



# Developer, new connection and infrastructure charges

1 April 2017 to 31 March 2018

**Bournemouth  
Water**

Ends of duct to be sealed

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# PART 1 – Water infrastructure charges

## Introduction

Section 146 of the Water Industry Act introduced a right for water companies to levy a charge for the initial connection of premises to a water supply or to a public sewer for domestic purposes.

These charges, first levied from 1 April 1990, are termed ‘infrastructure charges’ and are payable only once on initial connection to the water supply.

Infrastructure charges are seen as a fair method of allocating the cost of non-specific additional capacity required through growth in demand from new customers. They’re made in addition to mains requisitioning arrangements and connection charges which continue to be payable.

## Interpretation

Connection of house means first-time connection either directly or through an intermediate pipe, of premises which have never previously been connected to a supply of water for domestic purposes.

House means any building or part of a building which is, or will be, occupied as a private dwelling house. The expression includes a flat.

Common billing agreement means an agreement between the water company and any other person whereby that person has agreed to pay water charges for water in respect of two or more houses which have a common supply pipe.

Bath includes a whirlpool bath or a jacuzzi.

‘Domestic appliance’ means an appliance (including a dishwasher, a washing machine or a waste disposal unit) in a house and ‘communal or commercial appliance’ means an appliance (including a dishwasher, a washing machine or a waste disposal unit) other than in a house (including in communal facilities).

Any fitting includes any plumbing outlet, dedicated space or planning or provision for that fitting.

Relevant multiplier applies to certain types of development which are regarded as placing a non-typical load on networks and has the effect of modifying the infrastructure charge. It’s calculated by assessing the loading units, as determined by each water-using appliance from the following table of any connection,

divided by 24 i.e. loading units for an average domestic dwelling as defined under Condition C of the water company’s Instrument of Appointment. The resulting figure is the relevant multiplier.

## Water fitting/appliance

Loading units for calculating relevant multiplier	
WC flushing cistern	2
Wash basin in a house (see opposite)	1.5
Wash basin elsewhere	3
Bath (tap nominal size 20mm) (see opposite)	10
Bath (tap nominal size larger than 20mm) (see opposite)	22
Shower	3
Sink (tap nominal size 15mm)	3
Sink (tap nominal size larger than 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum allowance of six loading units per house) (see opposite)	3
Communal or commercial appliance (see opposite)	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

## Notes

A minimum of six loading units is included for each house for domestic appliances (whether or not the house has any such appliances). This doesn’t apply where neither a washing machine nor a dishwasher can be provided (and there’s no plumbing outlet, dedicated space or planning or other provision for either appliance) in the house.

Where premises have only a sewerage connection and there are no water fittings, the relevant multiplier will be one.

Disputes about how the relevant multiplier is calculated may be referred to Ofwat which has powers to resolve such disputes.



## Charges

Water infrastructure charges will be:

- In the case of a house subject to a common billing agreement, the standard water infrastructure charge multiplied by the relevant multiplier for that house
- In the case of premises other than a house to which water is provided by a service with an internal diameter larger than the standard size used by us for new connections of houses, the standard water infrastructure charge multiplied by the relevant multiplier for those premises
- In the case of any other premises, the standard water infrastructure charge

Where a site is redeveloped, the water infrastructure charge is limited to the net increase in the number of premises on site after development has taken place. A maximum period of five years is used in determining the number of units on site prior to redevelopment commencing.

See Part 2 for details of infrastructure charges.

## Payment dates

The water infrastructure charge is included with the quote for new connections and is due and payable to us:

- At the time a connection is made and the water is available, whether the supply is full flow or temporary by the use of a cap or similar appliance; or
- Where the applicant prefers, at the time of payment of the relevant connection charges.

In the case of the water connection of a building or part of a building which is occupied as a dwelling immediately before the connection is made:

- The relevant charge must be paid in full within one month of the connection in respect of which the charge payable is made; or
- At the option of the person liable to pay the relevant charges, an amount equal to the instalment amount must be paid in each of the twelve months following the relevant connection being made, subject only to that person giving such undertakings to that effect as we may reasonably require.

## Persons chargeable

The person liable to pay the water infrastructure charge is:

- The person requesting the relevant connection to be made; or
- If the relevant connection is made without our authorisation, the person making such connection or the person using the service provided.



## PART 2 – Developer, new connection and infrastructure charges

### Developers' charges

#### Note

Application for the following services must be accompanied by the appropriate minimum payment.

If the application is complex, we'll contact the applicant to discuss the charge. Any application withdrawn at this time won't be subject to a charge and payment will be returned.

Please note that from the time that a new connection is laid and a meter fitted, we hold the developer responsible for paying the water bill until such time as we're notified by the developer that ownership of the property has changed, and the property is to be occupied.

The developer is liable for payment of water used through the meter. For household properties a standing charge is not raised in this pre-occupation period. Standing charges will apply once the premises are occupied or are deemed to have gone beyond the pre-occupation period. Volumetric rates will also apply for the water used.

Developers should supply us with occupation details and a postal address for household properties as soon as these details are known. The water account will remain in the developer's / applicant's name until we are informed otherwise.

### Pre-development services

Response to potential development enquiry. Subject to a minimum charge of	£59.00
Pressure profiling/flow and pressure investigations. Subject to a minimum charge of	£64.00
Response to a potential development enquiry to include information on our existing assets and, additionally, a site survey and budget costs. Subject to a minimum charge of	£104.00

### Development services

#### New water mains application design charge

Design, estimation and administration costs for a mains design for a new development scheme. Subject to a minimum charge of	£291.00
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#### Note

Application for the following services must be accompanied by the appropriate application design charge, details of which are set out below.

If the application is complex we'll contact the applicant to discuss the charge.

The application design charge will be credited back in the quotation; therefore applications that proceed to construction will incur no design charge.

#### New connections application design charge

We reserve the right to make a design charge, which is currently £99 plus VAT.

If a design charge is applicable, it must be returned with your completed application for:

- new build sites
- conversions
- industrial, commercial or other non-domestic new supplies

The design charge does not apply to:

- applications from existing accounts to separate a shared supply into individual supplies
- sites involving the layout of new mains – an overall charge is made for the mains and service design
- budget costs given over the phone

If the design charge applies, it will be credited in your quotation. You will not pay it if your building project goes through to construction. If your project is cancelled after you have made an application, we may keep the design charge to cover the costs of surveying, estimating and processing your application.

## New service connections

### New development sites

Standard 20mm supply (25mm OD) MDPE	£399.00
Standard 20mm supply (25mm OD) – Contaminated ground	£450.00

Basic charge to include up to 3 metres of excavation and up to 9 metres in length where a duct is provided and laid by the developer as requested by us.

Additional charge per linear metre in excess of 3 metres where no duct is provided	£41.00
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#### Note

The prices apply only if the services can be laid prior to road surfacing. This includes base course.

### Non site locations – Unsurfaced ground

Standard 20mm supply (25mm OD) MDPE. Basic charge up to 2 metres	£421.00
Additional charge per linear metre in excess of 2 metres	£41.00

### Non site locations – Surfaced ground

Standard 20mm supply (25mm OD) MDPE Basic charge up to 2 metres	Carriageway	Footway
	£685.00	£562.00

The charge up to 2 metres depends on the position of the main to which the service is to be connected i.e. whether it's under a carriageway or footway.

Additional charge per linear metre in excess of 2 metres	Carriageway	Footway	Verge
	£58.00	£51.00	£41.00

+ for every additional service, the second and subsequent connections (maximum 3 services to 1 trench)	Carriageway	Footway
	£327.00	£327.00

## Installing a new stop tap/meter box to an existing service

Where an existing property is demolished and a new replacement property built, charge for fixing a new stop tap/meter box to the existing service (on condition that the existing service can be retained and utilised).

Subject to a charge of	£353.00
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### New service connections involving wall-mounted meter boxes

A wall-mounted meter box is available provided that, subject to survey, the unit can be installed in an accessible position. An additional charge will apply if the location of the unit requires a remote-read facility.

New 20mm (25mm OD) MDPE connection using wall-mounted meter box	£340.00
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#### Note

- The above charge doesn't include the wall-mounted box which must be purchased separately by the developer. This may be purchased directly from the manufacturer or from our stores provider.
- It's the developer's responsibility to ensure that the wall-mounted box and ducting are correctly installed to our specification.
- All excavations for the connection are to be carried out by the developer.
- Costs include the facility for sampling and analysis of the supplied water (including one repeat visit in the event of a failure). We monitor new connections to verify that the supply meets the requirements of the Water Supply (Water Quality) Regulations 2000 (and amendments). This practice is an element of our Water Safety Plan approach to water quality management.

### Self Lay Connections

Assessed on an application by application basis. Please contact us for further information.

## Other new connection related charges

Charge for inspection visit	£59.00
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A fee may be charged for pre-arranged inspection visits where the work is found not to be ready or for repeat inspections necessitated by the work not being to the required standard.

Charge for abortive visit by crew	£114.00
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A fee may be charged where connection work can't be undertaken and the installation crew subsequently has to leave the site due to the site being insufficiently prepared.

Administrative charge for refund on work that doesn't proceed	£50.00
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A fee may be charged where we have to make a refund of the previously paid connection and infrastructure charges. This is to cover our administrative costs.

## Infrastructure connection charges

Standard charge per unit	£364.00
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## Building supplies

A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household property where this is taken past the external stop tap. Any water used at household premise taken past the external stop tap will be subject to a 'pre-occupation volumetric charge'

## Cut off existing supply

To cut off an existing supply in a separate trench	£358.00
To cut off an existing supply in the same trench	£233.00

### General notes

- The procedure for new connections is outlined in our 'New connection information pack'. Copies of this document can be obtained from Developer Services or downloaded from our website.
- We will use a thrust bore moling machine where possible. The above charges reflect this use. Refunds won't be made on the basis that we did or didn't use such equipment.

- The above charges which include footpath or road breakage are based on standard average charges. Customers who require a specific quotation based on the actual time to carry out the work will be required to pay any survey fees necessary to carry out this exercise.
- All charges include the cost of us supplying and fitting the water meter.
- There will be a charge for the removal of redundant connections. These are shown in the 'cut off existing supply' section and we reserve the right to increase the costs shown when the job involves exceptional working conditions eg road closures.
- Charges for all non-standard connections will be estimated on a time and materials basis, i.e. 25mm internal diameter service and above, or where the service is over 20 metres long.
- Additional charges will apply if traffic management measures are required and/or the connection can only be made outside normal working hours.
- All water connections are payable in advance.
- The rate of VAT applied to the charges varies, dependent upon the category of works. Please contact us for further information.
- Where property or land is separated into distinct units, individual billing can be permitted only if separate metered water supplies are provided to each property. If developers intend to carry out such work they must apply to us for the appropriate number of metered connections. The New Connections application form can be forwarded on request or downloaded from our website under Publications in the top menu.

## Disputes concerning new connection and infrastructure charges

In the first instance, customers with queries concerning new connection or infrastructure charges should contact us.

We'll review and explain the charges and try to resolve any differences directly with the customer. If the matter can't be resolved, customers can ask Ofwat to investigate. Ofwat's decision on the matter will be final and binding on both parties.

Ofwat can be contacted at:

Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA

Tel 0121 644 7500



