm diameter materials only			£333.7
125mm diameter materials only			£333.7
150mm diameter materials only			£333.7
Under pressure connections	Made ground	Unmade ground	Materials
>150mm but N.E 300mm	£761.12	£509.14	
160mm diameter materials only			£696.54
180mm diameter materials only			£820.04
200mm diameter materials only			£820.04
225mm diameter materials only			£888.03
250mm diameter materials only			£888.03

280mm diameter materials only			£917.63
300mm diameter materials only			£917.63
Under pressure connections	Made ground	Unmade ground	Materials
>300mm but N.E 600	£1,886.34	£894.23	
315mm diameter materials only			£1,108.56
350mm diameter materials only			£1,386.16
355mm diameter materials only			£1,386.16
400mm diameter materials only			£1,513.82
450mm diameter materials only			£1,720.56
500mm diameter materials only			£1,845.44
600mm diameter materials only			£1,956.45

Appendix 4: Services

A4.1 Service connections up to 32mm

These connections are best suited for in-fill or small new developments, or on larger sites that connect to existing mains.

A standard service connection applies to connections in adopted and other surfaced roads. The developer excavates and lays the service pipe to the highway boundary, leaving at least one metre of labelled pipe to be connected to the main. We then:

- provide and fit a boundary box;
- excavate to the main;
- lay the service pipe;
- tap the main;
- backfill and reinstate the highway; and
- fit the meter.

Table A4 Standard service connections up to 32mm

Standard service connection in the highway, up to 32mm	Made ground	Unmade ground
Single connection, up to 2m in length	£836.88	£301.22
Each additional metre of pipe work	£190.61	£155.97
Single connection, up to 2m in length (contaminated ground)	£884.28	£348.28
Each additional metre of pipe work (contaminated ground)	£193.52	£158.78
Standard size 15mm meter		£38.61
20mm meter (where larger demands are present)		£53.32
25mm meter (where larger demands are present)		£87.86
Replace old boundary box for an Ebco		£525.50

Note: The rates above apply to connections where there is an existing main located in the public highway. Additional fees may apply.

A4.2 Manifold service connections

These are best suited to situations where a number of new service connections are required on in-fill or small new developments. To avoid the need for multiple service connections, we will use a manifold in the form of a twin, four-way or six-way connection.

Table A5 Manifold service connections

Manifold service connection	Made ground	Unmade ground
Twin connection, up to 2m in length	£974.42	£390.07
Each additional metre of pipe work (32mm)	£190.81	£155.97
Twin connection, up to 2m in length (contaminated ground)	£1,050.29	£491.27
Each additional metre of pipe work (contaminated ground) (32mm)	£193.55	£158.78
Four-way connection, up to 2m in length	£1,796.11	£1,513.64
Each additional metre of pipe work (63mm)	£224.01	£157.56
Four-way connection, up to 2m in length (contaminated ground)	£1,847.05	£1,525.56
Each additional metre of pipe work (contaminated ground)(63mm)	£259.83	£167.72
Six-way connection, up to 2m in length	£2,126.28	£1,843.82
Each additional metre of pipe work (63mm)	£224.01	£167.72
Six-way connection, up to 2m in length (contaminated ground)	£2,183.18	£1,855.74
Each additional metre of pipe work (contaminated ground) (63mm)	£259.83	£167.72

Note: The rates above apply to connections where there is an existing main located in the public highway.
Additional fees may apply.

A4.3 Domestic sprinkler connection charges

These apply where there is a requirement for water for fire sprinklers. For more information about fire sprinkler arrangements for household properties, please see our [policy document](#)⁹.

⁹ 'Policy for the supply of water to automatic fire sprinkler systems', South Staffs Water (incorporating Cambridge Water), October 2014. www.south-staffs-water.co.uk/media/1557/domestic_sprinklers.pdf

Table A6 Domestic 32mm sprinkler connection charges

Domestic sprinkler connection charges in the highway	Made ground	Unmade ground
Single connection, up to 2m in length	£1,205.04	£669.39
Each additional metre of pipe work	£190.81	£156.17
Single connection, up to 2m in length (contaminated ground)	£1,289.30	£753.30
Each additional metre of pipe work (contaminated ground)	£193.55	£158.22
Standard size 15mm internal meter		£38.61
20mm meter (where larger demands are present)		£53.32

Note: The rates above apply to connections where there is an existing main located in the public highway.
Additional fees may apply.

A4.4 Services connections larger than 32mm

These connections are most suitable for commercial premises or where water for firefighting may be a requirement. For these connections, we will install a temporary hydrant to allow for charging of the new pipe, and pressure and water quality testing by the customer. Once the tests have been completed successfully, we will remove the temporary hydrants and make the final connection to the premises.

Table A7 Service connections larger than 32mm

Service connections in the highway, larger than 32mm	Made ground	Unmade ground
40–63mm single connection, up to 2m in length	£1,989.57	£1,745.31
Each additional metre of pipe work	£234.84	£166.65
40–63mm single connection, up to 2m in length (contaminated ground)	£2,138.79	£1,875.98
Each additional metre of pipe work (contaminated ground)	£256.87	£246.36
90–125mm connection, up to 2m in length	£2,082.80	£1,719.57
Each additional metre of pipe work	£230.97	£53.66
30mm meter		£138.33
40mm meter		£141.42
50mm meter		£261.41
80mm meter		£336.10
100mm meter		£380.15

Service connections in the highway, larger than 32mm	Made ground	Unmade ground
Brick Chamber		£1,000.00
Non Return Values – Fire supplies only		
63mm		£211.42
80mm		£123.49
100mm		£138.95
150mm		£222.70
200mm		£380.85
250mm		£670.05
300mm		£833.00

Note: The rates above apply to connections where there is an existing main located in the public highway.
Additional fees may apply.

A4.5 Charges for connections on larger development sites up to 32mm

These apply where new on-site mains are installed.

Table A8 Charges for connections on larger development sites

Standard service connection on sites, up to 32mm	Unmade ground
Single connection, up to 2m in length	£450.00
Each additional metre of pipe work	£25.65
Single connection, up to 2m in length (contaminated ground)	£479.00
Each additional meter of pipe work (contaminated ground)	£27.70
Standard size 15mm meter	£38.61
20mm meter (where larger demands are present)	£53.32
25mm meter (where larger demands are present)	£87.86
Standard service connection on sites, 40–63mm	Unmade ground
Single connection, up to 2m in length	£597.00
Each additional metre of pipe work	£27.65
Single connection, up to 2m in length (contaminated ground)	£633.00
Each additional metre of pipe work (contaminated ground)	£30.00
30mm meter	£138.33
40mm meter	£141.42
50mm meter	£261.41

Manifolds	Unmade ground
Twin connection, up to 2m in length	£536.00
Each additional metre of pipe work	£25.65
Twin connection, up to 2m in length (contaminated ground)	£624.00
Each additional metre of pipe work (contaminated ground)	£27.70
Four-way connection, up to 2m in length	£2,191.36
Each additional metre of pipe work	£24.58
Four-way connection, up to 2m in length (contaminated ground)	£2,232.32
Each additional metre of pipe work (contaminated ground)	£40.96
Six-way connection, up to 2m in length	£2,360.32
Each additional metre of pipe work	£24.58
Six-way connection, up to 2m in length (contaminated ground)	£2,401.28
Each additional metre of pipe work (contaminated ground)	£40.96

A4.6 Traffic management/local authority costs

The following traffic management costs apply both to the service connections completed in the highway and mains laying schemes, where appropriate.

Table A9 Traffic management/local authority costs

Local authority permitting schemes*	Cambridge region	South Staffs region, where applicable	
		Cost	Weekday out of hours (+33%)
Permit to work in a non-traffic sensitive highway (as defined by the local authority)	£45.00	£75.00	
Permit to work in a traffic sensitive area (as defined by the local authority)	£65.00	£105.00	
Traffic management – lights		Cost	Weekend out of hours (+52%)
Two-way lights	£236.25	£314.21	£359.10
Three-way lights	£542.08	£720.97	£823.96
Four-way lights	£591.72	£786.99	£899.41
Traffic management		Per day	Weekday out of hours (+33%)
Two-way lights (under manual control)	£350.10	£465.63	£532.15

Three-way lights (under manual control)	£892.18	£1,186.60	£1,356.11
Four-way lights (under manual control)	£941.82	£1,252.62	£1,431.57
Lights to be suspended (per switch on/off)	Cost	Weekday out of hours (+33%)	Weekend out of hours (+52%)
Sandwell	£247.00	£328.51	£375.44
Dudley	£379.00	£504.07	£576.08
Dinniq	£300.00	£399.00	£456.00
CAD	£110.40	n/a	£167.81
TUSCS	£892.18	£1,186.60	£1,356.11
Stop/Go boards (2operatives)	£409.92	£545.19	£623.08

* These costs are set by the local authorities in each region and are subject to change.

Where a new service connection has to cross the public highway, the local Highways Authority may dictate that the work requires a road closure. This is to ensure the safety both of the general public and the people carrying out the work. The charges for road closures vary by local authority. Where circumstances allow, we may be able to work collaboratively with others that have a road closure in place. We will advise developers in advance if a road closure is needed – the minimum notice period that local authorities require is three months. The timeframe begins when payment has been made, underground and regulation checks are complete, and we have received the council-confirmed addresses (provided by the developer).

The costs for closing a road comprise:

- the Temporary Traffic Regulation Order, which the local authority sets and which may be subject to change;
- engaging with stakeholders – for example, through notifications or advertising; and
- signage and notice posting.

[Table A10 Traffic management – road closures](#)

Road closures – Cambridge/South Staffs regions			
	Cost off Council	Weekday out of hours	Weekend out of hours
Cambridge road closure	£1,934.55		
Diversion cost (set up and dismantle)	£719.24	£956.59	£1,093.24
Diversion daily charge	£22.61	n/a	n/a

AWS signs	£115.20	£153.22	£175.10
Parking cones – one side of the road x 2 hrs	£81.60	£108.53	£124.03
Both sides of the road x 2 hrs	£81.60	£108.53	£124.03
Road plates (2 plates per day)	£60.36	n/a	n/a
Permit charges	See permit charges sheet	n/a	n/a
Additional charges –Cambridge/South Staffs region			
		Weekday out of hours	Weekend out of hours
Replace liner road marking (per m)	£16.51	n/a	n/a
Replace letter/symbol road marking (each)	£265.44	n/a	n/a
Replace speed bump (per m ²)	£283.18	n/a	n/a
Take up and relay existing edging kerb (per m)	£9.78	n/a	n/a
Take up and dispose existing edging kerb supply and lay new (per m)	£13.86	n/a	n/a
Weekend team (day)	£2,534.28	n/a	n/a
Reinstatement of block pavers	£562.50	£562.50	£830.36
Trench support up to 2.5m (per m)	£74.54	n/a	n/a
JCB – large (per day)	£415.01	£475.03	£509.59
Medium/high pressure gas/oil pipeline	-		
Anti-skid tarmac (per m ²)	£155.67	n/a	n/a
Restricted access (per day)	£421.47	£560.55	£640.63
UPT/Drill up to 8" (per day)	£400.00	£532.00	£608.00
UPT/Drill over 8" (per day)	£2,000.00	£2,660.00	£3,040.00

Note: Road closure costs may vary. This is because an element of the price is set by the local authority and is subject to change.

A4.8 Miscellaneous charges

Table A11.1 Miscellaneous charges

Miscellaneous charges	Cost
Re-inspection fee where pipe work does not meet regulations or is not ready for inspection	£40.80
Aborted site visit to carry out a service connection	£600.00

Table A11.2 Miscellaneous charges

	Birmingham	Dudley		Sutton Coldfield		Walsall
		Up to 3 days	3 days +	Up to 5 days	5 days+	
Planned closure	£2,415.15*	£1,750.00	£2,890.00	£1,060.00	£2,500.00	£2,061.40
Weekday out of hours planned closure plus 33%	£2,699.41*			£2,345.66	£3,035.66	£2,345.66
Weekends out of hours planned closure plus 52%	£3,019.08*			£3,133.33	£3,199.33	£3,133.33
	Sandwell	Staffordshire	Worcestershire	Warwickshire	Derbyshire	
Planned closure	£2,751.40	£2,661.40*	£2,661.40*	£2,415.15*	£2,415.15*	
Weekday out of hours planned closure plus 33%	£3,035.66	£2,945.66*	£2,470.66*	£2,699.41*	£2,699.41*	
Weekends out of hours planned closure plus 52%	£3,199.33	£3,019.33*	£3,019.33*	£3,019.08*	£3,019.08*	

Table A11.3 Miscellaneous charges

	Traffic sensitive								
	Derbyshire	Dudley	Sandwell	Walsall	Warwickshire	Worcestershire	Wolverhampton	Cambridgeshire	Bham, Staffordshire
Major PAA (Provisional Advanced Authorisation)	£72.00	£105.00	£103.00	£93.00	£55.00	£105.00	£98.00	£105.00	£105.00
Major PAA (Permit Application)	£233.00	£234.00	£218.00	£218.00	£141.00	£240.00	£230.00	£240.00	£240.00
Standard works	£100.00	£124.00	£117.00	£126.00	£81.00	£130.00	£126.00	£130.00	£130.00
Minor works	£50.00	£54.00	£53.00	£51.00	£41.00	£65.00	£52.00	£65.00	£65.00
Intermediate works	£35.00	£43.00	£40.00	£45.00	£36.00	£130.00	£126.00	£60.00	£60.00
Variation	£45.00	£45.00	£45.00	£45.00	£45.00	£65.00	£52.00	£45.00	£45.00
	Non-traffic sensitive								
	Derbyshire	Dudley	Sandwell	Walsall	Warwickshire	Worcestershire	Wolverhampton	Cambridgeshire	Bham, Staffordshire
Major PAA	£0.00	£75.00	£75.00	£69.00	£46.00	£75.00	£75.00	£75.00	£75.00
Major PAA	£0.00	£150.00	£143.00	£136.00	£91.00	£150.00	£142.00	£150.00	£150.00
Standard works	£0.00	£75.00	£73.00	£74.00	£46.00	£75.00	£72.00	£75.00	£75.00
Minor works	£0.00	£41.00	£40.00	£36.00	£28.00	£45.00	£36.00	£45.00	£45.00

Intermediate Works	£0.00	£29.00	£28.00	£31.00	£25.00	£75.00	£72.00	£40.00	£40.00
Variation	£0.00	£35.00	£35.00	£35.00	£35.00	£45.00	£36.00	£35.00	£35.00

A4.8.1 Defects

Where defects are identified on site and where we are required to carry out work to correct defects (after the developer customer has had the chance to correct already) we will charge for this activity and this charge will be specific to the activity undertaken.

A4.8.2 Section 58

There are circumstances where the local council place specific reinstatement requirements on work within the highway. Where this is the case, we will typically let you know at the quote stage and these charges will be specific to the activity undertaken.

Appendix 5: Worked examples

We have prepared the following examples to show the impact the changes to the charging rules and our charging arrangements will have on the costs our developer services customers pay.

The worked examples below show a series of specific scenarios and we have included the charges which are applicable to those scenarios. It is important to note that whilst mains charges appear to see significant changes from 2019/20 to 2020/21 this is largely as a result of moving from 'per plot' average charges to a menu of rates and also a result of the specific example scenarios. The per plot charges cater for a wide range of circumstances from cheaper schemes through to more expensive schemes. The mains scenarios below, in particular the medium and large schemes, reflect cheaper circumstances and therefore the per plot charges appear much more expensive. In reality we expect mains charges to see no overall change across all scheme circumstances in 2020/21 compared with 2019/20.

Single connection	Today	Future
Application fee	£70	£90
Service connections charges based on: 4m road surface in PE pipe 25mm diameter Boundary box and meter	£1,230.02	£1,256.71
Infrastructure charge (water only)	£325.00	£381.00
Incomes offset	£0.00	-£599.00
Total	£1,625.02	£1,128.71
Single connection	Today	Future
Application fee	£70.00	£90.00
Service connection charges based on: 8m (4m in road surface and 4m in unmade ground) 25mm diameter Boundary box and meter	£1,832.42	£1,880.59
Infrastructure charge (water only)	£325.00	£381.00
Incomes offset	£0.00	-£599.00
Total	£2,227.42	£1,752.59
New block of flats (10 flats)	Today	Future
Application fee	£70	£90
Service connections charges based on: 4m road surface in barrier pipe	£4,992.74	4,935.99

63mm diameter pipework consisting of 1 x four-way manifold 1 x six-way manifold 10 meters		
Infrastructure charge (water only)	£3,250.00	£3,810.00
Incomes offset	£0.00	-£5,990.00
Total	£8,312.74	£2,845.99
New block of flats (10 flats)		Today
Application fee	£70	£90
Service connection charges based on: 8m (4m in road surface and 4m in unmade ground - barrier pipe) 63mm diameter pipework consisting of 1 x four-way manifold 1 x six-way manifold 10 meters	£5,642.10	£5,606.87
Infrastructure charge (water only)	£3,250.00	£3,810.00
Incomes offset	£0.00	-£5,990.00
Total	£8,962.10	£3,516.87
Small housing development (10 plots)		Today
Application fee	£70.00	£90.00
Mains charges based on: 90mm PE – 10m road, 90mm PE – 20m unmade, 63mm PE – 20m unmade surface (mains requisition)	£8,740.00	£12,459.30
Service connections short connection (2m) (meter cost not included)	£4,500.00	£4,500.00
Infrastructure charge (water only)	£3,250.00	£3,810.00
Meter cost	£451.90	£386.10
Income offset	-£7,650.00	-£5,990.00
Total	£9,361.90	£15,255.40
Medium housing development (50 plots)		Today
Application fee	£70.00	£90.00
Mains charges based on: 180mm PE – 10m road, 180mm PE – 90m unmade, 125mm PE – 100m unmade, 90mm PE – 100m unmade surface (mains requisition)	£48,700.00	25,844.22
Service connections if 2m to the main (no meter included)	£22,500.00	£22,500.00

Infrastructure charge (water only)	£16,250.00	£19,050.00
Meter cost	£2,259.50	£1,930.50
Income offset	-£38,250.00	-£29,950.00
Total	£51,529.50	£39,464.72
Large housing development (200 plots with connecting main in highway)	Today	Future
Application fee	£70.00	£90.00
Mains charges based on: 180mm PE – 1km road, 180mm PE – 290m unmade , 125mm PE – 300m unmade, 90mm PE – 400m unmade surface	£194,800.00	177,358.58
Service connections if 2m to the main (no meter included)	£90,000.00	£90,000.00
Infrastructure charge	£65,000.00	£76,200.00
Meter cost	£9,038.00	£7,722.00
Income offset	-£153,000.00	-£119,800.00
Total	£205,908.00	£231,588.58
Self-lay scenario (200 plots)	Today	Future
Application fee	£70.00	£75.00
Asset payment	-£153,000.00	£0
Meter cost	£9,038.00	£7,722.00
Non-contestable connection	£6,500.00	£6,500.00
Infrastructure charge	£65,000.00	£76,200.00
Meter fit	£8,962.00	£8,962.00
Income offset	£0.00	-£119,800.00
Total	-£63,430.00	-£20,341.00
Large housing development – 200 plots with connecting main in highway	Today	Future
Application fee	£70.00	£90.00
Mains charges based on: 180mm PE – 10m road, 180mm PE – 290m unmade , 125mm PE – 300m unmade, 90mm PE – 400m unmade surface	£194,800.00	£85,110.38
Service connections if 2m to the main (no meter included)	£90,000.00	£90,000.00
Infrastructure	£65,000.00	£76,200.00
Meter Cost	£9,038.00	£7,722.00
Income offset	-£153,000.00	-£119,800.00

Totals	£205,908.00	£139,322.38
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In response to feedback, we are also providing you with what the water efficiency values would be on the three examples above if the development complies with our stated requirements.

Small housing development	
Discount 10 x 40% x £381	£1,524
Medium housing development	
Discount 50 x 40% x £381	£7,620
Large housing development	
Discount 200 x 40% x £381	£30,480