

# Charging Arrangements for New Connection Services

1 April 2026 to 31 March 2027  
New development and infrastructure charges



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## Introduction



### Bristol Water's Area of Operation

This document is also applicable to Self-Lay Providers (SLPs), NAVs (New Appointees and Variations), developers including builders and retailers requesting new connection services on behalf of non-household customers. Unless otherwise stated, where this document refers to a “customer” this read as a reference to the applicant, SLP, NAV or developer as the case may be.

The aim of our Charging Arrangements document is to provide customers with clear and transparent information about charges and payments relating connections and developer services.

Our charges follow Ofwat's five principles which are:

- Fairness and affordability;
- Environmental protection;
- Stability and predictability;
- Transparency and customer focussed service and;
- Costs of relevant service.

To provide developer customers with standard definitions and terminology we have used the common terms and definitions agreed between Water Companies and stakeholders for use by Water Companies including Small Companies (where appropriate) in their Charging Arrangements (in addition to those set out in the Charging Rules for New Connections Services (English Undertakers)) as issued by Ofwat.

This document should be read in conjunction with relevant regulator publications - <https://www.ofwat.gov.uk/>

## **Wholesale connection charges**

All charges in this document are wholesale charges for activities carried out by Bristol Water and will apply to any customer for the services shown in this document. For the avoidance of doubt, no retail elements are included in any of the charges, therefore there is no distinction between charges for Retailers and for any other customer.

## **Our approach to the charges process**

We are committed to developing and presenting our Charging Arrangements in a transparent and inclusive way that meets the expectations of Ofwat, our customers and other stakeholders.

The following sections provide further information on the engagement process, and other information underpinning these charges.

## **Engagement with customers**

Meaningful engagement with customers and stakeholders is a key element when developing charges. As part of our annual Developer Services cost and charge review process we carried out stakeholder engagement.

Our Charges need to meet the rules, principles and balance the views of different customer segments, whether a one-off customer, Self Lay Provider (SLP), New Appointments and Variations (NAV) or large developers.

## **Scrutinising our contractor rates**

Water mains and new connections are delivered for Bristol Water by our term service contractor which was selected following a market procurement exercise that met the requirements of EU procurement law and The Utilities Contracts Regulations 2016.

Selection process criteria incorporated key aspects that impact our charges to customers and customers' experience when dealing with us, including price, service quality, contractor capability and sustainability and innovation.

To ensure that Bristol West Water's developer customers receive the highest level of customer service each contractor within the process was also assessed to ensure that their delivery plans focussed upon the needs of the Company, our customers and the environment. The capability of the provider to bring efficient working practices and continuous improvement for the duration of the contract was also tested through the selection process.

We insist that our term service contractor is accredited with Water Industry Registration Scheme (WIRS) standards thus ensuring that our expectations of our term contractor mirror those that we have of Self Lay Providers. We have structured this document to provide transparency to the overall breakdown of sub activities our term contractor undertakes.

To provide assurance to ourselves and to our customers on the rates charged in this document we have conducted bottom-up and comparative assessments of our 2024-25 charges.

The services delivered by our term contractor are provided through a standalone delivery contract linked to an overarching alliancing arrangement. This is to ensure cost separation between those services for developers and those undertaken for operational needs.

Bottom-up scrutiny and challenge to rates charged, and allocated, to developer customers is conducted on a business as usual basis to provide confidence that they are fairly administered.

Our clean water construction work is carried out using locally based resource. This efficient and effective model helps keep our costs down for our customers and reduced travel is better for the environment.

## **Other costs**

All other costs are reviewed and scrutinised on a business as usual basis, forming part of our annual cost and charge review process. Other costs include non-construction costs such as in-house resource and systems as well as 3rd party construction costs such as Highway Authority permits, Road Closure costs and 3rd party land entry.

All costs are entered into our charging model, with variances noted and challenged. Furthermore, our model outputs our charges into common worked examples, so the overall impact of our charges on our customers is clear for various sizes of site.

It is important our charges are cost reflective both for our customers and in support of effective markets.

## CUSTOMER CONTACT INFORMATION

Customers may contact us:

Enquiries about service connections or disconnections	Enquiries from SLPs	Enquiries from developers
<b>New Supplies</b>	<b>Development Services</b>	<b>Developer Interface Team</b>
0345 602 8022	0117 9638277	0117 9341224
newsupplies@bristolwater.co.uk	development.services@bristolwater.co.uk	developer.interface@bristolwater.co.uk
New Supplies Bristol Water Bridgwater Road Bristol BS13 7AT	Development Services Bristol Water Bridgwater Road Bristol BS13 7AT	Developer Interface Team Bristol Water Bridgwater Road Bristol BS13 7AT

Bristol Water (BW) is the water provider for a population of around 1.1 million in Bristol and parts of Somerset, Wiltshire and Gloucestershire.

Bristol Water is a member of Pennon Group PLC.

This document contains details of Bristol Water's Charges Scheme for new connections and developer services customers for 2026-27. The Scheme is made under the provisions of the Water Industry Act 1991 (as amended by the Water Industry Act 1999 and Water Act 2014).

The charges come into force on 1 April 2026.

This document is one of charging documents as set out below:



## Annual Charges Publications

### Charges Scheme

Our charges to all **domestic customers** for the supply and billing of water.

### Wholesale Charges Schedule

Our wholesale charges to **licensed retailers** supplying eligible **non-household (business) premises**; and the wholesale element of our charges to **household customers** for the supply of water.

### Charging Arrangements for New Connections

Our charges for setting up new water supply connections applicable to **developers, retailers, households, and businesses.**

### NAV Charges Schedule

Our bulk wholesale charges to New Appointments and Variations (NAVs).

### Statement of Assurance

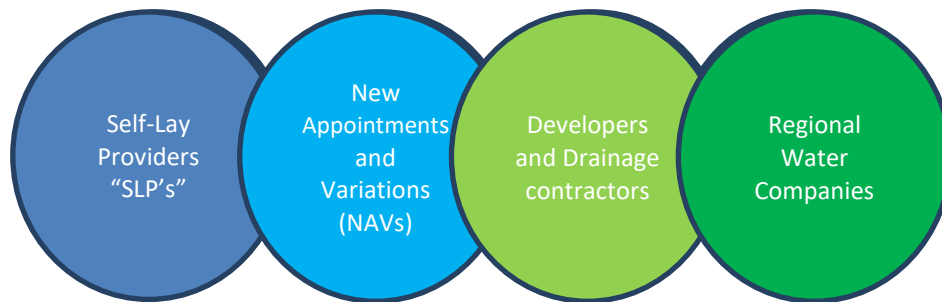
A statement of assurance provided by the Board that our Charges Scheme, Wholesale Charges Schedule and Charging Arrangements for New Connection Service are compliant with the Ofwat charging rules.

## Section 1 – Options for developers in the provision of New Connections

Customers for connections services (these may be developers, Self-Lay Providers (SLPs) or a New Appointee (NAV)) have the choice over who provides the infrastructure and also who owns those connection assets. The services for which there is competition are often referred to as ‘contestable’.

Some other services, such as those linked to the security of water supply, may only be provided by the appropriate water company. These are known as ‘non-contestable’ services.

The following diagram illustrates the organisations that provide contestable connections services:



The options for the delivery and or ownership of water assets are as follows:

Installation of water supply connections	The developer may select an SLP, NAV, or regional water company
Operation of connections assets	Developers and SLPs are able to choose a NAV or regional water company to take over and operate networks

To enable customers to have clarity on whether a charge quoted in this document is contestable or non-contestable, all are marked as such.

A development may be served for water by a New Appointee (NAV) which does not need to connect to Bristol Water's network (referred to as a full serve NAV or full-service NAV). This Charging Arrangements Document is unlikely to apply to these NAVs as they will not require developer services from Bristol Water. Bristol Water will work with full-service NAVs in relation to any developments within the South West and, where appropriate in all the circumstances, will explore equivalent arrangements where permitted under the legislative framework.

## Section 2 - Pre-planning information

The pre-planning process provides the customer with the point of connection for the site they are looking to develop and a budget estimate of the costs of supplying them.

### How to apply for pre-planning information

Copies of the Company's records can be obtained via the website [Locate Existing Assets](#)

The website allows customers to request a copy of our asset information for a designated area. This information includes pipe material, and diameter. Customers should note that the accuracy of the records cannot be guaranteed, and the Company therefore advises customers to confirm the location on site. The information should enable customers to calculate the cost of a proposal using the charges set out in these charging arrangements. This service is provided free of charge.

We encourage developers to talk to us at the earliest stages of planning their development, using our pre-development enquiry service, to understand how water services may be provided to the proposed development. This service is provided as a free of charge activity.

Early discussions with us can help prevent delays at a later date. There is no charge for our pre-development enquiry service. The service will help you to find out if there are any existing main assets within your development area and help us to identify if we need to carry out any work such as, reinforcement or diversion of our assets.

Where complications are identified at the pre-development enquiry stage, you want us to explore multiple options or you are intending to work close to one of our critical assets, we may need to do further work to develop a solution. We will charge for this further work and the charge will depend on the extent and complexity of work to be carried out. We will notify you of any applicable charges before we start any chargeable work and a timescale associated with it.

Before submitting a planning application, we encourage builders and developers to make sure that we have no assets or infrastructure crossing the site that may impact their proposals.

It is the developer's or builder's responsibility to understand what is above or below ground and how this relates to their proposed development. This can sometimes have a significant impact on how a development is delivered. Pre-development enquiries This service includes assisting you in developing the water requirements for a potential development site. Contact us using our pre-development enquiry form which can be found on our website:

#### Point of connection enquiry – Clean Water

- The Company will provide a copy of its records and a point of connection. This will include a desktop estimate based on the charges detailed in these charging arrangements. This quotation is not capable of acceptance, You should apply for the relevant section for a quotation capable for acceptance.
- The information will be provided within 21 calendar days of receipt of a full application. The day of receipt is day 0.
- Should you wish to refresh your quotation as your current one is out of date and there is no change to any of the information you have supplied it will be charged as a validation charge. Should there be any changes, it will be charged as a point of connection enquiry.

Locating the connection point does not include for provision of any hydraulic modelling to be undertaken and is based on the customer being able to connect to the nearest main of suitable size or larger in the vicinity of the site.

Enquiries will remain valid for the charging year in which they are provided.

Customers must submit an application under the current requirements to enable them to proceed with any of the work required.



The response will also provide the details of any network reinforcement the Company needs to do to support the development and the appropriate timescale for undertaking it.

This option is available to Developer's/NAV's and SLP's.

### **Other options for connection**

If the customer wishes the Company to investigate the possibility of connecting to another main which does not fulfil the criteria above, and requires hydraulic modelling, the Company will look to the customer to fund the work.

On request for this service, the Company will provide a quote for the work and payment will be required before any work is undertaken. As part of the quote, timescales will be provided to inform the customer when they can expect to receive the outcome of the work.

### Section 3 – Site Specific Charges

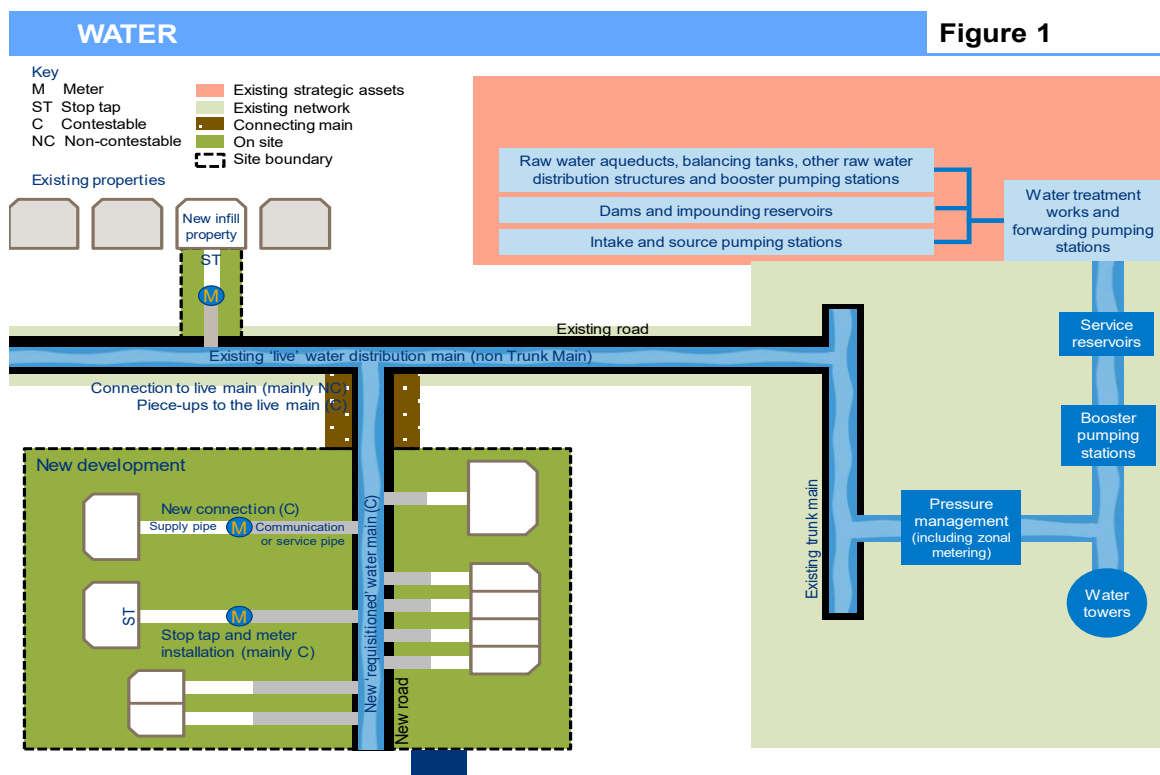
These charges cover the work to connect the development to the appropriate point on the existing network.

This section includes:

- Our process
- Self-Lay
- Water Requisition
- Water Diversion
- Water Connection

The diagram on the following page shows the responsibility for payment in relation to water connections services. The diagram is annotated as follows:

Colour	Infrastructure	Who pays and how?
Dark green and brown shaded area.	Site Specific work to connect the development to an appropriate point on the existing network	Developer or SLP customer through Site Specific charges
Light green shaded area.	Network reinforcement Upgrades and increased capacity of existing network in consequence of new growth	Developers through the New Infrastructure Charge
Pink shaded area	New resources and treatment assets	Water Company through 5-year Asset Management Plan investment Plan



### 3a – Our Process

The Company's website contains all the information regarding the process the Company follows on receipt of an application, and that an applicant will also need to follow.

Application forms and process charts are available at [Developer information](#)

The Company's service to customers is delivered in accordance with the minimum Levels of Service as set out by Water UK, Codes for Adoption and D-MeX. Further information is available on the Water UK website [www.water.org.uk](http://www.water.org.uk).

#### Obtaining a Water supply for your development

Where a new water supply is required for a new development, there are a variety of options available. The table below indicates which work may be carried out by an SLP or NAV and which can only be carried out by us.

Work required		Can be carried out by
Mains installation	New mains may be required if either an existing main cannot be utilised or a suitable main is not available	SLP NAV US
Branch connection	Branch connections are required to allow a new main to connect to an existing water main on our water network	SLP* NAV* US
Piece up connections	Piece ups are required when the branch connection has been installed onto the existing main, but not yet connected to the new main. Additional piece-up connections may be required as a development progresses	SLP* NAV* US
End connections	End connections are required when an extension to an existing main is needed instead of a branch connection. An end connection may also be required in order to divert or abandon a main.	SLP* NAV* US
Plot connections	Plot connections are connections made between the boundary of the street in which the water main is laid or agreed connection point and the main	SLP* NAV* US
Meter installation	<p>Automated meter read (AMR) enabled meters must be installed for new domestic use connections.</p> <p>The meters type and location must be as per Company specification at the time.</p> <p>All meter chambers must be WRAS approved or equivalent</p>	SLP NAV** US

\*Please see our Annual Contestability Summary (ACS) for specific details of all work types - [BristolWaterAnnualContestabilitySummary2024.pdf](#)

\*\*Where a NAV installs a main, we will install a bulk meter.

### 3b – Self Lay

Developers can arrange for a new water main and service connections to be carried out by SLPs.

Any Self-Lay work must be carried out by an organisation that is accredited with the Water Industry Registration Scheme (WIRS) which is administered by Lloyds Register. The SLP can undertake the work classed as contestable which are detailed in our Annual Contestability Summary (see below).

#### **Codes for Adoption**

The Water Act 2014 introduced changes to the Water Industry Act 1991 (WIA91) requiring Ofwat to issue statutory codes for adoption agreements. These are the agreements that developers or self-lay providers (SLPs) enter into when they want an appointed water or sewerage company to take over responsibility for infrastructure they have constructed. They are the agreements entered under section 51A WIA91 for water infrastructure.

The codes were introduced by Ofwat to ensure a consistent approach in the sector so that developers, NAVs and SLPs, can be confident that they will receive the services they want from water companies to enable their own business in providing contestable services.

The water code documentation was approved by Ofwat in **September 2020 and went live on the 1 January 2021**. The approved set of documents, including any updates since go live, can be found below on the Water UK [website](#)

As part of this, all water companies are required to publish certain documents.

#### **Design and Construction Specification (DCS)**

This is Bristol Water Design and Construction Specification. This can be found at:-

[Competencies of Persons](#)

#### **Annual Contestability Summary (ACS)**

The connection work that is open to competition by SLPs is known as “contestable” work. This category includes the majority of work a developer needs to serve a new development and includes all work to lay and test new mains and services. Water companies have a responsibility to maintain wholesome water supplies to customers, some higher risk work may be defined as “non-contestable” and can normally only be carried out by the water company itself.

We will publish our **ACS** annually and evolve the document to enable further contestability each year. It can be found here - [BristolWaterAnnualContestabilitySummary2024.pdf](#)

In addition to the ACS, the excavation and reinstatement of the trenches to facilitate the mainlaying on land you own and occupy is also contestable.

#### **Self-Lay Process**

In line with the Codes for Adoption process, a pre-development enquiry should be submitted first before making an application to Self-Lay.

Following receipt of an application, the quotation will be provided on the basis of the information provided. Payment should be made in advance for any non-contestable/contestable work that the SLP wishes the Company to undertake. This payment is due at the time of signing of the agreement.

Should the SLP/developer request any additional work after signing the agreement and making payment, the Company will require the SLP/developer to make this payment for the work within 14 calendar days of the supplementary invoice being raised and before the work is undertaken.

The costs of the new connections and infrastructure charges will be charged separately. Please see relevant sections in this Charging Arrangements document.

The income offset is calculated on a per property basis for a domestic house. Should the occupation be of a different kind, then the relevant multiplier that is used for previous site usage will be used as a means for calculating the income offset - see the infrastructure charges section for an explanation of the relevant multiplier.

The charges will be as per the Water Requisition table for new mains. See Section 3c.

Should an application not proceed past quotation stage, we will charge 50% of the administration charge and the design fee or design vetting fee as appropriate.

Quotations remain valid for 90 calendar days from the date of issue. Charges must be paid in advance of the work and within the validity period of the quote/offer

**Upsizing of Water Mains to enable wider development.**

Should Bristol Water request that the Self-Lay Provider upsize the water main as part of the installation, under Section 112 of the Water Act 1991, we will review the costs incurred for the upsizing work and look to provide a payment towards this upsizing to the SLP/developer.

The payment will be calculated based upon the cost difference of providing the two sizes of pipe i.e. the large one needed to service the whole development and the one needed to serve this particular phase. The value of this payment will be included within the quotation to the SLP/developer.

The payment will be made upon satisfactory completion of the installation. An invoice will be required from the SLP/developer to facilitate this payment

The cost of this upsizing work will be funded by the Company from the Infrastructure Charges.

Where the pipe diameter has to be increased when the original size is no longer available to be purchased, this will not be funded by the company.

### 3c – Water Requisition

If a developer does not wish to engage a self-lay provider, the water main can be provided by the Company through a process known as requisitioning.

#### **Applying for a Water Requisition**

On receipt of the necessary information the Company will provide the customer with a quote for the cost for the water supply provision.

The quote will be split into the items identified in this section and will be supported with a preliminary design layout either produced by the customer or by the Company.

For the avoidance of doubt, the Company does not have a duty to provide a supply for non-domestic use but will endeavour to meet customer needs wherever possible.

#### **How Bristol Water's new charges have been developed.**

Bristol Water requisition charges have been developed to adhere to the principles of Ofwat's Charging Rules.

Requisition charges have been calculated based on the actual costs incurred to requisition a water main.

The following items are included within the charge -

1. The vetting of the design which includes provision for consultation with the Company's relevant internal teams. If a further re-submission is undertaken, then a further vetting charge will be applied.
2. The charges allowed for the construction of water mains including any associated bends valves and washouts.
3. Charges include for water mains with 900mm cover on them. Anything above this will be charged as an additional item.
4. The mainlaying is split into two categories. Barrier system – this is where it is necessary to lay a barrier pipe due to the contamination found on-site. Full details of this requirement can be found at:- [Contaminated-Land-rebranded.pdf](#)
5. A report in line with the attachment should be provided with the application to allow for this to be reviewed. Where it is proved that the use of barrier pipe is not needed, the mainlaying charge will be for the non-barrier pipe.
6. The quote will allow for a defined number of visits to install the water main which will be detailed in the quotation. Should subsequent visits be required, the Company will reserve the right to charge for these.
7. When the scheme involves construction in third party land the quote will include the cost for excavation and reinstatement to pre-existing ground conditions carried out by the Company.
8. Compensation which assumes grazing use only. Should the third party require above and beyond this, then the company will look to recover the actual cost incurred in the payments.
9. Should the mainlaying have any engineering difficulties, these will be highlighted in the quotation where known and charged on an actual cost basis.
10. For Traffic Management we include for two-way lights only.

#### **The following exclusions will be charged on an actual cost basis on the bespoke quote.**

1. Any items contained within Schedule 13 of the Water Industry Act.
2. Where there is a need for additional traffic management above two-way lights e.g. road closure, three-way lights or permitting, this will be shown as bespoke item on the quote.
3. Any other utility diversions required as a consequence of this work.
4. Any other deviations from the above assumptions and items.

The following additional assumptions and conditions apply to water requisitions/diversions: -



Should an application not proceed past the quotation stage, the Company will charge 50% of the administration charge and the design fee including any redesign costs.

If a third party is to undertake the contestable items, they must be accredited for that particular type of work through [Water Industry Registration Scheme \(WIRS\)](#).

All main to main connections must be undertaken under pressure unless explicitly agreed with the Company in advance.

Quotations remain valid for 90 calendar days from the date of issue. Charges must be paid in advance of the work and within the validity period of the quote/offer

As part of this work, we will look to minimise disruption to the water supply of existing customers. This will involve the use of under-pressure connections to facilitate the mains connection of the requisitioned water main.

### **Design of a scheme**

The following items are covered in the design of a scheme charge where requested by either the Self Lay Provider or the Developer Design Fees apply to all applications that require a mains design. The activity of design is contestable, and therefore SLPs will only be charged if they ask us to undertake the design activity. If the design is undertaken by the SLP, we will need to undertake a technical vetting of the design to confirm acceptance.

Design of a scheme	Self-Lay	Water Requisition	Water Diversion
Hydraulic design of the scheme to confirm pipe size, pressure etc.	Y	Y	Y
Obtaining and reviewing other utility information to avoid clashes.	Y	Y	Y
Production of a CAD drawing of the layout of the site to be included with our quotation	Y	Y	Y
Internal consultation and sign off.	Y	Y	Y
Consultation with the Fire Service	Y	Y	Y
Production, review and sign off of Designer's Risk Assessment	Y	Y	Y
When the legal agreement is signed, producing a construction pack for issue to the contractor (SLP and/or Term Service Contractor) to undertake the work.	Y	Y	Y
Provision of estates drawings where third party land entry is required.	Y	Y	Y
Provision of drawings for any other consents that are required as part of the scheme.	Y	Y	Y
Provision of drawings for any other consents that are required as part of the scheme.	Y	Y	Y
Design and production of thrust blocks to suit the scheme.	Y	Y	Y

The cost includes for initial production of the above and two sets of changes/amendments. Should further amendments be necessary, an additional charge is made based on the actual cost involved for those amendments.	Y	Y	Y
Dealing with minor design changes from site as construction proceeds which do not require the production of new drawings	Y	Y	Y
Overall review and sign off of the design to comply with our duties under Construction Design and Management Regulations 2015.	Y	Y	Y
<b>Charge</b>	<b>£1,706.00</b>	<b>£1,706.00</b>	<b>£1,706.00</b>
The charge is applicable whether it is the whole scheme design or part of it. Should the design only be for the branch connection, then the Company will charge you the design of a branch connection.			

The design costs cover any design work up to 200mm diameter or 8 bar pressure. Anything above this the design costs will be bespoke to the scheme.

Any redesigns at the customer's request will be charged up to the full design costs.

#### Technical Vetting of a scheme designed by third party

The following items are covered when vetting a scheme designed by a third party

1. Review of the design submitted.
2. Review of designer's risk assessment.
3. Review of hydraulic calculations.
4. The provision of comments to the designer/SLP.
5. Internal consultation and sign off.
6. The cost includes for a total of 1 review of the design.

#### Administration charge

This covers the cost of the business administration/project management of the scheme and is broken down to the following: -

This includes both administrative and project management activities.	Self-Lay	Water Requisition	Water Diversion
Reviewing and processing the application form.	Y	Y	Y
Acknowledging receipt of the application form.	Y	Y	Y
Logging application on corporate systems and supporting administration.	Y	Y	Y
Arranging and attending site visit to produce quotation	Y	Y	Y
Obtaining quotations for streetworks (i.e. road closures and three-way lights), estates compensation, ecology.	Y *	Y	Y
Producing and issuing quotation including legal Agreements	Y	Y	Y
Invoicing any necessary payments.	Y	Y	Y
Updates to developer or SLP as appropriate.	Y	Y	Y
Instructing and coordinating any work	Y	Y	Y

Dealing with any contractual matters with the Term Service Contractor (TSC).	Y *	Y	Y
Agreeing account with TSC for work	Y *	Y	Y
Pre-start meeting if required.	Y	Y	Y
Reviewing and acting upon Self Lay notifications	Y		
Updating records	Y	Y	Y
Reviewing and feedback on the as built information provided.	Y	Y	Y
Producing vesting certificate (Self Lay)	Y	N	N
Producing payments for the work.	N	Y	Y
Monitoring the financial costs of the project.	Y	Y	Y
General administration and customer support (e.g. scanning, filing).	Y	Y	Y
<b>Charge</b>	<b>£1,156.00</b>	<b>£3,801.00</b>	<b>£3,801.00</b>

\* Where requested to undertake work for the SLP or deliver non-contestable element.

As there is a reduction in these items when the work is completed by a Self-Lay Provider, this is reflected in the administration charge.

### Developer Payments

These fees are levied on SLPs for non-contestable (work which has to be undertaken by Bristol Water) or contestable work (work which can be undertaken by an SLP) that an SLP chooses not to do and is therefore undertaken by Bristol Water. Developer Payments are to be paid prior to works being undertaken by Bristol Water. Typically, this work is the branch connection into a development site.

The fees are based on fixed rates as set out in this document.

### Asset Payments

Asset Payments no longer exist from any scheme started from 1 April 2020 but will continue for all existing schemes whereby an existing Self-Lay Agreement is in place.

### Non-physical charges

No.	Description	Unit	Value	Contestable/Non contestable
<b>Administration</b>				
WR_002	Administration Fee (Water Requisition/Water Diversion)	Per scheme	£3,801.00	Non-contestable
SL_002	Administration Fee (Self Lay/NAV)	Per scheme	£1,156.00	Non-contestable
<b>Design</b>				
WR_001	Design of scheme undertaken by BRS (see inclusions/exclusions)	Per scheme	£1,706.00	Contestable

WR_003	Design of a branch connection for a NAV/SLP scheme, where no other design is undertaken	Per scheme	£1,203.00	Contestable
SL_001	Technical Vetting of design and approval undertaken by 3 <sup>rd</sup> party. Third party must be accredited through WIRS.	Per scheme	£514.00	Non-contestable
	Changes to design by the developer/SLP following provision of quotation. (see inclusions/exclusions)	Per change	Up £1,706.00 depending on work required with a minimum charge of £267.00	Contestable

#### **Provision of Fire Hydrants on new developments where the Company provides a Water Main**

As part of our process for a new water main, we will consult with the Fire Service during our design process. If the Fire Service chose to adopt a washout as part of the initial design, the Company will not charge the Fire Service for this. If there is a request from the Fire Service for additional hydrants above and beyond what has been shown in the initial design, then the Company will look to recover the costs of these hydrants from the Fire Service. The response from the Fire Service must be during the design timescale, if this does not happen the Company reverses the right to charge the Fire Service the full cost of this provision.

Where the design and construction are undertaken by a NAV or Self Lay Provider, it will be up to that entity to recover the costs associated with the provision of the hydrants with the Fire Service in line with any agreement they have with the Fire Service. Further information on hydrant charges on our website.- <https://www.bristolwater.co.uk/business-developers/new-supplies-and-mains/fire-hydrants>

#### **Provision of a water main for a Bulk Supply for a New Appointee and Variation (NAV)**

The charges detailed in this section will be applied to a NAV, when undertaking the provision of a water main for the bulk supply for their site. The provision of the meter itself for the bulk supply will be provided free of charge

### 3d – Water Diversion

A water mains diversion is necessary when any proposed structure is going to be built near or on top of a Bristol Water asset. Clearance distances are available on the Company's website:

[DiversionsLeaflet-1-1 rebrand.pdf](#)

#### How our water charges have been developed

To align with other charges the Company will, where possible, base quotations upon water requisition charges. Situations where bespoke quotations are needed are detailed below.

- a. The Water Main needing diverting is in excess of a 200mm.
- b. Existing water main where the pressure is above 8 Bar.
- c. Any items contained within Schedule 13 of the Water Industry Act.
- d/ Where there is a need for additional traffic management above two-way lights e.g. road closure, three-way lights or permitting, this will be shown as bespoke item on the quote and the consequences of those.
- e. Any other utility diversions required as a consequence of this work.
- f. Any other deviations from the above assumptions contained in the Water Requisition.
- g. Any work outside normal working hours. (i.e Working hours are. 8 to 5pm Monday to Friday excluding bank holidays).
- h. Provision of diversion quotations outside of Section 185 of the Water Industry Act.

#### Applying for a Water Diversion

On submission of the application, each scheme will receive a site visit and a design will be undertaken.

As part of this work, we will look to minimise disruption to the water supply of existing customers. This may involve the use of line-stops to facilitate the mains connection of the diverted water main.

We will provide an estimated cost of the proposed work upfront, which will need to be paid in advance of the work proceeding and we will then recalculate the works on completion based on the actual costs incurred in undertaking the works under Section 185 of Water Industry Act.

The items covered and exclusions on water requisitions also apply to water diversions when using the schedule of rates contained under the water requisition heading.

For work to proceed, the payment of the full quotation price will be required upon the signing of the legal agreement. On project completion, the cost will be reviewed and re-measured based on actual work carried out using the rates provided in the quotation. Any differences will be invoiced or refunded to the customer. If there is an additional item which has been needed but was not in the rates, this will be charged at the actual cost incurred.

Should an application not proceed past the quotation stage, we will charge 50% of the administration charge and the design fee including any redesign costs.

Quotations remain valid for 90 calendar days from the date of issue. Charges must be paid in advance of the work and within the validity period of the quote/offer

If a third party is to undertake the contestable items as detailed in the Annual Contestability Summary (ACS), they must be accredited for that work through Water Industry Registration Scheme (WIRS).

#### Minimising disruption to our existing customers

To minimise any disruption to our existing customers, the connection of the new main to existing main should be connected using line-stops and under pressure tee.

### **Diversions under NRSWA**

Where an application is made for diversion works under NRSWA and it meets for criteria for acceptance, then the work will be priced on a bespoke basis based on the actual costs involved. An estimate for these works will be provided in line with the C3 and C4 process.



### 3e - Specific Water Mains Charges

These charges apply to new site-specific water mains. These mains are installed to serve a site and are dependent on pipe material, size and surface type. The mains costs below are per metre and include labour, plant, materials and overheads.

The construction costs are based on the work being undertaken during normal working hours, should evening/weekend work be required, additional costs will be payable.

#### Water Mains

All charges for Water Mains are contestable activities.

Diameter (mm)	Description	Unit	PE Pipe Standard		PE Pipe Barrier	
			No.	Value	No.	Value
63	Excavation by Others	£ / metre	<b>PPM_001</b>	£35.00	<b>PPM_002</b>	£34.00
	Verge/Unmade Ground/Field		<b>PPM_003</b>	£72.00	<b>PPM_004</b>	£72.00
	Unmade/Development Site		<b>PPM_005</b>	£70.00	<b>PPM_006</b>	£69.00
	Footway (Rigid)		<b>PPM_007</b>	£169.00	<b>PPM_008</b>	£169.00
	Road (Type 3/4)		<b>PPM_009</b>	£222.00	<b>PPM_010</b>	£221.00
90	Excavation by Others	£ / metre	<b>PPM_011</b>	£36.00	<b>PPM_012</b>	£40.00
	Verge/Unmade Ground/Field		<b>PPM_013</b>	£73.00	<b>PPM_014</b>	£77.00
	Unmade/Development Site		<b>PPM_015</b>	£71.00	<b>PPM_016</b>	£75.00
	Footway (Rigid)		<b>PPM_017</b>	£170.00	<b>PPM_018</b>	£174.00
	Road (Type 3/4)		<b>PPM_019</b>	£223.00	<b>PPM_020</b>	£227.00
125	Excavation by Others	£ / metre	<b>PPM_021</b>	£42.00	<b>PPM_022</b>	£49.00
	Verge/Unmade Ground/Field		<b>PPM_023</b>	£86.00	<b>PPM_024</b>	£93.00
	Unmade/Development Site		<b>PPM_025</b>	£83.00	<b>PPM_026</b>	£90.00
	Footway (Rigid)		<b>PPM_027</b>	£189.00	<b>PPM_028</b>	£196.00
	Road (Type 3/4)		<b>PPM_029</b>	£247.00	<b>PPM_030</b>	£254.00
180	Excavation by Others	£ / metre	<b>PPM_031</b>	£54.00	<b>PPM_032</b>	£68.00
	Verge/Unmade Ground/Field		<b>PPM_033</b>	£106.00	<b>PPM_034</b>	£119.00
	Unmade/Development Site		<b>PPM_035</b>	£103.00	<b>PPM_036</b>	£116.00
	Footway (Rigid)		<b>PPM_037</b>	£221.00	<b>PPM_038</b>	£235.00
	Road (Type 3/4)		<b>PPM_039</b>	£289.00	<b>PPM_040</b>	£302.00
250	Excavation by Others	£ / metre	<b>PPM_041</b>	£75.00	<b>PPM_042</b>	£156.00
	Verge/Unmade Ground/Field		<b>PPM_043</b>	£168.00	<b>PPM_044</b>	£248.00
	Unmade/Development Site		<b>PPM_045</b>	£164.00	<b>PPM_046</b>	£245.00
	Footway (Rigid)		<b>PPM_047</b>	£339.00	<b>PPM_048</b>	£419.00
	Road (Type 3/4)		<b>PPM_049</b>	£417.00	<b>PPM_050</b>	£497.00

Most roads, for example side streets etc., are considered Type 3/4 roads.

The above rates will cover most scenarios. Any work not covered above will be priced on a case-by-case basis. For example, Type 1/2 roads with reinforced concrete road construction and whereby existing surfacing material contains coal tar with increased disposal costs.

### Thrust Blocks

Thrust block charges are contestable activities.

No.	Description (Concrete)	Diameter (mm)	Excavation by others (EACH Block)
<b>PPM_051</b>	Thrust Blocks	63/90	£206.00
<b>PPM_052</b>	Thrust Blocks	125	£346.00
<b>PPM_053</b>	Thrust Blocks	180	£554.00
<b>PPM_054</b>	Thrust Blocks	250	£809.00

Thrust blocks are required where restraint is necessary on mains connections to prevent movement of the pressurised mains prior to backfilling and reinstatement. These are total costs.

### Connections to Existing Site Mains (diameter is existing main)

Charges for connection to existing mains are contestable activities.

Diameter (mm)	Description	No.	Excavation by others required (each connection)	No.	Unmade Ground (each connection)
63/90	In-Line Connection	<b>PPM_055</b>	£418.00	<b>PPM_056</b>	£977.00
125	In-Line Connection	<b>PPM_057</b>	£425.00	<b>PPM_058</b>	£986.00
180	In-Line Connection	<b>PPM_059</b>	£460.00	<b>PPM_060</b>	£1,239.00
250	In-Line Connection	<b>PPM_061</b>	£470.00	<b>PPM_062</b>	£1,299.00

This is where a connection to an existing site main is required and will consist of a fused connection to the main. Total cost includes up to 2 metres of pipe. Additional cost of pipe will be charged as below.

### Connections to Existing Mains where cut out or under pressure connection

Charges for connection to existing mains are contestable activities.

Diameter (mm)	Description	Unit	Connection	
			No.	Value
63/90	Excavation by Others	£ / metre	<b>PPM_063</b>	£613.00
	Verge/Unmade Ground/Field		<b>PPM_064</b>	£970.00
	Footway (Rigid)		<b>PPM_065</b>	£1,624.00
	Road (Type 3/4)		<b>PPM_066</b>	£1,947.00
	Road (Type ½)		<b>PPM_164</b>	£2,155.00
125	Excavation by Others	£ / metre	<b>PPM_067</b>	£689.00
	Verge/Unmade Ground/Field		<b>PPM_068</b>	£1,047.00
	Footway (Rigid)		<b>PPM_069</b>	£1,735.00
	Road (Type 3/4)		<b>PPM_070</b>	£2,067.00
	Road (Type ½)		<b>PPM_165</b>	£2,275.00
180	Excavation by Others	£ / metre	<b>PPM_071</b>	£822.00
	Verge/Unmade Ground/Field		<b>PPM_072</b>	£1,660.00
	Footway (Rigid)		<b>PPM_073</b>	£2,561.00
	Road (Type 3/4)		<b>PPM_074</b>	£2,994.00
	Road (Type ½)		<b>PPM_166</b>	£3,382.00
250	Excavation by Others	£ / metre	<b>PPM_075</b>	£1,055.00

Verge/Unmade Ground/Field		<b>PPM_076</b>	£1,921.00
Footway (Rigid)		<b>PPM_077</b>	£2,838.00
Road (Type 3/4)		<b>PPM_078</b>	£3,272.00
Rpad (Type ½)		<b>PPM_167</b>	£3,692.00

This is where a connection to an existing off-site main is required and will include either an under-pressure connection or a cut out. Total cost includes up to 2 metres of pipe. Additional cost of pipe will be charged as below.

### Fittings

Charges for fittings are contestable activities.

Diameter (mm)	Description	Unit	Fittings	
			No.	Value
63/90	Excavation by Others	£ / metre	<b>PPM_079</b>	£372.00
	Verge/Unmade Ground/Field		<b>PPM_080</b>	£542.00
	Footway (Rigid)		<b>PPM_081</b>	£760.00
	Road (Type 3/4)		<b>PPM_082</b>	£893.00
	Road (Type ½)		<b>PPM_168</b>	£968.00
125	Excavation by Others	£ / metre	<b>PPM_083</b>	£391.00
	Verge/Unmade Ground/Field		<b>PPM_084</b>	£564.00
	Footway (Rigid)		<b>PPM_085</b>	£788.00
	Road (Type 3/4)		<b>PPM_086</b>	£922.00
	Road (Type ½)		<b>PPM_169</b>	£1,022.00
180	Excavation by Others	£ / metre	<b>PPM_087</b>	£452.00
	Verge/Unmade Ground/Field		<b>PPM_088</b>	£646.00
	Footway (Rigid)		<b>PPM_089</b>	£893.00
	Road (Type 3/4)		<b>PPM_090</b>	£1,031.00
	Road (Type ½)		<b>PPM_170</b>	£1,123.00
250	Excavation by Others	£ / metre	<b>PPM_091</b>	£562.00
	Verge/Unmade Ground/Field		<b>PPM_092</b>	£784.00
	Footway (Rigid)		<b>PPM_093</b>	£1,037.00
	Road (Type 3/4)		<b>PPM_094</b>	£1,146.00
	Road (Type ½)		<b>PPM_171</b>	£1,239.00

Fittings includes air valves, hydrants, washouts, valves or meters and includes chamber and cover. These are total costs.

### Mains Pressure Test including third party verification

Mains Pressure Tests are contestable activities.

No.	Description	Diameter (mm)	No Excavation Required
<b>PPM_095</b>	Pressure Test	63/90	£377.00
<b>PPM_096</b>	Pressure Test	125	£516.00
<b>PPM_097</b>	Pressure Test	180	£656.00
<b>PPM_098</b>	Pressure Test	250	£936.00

All mains that are laid by Bristol Water or adopted by Bristol Water require pressure testing. Third-party verification is not undertaken by Bristol Water but by an accredited company. These are total costs per test.

## Mains Chlorination including flushing, sampling and analysis.

Chlorination is a contestable activity.

No.	Description	Diameter (mm)	No Excavation Required
<b>PPM_099</b>	Chlorination	63/90	£1,108.00
<b>PPM_100</b>	Chlorination	125	£1,108.00
<b>PPM_101</b>	Chlorination	180	£1,108.00
<b>PPM_102</b>	Chlorination	250	£1,108.00

All mains that are laid by Bristol Water or adopted by Bristol Water require to be chlorinated. Analysis of samples is to be undertaken by an accredited testing house.

These are total costs per chlorination.

## Trial Holes

Digging trial holes is a contestable activity.

Description	No.	Verge / Unmade Ground / Field	No.	Footway (Rigid)	No.	Footway (Rigid)
Trial Hole <1m3	<b>PPM_104</b>	£344.00	<b>PPM_105</b>	£549.00	<b>PPM_106</b>	£677.00
Trial Hole >1m3 *	<b>PPM_107</b>	£301.00	<b>PPM_108</b>	£483.00	<b>PPM_109</b>	£605.00

These are total costs.

\* Price is per cubic metre.

## Other Charges

All charges listed below are contestable.

No.	Activity	Unit	Price (£/unit)
<b>PPM_110</b>	Excavating in Rock/Concrete	Cubic metre	£123.00
<b>PPM_111</b>	Granular Fill E/O	Cubic metre	£76.00
<b>TMRC_001</b>	Traffic lights 2 way	Day	£280.00
<b>TMRC_002</b>	Traffic lights 3 way	Day	£333.00
<b>TMRC_003</b>	Traffic lights 4 way	Day	£397.00
<b>TMRC_004</b>	Traffic Plan	Number	£149.00
<b>TMRC_005</b>	2 Man Stop and Go	Day	£739.00
<b>TMRC_006</b>	Lane Closure up to 40 mph 1 day	Day	£467.00
<b>TMRC_007</b>	Lane Closure up to 40 mph additional days	Day	£81.00
<b>TMRC_008</b>	Lane Closure up to 50 mph 1 day	Day	Price on application
<b>TMRC_009</b>	Lane Closure up to 50 mph additional days	Day	Price on application
<b>TMRC_010</b>	Road Closure Diversions advance warning notices (site specific) including installation and maintenance checks - up to 20 signs	Week	£572.00
<b>TMRC_011</b>	Road Closure Diversions advance warning notices (site specific) including installation and maintenance checks - up to 20 signs additional week	Week	£208.00
<b>TMRC_012</b>	Road Closure Diversions advance warning notices (site specific) including installation and maintenance checks - up to 40 signs	Week	£844.00
<b>TMRC_013</b>	Road Closure Diversions advance warning notices (site specific) including installation and maintenance checks - up to 40 signs additional week	Week	£390.00



<b>TMRC_014</b>	Road Closure Diversions advance warning notices (site specific) including installation and maintenance checks - up to 60 signs	Week	£1,117.00
<b>TMRC_015</b>	Road Closure Diversions advance warning notices (site specific) including installation and maintenance checks - up to 60 signs additional week	Week	£572.00
<b>LETC_001</b>	Topsoil Strip including store and reseed	Square metre	£8.00
<b>LETC_002</b>	Temporary stockproof fencing	Metre	£11.00
<b>LETC_003</b>	3 Strand Post and wire fencing	Metre	£8.00
<b>LETC_004</b>	Post and Rail Fencing	Metre	£19.00
<b>LETC_005</b>	Pin and Tape Demarcation	Metre	£5.00
<b>LETC_006</b>	Crossing point including gate	Number	£861.00
<b>PPM_112</b>	In Situ Grade C20 or C30 concrete	Cubic metre	£243.00
<b>PPM_113</b>	Foam Concrete Grade C4	Cubic metre	£204.00
<b>PPM_114</b>	E/O Coloured Tarmac	Square metre	£54.00
<b>PPM_115</b>	E/O Anti-Skid Surfacing	Square metre	£236.00
<b>PPM_116</b>	Continuous road marking lines	metre	£18.00
<b>PPM_117</b>	Intermittent road marking lines	metre	£18.00
<b>PPM_118</b>	Road marking letters and shapes	Number	£152.00
<b>PPM_119</b>	Road studs	Number	£35.00
<b>PPM_120</b>	Re-lay kerb	metre	£49.00
<b>PPM_121</b>	Re-lay edging	metre	£37.00
<b>PPM_122</b>	Marker post and plate	Number	£67.00
<b>PPM_123</b>	Reinstatement of land drains	Number	£235.00
<b>PPM_129</b>	Supply and fit meter only (meter screw in – no connection	Per meter	£108.00
<b>TMRC_018</b>	1 Day Stop and Go – 1 man and vehicle	Per Day	£443.00
<b>TMRC_019</b>	½ Day Stop and Go - 1 man and vehicle	Per ½ day	£273.00
<b>TMRC_020</b>	½ day Stop and Go – 2 men and vehicle	Per ½ day	£421.00

Traffic lights will be required for works in an existing highway and will be in agreement with the Local Highway Authority.

Traffic plans are required to be submitted to the Local Highway Authority where complicated works or a road closure is required.

The type of fencing required will be dependent on the land where main laying is required.

### **Watercourse crossing including reinstatement**

This is a contestable activity.

No.	Description	Diameter (mm)	Price (Crossing)
<b>PPM_124</b>	Watercourse Crossing	63/90	£2,970.00
<b>PPM_125</b>	Watercourse Crossing	125	£3,072.00
<b>PPM_126</b>	Watercourse Crossing	180	£3,340.00
<b>PPM_127</b>	Watercourse Crossing	250	£3,447.00

These are total costs.

### **Land Entry Costs**

These may apply where mains and/or services are required to be laid in third party land. These costs would include potential compensation costs to landowners for loss of crops etc. We estimate a value of £10/metre for mains and services laid. The charge levied will be the actual costs incurred.

### **Archaeological/Ecological Charges**

These fees become payable when mains and/or services are due to be laid in land that is of Archaeological/Ecological importance. At the design stage we investigate any potential route issues and engage Archaeologists/Ecologists as necessary. Reports start at around £1,000 but could include recommendations that require a watching brief etc. Whilst excavation is ongoing, we have an obligation to report any Archaeological finds. Both reports could have an impact on the timing of the works and increase the costs payable to Archaeologists/Ecologists.

### **Exceptional Items**

These are items that are priced on a case-by-case basis as there are too many variables involved to give standard charges, some examples are below:

Rail Crossings – Mains to be laid either over or under railways.

Bridge Crossings- Mains to be laid in bridge decks.

Archaeological Areas – Mains laid through Archaeological sites where excavation maybe required by hand under a watching brief.

Ecological Areas – Mains laid in ecological areas where protection of species maybe required.

Motorway Crossings – Mains laid either over or under motorways, Possibility to lay in existing culverts.

River Crossings – Mains laid either under rivers or over on pipe bridges.

Large Diameter Mains Connections – Mains connections to large diameter trunk mains depending on work required to isolate main.

Non-Open Cut Mains Installation – Drilling long lengths of mains, improving efficiency of main laying and reducing costs.

### 3f - Water Connections – Service Connection Charge

This section relates to all individual new water connections to a new or existing distribution water main. A service connection is the pipework that carries water from a water main to a property. These charges apply to water connections which serve household or non-household properties or supplies which do not serve a property, for example a trough for animal welfare purposes.

Connections to strategic trunk mains will be by exception only and may be subject to additional costs and timescales. Where the Company agrees to a connection on a trunk/high pressure main the applicant may not excavate within three metres of the main. The Company will undertake the three metres of excavation and make the connection, with charges payable on the basis of the bespoke fixed costs.

#### **How Bristol Water's new charges have been developed**

Charges have been developed based on connection size, type, length and surface.

#### **Applying for a service connection to a distribution main**

To connect to the mains network the relevant application must be submitted.

Unless otherwise stated the charges are fixed price. The prices quoted will be amended only if a change of scope is generated by the customer.

A water meter will be installed on new connections in accordance with the Company's policy and will remain the Company's property.

Where a water meter has been installed a measured tariff will apply - except where it has been installed for check purposes only, in accordance with the Company's policy at the time, and a customer has been previously notified of this in writing.

A meter up to 20mm will be installed on up to 32mm supplies used for domestic purposes. This includes supplies used for both domestic and non-domestic use, for example a combined domestic and fire sprinkler system.

Customers requiring connections to existing offsite mains may choose to undertake all excavation, the laying of pipes up to the Company's main, reinstatement, streetworks noticing and traffic management. Alternatively, customers may request that off-site works to lay the communication pipe are carried out by the Company or may use their chosen Self Lay Provider (SLP) where the work is contestable. In all situations the customer is responsible for pipework to the boundary of the street in which the water main is laid.

Customers requiring connections to newly laid water mains for a site or to existing water mains located within the boundary of the land where the supply is required will be responsible for all excavation, laying of pipes up to the Company's main, and reinstatement. Alternatively, customers may use their chosen SLP or request the company to carry out these works.

For all connections to water mains, the Company or chosen SLP will undertake the physical connection to the main and installation of the water meter, regardless of whether the excavation, laying of pipes and reinstatement are carried out by the customer, its chosen SLP, private contractor or the Company. Customers cannot carry out these works themselves unless they are accredited with the Water Industry Registration Scheme (WIRS).

#### **Third party requirements**

Where service pipes are to be laid in a highway by a private contractor, customers will need to obtain the permission of the Highway Authority to work in the highway. The Highway Authority may stipulate that only its approved contractors may work in the highway and there may be a charge administered by the Highway Authority. The Company is an approved contractor for this purpose and will provide quotes for carrying out work requested by customers. It will use the standard prices set out in this section in preparing such quotes. SLPs can also be approved contractors so customers should bear this in mind in making any decisions and should check with their chosen SLP.

In some instances, working in the highway will incur additional fees and costs, as a result of compliance with Highway Authority requirements, such as road closures and traffic management control. Reasonable fees and costs incurred by the Company in carrying out a connection in such circumstances are included within the fixed charges. However,

some costs are outside of our control and therefore exceptional third party costs will be passed through to the applicant.

***Note: Where the Company opens ground requiring permanent reinstatement, the applicant cannot elect to undertake the reinstatement.***

If the Company needs to gain access to third party land or needs to seek permissions from third parties, for example Network Rail, then such costs will be passed through to the applicant. Gaining such access may cause a delay in making a connection.

***Note: Where an applicant lays private pipework in third party land the applicant must obtain prior permission from the landowner. This is usually in the form of an easement.***

### **Matters relevant to charges**

Connection charges are payable in advance of the Company undertaking any work.

The Company reserves the right to amend the amount charged for connections where additional costs are incurred in making the physical connection because of matters that were not evident at the time of providing a quotation for the work.

### **Quotations remain valid for six months from the date of issue.**

Inspection visits due to work not being up to standard or work not being ready when an inspection has been booked will incur an extra charge of £105. Charges will also be payable in the event that connection work cannot be made on the scheduled date due to the development site not being sufficiently prepared (abortive visit charge of £133.00). This may be levied for each connection, which cannot be completed on this date.

The preferred method of providing a new connection is via a boundary box (housing the stop tap and meter) installed in the footpath or, alternatively, on private property, less than one metre inside the boundary with the highway in which the main is laid. In some circumstances, but only with the prior agreement of the Company, boundary boxes may be acceptable in other locations. The alternative method is via a wall mounted box at the front of the property. It should be in a position which gives a meter reader unimpeded access, otherwise it will require a remote radio meter to be fitted by Bristol Water. In all cases, the meter must be in a location which can be safely accessed at all times by a meter reader or Company employee.

Bristol Water does not accept internal meters. However, when circumstances dictate and at the Company's discretion, meters may be provided at a location other than outside the property at a cost to be determined at the time.

1. What is included in the charges?

Application Fee by type			
Application Task Description	Onsite	Self-Lay	Offsite
Review and process application form	Y	Y	Y
Acknowledge receipt of application form	Y	Y	Y
Log application on corporate systems and supporting administration	Y	Y	Y
Arrange and attend 1 x site survey	N	N	Y
Water Regulations record site in WRA	Y	Y	Y
Produce and issue quotation	Y	Y	Y
<b>Charge</b>	<b>£25.00</b>	<b>£25.00</b>	<b>£169.00</b>

2.

Administration Fee by type			
Administrative Task Description	Onsite	Self-Lay	Offsite
Receive and process payment(s)	Y	Y	Y
Issue invoice	Y	Y	Y
Raise work order per connection(for meter feedback)	Y	Y	Y
Issue work order to contractor	Y	N	Y
Raise relevant requests or notices	N	N	Y
Review Self Lay notifications	N	Y	N
Update records	Y	Y	Y
Customer guidance	Y	Y	Y
Technical Help Desk	Y	N	Y
General administration and customer support (eg scanning, filing and review of chlorination certificate and sample results)	Y	Y	Y
<b>Charge</b>	<b>£100.00</b>	<b>£25.00</b>	<b>£100.00</b>

### Non-physical charges

No.	Charge Description	Unit	Value	Contestable / Non contestable
<b>Application Fee</b>				
NC_003	Application fee – Self Laid Connection	Per Application	£25.00	Non-contestable
NC_007	Application fee – Company Laid Onsite Connection	Per Application	£25.00	Non-contestable
NC_006	Application fee – Company Laid Offsite Connection	Per Application	£169.00	Non-contestable
<b>Administration Fee</b>				
NC_008	Administration fee – Self-Laid Connections	Per Connection	£25.00	Non-contestable
NC_001	Administration fee – Company Laid Onsite Connection	Per Connection	£100.00	Non-contestable
NC_002	Administration fee – Company Laid Offsite Connection	Per Connection	£100.00	Non-contestable
<b>Other charges</b>				
NC_004	Water Regulations Inspections. Contribution toward general cost of internal and external Water Regulations inspections.	Per Connection	£29.00	Non-contestable
NC_005	Design of new service connection up to 50mm in diameter	Per Connection	£142.00	Contestable

### Construction costs

There are three common examples of new connections, tapping only (whereby a connection to the main only is required), tapping plus service pipe, and tapping plus service pipe and boundary box. The requirements and costs associated with each option as follows. The full charging schedule for mains and services is contained in the charging spreadsheet available on the Bristol Water website [Water Regulations](#)

Company laid connection - New or replacement connection under section 45 or 55 of the Water Industry Act 1991 to an existing public water main located outside the site boundary., including trenching costs and traffic management. Bristol Water will only undertake installation work to the boundary of the street in which the main is laid. Installation work includes connection to main network, laying of communication pipe, connection to customer's external supply pipe, boundary box, meter, excavation, reinstatement and traffic management.

Please note 32mm connections are made using a ferrule-strap. The drilled hole on the main will generally be 25mm.

All Service connections are contestable activities.

The construction costs are based on the work being undertaken during normal working hours, should evening/weekend work be required, additional costs will be payable.

### **Tapping only**

**Tapping only** applies principally to connections to mains in site roads and in private land, such as fields and other un-surfaced areas.



The customer provides and fits a boundary box or wall mounted box and excavates and lays the service pipe<sup>1</sup> and trace wire to a point 150mm above the main. The company exposes and taps the main and fits the meter. The customer then backfills and reinstates the surface as appropriate.

No.	Description	Cost
<b>SCC_001</b>	Basic Cost (No excavation)	£241.00
<b>SCC_002</b>	Each additional service in same trench (maximum 6) (No excavation)	£241.00
<b>SCC_003</b>	Additional charge if wall mounted box not readily accessible	£175.00

### Tapping plus service pipe

**Tapping plus service pipe** applies principally to connections to mains in adopted and other existing surfaced roads (including footpaths, verges etc) where a boundary or wall mounted box is to be installed on private land. The customer provides and fits a boundary box or wall mounted box and excavated and lays the service pipe and trace wire to the highway boundary leaving sufficient pipe and trace wire to be connected to the main. The Company excavates to the main, lays the service pipe and trace wire, taps the main, backfills, reinstates and fits the meter.

No.	Description	Cost
<b>SCC_004</b>	Basic Cost (Field/verge)	£614.00
<b>SCC_005</b>	Each additional service in same trench (maximum 6) (No excavation)	£135.00
<b>SCC_006</b>	Additional cost per metre of standard pipe (No excavation)	£2.00
<b>SCC_007</b>	Additional cost per metre of barrier pipe (No excavation)	£4.00
<b>SCC_008</b>	Additional cost per metre for each additional standard PE service in same trench (No excavation)	£2.00
<b>SCC_009</b>	Additional cost per metre for each additional barrier pipe service in same trench (No excavation)	£4.00
<b>SCC_010</b>	Additional charge if wall mounted box not readily accessible	£175.00

### Tapping plus service pipe and boundary box

**Tapping plus service pipe and boundary box** applies principally to connections in adopted and other surfaced roads (including footpaths, verges etc). The customer excavates and lays the service pipe and trace wire to the highway boundary, leaving at least one metre of pipe and trace wire to be connected to the main. The Company provides and fits a boundary box, excavates to the main, lays the service pipe and trace wire, taps the main, backfills, reinstates and fits the meter.

No.	Description	Cost
<b>SCC_021</b>	BW fits box and taps main in a pre-excavated trench (excavated by others)	£331.00
<b>SCC_011</b>	BW fits box and taps main, including first metre of pipe (field and verge)	£703.00
<b>SCC_012</b>	BW fits box and taps main in contaminated land, including first metre of pipe	£743.00

<sup>1</sup> Service Pipe – this is the length of pipe between the Company's main and the property. It is usually in two parts: the Company service pipe (known as the communication pipe), which normally runs from the main to the highway boundary, and the customer service pipe (known as the supply pipe) which is the remainder.

<b>SCC_013</b>	Each additional service in same trench (maximum 6) (No excavation)	£207.00
<b>SCC_014</b>	Each additional service in same trench in contaminated land (maximum 6) (No excavation)	£300.00
<b>SCC_015</b>	Additional cost per metre of standard pipe (Field/Verge)	£45.00
<b>SCC_016</b>	Additional cost per metre of barrier pipe (No excavation)	£9.00
<b>SCC_017</b>	Additional cost per metre for each additional standard PE service in same trench (No Excavation)	£7.00
<b>SCC_018</b>	Additional cost per metre for each additional barrier pipe service in same trench (No excavation)	£9.00
<b>SCC_019</b>	BW fits box and taps main, in one excavation (surfaced road, footpath, verge)	£601.00
<b>SCC_020</b>	BW fits box and taps main, in one excavation (private unsurfaced land)	£595.00
<b>SCC_022</b>	BW fits box and taps main, including first metre of pipe (type 0/1/2)	£1,408.00
<b>SCC_023</b>	BW fits box and taps main, including first metre of pipe (type 3/4)	£1,162.00
<b>SCC_024</b>	Additional cost per metre of standard pipe (type 0/1/2)	£190.00
<b>SCC_025</b>	Additional cost per metre of standard pipe (type 3/4)	£135.00
<b>SCC_026</b>	Additional cost per metre of standard pipe (no excavation)	£7.00
<b>SCC_027</b>	Additional cost per metre of barrier pipe (field/verge)	£47.00
<b>SCC_028</b>	Additional cost per metre of barrier pipe (type 0/1/2)	£191.00
<b>SCC_029</b>	Additional cost per metre of barrier pipe (type 3/4)	£137.00
<b>SCC_030</b>	BW fits box and taps main in contaminated land, including first metre of pipe (type 0/1/2)	£1,448.00
<b>SCC_031</b>	BW fits box and taps main in contaminated land, including first metre of pipe (type 3/4)	£1,201.00
<b>PPM_134</b>	Connection(s) to host main greater than 200mm and less than 300mm. Extra over, in addition to the connection charge – standard type	£237.00
<b>PPM_135</b>	Connection(s) to host main 300mm and greater. Extra Over, in addition to the connection charge - Extra over, in addition to the connection charge – standard type	£828.00
<b>PPM_136</b>	Connection(s) to host main greater than 200mm and less than 300mm. Extra over, in addition to the connection charge – barrier type	£237.00
<b>PPM_138</b>	Connection(s) to host main 300mm and greater. Extra Over, in addition to the connection charge - Extra over, in addition to the connection charge – barrier type	£828.00

Where BW undertakes only the fitting the box and tapping the main, - no excavation; pipe laying; backfill; reinstatement or traffic management by BW. The applicant is responsible for pipe laying, opening, closing and if necessary, permanently reinstating the trench to the water main, and depth of boundary box to finished surface level.

#### Ancillary Charges

No.	Description	Cost
<b>OC_002</b>	Fee for additional inspection visit	£150.00
<b>OC_001</b>	Abortive installation charge (to be paid if installation not ready for connection to be made)	£139.00

#### Service pipe disconnection charge

No.	Description	Cost
<b>DC_001</b>	Service pipe disconnection	£786.00

A fee may be incurred for lead or galvanised iron service pipe replacements up to 1" diameter where the new connection and disconnection require separate excavations.

In certain other situation, removal of apparatus may be charged for at cost.

### **Non-Standard Costs**

Where possible we offer fixed costs. By exception, where there are elements of the work that are unusual or of high risk, we will price then individually on a site-specific basis. Railway and river crossings are typical examples where site specific pricing will be appropriate.

## Road Closure Fees and Highway Permits

Where mains of services are required to cross the public highway, the local Highway Authority may dictate that the work will require a road closure to ensure the safety of the general public and the workforce undertaking the work. Road closure charges vary from each local authority. In certain circumstances, if there is an existing road closure in the location, we may be able to undertake the work at the same time. We will advise in advance if a road closure is required. The minimum notice period that local authorities require is 3 months.

Road closure/permit fees are available from the relevant Council website and the costs are relevant to the time of connection. Below are a link to the Council's websites in our area.

**Bath and North East Somerset Council** - [Welcome to Bath & North East Somerset Council | www.bathnes.gov.uk](https://www.bathnes.gov.uk)

**Bristol City Council**

**Somerset County Council** - [Somerset Council](#)

**North Somerset Council** - [Home | North Somerset Council](#)

**South Gloucestershire Council** - [South Gloucestershire Council](#)

**Wiltshire Council** [Welcome to Wiltshire Council - Wiltshire Council](#)

**Gloucestershire County Council** - [Home | Gloucestershire County Council](#)

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In addition to road closure fees, all the Councils listed above implement Permit schemes under the Traffic Management Act by 1 April 2020. Developers will also pay the costs of us obtaining the Highways Permits, and any additional costs that arise where this is driven by developer requirements.



### 3g - Non-Contestable Activity

The connection work that is open to competition is known as “contestable” work. This category includes the majority of work a developer needs to serve a new development and includes all work to lay and test new mains and services.

Water companies have a responsibility to maintain wholesome water supplies to customers, some higher risk work may be defined as “non-contestable” and can normally only be carried out by the water company itself.

We will publish our **Annual Contestability Summary** (ACS) and will evolve the document to enable further contestability each year. This can be found at:- [BristolWaterAnnualContestabilitySummary2024.pdf](#)

In addition to the ACS, the excavation and reinstatement of the trenches to facilitate the mainlaying on land you own and occupy is also contestable.

## Section 4 - Infrastructure charges

In this section 'infrastructure charge' means the charge authorised by Section 146(2) of the Water Industry Act 1991. Unless the individual charges are specifically referred to separately in this section, the term will cover the water infrastructure charge.

Charges have been set to recover the costs of network reinforcement involving new development from those making the demand on the water system rather than from existing customers of the water companies.

### Background to the development of the charge

#### Water Infrastructure Charge

The Company must ensure that there is no adverse impact upon the levels of service experienced by existing customers as a consequence of development.

Accurately predicting the actual timing, location and build out rates for new development can be difficult so the Company has taken a balanced risk-based approach using our experience of the development market.

Water infrastructure charges will include costs for network reinforcement to provide additional capacity for all sites requiring water for domestic purposes. Network reinforcement includes works for increasing the capacity of pipes, booster stations and service reservoirs. It specifically excludes investment to improve water resources, reservoirs, boreholes and water treatment works.

In calculating our infrastructure charges, we have assumed that:

#### How Bristol Water's new charges have been developed

The basis for calculating infrastructure charges for 2026-27 is to adopt Ofwat's "Rule 28" which requires companies to use the "five-year rule" which means companies should set their infrastructure charges each year on the basis of their forecast of likely costs and likely number of connections over the following five years. In other words, infrastructure charges are set on a wholly forward-looking basis. The sum of this five-year period total relevant expenditure is divided by the actual/expected properties connected to arrive at per property charge. Water and wastewater services are calculated separately but using the same method.

#### Application of the charges

The infrastructure charge will be payable on a property which comprises a unit capable of separate occupation on the first occasion that it is connected to a water main or a public sewer for domestic purposes on or after 1 April 1990.

This does not mean that it is only payable on houses. It is payable where water will be used for domestic purposes, that is drinking, washing, cooking, central heating, and sanitary purposes (as defined in the Water Industry Act 1991).

For the purposes of this charge every building or part of a building will be treated as a unit capable of separate occupation and liable to a separate infrastructure charge if:

1. In the case of a dwelling:
  - it is used or will be used as a separate dwelling; or
  - it includes separate facilities for sleeping, washing, cooking and a WC.
2. In any other case, it has its own connection to the Company's water supply and is in fact capable of separate occupation.

Except where detailed below under 'non-standard cases', the standard amounts of the charges will be payable for each unit connecting directly or indirectly to the Company's water mains.

### Liability to pay the charge

The charge is payable by the person requesting a connection to the Company's water main system. This could include a homeowner, developer, SLP or a NAV and it will be charged to the applicant.

Where no application for a water supply is received or where the Company is unable to recover the charge from the person who requested the connection, the charge will be payable by the person who has the benefit of the new supply or service on the charge becoming payable.

### For any other connections the following infrastructure charges will apply:-

No.	Description -	Unit	Value
IN3	Standard infrastructure charges due for the development– Water supply	Per domestic property (please see below if not a dwelling)	£230.00

\*This charges is outside the scope of VAT.

### Payment of infrastructure charges

Infrastructure charges are normally paid at the time of connection. Should a customer wish to pay over a longer period; the Company can offer monthly instalments over a twelve-month period.

### Definition of connection

In the case of the water infrastructure charge, connection is defined as

- the point in time at which a water meter is installed for measuring use at the property; or
- where a meter has been installed previously for measuring a building supply and building supply charges have been paid, the point at which the supply changes to one for domestic purposes.

Where the connection is to a NAV site, the payment of the relevant infrastructure charges will be payable at the time the site connects to the Company's network.

The Company will normally provide an invoice for the due infrastructure charges at the same time as it provides an invoice for the connection. Customers may find it administratively more convenient and cheaper to pay the charges at the same time.

### Non-standard cases

There are a number of situations where the infrastructure charges due for a development will not be calculated by simply adding together the relevant number of standard amounts for each unit.

### Example 1

Where a building is made up of a number of self-contained units and their future occupiers will not be billed by the Company, but the bill will be paid by a third party (a Common Billing Agreement), the infrastructure charge will be calculated by reference to the water using appliances in the building.

The table below sets out the 'Loading Units' for various water using appliances.

### Methodology

The infrastructure charge will be calculated by:

- adding together all the loading units for all the appliances in the building,
- dividing this figure by 24 (the average loading unit for a domestic dwelling prescribed nationally); then
- dividing the resulting figure by the total number of self-contained units to which the Common Billing Agreement applies.

This will produce a figure called the "Relevant Multiplier" (RM).



The Relevant Multiplier will be:

- multiplied by the standard infrastructure charge, then
- further multiplied by the total number of self-contained units to determine the total infrastructure charge payable.

Eg: a building comprises 10 sheltered retirement flats and the future water and sewerage charges will be paid by a management Company for the flats.

Total value of Loading Units = 168

168 divided by 24 = 7

7 divided by 10 (number of self-contained units/flats) = 0.7 (RM per self-contained unit/flat)

Total infrastructure charges for the development = 0.7 (RM) x the standard infrastructure charge x 10 (number of self-contained units/flats)

In the case of a development with a Common Billing Agreement the relevant multiplier may be more or less than 1.

### Example 2

In the case of buildings which do not consist of a house and which are supplied by a service pipe with an internal diameter greater than 20mm, infrastructure charges will again be calculated by reference to the water using appliances installed within them using the Loading Units in the table below.

### Methodology

The infrastructure charge will be calculated by:

- adding together all the loading units for all the appliances in the building, and
- dividing this figure by 24 to produce the relevant multiplier (if this figure is less than 1, the relevant multiplier will be 1)
- the relevant multiplier figure will then be multiplied by the standard infrastructure charge to determine the charges due:

e.g. A factory unit is built, the domestic water using appliances in which produce a total Loading Unit Value of 76.

Relevant multiplier = 76 divided by 24 = 3

Infrastructure charges payable = 3 x the standard infrastructure charge

### Loading Units

The information contained in the table and used by the Company is sourced from BS EN 806 Part 3 2006.

Draw Off point	Loading Units
Washbasin, hand basin, bidet, WC-cistern	1
Domestic kitchen sink, washing machine* dish washing machine, sink, shower head	2
Urinal flush valve	3
Bath domestic	4

Taps/(garden/garage)	5
Non-domestic kitchen sink DN20, bath non-domestic	8
Flush valve DN20	15
*For non-domestic appliances please see manufacturer guidance	

Notes to be read with the table:

**Note 1:** Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.

**Note 2:** In any calculation of the total Loading Units for a property, a minimum of six Loading Units will be included in respect of each house for domestic appliances whether or not the house has any such appliances. The only exception to this will be 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.

### Example 3

Where a site is developed or redeveloped (including conversions or sub-divisions of buildings).

### Methodology

The number of infrastructure charges which will be payable are calculated as:

- The total number of units with connections to water and/or sewerage services after development
- *minus* the maximum number of properties which had connections to water and/or sewerage services at any time in the five years before redevelopment began.

The credited number of properties is known as infrastructure charge credits.

*Eg A row of 5 shops and 5 flats all of which had water and sewerage connections is demolished. The site is not re-developed for three years. When it is, a block of 16 self-contained flats is built.*

*The infrastructure charges payable for the redevelopment will be: -*

*16 sets of **minus** 10 sets of charges **equal** 6 sets of charges (one set for each of the charges properties connected previously)*

Where a site to be redeveloped consists of a large single commercial complex - such as a hospital or hotel - and which had a metered connection, the Company will take account of demand on services of the original use of the site in the five years before redevelopment began when calculating infrastructure charges (**NB** where part of a site only has been sold for redevelopment, the continuing water use at that part of the site not being redeveloped will be taken into account when calculating the due infrastructure charges).

It will do this by dividing the maximum consumption recorded by the meter in any of the five financial years prior to development by the average domestic household consumption in the Company's area. This will produce the number of credits which the Company will set against the infrastructure charges due.

*E.g. a residential home with a single metered connection is redeveloped and 30 flats built on the site. The maximum annual use of the home in the five years before redevelopment was 930 cubic metres.*

*The infrastructure charges payable for the site will be:*

*930 m<sup>3</sup> divided by 125 m<sup>3</sup> (average domestic annual consumption) equals 8 credits.*

*30 sets of infrastructure charges - 8 credits = 22 sets of infrastructure charges.*

In cases where infrastructure charge liability is calculated using the relevant multiplier principle any credits due will be set against the total number of infrastructure charges which have been deemed payable using the relevant multiplier principle.

**Note:** where a large single commercial site is redeveloped which did not previously have metered connections the Company will be unable to use demand as a basis for calculating infrastructure charges. Charges will therefore be calculated on the basis of the maximum number of properties formerly on the site.

## Section 5 - Income Offsets

With effect from the 1<sup>st</sup> April 2025, income offsets are no longer payable on first-time connections to our network for clean and waste water. If you have any existing agreements that stipulates that income offsets will be paid for the whole of the development, these will be honoured at the rate contained in the agreement. Evidence of those agreements should be provided to enable this to be factored into the quotation.

## Section 6 - Environmental Incentives

From April 2025 we will introduce an updated environmental incentive scheme aimed at promoting sustainable property and housing developments.

During 2024 Ofwat published consultations and guidance on their Environmental Incentives Common Framework (EICF). High level proposals were concluded in January 2024, with consultation taking place in September 2024.

Final guidance was published in December 2024:

<https://www.ofwat.gov.uk/wp-content/uploads/2024/10/Conclusions-on-our-Environmental-Incentives-Common-Framework.pdf>

The EICF will come into effect from 1 April 2025 and based on Ofwat guidance, we are proposing to introduce an Environmental Component charge along with tiered discounts depending on the level of sustainability achieved. This will predominantly be based on a water efficiency incentive using the fixtures and fittings approach based on specifications published by Ofwat. Bristol Water also want to encourage sustainable developer practices for surface water drainage through a similar bespoke wastewater incentive.

Our scheme will introduce a 3 tier incentive scheme, with the level of reward increasing on achieving greater criteria as stated in the proposed scheme. Customers who do not meet minimum water efficiency and drainage criteria will pay more under the scheme rules.

Under the EICF, water companies are expected to levy a new Environmental Component in the Developers Charges Scheme which it is intended will be used to fund the incentive scheme.

The broad principle under Ofwat's guidance will be that the total cost to the undertaker (i.e. Bristol Water) of the Environmental Incentive is broadly equivalent to the total revenue received by the undertaker from the Environmental Component. In line with Ofwat guidance the intention therefore is to make incentive scheme revenue neutral.

### Environmental Incentive Payments

No.	Description	Unit	Value
ENI_001	Environmental Incentive Clean - Tier 1	Per Connection	(£71.00)
ENI_002	Environmental Incentive Clean - Tier 2	Per Connection	(£142.00)
ENI_003	Environmental Incentive Clean - Tier 3 (A)	Per Connection	(£154.00)
ENI_004	Environmental Incentive Clean - Tier 3 (B)	Per Connection	(£654.00)

### Component Payments

No.	Description	Unit	Value
ENC_001	Environmental Component - Water	Per Connection	£63.00

### Non-standard case - Redevelopment

The amount of Environmental Component charge (ECC) applied in respect of the modification or redevelopment of existing buildings or premises takes due account of any previous usage in the 5 years before the modification or redevelopment began (including supplies of water that were not for domestic purposes and drainage that was not for domestic sewerage purposes) associated with the buildings and/or premises to which the charges are to be applied and are discounted accordingly.

Where a site is developed or redeveloped (including conversions or sub-divisions of buildings).

#### *Methodology*

The number of infrastructure charges which will be payable are calculated as:

- The total number of units with connections to water services after development
- minus the maximum number of properties which had connections to water services at any time in the five years before redevelopment began.

The credited number of properties is known as environment component charge credits.

Eg A row of 5 shops and 5 flats all of which had water connections is demolished. The site is not re-developed for three years. When it is, a block of 16 self-contained flats is built.

The environmental component charges payable for the redevelopment will be: - 16 sets of ECC minus 10 sets of ECC equal 6 sets of ECC to be paid.

In this example one set of ECC credits is applied for each of the charged properties connected previously.

Where a site to be redeveloped consists of a large single commercial complex - such as a hospital or hotel - and which had a metered connection, the Company will take account of demand on services of the original use of the site in the five years before redevelopment began when calculating ECC (NB where part of a site only has been sold for redevelopment, the continuing water use at that part of the site not being redeveloped will be taken into account when calculating the due infrastructure charges).

It will do this by dividing the maximum consumption recorded by the meter in any of the five financial years prior to development by the average domestic household consumption in the Company's area. This will produce the number of ECC credits which the Company will set against the ECC charges due. E.g. a residential home with a single metered connection is redeveloped and 30 flats built on the site. The maximum annual use of the home in the five years before redevelopment was 930 cubic metres. The ECC payable for the site will be: 930 m3 divided by 125 m3 (average domestic annual consumption) equals 8 credits. 30 sets of ECC charges - 8 credits = 22 sets of ECCs.

## Section 7 - Value Added Tax

This section is a summary description of the VAT liability of charges and is subject to changes in VAT legislation and rates of VAT. Where there is a change to the law relating to the VAT during the period of this document, the Company will apply the VAT in accordance with the law.

All charges in this document are shown exclusive of VAT.

VAT, where applicable, will be charged at the appropriate rate.

The VAT rules regarding engineering and construction services are complicated. Broadly, the VAT position depends upon the type of work carried out and the nature of the property being connected.

The Company will charge VAT on its supplies based on HMRC VAT Notice 708 “buildings and construction”

(<https://www.gov.uk/guidance/buildings-and-construction-vat-notice-708>)

Please note that we may need to request information from you to certify the status of the property being connected.

## Section 8 - Transition across years, Quotations

To remove some uncertainty with quotations during the change of charging years, below is how we will treat quotations during this period.

Following positive customer feedback during our engagement process we have maintained our transition arrangements in line with previous years.

### Site Specific work

1. Where a legal agreement is already in place in relation to charges for Site Specific Work carried out as part of an adoption, then the charges defined within that agreement remain valid for the life of the agreement unless the customer and the Company agree to vary those charges.
2. Charges relating to the charging rules applicable prior to April 2018 will be adjusted by inflation if the quotation or legal agreement includes an appropriate provision for adjusting the charges.
3. Applications received between 1 February 2026, and 31 March 2026 for Site Specific Work that will be carried out after 1 April 2026, will be quoted on the new rules. Developers or SLPs that have received a quotation or draft adoption agreement under the old rules, but have not formally accepted, can re-apply after 1 February 2026 for a quotation in accordance with the new Charging Rules.
4. Should both sides agree that it would be more appropriate to go with one charging rule than the other on that particular site then these will be agreed as an exception and each case will be looked at on its own merits.
5. Where income offsets are already built into signed requisition agreements the income offset will not also be applied to the infrastructure charges even if the connections are undertaken later. i.e. you can only have the income offsets once.
6. No income offsets will be payable for connections made after the 31 March 2025 in line with Ofwat Charging Rules



## Section 9 - Disputes about the charges

Should a customer ever need to make a complaint, the Company's **Code of practice – how we handle customer complaints** explains how the Company will deal with your complaint.  
[www.bristolwater.co.uk/contact-us/](http://www.bristolwater.co.uk/contact-us/)

This Code is available on the Company's website:

The Consumer Council for Water has no jurisdiction over the level of charges, although they can consider complaints about poor administration, policies or process, as well as answer queries and provide advice about the connection charges regime. <https://www.ccwater.org.uk/make-a-complaint/>  
[www.bristolwater.co.uk](http://www.bristolwater.co.uk)

Should a NAV wish to make a complaint, they should email  
[NAV@bristolwater.co.uk](mailto:NAV@bristolwater.co.uk)

## Section 10 - Liability for charges and methods of payment

### Liability for charges

Charges are payable by the person requesting the relevant services, except where this document provides otherwise.

In the case of new connections where no application for a water supply is received or where the Company is unable to recover the charge from the person who requested the connection, the charge will be payable by the person who has the benefit of the new supply or service on the charge becoming payable

With the exception of infrastructure charges (see Section Six) full payment will be required in advance of the works being undertaken.

Should the customer instruct work to be undertaken, the customer will be liable for all charges payable to that work, regardless of whether the customer has made, or was required to make, and advanced or not.

### Timing of payment

Charges must be paid in advance of the work being planned and within the validity period of the quote/offer. A customer has a choice regarding the timing of the payment. They can pay upon receipt of quote/offer, or at any time within the validity period, prior to work. BRL require payment in advance of the work and therefore a customer may choose to request an updated quote/offer, beyond the validity period of the previous quote/offer, should they wish to pay at a time later time, reflecting the customer need and timing of their project. Please also see the section on Infrastructure Charges.

### Methods of payment

The Company offers the following methods of payment: -

Cheque – Please make cheques payable to Bristol Water Ltd and return the cheque with the legal agreement if one provided to the address on the form.

Credit/Debit card

BACS details are: -

Bank Sort Code 30-62-96

Bank Account Number 80966860

Bank Account Name – Bristol Water Ltd

Please include your MLA reference as the reference on the payment.

### Failure to pay charges when due

If a customer does not make payment when it is due, the Company will send a reminder.

If the customer still does not pay or contact the Company to discuss the outstanding debt after sending a reminder, the Company will send notice of its intention to ask the County Court to issue a Court Claim for non-payment.

## Section 11 - Other charges

For further details relating to the following additional charges, please refer to the Company's Wholesale Charges Schedules for 2026/27.

- Other supplies
- Hydrant standpipes
- Other information

### **Bristol Water**

Wholesale Tariffs Bristol Water – [Bristol Wholesale Charges Schedule 26-27](#)

## Section 12 - Worked Examples

From 2025/26 charges Ofwat has published seven scenarios so that companies can provide worked examples of typical developments.

This section provides these scenarios with any specific assumptions marked as such although generally Bristol has assumed that there are no exceptional circumstances, that there was no previous water usage at the site and that the connections were not made to assets which were laid under requisition before 2018.

## Scenario 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). For wastewater companies, the worked example should include the associated charges for a single connection to an existing sewer which is completed by the Developer Customer. These charges are specified under “Other Charges”

Within the construction costs we have included service pipe installation, boundary box fitting, meter installation, excavation, reinstatement and pipework:

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

Traffic management assumes the road (Type 3-4) is 40 mph, 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.

Single Connection to a house from an existing									Alternative Delivery Method	
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge	Barrier Pipe uplift/rate (£)	Barrier pipe total (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge
	<b>Pre Construction charges - connection</b>									
	Application Fee	per application	1	169.00	169.00	169.00	169.00	N	25.00	25.00
Y	Administration Fee	per connection	1	100.00	100.00	100.00	100.00	N	25.00	25.00
	Administration Fee <sup>1</sup>	per connection	1	29.00	29.00	29.00	29.00	N	29.00	29.00
	Design Fee	per application	0	-	-	-	-	N	-	-
	<b>Construction charges</b>									
Y	Connection	per connection	1	703.00	703.00	703.00	703.00	Y	-	-
	Connection sub-charge 1			-	-	-	-		-	-
	Connection sub-charge 2			-	-	-	-		-	-
	Connection sub-charge 3			-	-	-	-		-	-
Y	Pipework - Road	per metre	4	45.00	180.00	54.00	216.00	Y	-	-
Y	Traffic Management	per TM usage	4	280.00	1,120.00	280.00	1,120.00	Y	-	-
Y	Meter Installation	per connection	N/A	-		-			-	-
Y	Meters	per connection	N/A	-	-	-	-		-	-
	<b>Other Charges</b>									
Y	Permit Fee	per application	1	45.00	45.00	45.00	45.00	N	-	-
	<b>Infrastructure Charges</b>									
Y	Infrastructure Charge - Water	per connection	1	230.00	230.00	230.00	230.00	N	230.00	230.00
	<b>Environmental Incentives</b>									
Y	Environmental Component - Water	per connection	1	63.00	63.00	63.00	63.00		63.00	63.00
Y	Environmental Incentive - Water Tier 1	per connection	1	(71.00)	(71.00)	(71.00)	(71.00)		(71.00)	(71.00)
	<b>Total</b>				<b>£2,568.00</b>		<b>£2,604.00</b>			<b>£301.00</b>

### Scenario 1a

#### Single connection from an existing main to four properties using a four-port manifold

This worked example provides charges for four new properties that were converted from a single household property and will be connected to an existing main of 90mm diameter PE using a four-port manifold. Each property would be individually metered. For wastewater companies, 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:

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

Traffic management assumes the road (Type 3-4) is 40 mph, 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.

Single Connection to a house from an existing main to four properties using a four-port manifold									Alternative Delivery Method			
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge	Barrier Pipe uplift/ rate (£)	Barrier pipe total (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge	NAV rate (£)	NAV Total charge (£)
	<b>Pre Construction charges - connection</b>											
	Application Fee	per application	1	169.00	169.00	169.00	169.00	N	25.00	25.00	-	-
Y	Administration Fee	per application	1	100.00	100.00	100.00	100.00	N	25.00	25.00	-	-
	Administration Fee <sup>1</sup>	Per property	1	29.00	29.00	29.00	29.00	N	29.00	29.00	-	-
	Design Fee	per application	1	142.00	142.00	142.00	142.00	N	-	-	-	-
	<b>Construction charges</b>											
Y	Connection	per connection	1	703.00	703.00	703.00	703.00	Y	-	-	-	-
	Connection sub-charge 1			-	-	-	-		-	-	-	-
	Connection sub-charge 2			-	-	-	-		-	-	-	-
	Connection sub-charge 3			-	-	-	-		-	-	-	-
Y	Pipework - Road	per metre	3	45.00	135.00	54.00	162.00	Y	-	-	-	-
Y	Traffic Management	per TM usage	4	280.00	1,120.00	280.00	1,120.00	Y	-	-	-	-
Y	Manifold	per unit	1	2,360.00	2,360.00	2,360.00	2,360.00		-	-	-	-
Y	Meter Installation	per connection		-		-	-		-	-	-	-
Y	Meters	per connection	included	-	-	-	-		-	-	-	-
	<b>Other Charges</b>											
Y	Permit Fee	per application	1	45.00	45.00	45.00	45.00	N	-	-	-	-
	<b>Infrastructure Charges</b>											
Y	Infrastructure Charge - Water	per property	1	230.00	230.00	230.00	230.00	N	230.00	230.00	230.00	230.00
	<b>Environmental Incentives</b>											
	Environmental Component - Water	per property	1	63.00	63.00	63.00	63.00		63.00	63.00	63.00	63.00
	Environmental Incentive - Water Tier 1	per property	1	(71.00)	(71.00)	(71.00)	(71.00)		(71.00)	(71.00)	(71.00)	(71.00)
	<b>Total</b>				<b>5,025.00</b>		<b>5,052.00</b>			<b>301.00</b>		<b>222.00</b>



## Scenario 2

### Single connection to 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 polyethylene (PE). Each flat would be individually metered. 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 the construction costs we have included service pipe installation, boundary box fitting, meter installation, excavation, reinstatement and pipework:

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

Traffic management assumes the road (Type 3-4) is 40 mph, 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.

Single connection to block of flats from an existing main									Alternative Delivery Method		Alternative Delivery Method	
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge	Barrier Pipe uplift/rate (£)	Barrier pipe total (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge	NAV rate (£)	NAV Total charge (£)
	<b>Pre Construction charges - connection</b>											
	Application Fee	per application	1	169.00	169.00	169.00	169.00	N	25.00	25.00	25.00	25.00
Y	Administration Fee	per connection	1	100.00	100.00	100.00	100.00	N	25.00	25.00	25.00	25.00
	Administration Fee <sup>1</sup>	per connection	1	29.00	29.00	29.00	29.00	N	29.00	29.00	-	-
	Design Fee	per application	1	142.00	142.00	142.00	142.00	N	-	-	-	-
	<b>Construction charges</b>											
Y	Connection	per connection	1	1,947.00	1,947.00	1,947.00	1,947.00	Y	-	-	-	-
	Connection sub-charge 1	per chamber	2	372.00	744.00	372.00	744.00		-	-	-	-
	Connection sub-charge 2			-	-	-	-		-	-	-	-
	Connection sub-charge 3			-	-	-	-		-	-	-	-
Y	Pipework - Road	per metre	4	222.00	888.00	222.00	888.00	Y	-	-	-	-
Y	Pipework - Unmade ground	per metre	4	70.00	280.00	70.00	280.00	Y	-	-	-	-
Y	Traffic Management	per TM usage	4	280.00	1,120.00	280.00	1,120.00	Y	-	-	-	-
Y	Meter Installation	per connection		-	-	-	-		-	-	-	-
Y	Meters	per connection	included	-	-	-	-		-	-	-	-
	<b>Other Charges</b>											
Y	Permit Fee	per application	1	45.00	45.00	45.00	45.00	N	-	-	-	-
	<b>Infrastructure Charges</b>											
Y	Infrastructure Charge - Water	per connection	10	230.00	2,300.00	230.00	2,300.00	N	230.00	2,300.00	230.00	2,300.00
	<b>Environmental Incentives</b>											
	Environmental Component - Water	per connection	10	63.00	630.00	63.00	630.00	N	63.00	630.00	63.00	630.00
	Environmental Incentive - Water Tier 1	per connection	10	(71.00)	(710.00)	(71.00)	(710.00)	N	(71.00)	(710.00)	(71.00)	(710.00)
	<b>Total</b>				<b>7,684.00</b>		<b>7,684.00</b>			<b>2,299.00</b>		<b>2,270.00</b>

Scenario 3  
Medium housing development requiring new mains and communication pipes (excavation and reinstatement by others)

This worked example provides charges associated with the provision of new water mains and individual connections from them to each of 50 new houses. If applicable, the worked example should include the associated charges for the 50 property connections to an existing sewer which are completed by the Developer Customer. This worked examples assumes excavation and reinstatement activities are completed by others, except for the excavation leading to the connection to the existing water main.

Within construction costs we have included mains laying, service pipe installation, boundary box fitting and meter installation.

<p>Technical specification (connection)</p> <p>Pipework (no excavation):</p> <ul style="list-style-type: none"><li>• Connection to existing water main of 180mm diameter polyethylene (PE)</li><li>• 3m pipework laying (per communication pipe)</li></ul>	<p>Technical specification (mains)</p> <p>Pipework total length 300m, consisting of</p> <ul style="list-style-type: none"><li>• 125mm diameter PE 10 m road type 3-4 road (leading to the point of connection to an existing main)</li><li>• 125mm diameter PE – 190m</li><li>• 90mm diameter PE – 100m</li></ul>
<p>Design considerations</p> <ul style="list-style-type: none"><li>• 180mm diameter existing main, serving 150 existing customers</li><li>• Three commissioning phases</li><li>• Three sample chlorination and connections – footpath</li><li>• Four washouts – unmade ground</li><li>• Five valves (1x150mm, 3 x 100mm, 1 x 80mm) unmade ground</li><li>• One trial hole – unmade ground</li></ul> <p>Traffic management assumes the road (tyle 3-4) is 50 mph, has two lanes an requires a road closure and eight parking bay suspensions. Any additional council charges for permitting should be included.</p>	

Medium housing development requiring new mains and communication pipes (excavation and reinstatement by others)									Alternative Delivery Method			
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge	Barrier Pipe uplift/rate (£)	Barrier pipe total (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge	NAV Rate (£)	NAV total Charge
	<b>Pre Construction charges - connection</b>											
	Application Fee	per application	1	25.00	25.00	25.00	25.00	N	25.00	25.00	-	-
Y	Administration Fee	per connection	50	100.00	5,000.00	100.00	5,000.00	N	25.00	1,250.00	-	-
	Administration Fee <sup>1</sup>	per connection	50	29.00	1,450.00	29.00	1,450.00		29.00	1,450.00	-	-
	Design Fee	per application	0	-	-	-	-	N	-	-	-	-
	<b>Pre Construction charges - mains</b>											
	Application Fee	per application	0	-	-	-	-	N	-	-	-	-
Y	Administration Fee	per application	1	3,801.00	3,801.00	3,801.00	3,801.00	N	1,156.00	1,156.00	1,156.00	1,156.00
	Design Fee	per application	1	1,706.00	1,706.00	1,706.00	1,706.00	Y	514.00	514.00	514.00	514.00
	<b>Construction charges - connection</b>											
	Service connection	per connection	50	331.00	16,550.00	331.00	16,550.00	Y	-	-	-	-
	Pipework	per metre	150	2.00	300.00	2.00	300.00	Y	-	-	-	-
	Meter installation	per meter	included	-	-	-	-		-	-	-	-
	<b>Construction charges - mains</b>											
Y	Mains connection	per connection	1	2,067.00	2,067.00	2,067.00	2,067.00	N	2,067.00	2,067.00	2,067.00	2,067.00
Y	Pipework - Road	per metre	10	247.00	2,470.00	254.00	2,540.00	Y	-	-	-	-
Y	Pipework - No excavation (125mm)	per metre	190	42.00	7,980.00	49.00	9,310.00	Y	-	-	-	-
Y	Pipework - No excavation (90mm)	per metre	100	36.00	3,600.00	40.00	4,000.00	Y	-	-	-	-
	<b>Other Charges</b>											
Y	Permit Fee	per application	1	45.00	45.00	45.00	45.00	N	45.00	45.00	45.00	45.00
Y	Road closure	per application	1	2,301.00	2,301.00	2,301.00	2,301.00	N	2,301.00	2,301.00	2,301.00	2,301.00
Y	Valves		5	391.00	1,955.00	391.00	1,955.00	Y	-	-	-	-
Y	Parking Bay suspension	per bay	8	30.00	240.00	30.00	240.00	N	30.00	240.00	30.00	240.00
Y	Washout		4	391.00	1,564.00	391.00	1,564.00	Y	-	-	-	-
Y	Pressure test		3	516.00	1,548.00	516.00	1,548.00	Y	-	-	-	-
Y	Chlorination		3	1,108.00	3,324.00	1,108.00	3,324.00	Y	-	-	-	-
	<b>Infrastructure Charges</b>											
Y	Infrastructure Charge - Water	per property	50	230.00	11,500.00	230.00	11,500.00	N	230.00	11,500.00	230.00	11,500.00
	<b>Environmental Incentives</b>											
	Environmental Component - Water	per property	50	63.00	3,150.00	63.00	3,150.00		63.00	3,150.00	63.00	3,150.00
	Environmental Incentive - Water Tier 1	per property	50	(71.00)	(3,550.00)	(71.00)	(3,550.00)		(71.00)	(3,550.00)	(71.00)	(3,550.00)
	<b>Total</b>				<b>67,026.00</b>		<b>68,826.00</b>			<b>20,148.00</b>		<b>17,423.00</b>

Scenario 4  
Medium housing development requiring new mains and communication pipes (excavation and reinstatement by water company)

This worked example provides charges associated with the provision of new water mains and individual connections from them to each of 50 new houses. If applicable, the worked example should include the associated charges for the 50 property connections to an existing sewer which are completed by the Developer Customer. This worked examples assumes excavation and reinstatement activities are completed by the Water Company. However, should the Developer appoint an SLP or NAV, this worked example assumes these (and other contestable items) would be carried out by the SLP or NAV. Within construction costs we have included mains laying, service pipe installation, boundary box fitting, meter installation, excavation and reinstatement.

<p>Technical specification (connection)</p> <p>Pipework (no excavation):</p> <ul style="list-style-type: none"><li>• Connection to existing water main of 180mm diameter polyethylene (PE)</li><li>• 3m pipework laying (per communication pipe)</li></ul>	<p>Technical specification (mains)</p> <p>Pipework total length 300m, consisting of</p> <ul style="list-style-type: none"><li>• 125mm diameter PE- 10 m road type 3-4 road (leading to the point of connection to an existing main)</li><li>• 125mm diameter PE – 50m pipework in footpath</li><li>• 125mm diameter PE – 140m pipework in unmade ground</li><li>• 90mm diameter PE– 100m pipework in unmade ground</li></ul>
<p>Design considerations</p> <ul style="list-style-type: none"><li>• 180mm diameter existing main, serving 150 existing customers</li><li>• Three commissioning phases</li><li>• Three sample chlorination and connections – footpath</li><li>• Four washouts – unmade ground</li><li>• Five valves (1x150mm, 3 x 100mm, 1 x 80mm) unmade ground</li><li>• One trial hole – unmade ground</li></ul> <p>Traffic management assumes the road (tyle 3-4) is 50 mph, has two lanes an requires a road closure and eight parking bay suspensions. Any additional council charges for permitting should be included.</p>	

THIS IS NOT A STANDARD BRISTOL SCENARIO AS OUR DEVELOPERS NORMALLY UNDERTAKE THE EXCAVATION AND REINSTATEMENT ON LAND THEY OWN AND OCCUPY

Medium housing development requiring new mains and communication pipes (excavation and reinstatement by water company)										Alternative Delivery Method		
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge	Barrier Pipe uplift/rate (£)	Barrier pipe total (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge	NAV Rate (£)	NAV total Charge
	<b>Pre Construction charges - connection</b>											
	Application Fee	per application	1	25.00	25.00	25.00	25.00	N	25.00	-	-	-
Y	Administration Fee	per connection	50	100.00	5,000.00	100.00	5,000.00	N	25.00	-	-	-
	Administration Fee <sup>1</sup>	per connection	50	29.00	1,450.00	29.00	1,450.00	N	29.00	-	-	-
	Design Fee	per application	0	-	-	-	-	N	-	-	-	-
	<b>Pre Construction charges - mains</b>											
	Application Fee	per application		-	-	-	-	N	-	-	-	-
Y	Administration Fee	per application	1	3,801.00	3,801.00	-	-	N	1,156.00	1,156.00	1,156.00	1,156.00
	Design Fee	per application	1	1,706.00	1,706.00	-	-	Y	1,203.00	1,203.00	1,203.00	1,203.00
	<b>Construction charges - connection</b>											
	Service connection	per connection	50	595.00	29,750.00	703.00	35,150.00	Y	-	-	-	-
	Pipework	per metre	100	45.00	4,500.00	45.00	4,500.00	Y	-	-	-	-
	Meter installation	per meter	included	-	-	-	-		-	-	-	-
	<b>Construction charges - mains</b>											
Y	Mains connection	per connection	1	2,067.00	2,067.00	2,067.00	2,067.00	N	2,067.00	2,067.00	2,067.00	2,067.00
Y	Pipework - Road	per metre	10	247.00	2,470.00	254.00	2,540.00	Y	-	-	-	-
Y	Pipework - Footpath	per metre	50	189.00	9,450.00	196.00	9,800.00	Y	-	-	-	-
Y	Pipework - Unmade (125mm)	per metre	140	83.00	11,620.00	90.00	12,600.00	Y	-	-	-	-
Y	Pipework - Unmade (90mm)	per metre	100	71.00	7,100.00	75.00	7,500.00	Y	-	-	-	-
	<b>Other Charges</b>											
Y	Permit Fee	per application	1	45.00	45.00	45.00	45.00	N	45.00	45.00	45.00	45.00
Y	Road closure	per application	1	2,301.00	2,301.00	2,301.00	2,301.00	N	2,301.00	2,301.00	2,301.00	2,301.00
Y	Valves - Road		1	922.00	922.00	922.00	922.00	Y	-	-	-	-
	Valves - Unmade		4	542.00	2,168.00	542.00	2,168.00		-	-	-	-
Y	Parking Bay suspension	per bay	8	30.00	240.00	30.00	240.00	N	30.00	30.00	240.00	240.00
Y	Washout - Road		1	922.00	922.00	922.00	922.00	Y	-	-	-	-
	Washout - Unmade		3	542.00	1,626.00	542.00	1,626.00		-	-	-	-
Y	Trial Hole		1	344.00	344.00	344.00	344.00	Y	-	-	-	-
Y	Pressure test		3	516.00	1,548.00	516.00	1,548.00	Y	-	-	-	-
Y	Chlorination		3	1,108.00	3,324.00	1,108.00	3,324.00	Y	-	-	-	-
	<b>Infrastructure Charges</b>											
Y	Infrastructure Charge - Water	per property	50	230.00	11,500.00	230.00	11,500.00	N	230.00	230.00	11,500.00	11,500.00
	<b>Environmental Incentives</b>											
	Environmental Component - Water	per property	50	63.00	3,150.00	63.00	3,150.00		63.00	63.00	3,150.00	3,150.00
	Environmental Incentive - Water Tier 1	per property	50	(71.00)	(3,550.00)	(71.00)	(3,550.00)		(71.00)	(71.00)	(3,550.00)	(3,550.00)
	<b>Total</b>				<b>103,479.00</b>		<b>105,172.00</b>		<b>20,837.00</b>			<b>18,112.00</b>

Scenario 5  
Large housing development requiring new mains and communication pipes (excavation and reinstatement by others)

This worked example provides charges associated with the provision of new water mains and individual connections from them to each of 200 new houses. If applicable, the worked example should include the associated charges for the 200 property connections to an existing sewer which are completed by the Developer Customer. This worked examples assumes excavation and reinstatement activities are completed by others, except for the excavation leading to the connection to the existing water main.

Within construction costs we have included mains laying, service pipe installation, boundary box fitting and meter installation.

Technical specification (connection)  Pipework (no excavation): <ul style="list-style-type: none"><li>• Connection to existing water main of 180mm diameter polyethylene (PE)</li><li>• 3m pipework laying (per communication pipe)</li></ul>	Technical specification (mains)  Pipework total length 1000m, consisting of <ul style="list-style-type: none"><li>• 180mm diameter PE – 20 m pipework in type 3-4 road (leading to point of connection)</li><li>• 180mm diameter PE – 100m pipework</li><li>• 125mm diameter PE - 480m pipework</li><li>• 90mm diameter PE – 400m pipework</li></ul>
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Design considerations. <ul style="list-style-type: none"><li>• 250mm diameter existing main, serving 150 existing customers</li><li>• Six commissioning phases</li><li>• Six sample chlorination and connections – footpath</li><li>• Ten washouts – unmade ground</li><li>• Eight valves (1x150mm, 5 x 100mm, 2 x 80mm) unmade ground</li><li>• Two trial hole – unmade ground</li></ul> <p>Traffic management assumes the road (tyle 3-4) is 50 mph, has two lanes an requires a road closure and eight parking bay suspensions. Any additional council charges for permitting should e included.</p>
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Large housing development requiring new mains and communication pipes (excavation and reinstatement completed by others)									Alternative Delivery Method			
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge	Barrier Pipe uplift/rate (£)	Barrier pipe total (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge	NAV Rate (£)	NAV total Charge
	<b>Pre Construction charges - connection</b>											
	Application Fee	per application	1	25.00	25.00	25.00	25.00	N	25.00	25.00	-	-
Y	Administration Fee	per connection	200	100.00	20,000.00	100.00	20,000.00	N	25.00	5,000.00	-	-
	Administration Fee <sup>1</sup>	per connection	200	29.00	5,800.00	29.00	5,800.00	N	29.00	5,800.00	-	-
	Design Fee	per application	0	-	-	-	-	N	-	-	-	-
	<b>Pre Construction charges - mains</b>											
	Application Fee	per application	0	-	-	-	-	N	-	-	-	-
Y	Administration Fee	per application	1	3,801.00	3,801.00	3,801.00	3,801.00	N	1,156.00	1,156.00	1,156.00	1,156.00
	Design Fee	per application	1	1,706.00	1,706.00	1,706.00	1,706.00	Y	1,203.00	1,203.00	1,203.00	1,203.00
	<b>Construction charges - connection</b>											
	Service connection	per connection	200	331.00	66,200.00	331.00	66,200.00	Y	-	-	-	-
	Pipework	per metre	600	2.00	1,200.00	2.00	1,200.00	Y	-	-	-	-
	Meter installation	per meter	included	-	-	-	-		-	-	-	-
	<b>Construction charges - mains</b>											
Y	Mains connection	per connection	1	3,272.00	3,272.00	3,272.00	3,272.00	N	3,272.00	3,272.00	3,272.00	3,272.00
Y	Pipework - Road	per metre	20	289.00	5,780.00	302.00	6,040.00	Y	-	-	-	-
Y	Pipework - No excavation (180mm)	per metre	100	68.00	6,800.00	106.00	10,600.00	Y	-	-	-	-
Y	Pipework - No excavation (125mm)	per metre	480	42.00	20,160.00	49.00	23,520.00	Y	-	-	-	-
Y	Pipework - No excavation (90mm)	per metre	400	36.00	14,400.00	40.00	16,000.00	Y	-	-	-	-
	<b>Other Charges</b>											
Y	Permit Fee	per application	1	45.00	45.00	45.00	45.00	N	45.00	45.00	45.00	45.00
Y	Road closure	per application	1	2,301.00	2,301.00	2,301.00	2,301.00	N	2,301.00	2,301.00	2,301.00	2,301.00
Y	Valves		8	391.00	3,128.00	391.00	3,128.00	Y	-	-	-	-
Y	Parking Bay suspension	per bay	8	30.00	240.00	30.00	240.00	N	30.00	240.00	30.00	240.00
Y	Washout		10	391.00	3,910.00	391.00	3,910.00	Y	-	-	-	-
Y	Trial Hole		2	344.00	688.00	344.00	688.00	Y	-	-	-	-
Y	Pressure test		6	516.00	3,096.00	516.00	3,096.00	Y	-	-	-	-
Y	Chlorination		6	1,108.00	6,648.00	1,108.00	6,648.00	Y	-	-	-	-
	<b>Infrastructure Charges</b>											
Y	Infrastructure Charge - Water	per property	200	230.00	46,000.00	230.00	46,000.00	N	230.00	46,000.00	230.00	46,000.00
	<b>Environmental Incentives</b>											
	Environmental Component - Water	per property	200	63.00	12,600.00	63.00	12,600.00		63.00	12,600.00	63.00	12,600.00
	Environmental Incentive - Water Tier 1	per property	200	(71.00)	(14,200.00)	(71.00)	(14,200.00)		(71.00)	(14,200.00)	(71.00)	(14,200.00)
	<b>Total</b>				<b>213,600.00</b>		<b>222,620.00</b>			<b>63,442.00</b>		<b>52,617.00</b>



Scenario 6  
Large housing development requiring new mains and communication pipes (excavation and reinstatement completed by water company)

This worked example provides charges associated with the provision of new water mains and individual connections from them to each of 200 new houses. If applicable, the worked example should include the associated charges for the 200 property connections to an existing sewer which are completed by the Developer Customer. This worked examples assumes excavation and reinstatement activities are completed by the Water Company. However, should the Developer appoint an SLP or NAV, this worked example assumes these (and other contestable items) would be carried out by the SLP or NAV. Within construction costs we have included mains laying, service pipe installation, boundary box fitting, meter installation, excavation and reinstatement.

<div>Technical specification (connection)</div> <div>Pipework (no excavation):<ul style="list-style-type: none"><li>• Connection to existing water main of 180mm diameter polyethylene (PE)</li><li>• 3m pipework laying (per communication pipe)</li></ul></div>	<div>Technical specification (mains)</div> <div>Pipework total length 1000m, consisting of<ul style="list-style-type: none"><li>• 180mm diameter PE – 20 m pipework in type 3-4 road (leading to point of connection)</li><li>• 180mm diameter PE – 100m pipework in footpath</li><li>• 125mm diameter PE - 480m pipework in unmade ground</li><li>• 90mm diameter PE – 400m pipework in unmade ground</li></ul></div>
<div>Design considerations<ul style="list-style-type: none"><li>• 250mm diameter existing main, serving 150 existing customers</li><li>• Six commissioning phases</li><li>• Six sample chlorination and connections – footpath</li><li>• Ten washouts – unmade ground</li><li>• Eight valves (1x150mm, 5 x 100mm, 2 x 80mm) unmade ground</li><li>• Two trial hole – unmade ground</li></ul>Traffic management assumes the road (tyle 3-4) is 50 mph, has two lanes an requires a road closure and eight parking bay suspensions. Any additional council charges for permitting should be included.</div>	

Large housing development requiring new mains and communication pipes (excavation and reinstatement completed by water company)									Alternative Delivery Method			
Applicable Charge	Item	Unit	Quantity	Rate (£)	Total Charge	Barrier Pipe uplift/rate (£)	Barrier pipe total (£)	Contestable? (Y/N)	Self Lay rate (£)	Self Lay Total charge	NAV Rate (£)	NAV total Charge
	<b>Pre Construction charges - connection</b>											
	Application Fee	per application	1	25.00	25.00	25.00	25.00	N	25.00	25.00	-	-
Y	Administration Fee	per connection	200	100.00	20,000.00	100.00	20,000.00	N	25.00	5,000.00	-	-
	Administration Fee <sup>1</sup>	per connection	200	29.00	5,800.00	29.00	5,800.00	N	29.00	5,800.00	-	-
	Design Fee	per application	0	-	-	-	-		-	-	-	-
	<b>Pre Construction charges - mains</b>											
	Application Fee	per application	0	-	-	-	-	N	-	-	-	-
Y	Administration Fee	per application	1	3,801.00	3,801.00	3,801.00	3,801.00	N	1,156.00	1,156.00	1,156.00	1,156.00
	Design Fee	per application	1	1,706.00	1,706.00	1,706.00	1,706.00	Y	1,203.00	1,203.00	1,203.00	1,203.00
	<b>Construction charges - connection</b>											
	Service connection	per connection	200	595.00	119,000.00	703.00	140,600.00	Y	-	-	-	-
	Pipework	per metre	400	45.00	18,000.00	45.00	18,000.00	Y	-	-	-	-
	Meter installation	per meter	included	-	-	-	-		-	-	-	-
	<b>Construction charges - mains</b>											
Y	Mains connection	per connection	1	3,272.00	3,272.00	3,272.00	3,272.00	N	3,272.00	3,272.00	3,272.00	3,272.00
Y	Pipework - Road	per metre	20	289.00	5,780.00	302.00	6,040.00	Y	-	-	-	-
Y	Pipework - Unmade (180mm)	per metre	100	103.00	10,300.00	116.00	11,600.00	Y	-	-	-	-
Y	Pipework - Unmade (125mm)	per metre	480	83.00	39,840.00	90.00	43,200.00	Y	-	-	-	-
Y	Pipework - Unmade (90mm)	per metre	400	71.00	28,400.00	75.00	30,000.00	Y	-	-	-	-
	<b>Other Charges</b>											
Y	Permit Fee	per application	1	45.00	45.00	45.00	45.00	N	45.00	45.00	45.00	45.00
Y	Road closure	per application	1	2,301.00	2,301.00	2,301.00	2,301.00	N	2,301.00	2,301.00	2,301.00	2,301.00
Y	Valves - Road		1	1,031.00	1,031.00	1,031.00	1,031.00	Y	-	-	-	-
	Valves - Footpath		1	788.00	788.00	788.00	788.00		-	-	-	-
	Valves - Unmade		6	542.00	3,252.00	542.00	3,252.00		-	-	-	-
Y	Parking Bay suspension	per bay	8	30.00	240.00	30.00	240.00	N	30.00	240.00	30.00	240.00
Y	Washout - Road		1	1,031.00	1,031.00	1,031.00	1,031.00	Y	-	-	-	-
	Washout - Footpath		1	788.00	788.00	788.00	788.00		-	-	-	-
	Washout - Unmade		8	542.00	4,336.00	542.00	4,336.00		-	-	-	-
Y	Trial Hole		2	344.00	688.00	344.00	688.00	Y	-	-	-	-
Y	Pressure test		6	516.00	3,096.00	516.00	3,096.00	Y	-	-	-	-
Y	Chlorination		6	1,108.00	6,648.00	1,108.00	6,648.00	Y	-	-	-	-
	<b>Infrastructure Charges</b>											
Y	Infrastructure Charge - Water	per property	200	230.00	46,000.00	230.00	46,000.00	N	230.00	46,000.00	230.00	46,000.00
	<b>Environmental Incentives</b>											
	Environmental Component - Water	per property	200	63.00	12,600.00	63.00	12,600.00		63.00	12,600.00	63.00	12,600.00
	Environmental Incentive - Water Tier 1	per property	200	(71.00)	(14,200.00)	(71.00)	(14,200.00)		(71.00)	(14,200.00)	(71.00)	(14,200.00)
	<b>Total</b>				<b>324,568.00</b>		<b>352,688.00</b>			<b>63,442.00</b>		<b>52,617.00</b>


## Section 13 - Glossary

### Common Terms

(Common Terms and Worked Examples – English New Connection Rules – Effective from April 2025 published December 2024)

Water Companies are required, where appropriate, to use these terms as defined in their Charging Arrangements. Where a term is defined differently in this list of common terms from in the Charging Rules for New Connection Services (English Undertakers), this is because the definition here is phrased so as to be less legalistic and more intelligible to stakeholders rather than to alter its meaning. For the avoidance of doubt, in the event of a conflict between these common terms and the Charging Rules for New Connection Services (English Undertakers) or any statutory provision for the purposes of determination, dispute or other regulatory action by Ofwat, then the latter shall prevail.

<b>Administration Fee</b>	means the fee associated with general administration activities, after the cost advice stage, relating to the construction phase, which can include processing any payments, scheduling the works, supervision and project management, and processing information into relevant billing/management systems. This would not include site-based activities covered in construction costs, such as additional site visits.
<b>Adoption</b>	means the process whereby assets are vested in the water company and subsequently maintained at its expense
<b>Alternative Point of Connection</b>	means another location indicated by the Water Company which is neither i) a practical location indicated by the Developer Customer, nor ii) the nearest practical location where the existing Water Main or Sewer is the same size or larger than the new connecting Water Main or Sewer.
<b>Annual Contestability Summary</b>	means the standard format document published annually (or more frequently) by the Water Company on its website setting out which work and services are Contestable Work and Services and which are Non-contestable Work and Services as described in section 3 of the Water Sector Guidance (see <a href="http://www.water.org.uk/water-sector-guidance-approved-documents/">www.water.org.uk/water-sector-guidance-approved-documents/</a> ).
<b>Application Fee</b>	means the fee levied at point of application, which is associated with upfront application processing, which can include reviewing and acknowledging an application, checking that all relevant information has been received, preparing a cost advice, an agreement or the acceptance for the proposed works.
<b>Barrier Pipe</b>	means a polyethylene (PE) pipe with an aluminium barrier layer conforming to water industry specification 4-32-19.
<b>Bond or Surety</b>	means a cash bond or financial guarantee underwritten by an appropriate warranty provider, bank or insurance company, which is accepted by the Water Company.
<b>Branch connection</b>	means the connection of new pipework to an existing Water Main such to provide a supply of water to a Development.

<b>Communication Pipe</b>	<p>means any part of a Service Pipe which a Water Company could be, or have been, required to lay under section 46 of the Water Industry Act 1991. Typically, it consists of a pipe laid from an existing or newly laid Water Main to the boundary of a premises and may include a meter housing and / or external stop valve. This can be seen in figure 1.</p>	<p><b>Figure 1:</b></p>  <p>The diagram illustrates the connection between a water main and a property. A water main runs horizontally. A communication pipe connects the water main to the property boundary. At the property boundary, there is an external stop tap, meter, and manifold. From this point, a service pipe runs into the property, which then connects to a supply pipe leading into the house. The area from the water main to the property boundary is labeled 'Water company responsibility'. The area from the property boundary to the house is labeled 'Customer responsibility'. A note at the bottom states: '* The external stop tap, meter &amp; manifold (a manifold is sometimes used for connecting multiple properties as agreed with the relevant water company) may also be located within the property boundary (on the supply pipe), the location will be stipulated by the relevant water company.'</p>
<b>Contaminated Land</b>	<p>means land by which a water company will install or request the installation of barrier pipe, following review of the previous use of site, or where proven necessary, in accordance with section 78A of the Environmental Protection Act 1990.</p>	
<b>Contestable Work</b>	<p>means the work or services that can be completed by either a Water Company or an Accredited Third Party, with the work and services relating to the provision of water supplies defined in each Water Company's Annual Contestability Summary. For work related to new sewerage services, the majority of work is considered contestable, excluding diversions and requisitions.</p>	
<b>Design Checking Fee</b>	<p>means the cost of checking a design submitted by an Accredited Third Party.</p>	
<b>Design Fee</b>	<p>means the cost of designing against the application, providing a detailed site drawing and design, specification and cost advice. This may also include activities identified in the Administration Fee (such as site visit) if that cost is not already charged by the particular Water Company.</p>	
<b>Developer Services</b>	<p>means, collectively, the activities associated with serving Developer Customers, which may include the provision of new Water Mains, new Sewers, Communication Pipes, Lateral Drains, diversions of water and sewerage assets and connections made to supply water for building purposes.</p>	
<b>Domestic Use</b>	<p>means water used primarily for domestic purposes, including for drinking, washing, cooking, central heating and sanitary purposes.</p>	
<b>Excavation by Others</b>	<p>means any work undertaken by someone other than the Water Company in excavation, backfilling or reinstatement</p>	

<b>Excavation by Water Company</b>	means any work undertaken by the Water Company (or an agent acting on their behalf) in excavation, backfilling or reinstatement.
<b>Existing Main</b>	means a Water Main or Sewer that was commissioned independently of development commencing.
<b>Far Side Connection</b>	means a connection between premises and an existing water main on the opposite side of the street to those premises, to a maximum communication pipe length of distance of 18 metres, for which a straight linear meterage rate is not applied. Where the water main is located in the centre line of the street then the connection will be considered a Far Side Connection.
<b>Fire Supplies</b>	means supplies provided solely for fire safety provision.
<b>Fixed Charges</b>	means charges which are fixed in amount or which are calculated by reference to a predetermined methodology set out in a Water Company's Charging Arrangements, the application of which allows calculation at the outset of the total amount owing in a given Charging Year in respect of the charges in question. For the avoidance of doubt, a Water Company may impose Fixed Charges by reference to a unit measurement (for example, per megalitre). Furthermore, a Water Company may offer more than one Fixed Charge in charging for a service provided in accordance with the present rules (for example, by differentiating between different geographic areas).
<b>Footpath</b>	means a hard-surfaced area intended for use by pedestrian or cyclists.
<b>Household Premises</b>	means any premises used principally as a domestic dwelling or intended for such use, such as a house or flat.
<b>Infrastructure Credit</b>	means a credit which may be applied when there has previously been a billable account on the same site/address. The eligibility criteria and method of calculating Infrastructure Credits is defined by the Water Company in its Charging Arrangements. This term is autonomous from any incentives applied against the infrastructure charge, for water efficiency for example. These are defined in the term Water Efficiency Incentive.
<b>Infrastructure Charge</b>	means the charges described in section 146(2) of the Water Industry Act 1991. That is, a charge paid by the Developer Customer to the Water Company when a premises is connected to the company's water supply or sewer network for the first time. The charges fund wider network reinforcement to meet the increased demand arising from the new connections.
<b>Manifold Connection</b>	means where a Communication Pipe connects with a manifold to which separate Supply Pipes are connected and meters may be fitted.
<b>NAV</b>	means a company appointed by Ofwat through the new appointments and variations process to provide water and/or sewerage services to customers in an area previously served by the incumbent Water Company. A new appointment is made when Ofwat appoints a company for the first time to provide services for specific geographic area. A variation occurs where an existing appointment is varied to amend the area served.
<b>Near Side Connection</b>	means a connection between premises and an existing Water Main on the same side of a street to those premises. Where the Water Main is in the centre line of the street then the connection will be considered a Far Side Connection.

<b>Network Assembly</b>	means components such as sluice valves or washouts, including associated chambers, needed to operate and maintain a water network.
<b>Network Reinforcement</b>	means work to provide or modify such other specified types of infrastructure (mains and tanks, service reservoirs, pumping stations, or sewers) as is necessary in consequence of the need to provide adequate water supply and/or sewerage capacity to a development at which mains, service pipes, public sewers and/or lateral drains have been installed or connected by the company imposing the charge or by a company with whom the company has entered into an agreement for bulk supply or bulk discharge.
<b>Non-contestable Work</b>	means work or services that can only be completed by the Water Company (or an agent acting on their behalf) and, in the case of work or services associated with the provision of water supplies, is defined in each Water Company's Annual Contestability Summary.
<b>Non-domestic Use</b>	means water used primarily for non-domestic purposes, including anything not for Domestic Use, such as water for industrial or business use (including manufacturing processes, washing and cleaning and cooling), agricultural use and filling swimming pools.
<b>Non-household Premises</b>	means any premises not a household premises, being used principally for industrial, business, recreational or community purposes and not as a dwelling, or intended for such use.
<b>Non-standard Connection</b>	means a service sized above the standard size as defined by the Water Company.
<b>Phase</b>	means a discrete part of a Development which the Developer Customer chooses to separately progress.
<b>Pre-Planning Enquiry</b>	means an enquiry submitted by a Developer Customer to understand the infrastructure requirements or considerations for proposed developments.
<b>Pre-Planning Enquiry Response</b>	means a report by the Water Company in response to a Pre-Planning Enquiry that will confirm i) if the development can be supplied with water, ii) capacity within the wastewater network, iii) if any reinforcement work will be required to supply the site together, iv) and, if applicable, identify any existing assets crossing the site which may require diverting or protecting, and v) if Network Reinforcement is required to supply the site, what indicative capital cost or range of costs is likely for these works.
<b>Relevant Multiplier</b>	means a calculation to determine the Infrastructure Charges payable relating to Non-household Premises or Household Premises subject to a common billing agreement and is based on the number and type of water fittings proposed for those premises.
<b>Road</b>	means a hard-surfaced area intended for vehicles.
<b>Self-certification</b>	means the activity whereby an Accredited Third Party inspects, checks and certifies installations, both internal and external to a premise, as being compliant with relevant standards and requirements.
<b>Service Connection</b>	means the joining of a Service Pipe to a Water Main which is provided under section 45 and 46 of the Water Industry Act 1991.

<p><b>Service Pipe</b></p>	<p>means a pipe, which is, or is to be, connected with a Water Main for supplying water from that main to any premise. This can be seen in Figure 1.</p>	
<p><b>Supply Pipe</b></p>	<p>means the part of the Service Pipe that is not the Communication Pipe, and which remains the customer's responsibility. This can be seen in Figure 1.</p>	



<b>Traffic Management Fees</b>	means charges to cover the cost of working in the highway safely as a result of compliance with the Traffic Management Act 2004.
<b>Trial hole</b>	means exploratory excavation to identify the location of apparatus, prior to works commencing.
<b>Unmade Ground</b>	means ground which does not have a man-made surface and may feature grass and topsoil.
<b>Upsizing</b>	means where the Water Company instructs that new Water Mains and/or Sewers are increased in size beyond that required to satisfy the minimum design for a specific Development. This may be to facilitate future development and is deemed Network Reinforcement.
<b>Water Company</b>	means a company holding an appointment as a water or sewerage undertaker under the Water Industry Act 1991.
<b>Water Efficiency Incentive</b>	means, where offered, a reduction in infrastructure charges to a Developer Customer where they evidence that a Development will or does meet a stipulated threshold for reduced water consumption, as defined in the Water Company's Charging Arrangements and/or specific environmental policies.
<b>Water Industry Registration Scheme (WIRS)</b>	means the scheme operated by Lloyd's Register EMEA on behalf of Water UK and its members, which certifies the competence of companies undertaking Self-Lay, or such other scheme as replaces it from time to time.
<b>Water Regs UK</b>	means the company responsible for running the Water Industry Approved Plumber Scheme (WIAPS) on behalf of the water industry in England and Wales, formerly provided under the Water Regulations Advisory Scheme. The company promotes compliance with the Water Fitting Regulations 1999 and other relevant standards across the UK to protect customers.
<b>Water Regulations Advisory Scheme (WRAS)</b>	means a compliance mark that demonstrates that an item or product complies with standards set out by Water Supply (Water Fittings) Regulations 1999.
<b>Water Sector Guidance</b>	means guidance documents published in accordance with Ofwat's Code for adoption agreements, relating to the adoption of water assets and available at <a href="http://www.water.org.uk/water-sector-guidance-approved-documents/">www.water.org.uk/water-sector-guidance-approved-documents/</a> .
	means the fee associated with general administration activities, after the cost advice stage, relating to the construction phase, which can include processing any payments, scheduling the works, supervision and project management, and processing information into relevant billing/management systems. This would not include site-based activities covered in construction costs, such as additional site visits.
	means the process whereby assets are vested in the water company and subsequently maintained at its expense
	means another location indicated by the Water Company which is neither i) a practical location indicated by the Developer Customer, nor ii) the nearest practical location where the existing Water Main or Sewer is the same size or larger than the new connecting Water Main or Sewer.



	means the standard format document published annually (or more frequently) by the Water Company on its website setting out which work, and services are Contestable Work and Services, and which are Non-contestable Work and Services as described in section 3 of the Water Sector Guidance (see <a href="http://www.water.org.uk/water-sector-guidance-approved-documents/">www.water.org.uk/water-sector-guidance-approved-documents/</a> ).
	means the fee levied at point of application, which is associated with upfront application processing, which can include reviewing and acknowledging an application, checking that all relevant information has been received, preparing a cost advice, an agreement, or the acceptance for the proposed works.
	means a polyethylene (PE) pipe with an aluminium barrier layer conforming to water industry specification 4-32-19.
	means a cash bond or financial guarantee underwritten by an appropriate warranty provider, bank or insurance company, which is accepted by the Water Company.
	means the connection of new pipework to an existing Water Main such to provide a supply of water to a Development.