



Developer Services **Charging Arrangements**

2024/25

Document revision history

Version	Changes made	Date
1	Annual review of published changing arrangements related to new development activities	1 February 2022
2	Annual review of document. Statement of significant change.	31 ST Jan 2023
3	Annual review of document. Statement of significant change.	31 st Jan 2024

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1. Introduction

1.1. Welcome

Welcome to our Developer Services Charging Arrangements document for 2024/25. This document is aimed at:

- Homeowners and Housebuilders;
- Developers;
- Self-Lay Providers (SLPs); and
- New Appointees (NAVs).

Our Charging Arrangements document contains all of the information you need to:

- understand your options for New Connection Services;
- the costs associated with these services; as well as
- how to apply and request for a quote.

Additional supporting materials can be found on our Developers webpage:

<https://seswater.co.uk/developers>.

In this document we describe the charges and our approach to calculating them for the provision of New Connection Services that will apply from 1 April 2024 to 31 March 2025.

Our Charging Arrangements should be read in conjunction with the following our Board Assurance Statement published on our [website](#).

1.2. How do I use this document?

We have structured this document to facilitate the navigation between various sections of the document.

Each item on the Contents page is a clickable link that brings you straight to the section of the document you click on.

We have also included clickable links within the document where we refer the reader to other sections of the document – this is to reduce the amount of repetition and to facilitate usability of the document. References to specific figures or tables within the document are also clickable links. For ease of reference, clickable links are underlined, in bold font and highlighted in **teal**.

References to external documents are also [clickable links](#) and are in blue font and underlined.

If you are already familiar with our new connections services and are mainly interested in our [list of charges](#), please see [Appendix B](#) for a summary of our fixed charges for 2024/25.

For more information on:

- How we calculate our charges, see Sections [4.2](#) and [5.2](#).

- Our ancillary charges, see Sections [4.3](#) and [5.3](#).
- Our Traffic Management Fees, see Sections [4.5](#) and [5.5](#).
- Our Connection charges see Section [4.3](#).
- Our Requisition Charges for new Water Mains, see Section [5.3](#).
- Our charges for self-lay development, see Section [7.3](#).
- Our Infrastructure Charge see Section [8](#).
- Our environmental incentive, see Section [9](#)
- Our transitioning arrangements are explained in Section [10](#).
- We have captured our worked examples representing the package of costs for different types of New Connection Services in [Appendix C](#).
- Our Statement of Significant Changes is presented in [Appendix D](#).
- Our Policy for all New Connection Consumption. Appendix E.

1.3. What has changed?

We are committed to engaging with our customers on an ongoing basis and making improvements to the way we work and communicate with them. Our Charging Arrangements document is therefore an important medium of communication with our customers with regards to New Connection Services.

Over the past few years, we have made a number of improvements in the way we calculate and present our charges. We have built on previous improvements and have revisited our approach again this year. As a result, the key changes applicable from 1 April 2024 are presented in the box below.

Key changes applicable from 1 April 2024

- For 2024/25 we are removing the Income Offset discount from our Developer Services charges. As an alternative we are continuing to promote our Environmental Incentive. The Environmental Incentive offers developers a greater discount on their quotations than achievable through the previous Income Offset mechanism. Where applicable, the application of this discount ensures our quotations are aligned to 2023/24 prices. This is in response to both OFWATs Sept 2022 study into all Water companies' environmental incentives and OFWAT June 2023 consultation on Environmental incentives to support sustainable new homes. Our Environmental Incentive can be found in section 9.
- Our prices for both mains and services have increased from the previous charging year. This is the result of our contractors increase to their rates including inflation. These can be found in Sections [4.4](#) and [5.4](#).
- We are making a change in policy relating to our fixed ancillary charges. We are redistributing the 'Additional regulations inspection' fee into our Administration fee. The average per plot average value has been added to the Administration fee. It is our believe that 'Additional regulations inspection' fee does not motivate Developers to meet the Water Supply (Water Fittings) Regulations 1999 and simply adds delay to connection.

- Increase SES Waters contestable activities count to Self Lay Providers by expanding the Design and Construction matrix. This will align our competitive activities to other incumbents.
- To support the Water Balance calculations and accurately bill all measured use, we will be charging Developers for consumption prior to new property occupier handover.

We believe that these changes result in our charges being more transparent and cost-reflective. Our Statement of Significant Changes present the impact of these changes on customer bills for typical developments.

1.4. We want to hear your views

We are committed to engaging with our customers on an ongoing basis. We welcome your views on our Charging Arrangements at any point in time throughout the Charging Year.

We review all commentary kindly provided through the D-MeX qualitative responses. This information is collated and analysed to provide our service improvements for the upcoming charging year.

If you would like to register an interest to take part in our next consultation(s), please contact us at developerservices@seswater.co.uk.

2. Your options for New Connection Services

The vast majority of new properties built require a connection to the water network.

We encourage our applicants to consider all potential delivery options available to developers. We want you to be able to choose the option that best suits your needs and timescales when you are planning your development.

Developers do have a choice of who provides the majority of New Connection Services for their development and also who owns and operates the new network once it has been constructed.

The services where customers have a choice over who provides the new infrastructure are known as “contestable”. To protect our network and our customers, some work is described as “non-contestable”, these can only be undertaken by us, such as those linked to application and administration processes or security of water supply and water quality.

The choices of providers available to you are:

- An Accredited Self-Lay Provider (SLP);
- A New Appointment and Variation (NAV); or
- SES Water.

If you choose an SLP to provide your New Connection Services, some aspects of your New Connection Services will still be carried out by us as the owner and operator of the water network.

2.1. Choosing your provider

Option 1: Choosing an Accredited Self-Lay Provider (SLP)

A developer can contract with an Accredited Third Party, such as an SLP to undertake the work on their behalf.

SLPs are accredited to the Water Industry Regulation Scheme (WIRS), administered by Lloyd’s Register on behalf of the water industry in England and Wales, meaning that they:

- Have demonstrated they can carry out the water connection work to the same technical, quality and safety standards as a water company would.
- Give you the same end result as if we did the entire job, as we adopt the new Water Mains and/or Service Connections afterwards.
- Are subject to regular reviews and site visits by Lloyd’s Register to check the ongoing quality of their work.

An SLP would undertake the installation of site-specific mains and Service Connections but SES Water will carry out any off-site work required. The developer will still be required to go through SES’s application process and will still be required to pay SES Water an Infrastructure Charge. A developer may prefer to use an SLP as it may provide multi-utility services and additional flexibility to suit the developer’s needs.

Once the SLP has built the New Connection Services assets, the assets are then transferred to SES; this is known as asset adoption (refer to the [Code for Adoption Agreements](#) for more information).

You can find SLPs to contact on the [Lloyd's Register](#). This is a national list, from which you can select providers who are active in our region.

Option 2: New Appointment and Variation (NAV)

A developer can choose a licensed NAV to provide New Connection Services and/or take ownership of the new water (and wastewater) connection infrastructure provided for a new development. NAVs are appointed by Ofwat and replace the regional water company. It is for the developer to choose whether to use a NAV or the regional water company to supply services for new sites, according to certain legal criteria.

For further guidance, please see Ofwat's [website](#).

Option 3 SES Water

A developer may ask us, as the local water company, to undertake the work. We would work directly with the developer to discuss the requirements and timing of the works.

The developer would pay all costs associated with site-specific mains and Service Connections to be installed directly to us as well as any additional off-site work required.

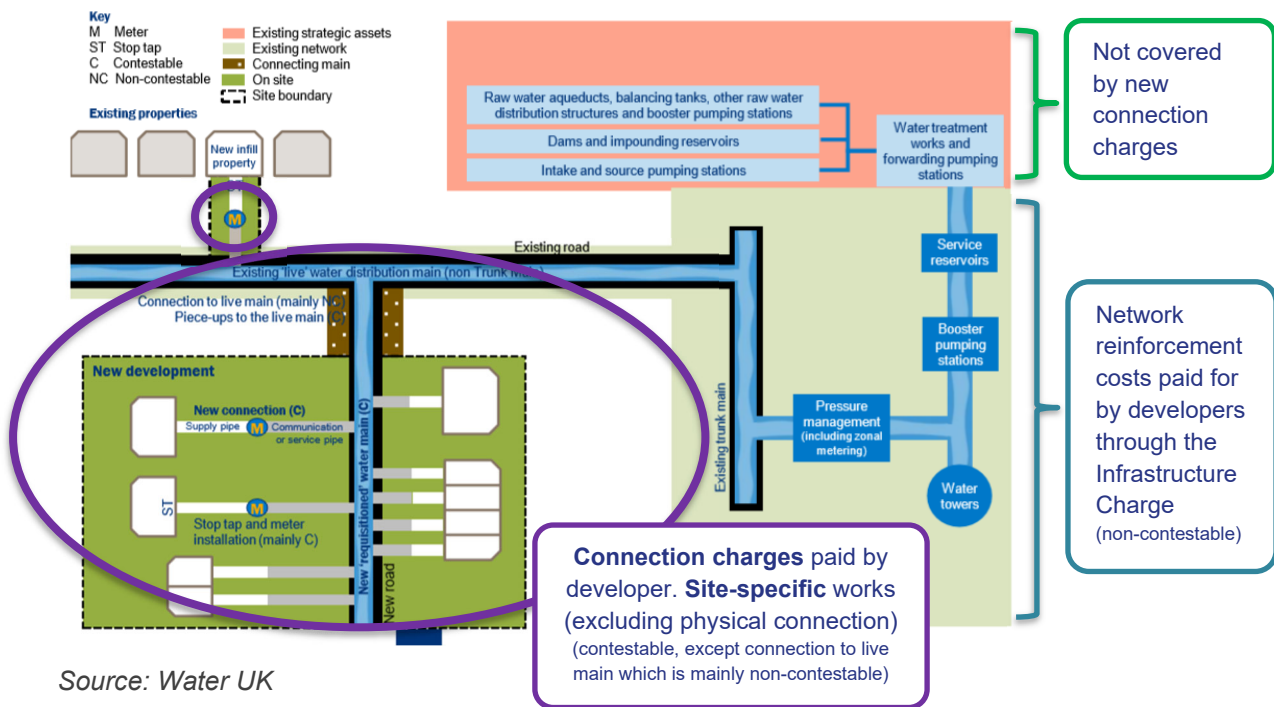
2.2. Aspects of your development can be carried out by an SLP

An SLP will be able to provide site-specific connection services such as laying new Water Mains on the property site and the physical connection of a property to new mains laid. These services are known as “contestable”.

A small proportion of the work for connection services can only be carried out by us – this is known as “non-constable work”. Network reinforcement and connections to the live main are two examples of work that can only be carried out by SES.

[Figure 2.1](#) below provides a simplified example of a new connection and indicates which element of the development is contestable and which is non-contestable.

Figure 2.1: Contestable and non-contestable elements of a new Service Connections



Source: Water UK

Areas of costs are split into three categories:

- **Site-specific (Contestable Work):** works undertaken within the dark green shaded areas and brown with white dots. Costs of the Water Mains installed for these works are recovered from developers. Site-specific refers to work on, or the provision of, water structures or facilities located on a development up to a point on the existing network where the new development is connected to the live water main on our existing network.
- **Network reinforcement works (Non-contestable Work):** works undertaken within the light green area. The costs of these works are recovered by means of Infrastructure Charges payable by developers.
- **Resources and treatment:** works undertaken in the pink area. These are funded through water charges to customers and are not recovered through new Connection Charges.

Table 2.1 below provides a summary of key Non-contestable Work and Contestable Work:

Table 2.1: Description of Non-contestable Work and Contestable Work

Options	Charges	Description
Non-contestable	<ul style="list-style-type: none"> On-site design checking Off-site design 	<ul style="list-style-type: none"> Cost of reviewing the on-site design of a development for new Service Connections or new Water Mains made by an Accredited Third Party such as an SLP. Cost of designing off-site connections.
	<ul style="list-style-type: none"> Infrastructure Charge 	<ul style="list-style-type: none"> A cost per new connection to cover the costs of reinforcing the network as a result of new connections. For a discount where selected water efficiency products are used (see Section 9 for the details).
	<ul style="list-style-type: none"> Connection to the live main 	<ul style="list-style-type: none"> Cost of connecting the new site-specific Water Mains to the existing live water main.
	<ul style="list-style-type: none"> Water Main diversions 	<ul style="list-style-type: none"> Cost of moving an existing water main.
Contestable	<ul style="list-style-type: none"> Requisition Charges for new Water Mains 	<ul style="list-style-type: none"> The cost of laying new Water Mains on a site-specific new development (<63mm diameter).
	<ul style="list-style-type: none"> Service Connections 	<ul style="list-style-type: none"> Cost of joining the Service Pipe of new properties to the site-specific new Water Main (<63mm diameter).
	<ul style="list-style-type: none"> Design 	<ul style="list-style-type: none"> Cost of designing the connection services on a new development site.

Throughout this document, we have also identified whether each charge is Contestable or Non-contestable by using C and NC in superscript (e.g. Infrastructure Charge^{NC} Design^C) next to each type of charge.

3. Our charges development process

Every year, we follow a rigorous process to review and update our Developer Services charges. This section describes the rules and principles we follow when developing our charges and how we test our charging arrangements to ensure they are cost-reflective, fair and transparent.

3.1. The rules and principles our charges are based on

Our Developer Services Charging Arrangements (“Charging Arrangements”) are produced in accordance with the [Charging Rules for New Connection Services \(English Undertakers\)](#) (“English New Connection Rules”) effective from April 2022 and complies with Ofwat [IN 21/04](#) Expectations, assurance and information requirements for water company charges for 2023-24.

The charges contained in this document uphold the general charging principles, as outlined in the English New Connection Rules. These are:

- fairness and affordability;
- environmental protection;
- stability and predictability;
- transparency and customer-focused service; and
- costs of the relevant service.

Below is the list of additional documents we took into consideration when producing our 2024/25 Charging Arrangements:

- [IN 23/09 Expectations, assurance and information requirements for water company charges for 2024-25](#)
- [SIA Partners Connection Charges Analysis](#)
- [SES Water: Design and construction specification for SES Water](#) (including our annual contestability summary)
- Common Terms and Worked Examples - English New Connection Rules Effective from April 2022; and
- other Ofwat consultations on New Connection Services.
- OFWAT Report on environmental incentive mechanism.
- OFWAT June 2023 consultation on Environmental incentives to support sustainable new homes

3.2. The development process we follow

We engage with stakeholders and consider their views carefully

SES Water is committed to working in an open, collaborative and transparent way when seeking to make improvements within our offering to all customer types. We try to engage with Developer Customers and stakeholders on our emerging thinking and proposed changes to the Charging Arrangements for connecting new properties to the water network, prior to implementing any changes.

In November 2023 SES Water conducted an engagement programme through multiple communication channels. A document titled ‘Consultation Stakeholder Summary: Developer Services Charging Arrangements for 2024/25’ can be found on our website.

Developer Customers and stakeholders have a direct role to play in our proposed approach and service offerings. We recognise they should be involved in informed discussions and collaborative working with the ultimate aim of gaining practical support to enable us to meet the demands in growth. We anticipate engaging with these stakeholders regularly over 2024/25.

We competitively procure contractors

Our charges for Developer Services are largely based on the rates of our competitively procured contractors that undertake the work on our behalf. Our procurement strategy and process was formed following a collaborative exercise with two other water only companies to share best practice to gain an understanding of various delivery models.

Based on our learnings, we developed our own procurement strategy and developed the structure of our schedule of rates following the NEC3 Term Service form of contract that is fully compliant with EU procurement rules. This approach is widely used within the water industry.

At high-level, our procurement process follows these steps:

- Utilising the Achilles UVDB platform at the core, we establish a shortlist of suitable service delivery organisations to go forward with the competitive tendering exercise.
- Suitable service delivery organisations pre-qualify and then submit their full tender.
- SES Water selection criteria are set up to review commercial scenarios for service delivery; as part of this criteria SES Water benchmarks each tender's commercial scenarios. The selection criteria also include a qualitative assessment of the tender as well as a workshop and series of presentations to an SES Water technical Panel and independent commercial/contractual consultants overseeing the process.
- Based on the selection criteria, performance of tenderers and final negotiations, the final Infrastructure Term Service Contract (ITSC) is awarded.

Our ITSC is set for five years and is subject to annual price increases following the Building Cost Information Services (BCIS) indices and subject to annual negotiation for a percentage discount in recognition of efficient working practices being established. This approach allows us to scrutinise any price increases to ensure they reflect true costs

We review applicable guidance ahead of updating our charges

Throughout the year we follow Ofwat's Developer Services consultations to ensure we understand Ofwat's latest thinking. We also look for any changes in the English New Connection Rules to understand whether requirements have changed from the previous year. Furthermore, we take into account ad-hoc Ofwat guidance or industry/company communications.

We review and update our charges on an annual basis

On an annual basis, we review the way we calculate and structure our charges to assess cost-reflectivity using our audited model that calculates all of our charges, including the Infrastructure Charge and the Income Offset. Where Ofwat's policy has changed or been clarified, or where we receive clear feedback through our stakeholder consultation process, we revisit our methodologies and cost allocations and update our model before populating it with latest data to ensure our charges remain fair, relevant and in line with the industry expectations.

As described above, we may need to update our charges during the 2024/25 Charging Year to reflect our updated contractor rates.

We review our internal costs to ensure we remain competitive

We only allocate internal costs to Developer Services where these costs relate to the delivery of work for new Developments. For example, if an employee spends 50% of their time on Developer Services and the other 50% on our own network operations, only 50% would be apportioned to Developer Services. This ensures that our charges reflect the true cost of SES Water operating the Developer Services business. We allocate our internal

costs associated with Developer Services into different categories (ancillary charges, Connection charges and Requisition Charges for new Water Mains) to ensure costs are recovered fairly and efficiently through our New Connection Services charges. We have also brought in-house some aspects of the work that were completed by our contractor in the past. This has resulted in cost efficiencies that are passed through to our customers via lower charges, e.g. ancillary charges.

We review whether our charging structure facilitates competition

We have considered the way our charges are structured and have decided to maintain the same approach as for the 2021/22, 2022/23 and 2023/24 Charging Arrangements. However, we have captured some further refinements, as described in [Section 1.3](#), following feedback from stakeholders received throughout the year.

We offer a discount on our Infrastructure Charge to support the development of water efficient homes

Our a discount on the Infrastructure Charge as part of our environmental incentive. See [Section 9](#) for more details.

PART A – OUR CHARGING ARRANGEMENTS

A Connection Charge consists of four main components, as per the figure below:

Figure 3.1: Components of a new connections services charge



To find out more about:

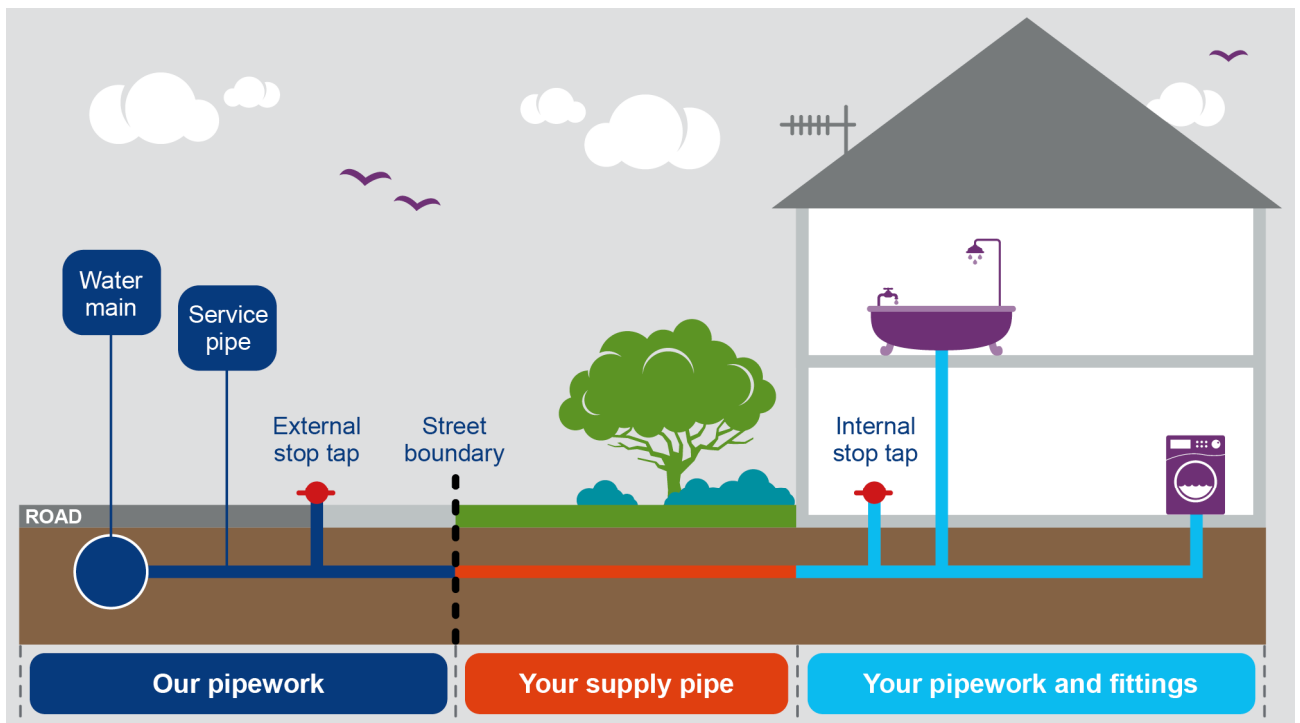
- Ancillary charges (i.e., Design Fees, re-quote fees, etc.), see [Section 4.3](#) for Service Connections and [Section 5.3](#) for Requisition Charges for new Water Mains.
- Sub-components New Connection Services charge, see [Section 4.3](#) for Service Connections and [Section 5.3](#) for new Water Mains.
- The Infrastructure Charge, see [Section 8](#).
- The Environmental incentive, see [Section 9](#).

4. Service Connections

4.1. Introduction

A water Service Connection generally involves a connection to a water main, laying a Communication pipe to the boundary of the connecting property and the installation of a boundary box with a stop-valve and a meter.

Figure 4.1: Service Connection



To understand how much a new Service Connection might cost, you will need to know the basic parameters of your Developments:

- the length of your Service Connection;
- the type of ground and surface type around your Development; and
- the point where your connection will connect to the existing water network.

How to use the charges set out in this document

A developer can calculate the charges for Service Connections required for its Development using the information contained in [Sections 4.3, 4.4](#) and [4.5](#) below. The fixed charges are based on typical Developments. However, if your Development has additional complexities bespoke charges may apply.

Figure 4.2: Components of a new services connections charge



Special circumstances where bespoke charges apply are captured in [Table 5.8](#) and include:

- Working near water courses, bridges or other structures;
- Specialist road surfaces;
- Hazardous contaminated land;
- Land with environmental hazards such as protected species or removal of invasive flora or fauna;
- Etc.

Section [4.6](#) describes how you can apply and request for a quote for your Development.

4.2. How we calculate our Service Connections charges

Our Service Connections charges are based on the costs incurred to connect your property or Development to the water network. They are based on four components:

- **Ancillary charges** comprise the Administration Fee and the Design Fee, and where applicable, fees for a re-quote, an additional site visit and an unplanned phased connection works. See [Section 4.3](#) for the details.
- A **fixed charge for any additional metre of pipe to be laid**. Any additional length of pipe to be laid and surface to be reinstated is charged per metre. See [Section 4.4](#) for the details.
- A **fixed charge for the connection** of your property to the main and related pipework, including the costs of a meter device and pipe works and reinstatement for the first two metres. The fixed charges differ depending on the type of ground (contaminated or non-contaminated), the surface type and the size of the connection and pipework to be laid. The fixed charge also includes one site visit and a regulations inspection. See [Section 4.4](#) for the details.
- **Traffic Management Fees** are the costs associated with managing the road traffic in order to access your site to connect your property or Development. Standard traffic management measures such as a bus stop suspension, pedestrian crossing suspension, a parking bay suspension and permit charges are included in the fixed charge for the connection as an uplift. Any additional (non-standard) traffic management (such as 3- or 4- way lights, roads with a >40mph speed limit, or full road closure) that may be required to access your site would be charged for separately. See [Section 4.5](#) for the details.

At a high-level, the activities involved in each of these cost components include:

Table 4.1: High-level activities and costs for the provision of a new Service Connection

Service Connection component	Activities	Costs	Cost drivers
1. Ancillary charges	<ul style="list-style-type: none"> • Issuance and review of application form submitted by the developer • Network study and site survey • Design • Issuance of quotation 	<ul style="list-style-type: none"> • Labour • Materials 	<ul style="list-style-type: none"> • Hourly staff costs for processing applications and completing administrative work related to New Connection Services
	<p><u>Overheads</u></p> <ul style="list-style-type: none"> • Receiving of payment • Schedule of installation and issuance of work to contractor • Creation of account, updating records • Quality audit 	<ul style="list-style-type: none"> • Labour 	<ul style="list-style-type: none"> • Hourly staff costs for administrative work related to new connection service

Service Connection component	Activities	Costs	Cost drivers
2. Fixed charge for any additional metre of pipe laid	<u>Infrastructure</u> <ul style="list-style-type: none"> Excavation of the ground where the connection will be made 	<ul style="list-style-type: none"> Labour Materials Plant and equipment Contractors 	<ul style="list-style-type: none"> Contractually negotiated rates with our contractor Negotiated rates are packaged to form a schedule of fixed charges for our customers for typical Services Connections and new Water Mains
3. Fixed charge for the connection	<ul style="list-style-type: none"> Connection of the new asset to the water main Reinstatement of the ground where the connection was made Removal and disposal of any materials/waste from our work Regulations inspection and testing of the new asset 		
4. Traffic Management Fees	<ul style="list-style-type: none"> Traffic management required to access your property or the Development safely 	<ul style="list-style-type: none"> Labour Materials Plant and equipment Contractors 	<ul style="list-style-type: none"> Third party charges for Temporary Traffic Orders (road closures) Permit charges Lane Rental

4.3. Ancillary charges

Our fixed ancillary charges are presented in [Table 4.2](#).

Table 4.2: Our fixed ancillary charges

Service Connections	What the charge covers	Unit	Fee (£)
Administration Fee ^C	Receival of payment, schedule of installation and issuance of work to contractor, creation of account, updating records, quality audit	per connection	172
Design Fee ^C	Undertake network study and site survey	1-20 connections	29
		>20 connections	47
Re-quote fee ^{NC}	Costs of updating the network study, recalculating and re-issuing your quote	Flat fee	34
Demobilizing and remobilizing ^C	Costs associated with demobilizing and remobilizing equipment to carry out our work	Per phase	381
Phase connections ^C	Costs associated with undertaking work in different phases	per phase	494
Trial hole ^C	Cost associated with exploratory excavation to identify the location of apparatus prior to works commencing	per hole	375

Service Connections	What the charge covers	Unit	Fee (£)
Additional site visit ^C	Where an additional site visit is required due to, e.g. changes required to the design	per meeting	103

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

For example, if a developer submits an application for 15 properties, the resulting Administration Fee will be £2,580 and the Design Fee £29. If a developer submits an application for 25 properties, the resulting Administration Fee will be £4,300 and the Design Fee £47.

Our fixed Service Connections charges for 25mm diameter and 32/50mm diameter already include the cost of meter devices. A 63mm Service Connection is usually required for the bulk supply of blocks of flats. Where this is needed, the number of meters is determined by the number of flats in the block.

Where additional meter devices are required our fixed charges for the supply of water meter devices are presented in [Table 4.3](#) below.

For example,

Table 4.3: Our fixed charges for the supply of water meter devices

Meter type	Unit	Fee (£)
15mm AMR meter ^{NC}	£/meter	85
15mm external boundary meter ^{NC}	£/meter	28
20/25mm AMR meter ^{NC}	£/meter	103
40mm AMR meter ^{NC}	£/meter	224
50mm external boundary meter ^{NC}	£/meter	130

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

4.4. Our Service Connections charges

Our fixed charges for Service Connections are presented in the table below:

Table 4.4: Our fixed charges for Service Connections

Type of pipe	Surface type	Unit	Charge Diameter: 25mm ^C	Charge Diameter: 32/50mm ^C	Charge Diameter: 63mm ^{NC}
PE pipe (Barrier Pipe not needed)	Excavation by Others	£/connection	485	1,083	3,984
	Unmade Ground	£/connection	499	1,097	3,984
	Highway verge	£/connection	645	1,243	4,076

Type of pipe	Surface type	Unit	Charge Diameter: 25mm ^C	Charge Diameter: 32/50mm ^C	Charge Diameter: 63mm ^{NC}
	Flexible surface (footpath/ road/ carriageway)	£/connection	942	1,170	4,819
	Rigid surface/ carriageway	£/connection	1,126	1,724	5,279
PE Barrier Pipe	Excavation by Others	£/connection	655	1,253	3,984
	Unmade Ground	£/connection	669	1,267	3,984
	Highway verge		806	1,404	4,076
	Flexible surface (footpath/ road/ carriageway)	£/connection	1,103	1,335	4,819
	Rigid surface/ carriageway	£/connection	1,287	1,885	5,279
PE Pipe (cost over 2 metres)	Excavation by Others	£/metre	52	52	66
	Unmade Ground	£/metre	66	66	76
	Highway verge	£/metre	67	67	77
	Flexible surface (footpath/ road/ carriageway)	£/metre	112	112	129
	Rigid surface/ carriageway	£/metre	163	163	174
PE Barrier Pipe (cost over 2 metres)	Excavation by Others	£/metre	57	57	97
	Unmade Ground	£/metre	70	70	106
	Highway verge	£/metre	72	72	107
	Flexible surface (footpath/ road/ carriageway)	£/metre	117	117	159
	Rigid surface/ carriageway	£/metre	168	168	203

C = Contestable

NC = Non-contestable

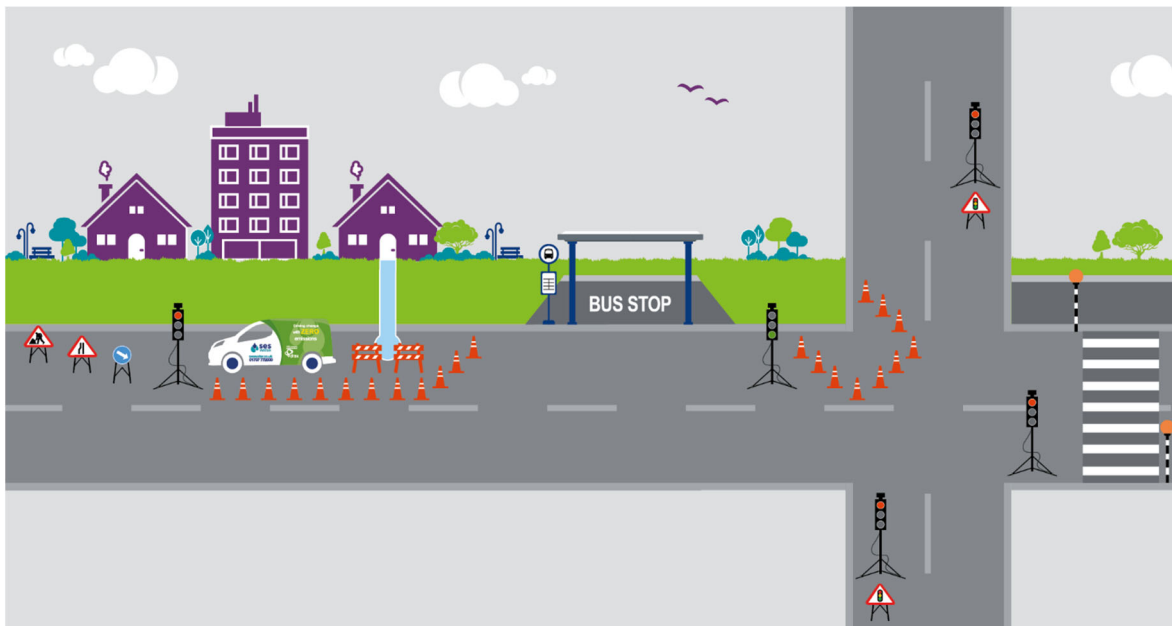
All charges are exclusive of VAT

4.5. Traffic management

To provide you with new Service Connections, we usually need to work in a footpath, road or carriageway. Consequently, traffic management is required for us to undertake the work safely and efficiently with as minimal disruption as possible to roads users.

The diagram below provides an illustrative example of the type of traffic management measures are needed.

Figure 4.3: Illustrative example of traffic management measures



All traffic management outside of the Development site is subject to planning and co-ordination with the local highways authority in accordance with the New Roads and Streetworks Act 1991, as amended by the Traffic Management Act 2004.

We operate within seven local highway authorities and each authority has its own set of traffic management charges. Highway Authorities that control the road network in our area are:

- Transport for London;
- London Borough of Merton;
- Croydon Council;
- Mole Valley District Council;
- London Borough of Sutton;
- Surrey County Council;
- Kent Highways; and
- West Sussex County Council.

Our fixed charges for new Service Connections include standard traffic management measures. These can be:

Table 4.5: Standard traffic management measures included in our fixed charges

Standard traffic management measures
Bus stop suspension
Traffic light suspension
Pedestrian crossing suspension
Parking bay suspension
Permit charge (varies on region/road) per request for access
Charge for manual operation (per day)

However, additional charges may need to be levied depending on the type of traffic management measure required to access your property or Development. These charges are third party charges for major traffic light suspensions, full road closure and lane rental where applicable by Transport for London (TfL) and Surrey County Council.

Surrey County Council, Kent County Council and TfL introduced a lane rental scheme in 2021. The lane rental scheme applies to streets with a designation of “protected” or “traffic sensitive” on 7.5% of the road network.

The table below provides indicative (non-standard) Traffic Management Fees.

Table 4.6: Indicative (non-standard) Traffic Management Fees (excluded from our fixed charges)

Traffic management measure	Unit	Charge
Full road closure	£/day	2,500
Three way traffic lights (per week)	£/week	824
Four way traffic lights (per week)	£/week	921
Set out ¾ way lights	£/day	405
Lane rental	£/day	2,500
Diversion ¹	£/day	103

All charges are exclusive of VAT

We will work with you to ensure these costs can be minimised, where possible, by assessing the most cost-effective way of undertaking the work whilst meeting your requirements and timescales for connecting your property or Development.

¹ Although this is a lower value traffic management measure, diversions are needed when full road closures are required, as such diversions are captured as a non-standard traffic management fee.

4.6. How to apply and request a quote for a Service Connection

If you are looking to apply for a new connection to a property or piece of land that does not currently have a water connection this can be submitted online via our connection portal.

If you are looking to upgrade an existing water connection at a property, an application form must be submitted online via our upgrade of supply tool.

Once submitted we will reply by email with a document attached named 'application acknowledgement'. This document details any further documentation we require to proceed with the application.

Once all information has been provided, a survey and quote will be completed within 28 days.

Design Fees are required up front of any service provision.

The quotation cost is for the connection of the supply pipework to our network and the metering of that connection. Costs for any new Water Main (Requisition Charges) that might apply will be covered by a separate estimate.

Any quotation issued by us will be valid for the charging year period, 1st April 2024 to 31st March 2025.

Additional costs shall be levied for any unplanned phasing of the works, repeat samples and testing, or any unintended restriction of access for the agreed works to be undertaken.

The full cost of the quoted work for connections must be paid prior to works commencing onsite.

Where the scope of deliverable work is changed, a requote shall be required. All requotes are chargeable and a requote fee shall be included as a line item on the revised quotation document.

5. New Water Mains

5.1. Introduction

If there is not an existing water main near the new properties, the developer will need a new water main built; this process is called a requisition. The costs of requisition consist of the infrastructure built to serve a property or Development from the existing network to, and on, the Development site. The developer is required to pay for the full cost of the new main. The main can be built by SES Water or alternatively be built by a suitably qualified developer, SLP or NAV.

To understand how much new Water Mains might cost, you will need to know the basic parameters of your Developments:

- the sizing of the pipework required;
- the type of ground and surface type around your Development; and
- the point where your new Water Mains will connect to the existing water network.

The **size of a residential Development** to be connected will define the pipe diameter required for your new Water Mains. [Table 5.1](#) below provides indicative typical pipe sizing for new Water Mains.

Table 5.1: Indicative typical pipe sizing for new Water Mains

Pipe diameter	Typical number of properties supplied
63mm	Up to 50 flats or up to 20 typical houses
90mm	Up to 100 flats or 40 typical houses
125mm	Up to 230 flats or 95 typical houses
180mm	Up to 700 flats or up to 300 typical houses
250mm	Up to 1,500 flats or up to 700 typical houses
355mm	Up to 4,500 flats or up to 2,600 typical houses

How to use the charges set out in this document

A developer can calculate the Requisition Charges for new Water Mains using the information contained in [Sections 5.3, 5.4](#) and [5.5](#) below. The fixed charges are based on typical Developments. However, if your Development has additional complexities bespoke charges may apply – please refer to [Section 0](#) for more information on special circumstances for new Water Mains.

Figure 5.1: Components of a Requisition Charge for new Water Mains



[Section 5.7](#) describes how you can apply and request for quote for your Development.

5.2. How we calculate our Requisition Charges for new Water Mains

Our Requisition Charges for new Water Mains are based on the costs incurred to build the infrastructure to serve a new property or Development from the existing network to, and on, the Development site. They are based on four components:

- **Ancillary charges** comprise the Design Fee, and where applicable, fees for a re-quote, an additional site visit and a phased connection works. See [Section 5.3](#) for the details.
- A **fixed charge for each metre of pipe to be laid**. Any length of pipe required for your connection is charged on a per metre basis. See [Section 5.4](#) for the details.
- A **fixed charge for the connection** of the new Water Mains to the existing network including the costs for the required valves, hydrants, bends and the reinstatement at the point of connection. The fixed charges differ depending on the type of ground (contaminated or non-contaminated), the surface type and the size of the connection and pipework to be laid. The fixed charge for the connection also includes the costs for chlorination and flushing/testing as well as one site visit and water regulations inspection visits. See [Section 5.4](#) for the details.
- **Traffic Management Fees** are the costs associated with managing the road traffic in order to access your site to lay new Water Mains and connect your property or Development. Any non-standard traffic management that may be required to access your site is charged for separately. See [Section 5.5](#) for the details.

At high-level the activities involved in each of these components include:

Table 5.2: High-level activities and costs for the provision of a new water main

Service Connection component	Activities	Costs	Cost drivers
1. Ancillary charges	<ul style="list-style-type: none"> • Issuance and review of application form submitted by the developer • Network study and site survey • Design • Issuance of quotation 	<ul style="list-style-type: none"> • Labour • Materials 	<ul style="list-style-type: none"> • Hourly staff costs for processing applications and completing administrative work related to New Connection Services
2. Fixed charge for each metre of pipe laid	<p><u>Infrastructure</u></p> <ul style="list-style-type: none"> • Excavation of the ground where the mains will be laid and connected to the existing network 	<ul style="list-style-type: none"> • Labour • Materials • Plant and equipment 	<ul style="list-style-type: none"> • Contractually negotiated rates with our contractor
3. Fixed charge for the new mains connection	<ul style="list-style-type: none"> • Construction of the new assets • Connection of the new asset to the water main • Reinstatement of the ground where the new Water Mains and connection were made; 	<ul style="list-style-type: none"> • Contractors 	<ul style="list-style-type: none"> • Negotiated rates are packaged to form a schedule of fixed charges for our customers for typical Services Connections and new Water Mains

Service Connection component	Activities	Costs	Cost drivers
	<ul style="list-style-type: none"> Removal and disposal of any materials/waste from our work Regulations inspection and testing of the new asset <p><u>Overheads</u></p> <ul style="list-style-type: none"> Receival of payment Schedule of installation and issuance of work to contractor Creation of account, updating records Quality audit 	<ul style="list-style-type: none"> Labour 	<ul style="list-style-type: none"> Hourly staff costs for administrative work related to New Connection Services
4. Traffic Management Fees	<ul style="list-style-type: none"> Traffic management required to access your property or the Development safely 	<ul style="list-style-type: none"> Labour Materials Plant and equipment Contractors 	<ul style="list-style-type: none"> Third party charges for Temporary Traffic Orders (road closures) Permit charges Lane Rental

5.3. Ancillary charges

Our fixed ancillary charges for new Water Mains are presented in [Table 5.3](#).

Table 5.3: Our fixed ancillary charges

Mains	What the charge covers	Unit	Fee (£)
Re-quote fee ^{NC}	Costs of updating, recalculating, re-designing and re-issuing your quote	Flat fee	127
Design Fee ^C per Development	Undertake network study and site survey	1-500 properties	235
		>500 properties	282
Demobilizing and remobilizing ^C	Costs associated with demobilizing and remobilizing equipment to carry out our work	per phase	4,115
Phase connections ^C	Costs associated with undertaking work in different phases	per phase	494
Trial hole ^C	Cost associated with exploratory excavation to identify the location of apparatus prior to works commencing	per hole	375
Additional site visit ^C	Where an additional site visit is required due to, e.g. changes required to the design	per meeting	103

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

5.4. Our Requisition Charges for new Water Mains

Our standard fixed charges are presented in the table below:

Table 5.4: Our fixed Requisition Charges for laying new Water Mains

Type of pipe	Surface type	Unit	New mains connection charge Diameter:		
			63/90/ 125mm ^C	180/225/ 250mm ^C	315/ 355mm ^{NC}
PE pipe (Barrier Pipe not needed)	Excavation by Others	£/metre	146	222	390
	Unmade Ground	£/metre	173	252	411
	Highway verge	£/metre	180	259	425
	Flexible surface (footpath/ road/ carriageway)	£/metre	354	449	653
	Rigid surface/ carriageway	£/metre	388	483	681
PE Barrier Pipe	Excavation by Others	£/metre	192	224	390
	Unmade Ground		219	252	411
	Highway verge	£/metre	226	259	425
	Flexible surface (footpath/ road/ carriageway)	£/metre	400	449	653
	Rigid surface/ carriageway	£/metre	433	483	681

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

Table 5.5: Our fixed charges for new mains connections

Surface type/ external diameter for PE pipes	Unit	New mains connection charge Diameter:			
		63mm ^{NC}	90/125mm ^{NC}	180/225/ 250mm ^{NC}	315/ 355mm ^{NC}
Excavation by Others	£/connection	6,082	7,630	9,613	17,987
Unmade Ground	£/connection	6,082	7,630	9,613	17,987
Highway verge	£/connection	6,158	7,783	9,766	18,210
Flexible surface (footpath/ road/ carriageway)	£/connection	6,989	9,485	11,617	20,429

Surface type/ external diameter for PE pipes	Unit	New mains connection charge			
		Diameter:			
		63mm ^{NC}	90/125mm ^{NC}	180/225/ 250mm ^{NC}	315/ 355mm ^{NC}
Rigid surface/ carriageway	£/connection	7,288	9,950	12,129	20,996
<i>C = Contestable</i>		<i>NC = Non-contestable</i>		<i>All charges are exclusive of VAT</i>	

5.5. Traffic management

To lay new Water Mains and connect them to the existing water network, we usually need to work in a footpath, road or carriageway. Consequently, traffic management is required for us to undertake the work safely and efficiently with as minimal disruption as possible to roads users.

All traffic management outside of the Development site is subject to planning and co-ordination with the local highways authority in accordance with the New Roads and Streetworks Act 1991, as amended by the Traffic Management Act 2004.

We operate within seven local highway authorities and each authority has its own set of traffic management charges. Highway Authorities that control the road network in our area are:

- Transport for London;
- London Borough of Merton;
- Croydon Council;
- London Borough of Sutton;
- Mole Valley District Council;
- Surrey County Council;
- Kent Highways; and
- West Sussex County Council.

Our fixed Requisition Charges for new Water Mains include standard traffic management measures. These can be:

Table 5.6: Standard traffic management measures included in our fixed charges

Standard traffic management measures
Bus stop suspension
Traffic light suspension
Pedestrian crossing suspension
Parking bay suspension
Permit charge (varies on region/road) per request for access
Charge for manual operation (per day)

However, additional charges may need to be levied depending on the type of traffic management measure required to access your property or Development. These charges are third party charges for major traffic light suspensions, full road closure and lane rental where applicable by Transport for London (TfL) and Surrey County Council.

Surrey County Council, Kent County Council and TfL introduced a lane rental scheme in 2021. The lane rental scheme applies to streets with a designation of “protected” or “traffic sensitive” on 7.5% of the road network.

The table below provides indicative (non-standard) Traffic Management Fees.

Table 5.7: Indicative (non-standard) Traffic Management Fees (excluded from our fixed charges)

Traffic management measure	Unit	Charge
Full road closure	£/day	2,500
Three way traffic lights (per week)	£/week	824
Four way traffic lights (per week)	£/week	921
Set out ¾ way lights	£/day	405
Lane rental	£/day	2,500
Diversion ²	£/day	103

All charges are exclusive of VAT

We will work with you to ensure these costs can be minimised, where possible, by assessing the most cost-effective way of undertaking the work whilst meeting your requirements and timescales for connecting your property or Development.

5.6. Special circumstances for new Water Mains

Laying new Water Mains can be a complex endeavour and as such different charges may apply under special circumstances. For instance, there may be specific environmental issues associated with a Development. Such issues could include, but are not limited to:

- Ground conditions;
- Specialist traffic management;
- Protected species habitats;
- Archaeology;
- Water courses;
- Rail/bridge/motorway infrastructure crossings; and
- Proximity to schools, hospitals or timing with special events.

² Although this is a lower value traffic management measure, diversions are needed when full road closures are required, as such diversions are captured as a non-standard traffic management fee.

If your Development falls under special circumstances, we will calculate your charges as follows:

- A specialist site survey and Design Fee will be charged – price on application.
- For the portions of the Development that are not subject to special circumstances, the charges will be based on the standard fixed charges laid out in [Section 5.4](#).
- For the portions of the Development that are subject to special circumstances, we will charge you for the costs incurred – price on application.

The following table provides a non-exhaustive list of categories of charges that may apply under special circumstances and would be priced in quote, as requested.

Table 5.8: List of categories of charges that may apply under special circumstances

Category of charge	Sub-category
Reinstatement	Compliance with the New Roads and Streetworks Act 1991 Specification for Reinstatement of Openings (SROH)
	Additional depth of materials
	Road classification
	Matching road construction such as concrete
Water assets at additional depths	Dewatering
	Health and safety considerations
	Additional material excavation and reinstatement
Hazardous contaminated ground	Survey costs
	Disposal costs
	Pipework and ancillaries upgraded
Construction near other services (e.g. high pressure gas mains, overhead power cables)	Site surveys
	Third party costs
	Out of hours work
Work near to water sources, bridges and other structures	Site surveys
	3rd party costs
	Legal agreements
	Out of hours work
Crossings such as watercourses, railways and motorways	Site surveys
	3rd party costs
	Legal agreements
	Out of hours work
Invasive flora (e.g. Japanese knotweed, Himalayan Balsam)	Site surveys
	Specialist removal/disposal costs
Ecological impacts	Ecological surveys

Category of charge	Sub-category
	Protected species assessment and mitigation
Crossing third party land	Site surveys
	Compensation for landowners
	Legal agreements
Land purchase compensation	Land compensation
	Business owner compensation
	Property owner compensation
Work on strategic mains	Site survey
	Design
	Large diameter branch connection
	Pipework and ancillaries
	Out of hours work
Access to working area	Site survey
	Temporary access road
Site clearance and reinstatement	Site clearance
	Demolition of existing structures
	Landscaping and planting
	Tree avoidance or clearance
Exceptional ground conditions	Ground stabilisation
	Dewatering
Security	Fencing
	Out of hours working
	Manning and patrols

5.7. How to apply and request for a quote for new Water Mains

5.7.1. Where no special circumstances apply

If you are looking to apply for SES Water to run a new water main for a Development, we will need to be receipt of our new connections application form on the website.

Once submitted we will reply by email with a document attached named 'application acknowledgement'. The document will request any further information we need.

Once we have received all information requested the process is as follows:

- a survey and quote will be completed within 28 days;
- any quotation issued by us, will be valid for the financial year;
- The Design Fee is required up front of any service provision; and

- subject to re-quote if the scope of work varies from the initial application.

The full cost of the quoted work for connections must be paid prior to works commencing onsite.

5.7.2. Where special circumstances apply

Where the application process varies from the above, the process is:

- Due to the complexities associated with special circumstances, an indicative quote, not fixed priced quote will be provided.
- Only actual costs will be charged to the developer, as such we may credit or debit the difference between the indicative quote.

6. Water Main Diversion Charges

6.1. Introduction

Altering or removing a public water main is referred to as a “diversion”. Given network diversions are usually considered high risk and require diverting large diameter mains and reconnecting them in a different location these services are Non-contestable. This means that only SES Water can undertake diversionary works.

6.2. How we calculate our Diversion Charges

Due to the complexities associated with any diversionary works fixed charges do not apply. A full survey and understanding of the developer’s requirements will be needed in order to provide a specific quotation for any works.

If you request diversionary works, we will calculate your charges as follows:

- A specialist site survey and Design Fee will be charged – **price on application**.
- The costs associated with diverting the Water Mains, including excavation, reinstatement, traffic management, site visits, etc. will be **priced on application**.

6.3. How to apply and request a quote for diversions

If you are looking to apply for SES Water to divert a water main we will need to be receipt of our new connections application form on the website.

Once submitted we will reply by email with a document attached named ‘application acknowledgement’. This document will request any further information we need.

Once we have received any further information requested, the process is as follows:

- a survey and quote will be completed within 28 days;
- The Design fee is required up front of any service provision;
- subject to re-quote if the scope of work varies from the initial application.
- Any quotation issued by us, will be valid for the financial year.

The full cost of the quoted work for connections must be paid prior to works commencing onsite.

Additional costs shall be levied for any unplanned phasing of the works, repeat samples and testing, or any unintended restriction of access for the agreed works to be undertaken.

Prices for such work are included in [Section 5.3](#).

7. Charges applicable to Self-Lay Providers

7.1. Introduction

As explained in [Section 2.1](#), Contestable Work can be carried out by Self-lay providers (SLPs) or SES Water. It includes the majority of work a developer needs to serve a new property or Development and includes all the work to lay new Water Mains including testing.

Since January 2021, water companies need to publish an Annual Contestability Summary (ACS) on their website. Our latest Annual Contestability Summary (ACS) can be found within our [Template Design and Construction specification document](#). Our ACS states the activities which we consider to be Contestable.

7.2. How we work with SLPs

SLPs receive the same service from us as all other applicants.

SLPs are accredited to the Water Industry Regulation Scheme, administered by Lloyd's Register on behalf of the water industry in England and Wales. This means they:

- have demonstrated they can carry out the water connection work to the same technical, quality and safety standards that SES Water would;
- as SES Water adopt the new Water Mains and/or Service Connections afterwards, it gives applicants the same end result as if SES Water did the entire job; and
- are subject to regular reviews and site visits by Lloyd's Register to check the ongoing quality of their work.

We support SLP and when arranging supplies for a site or new property, we want applicants to choose the installer that best suits their needs and timescales. This may or may not be us. SLPs could be able to offer terms that fit in better with your construction programme and might also be able to install multiple utilities.

During 2021/22 we amended our website and application forms to ensure all applicant types are aware of the options available to them.

Our aim is to work in true partnership with SLPs, they support us in delivering connections for the Development activity across our region. This helps to enable growth, in our region.

Since January 2021 Ofwat are introducing a standard practice across the water industry in England for water companies to follow when adopting self-laid mains and services. More details on the new standard practice, also known as the water code for adoption can be found on Water UK [website](#).

Our [Model Water Adoption Agreement](#) and appendices which explain the minimum information we require, and the [Design and Construction Specification](#) standards can be found on our [webpage](#).

7.3. Our charges for Development by Self-Lay Providers

7.3.1. Service Connections

If you choose an SLP to undertake the work associated with any Service Connections work, we will charge for a Design Fee on the same basis as set out in [Table 4.2](#) and captured in [Table 7.1](#) below for ease of reference. However, if you wish the SLP to do the design, we will only charge you a Design Checking Fee. Note that if your application is a converted application (i.e. originally a mains application which subsequently you decide to process under the self-lay option), no Design Checking fee will be charged, unless there was a change in the design.

For ease of reference, we have also identified whether each charge is Contestable or Non-contestable by using C and NC in superscript (e.g. Design^C) next to each type of charge.

Table 7.1: Our fixed charges for application and design of a new Service Connection

Who does the design?	Service Connections	What the charge covers	Unit	Fee (£)
Applicable charges where an SLP requests SES Water to do the design	Design Fee ^C	Undertake network study and site survey	1-20 connections	29
			>20 connections	47
Applicable charges where an SLP does the design	Design Checking Fee ^{NC}	Review of Accredited Third Party design	Flat fee	34

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

Additionally, you will need to purchase a water meter device from us. Our supply-only charges for water meter devices, boundary boxes and manifold boxes are captured in [Table 7.2](#), [Table 7.3](#) and [Table 7.4](#) below.

Table 7.2: Our fixed charges for the supply of water meter devices

Meter type	Unit	Fee (£)
15mm AMR meter ^{NC}	£/meter	85
15mm external boundary meter ^{NC}	£/meter	28
20/25mm AMR meter ^{NC}	£/meter	103
40mm AMR meter ^{NC}	£/meter	224
50mm external boundary meter ^{NC}	£/meter	130

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

Table 7.3: Our fixed charges for the supply of boundary boxes

Meter type	Unit	Fee (£)
25mm MSM Chamber & Lid Height Adjustable ^{NC}	£/box	25

C = Contestable NC = Non-contestable All charges are exclusive of VAT

Table 7.4: Our fixed charges for the supply of manifold boxes

Meter type	Unit	Fee (£)
4 Port MSM Meter Chamber ^{NC}	£/box	407
6 Port MSM Meter Chamber ^{NC}	£/box	457

C = Contestable NC = Non-contestable All charges are exclusive of VAT

If you require a comparative quote from us, we will charge you on the same basis as set out in [Table 7.1](#).

7.3.2. New Water Mains

If you choose an SLP to undertake some or all of the on-site work associated with laying new Water Mains and designing the new scheme, we will not charge for this. However, we will charge a fee to design the Non-contestable elements of the mains connection as well as review the mains design produced by your SLP.

Our fixed ancillary charges are presented in [Table 7.5](#) below.

Table 7.5: Our fixed charges for application and design of a new Water Mains

Who does the design?	Service Connections	What the charge covers	Unit	Fee (£)
Applicable charges where an SLP requests SES Water to do the design	Design Fee ^C	Undertake network study and site survey	1-500 properties	235
			>500 properties	282
Applicable charges where an SLP does the design	Off-site design and on-site Design Checking Fee ^{NC}	Design for off-site mains connection and Design Checking produced by SLP	Flat fee	122

As mains connections greater than 63mm are Non-contestable, we will undertake the work and any mains laying outside of the property boundary (also known as off-site work). Our charges for these works are the same as the ones in [Table 5.5](#). We will also charge an Application Fee for mains as per [Table 5.3](#).

If you require a comparative quote from us, we will charge you on the same basis as set out in [Table 5.5](#).

PART B – OTHER CHARGES

8. Infrastructure Charge

8.1. Introduction

An Infrastructure Charge is payable when a property is connected to the water network for the first time. The charge is a contribution to the additional cost of providing the infrastructure of pipes, pumping stations and treatment works necessary for the provision of water services as a consequence of new Developments.

8.2. How we calculate our Infrastructure Charge

Following Ofwat's clarification in relation to setting the Infrastructure Charges³, we made minor changes to the way we calculate the Infrastructure Charge to be compliant with the English New Connection Rules.

For Charging Year 2024/25, our Infrastructure Charge is calculated by:

- (a) Taking the proposed sum of the spend on water network reinforcement associated with new connections over a five-year rolling forecast period.
- (b) Taking the sum of the estimated number of new connections over a five-year rolling period.
- Infrastructure Charge is therefore calculated as (a) divided by (b).

$$\text{Infrastructure charge} = \frac{a}{b}$$

- The result gives us a £/connection Infrastructure Charge.

As a result of this, the Infrastructure Charge for 2024/25 is higher than for Charging Year 2023/24. Overall, this approach ensures that current and future expenditure on to the network to cover the demand for new Development and growth is reflected fairly and transparently to all customers.

We apply a single level of Infrastructure Charge across our supply area, i.e., a flat rate, as we plan our water supplies as a single water resource zone and have the ability to supply much of the area from more than one treatment works.

³ See Section 4: <https://www.ofwat.gov.uk/consultation/consultation-on-updating-ofwats-charging-rules/>

8.2.1. Standard domestic property

The Infrastructure Charge is calculated based on a standard domestic property, i.e., a separately billed house, or flat requiring a 25mm Service Connection.

For 2024/25 our Infrastructure Charge for a standard domestic property is presented in [Table 8.1](#) below.

Table 8.1: Our standard domestic property Infrastructure Charge

Infrastructure Charge	Unit	Fee (£)
Infrastructure Charge	£/connection	391

All charges are exclusive of VAT

A reduction is available through our Environmental Incentive as detailed in Section 9.

As we are a water-only company, our Infrastructure Charge is for our own water infrastructure. We also collect sewage Infrastructure Charges on behalf of Thames Water where applicable. These prices are set by Thames Water on an annual basis. For more information, please refer to [Thames Water](#) website.

8.2.2. Non-standard domestic and non-domestic properties

For domestic and non-domestic properties requiring a Service Connection greater than 25mm, e.g., student housing, offices or care homes, a Relevant Multiplier is applied to the Infrastructure Charge based upon the number of water fittings and their related loading units where provided. The rationale for applying the Relevant Multiplier is to reflect the increased impact larger Service Connections have on our network.

The Relevant Multiplier is based on each type of water fitting being assigned a “loading unit” based on the amount of water it uses. The industry-wide assumption is that the average number of units for a standard property is 24 which represents a Relevant Multiplier of 1.0.

To calculate the Relevant Multiplier for each non-standard property on a Development where the Relevant Multiplier applies, we use the following approach:

- Add up the loading units attributable to the number and type of water fittings in a non-standard property.
- Divide the aggregate loading units by 24.

The resulting number is the Relevant Multiplier. If the resulting number is less than 1, the relevant multiplier will be 1. This Relevant Multiplier is then applied to the standard water Infrastructure Charge in order to calculate the amount payable for the relevant connection.

Table 8.2: Loading units for non-standard and non-domestic properties to calculate the Relevant Multiplier

Appliance type	Loading units
WC flushing cistern	2.0

Appliance type	Loading units
Wash Basin in house	1.5
Wash Basin Elsewhere	3.0
Bath Tap size 20mm nominal	10.0
Bath Tap size over 20mm	22.0
Shower	3.0
Sink Tap size 20mm nominal	3.0
Sink Tap size over 20mm	5.0
Spray Tap	0.5
Bidet	1.5
Domestic Appliances	3.0
Commercial /Communal Appliances	10.0
Any other water outlet	3.0

Example of a residential Development

- The residential Development consists of 10 luxury flats with a common billing agreement.
- Total loading units are 300 (based on the appliance type fitted in the luxury flats).
- Divide the total loading units by the standard loading.
 $\text{Relevant Multiplier} = 300 \div 24$
 $\text{Relevant Multiplier} = 12.5$
- The resulting Infrastructure Charge for the whole Development (all 10 luxury flats) is therefore:
 $\text{Relevant Multiplier} \times \text{standard Infrastructure Charge}$
 $12.5 \times \text{£}391 = \text{£}4,887.50$

Example of a commercial Development

- The commercial Development consists of a building containing two office spaces.
- The combined loading units of the entire commercial Development is 470, i.e. based on the appliance type fitted in the commercial Development.
- Divide the total loading units by the standard loading.
 $\text{Relevant Multiplier} = 470 \div 24$
 $\text{Relevant Multiplier} = 19.6$
- The resulting Infrastructure Charge for the entire commercial Development (both office spaces) is therefore:
 $\text{Relevant Multiplier} \times \text{standard Infrastructure Charge}$
 $19.6 \times \text{£}391 = \text{£}7,663.60$

Where no table of loading units is provided but a flow rate is requested, BSEN 806 Part 3 Appendix B shall be used to convert the flow rate to loading units to calculate the relevant multiplier.

Where a table of loading units is provided but a meter and connection size of higher capacity is requested, BSEN 806 Part 3 Appendix B shall be used to convert the maximum continuous flow of the requested meter size to loading units to calculate the relevant multiplier. Alternatively, the connection shall be provided with no additional capacity and shall be sized based on the table of loading units provided.

We also offer reduced Infrastructure Charges for water efficient properties and redeveloped sites. See [Section 8.3](#) below.

8.3. Our offering for reduced Infrastructure Charge for redeveloped sites

Infrastructure Charge is discounted to zero where a site is developed or redeveloped and there were, within the period of five years before the Developments or redevelopment began on that site, premises with a water connection (direct or indirect) for domestic purposes. Any additional connections will be subject to Infrastructure Charges and appropriate discounts as previously explained.

For instance, if a new Development of 20 properties is built on a site that previously had five properties and were connected to the network in the last five years, the Infrastructure Charge will be reduced to apply to 15 properties.

9. Environmental incentive

A discount on the Infrastructure Charge is available for properties built to a higher standard of water efficiency than required by building regulations.⁴

We offer the following discounts:

- Achieving 105 litres/person/day will provide a £207.00 reduction.
- Achieving 80 litres/person/day will provide a £391.00 reduction.

The developer shall provide evidence of the rating of fittings to be installed. Where rainwater harvesting or greywater harvesting is installed, we will require evidence that the pipework connections to the system are installed by a plumber qualified under the Watersafe™ scheme.⁵

We also require evidence that these systems are maintained under a management contract to ensure they continue to provide water efficiency savings and to minimise the risk of leakage or water quality issues.

⁴ Building requirements are contained in Part G of the Building Regulations, 2010.

⁵ www.watersafe.org.uk

PART C – PRACTICAL ISSUES

10. Transitioning to the new charging arrangements in April 2024

Our new Charging Arrangements are effective from 1 April 2024 until 31 March 2025.

All applications received before 1 April 2024 will be subject to our 2023/24 Charging Arrangements. Our quotes produced within the 2023/24 charging year are valid until the end of the charging year 31st March 2024. All quotations produced on 1 April 2024 shall be valid for the whole charging year upto 31st March 2025.

For the avoidance of doubt, the payments options for the Infrastructure Charge (and associated Environmental incentive) remain unchanged for 2024/25:

A customer has two payment options for Infrastructure Charges:

- A customer can pay for the Infrastructure Charge upfront, at the same time as paying for the rest of the quote.
- A customer can pay for the Infrastructure Charge in arrears, upon completion of the works.

In either case, the customer pays for the Infrastructure Charge as quoted.

All quotations issued on and after 1 April 2024 will be subject to our 2024/25 Charging Arrangements.

PART D – APPENDICES**Appendix A Definitions**

Term	Description
Accredited Third Party	means a recognised organisation who, in respect of Contestable Work and Services, demonstrates competence, at all relevant times, by satisfying the following: (i) accreditation under WIRS; and/or (ii) the Water Company's local accreditation arrangements in relation to a specified activity
Act	The Water Industry Act 1991 as amended from time to time.
Administration Fee	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.
Adoption	means the process whereby assets are vested in the water company and subsequently maintained at its expense.
Alternative Point of Connection	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.
Annual Contestability Summary	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 www.water.org.uk/water-sector-guidance-approved-documents/).
Application Fee	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.
Asset Payment	means: i. in relation to a section 51A agreement with a water undertaker, the amount described in section 51CD(3) of the Water Industry Act 1991; and ii. in relation to a section 104 agreement with a sewerage undertaker, the amount described in section 105ZF(3) of the Water Industry Act 1991.
Barrier Pipe	means a polyethylene (PE) pipe with an aluminium barrier layer conforming to water industry specification 4-32-19.

Term	Description
Branch Connection	means the connection of new pipework to an existing Water Main such to provide a supply of water to a Development.
Carriageway	Tarmac covered ground.
Charges Scheme Rules	means the Charges Scheme Rules issued by Ofwat sections 143(6A) and 143B of the Water Industry Act 1991.
Charging Arrangements	means a document setting out the charges and/or the methodologies for calculating them, applied by the water or sewerage undertaker in accordance with the Charging Rules issued by Ofwat.
Charging Year	means a calendar year running from 1 April in a given year to 31 March in the following year.
Communication Pipe	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 property and may include a meter housing and / or external stop valve.
Connection Charges	means charges that will be imposed by that undertaker for work carried out by it in accordance with the duties (or rights) created by the following provisions of the Water Industry Act 1991: section 45(1) (connection with Water Main); section 46(1) (ancillary works for purposes of making a domestic connection); section 98(1A) (provision of lateral drains); section 101B (construction of lateral drains following construction of a public sewer) or section 107(1) (right of undertakers to make communication with Public Sewer) (together, "Connection Charges").
Contaminated Land	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.
Contestable Work	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.
DAD	Discounted aggregate deficit approach. Historical approach used to calculate the Income Offset in previous Charging Years .
Design Checking Fee	means the cost of checking a design submitted by an Accredited Third Party.
Design Fee	means the cost of designing against the application, providing a detailed site drawing and design, specification and cost advice.
Developer Customer	means any person or business which is responsible for a Development, or any person making an application for water or sewerage services to which these rules apply. The person or business may include a developer, New Appointee or Self-Lay Provider.

Term	Description
Developer Services	means, collectively, the activities associated with serving Developer Customers, which may include the provision of new Water Mains, Communication Pipes, Lateral Drains, diversions of water assets and connections made to supply water for building purposes.
Development	means premises on which there is a building or buildings, or on which there will be a building or buildings when proposals made by any person for the erection of any buildings are carried out, and which require connection with, and/or modification of, existing water or sewerage infrastructure.
Diversions	The alteration or removal of a public water main or sewer in accordance with section 185 of the Act only.
Diversion Charges	means charges imposed by that undertaker pursuant to section 185(5) of the Water Industry Act 1991.
Domestic premises	Any premises used wholly or partly as a dwelling or intended for such use.
Domestic Use	means water used primarily for domestic purposes, including for drinking, washing, cooking, central heating and sanitary purposes.
Domestic purposes	As defined in The Water Industry Act 1991.
English New Connection Rules	means the Charging Rules for New Connection Services (English Undertakers) issued by Ofwat under sections 51CD, 105ZF, 144ZA and 143B of the Water Industry Act 1991.
Excavation by Others	means any work undertaken by someone other than the Water Company in excavation, backfilling or reinstatement.
Excavation by Water Company	means any work undertaken by the Water Company (or an agent acting on their behalf) in excavation, backfilling or reinstatement.
Existing Main	means a Water Main that was commissioned independently of development commencing.
Far Side Connection	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.
Fixed Charges	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).
Flexible carriageway	A road with surface type covered by flexible tarmac.

Term	Description
Flexible footpath	A footpath with a surface type covered by flexible tarmac.
Footpath	means a hard-surfaced area intended for use by pedestrian or cyclists.
Highway verge	A surface type that requires soft excavation, e.g., grass, topsoil.
Household Premises	means any premises used principally as a domestic dwelling or intended for such use, such as a house or flat.
Income Offset	means a sum of money, that may be offered by the undertaker, against the Infrastructure Charges, in recognition of revenue likely to be received by the relevant undertaker in future years for the provision of: i) supplies of water to the premises connected to a Water Main; or ii) sewerage services to the premises connected to a Sewer, and "Income Offsetting" shall be construed accordingly;
Income Offsetting	See Income Offset
Infrastructure Credit	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.
Infrastructure Charge	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 property 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.
Lateral Drain	means (a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the Sewer with which the drain communicates or is to communicate; or (b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under section 102 of the Water Industry Act 1991 above or in an agreement made under section 104 of this Act.
Manifold Connection	means where a Communication Pipe connects with a manifold to which separate Supply Pipes are connected and meters may be fitted.
NAV	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.
Near Side Connection	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.

Term	Description
Network Assembly	means components such as sluice valves or washouts, including associated chambers, needed to operate and maintain a water network.
Network Reinforcement	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.
New Appointee	means a company holding an appointment as a relevant undertaker where the conditions of that appointment limit the charges that can be fixed under a charges scheme by reference to the charges fixed by one or more other relevant undertakers.
New Connection Services	The collective term for new Water Mains, new Sewers, new Service Connections, Lateral Drains, Waste Connections and Diversions.
Non-contestable Work	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.
Non-domestic Use	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.
Non-household Premises	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.
Non-standard Connection	means a service sized above the standard size as defined by the Water Company.
Ofwat	means the Water Services Regulation Authority.
Off-site	means construction works or the provision, modification or connection of water or sewerage structures and facilities carried out or proposed to be carried out outside the boundary of the Development up to the Point of Connection, and does not include Pre-Construction Activities.
On-site	means construction works or the provision, modification or connection of water or sewerage structures and facilities carried out or proposed to be carried out within the boundary of the Development, and does not include Pre-Construction Activities.
Phase	means a discrete part of a Development which the Developer Customer chooses to separately progress.
Point of Connection	means a location which is either i) a practical location indicated by a Developer Customer where the existing water main or sewer is the same size or larger than the new connecting main or sewer or, where they have not indicated a location, ii) the nearest practical location where the existing water main or sewer is the same size or larger than the new connecting main or sewer.

Term	Description
Pre-Construction Activities	means activities before On-Site works or Off-Site works are begun, which might include application, administration and design.
Pre-Planning Enquiry	means an enquiry submitted by a Developer Customer to understand the infrastructure requirements or considerations for proposed developments.
Pre-Planning Enquiry Response	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.
Relevant Multiplier	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.
Requisition Charges	charges that will be imposed by that undertaker for work carried out by it in accordance with the duties imposed by section 41(1) (provision of requisitioned Water Main) and section 98(1) (provision of requisitioned public sewer) of the Water Industry Act 1991 (together, "Requisition Charges").
Rigid carriageway	A road with surface type covered by concrete.
Road	means a hard-surfaced area intended for vehicles.
Self-certification	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.
Self-Lay	means the provision of water pipes and associated infrastructure and services by an Accredited Third Party other than the undertaker in accordance with section 51A of the Water Industry Act 1991, and/or of sewers and associated infrastructure by a third party other than the undertaker in accordance with section 104 of the Water Industry Act 1991.
Self-Lay Provider or SLP	means an Accredited Third Party other than the undertaker who can provide the water pipes and associated infrastructure and services in accordance with section 51A of the Water Industry Act 1991, and/or a third party other than the undertaker who can provide the sewers and associated infrastructure and services in accordance with section 104 of the Water Industry Act 1991.
Service Connection	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.
Service Pipe	means a pipe, which is, or is to be, connected with a Water Main for supplying water from that main to any premise.
Site Specific	refers to the carrying on or the product of Off-site and/or On-site work and "Site Specific Work" shall be construed accordingly. It does not refer to costs or work required as part of Network Reinforcement.
Site Specific Work	see Site Specific

Term	Description
Small Company	means a New Appointee.
Supply Pipe	means the part of the Service Pipe that is not the Communication Pipe, and which remains the customer's responsibility.
Traffic Management Fees	means charges to cover the cost of working in the highway safely as a result of compliance with the Traffic Management Act 2004.
Trial hole	means exploratory excavation to identify the location of apparatus, prior to works commencing.
Undertaker	means water undertaker or sewerage undertaker. A company appointed under the Water Industry Act 1991 to provide water services to a defined geographic area and which owns the supply system and other infrastructure.
Unmade Ground	means ground which does not have a man-made surface, and may feature grass and topsoil.
Upsizing	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.
Water Company	means a company holding an appointment as a water or sewerage undertaker under the Water Industry Act 1991.
Water Efficiency Incentive	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.
Water Industry Registration Scheme (WIRS)	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.
Water Main	means any pipe, not being a pipe for the time being vested in a person other than the undertaker, which is used or to be used by a water undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the undertaker or water supply licensee, as distinct from for the purpose of providing a supply to particular customers. This definition includes tunnels or conduits which serve as a pipe and any accessories for the pipe.
Water Regs UK	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.
Water Regulations Advisory Scheme (WRAS)	means a compliance mark that demonstrates that an item or product complies with standards set out by Water Supply (Water Fittings) Regulations 1999.

Term	Description
Water Sector Guidance	means guidance documents published in accordance with Ofwat's Code for adoption agreements, relating to the adoption of water assets and available at www.water.org.uk/water-sector-guidance-approved-documents/ .

Appendix B Summary of our 2024/25 charges

B.1. Services connections

Table 4.2: Our fixed ancillary charges

Service Connections	What the charge covers	Unit	Fee (£)
Administration Fee ^C	Receival of payment, schedule of installation and issuance of work to contractor, creation of account, updating records, quality audit	per connection	172
Design Fee ^C	Undertake network study and site survey	1-20 connections	29
		>20 connections	47
Re-quote fee ^{NC}	Costs of updating the network study, recalculating and re-issuing your quote	Flat fee	34
Demobilizing and remobilizing ^C	Costs associated with demobilizing and remobilizing equipment to carry out our work	Per phase	381
Phase connections ^C	Costs associated with undertaking work in different phases	per phase	494
Trial hole ^C	Cost associated with exploratory excavation to identify the location of apparatus prior to works commencing	per hole	375
Additional site visit ^{NC}	Where an additional site visit is required due to, e.g. changes required to the design	per meeting	103

C = Contestable NC = Non-contestable All charges are exclusive of VAT

Table 4.3: Our fixed charges for the supply of water meter devices

Meter type	Unit	Fee (£)
15mm AMR meter ^{NC}	£/meter	85
15mm external boundary meter ^{NC}	£/meter	28
20/25mm AMR meter ^{NC}	£/meter	103
40mm AMR meter ^{NC}	£/meter	224
50mm external boundary meter ^{NC}	£/meter	130

C = Contestable NC = Non-contestable All charges are exclusive of VAT

Table 4.4: Our fixed charges for Service Connections

Type of pipe	Surface type	Unit	Charge Diameter: 25mm ^C	Charge Diameter: 32/50mm ^C	Charge Diameter: 63mm ^{NC}
PE pipe (Barrier Pipe not needed)	Excavation by Others	£/connection	485	1,083	3,984
	Unmade Ground	£/connection	499	1,097	3,984
	Highway verge	£/connection	645	1,243	4,076
	Flexible surface (footpath/ road/ carriageway)	£/connection	942	1,170	4,819
	Rigid surface/ carriageway	£/connection	1,126	1,724	5,279
PE Barrier Pipe	Excavation by Others	£/connection	655	1,253	3,984
	Unmade Ground	£/connection	669	1,267	3,984
	Highway verge		806	1,404	4,076
	Flexible surface (footpath/ road/ carriageway)	£/connection	1,103	1,335	4,819
	Rigid surface/ carriageway	£/connection	1,287	1,885	5,279
PE Pipe (cost over 2 metres)	Excavation by Others	£/metre	52	52	66
	Unmade Ground	£/metre	66	66	76
	Highway verge	£/metre	67	67	77
	Flexible surface (footpath/ road/ carriageway)	£/metre	112	112	129
	Rigid surface/ carriageway	£/metre	163	163	174
PE Barrier Pipe (cost over 2 metres)	Excavation by Others	£/metre	57	57	97
	Unmade Ground	£/metre	70	70	106
	Highway verge	£/metre	72	72	107
	Flexible surface (footpath/ road/ carriageway)	£/metre	117	117	159
	Rigid surface/ carriageway	£/metre	168	168	203

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

Table 4.6: Indicative (non-standard) Traffic Management Fees (excluded from our fixed charges)

Traffic management measure	Unit	Charge
Full road closure	£/day	2,500
Three way traffic lights (per week)	£/week	824
Four way traffic lights (per week)	£/week	921
Set out ¾ way lights	£/day	405
Lane rental	£/day	2,500
Diversion ⁶	£/day	103

All charges are exclusive of VAT

B.2. New Water Mains

Table 5.3: Our fixed ancillary charges

Water Mains	What the charge covers	Unit	Fee (£)
Re-quote fee ^{NC}	Costs of updating, recalculating, re-designing and re-issuing your quote	Flat fee	127
Design Fee ^C	Undertake network study and site survey	1-500 properties	235
		>500 properties	282
Demobilizing and remobilizing ^C	Costs associated with demobilizing and remobilizing equipment to carry out our work	per phase	4,115
Phase connections ^C	Costs associated with undertaking work in different phases	per phase	494
Trial hole ^C	Cost associated with exploratory excavation to identify the location of apparatus prior to works commencing	per hole	375
Additional site visit ^{NC}	Where an additional site visit is required due to, e.g. changes required to the design	per meeting	103

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

⁶ Although this is a lower value traffic management measure, diversions are needed when full road closures are required, as such diversions are captured as a non-standard traffic management fee.

Table 5.4: Our fixed charges for laying new Water Mains

Type of pipe	Surface type	Unit	New mains connection charge Diameter:		
			63/90/ 125mm ^C	180/225/ 250mm ^C	315/ 355mm ^{NC}
PE pipe (Barrier Pipe not needed)	Excavation by Others	£/metre	146	222	390
	Unmade Ground	£/metre	173	252	411
	Highway verge	£/metre	180	259	425
	Flexible surface (footpath/ road/ carriageway)	£/metre	354	449	653
	Rigid surface/ carriageway	£/metre	388	483	681
PE Barrier Pipe	Excavation by Others	£/metre	192	224	390
	Unmade Ground		219	252	411
	Highway verge	£/metre	226	259	425
	Flexible surface (footpath/ road/ carriageway)	£/metre	400	449	653
	Rigid surface/ carriageway	£/metre	433	483	681

*C = Contestable**NC = Non-contestable**All charges are exclusive of VAT***Table 5.5: Our fixed charges for new mains connections**

Surface type/ external diameter for PE pipes	Unit	New mains connection charge Diameter:			
		63mm ^{NC}	90/125mm ^{NC}	180/225/ 250mm ^{NC}	315/ 355mm ^{NC}
Excavation by Others	£/connection	6,082	7,630	9,613	17,987
Unmade Ground	£/connection	6,082	7,630	9,613	17,987
Highway verge	£/connection	6,158	7,783	9,766	18,210
Flexible surface (footpath/ road/ carriageway)	£/connection	6,989	9,485	11,617	20,429
Rigid surface/ carriageway	£/connection	7,288	9,950	12,129	20,996

*C = Contestable**NC = Non-contestable**All charges are exclusive of VAT*

Table 5.7: Indicative (non-standard) Traffic Management Fees (excluded from our fixed charges)

Traffic management measure	Unit	Charge
Full road closure	£/day	2,500
Three way traffic lights (per week)	£/week	824
Four way traffic lights (per week)	£/week	921
Set out ¾ way lights	£/day	405
Lane rental	£/day	2,500
Diversion ⁷	£/day	103

All charges are exclusive of VAT

B.3. Self-lay development

Table 7.1: Our fixed charges for application and design of a new Service Connection

Who does the design?	Service Connections	What the charge covers	Unit	Fee (£)
Applicable charges where an SLP requests SES Water to do the design	Design Fee ^C	Undertake network study and site survey	1-20 connections	29
			>20 connections	47
Applicable charges where an SLP does the design	Design Checking Fee ^{NC}	Review of Accredited Third Party design	Flat fee	34

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

Table 7.2: Our fixed charges for the supply of water meter devices

Meter type	Unit	Fee (£)
15mm meter ^{NC}	£/meter	85
15mm external boundary screw in meter ^{NC}	£/meter	28
20/25mm meter ^{NC}	£/meter	103
40mm meter ^{NC}	£/meter	224
50mm external boundary meter ^{NC}	£/meter	130

⁷ Although this is a lower value traffic management measure, diversions are needed when full road closures are required, as such diversions are captured as a non-standard traffic management fee.

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

Table 7.3: Our fixed charges for the supply of boundary boxes

Meter type	Unit	Fee (£)
25mm MSM Chamber & Lid Height Adjustable ^{NC}	£/box	25

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

Table 10.1: Our fixed charges for the supply of manifold boxes

Meter type	Unit	Fee (£)
4 Port MSM Meter Chamber ^{NC}	£/box	407
6 Port MSM Meter Chamber ^{NC}	£/box	457

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

Table 7.5: Our fixed charges for application and design of a new Water Mains

Who does the design?	Service Connections	What the charge covers	Unit	Fee (£)
Applicable charges where an SLP requests SES Water to do the design	Design Fee ^C	Undertake network study and site survey	1-500 properties	235
			>500 properties	282
Applicable charges where an SLP does the design	Off-site design and onsite Design Checking Fee ^{NC}	Design for off-site mains connection and Design Checking produced by SLP	Flat fee	122

C = Contestable

NC = Non-contestable

All charges are exclusive of VAT

B.4. Infrastructure Charge

Table 8.1: Our standard domestic property Infrastructure Charge

Infrastructure Charge	Unit	Fee (£)
Infrastructure Charge	£/connection	391

All charges are exclusive of VAT



Appendix C **Worked examples**

The following worked examples have been developed in accordance with the worked examples of typical developments set out by Ofwat in their Information Notice IN 21/04 to provide examples of typical single connections, flats, small, medium and large developments and the associated charges that would accompany the work. It also captured the same small, medium and large development where an SLP would carry out the Contestable Work.



C.1. 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).

Within construction costs, this includes:

- Service pipe installation;
- Boundary box fitting;
- Meter installation;
- Excavation; and
- Reinstatement.

Pipework:

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

Traffic management assumes the road (Type 3-4) is 40mph, has two lanes and does not require a road closure or lane closure but includes two-way automated lights; *traffic management and council charges are already included in the construction charges (connection/pipework), as such no additional charges/TM are needed.*

The only payable council charges are for permitting.

All charges are exclusive of VAT.

Under our 2024/25 Charging Arrangements, the following fixed charges would apply:

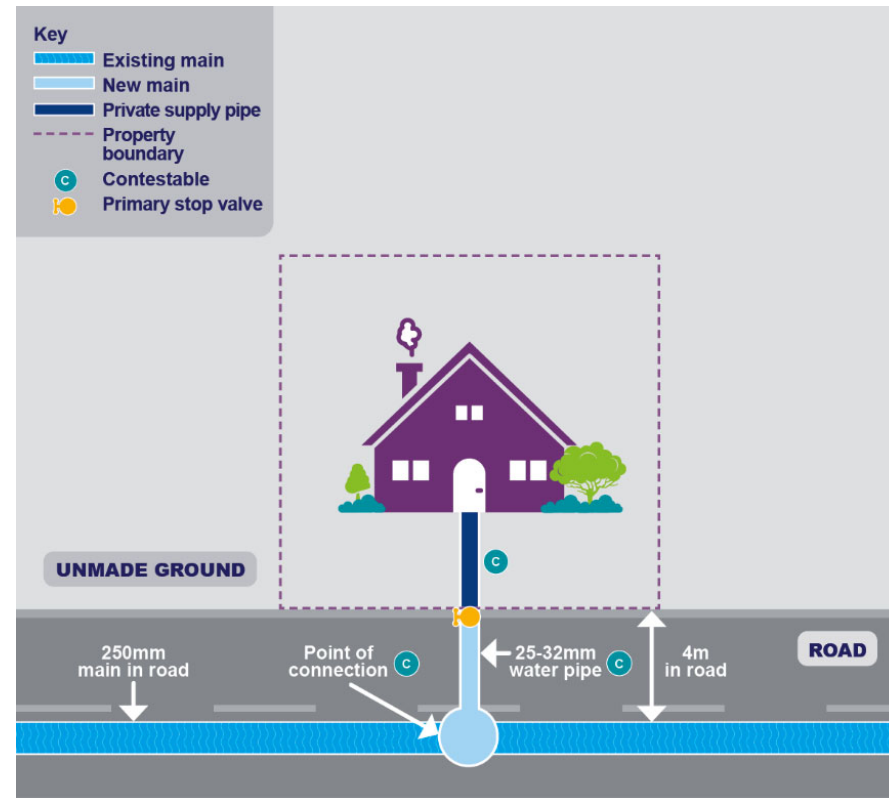




Table A.1: Scenario 1: Single connection to a house from an existing main

Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)
Pre-construction charges										
Y	Administration fee	per application	1	172	172	172	172	Y	0	-
Y	Design Fee	per application	1	29	29	29	29	Y	29	29
Construction charges										
Y	Connection	per connection	1	942	942	1,103	1,103	Y	-	-
Y	Pipework - road	per metre	2	112	224	117	234	Y	-	-
N	Traffic management	per TM usage	NA	NA	NA	NA	NA	Y	NA	NA
N	Meters	per connection	NA	NA	NA	NA	NA	Y	NA	NA
Other charges										
N	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Infrastructure Charges										
Y	Infrastructure Charge	per property	1	391	391	391	391	N	391	391
Totals					1,758		1,929			420



C.2. Scenario 2: Single connection to block of flats from existing main

This worked example provides charges for a block of 10 flats to be connected to an existing Water Main of 90mm diameter PE.

Each flat is individually metered.

Within construction costs, this includes:

- Service pipe installation;
- Boundary box fitting;
- Meter installation;
- Excavation; and
- Reinstatement.

Pipework:

- 63mm diameter PE pipe
- 4m pipework in road, 4m pipework in Unmade Ground

Traffic management assumes the road (Type 3-4) is 40mph, has two lanes and does not require a road closure or lane closure but includes two-way automated lights; *traffic management and council charges are already included in the construction charges (connection/pipework), as such no additional charges/TM are needed.*

The only payable council charges are for permitting. All charges are exclusive of VAT.

Under our 2024/25 Charging Arrangements, the following fixed charges would apply:

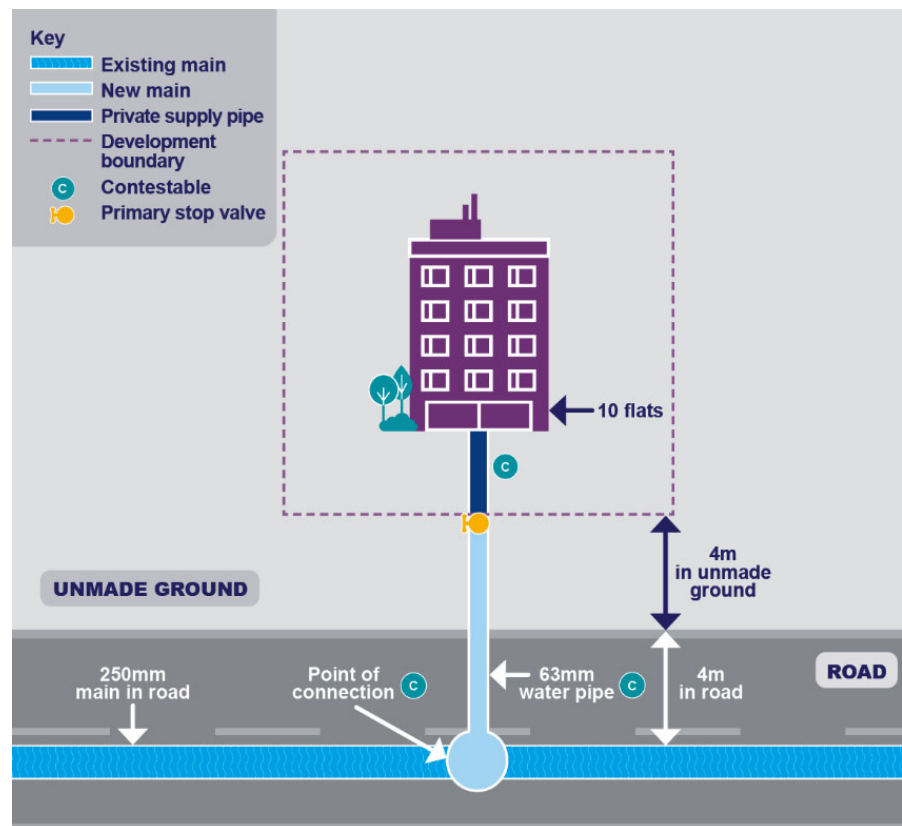




Table A.2: Single connection to a block of flats from an existing main

Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Pre-construction charges												
Y	Administration fee	per application	10	172	1,720	172	1,720	Y	-	-	-	-
Y	Design Fee	per application	1	29	29	29	29	Y	29	29	29	29
Construction charges												
Y	Connection	per connection	1	4,819	4,819	4,819	4,819	N	4,819	4,819	4,819	4,819
Y	Pipework - unmade ground	per metre	4	76	304	106	424	Y	-	-	-	-
Y	Pipework - road	per metre	4	129	516	159	636	Y	-	-	-	-
N	Traffic management	per TM usage	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Y	Meters	per connection	10	85	850	85	850	Y	-	-	-	-
Other charges												
N	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Infrastructure Charges												
Y	Infrastructure Charge	per property	10	391	3,910	391	3,910	N	391	3,910	391	3,910
Totals					12,148		12,388		8,758		8,758	12,148



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

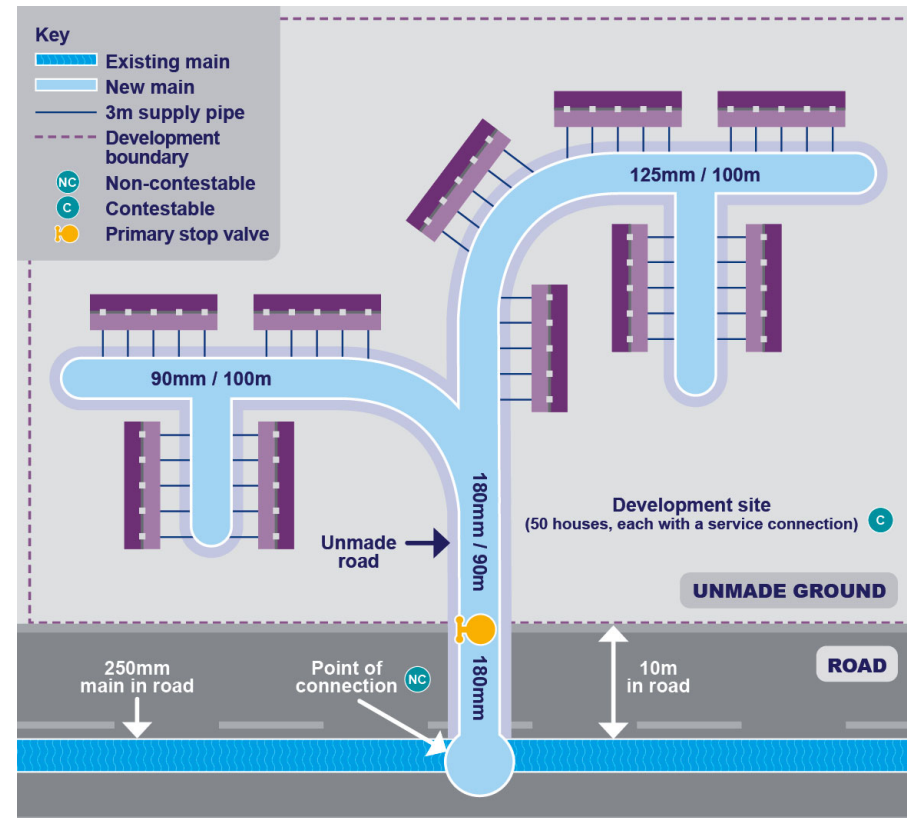
This worked example provided charges associated with the provision of new Water Mains and individual connections from them for each of 50 new houses.

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, this includes:

- Mains laying;
- Service pipe installation;
- Boundary box fitting; and
- Meter installation.

Technical specification (connection)	Technical specification (mains)
Pipework (no excavation): <ul style="list-style-type: none"> • Connection to Existing Main of 180mm diameter PE • 3m pipework laying (per communication pipe) 	Pipework: Total length 300m, consisting of: <ul style="list-style-type: none"> • 125mm diameter PE – 10m road type 3-4 road (leading to the point of connection to an existing water main) • 125mm diameter PE – 190m • 90mm diameter PE – 100m



Design considerations:

- 180mm diameter existing main, serving 150 existing customers
- Three commissioning phases



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

Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions. *Standard traffic management measures and council charges already included in the construction charges, but additional TM are needed (road closure and diversion) and are reflected in the table below.*

Any additional council charges for permitting have been included.

All charges are exclusive of VAT.



Table A.3: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by others)

Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Pre-construction charges - connection												
Y	Administration fee	per application	50	172	8,600	172	8,600	Y	-	-	-	-
N	Design Fee	per application	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Pre-construction charges - mains												
N	Administration fee	per application	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Y	Design Fee	per application	1	235	235	235	235	Y	235	235	235	235
Construction charges - connection												
Y	Service Connection	per connection	50	485	24,250	655	32,750	Y	-	-	-	-
Y	Pipework	per metre	50	52	2,600	57	2,850	Y	-	-	-	-
N	Meter installation	per meter	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Construction charges - mains												
Y	Mains connection - 180mm PE	per connection	1	11,617	11,617	11,617	11,617	N	11,617	11,617	11,617	11,617
Y	Pipework - 125mm PE type 3-4 road	per metre	10	354	3,540	400	4,000	N	354	3,540	354	3,540
Y	Pipework - 125mm PE excavation by others	per metre	190	146	27,740	192	36,480	Y	-	-	-	-
Y	Pipework - 90mm PE excavation by others	per metre	100	146	14,600	192	19,200	Y	-	-	-	-



Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Y	Traffic management - diversion	per item	5	103	515	103	515	Y	-	-	-	-
Y	Traffic management - road closure	per item	1	2,500	2,500	2500	2,500	Y	-	-	-	-
Other charges												
Y	Trial hole	per item	1	375	375	375	375	Y	-	-	-	-
Y	Phase connections	per item	3	494	1,482	494	1,482	Y	-	-	-	-
Income offset												
Y	Infrastructure Charge	per property	50	391	19,550	391	19,550	N	391	19,550	391	19,550
Totals					117,604		140,154			34,942		34,942



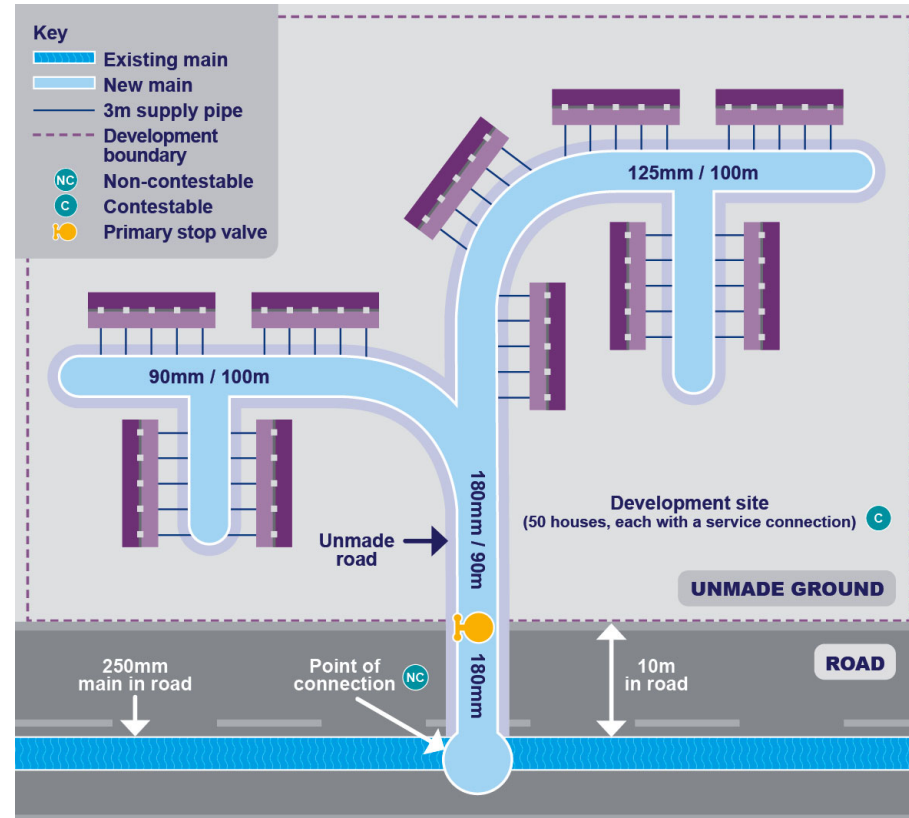
C.4. Scenario 4: Medium housing development requiring new mains and communication pipes (excavation and reinstatement by water company)

This worked example provided charges associated with the provision of new Water Mains and individual connections from them for each of 50 new houses.

This worked example assumes that the 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, this includes:

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



Technical specification (connection)	Technical specification (mains)
Pipework (Unmade Ground): <ul style="list-style-type: none"> • Connection to Existing Main of 180mm diameter PE • 3m pipework (per communication pipe) 	Pipework: Total length 300m, consisting of: <ul style="list-style-type: none"> • 125mm diameter PE – 10m in road (including connection to existing 180mm PE main) • 125mm diameter PE – 50m pipework in footpath • 125mm diameter PE – 140m pipework Unmade Ground



Technical specification (connection)	Technical specification (mains)
	<ul style="list-style-type: none">90mm diameter PE – 100m pipework Unmade Ground

Design considerations:

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

Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions. *Standard traffic management measures and council charges already included in the construction charges, but additional TM are needed (road closure and diversion) and are reflected in the table below.*

Any additional council charges for permitting have been included.

All charges are exclusive of VAT.



Table A.4: Medium housing development requiring new mains and communication pipe (excavation and reinstatement by water company)

Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable ? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Pre-construction charges - connection												
Y	Administration fee	per application	50	172	8,600	172	8,600	Y	-	-	-	-
N	Design Fee	per application	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Pre-construction charges - mains												
N	Administration fee	per application	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Y	Design Fee	per application	1	235	235	235	235	Y	235	235	235	235
Construction charges - connection												
Y	Service Connection	per connection	50	499	24,950	669	33,450	Y	-	-	-	-
Y	Pipework	per metre	50	66	3,300	70	3,500	Y	-	-	-	-
N	Meter installation	per meter	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Construction charges – mains												
Y	Mains connection - 180mm PE	per connection	1	11,617	11,617	11,617	11,617	N	11,617	11,617	11,617	11,617
Y	Pipework - 125mm PE road	per metre	10	354	3,540	400	4,000	N	354	3,540	354	3,540
Y	Pipework - 125mm PE footpath	per metre	50	354	17,700	400	20,000	Y	-	-	-	-
Y	Pipework - 125mm PE unmade ground	per metre	140	173	24,220	219	30,660	Y	-	-	-	-
Y	Pipework - 90mm PE unmade ground	per metre	100	173	17,300	219	21,900	Y	-	-	-	-



Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable ? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Y	Traffic management - diversion	per item	5	103	515	103	515	Y	-	-	-	-
Y	Traffic management - road closure	per item	1	2,500	2,500	2500	2,500	Y	-	-	-	-
Other charges												
Y	Trial hole	per item	1	375	375	375	375	Y	-	-	-	-
Y	Phase connections	per item	3	494	1,482	494	1,482	Y	-	-	-	-
Infrastructure Charges												
Y	Infrastructure Charge	per property	50	391	19,550	391	19,550	N	391	19,550	391	19,550
Totals					135,884		158,384			34,942		34,942



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

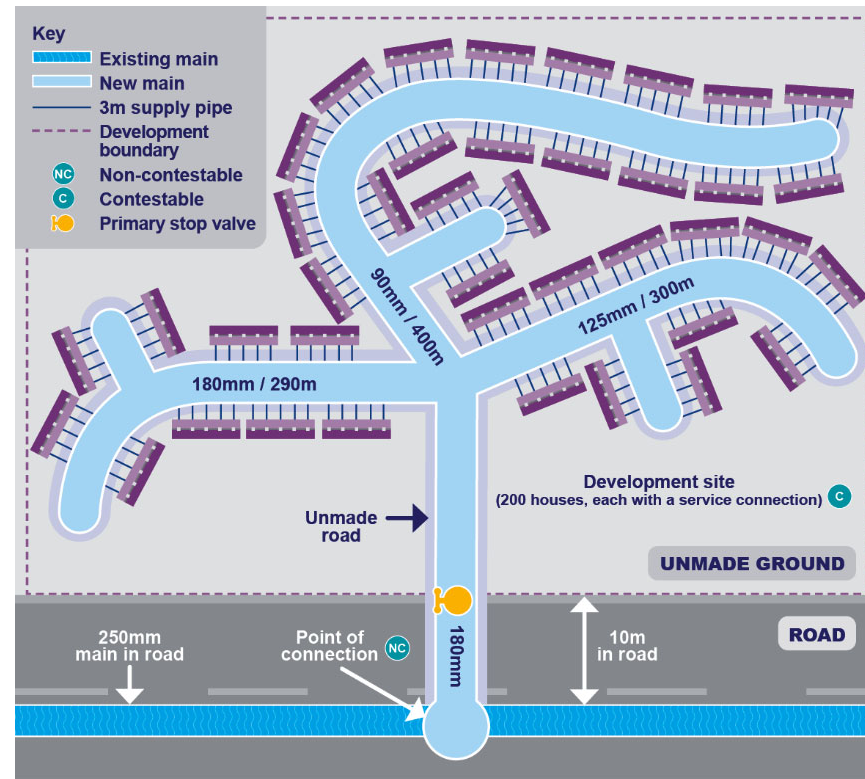
This worked example provided charges associated with the provision of new Water Mains and individual connections from them for each of 200 new houses.

This worked examples assumes excavation and reinstatement activities are completed by others, except for the excavation leading to the point of connection to the existing water main.

Within construction costs, this includes:

- Mains laying;
- Service pipe installation;
- Boundary box fitting; and
- Meter installation.

Technical specification (connection)	Technical specification (mains)
Pipework (no excavation): <ul style="list-style-type: none"> • Connection to Existing Main of 180mm diameter PE • 3m pipework (per communication pipe) 	Pipework: Total length 1000m, consisting of: <ul style="list-style-type: none"> • 180mm diameter PE – 20m pipework in type3-4 road (leading to point of connection) • 180mm diameter PE – 100m pipework • 125mm diameter PE – 480m pipework • 90mm diameter PE – 400m pipework



Design Considerations:



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

Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions. *Standard traffic management measures and council charges already included in the construction charges, but additional TM are needed (road closure and diversion) and are reflected in the table below.*

Any additional council charges for permitting have been included.

All charges are exclusive of VAT.



Table A.5: Large housing development requiring new mains and communication pipe (excavation and reinstatement by others)

Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Pre-construction charges - connection												
Y	Administration fee	per application	200	172	34,400	172	34,400	Y	-	-	-	-
N	Design Fee	per application	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Pre-construction charges - mains												
N	Administration fee	per application	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Y	Design Fee	per application	1	235	235	235	235	Y	235	235	235	235
Construction charges - connection												
Y	Service Connection	per connection	200	485	97,000	655	131,000	Y	-	-	-	-
Y	Pipework	per metre	200	52	10,400	57	11,400	Y	-	-	-	-
Y	Meter installation	per meter	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Construction charges – mains												
Y	Mains connection - 180mm PE	per connection	1	11,617	11,617	11,617	11,617	N	11,617	11,617	11,617	11,617
Y	Pipework - 180mm PE type 3-4 road	per metre	20	449	8,980	449	8,980	N	449	8,980	449	8,980
Y	Pipework - 180mm PE excavation by others	per metre	100	222	22,200	224	22,400	Y	-	-	-	-
Y	Pipework - 125mm PE excavation by others	per metre	480	146	70,080	192	92,160	Y	-	-	-	-



Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Y	Pipework - 90mm PE excavation by others	per metre	400	146	58,400	192	76,800	Y	-	-	-	-
Y	Traffic management - diversion	per item	10	103	1,030	103	1,030	Y	-	-	-	-
Y	Traffic management - road closure	per item	1	2,500	2,500	2,500	2,500	Y	-	-	-	-
Other charges												
Y	Trial hole	per item	2	375	750	375	750	Y	-	-	-	-
Y	Phase connections	per item	6	494	2,964	494	2,964	Y	-	-	-	-
Infrastructure Charges												
Y	Infrastructure Charge	per property	200	391	78,200	391	78,200	N	391	78,200	391	78,200
Totals					398,756		474,436		99,032		99,032	398,756



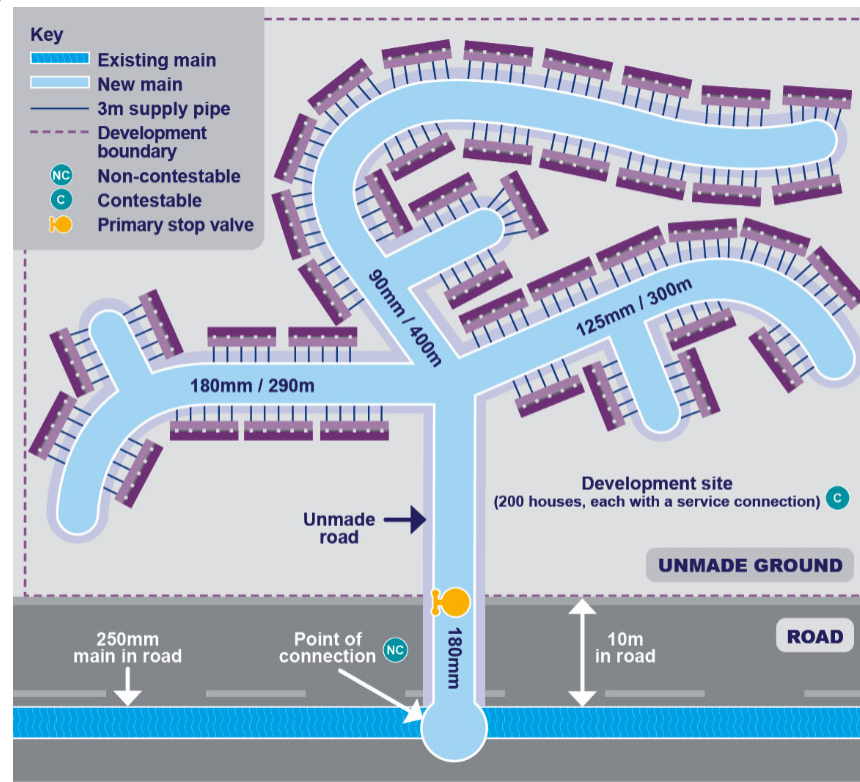
C.6. Scenario 6: Large housing development requiring new mains and communication pipes (excavation and reinstatement by water company)

This worked example provided charges associated with the provision of new Water Mains and individual connections from them for each of 200 new houses.

This worked example assumes that the excavation and reinstatement activities are carried out 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, this includes:

- Service pipe installation;
- Boundary box fitting;
- Meter installation;
- Excavation; and
- Reinstatement.



Technical specification (connection)	Technical specification (mains)
Pipework (Unmade Ground): <ul style="list-style-type: none"> • Connection to Existing Main of 180mm diameter PE • 3m pipework (per communication pipe) 	Pipework: Total length 1000m, consisting of: <ul style="list-style-type: none"> • 180mm diameter PE – 20m pipework in type3-4 road (leading to point of connection) • 180mm diameter PE – 100m pipework in footpath • 125mm diameter PE – 480m pipework in Unmade Ground



Technical specification (connection)	Technical specification (mains)
	<ul style="list-style-type: none">• 90mm diameter PE – 400m pipework in Unmade Ground

Design Considerations:

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

Traffic management assumes the road (Type 3-4) is 50mph, has two lanes and requires a road closure and eight parking pay suspensions. *Standard traffic management measures and council charges already included in the construction charges, but additional TM are needed (road closure and diversion) and are reflected in the table below.*

Any additional council charges for permitting have been included.

All charges are exclusive of VAT.



Table A.6: Large housing development requiring new mains and communication pipe (excavation and reinstatement by water company)

Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Pre-construction charges - connection												
Y	Administration fee	per application	200	172	34,400	172	34,400	Y	-	-	-	-
N	Design Fee	per application	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Pre-construction charges - mains												
N	Administration fee	per application	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Y	Design Fee	per application	1	235	235	235	235	Y	235	235	235	235
Construction charges - connection												
Y	Service Connection	per connection	200	499	99,800	669	133,800	Y	-	-	-	-
Y	Pipework	per metre	200	66	13,200	70	14,000	Y	-	-	-	-
N	Meter installation	per meter	NA	NA	NA	NA	NA	Y	NA	NA	NA	NA
Construction charges – mains												
Y	Mains connection - 180mm PE	per connection	1	11,617	11,617	11,617	11,617	N	11,617	11,617	11,617	11,617
Y	Pipework - 180mm PE type 3-4 road	per metre	20	449	8,980	449	8,980	N	449	8,980	449	8,980
Y	Pipework - 180mm PE footpath	per metre	100	449	44,900	449	44,900	Y	-	-	-	-
Y	Pipework - 125mm PE unmade ground	per metre	480	173	83,040	219	105,120	Y	-	-	-	-



Applicable charge?	Item	Unit	Qty	Rate (£)	Total charge (£)	Barrier Pipe rate	Barrier Pipe total charge (£)	Contestable? (Y/N)	Self-lay rate (£)	Self-lay total charge (£)	NAV rate (£)	NAV total charge (£)
Y	Pipework - 90mm PE unmade ground	per metre	400	173	69,200	219	87,600	Y	-	-	-	-
Y	Traffic management - diversion	per item	10	103	1,030	103	1,030	Y	-	-	-	-
Y	Traffic management - road closure	per item	1	2,500	2,500	2500	2,500	Y	-	-	-	-
Other charges												
Y	Trial hole	per item	2	375	750	375	750	Y	-	-	-	-
Y	Phase connections	per item	6	494	2,964	494	2,964	Y	-	-	-	-
Infrastructure Charges												
Y	Infrastructure Charge	per property	200	391	78,200	391	78,200	N	391	78,200	391	78,200
Totals					450,816		526,096			99,032		99,032

Appendix D Statement of significant changes

This Statement of Significant Changes for the 2024/25 Developer Services Charging Arrangements has been prepared in accordance with:

- Ofwat Information Notice [IN 23/09 Expectations, assurance and information requirements for water company charges for 2024-25](#)
- [Common Terms and Worked Examples - English New Connection Rules Effective from April 2022](#); and
- [Charging Rules for New Connection Services \(English Undertakers\) – Effective from April 2022](#)

Where the 2024/25 charges for typical developments exceed 10%⁸ compared to the 2023/24 worked examples, we explain why and whether a handling strategy has been implemented to communicate the changes and the reasons behind these changes. The 10% threshold – introduced by Ofwat in 2019 as an information requirement to support bill stability and predictability for new connection services – applies to the total fee a customer would incur for a new Service Connection or new Water Mains as opposed to the itemised components that form part of the total customer bill.

In the sub-section below, we explain and confirm:

- the impacts on typical developments as a result of the changes we made to our charges for 2024/25, as per Ofwat's worked examples;
- where relevant, the handling strategies we have developed to manage the impact of the increase; and
- our Board approval of the year-on-year changes to charges for typical developments and the proposed handling strategies, where applicable.

There are two significant items which impact our 2024/25 charges:

- **Contractor costs** – input cost inflation has resulted in higher unit rates from our contractor under the terms of our long-term contract.
- **Infrastructure charge** – our methodology has remained the same, due to the underlying assumption of new connection growth, our proposed network reinforcement spend increases. However, the Income Offset per connection is higher than 2022/23 resulting in a lower net infrastructure charge.

⁸ Ofwat defines a 'significant' bill increase is an increase of more than 10% for a typical development, i.e. Ofwat's worked examples.

Table 10.2: Summary of year-on-year changes

Typical developments	2023/24 charges PE pipe (£)	2024/25 charges PE pipe (£)	Change (%)
Scenario 1 – single connection	1,328	1,758	32.3%
Scenario 2 – bulk supply connection to block of 10 flats	8,154	12,148	48.9%
Scenario 3 – Medium housing development (exc. & reinstatement by others)	83,385	117,604	41.1%
Scenario 4 – Medium housing development (exc. & reinstatement by water company)	97,825	135,884	38.9%
Scenario 5 – Large housing development (exc. & reinstatement by others)	275,307	398,756	44.8%
Scenario 6 – Large housing development (exc. & reinstatement by water company)	316,587	450,816	42.3%

To ensure customers get full visibility of our new charges, our handling strategy, approved by the Board, is to write to individual DS customers and Developer Customers to explain the changes ahead of Charging Year 2024/25.

In the sub-sections below, we present our year-on-year comparison of charges for the typical developments⁹ (PE pipe) that exceed the 10% threshold for year-on-year change.

It should be noted that the worked examples for 2024/25 do not include any environmental incentive discounts.

Typical developments	2024/25 charges PE pipe (£)	£207 Environmental incentive per plot (£)	£391 Environmental incentive per plot (£)
Scenario 1 – single connection	1,758	1,551	1,367
Scenario 2 – bulk supply connection to block of 10 flats	12,148	10,078	8,238
Scenario 3 – Medium housing development (exc. & reinstatement by others)	117,604	107,254	98,054
Scenario 4 – Medium housing development (exc. & reinstatement by water company)	135,884	125,534	116,334
Scenario 5 – Large housing development (exc. & reinstatement by others)	398,756	357,356	320,556
Scenario 6 – Large housing development (exc. & reinstatement by water company)	450,816	409,416	372,616

⁹ Not restating the 2021/22 worked examples




D.1. Scenario 1: Single connection to a house from an existing main

Item	Unit	Qty	5356057#		5357058#	
			Rate (£)	Total charge (£)	Rate (£)	Total charge (£)
Pre-construction charges						
Administration fee	per application	149	149	172	172	149
Design Fee	per application	28	28	29	29	28
Construction charges						
Connection	per connection	1	876	876	942	942
Pipework - unmade ground	per metre	2	108	216	112	224
Pipework - road	per metre	NA	NA	NA	NA	NA
Traffic management	per TM usage	NA	NA	NA	NA	NA
Meters	per connection	1	876	876	942	942
Other charges						
NA	NA	NA	NA	NA	NA	NA
Infrastructure Charges						
Infrastructure Charge	per property	1	375	375	391	391
Income offset						
Income offset	per property	1	- 316	- 316	-	-
Totals				1,328		1,758



D.2. Scenario 2: Single connection to block of flats from existing main

Item	Unit	Qty	5356057#		5357058#	
			Rate (£)	Total charge (£)	Rate (£)	Total charge (£)
Pre-construction charges						
Administration fee	per application	10	149	1,490	172	1,720
Design Fee	per application	1	28	28	29	29
Construction charges						
Connection	per connection	1	4,638	4,638	4,819	4,819
Pipework - unmade ground	per metre	4	73	292	76	304
Pipework - road	per metre	4	124	496	129	516
Traffic management	per TM usage	NA	NA	NA	NA	NA
Meters	per connection	10	62	620	85	850
Other charges						
NA	NA	NA	NA	NA	NA	NA
Infrastructure Charges						
Infrastructure Charge	per property	10	375	3,750	391	391
Income offset						
Income offset	per property	10	-316	-3,160	-	-
Totals				8,154		12,148



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

Item	Unit	Qty	5356057#		5357058#	
			Rate (£)	Total charge (£)	Rate (£)	Total charge (£)
Pre-construction charges - connection						
Administration fee	per application	50	149	7,450	172	8,600
Design Fee	per application	NA	NA	-	NA	NA
Pre-construction charges - mains						
Administration fee	per application	NA	NA	-	NA	NA
Design Fee	per application	1	235	235	235	235
Construction charges - connection						
Service connection	per connection	50	419	20,950	485	24,250
Pipework	per metre	50	50	2,500	52	2,600
Meter installation	per meter	NA	NA	-	NA	NA
Construction charges – mains						
Mains connection - 180mm PE	per connection	1	8,997	8,997	11,617	11,617
Pipework - 125mm PE type 3-4 road	per metre	10	275	2,750	354	3,540
Pipework - 125mm PE excavation by others	per metre	190	113	21,470	146	27,740
Pipework - 90mm PE excavation by others	per metre	100	113	11,300	146	14,600
Traffic management - diversion	per item	5	80	400	103	515
Traffic management - road closure	per item	1	2,500	2,500	2,500	2,500
Other charges						
Trial hole	per item	1	362	362	375	375
Phase connections	per item	3	510	1,530	494	1482
Infrastructure Charges						
Infrastructure Charge	per property	50	375	18,750	391	19,550
Income offset						



Income offset	per property	50	316	15,800	-	-
Totals				83,394		117,604



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

Item	Unit	Qty	5356057#		5357058#	
			Rate (£)	Total charge (£)	Rate (£)	Total charge (£)
Pre-construction charges - connection						
Administration fee	per application	50	149	7,450	172	8,600
Design Fee	per application	NA	NA	-	NA	NA
Pre-construction charges - mains						
Administration fee	per application	NA	NA	-	NA	NA
Design Fee	per application	1	226	226	235	235
Construction charges - connection						
Service connection	per connection	50	432	21,600	499	24,950
Pipework	per metre	50	63	3,150	66	3,300
Meter installation	per meter	NA	NA	-	NA	NA
Construction charges – mains						
Mains connection - 180mm PE	per connection	1	8,997	8,997	11,617	11,617
Pipework - 125mm PE road	per metre	10	275	2,750	354	3,540
Pipework - 125mm PE footpath	per metre	50	275	13,750	354	17,700
Pipework - 125mm PE unmade ground	per metre	140	134	18,760	173	24,220
Pipework - 90mm PE unmade ground	per metre	100	134	13,400	173	17,300
Traffic management -diversion	per item	5	80	400	103	515
Traffic management - road closure	per item	1	2,500	2,500	2,500	2,500
Other charges						
Trial hole	per item	1	362	362	375	375
Phase connections	per item	3	510	1,530	494	1,482
Infrastructure Charges						
Infrastructure Charge	per property	50	375	18,750	391	19,550



Income offset							
Income offset	per property	50	-	316	-	15,800	-
Totals						97,825	135,884



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

Item	Unit	Qty	5356057#		5357058#	
			Rate (£)	Total charge (£)	Rate (£)	Total charge (£)
Pre-construction charges - connection						
Administration fee	per application	200	149	29,800	172	34,400
Design Fee	per application	NA	NA	-	NA	NA
Pre-construction charges - mains						
Administration fee	per application	NA	NA	-	NA	NA
Design Fee	per application	1	226	226	235	235
Construction charges - connection						
Service connection	per connection	200	419	83,800	485	97,000
Pipework	per metre	200	50	10,000	52	10,400
Meter installation	per meter	NA	NA	-	NA	NA
Construction charges – mains						
Mains connection - 180mm PE	per connection	1	8,997	8,997	11,617	11,617
Pipework - 180mm PE type 3-4 road	per metre	20	348	6,960	449	8,980
Pipework - 180mm PE excavation by others	per metre	100	172	17,200	222	22,200
Pipework - 125mm PE excavation by others	per metre	480	113	54,240	146	70,080
Pipework - 90mm PE excavation by others	per metre	400	113	45,200	146	58,400
Traffic management - diversion	per item	10	80	800	103	1,030
Traffic management - road closure	per item	1	2,500	2,500	2,500	2,500
Other charges						
Trial hole	per item	2	362	724	375	750
Phase connections	per item	6	510	3,060	494	2,964
Infrastructure Charges						
Infrastructure Charge	per property	200	375	75,000	391	78,200



Income offset							
Income offset	per property	200	-	316	-	63,200	-
Totals						275,307	398,756



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

Item	Unit	Qty	5356057#		5357058#	
			Rate (£)	Total charge (£)	Rate (£)	Total charge (£)
Pre-construction charges - connection						
Administration fee	per application	200	149	29,800	172	34,400
Design Fee	per application	NA	NA	-	NA	NA
Pre-construction charges - mains						
Administration fee	per application	NA	NA	-	NA	NA
Design Fee	per application	1	226	226	235	235
Construction charges - connection						
Service connection	per connection	200	432	86,400	499	99,800
Pipework	per metre	200	63	12,600	66	13,200
Meter installation	per meter	NA	NA	-	NA	NA
Construction charges – mains						
Mains connection - 180mm PE	per connection	1	8,997	8,997	11,617	11,617
Pipework - 180mm PE type 3-4 road	per metre	20	348	6,960	449	8,980
Pipework - 180mm PE footpath	per metre	100	348	34,800	449	44,900
Pipework - 125mm PE unmade ground	per metre	480	134	64,320	173	83,040
Pipework - 90mm PE unmade ground	per metre	400	134	53,600	173	69,200
Traffic management - diversion	per item	10	80	800	103	1,030
Traffic management - road closure	per item	1	2,500	2,500	2,500	2,500
Other charges						
Trial hole	per item	2	362	724	375	750
Phase connections	per item	6	510	3,060	494	2,964
Infrastructure Charges						
Infrastructure Charge	per property	200	375	75,000	391	78,200
Income offset						



Income offset	per property	200	-	-	-	-
Totals			316	63,200	-	-

Appendix E NEW CONNECTION CONSUMPTION POLICY

1. Purpose

The purpose of this policy is to ensure that the Company applies a fair, consistent approach to the accurate measurement and charging of potable water for newly connect properties.

2. Scope

This policy covers the consumption of potable water registered on all internal and external meters for properties newly connected to the SES Water network. This policy applies to both household and non-household premises.

3. Policy Statement

The Company is committed to a policy of accounting and charging for all potable water consumption. This is intended to support our water balance calculations. All developers shall be treated equally with a uniform application of the policy to all properties connected by the Company or Self Lay Provider. This consumption shall be treated as water used during development and is therefore the responsibility of the Developing party until property handover.

4. Principles

The following principles will apply for all properties connected by the Company or Self Lay Provider to the Companies network.

1. All new network connection applicants shall provide the Developing parties details to enable the billing of building water consumption.
2. This policy applies to all properties newly connected to the SES Water network by the Company or an accredited Self Lay Provider.
3. Each connection shall be charged on measured billing through the Companies meter asset.
4. The Developing party shall be billed until they notify the Company of new home owner details at the time of property handover.
5. Non-Domestic premises shall appoint a Retailer of their choice to transition from the Company billing for building water to a commercial consumption contract directly with a Retailer.

Document history

- **Document Owner:** Head of Customer Operations & Markets

Version	Date Last Updated	Comments	Name
v1.0	January 2024	Creation and publishing of new policy	Vaughan Carver