



# Charging arrangements for new connection services

1 April 2021 to 31 March 2022

Version 1

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## Revision history

### Change made in February 2021

Example 5 design and checking fee updated

# 1. Introduction



## Scope

- 1.1 These Charging Arrangements are made in accordance with the Charging Rules for New Connection Services (English Undertakers) published by Ofwat. We describe our charges and methods for calculating charges and credits that might apply during the period from 1 April 2021 to 31 March 2022 in relation to:
  - 1.1.1 the provision of New Water Mains and New Sewers
  - 1.1.2 the provision of Service Connections, Lateral Drains and Waste Connections
  - 1.1.3 Adoption Agreements and Self-Lay Agreements and
  - 1.1.4 Diversions
- 1.2 These Charging Arrangements do not cover Infrastructure Charges that are payable when a property is connected to the water and / or wastewater networks for the first time. Details of these charges are contained in our Charges Scheme, which is published separately at [thameswater.co.uk/Help-and-Advice/Customer-Commitment/Helpful-literature](https://thameswater.co.uk/Help-and-Advice/Customer-Commitment/Helpful-literature). For information purposes only, we have included at the end of this document our Infrastructure Charges and credits for 2021-22.
- 1.3 These Charging Arrangements explain our requirements for security in relation to our charges and the times and methods of payment that you can use to pay our charges. These Charging Arrangements explain our Transitional Arrangements.
- 1.4 These Charging Arrangements are applicable for work quoted between 1 April 2021 and 31 March 2022 and will be updated and published annually.
- 1.5 All charges are stated excluding VAT.
- 1.6 Under the Charging Rules we are not required to publish charges in these Charging Arrangements relating to:
  - 1.6.1 services not listed in section 1.1 above, such as consents to connect to a public sewer under section 106 of the Water Industry Act 1991. For information purposes only, we have included these additional services on page 60 along with our charges. You can find more details about these other services on our website at [developers.thameswater.co.uk](https://developers.thameswater.co.uk)
  - 1.6.2 requests for a supply of water for non-domestic purposes. However, as the cost of providing the connection is not affected materially by the end use, the charges set out in this document will be applied to any agreement relating to water supplies for non-domestic purposes under section 55 of the Act
  - 1.6.3 charges relating to work carried out in accordance with the New Roads and Street Works Act 1991 or other legislation. This is where we are required to move our apparatus as a result of transport, bridge, highway or other infrastructure projects. For more information about these changes see [developers.thameswater.co.uk/Working-in-the-street](https://developers.thameswater.co.uk/Working-in-the-street)
  - 1.6.4 charges relating to consents to discharge Trade Effluent from any trade premises, which are covered in our Charges Scheme at [thameswater.co.uk/Help-and-Advice/Customer-Commitment/Helpful-literature](https://thameswater.co.uk/Help-and-Advice/Customer-Commitment/Helpful-literature)
  - 1.6.5 charges relating to requests made by water supply and sewerage licensees under sections 66A and 117A of the Water Industry Act 1991. These are retailers providing water and / or wastewater services to non-household customers
  - 1.6.6 charges that may be imposed in relation to bulk supply or bulk discharge agreements with other water and sewerage undertakers. Details of the services we can provide and the charges payable are set out in our Wholesale Tariff Document at [wholesale.thameswater.co.uk](https://wholesale.thameswater.co.uk)
  - 1.6.7 You can view our assurance statement on our website at [developers.thameswater.co.uk](https://developers.thameswater.co.uk)

# 2. You have a choice



- 2.1.1 When getting new pipes or diverting existing ones, we want you to choose the installer that best suits your site needs and timescales. This might not be us.
- 2.1.2 Self-lay providers (SLPs) might be able to offer cost-effective terms and fit in better with construction programmes, and might also offer the installation of multiple utilities. Self-lay schemes receive equivalent service from us as all other jobs, and SLPs are accredited to all the standards required for us to adopt the pipework at completion. You can find SLPs to contact for competitive quotes on the Lloyd's Register at [lr.org/wirs](https://lr.org/wirs).

- 2.1.3 Self-lay providers can carry out the majority of the work involved in laying new water pipes or diverting existing ones – known as ‘Contestable’ work. ‘Non-Contestable’ work – representing a small portion of water services – remains our responsibility even if you choose to use an SLP, and we will work in partnership with them to carry this out. Our approach to the self-lay of water infrastructure can be found on our website at [thameswater.co.uk/selflay](https://thameswater.co.uk/selflay).
- 2.1.4 As we publish fixed rates for most of the work, you will be able to make a direct comparison between a quote from a self-lay provider and what we are likely to charge you without having to get a quote from us.
- 2.1.5 We do not normally lay or divert new drains or sewers, as you are generally able to do this yourself, subject to meeting the requirements for consent and adoption that are detailed on our website. In certain circumstances we may exercise our right to carry out some of the work, such as when a connection is being made to a strategic or trunk sewer. You can find more details on our website at [developers.thameswater.co.uk](https://thameswater.co.uk/developers).
- 2.1.6 Remember that you must tell us before making a connection to our water or wastewater networks, and that Infrastructure Charges will be payable to us in addition to the cost of the works, even if you arrange the works yourself.
- 2.1.7 In addition to the option of self-lay, if you are (or you represent) a non-household customer you have the option of asking your chosen retailer to arrange the connection on your behalf. Developers and large users have the option of entering into an agreement with other water and / or sewerage undertakers (sometimes known as NAVs) to serve a specific geographical area (sometimes known as an inset) within our supply area, in which case they will arrange new connections.

# Water charging arrangements

## 3. Service connections



### 3.1 Introduction

- 3.1.1 A Service Connection includes the provision of a connection to a water main, laying a pipe to the boundary of your property, connecting to your supply pipe and usually the installation of a boundary box, an outside stop valve and a meter.
- 3.1.2 The extent of our works in relation to a Service Connection is shown in orange in diagram 1.

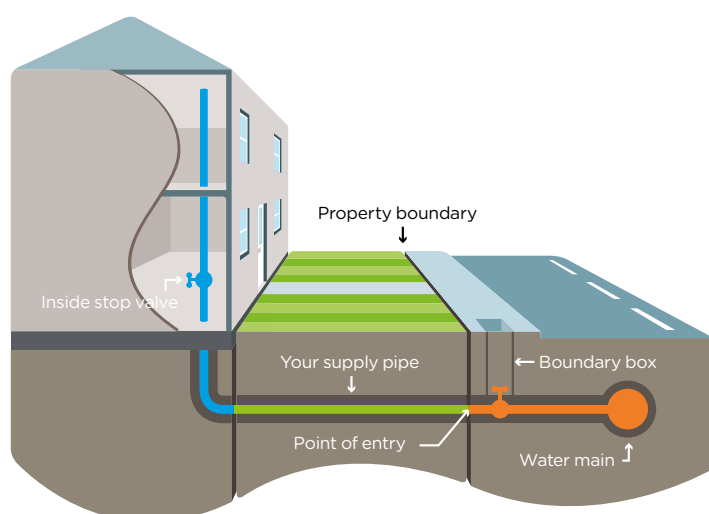


Diagram 1

- 3.1.3 A typical home will be supplied by a pipe with an external diameter of either 25mm or 32mm, depending on the number of fittings (such as toilets and washing machines). Properties with higher usage will require larger supply pipes.
- 3.1.4 If you require multiple standard connections with a pipe diameter of 25mm, we may be able to install a manifold. This can provide up to six metered supplies for a lower overall charge than if each was individually connected to the main. However, this is subject to there being sufficient space for the installation of the manifold chamber. Four- and six-port manifolds can only be used for supplies to flats within the same building.

### 3.2 Who can carry out the works?

- 3.2.1 Service Connections with an external diameter up to 63mm are Contestable. This means self-lay providers (SLPs) can carry out these works for you, unless we assess that the condition of the main or the material heightens the risks to existing assets or could affect supplies to existing customers. We are likely to assess the following circumstances as inappropriate for self-lay:
- (a) The main you are connecting to is a trunk main.
  - (b) The main you are connecting to is made of asbestos cement, glass reinforced plastic (GRP), polyvinyl chloride (PVC) or molecular-oriented polyvinyl chloride (MoPVC).
- 3.2.2 Service Connections with a diameter above 63mm are generally Non-Contestable, which means they remain our responsibility. If we consider the works to be low risk, we may allow a suitably accredited SLP to carry them out. We will assess this on a case by case basis, and the decision is entirely at our discretion.
- 3.2.3 For more information about our approach to the self-lay of Service Connections and our charges please see section 6.

### 3.3 How we calculate our charges

- 3.3.1 Our charges for Service Connections are broken down into four elements:
- (a) A **fixed charge for the connections** to the main and to your pipework, including the first metre of pipework from the water main, the installation of a boundary box, installation of the outside stop valve and meter and carrying out the Water Regulations inspection. This is shown as a single charge calculated with reference to the diameter of the connecting pipe (for example, 25mm), where we connect to the main (for example, in the road) and whether or not you carry out the excavation, backfill and reinstatement works (see table at 3.7.1)
  - (b) A **fixed charge for laying additional pipe** between the connection pipework and the boundary box. This is a per metre charge (rounded up to whole metres) calculated with reference to the size of the connecting pipe, where we lay our pipe and whether or not you carry out the excavation, backfill and reinstatement works (see table at 3.7.1)
  - (c) If there is potential contamination in the ground, you will need barrier pipe. In this case we will charge you based on our **fixed charge for barrier pipe connections and pipe laying**
  - (d) Ancillary charges (see table at 3.7.2)

### 3.4 Costs included in our fixed charges

#### 3.4.1 Our fixed charges include the cost of:

- (a) A percentage uplift for **Traffic Management** and highway authority charges. We have applied different percentages to the rates for working in the road, footpath and unmade ground to reflect the differing Traffic Management requirements. There is no percentage uplift for work that does not require us to carry out excavation. We will charge for works in a private road using the rate for works in a footpath. We have set the percentages at a level that aims to recover the overall cost that we incur. We will make no further credits or charges in respect of Traffic Management or highway authority charges for schemes charged using our fixed rates, unless associated with abortive charges. For more information on what constitutes Traffic Management please see Appendix B.
- (b) **Site visits:** Our fixed charges allow for one Water Regulations inspection visit, an enabling site visit and one additional field engineer visit. We will charge you for any additional visits you require, including if your Water Regulations inspection fails.

#### 3.4.2 Our fixed charges for Service Connections are:

- (a) based on the typical cost we expect to incur to carry out each of the specified elements of work. We have calculated them based on analysis of the cost of recent Service Connection work and will review and update them annually. Each year we will also review the percentage uplifts for Traffic Management and adjust as required to make sure our charges are cost reflective
- (b) limited to the cost of connecting to the nearest reasonably practicable point on the network where the existing water main is at least the same diameter as your Service Connection, in order to provide the capacity for your development. We will make no additional connection charge in the event that we change the point of connection for capacity reasons or if we need to carry out additional works beyond the point of connection in order to provide capacity for your development

#### 3.4.3 As shown in our table of ancillary charges, fees apply for processing Service Connection applications, producing designs and issuing quotes. These fees are payable in advance and non-refundable.

### 3.5 Ancillary charges

#### 3.5.1 Our ancillary charges include any **abortive costs** caused by you or your site not being ready when we attend on an agreed day to carry out our works, or where you cancel an agreed appointment. This includes situations where we consider the site to be unsafe, for example due to insufficient working space, proximity to scaffolding, existence of trip hazards or movement of plant.

- (a) If you cancel an agreed appointment at any time or your site is not ready, we will recover from you all additional costs we have to pay to the highway authority to re-book any permits, suspensions or closures, plus a 30% administrative charge **plus**
- (b) If we receive less than two working days' notice of cancellation or your site is not ready, we will invoice you an abortive charge to cover remobilisation and lost time, including associated planning, enabling, plant and supervision.

#### 3.5.2 If you choose to carry out the excavation, backfilling and reinstatement work for a Service Connection you must provide sufficient space for us to install our pipe and fittings and make sure that on completion of your works all chambers are dry and clear of debris and that all valves are operable. If you do not ensure all chambers are dry and clear of debris and that all valves are operable, we reserve the right to take action to clear any water and debris and to repair any damage done to our apparatus and we will recover from you any costs we incur in relation to this.

There will be a charge for internal fit meters where we provide a bulk supply to a building which serves individually metered properties within that building. The charge is on a supply basis. We reserve the right to take action to repair any damage done to our apparatus, and we will recover from you any costs we incur in relation to this.

### 3.6 Estimating the charges for your scheme

#### 3.6.1 In order to estimate your charge you will need to know the parameters of your development, in particular:

- (a) the **size of Service Connection** you require (based on pipe diameter) – please see 3.7.3
- (b) the **length of Service Connection** you require, i.e. the distance from the end of your supply pipe to the existing main to connect to. If you need help in identifying the existing mains, you can view our maps for free at the office specified in the link below or you can get this information from a property search provider. For more information see [developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are](https://developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are)
- (c) the **likely route of the Service Connection** from the point of connection to the boundary of your development site
- (d) **whether there is contamination** present in the land in which the Service Connection is to be installed. If you are certain there is no risk of contamination you do not need to use the barrier pipe inclusive rates in your estimate; if not, you should do so

## 3.7 Our charges for Service Connections

### 3.7.1 Tables of fixed connection and pipe laying charges

Water connection rates (where barrier pipe is needed)				
Connection charge (per connection)				
Internal/external diameter (for PE pipes)	Connection in a road	Connection in a private road or a footpath	Connection in unmade ground	Connection in part made ground or with customer excavation
20/25mm <sup>C</sup>	Single £2,140 4-port (1 capped) £2,880 4-port £3,240 6-port (1 capped) £3,770 6-port £4,080	Single £1,700 4-port (1 capped) £2,290 4-port £2,540 6-port (1 capped) £3,280 6-port £3,660	Single £850 4-port (1 capped) £1,230 4-port £1,390 6-port (1 capped) £2,030 6-port £2,170	Single £610 4-port (1 capped) £870 4-port £1,040 6-port (1 capped) £1,560 6-port £1,920
25/32mm <sup>C</sup>	£2,140	£1,700	£850	£610
50/63mm <sup>C</sup>	£3,400	£2,650	£1,460	£1,060
80/90mm <sup>CA</sup>	£4,680	£3,700	£1,900	£1,380
100/125mm <sup>CA</sup>	£5,950	£4,720	£2,280	£1,870
150/180mm <sup>CA</sup>	£7,570	£5,390	£3,000	£2,440
200/250mm <sup>NC</sup>	£8,020	£5,870	£3,240	£2,790
300/355mm <sup>NC</sup>	£9,620	£6,410	£4,010	£3,150

Pipe-laying charge (per linear metre)				
Internal/external diameter (for PE pipes)	Laying in a road	Laying in a private road or a footpath	Laying in unmade ground	Laying in part made ground or with customer excavation
20/25mm <sup>C</sup>	£420 /m	£330 /m	£120 /m	£50 /m
25/32mm <sup>C</sup>	£420 /m	£330 /m	£120 /m	£50 /m
50/63mm <sup>C</sup>	£470 /m	£370 /m	£150 /m	£90 /m
80/90mm <sup>CA</sup>	£720 /m	£650 /m	£300 /m	£200 /m
100/125mm <sup>CA</sup>	£900 /m	£840 /m	£360 /m	£240 /m
150/180mm <sup>CA</sup>	£1,090 /m	£1,000 /m	£540 /m	£350 /m
200/250mm <sup>CA</sup>	£1,310 /m	£1,150 /m	£690 /m	£460 /m
300/355mm <sup>CA</sup>	£1,420 /m	£1,310 /m	£850 /m	£570 /m

C = Contestable, CA = Contestable depending on accreditation, NC = Non-Contestable



## Service connections

Water connection rates (where barrier pipe is not needed)				
Connection charge (per connection)				
Internal/external diameter (for PE pipes)	Connection in a road	Connection in a private road or a footpath	Connection in unmade ground	Connection in part made ground or with customer excavation
20/25mm <sup>C</sup>	Single £1,880 2-port £2,110 4-port (1 capped) £2,610 4-port £2,890 6-port (1 capped) £3,420 6-port £3,730	Single £1,410 2-port £1,580 4-port (1 capped) £2,000 4-port £2,210 6-port (1 capped) £2,940 6-port £3,300	Single £560 2-port £780 4-port (1 capped) £970 4-port £1,060 6-port (1 capped) £1,710 6-port £1,840	Single £340 2-port £460 4-port (1 capped) £600 4-port £730 6-port (1 capped) £1,230 6-port £1,570
25/32mm <sup>C</sup>	£1,880	£1,410	£560	£340
40/50mm <sup>C</sup>	£3,090	£2,330	£1,150	£760
50/63mm <sup>C</sup>	£3,090	£2,330	£1,150	£760
80/90mm <sup>CA</sup>	£4,350	£3,360	£1,580	£1,040
100/125mm <sup>CA</sup>	£5,620	£4,390	£1,950	£1,550
150/180mm <sup>CA</sup>	£7,170	£4,980	£2,620	£2,080
200/250mm <sup>NC</sup>	£7,600	£5,430	£2,830	£2,390
300/355mm <sup>NC</sup>	£9,150	£5,940	£3,560	£2,720

Pipe-laying charge (per linear metre)				
Internal/external diameter (for PE pipes)	Laying in a road	Laying in a private road or a footpath	Laying in unmade ground	Laying in part made ground or with customer excavation
20/25mm <sup>C</sup>	£410 /m	£320 /m	£110 /m	£30 /m
25/32mm <sup>C</sup>	£410 /m	£320 /m	£110/m	£30 /m
40/50mm <sup>C</sup>	£440 /m	£340 /m	£120 /m	£50 /m
50/63mm <sup>C</sup>	£440 /m	£340 /m	£120 /m	£50 /m
80/90mm <sup>CA</sup>	£680 /m	£620 /m	£260 /m	£150 /m
100/125mm <sup>CA</sup>	£830 /m	£740 /m	£280 /m	£180 /m
150/180mm <sup>CA</sup>	£930 /m	£760 /m	£420 /m	£240 /m
200/250mm <sup>CA</sup>	£1,080 /m	£820 /m	£490 /m	£290 /m
300/355mm <sup>CA</sup>	£1,210 /m	£1,000 /m	£540 /m	£310 /m

C = Contestable, CA = Contestable depending on accreditation, NC = Non-Contestable

Please note that the pipe laying charge where a manifold is used is based on the following external pipe diameters (for PE pipes):

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**2 port manifold** - 32mm

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**4 port manifold** - 63mm if barrier pipe is required, otherwise 50mm

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**6 port manifold** - 63mm

The above charges are subject to VAT at the applicable rate.

### 3.7.2 Table of ancillary charges

Item	Charge	What the charge covers
Application fee <sup>NC*</sup>	£50 + VAT per application	The cost of processing the application, including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice
Design fee <sup>C*</sup>	£50 + VAT for the first property	The cost of considering the application, designing the service connection and producing a quote
	£30 + VAT for each additional property	
Checking fee <sup>NC*</sup>	£30 + VAT for the first property	The cost of considering the application, reviewing the submitted design including validation that it conforms to appropriate standards, carrying out a site survey, liaising with third parties and producing a quote
	£20 + VAT for each additional property	

Application and design fees are payable in advance, non-refundable and subject to VAT at the standard rate.

Item	Charge	What the charge covers
Re-quote fee <sup>NC*</sup>	£40 + VAT per quote	The cost of updating any details and recalculating the quote
Re-design fee <sup>C*</sup>	£30 + VAT for the first property	The cost of redesigning the service connection
	£20 + VAT for each additional property	

\*Please see 3.8.1

Re-quote and re-design fees are non-refundable.

Item	Charge	What the charge covers
Additional visit charge <sup>NC</sup>	£160 + VAT per quote	The time and travel costs for visiting the site
Abortive visit fee <sup>NC</sup>	£170 + VAT per visit plus any additional costs we incur from the highway authority plus an administration fee of 30% as detailed in 3.5.1	The cost of remobilisation and lost time including associated planning, enabling, plant and supervision
Permanent disconnection charge	Free for household properties (for non-household disconnections contact your supplier)	

Additional visit charges are subject to VAT at the same rate as the works. Other ancillary charges are subject to VAT at the applicable rate

C = Contestable, NC = Non-Contestable

### Water meters

The costs in the table below include the cost of the meter, the fittings for an in-line installation and the administration costs of proving and setting up the account

Meters will be ordered approximately four to six weeks before installation is required.

Meter size and type	Charge
15mm concentric <sup>NC</sup>	£100
15mm in line <sup>NC</sup>	£110
20mm in line <sup>NC</sup>	£130
25mm in line <sup>NC</sup>	£170
30mm in line <sup>NC</sup>	£190
40mm in line <sup>NC</sup>	£220
50mm in line <sup>NC</sup>	£280
80mm in line <sup>NC</sup>	£340
100mm in line <sup>NC</sup>	£390
150mm in line <sup>NC</sup>	£540

The above ancillary charges are subject to VAT at the applicable rate.

### 3.7.3 Sizing your connection

You can estimate the pipe size for your Service Connection or ask us to do this as part of a quote. As a general guide for indicative purposes only, the typical pipe sizing for a Service Connection for residential developments will be (stated as the external diameter of a PE pipe):

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**25mm or 32mm:** up to 1 typical house or flat

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**50mm:** up to 16 flats

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**63mm:** up to 40 flats

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**90mm:** up to 100 flats

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**125mm:** up to 230 flats

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**180mm:** up to 700 flats

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## 3.8 Applications and quotes for Service Connections

3.8.1 If you would like us to construct a Service Connection for you or modify an existing one, you need to submit a completed application form. You can do this online or by downloading and sending us a form by email or post. You must pay an application fee and a design fee for us to process your application, design the Service Connection and provide you with a quote. If you arrange your own design through an accredited designer and we accept the design, you will pay the checking fee rather than the design fee.

3.8.2 We base our quote on the information available to us at the time and our fixed charges. If you require a re-quote as a result of changes to your scheme a re-quote fee will be payable and your re-quote will be calculated using charges applicable at the time of the re-quote.

3.8.3 The quote we produce is a fixed charge which will not be automatically reviewed and adjusted on completion, so please ensure you have checked the detail before you accept the quote. We will only review the charge after completion if you ask us to do so, and we will only adjust the charge if there was a change in the location of the connection and / or the number of metres of pipe laid, which will be calculated to the nearest metre. However, if you request a change to the design once we are on-site, you will be asked to sign a variation order to confirm you will pay the cost of the changes – based on our fixed price charges applicable at the date of the works – or we will cancel the job and ask you to obtain a re-quote. Abortive charges and charges for additional site visits are not included in our quote and will increase the cost of your Service Connection where applicable.

3.8.4 Our quote will be valid for 180 calendar days. If it is not accepted and paid for within this time, you will require a re-quote. A re-quote fee will be payable and your re-quote will be calculated using charges applicable at the time of the re-quote.

3.8.5 Where it is planned that a service pipe is to run for 30m or more on your side of the property boundary, we may insist that a new water main is laid to ensure that sufficient flow and pressure is achieved at the property. If this is the case then a service quote will accompany a mains extension quote; both will need to be paid and accepted to proceed.

3.8.6 If you are arranging for an SLP to construct your service connection, you need to make an application for a Service Connection to us and you and your self-lay provider must enter into a self-lay agreement with us and notify us before any connection is made. Please refer to section 6 for further information about self-lay agreements.

3.8.7 For payment terms and security requirements, see section 11.

# 4 New water mains



## 4.1 Introduction

- 4.1.1 If there is no public water main near your premises for us to connect you to, you will need a New Water Main in addition to Service Connections. The process of asking us to provide a New Water Main is known as a Requisition.
- 4.1.2 The New Water Main includes providing a connection to our existing supply network, typically including a valve and a washout. Further meterage of new main is then laid up to the agreed point(s) within your development site. You can choose to carry out the excavation, backfill and reinstatement for the new main or ask us to do it. Note that we only backfill and reinstate sites we have excavated ourselves.

## 4.2 Who can carry out the works?

- 4.2.1 Water main laying is Contestable. This means self-lay providers (SLPs) can carry out this work for you, unless we assess that it involves heightened risk to existing assets or could affect supplies to existing customers.
- 4.2.2 Making the connection to the existing water main for connections greater than 180mm is Non-Contestable, which means it remains our responsibility. For smaller connections, if we consider the works to be low risk, we may allow a suitably accredited SLP to carry them out. We will assess this on a case by case basis. Accreditation requirements can be found at [thameswater.co.uk/selflay](https://thameswater.co.uk/selflay)
- 4.2.3 For more information about our approach to self-laying of water mains and our charges please see section 6.

## 4.3 How we calculate our charges

- 4.3.1 The method for calculating the charges for New Water Mains will depend on whether **Special Circumstances** exist.

## 4.4 Schemes involving Special Circumstances

- 4.4.1 We categorise Special Circumstances as works including one or more of the following:
- (a) where the technical complexity of the work is high or the type of work required is bespoke or carried out infrequently
  - (b) where third parties can legitimately recover their costs and there is not a reasonable level of certainty of those costs in advance of connection work being undertaken

- (c) where third parties have rights to protect their assets or interests in a way that affects the construction method and the third parties' requirements are unknown up front
- (d) where the work is to be carried out on or close to land with particular environmental, historical or archaeological characteristics

- 4.4.2 We also include within Special Circumstances the laying of New Water Mains with an **external diameter above 355mm**, as jobs of this sort are carried out infrequently.
- 4.4.3 Full details of what we classify as Special Circumstances are contained in section 14.
- 4.4.4 If no Special Circumstances exist, we will calculate our charges for New Water Mains as set out in 4.5 and on the basis of our fixed charges detailed in 4.11.
- 4.4.5 If Special Circumstances exist, we will price our charges for New Water Mains on application as set out in 4.9 and you will pay the actual costs we incur in carrying out the work. The price on application is based on our detailed design, which identifies the connection point into the existing network, the sizes, lengths and route of the New Water Main, the required fittings and any potential Traffic Management requirements. We will base the quote we issue to you on the estimated cost of these plus the required plant, labour and materials. We will base the final charge on the actual cost of all these items plus any additional costs we may have incurred due to working in or near Third Party Land.

## 4.5 Calculating our charges where no Special Circumstances exist

- 4.5.1 Where no Special Circumstances exist, our charges for providing a New Water Main are broken down into the following elements:
- (a) A **fixed charge for the connection** to the existing water main including the installation of a valve and washout. This is shown as a single charge calculated with reference to the diameter of the New Water Main (for example, 125mm), where we connect to the existing water main (for example, in the road) and whether or not you carry out the excavation, backfill and reinstatement works (please see 4.11.1). Sometimes we may carry out a branch connection in advance in anticipation of the development and the cost of this branch connection will be calculated in accordance with our fixed charges.
  - (b) A **fixed charge for laying pipe** from the existing water main to the required end point(s). This is shown as a per metre composite charge (rounded up to whole metres) calculated with reference to the diameter of the New Water Main (for example, 125mm), where we lay our pipe (for example, in the road) and whether or not you carry out the excavation, backfill and reinstatement

works (please see 4.11.1). The composite rate includes all required fittings and materials, and different rates apply according to whether or not barrier pipe is needed.

- (c) If the New Water Main is to be delivered in phases, we will incur additional costs associated with multiple visits to your site, extra works and extra fittings. To reflect this we add a **phasing charge** for the start of each new phase (please see 4.11.3).
- (d) If the number of phases changes as the project progresses, you will need to pay an additional phasing fee before we will arrange to return.
- (e) Ancillary charges (please see 4.11.3).

### 4.6 Costs included in our fixed charges

4.6.1 Our fixed charges include the cost of:

- (a) A percentage uplift for **Traffic Management** and highway authority charges. We have applied different percentages to the rates for working in the road, footpath and unmade ground to reflect the differing Traffic Management requirements. There is no percentage uplift for work that does not require us to carry out excavation. We will charge for works in a private road using the rate for works in a footpath. We have set the percentages at a level that aims to recover the overall cost we incur. We will make no further credits or charges in respect of Traffic Management or highway authority charges for schemes charged using our fixed rates, unless associated with abortive charges. For more information on what constitutes Traffic Management please see Appendix B.
- (b) Crossing or accessing **Third Party Land**, in which case we will have to agree compensation with the owner to cover any damage or disruption that may result. We may incur additional costs in dealing with the third party and may have to plan our works differently, including revising our timescales. We have set our fixed charges at a level that recovers the overall cost of working in Third Party Land, so we will make no further credits or charges in respect of this.
- (c) **Site Visits:** Our fixed charges allow for one site survey, an enabling Site Visit, a pre-commencement meeting and a completion meeting. We will charge you for any additional visits you require in accordance with our table of charges.

4.6.2 Our fixed charges for New Water Mains are:

- (a) based on the typical cost we expect to incur to carry out each of the specified elements of work. We have calculated these charges based on analysis of the cost of recent New Water Mains work and will review and update them annually. Each year we will also review the percentage uplifts for Traffic Management and adjust as

required to make sure our charges are cost reflective

- (b) limited to the cost of connecting to the nearest reasonably practicable point on the network where the existing water main is at least the same diameter as the New Water Main you require to provide the capacity for your development. Please see 4.11 for further information about the charging point of connection

### 4.7 Ancillary charges

4.7.1 Our ancillary charges include any **abortive costs** caused by you or your site not being ready when we attend on an agreed day to carry out our works or where you cancel an agreed appointment. This includes situations where we consider the site to be unsafe, for example due to insufficient working space, proximity to scaffolding, existence of trip hazards or movement of plant.

- (a) If you cancel an agreed appointment at any time or your site is not ready, we will recover from you all additional costs we have to pay to the highway authority to re-book any permits, suspensions or closures, plus a 30% administrative charge **plus**
- (b) If we receive less than two working days' notice of cancellation or your site is not ready, we will invoice you an abortive charge to cover remobilisation and lost time, including associated planning, enabling, plant and supervision.

4.7.2 If you choose to carry out the excavation, backfilling and reinstatement work for a New Water Main, you must provide sufficient space for us to install our pipe and fittings and make sure that on completion of your works all chambers are dry and clear of debris and that all valves are operable. If you do not ensure all chambers are dry and clear of debris and that all valves are operable, we reserve the right to take action to clear any water and debris and to repair any damage done to our apparatus and we will recover from you any costs we incur in relation to this.

### 4.8 Estimating the charges for your scheme

4.8.1 In order to estimate your charge, you will need to know the parameters of your development, in particular:

- (a) the **size of New Water Main** you require (based on pipe diameter)
- (b) the **length of New Water Main** you require, for example the distance to the existing main you are connecting to, and in how many phases the pipework will be laid. If you need help in identifying the existing mains, we can help you with this. You can view our maps for free at our specified office or you can get this information from a property search provider. For more information see [developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are](https://developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are)

- (c) the **likely route of the New Water Main** from the point of connection into your development site
- (d) **whether there is contamination** present in the land in which the New Water Main is to be installed. If you are certain there is no risk of contamination, you do not need to use the barrier pipe inclusive rates in your estimate; if not, you should do so
- (e) the number of properties that will be connected to the water network as part of the scheme
- (f) **whether the scheme has Special Circumstances.**  
Any scheme involving any of the circumstances set out in section 14 are considered to have Special Circumstances.

### 4.9 Calculating our charges where Special Circumstances exist

- 4.9.1 Where Special Circumstances exist, we will charge you our actual reasonably incurred costs for this element of the work. These could include – but are not limited to – the cost of the works, Traffic Management, highway authority charges, other third party charges and ancillary charges. For example, for a New Water Main which crossed a railway, we would charge based on actual cost for the portion in or affected by the railway.
- 4.9.2 We charge a non-refundable, fixed price application fee to produce a budget estimate and a further percentage-based fee to design the scheme and produce an indicative quote. If you do not proceed with the scheme we will provide an account of the costs incurred and credit or invoice you for the difference compared to the design fee you paid.
- 4.9.3 Our indicative quote is not a fixed price quote and will be valid for 180 days. It is subject to change in the event that the requirements of the scheme change. If you require a re-quote as a result of changes you have made to your development, a re-quote fee will be payable.
- 4.9.4 On completion of the New Water Main, we will provide an account of the actual costs incurred and meterage delivered (if relevant) and either credit or invoice you for the difference.
- 4.9.5 For details about how you can get an estimate of the charges payable where Special Circumstances exist and how we will charge you the actual costs incurred for the works, please see 4.12.

### 4.10 Network Reinforcement

- 4.10.1 We will limit the charge for a New Water Main to the cost of connecting to the nearest reasonably practicable point on our supply network where the existing main is at least the same diameter as the New Water Main you require to provide the capacity required for your development.
- 4.10.2 We may sometimes change the point of connection for capacity reasons, resulting in a longer length of New Water Main. If so, we will not charge you for the additional length, although the cost will be considered to be Network Reinforcement and we will recover this through Infrastructure Charges.
- 4.10.3 We may also sometimes increase the size of the New Water Main in order to provide future capacity for other developments in the area. If so, we will not charge you in full for the upsized New Water Main. Instead, we will charge you based on the proportion of the capacity of the New Water Main that is actually required for your development. We will calculate this based on anticipated flows for your development compared to the design capacity of the New Water Main. This will be based on Code for Adoption flow tables when this is introduced later this year.
- 4.10.4 Sometimes the installation of a New Water Main results in a requirement to install additional capacity in our network upstream from the point of connection to make sure there is sufficient flow and pressure for your development. For example, we may need to provide additional mains or pumps. We consider this to be Network Reinforcement and will exclude it from the charge for your New Water Main, but will recover it through our Infrastructure Charges.

## New water mains (requisitions)

### 4.11 Our fixed charges for New Water Mains

4.11.1 Tables of connection and pipe laying charges (where no Special Circumstances exist). Mains greater than 355mm are classed as special circumstances and will be priced on application.

New mains rates					
Connection charge (per connection)					
Internal/external diameter (for PE pipes)	Connection in a road	Connection in a private road or a footpath	Connection in unmade ground	Connection in part made ground	Connection with customer excavation
80/90mm <sup>CA</sup>	£4,550	£3,550	£1,760	£1,220	n/a
100/125mm <sup>CA</sup>	£5,820	£4,580	£2,130	£1,710	n/a
150/180mm <sup>CA</sup>	£7,370	£5,180	£2,810	£2,240	n/a
200/250mm <sup>NC</sup>	£7,810	£5,660	£3,050	£2,590	n/a
300/355mm <sup>NC</sup>	£9,380	£6,170	£3,790	£2,930	n/a
Pipe-laying charge (per linear metre) (where barrier pipe is needed)					
Internal/external diameter (for PE pipes)	Laying in a road	Laying in a private road or a footpath	Laying in unmade ground	Laying in part made ground	Laying with customer excavation
80/90mm <sup>C</sup>	£720 /m	£650 /m	£300 /m	£330 /m	£150 /m
100/125mm <sup>C</sup>	£900 /m	£840 /m	£360 /m	£400 /m	£210 /m
150/180mm <sup>C</sup>	£1,090 /m	£1,000 /m	£540 /m	£600 /m	£310 /m
200/250mm <sup>C</sup>	£1,310 /m	£1,150 /m	£690 /m	£730 /m	£400 /m
300/355mm <sup>C</sup>	£1,420 /m	£1,310 /m	£850 /m	£890 /m	£520 /m
Pipe-laying charge (per linear metre) (where barrier pipe is not needed)					
Internal/external diameter (for PE pipes)	Laying in a road	Laying in a private road or a footpath	Laying in unmade ground	Laying in part made ground	Laying with customer excavation
80/90mm <sup>C</sup>	£680 /m	£620 /m	£260 /m	£280 /m	£110 /m
100/125mm <sup>C</sup>	£830 /m	£740 /m	£280 /m	£310 /m	£120 /m
150/180mm <sup>C</sup>	£930 /m	£760 /m	£420 /m	£460 /m	£160 /m
200/250mm <sup>C</sup>	£1,080 /m	£820 /m	£490 /m	£520 /m	£180 /m
300/355mm <sup>C</sup>	£1,210 /m	£1,000 /m	£540 /m	£560 /m	£200 /m

C = Contestable, CA = Contestable depending on accreditation, NC = Non-Contestable

Our rates for 'part made ground' apply for works within a development site where the ground has been worked (i.e. the 'unmade ground' rate is not applicable), but the road / footpath has not been surfaced.

We will use the rates for 'footpath' for works carried out in private roads, including surfaced but not yet adopted roads within a development.

If the new main is to be delivered in phases, we will add a **phasing charge** for the start of each new phase.

The above charges are subject to VAT at the applicable rate.



## New water mains (requisitions)

4.11.2 Any work involving Special Circumstances will be charged in accordance with 4.9 above. The following ancillary charges apply for New Water Mains featuring Special Circumstances:

### 4.11.3 Table of ancillary charges (where no Special Circumstances exist)

Item		Charge	What the charge covers
Application fee <sup>NC</sup>		£50 + VAT per application	The cost of processing the application including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice
Design fee <sup>C</sup>	1-9 properties	£250 + VAT per application	The cost of carrying out surveys and liaising with third parties in order to produce a detailed design for the scheme and indicative quote
	10-49 properties	£500 + VAT per application	
	50+ properties	£1,000 + VAT per application	
Checking fee <sup>NC</sup>	1-9 properties	£100 + VAT per application	The cost of considering the application, reviewing the submitted design including validation that it conforms to appropriate standards, carrying out a site survey, liaising with third parties and producing a quote
	10-49 properties	£200 + VAT per application	
	50+ properties	£400 + VAT per application	
Phasing charge <sup>C</sup>		£1,100 for the start of each phase	
Re-quote fee <sup>NC</sup>		£40 + VAT per quote	The cost of updating any details and recalculating the quote
Re-design fee <sup>C</sup>	1-9 properties	£150 + VAT per application	The cost of re-designing the scheme
	10-49 properties	£300 + VAT per application	
	50+ properties	£600 + VAT per application	
Re-checking fee <sup>NC</sup>	1-9 properties	£100 + VAT per application	The cost of reviewing the re-submitted design, including validating that it conforms to appropriate standards
	10-49 properties	£200 + VAT per application	
	50+ properties	£400 + VAT per application	
Amendment fee <sup>NC</sup>		£150 + VAT per application	The cost of making minor changes to a scheme design
Additional visits charge <sup>NC</sup>		£160 + VAT per visit	The time and travel costs of visiting the site
Abortive visit fees <sup>NC</sup>		£170 + VAT per visit	The cost of remobilisation and lost time, including associated planning, enabling, plant and supervision
	Remobilisation charge without welfare facilities	Plus £560 per visit <b>or</b>	
	Remobilisation charge with welfare facilities	£1,040 per visit	

Additional visit charges are subject to VAT at the same rate as the works. Other ancillary charges are subject to VAT at the applicable rate.

### 4.11.4 Table of ancillary charges (where Special Circumstances exist)

Item	Charge	What the charge covers
Application fee <sup>NC</sup>	£50 + VAT for a budget estimate	The cost of processing the application including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice
Budget estimate fee <sup>NC</sup>	£1,700 + VAT for a budget estimate	The cost of considering the application, carrying out a site survey and producing a high-level design in order to produce a budget estimate
Design fee <sup>C</sup>	15% of the estimated scheme value on account of the actual cost	The cost of carrying out surveys and liaising with third parties in order to produce a detailed design for the scheme and indicative quote
Re-quote fee <sup>NC</sup>	£40 + VAT per quote	The cost of updating any details and recalculating the quote

The above ancillary charges are subject to VAT at the standard rate.

C = Contestable, NC = Non-Contestable



### 4.11.5 Sizing the pipework for your New Water Main

- (a) You can estimate the sizing of the pipework for your New Water Main or ask us to do this as part of a budget estimate if Special Circumstances apply. The table below is a general guide for the typical sizing of New Water Main required for household properties. Please note it is for indicative purposes – once detailed design is carried out, the size required may be different.

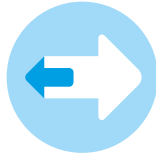
Internal / external diameter (for PE pipes)	Typical number of properties supplied
80/90mm	up to 60 houses or 100 flats
100/125mm	up to 130 houses or 230 flats
150/180mm	up to 400 houses or 700 flats
200/250mm	up to 900 houses or 1,500 flats
300/355mm	up to 2,600 houses or 4,500 flats

- (b) Developments containing both houses and flats will need to be considered on a case by case basis.

## 4.12 Applications and quotes for New Water Mains

- 4.12.1 If you would like to apply for a New Water Main or modify an existing one, you need to submit a completed application form. You can do this online or by downloading and sending us a form by email or post.
- 4.12.2 You must pay an application fee for us to process your application and assess whether Special Circumstances exist.
- 4.12.3 If you wish us to design the mains scheme, and no special circumstances exist, you must pay a design fee based on the number of properties to be connected as part of the scheme. This covers the cost of producing the design and issuing a quote.
- 4.12.4 If you arrange your own design through an accredited designer, (who must meet WIRS competency requirements for design), we will charge a checking fee to cover the cost of reviewing the design, validating that it conforms to acceptable standards and producing the quote. For details on accreditation requirements please see the design standards within the Water Industry Registration Scheme – Accredited Entity (WIRSAE). The full document can be found at <https://www.lr.org/en-gb/utilities/wirs-wirsae/wirs-accreditation/>
- 4.12.5 We base our quote on the information available to us at the time and the fixed charges applicable at that date.
- 4.12.6 The quote we produce is a fixed charge (assuming no Special Circumstances exist) which will not be adjusted upon completion so ensure you have checked the detail before you accept the quote. However, if you request a change to the design once we are on site, you will be asked to sign a variation order to confirm you will pay the cost of the changes based on our fixed price charges applicable at the date of the works, or we will cancel the job and ask you to obtain a re-quote. Abortive charges and charges for additional site visits are not included in our quote and will increase the cost of your New Water Mains where applicable.
- 4.12.7 If you wish us to design the mains scheme, but special circumstances exist, you must pay for a budget estimate and a further percentage based fee to design the scheme and produce an indicative quote
- 4.12.8 Our quote will be valid for 180 calendar days. If it is not accepted and paid for within this time you will require a requote. A re-quote fee will be payable and your requote will be calculated using charges applicable at the time of the requote.
- 4.12.9 For payment terms and security requirements, see section 11.
- 4.12.10 Where no Special Circumstances exist:
- (a) We will carry out a site survey, design the New Water Main and liaise with third parties in order to provide you with a quote for the New Water Main. The quote will be based on our fixed charges and is subject to change if the scheme changes. If you require a requote as a result of changes you have made to your scheme, a re-quote fee will be payable.
- (b) Upon completion, you can ask us to review your scheme to assess whether the size(s) and length(s) of New Water Main laid were the same as in the quote. If the diameter of the pipework was different, the surface type was different or the length of the pipework was at least three metres more or less than in the quote, we will recalculate the charge for the scheme using our fixed charges and invoice or credit you for the difference. Please note that the rates we use to recalculate the final charges will be the fixed charges applicable on the date we issue the quote if you pay in advance, or the fixed charges applicable at the date of completion of the New Water Main if you decide to pay in arrears. We charge for abortive and additional visits at published rates applying on the date the charges are incurred.
- 4.12.11 As detailed in 4.9, where Special Circumstances exist we will carry out the design on payment of a percentage-based fee. We will carry out a site survey, design the New Water Main and liaise with third parties in order to provide you with an indicative quote for the New Water Main. The quote will not be a fixed price quote. On completion of the New Water Main, we will provide an account of the actual costs incurred and either credit or invoice you for the difference.

## 5 Water main diversions



### 5.1 Introduction

- 5.1.1 Developers with an interest in land that contains a public water main can request its alteration or removal to allow development work to progress. This process of altering or removing a water main is known as a Diversion, and the work is carried out in accordance with section 185 of the Water Industry Act 1991.
- 5.1.2 Please note that we are under no obligation under the Act to divert any water main or infrastructure which is in, under or over any street or to carry out a Diversion where it is unreasonable to require us to do so.
- 5.1.3 If you are planning significant work near our water mains and other assets as part of your development, it is important that you minimise the risk of damage. We will need to check that your development does not reduce capacity, limit repair or maintenance activities or inhibit the services we provide in any other way. No development or structure should be built within five metres of trunk mains or within three metres of distribution mains.
- 5.1.4 If you are planning work in London and intend developing above any section of the Thames Water Ring Main or Thames Lee Tunnel you will need to discuss this with us. Please note that we will not divert any section of these structures. If a water main to be diverted has a diameter above 355mm, you may also require an impact study, because not all mains can be diverted.
- 5.1.5 If your new infrastructure (for example, a gas pipe) will cross a water main, please contact us to discuss your plans. If there is insufficient distance between the two, we may require that an impact study is carried out and that you redesign your infrastructure or else divert our main.

### 5.2 Who can carry out the works?

- 5.2.1 Water main laying is Contestable. This means self-lay providers (SLPs) can carry out this work for you, unless we assess that it involves heightened risk to existing assets or could affect supplies to existing customers.
- 5.2.2 Making connections to the existing water main is Non-Contestable, which means it remains our responsibility. If we consider the works to be low risk, we may allow a suitably accredited SLP to carry them out. We will assess this on a case by case basis, and the decision is entirely at our discretion.
- 5.2.3 The decommissioning of the redundant water main is also Non-Contestable and remains our responsibility. We may allow a suitably accredited SLP to carry this work out. We

will assess this on a case by case basis, and the decision is entirely at our discretion.

- 5.2.4 If you want an SLP to carry out the Diversion for you, you will have to enter into a Diversion Agreement with us to enable you to carry out the work on our behalf (see section 6.2.4).

### 5.3 How we calculate our charges

- 5.3.1 The charge for a Diversion for the purposes of your development is equal to the reasonable cost we incur in complying with our duty to carry out the Diversion. The charges we raise will exclude any cost we incur in making good existing deficiencies in our network or in creating additional capacity.
- 5.3.2 We will review each Diversion on completion to assess the actual costs we have incurred in carrying it out. The difference between our indicative quote and our reasonable actual costs incurred will be credited or invoiced to you as appropriate.
- 5.3.3 If you choose to carry out the excavation, backfilling and reinstatement work for a Diversion you must provide sufficient space for us to install our pipe and fittings and make sure that on completion of your works all chambers are dry and clear of debris and that all valves are operable. If you do not ensure all chambers are dry and clear of debris and that all valves are operable, we reserve the right to take action to clear any water and debris and to repair any damage done to our apparatus and we will recover any costs we incur in relation to this.
- 5.3.4 Your diversion works may require existing service connections to be diverted or re-laid, and we will include this in your quote.
- 5.3.5 Payment terms and security requirements can be found in section 11.

### 5.4 Indicative rates for estimating purposes only

- 5.4.1 We are not required to publish fixed charges for Diversion work. However, we are required to enable developers to calculate a reasonable estimate of the charge of the Diversion work. We will calculate the actual cost of your Diversion on a scheme by scheme basis, and this will vary from the indicative charges published here.
- 5.4.2 Our indicative charges for diverting mains are broken down into three elements:
  - (a) The **charge for each connection** to the existing water main including the installation of a valve and washout. This is shown as a single charge calculated with reference to the diameter of the new main (for example, 125mm), where we connect to the existing main (for example, in the road) and whether or not you carry out the excavation, backfill and reinstatement works.

- (b) A **charge for laying pipe** between the two connection points. This is shown as a per metre composite charge (rounded up to whole metres) calculated with reference to the size of the new main (for example, 125mm), where we lay our pipe (for example, in the road) and whether or not you carry out the excavation, backfill and reinstatement works.
  - (c) The **cost for decommissioning** the redundant main, shown as a rate per metre (rounded up to whole metres).
- 5.4.3 Our indicative charges represent the typical cost for a straightforward scheme and should be used as an estimating tool only. We will not use them to calculate actual charges for Diversion work.
- 5.4.4 For re-laying or diverting service connections, you can use the published Service Connection charges section 3.7.1 on an indicative basis.
- 5.4.5 Indicative pipe laying and connection charges for a New Water Main in section 4.11.1 above and details of our ancillary charges are included in section 5.7 below.
- 5.4.6 The indicative charges for decommissioning water mains are:

Pipe diameter	Charge
Up to and including 300mm <sup>NC</sup>	£20 per meter
Greater than 300mm <sup>NC</sup>	£90 per meter

## 5.5 Estimating the charges for your scheme

- 5.5.1 In order to estimate your charge you will need to know the parameters of your development, in particular:
- (a) **the size of water main** you are diverting
  - (b) **where the new main will connect** into the existing network
  - (c) **the likely route of the new main** between the two new connection points
  - (d) **whether there is contamination** present in the land in which the Diversion is to be built. If you are certain there is no risk of contamination you do not need to use the barrier pipe inclusive rates in your estimate; if not, you should do so
  - (e) **the nature of service connections** to be diverted or re-laid
  - (f) **the length of water main** to be decommissioned
  - (g) **whether the scheme has Special Circumstances.**  
Any scheme involving any of the circumstances set out in section 14 are considered to have Special Circumstances.

## 5.6 Applications and quotes for Diversions

- 5.6.1 In order to arrange a Diversion you will need to submit an application form to us. You can do this online or by downloading and sending us a form by email or post. You must pay an application fee for us to process your application and assess whether the scheme is complex.
- 5.6.2 For non-complex schemes, you will need to pay a fixed design fee (see ancillary charges in table 5.7.2). We will design the Diversion and provide you our indicative quote based on our estimated costs, including the cost of works, management and administration costs, Traffic Management costs, highway authority charges and costs associated with working in Third Party Land. The works typically involve design work, laying a new main, providing connections at each end into existing mains and decommissioning the redundant main.
- 5.6.3 For complex schemes, we charge a non-refundable, fixed price fee to produce a budget estimate and a further percentage-based fee to design the scheme and produce an indicative quote. If you do not proceed with the scheme we will provide an account of our reasonable costs incurred and credit or invoice you for the difference compared to the application and design fee you paid.
- 5.6.4 The indicative quote is not a fixed price quote and will be valid for 180 calendar days. It is subject to change in the event that the requirements of the Diversion change. If a re-quote is required as a result of changes you have made to your development, a re-quote fee will be payable.

### 5.7 Table of ancillary charges

5.7.1 Please note that these charges are fixed and will be payable at the rate below even if your scheme does not progress and the Diversion is not required.

#### 5.7.2 Ancillary charges (for non-complex schemes)

For ease of reference, any scheme involving any of the circumstances set out in section 14 is considered complex.

Item	Charge	What the charge covers
Application fee <sup>NC</sup>	£50 + VAT per application	The cost of processing the application including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice.
Design fee <sup>NC</sup>	£1,000 + VAT per application	The cost of considering the application, carrying out a site survey and liaising with third parties in order to design the diversion and produce an indicative quote.
Re-design fee <sup>NC</sup>	£250 + VAT per application	The cost of re-designing the scheme
Re-quote fee <sup>NC</sup>	£40 + VAT	The cost of updating any details and recalculating the indicative quote.

The above ancillary charges are subject to VAT at the standard rate.

C = Contestable, NC = Non-Contestable

All of the above costs are non-refundable, even if the scheme does not go ahead.

#### 5.7.3 Ancillary charges (for complex schemes)

For ease of reference, any scheme involving any of the circumstances set out in section 14 is considered complex.

Item	Charge	What the charge covers
Application fee <sup>NC</sup>	£50 + VAT for a budget estimate	The cost of processing the application including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice
Budget estimate fee <sup>NC</sup>	£1,700 + VAT for a budget estimate	The cost of considering the application, carrying out a site survey and producing a high-level design in order to produce a budget estimate
Design fee <sup>NC</sup>	15% of the estimated scheme value on account of the actual cost	The cost of carrying out surveys and liaising with third parties in order to produce a detailed design for the scheme and indicative quote.
Re-quote fee <sup>NC</sup>	£40 + VAT	The cost of updating any details and recalculating the quote.

The above ancillary charges are subject to VAT at the standard rate.

C = Contestable, NC = Non-Contestable

All of the above costs are non-refundable, even if the scheme does not go ahead.

## 6 Adoptions and self-lay



### 6.1 Introduction

6.1.1 An accredited self-lay provider (SLP) can carry out at least the Contestable work to connect your development to the water network, construct new Service Connections and New Water Mains or carry out a diversion. You may find it more convenient to use an accredited SLP rather than to ask us to carry out the work for you.

6.1.2 For service connections, anything up to 63mm is Contestable, over 63mm up to and including 180mm may be Contestable, depending on individual SLP accreditation, risk to customers, SLP performance in Thames Water's area. The decision on whether Service Connections over 63mm and up to 180mm can be undertaken by an SLP is made on a case by case basis, and the decision is made entirely at our discretion. Anything over 180mm is Non-Contestable.

You can find more information about our self-lay connection criteria on our website at [thameswater.co.uk/selflay](https://thameswater.co.uk/selflay)

6.1.3 For New Water Mains requisitions, all pipelaying is contestable. Mains connections up to 63mm are contestable. Mains connections over 63mm up to and including 180mm in certain circumstances may be able to be undertaken by SLPs. The decision on whether mains connections over 63mm and up to 180mm can be undertaken by an SLP is made on a case by case basis and the decision is made entirely at our discretion. Only connections that can be made under pressure and do not pose an unacceptable risk to existing customer supplies will be considered appropriate to be undertaken by an SLP. Connections to GRP and PVC mains will always be Non-Contestable. Any mains connection over 180mm is Non-Contestable. You can find more information about our Self-Lay connection criteria on our website at [thameswater.co.uk/selflay](https://thameswater.co.uk/selflay)

6.1.4 If you want an SLP to carry out any of the work described in 6.1.1 you and your SLP will need to enter into a Self-Lay / Adoption agreement for new connections and new mains work or a Diversion Agreement for Diversion works with us before any work is carried out.

6.1.5 SLPs can carry out most works involved in laying of mains and services, the following elements are deemed not appropriate to be undertaken by SLPs.

(a) design work for Network Reinforcement and/or Network Diversions

- (b) sizing pipes: we retain responsibility for this part of the design work
  - (c) approving on-site water distribution systems designs (except where self-certification arrangements are in place)
  - (d) Network Reinforcement works (i.e. to secure an adequate supply to the site) the construction of which heightens the risk of damage to existing water distribution systems or interrupting supplies to existing customers
  - (e) mains connections that involve heightened risk to existing assets or could affect supplies to existing customers
  - (f) connection, commissioning and/or decommissioning of diverted network
  - (g) Service Connections on existing mains where we assess that the condition of the main or the material heightens the risk to existing assets or could affect supplies to existing customers
  - (h) assessment of network risk and operating live network
- 6.1.6 Non-Contestable works are our responsibility. If we consider the works to be low risk, we may allow a suitably accredited SLP to carry them out. We will assess this on a case by case basis, and the decision is entirely at our discretion.

### 6.2 Our financial arrangements for self-lay schemes

6.2.2 The financial arrangements for self-lay schemes vary according to the type of work being undertaken.

#### 6.2.3 Service Connections

(a) If you are arranging for an SLP to construct your connection, you will need to make an application for the design of the connection in order for us to assess the suitability of the connection, risk assess the connection work to ensure the work is not deemed to be high risk, and to provide you with a quote for the meters and infrastructure charges which may be applicable. Please refer to section 3 for information on new connections.

#### 6.2.4 New Water Mains

- (a) You may be arranging for an SLP to design your schemes or construct some or all of the new main, including the source of water connection to our existing assets if we have agreed to this.
- (b) The works we carry out typically include the source of water connection to our water main and main laying outside of your development site (off-site works). Our charges for these works will be the same as those that apply for New Water Mains as detailed in section 4.
- (c) You will need to pay for any work we are carrying out before we schedule any works.

### 6.2.5 Water main diversions

- (a) You may want to arrange for an SLP to construct some or all of the New Water Main, including the source of water connections and decommissioning of the redundant main. If we have agreed to this, you and your SLP must enter into a Diversion Agreement with us.
- (b) If we carry out any works, such as the source of water connection, main laying outside of your development site (off-site works) and decommissioning of the redundant main, we will calculate our charges in the same way as we calculate those for Diversions. As detailed in section 5.3, we will provide an indicative quote for our works, which will be an estimate of the cost of the works that need to be carried out. You (or your SLP) will need to pay the charges to us in advance or else provide security in accordance with section 11 before we schedule the works. On completion of our works we will review our actual costs as set out in 5.3.5.
- (c) For complex schemes, fees for budget estimates and for design will be payable as detailed in 5.7.2.

### 6.2.6 Additional services

- (a) As part of a self-lay scheme, we are sometimes asked to carry out additional services such as sampling. Although these are not services we are obliged to provide, we have published charges for the services that we offer below.

### 6.2.7 Terms of payment and security

- (a) If you carry out Non-Contestable works by agreement with us, you will need to provide an unlimited indemnity to us for any potential losses, damages and claims that may occur as a result of your works. As an alternative, we will consider any reasonable request to provide security to cover these risks.
- (b) We do not require security in respect of Contestable works you carry out.
- (c) We will send you an invoice for any charges associated with Self-Lay/Adoption Agreements and Diversion Agreements. Any queries or disputes must be raised within seven calendar days of the invoice date. Payment of undisputed charges is due within 14 calendar days of the invoice date.

## 6.3 Our charges for self-lay water schemes

### 6.3.1 Service Connections

- (a) We will charge for any service connections works on the same basis as set out in section 3.
- (b) If you choose to obtain a comparative quote for your service connection, application and design fees will be payable as detailed in 3.7.2

- (c) If you require us to carry out Water Regulations inspections, fees will be payable as detailed in 6.3.6.

### (d) Water meters

Meter size and type	Charge
15mm concentric <sup>NC</sup>	£100
15mm in line <sup>NC</sup>	£110
20mm in line <sup>NC</sup>	£130
25mm in line <sup>NC</sup>	£170
30mm in line <sup>NC</sup>	£190
40mm in line <sup>NC</sup>	£220
50mm in line <sup>NC</sup>	£280
80mm in line <sup>NC</sup>	£340
100mm in line <sup>NC</sup>	£390
150mm in line <sup>NC</sup>	£540

C = Contestable, NC = Non-Contestable

The costs in the table above include the cost of the meter, the fittings for an in line installation and the administration costs of proving and setting up the account. Meters will be ordered approximately four to six weeks before installation is required.

Application fees, design fees and charges for meters are subject to VAT at the standard rate.

### 6.3.2 New Water Mains

- (a) We will charge for our works on the same basis as set out in section 4. We will use fixed charges where no Special Circumstances exist or price the works on a combination of fixed charges and actual costs incurred if Special Circumstances exist. Please refer to our methods for calculating charges and our charging tables in sections 4.5, 4.9 and 4.11 for details about our charges for water mains work.
- (b) If you require us to make the connection between your new main and our new main (also known as the piece through or the back to back) we will charge you a fee to cover the cost of attending the site and making the connection as per table 6.3.6.
- (c) Application fees will be payable for water mains scheme featuring Special Circumstances, as detailed in section 4.9.2.
- (d) If you require us to carry out sampling, fees for the visit and the sampling analysis are as per table 6.3.6.



### 6.3.3 Diversions

- (a) We will charge for our works using the same method as set out in 5.3 and 5.6.1.
- (b) You will also need to pay a legal fee for negotiating the Diversion Agreement, which could be up to £5,000.
- (c) Sampling £120 + VAT per visit plus £70 + VAT per sample analysis.

6.3.4 If you arrange for a New Water Main to be designed by an accredited designer, we will charge you for reviewing and agreeing the design based as per the checking fees outlined in the table in section 4.11.4.

6.3.5 If you require project management or technical support for your self-lay scheme, we will charge you based on hourly rates for the type of person required. This is an optional service we may be able to provide subject to agreement.

### 6.3.6 Table of ancillary charges

Item	Charge	What the charge covers
Water Regulations Inspection <sup>C</sup>	£120 + VAT per visit	One site visit to undertake Water Regulations Inspection
Sampling visit <sup>C</sup>	£120 + VAT per visit	One site visit to undertake water sample post-chlorination
Sampling analysis <sup>C</sup>	£70 + VAT per analysis	Analysis of a water sample in an accredited laboratory
Piece through (back to back) <sup>C</sup>	£1,100 per connection	The cost of attending site and making the connection

The above ancillary charges are subject to VAT at the standard rate.

C = Contestable, NC = Non-Contestable

# Wastewater charging arrangements



# 7 Waste connections and new lateral drains



## 7.1 Introduction

- 7.1.1 A lateral drain (shown in yellow in Diagram 2) is the part of a drain located outside the boundary of a single building or buildings within the same boundary that connects the private drain to the public sewer.
- 7.1.2 Pipework that connects the public sewer to multiple properties (shown in orange in Diagram 2) is classed as a sewer. For information on our charges for constructing New Sewers, please see section 8. Note sewers constructed after July 2011 are likely to be private unless they are shown on our public sewer records.

- Private drain
- Public sewer
- Lateral drain
- - - Boundary

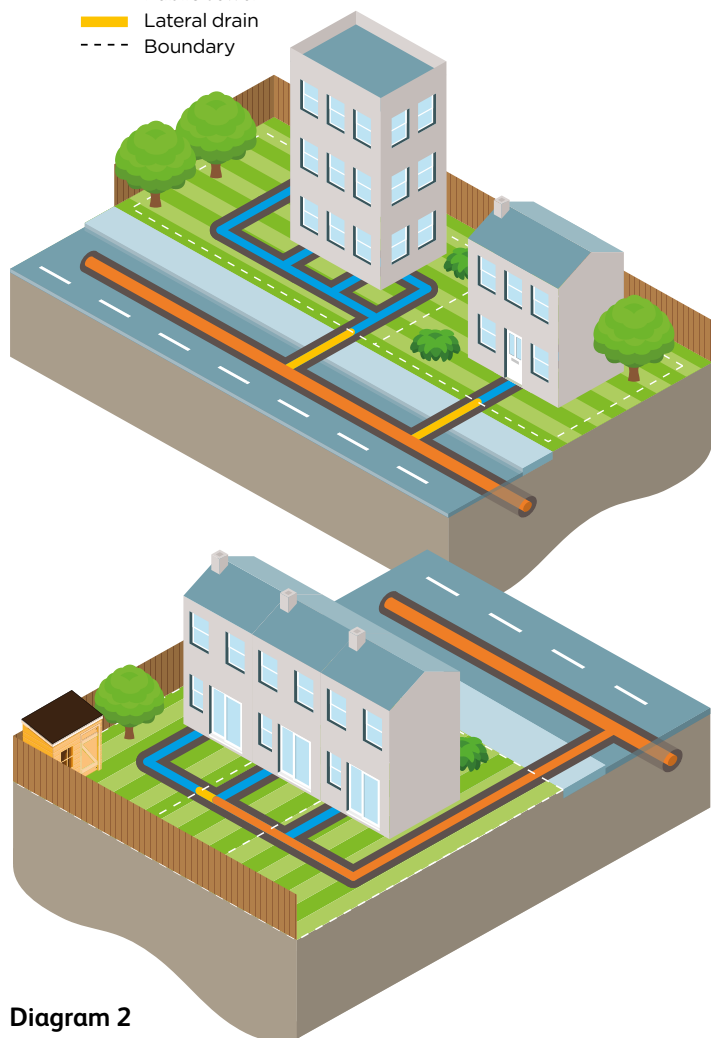


Diagram 2

- 7.1.3 We do not construct pipework on your land that serves only your building(s) (shown in blue). This is your responsibility.
- 7.1.4 Under section 107 of the Water Industry Act 1991 we also have the right to make the connection from your lateral drain or sewer to the public sewer instead of you. We call this a Waste Connection.

## 7.2 Who can carry out the works?

- 7.2.1 We expect you to construct your own lateral drains for your development or engage a competent contractor to carry this out on your behalf. A lateral drain includes the connection to the public sewer.
- 7.2.2 If you arrange the construction of your lateral drain, you must apply for consent to connect under section 106 of the Water Industry Act 1991 before making any communication with the public sewer. For details on how to do this, see [developers.thameswater.co.uk/Developing-a-large-site/Apply-and-pay-for-services/Wastewater-services/Connecting-to-a-sewer](https://developers.thameswater.co.uk/Developing-a-large-site/Apply-and-pay-for-services/Wastewater-services/Connecting-to-a-sewer).
- 7.2.3 Under section 106(8) of the Water Industry Act 1991 we have an absolute right to refuse connections in Greater London to any public sewer that is used for the general reception of sewage from other public sewers and is not substantially used for the reception of sewage from private sewers and drains. We call these trunk sewers.
- 7.2.4 If we elect to make the Waste Connection we will notify you of our intention to do so within 14 calendar days of receiving your application for a consent to connect. In practice, we only exercise this right when your connection is to a trunk or strategic sewer or the connection works have health and safety implications for our workforce. We only exercise this power after we have exhausted all alternative and low-risk options for connecting.
- 7.2.5 In order for us to proceed with any New Lateral Drain or Waste Connection, we will charge you an application fee covering our administration costs, a topographical survey, utility searches and manhole surveys. This will enable us to confirm the point of connection to the public sewer and the route from your boundary to that point of connection, which in turn confirms what we will charge you for making the connection. Please note that the application fee is higher for a connection to a trunk sewer due to the increased cost of carrying out manhole surveys.
- 7.2.6 Where we exercise the right to make a Waste Connection between your lateral drain and the public sewer, you may carry out the associated lateral drain laying or ask us to do this on your behalf. Where we exercise the right to make a Waste Connection between your sewer and the public sewer, we will only make the connection and will not carry out any associated sewer laying. If you want us to provide the whole of the new sewer you should apply, and we will charge you in accordance with section 8.

- 7.2.7 If you want us to adopt any lateral drain that you build it must be constructed to a standard that we accept. For more information on adoptions please refer to section 10.

### 7.3 How we calculate our charges if we provide the New Lateral Drain or Waste Connection

- 7.3.1 Our charges for the provision of a New Lateral Drain are broken down into four elements:
- (a) A non-refundable application fee in line with section 7.2.5 above and as set out in the table at 7.7.2
  - (b) A fixed charge for the connection to the public sewer. This is shown as a single charge calculated with reference to the depth (for example, up to five metres) of the connection (see table in 7.7.1)
  - (c) A fixed charge for laying additional pipe from the end of the connection to the sewer up to your property boundary. This is shown as a per metre charge (rounded up to whole metres) calculated with reference to the diameter of the connection (for example, 150mm) (see table at 7.7.1)
  - (d) Any other ancillary charges (see table at 7.7.2)
- 7.3.2 Our charges for Waste Connections are broken down into three elements:
- (a) A non-refundable application fee in line with section 7.2.5 above and as set out in the table at 7.7.2
  - (b) A fixed charge for the connection to the public sewer. This is shown as a single charge calculated with reference to the depth (for example, up to five metres) of the connection (see table at 7.7.1)
  - (c) Ancillary charges (see table at 7.7.2)

### 7.4 Costs included in our fixed charges

- 7.4.1 Our fixed charges include the cost of:
- (a) A percentage uplift for **Traffic Management** and highway authority charges. We have set the percentages at a level that aims to recover the overall cost that we incur. We will make no further credits or charges in respect of Traffic Management or highway authority charges for schemes charged using our fixed rates, unless associated with abortive charges. For more information on what constitutes Traffic Management please see Appendix B;
  - (b) Crossing or accessing **Third Party Land**, in which case we will have to agree compensation with the third party to cover any damage or disruption that may result. We may incur additional costs in dealing with the third party and may have to plan our works differently, including revising our timescales. We have set our fixed charges at a level that recovers the overall cost of working in Third

Party Land, so we will make no further credits or charges in respect of this.

- (c) **Site visits:** Our quote includes one enabling site visit and one additional field engineer visit. We will charge you for any additional visits you require.

- 7.4.2 Our fixed charges for Lateral Drains and Waste Connections are:

- (a) based on the typical cost we expect to incur to carry out each of the specified elements of work. We have calculated them based on analysis of the cost of recent work where possible, otherwise we have estimated them based on what we think the typical cost might be. We will review and update the charges annually.
- (b) limited to the cost of connecting to the nearest reasonably practicable point on the network where the sewer is at least the same diameter as your connection. There will be no additional charge if we change the point of connection for capacity reasons or if we need to carry out additional works beyond the point of connection in order to provide capacity for your development.
- (c) excluding all non-gravity fed lateral drains which are deemed special circumstances and will be priced on application – for example (but not limited to) connections to vacuum sewers or the construction of rising mains.

### 7.5 Ancillary charges

- 7.5.1 Our ancillary charges include any **abortive costs** caused by you or your site not being ready when we attend on an agreed day to carry out our works, or where you cancel an agreed appointment. This includes situations where we consider the site to be unsafe, for example due to insufficient working space, proximity to scaffolding, existence of trip hazards or movement of plant.
- (a) If you cancel an agreed appointment at any time or your site is not ready, we will recover from you all additional costs we have to pay to the highway authority to re-book any permits, suspensions or closures, plus a 30% administrative charge **plus**
  - (b) If we receive less than two working days' notice of cancellation or your site is not ready, we will invoice you an abortive charge to cover remobilisation and lost time, including associated planning, enabling, plant and supervision
- 7.5.2 If you require a re-quote which can be prepared using the survey information we obtained for your original application, we will charge you a re-quote fee. If we have to carry out new surveys, you must submit a new application and pay the application fee.

## 7.6 Estimating the charges for your scheme

7.6.1 In order to estimate your charge you will need to know the parameters of your development, in particular:

- the **size of Waste Connection or New Lateral Drain** you require (based on pipe diameter)
- the **depth of the public sewer** you are connecting to
- the **length of pipework** you require for your New Lateral Drain, for example the distance to the existing public sewer you are connecting to. If you need help in identifying where the existing sewers are located, we can help you with this. You can view our maps for free at the office specified in the link below or you can get this information from a property search provider. For more information see [developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are](https://developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are)
- the **likely route of the New Lateral Drain** from the point of connection into your development site

## 7.7 Our charges for Waste Connections and New Lateral Drains

7.7.1 Table of fixed connection and pipe laying charges

Waste Connections and Lateral Drains – Connection charges		Depth		
		Less than 5 metres	5 metres to less than 10 metres	10 metres or over
Connection charge <sup>1</sup>	Per connection	£14,910	£28,420	£252,760

1 = Connection to a trunk sewer is Non-Contestable; connection to a public sewer is Contestable

Waste Connections and Lateral Drains – Pipe laying charges		Internal pipe diameter		
		100/150mm	225/250mm	300mm
Pipelaying charge	Per metre	£2,990	£3,640	£5,040

The above charges are subject to VAT at the applicable rate

7.7.2 Table of ancillary charges

Item		Charge	What the charge covers
Application fee <sup>NC</sup>	Connection to trunk sewer	£10,100 per application	The cost of processing the application including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice. This includes considering the application, carrying out a site survey and producing a high-level design and budget estimate, as well as carrying out surveys and liaising with third parties in order to produce a detailed design for the scheme and indicative quote. A topographical survey, utility searches and manhole surveys are also carried out. These are more expensive than for a public sewer because of complexity, average depth and the number of manhole surveys required.
	Connection to other public sewer	£3,400 per application	The cost of processing the application including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice. This includes considering the application, carrying out a site survey and producing a high-level design and budget estimate, as well as carrying out surveys and liaising with third parties in order to produce a detailed design for the scheme and indicative quote. A topographical survey, utility searches and manhole surveys are also carried out.
Re-quote fee <sup>NC</sup>	Original surveys remain valid	£40 + VAT per quote	The cost of updating any details and recalculating the indicative quote
	New surveys needed	Application fee as above	The same costs as the application fee
Abortive visit fees <sup>NC</sup>		£170 + VAT per visit	The cost of remobilisation and lost time, including associated planning, enabling, plant and supervision
	Remobilisation charge without welfare facilities	Plus £560 per visit <b>or</b>	
	Remobilisation charge with welfare facilities	£1,040 per visit	
		Plus any additional costs we incur from the highway authority plus an administration fee of 30% as detailed in 4.7.1	
	Additional visit charges are subject to VAT at the applicable rate		
Additional visit charge <sup>NC</sup>		£160 + VAT per visit	The time and travel costs of visiting the site
	Additional visit charges are subject to VAT at the same rate as the works		

C = Contestable, NC = Non-Contestable

### 7.8 Applications and quotes for Waste Connections and New Lateral Drains

- 7.8.1 As we only carry out Waste Connections in response to applications for consent to connect under section 106 of the Water Industry Act 1991, there is no specific application process. We will discuss the requirements with you and quote for the works required. Although we expect you to construct your own lateral drain (as detailed in 7.2.1), if you want us to construct a lateral drain you need to complete a separate application form. For details on how to do this, see [developers.thameswater.co.uk/Developing-a-large-site/Apply-and-pay-for-services/Wastewater-services/Requisitioning-a-sewer](https://developers.thameswater.co.uk/Developing-a-large-site/Apply-and-pay-for-services/Wastewater-services/Requisitioning-a-sewer).
- 7.8.2 We will carry out a site survey and liaise with third parties in order to provide you with a quote for the works. We will base the quote on our fixed charges. The quote is subject to change in the event that the scheme changes. If a re-quote is required as a result of changes you have made to your scheme, a re-quote or new application fee will be payable.
- 7.8.3 The quote we produce is a fixed charge, unless Special Circumstances apply, which will not be adjusted upon completion, so please ensure you have checked the detail before you accept the quote. However, if you request a change to the design once we are on site, you will be asked to sign a variation order to confirm that you will pay the cost of the charges based on our fixed price charges applicable at the date of the works, or we will cancel the job and ask you to obtain a requote. Abortive charges and charges for additional site visits are not included in our quote and will increase the cost of your work where applicable.
- 7.8.4 Our quote will be valid for 180 calendar days. In the event that you require a re-quote, a re-quote or new application fee will be payable.
- 7.8.5 If you or your contractor are making a connection to the public sewer, you must apply to us for consent to connect under section 106 of the Water Industry Act 1991.
- 7.8.6 Payment terms and security requirements can be found in section 11.

# 8 New sewers (sewer requisitions)



## 8.1 Introduction

8.1.1 A public sewer (shown on our map of public sewers and in orange in Diagram 2 in 7.1 and noted in 7.1.2) carries wastewater from multiple properties and can be on private or public land. If there is no public sewer near to your property or your site has no means to connect your sewer or lateral drain due to third party land, you can requisition (formally request) a public sewer or lateral drain under Section 98-101 of the Water Industry Act 1991. As soon as the requisition work is completed by Thames Water, the pipe works will also immediately vest in Thames Water.

## 8.2 Who can carry out the works?

- 8.2.1 We expect you to construct sewers for your own development or engage a competent contractor to carry out the works on your behalf. In principle, all sewer works can be carried out by you or your contractor subject to meeting required standards.
- 8.2.2 You will also make your own connections to the public sewer network unless we exercise our right to make the connection under section 107 of the Water Industry Act 1991 (please see section 7). If you arrange to construct your own sewers, you must apply for consent to connect under section 106 of the Act before making any communication with the public sewer. For details on how to do this, see [developers.thameswater.co.uk/Developing-a-large-site/Apply-and-pay-for-services/Wastewater-services/Connecting-to-a-sewer](https://developers.thameswater.co.uk/Developing-a-large-site/Apply-and-pay-for-services/Wastewater-services/Connecting-to-a-sewer).
- 8.2.3 Under section 106(8) of the Water Industry Act 1991 we have an absolute right to refuse connections in Greater London to any public sewer that is used for the general reception of sewage from other public sewers and is not substantially used for the reception of sewage from private sewers and drains. We call these trunk sewers.
- 8.2.4 The construction of your sewers must be to a standard we accept if you want us to adopt them. For more information about adoptions please see section 10.

## 8.3 How we calculate our charges

8.3.1 We will price our charges for New Sewers on application and you will pay the actual costs incurred by us in carrying out the work.

8.3.2 The price on application is based on our detailed design, which identifies the connection point into the existing network, the sizes, lengths and route of the new sewer, the required fittings and any potential Traffic Management requirements.

8.3.3 We will base the estimate we issue you on the estimated cost of these plus the required plant, labour and materials.

8.3.4 We will base the final charge to you on the actual cost of all these items plus any additional costs we may have incurred due to working in or near Third Party Land.

## 8.4 Indicative rates for estimating

8.4.1 In order to estimate your charge you will need to know the parameters of your development, in particular:

- (a) the **size of New Sewer** you require (based on pipe diameter)
- (b) the **length of New Sewer** you require, for example the distance to the existing public sewer to connect to and in how many phases the pipework will be laid. If you need help in identifying where the existing sewers are located, we can help you with this, you can view our maps for free at our specified office or you can get information from a property search provider. For more information see [developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are](https://developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are)
- (c) the **likely route of the New Sewer** from the point of connection into your development site
- (d) the **number of properties** that will be connected to the waste network as part of the scheme

8.4.2 We charge a non-refundable, fixed price application fee to produce a budget estimate and a further percentage-based fee to design the scheme and produce a detailed cost estimate. If you do not proceed with the scheme we will provide an account of the costs incurred and credit or invoice you for the difference compared to the design fee you paid.

8.4.3 Our detailed cost estimate is not a fixed price quote and will be valid for 180 calendar days. It is subject to change in the event that the requirements of the scheme change. If you require a re-quote as a result of changes you have made to your development, a re-quote fee will be payable.

8.4.4 The indicative rates for pipelaying and connection charges are shown in 8.6.1. These indicative rates represent the cost of a straightforward scheme and should be used as an estimating tool only, and will not be used to produce budget estimates or calculate actual charges for sewer work.

## New sewers (sewer requisitions)

8.4.5 Details of our ancillary charges are shown in 8.6.2.

### 8.5 Network Reinforcement

- 8.5.1 We will limit the charge for a New Sewer to the cost of connecting to the nearest reasonably practicable point on the network where the existing sewer is at least the same diameter as the New Sewer you require to provide the capacity for your development.
- 8.5.2 We may sometimes change the point of connection for capacity reasons, resulting in a longer length of New Sewer. If so, we will not charge you for the additional length of New Sewer although the cost will be considered to be Network Reinforcement and we recover this cost through Infrastructure Charges.
- 8.5.3 We may also sometimes increase the size of the New Sewer in order to provide future capacity for other developments in the area. If so, we will not charge you in full for the upsized New Sewer. Instead, we will charge you based on the proportion of the capacity of the New Sewer that is actually required for your development. We will calculate this based on anticipated flows for your development compared to the design capacity of the New Sewer.
- 8.5.4 Sometimes the installation of a New Sewer results in a requirement to install additional capacity in our network downstream from the point of connection to make sure there is sufficient flow and pressure for your development. For example, we may need to provide additional sewers or pumps. This is considered to be Network Reinforcement and is excluded from the charge for your New Sewer, but we will recover it through our Infrastructure Charges.

### 8.6 Our indicative rates for New Sewers

- 8.6.1 Tables of connection and pipe laying charges (where no Special Circumstances exist)

The below charges are subject to VAT at the applicable rate.

Sewer Requisitions and Diversions Internal pipe diameter	Road			Private road or footpath			Unmade ground		
	150mm	225mm	300mm	150mm	225mm	300mm	150mm	225mm	300mm
Connection charge per connection <sup>C</sup>	£20,940			£20,440			£16,650		
Pipelaying charge per metre <sup>C</sup>	£1,290	£1,340	£1,850	£1,120	£1,190	£1,600	£650	£730	£1,010

C = Contestable, NC = Non-Contestable

## New sewers (sewer requisitions)

### 8.6.2 Table of ancillary charges

Item	Charge	What the charge covers
Application fee <sup>NC</sup>	£1,700 + VAT for a budget estimate	The cost of processing the application including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice. It also includes a high-level design and production of a budget estimate.
Design fee <sup>NC</sup>	15% of the estimated scheme value on account of the actual cost	Carrying out surveys and liaising with third parties in order to produce a detailed design for the scheme and detailed estimate.
Re-quote fee <sup>NC</sup>	£40 + VAT	The cost of updating any details and recalculating the detailed estimate.

C = Contestable, NC = Non-Contestable

The above ancillary charges are subject to VAT at the standard rate.

## 8.7 Applications and quotes for New Sewers

- 8.7.1 In order to obtain a New Sewer you will need to submit an application form to us. Please read this section in conjunction with section 11 (Payment Terms and Security).
- 8.7.2 If you would like an estimate of the charges for a New Sewer you can apply for a budget estimate. A budget estimate is not capable of acceptance and is provided without carrying out a site visit, doing a detailed design or discussing the scheme with the relevant highway authority.
- 8.7.3 Our budget estimates are valid for 180 calendar days.
- 8.7.4 If you wish to progress after receiving a budget estimate, we will carry out the design on payment of a percentage-based fee. For this we will carry out a site survey, design the New Sewer work and liaise with third parties in order to provide you with a detailed estimate for the New Sewer. The detailed estimate will not be a fixed price quote.
- 8.7.5 On completion of the New Sewer, we will provide an account of the actual costs incurred and either credit or invoice you for the difference.
- 8.7.6 Payment terms and security requirements can be found in section 11.



# 9 Sewer diversions



## 9.1 Introduction

- 9.1.1 Developers with an interest in land that contains a public sewer can request the alteration of the sewer to allow development work to progress. This process of altering (and removing the diverted sewer) is known as a Diversion and the work is carried out in accordance with section 185 of the Water Industry Act 1991.
- 9.1.2 Please note that we are under no obligation under the Act to divert any sewers which are in, under or over any street or where it is unreasonable to do so.
- 9.1.3 If you are planning significant work near our sewers or other assets as part of your development, it is important that you minimise the risk of damage. We will need to check that your development does not reduce capacity, limit repair or maintenance activities or inhibit the services we provide in any other way.
- 9.1.4 If you are building within three metres of a public sewer, or within one metre of a public lateral drain, you need our approval before work begins. There are some cases in which we won't allow you to build over a sewer – these include rising mains, manholes and strategic sewers. In these cases you will need to modify your design or arrange for our sewer to be diverted. You can apply to build within three metres of a public sewer or lateral drain under our 'building over a sewer' process.
- 9.1.5 If you are planning work in London and intend developing above any section of the Thames Lee Tunnel or the Thames Water Ring Main you will need to discuss this with us. Please note that we will not divert any section of these structures. If a sewer to be diverted has an internal diameter above 300mm, you may also require an impact study, because not all sewers can be diverted.
- 9.1.6 If your new infrastructure (for example, a gas pipe) will cross a sewer, please contact us to discuss your plans. If there is insufficient distance between the two, we may require that an impact study is carried out and that you redesign your infrastructure or else divert our sewer.

## 9.2 Who can carry out the works?

- 9.2.1 In principle all sewer diversion works and the decommissioning of redundant pipework can be carried out by you or your contractor subject to meeting required standards.

- 9.2.2 If you want to divert a public sewer with an internal diameter up to 160mm and which only serves domestic properties, we call this a minor diversion and it is typically undertaken as part of domestic extensions. You will need to apply to us, pay an application fee and provide security until the works are completed to our satisfaction.
- 9.2.3 If you want to divert a public sewer which is longer than 20 metres or has an internal diameter above 160mm or any sewer which does not serve domestic properties exclusively and the sewer is not a strategic sewer, you can apply to enter into a hybrid adoption and abandonment agreement under sections 104 and 116 of the Water Industry Act 1991. You will need to apply to us and pay agreement fees.
- 9.2.4 The adoption element of your agreement with us will be subject to the charges set out in section 10. You will need to provide us with a cash security equal to 100% of our estimate of the cost of the works until the works are completed to our satisfaction.
- 9.2.5 If you want to carry out other Diversions, you will have to pay an application fee for us to approve your proposals and provide you with an indicative quote for us to monitor your works. You will need to enter into a Diversion Agreement with us to enable you to carry out the work on our behalf. You will be liable to legal costs and will have to provide security equivalent to 100% of our estimate of the cost of the works until the works are completed to our satisfaction.
- 9.2.6 For any work that you ask us to carry out we will charge you in accordance with the following sections on Diversion charges. Any additional services you ask us for such as project management and technical support will be by agreement. We will invoice you for any charges payable. Any queries or disputes must be raised within seven calendar days of the invoice date. Payment of undisputed charges is due within 14 calendar days of the invoice date.

## 9.3 How we calculate our charges

- 9.3.1 The charge you will pay for us to carry out a Diversion for the purpose of your development is equal to the reasonable cost we incur in complying with our duty under section 185 of the Water Industry Act 1991. The charges we raise exclude any cost we incur in making good existing deficiencies or in creating additional capacity.
- 9.3.2 In order to arrange for us to carry out a Diversion you will need to submit an application form to us. We will design the Diversion and provide you our indicative quote based on our estimated costs, including the cost of works, management and administration costs, Traffic Management costs, highway authority charges and costs associated with working in Third Party Land. The works typically involve laying a new sewer, providing connections at each end into existing sewers and decommissioning the redundant sewer. For rising mains, we may also have to relocate pumps.



- 9.3.3 We charge a non-refundable, fixed price application fee to produce a budget estimate and a further percentage-based fee to design the scheme and produce an indicative quote. If you do not proceed with the scheme, we will provide an account of our reasonable costs incurred and credit or invoice you for the difference compared to the application and design fee you paid.
- 9.3.4 The indicative quote is an estimate only and not a fixed price quote and will be valid for 180 calendar days. The quote is subject to change if the requirements of the Diversion changes. If a re-quote is required as a result of changes you have made to your development, a re-quote fee will be payable.
- 9.3.5 We will review each Diversion when we have completed the works to assess the actual costs that we have incurred in carrying out the Diversion. The difference between our quote and our reasonable actual costs incurred will be credited or invoiced to you as appropriate.
- 9.3.6 Your diversion works may require existing connections to be diverted or re-laid, which we will include in your quote.
- 9.3.7 Payment terms and security requirements can be found in section 11.

### 9.4 Indicative rates for estimating

- 9.4.1 We are not required to publish fixed charges for Diversion work. However, we are required to enable developers to calculate a reasonable estimate of the charge of the Diversion work. These rates are for estimating only and will not be used for charging. These can be found in table 8.6.1. They are based on the average costs of straightforward diversions and do not take account of issues that may arise on complex schemes. We will calculate the actual cost of your Diversion on a scheme by scheme basis and these will vary from the indicative charges published here.
- 9.4.2 In order to estimate your charge you will need to know the parameters of your development, in particular:
- (a) **the size of sewer** you are diverting
  - (b) **where the new sewer will connect** in to the existing network
  - (c) **the likely route of the new sewer** between the two new connection points (which needs to be hydraulically viable)
  - (d) **the length of sewer** to be decommissioned
- 9.4.3 Our indicative charges for the diversion of a sewer are broken down into three elements:

- (a) The **charge for each connection** to the existing sewer, represented as a single charge calculated with reference to where we connect to the existing sewer (for example, in the road)
- (b) A **charge for laying pipe** between the two connection points. This is shown as a per metre composite charge (rounded up to whole metres) calculated with reference to where we lay our pipe (for example, in the road)
- (c) The **cost for decommissioning** the redundant sewer, shown as a rate per metre (rounded up to whole metres)

- 9.4.4 Our indicative charges represent the typical cost for a straightforward scheme and should be used as an estimating tool only, and will not be used to calculate actual charges for Diversion work.
- 9.4.5 For complex diversion schemes, hydraulic modelling may be required. If applicable, fees can be found in table 9.6.1.
- 9.4.6 For re-laying or diverting connections you can use the published lateral drain or indicative new sewer charges (as appropriate) – see section 7.7.
- 9.4.7 The indicative rates for pipe laying and connection charges are the same as for new sewers in 8.6 above and details of our ancillary charges are included in the table below.
- 9.4.8 The indicative charges for decommissioning sewers are:

Pipe diameter	Charge
Up to and including 300mm	£20 per metre
Greater than 300mm	£90 per metre

### 9.5 Applications and quotes for Sewer Diversions

- 9.5.1 In order to arrange for a Sewer Diversion you will need to submit an application form to us. You can do this online or by downloading and sending us a form by email or post.
- 9.5.2 We will assess which type of diversion is required and advise the relevant application fees and security payments.
- 9.5.3 If you are carrying out a minor diversion you will have to pay an application fee, which is non-refundable even if your scheme does not progress. You will also be required to pay a fixed security deposit that will be returned to you once the works are completed to our satisfaction. See table of ancillary charges 9.6.
- 9.5.4 If you are carrying out a non-strategic sewer diversion you will have to pay for the adoption and abandonment elements of the diversion agreement. These fees are non-refundable even if your scheme does not progress. See table of ancillary charges 9.6.

9.5.5 If you are carrying out other Diversions or wish us to carry out the work, you will have to pay an application fee, which is non-refundable even if your scheme does not progress. See table of ancillary charges 9.6.

## 9.6 Table of ancillary charges

9.6.1 Please note that these charges are fixed.

Item		Charge	What the charge covers
Minor Diversion (self-lay)	Application fee <sup>NC</sup>	£690 per application	Logging and reviewing proposals, technically assessing foundation and building proximity design and method, impact on our network and issuing formal response (consent or refusal). Registering build over on our public records. Undertaking and assessing pre-and post-construction CCTV surveys.
	Security Deposit <sup>NC</sup>	£2,000 per application	
Non-Strategic Sewer Diversion (self-lay)	Hybrid Adoption <sup>NC</sup>	£1,000 per application	Processed in line with a section 104 adoption application
	Abandonment Agreement <sup>NC</sup>	£305 per agreement	The legal fees for preparing relevant legal documents
	Security Deposit <sup>NC</sup>	100% of our total cost estimate	
Other Diversions (self-lay)	Application fee <sup>NC</sup>	£1,700 + VAT per application for an indicative quote to monitor works	The cost of processing the application including logging, clarifying the application details, creating the job reference, processing payment and creating an invoice. It also includes a high-level design and production of an indicative quote.
	Legal Agreement <sup>NC</sup>	Up to £5,000	The legal fees for preparing relevant legal documents
	Security Deposit <sup>NC</sup>	100% of indicative quote	
Other Diversions (Thames Water to do the work)	Application fee <sup>NC</sup>	£1,700 + VAT per application for a budget estimate	The cost of updating any details and recalculating the indicative quote
	Design fee <sup>NC</sup>	15% of the estimated scheme value on account of the actual cost	The same costs as the application fee
	Modelling assessment <sup>C</sup>	£15,000 + VAT on account of the actual cost	
	Legal Agreement <sup>NC</sup>	Up to £5,000	The legal fees for preparing relevant legal documents
	Re-quote fee <sup>NC</sup>	£40 + VAT per application	The cost of updating any details and recalculating the indicative quote

C = Contestable, NC = Non-Contestable

## 10 Adoptions



### 10.1 Introduction

- 10.1.1 In principle you can carry out all sewer laying and connection work, except where we exercise our rights under section 107 of the Water Industry Act 1991 to make the connection (please see section 7).
- 10.1.2 Legislation covering the adoption of newly constructed sewers, drains and sewage disposal works is contained in section 104 of the Act, which refers to Adoption Agreements. If a newly constructed sewer or drain is constructed in accordance with an Adoption Agreement under section 104 it will, subject to the terms of the Adoption Agreement, become vested in us as a public sewer, and will be our responsibility to maintain.
- 10.1.3 We accept the standards that are described in the latest edition of the Water UK-published Design and Construction Guide, in accordance with Ofwat's Code for Adoptions Sewerage. This guide is free to download on Water UK's website.
- 10.1.4 This section does not apply to the adoption of existing infrastructure under section 102 of the Act.

### 10.2 Charges for a sewer, drain and sewage disposal work adoption

- 10.2.1 When you apply to have a sewer or drain adopted under section 104 of the Water Industry Act 1991 you must complete and submit the application form together with copies of all relevant plans and a non-refundable fee for reviewing your application.
- 10.2.2 A separate application form for any connections to the public sewerage system (as required by section 106 of the Act) together with the appropriate consent fee should also be submitted following our consent process. For more information see [developers.thameswater.co.uk/Domestic-and-small-commercial/Wastewater](https://developers.thameswater.co.uk/Domestic-and-small-commercial/Wastewater).
- 10.2.3 Where a consent to discharge from the Environment Agency, the Canal & River Trust, Land Drainage Authority or Network Rail is required, you must not agree to any conditions without prior approval from us. If you agree any such conditions,

we may not be able to adopt the sewer or drain or may have to ask you to pay an amount to us that covers the cost of meeting any commitments made.

- 10.2.4 Assuming your proposals are acceptable, we will write to you confirming this. We will set out our estimate of the cost of your scheme and our fee which will be a percentage of our estimate of the construction cost, which covers the processing, assessment and inspection of the works. See ancillary charges table 10.3.1.
- 10.2.5 In order to progress the adoption, you must enter into an Adoption Agreement with us subject to providing a security deposit. This security can either be a legal security bond provided by a bank or the NHBC or a cash deposit. See ancillary charges table 10.3.1.
- 10.2.6 The security is released on expiry of the 12-month maintenance period that follows the issue of the provisional certificate of completion of the sewer, assuming any remedial work has been carried out. We will deduct from the security deposit any reasonable costs we incur in making good any notified defects. If the costs exceed the deposit, we will invoice you for the excess.
- 10.2.7 A legal fee is also payable on signing of the Adoption Agreement. If an easement is required an additional easement fee is payable. See ancillary charges table 10.3.
- 10.2.8 As part of a self-lay waste scheme, we are sometimes asked to provide additional services such as project management or technical support. Assuming we agree to provide these services, we will assess them on a case by case basis and charge based on an hourly or daily rate to be agreed.
- 10.2.9 Where the Adoption Agreement relates to lateral drains you will need to install a chamber at the boundary of the property for maintenance purposes. The materials used for the connection must be to the standard set out in 10.1.3.
- 10.2.10 We will send you an invoice for any charges associated with Adoption Agreements. Any queries or disputes must be raised within seven calendar days of the invoice date. Payment of undisputed charges is due within 14 calendar days of the invoice date.

## 10.3 Table of ancillary charges

Item	Charge	What the charge covers
Application fee <sup>NC</sup>	£1,000 per application	The cost of processing the application, including logging, clarifying the application details, a full technical assessment of your design proposals and advice or response to any required design alterations.
Project Management & inspection fee <sup>NC</sup>	2.5% of our estimate of the construction cost	The cost of arranging and undertaking all onsite inspections of the works, provision of inspection reports, reviewing 'as built's and CCTV surveys and issuing of all certificates.
Security deposit <sup>NC</sup>	Greater of £5,000 or 10% of the construction cost estimate	Any reasonable costs we could incur in making good any notified defects. This deposit is released on expiry of the 12-month maintenance period.
Legal fee <sup>NC</sup>	£850	The legal costs of arranging the adoption agreement.
Easement fee <sup>NC</sup>	£750	The legal costs of arranging and registering a formal Deed of Easement to secure appropriate access rights to our new sewers.

# General charging arrangements

# 11 Payment terms and security arrangements



## 11.1 Introduction

- 11.1.1 We quote our charges for New Connections Services using the rates in effect on the date of the quote and on the basis of the information you provide to us in your application form or otherwise. You have the option of paying in advance or in arrears for our New Connections Services. However, the amount you pay may be different if you pay in arrears.
- 11.1.2 Application, design/checking and re-quote fees are always payable with your application and cannot be deferred.
- 11.1.3 Payment terms and security requirements for Adoption Agreements, Self-Lay Agreements and Diversion Agreements are as detailed in sections 6, 9 and 10 above. The terms set out in this section do not apply to these schemes.
- 11.1.4 Customers on our Priority Services Register, details of which can be found on our website at: [thameswater.co.uk/help/extra-care/priority-services](https://thameswater.co.uk/help/extra-care/priority-services), or who are subject to the maximum charge set out in the WaterSure Tariff, or already on our WaterHelp scheme, should contact us to discuss payment options where the connection is required to maintain an essential service.

## 11.2 Payment in advance

- 11.2.1 If you choose to pay in advance for the New Connections Services charges, you need to select this option and provide full payment when you accept our quote and do so within the validity period of that quote. You will need to pay the full charge for the works as shown on the quote.
- 11.2.2 If there is a credit or additional charge due on completion of the works, we will calculate this using the rates in effect on the date of the quote and will send you an invoice. Any queries or disputes in relation to charges must be raised within seven calendar days of the invoice date. Payment of undisputed charges is due within 14 calendar days of the invoice date.
- 11.2.3 Please note that if you opt to pay in advance, we will only schedule works after we have received full payment for those works.
- 11.2.4 Payment terms for Infrastructure Charges and Income Offsets are set out in our Charges Scheme and Charges Schedule.

11.2.5 Payments in advance are not deposits, and we therefore do not pay interest on any advance payment.

11.2.6 If there is a VAT Rate Change which takes effect on a date after:

- (a) you have received our quote but before we have received your payment in advance for New Connections Services, we are obliged to charge you VAT at the new rate that comes into force on that date and we will send you an invoice for the increased or decreased VAT payable, as applicable; or
- (b) we have received your payment in advance for New Connections Services but before we have completed the New Connections Services we will charge you VAT in accordance with the VAT shown on our quote

## 11.3 Payment in arrears

- 11.3.1 You may choose to pay in arrears for your New Connections Services charges if you provide security equal to the expected charges for the works (including an inflation allowance). If you choose this option, you need to make this clear when you accept our quote and do so within the validity period of that quote. The security we accept is:
  - (a) A bank guarantee in our favour issued by a bank or building society registered and operating in the United Kingdom, appearing in the list of banks or building societies as compiled by the Bank of England and having an investment grade credit rating
  - (b) A letter of credit in our favour issued by a bank or building society registered and operating in the United Kingdom, appearing in the list of banks or building societies as compiled by the Bank of England and having an investment grade credit rating
  - (c) An on-demand bond or guarantee issued in our favour by a third party having an investment grade credit rating
- 11.3.2 The expected value of the charges for New Connections Services works and therefore of the security includes an allowance for inflation of our charges calculated with reference to forecast RPI.
- 11.3.3 We will provide the required value and wording for each of the security documents on request. Please note that if the provider of the security specifies an expiry date you will need to make sure that you provide replacement security of a value and form acceptable to us at least 30 calendar days before the expiry date. If you do not provide replacement security, we reserve the right to claim against the security you have provided in order to obtain payment for costs incurred to date and to suspend works until new security is provided.

## Payment terms and security arrangements

- 11.3.4 We will not schedule any New Connections Services works until we have received acceptable security. You should allow a reasonable amount of time for the form of your security to be agreed in order to avoid any unnecessary delay to your works.
- 11.3.5 It is possible that, having accepted our quote on the basis of providing security, you instead choose to pay in advance. If so, you will need to apply for a re-quote. There is no fee for cancelling your acceptance of our original quote, although you will pay a re-quote fee and we will only schedule your works once you have accepted the new quote and we have received full payment. Please note that the re-quote will be different to our original quote if our published charges have changed.
- 11.3.6 On completion of the New Connections Services works, we will send you an invoice. As you are paying in arrears, we will calculate charges using the rates published and in effect when the works are completed. Any queries or disputes must be raised within seven calendar days of the invoice date. Payment of undisputed charges is due within 14 calendar days of the invoice date.
- 11.3.7 If you choose to pay in arrears for your New Connections Services and there is a VAT Rate Change which takes effect on a date after:
- (a) you have received our quote but before we have completed or invoiced you for the New Connections Services, we are obliged to charge you VAT at the new rate that comes into force on that date and we will send you an invoice showing the increased or decreased VAT payable, as applicable; or
  - (b) we have completed the New Connections Services works but before we have issued you with an invoice we will charge you VAT in accordance with the new rate introduced by the VAT Rate Change.
- 11.3.8 On receipt of full payment for your works, we will return the security to you.
- 11.3.9 You can pay any charges by credit card, debit card, bank transfer or cheque. We do not accept cash.

# 12 Transition arrangements



- 12.1.1 These Charging Arrangements come into effect from 1 April 2021.
- 12.1.2 Although the new charging rules come into effect for work quoted on or after 1 April 2021, Thames Water recognises that some work will be quoted prior to this date. These quotes would have been drawn up using previous Charging Arrangements.
- 12.1.3 We will use the following rules to determine whether the 2020/21 or 2021/22 charging arrangements apply.

## 12.2 Quotes issued prior to 1 April 2021

- 12.2.1 Before 1 April 2021, all quotes issued will be issued under 2020/21 Charging Arrangements.
  - a) If your work has commenced you cannot ask for a requote under 2021/22 arrangements.
  - b) If your work has not commenced, you can ask for a requote under 2021/22 arrangements after 1 April 2021.
- 12.2.2 2020/21 quotes are still valid if:
  - a) they are paid within their 180 calendar day validity period even if this is after 1 April 2021 and
  - b) the parameters of the scheme do not change and
  - c) the relevant SLP/NAV agreements are signed (if applicable)

## 12.3 Quotes issued on or after 1 April 2021

- 12.3.1 For work quoted for and commencing on or after 1 April 2021, the charges in these Charging Arrangements will apply unless the following conditions are met:

An application for a New Water Main or New Sewer was received on or before 19 February 2021 and the customer requests that 2020/21 Charging Arrangements be applied

An application for new water connections, Waste Connections or Lateral Drains was received on or before 4 March 2021 and the customer requests that 2020/21 Charging Arrangements be applied

## 12.4 Requotes on or after 1 April 2021

- 12.4.1 If a developer accepts and pays a quote issued under 2020/21 Charging Arrangements, and then requires a re-quote on or after 1 April 2021, the 2021/22 Charging Arrangements will be used to calculate the re-quote.
- 12.4.2 If an SLP or NAV signs an agreement issued under 2020/21 Charging Arrangements, and then requires a variation on or after 1 April 2021, the 2021/22 Charging Arrangements will be used as the new basis for the agreement.
- 12.4.3 If customers ask for a re-quote at any time, Thames Water will apply re-quote fees as normal.

## 12.5 Handling Strategies

- 12.5.1 The Income offset transition arrangement for 2020-21 of a 4x multiplier for connections to a new main will no longer apply to quotes issued on or after 1 April 2021 which are quoted under the 2021/22 charging arrangements
- 12.5.2 A new Income offset handling strategy of a 2x multiplier for multi property buildings (such as flats) with loading units of 13 or below will be applied to quotes issued on or after 1 April 2021 which are quoted under the 2021/22 charging arrangements.



### 13 Maintaining the broad balance of charges



- 13.1 When setting the charges for new Service Connections, New Lateral Drains, New Water Mains, New Sewers, Diversions, Self-Lay Agreements and Adoption Agreements, we are required to take reasonable steps to ensure that the balance of charges between developers and other customers prior to the implementation of the Charging Rules is broadly maintained.
- 13.2 We may only depart from this requirement where this is rendered necessary by circumstances, providing clear objective justification for doing so. Any such justification must be clearly identified in these Charging Arrangements.
- 13.3 Under the new Charges Scheme Rules issued in July 2019, we will no longer make Asset Payments and will no longer offer income offset against Water Mains and Sewers. Instead we will apply income offset credits to all infrastructure charges for connection to our water and waste network.
- 13.4 We will maintain the balance of charges as follows:
- 13.4.1 The provision of a Service Connection and New Lateral Drain continues to be fully chargeable. If you self-lay your connection, that also continues to be at your expense.
- 13.4.2 The provision of a Diversion continues to be fully chargeable. If you self-lay your diversion, that also continues to be at your expense.
- 13.4.3 For New Water Mains and New Sewers, these have now become fully chargeable, as income offset is no longer applied to these requisitions.
- 13.5 In addition to charges for New Connections Services, developers pay Infrastructure Charges.
- 13.5.1 Prior to the implementation of the new Charges Scheme Rules published by Ofwat in December 2016, Infrastructure Charges were fixed in real terms at a historical charge set out in Condition C of our Instrument of Appointment. It was expected that while developers would be charged for local reinforcement of the networks, wider reinforcement and strategic investment would be funded by Infrastructure Charges.
- 13.5.2 Under the new Charges Scheme Rules, we set our own level of Infrastructure Charges to cover the Network Reinforcement expenditure that we incur. The tighter definition of Network Reinforcement in the Charging Rules means that a proportion of the investment we make to provide capacity for development is excluded, including strategic schemes to provide future capacity.
- 13.5.3 Consequently, the level of infrastructure charge contribution will change following the implementation of the Charges Scheme Rule and will result in a change in the balance of charges between developers and other customers.
- 13.5.4 Under the new Charges Scheme Rules issued in July 2019, income offset will now be applied to Infrastructure Charges
- 13.5.5 We have set our level of income offset so that the financial contribution from 2020/21 onwards will be the same as the average we contributed towards requisitions in the three years prior to 2018/19. This overall contribution will be maintained in line with the volume of connected properties.
- 13.5.6 Consequently, we have maintained the balance of charges in this respect.

# 14 Special circumstances



- 14.1 Under New Connections Charging Rules, we are not obliged to publish fixed charges for New Water Mains and Sewers where and to the extent it would be unreasonable for us to do so. We must take into account the practicality of setting cost-reflective upfront fixed charges and the benefit to customers of doing so. This exemption does not apply to Service Connections and New Gravity Fed Lateral Drains, which are all charged for based on our fixed charges. It also does not apply to Diversions, which are all charged for based on the reasonable cost we incur.
- 14.2 We have determined that the following circumstances, which we describe collectively as Special Circumstances, fall within this exemption. If the following Special Circumstances affect your site, our published fixed charges will not apply to all of the construction of your New Water Main. We expect there to be very few schemes featuring Special Circumstances, which arise where the technical complexity of the work is high, the type of work required is bespoke or carried out infrequently or we are exposed to third party rights.
- 14.3 Special Circumstances have been defined by Water UK as including one or more of the following circumstances:
- (a) the technical complexity of the work is high or the type of work required is bespoke or carried out infrequently
  - (b) third parties can legitimately recover their costs and there is not a reasonable level of certainty of those costs in advance of work being undertaken
  - (c) third parties have rights to protect their assets or interests in a way that affects the construction method and the third parties' requirements are unknown up front
  - (d) the work is to be carried out on or close to land with particular environmental, historical or archaeological characteristics. Specific examples are:
    - 14.3.1 Projects involving New Water Mains with an external diameter above 355mm
    - 14.3.2 Projects requiring us to incur additional cost due to working in or in proximity to one or more of the following:
      - (a) Railway infrastructure
      - (b) Major roads (trunk roads, dual carriageways, motorways)
      - (c) Surface or buried waterways, ponds, reservoirs and water or wastewater storage
      - (d) Bridges
    - 14.3.3 Projects involving crossing or running adjacent to other utilities' infrastructure and where their consent is required (applies to strategic assets only), if this is expected to result in additional costs
    - 14.3.4 Projects involving accessing existing third party service tunnels (London area)
    - 14.3.5 Site-specific features for which additional charges may apply if one or more of the following are present:
      - (a) Special security or protection requirements
      - (b) Special requirements applying to the site (for example, Crown land, listed buildings or sites designated as a nature reserve)
      - (c) Requirement to remove from the site hedgerows (planning authority consent required), thick scrub / vegetation, Japanese knotweed or giant hogweed
      - (d) Distinctive surface type (for example, mosaic or Chinese granite setts) or where the highway authority imposes special reinstatement conditions (for example, Whitehall)
    - 14.3.6 Discovery or disturbance of archaeological remains
- 14.4 With the exception of archaeological remains, where any of these Special Circumstances apply we will price your New Water Main on application. Our quote will be an estimate only, and you will be charged an amount equal to the costs we incur.
- 14.5 We expect you to address any potential for archaeological remains as part of your development and to carry out any excavations, surveys or other activities as may be required before we carry out our works. If archaeological remains are discovered during our works, we will agree with you how best to proceed and all reasonable costs incurred by us will be charged to you.
- 14.6 Where we use the term 'complex' in this document, we are referring to situations where Special Circumstances apply.

# Appendices

# Appendix A: Worked examples



We have put together some worked examples to illustrate how our charges are built up. As you look at them, please be aware:

- These are **not real schemes, just illustrations** to help you understand our charges
- All stated figures **exclude VAT**
- In the water examples we have labelled the different aspects of the connection work as **Contestable** and **Non-Contestable** to make it clear which parts of the work can be done by self-lay providers

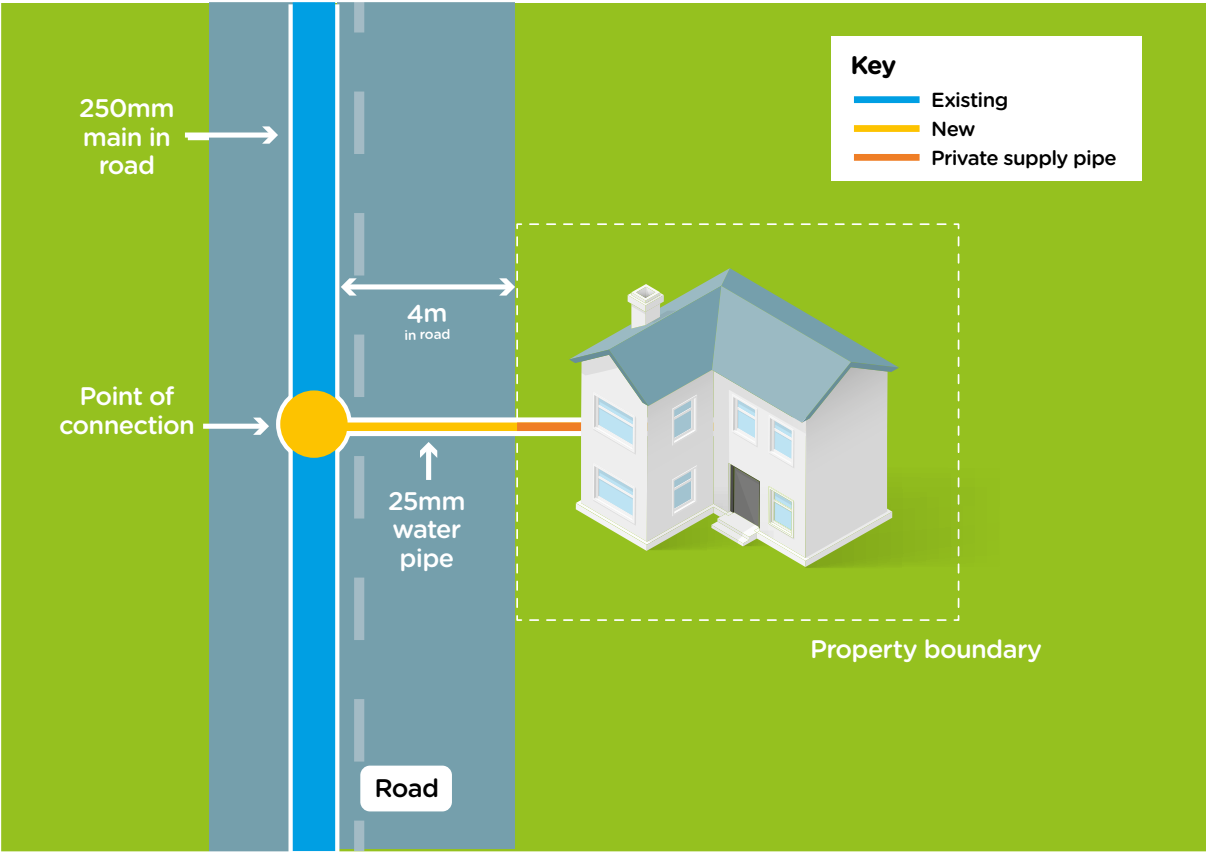
For the purpose of these examples:

- they are all on **greenfield** (previously undeveloped) land, and so no infrastructure charge credits are due in respect of previous connections
- **no special circumstances** (as defined earlier) apply in the new main and sewer examples

Appendix A: Worked examples

Example 1: New water connection to a single home – short length of pipe

In this example we consider a single Service Connection to a property with a total of 4m of pipelaying. Barrier pipe is not required.



C = Contestable, CA = Contestable with suitable accreditation, NC = Non-Contestable

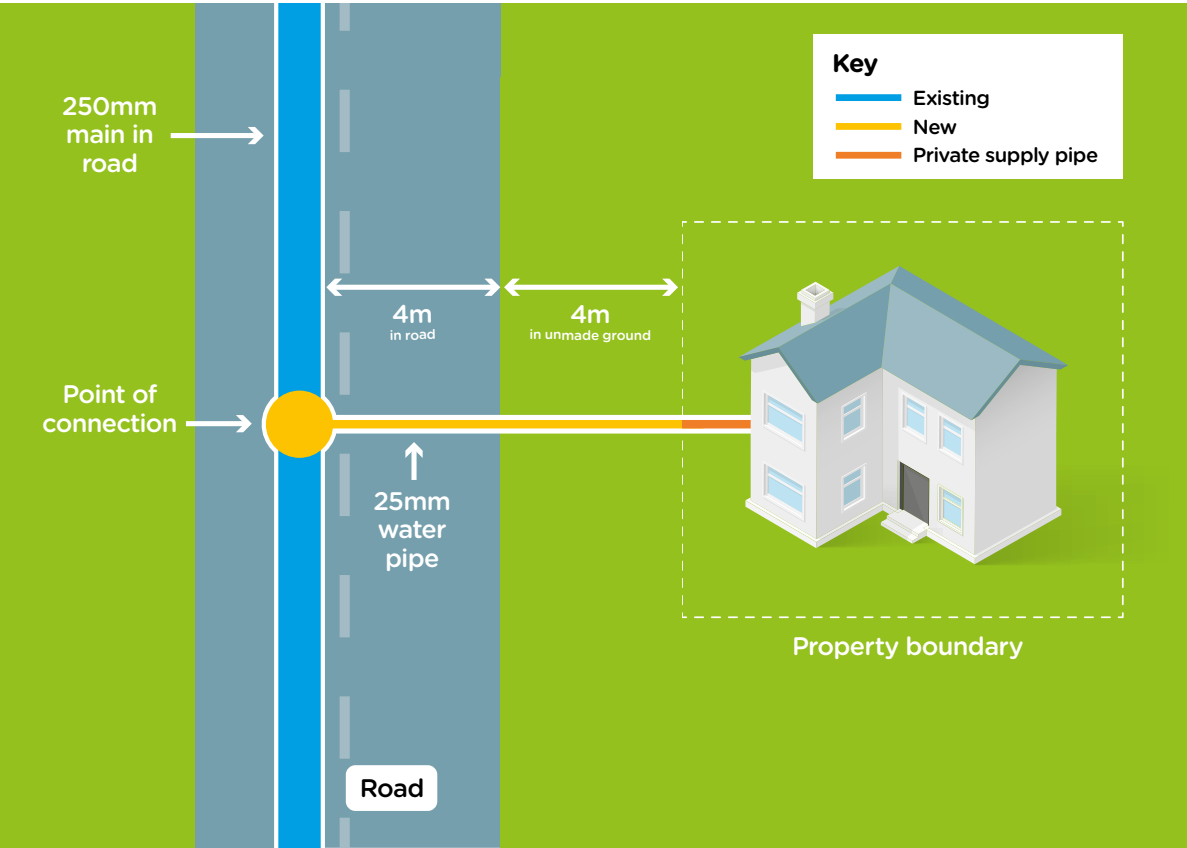
Item	Quantity	Rate	Charge
Application Fee <sup>NC</sup>	1 qty	£50	£50
Design Fee <sup>C</sup>	1 qty	£50	£50
Total Payable in Advance			£100

Item	Surface type	Length or quantity	Rate	Charge
Connection 25mm <sup>C</sup>	Road	1 qty	£1,880	£1,880
Pipe 25mm <sup>C</sup>	Road	3 metres	£410	£1,230
Subtotal				£3,110
Infrastructure Charge (water)		1 qty	£400	£400
Infrastructure Charge (wastewater)		1 qty	£365	£365
Income Offset (water)		1 qty	-£230	-£230
Income Offset (wastewater)		1 qty	-£15	-£15
Net Infrastructure Charges				£520
Total Connection Charges				£3,630
Consent to connect to the waste network (foul and surface)				£660
Total Cost (including Application and Design fee)				£4,390

Please note, the charge for making the Service Connection includes the first metre of pipework.

Example 2: New water connection to a single home – long length of pipe

In this example we consider a single Service Connection to a property. Barrier pipe is not required.



C = Contestable, CA = Contestable with suitable accreditation, NC = Non-Contestable

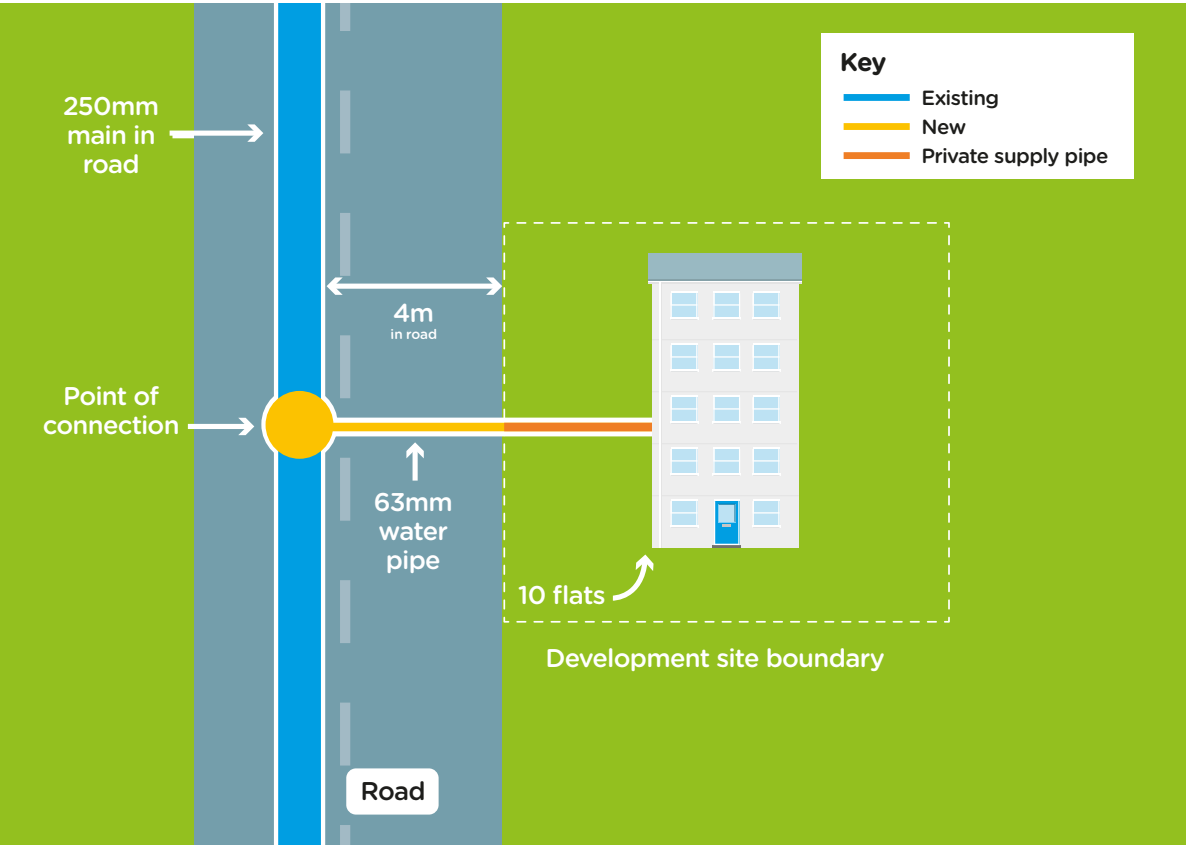
Item	Quantity	Rate	Charge
Application Fee <sup>NC</sup>	1 qty	£50	£50
Design Fee <sup>C</sup>	1 qty	£50	£50
Total Payable in Advance			£100

Item	Surface type	Length or quantity	Rate	Charge
Connection 25mm <sup>C</sup>	Road	1 qty	£1,880	£1,880
Pipe 25mm <sup>C</sup>	Road	3 metres	£410	£1,230
Pipe 25mm <sup>C</sup>	Unmade	4 metres	£110	£440
Subtotal				£3,550
Infrastructure Charge (water)	1 qty	£400	£400	
Infrastructure Charge (wastewater)	1 qty	£365	£365	
Income Offset (water)	1 qty	-£230	-£230	
Income Offset (wastewater)	1 qty	-£15	-£15	
Net Infrastructure Charges				£520
Total Connection Charges				£4,070
Consent to connect to the waste network (foul and surface)				£660
Total Cost (including Application and Design fee)				£4,830

Please note, the charge for making the Service Connection includes the first metre of pipework.

Example 3: New water connection to a block of flats – short length of pipe

This example shows 10 flats being connected to an existing water main. Barrier pipe is not required.



C = Contestable, CA = Contestable with suitable accreditation, NC = Non-Contestable

Item	Quantity	Rate	Charge
Application Fee <sup>NC</sup>	1 qty	£50	£50
Design Fee <sup>C</sup>	10 qty	£50/£30	£320
Total Payable in Advance			£370

Item	Surface type	Length or quantity	Rate	Charge
Connection 50mm <sup>C</sup>	Road	1 qty	£3,090	£3,090
Pipe 50mm <sup>C</sup>	Road	3 metres	£440	£1,320
Internal Meters 15mm <sup>C</sup>		10 qty	£110	£1,100
Subtotal				£5,510
Infrastructure Charge (water)		10 qty	£400	£4,000
Infrastructure Charge (wastewater)		10 qty	£365	£3,650
Income Offset (water)		10 qty	-£230	-£2,300
Income Offset (wastewater)		10 qty	-£15	-£150
Net Infrastructure Charges				£5,200
Total Connection Charges				£10,710
Consent to connect to the waste network (foul and surface)				£660
Total Cost (including Application and Design fee)				£11,740

Multiple Property Buildings only	
2x Income offset if below 13 loading units (Water and Waste)	-£4,900
Total Scheme Cost where Handling Strategy applies	£9,290

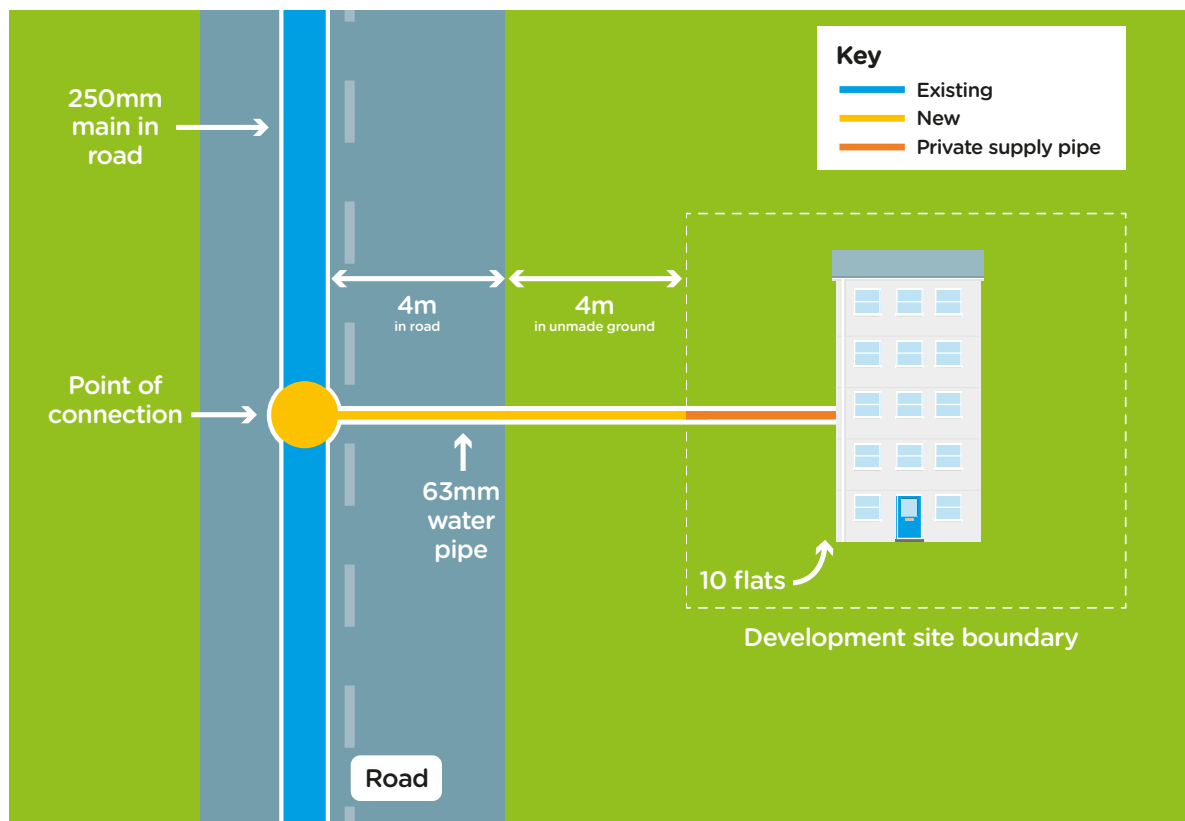
Please note, the charge for making the Service Connection includes the first metre of pipework.



## Appendix A: Worked examples

### Example 4: New water connection to a block of flats – long length of pipe

This example shows 10 flats being connected to an existing water main with a longer connect. Barrier pipe is not required.



C = Contestable, CA = Contestable with suitable accreditation, NC = Non-Contestable

Item	Quantity	Rate	Charge
Application Fee <sup>NC</sup>	1 qty	£50	£50
Design Fee <sup>C</sup>	10 qty	£50/£30	£320
<b>Total Payable in Advance</b>			<b>£370</b>

Item	Surface type	Length or quantity	Rate	Charge
Connection 50mm <sup>C</sup>	Road	1 qty	£3,090	£3,090
Pipe 50mm <sup>C</sup>	Road	3 metres	£440	£1,320
Pipe 50mm <sup>C</sup>	Unmade	4 metres	£120	£480
Internal Meters 15mm <sup>C</sup>		10 qty	£110	£1,100
<b>Subtotal</b>				<b>£5,990</b>
Infrastructure Charge (water)		10 qty	£400	£4,000
Infrastructure Charge (wastewater)		10 qty	£365	£3,650
Income Offset (water)		10 qty	-£230	-£2,300
Income Offset (wastewater)		10 qty	-£15	-£150
<b>Net Infrastructure Charges</b>				<b>£5,200</b>
<b>Total Connection Charges</b>				<b>£11,190</b>
Consent to connect to the waste network (foul and surface)				£660
<b>Total Cost (including Application and Design fee)</b>				<b>£12,200</b>

Multiple Property Buildings only

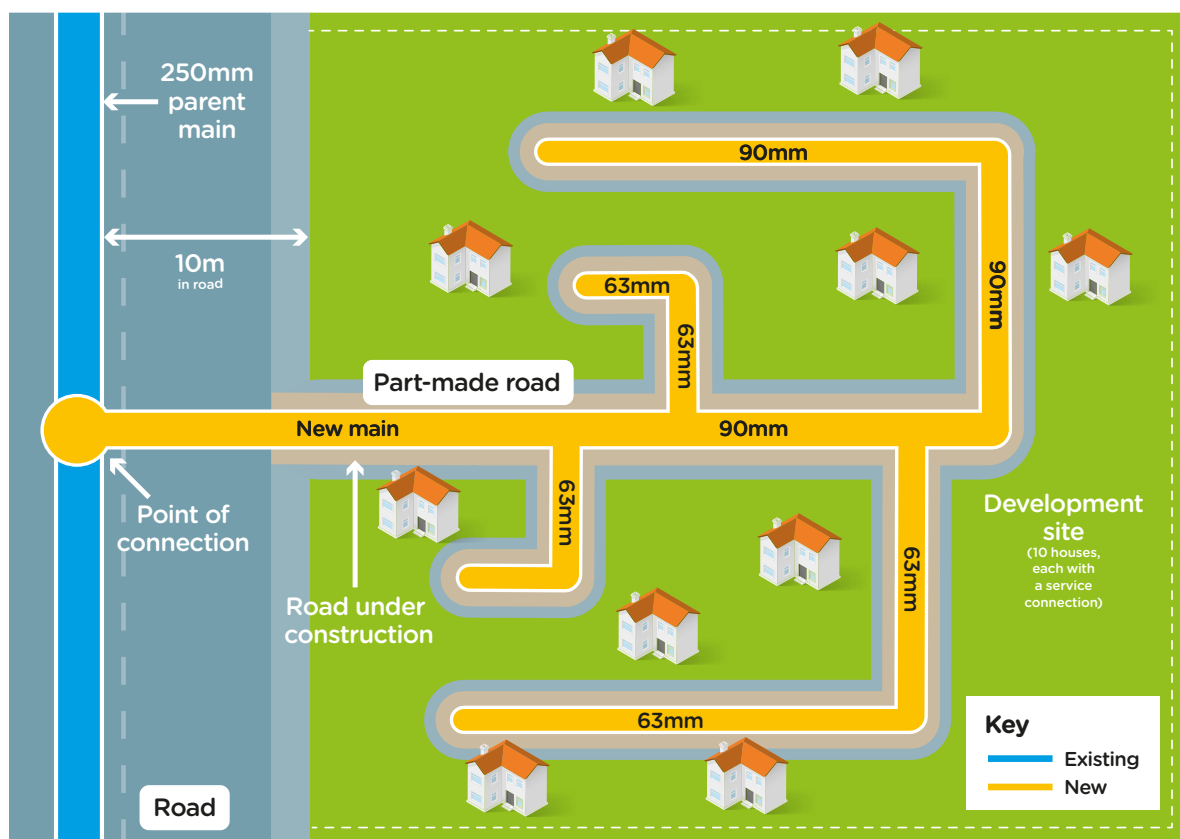
2x Income offset if below 13 loading units (Water and Waste)	-£4,900
<b>Total Scheme Cost where Handling Strategy applies</b>	<b>£9,770</b>

Please note, the charge for making the Service Connection includes the first metre of pipework.

## Appendix A: Worked examples

### Example 5: New Water Main to a small housing development

In this example we consider a 10-house development which requires a New Water Main and service connections.



C = Contestable, CA = Contestable with suitable accreditation, NC = Non-Contestable

Thames Water delivered				Self-lay delivered (water only)	
Item	Quantity	Rate	Charge	Rate	Charge
Application Fee <sup>NC</sup>	1 qty	£50	£50	£50	£50
Design Fee <sup>C</sup>	1 qty	£500	£500	£200	£200
<b>Total Payable in Advance</b>			<b>£550</b>		<b>£250</b>

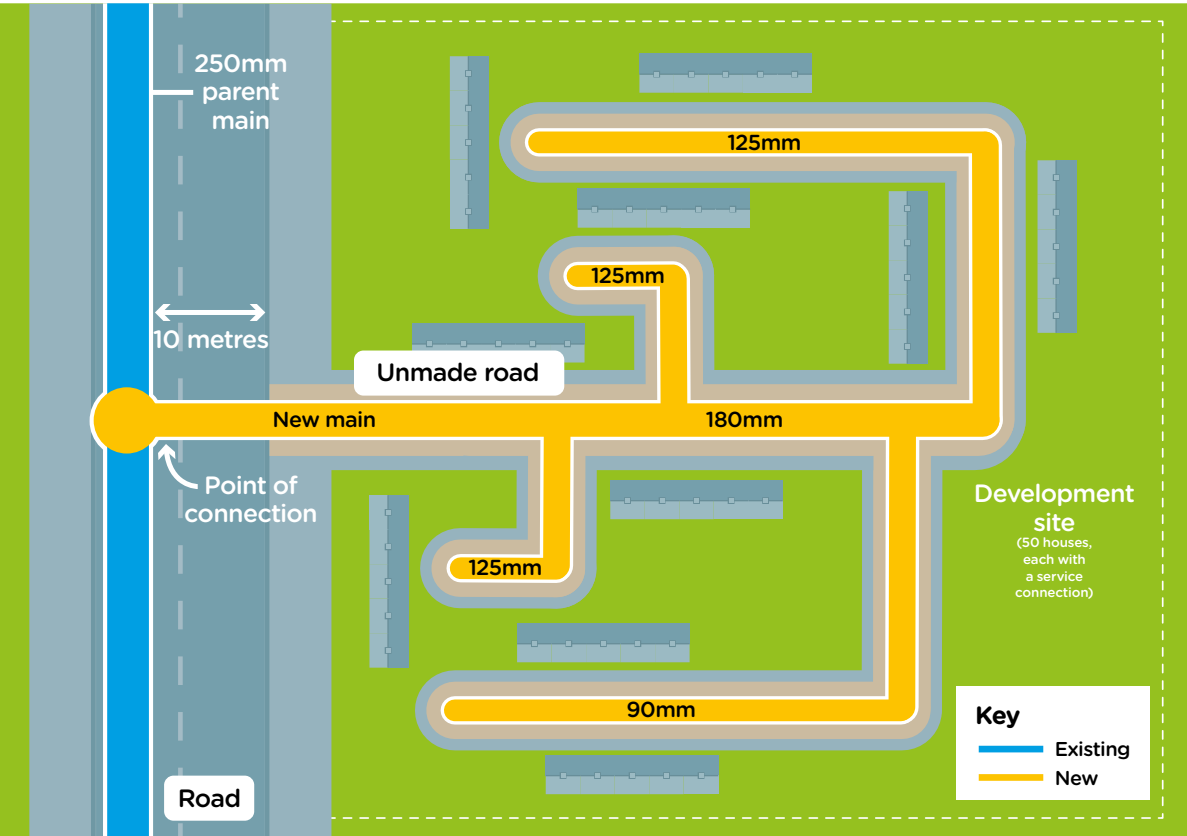
  

Item	Surface type	Length or quantity	Rate	Charge	Rate	Charge
Connection 80/90mm <sup>CA</sup>	Road	1 qty	£4,550	£4,550		
Pipe 80/90mm <sup>C</sup>	Road	9 metres	£680	£6,120		
Pipe 80/90mm <sup>C</sup>	Unmade	20 metres	£260	£5,200		
Pipe 50/63mm <sup>C</sup>	Unmade	20 metres	£260	£5,200		
<b>Mains Total</b>						
Connection 25/32mm <sup>C</sup>	Part made	10 qty	£560	£5,600		
Pipe 25/32mm <sup>C</sup>	Part made	20 metres	£110	£2,200		
External Meters (Self Lay only) 15mm concentric <sup>NC</sup>		10 qty			£100	£1,000
<b>Service Connections Total</b>						<b>£1,000</b>
<b>Subtotal</b>						<b>£1,000</b>
Infrastructure Charge (water)		10 qty	£400	£4,000	£400	£4,000
Infrastructure Charge (wastewater)		10 qty	£365	£3,650		
Income Offset (water)		10 qty	-£230	-£2,300	-£230	-£2,300
Income Offset (wastewater)		10 qty	-£15	-£150		
<b>Net Infrastructure Charges</b>						<b>£1,700</b>
<b>Total Connection Charges</b>						<b>£2,700</b>
Consent to connect to the waste network (foul and surface)				£660		
<b>Total Cost (including Application and Design fee)</b>				<b>£35,280</b>		<b>£2,950</b>

Please note, the charge for making the Service Connection includes the first metre of pipework.

Example 6: New Water Main to a medium-sized housing development

In this example we consider a 50-house development which requires a New Water Main and service connections.



C = Contestable, CA = Contestable with suitable accreditation, NC = Non-Contestable

	Thames Water delivered	Self-lay delivered (water only)			
Item	Quantity	Rate	Charge	Rate	Charge

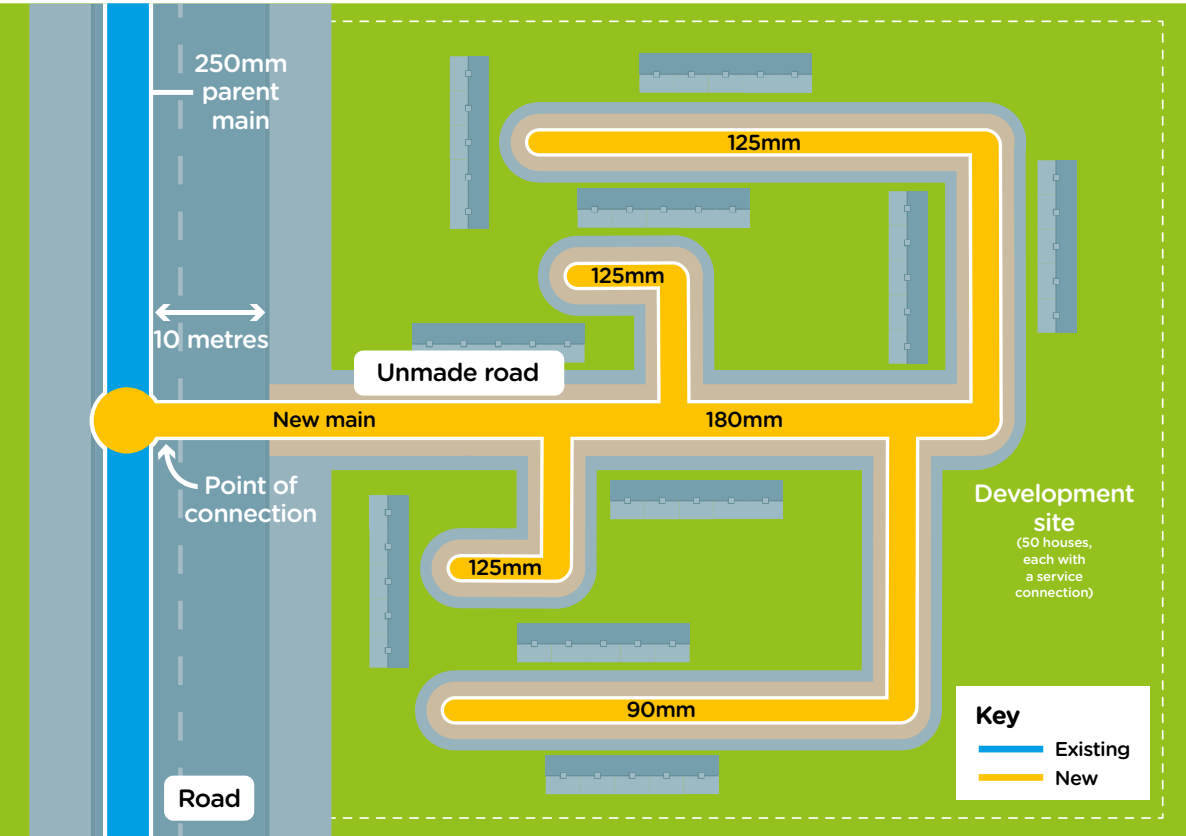
Application Fee <sup>NC</sup>	1 qty	£50	£50	£50	£50
Design Fee <sup>C</sup>	1 qty	£1,000	£1,000	£400	£400
Total Payable in Advance			£1,050		£450

Item	Surface type	Length or quantity	Rate	Charge	Rate	Charge
Connection 180mm <sup>CA</sup>	Road	1 qty	£7,370	£7,370		
Pipe 180mm <sup>C</sup>	Road	9 metres	£930	£8,370		
Pipe 180mm <sup>C</sup>	Unmade	90 metres	£420	£37,800		
Pipe 125mm <sup>C</sup>	Unmade	100 metres	£280	£28,000		
Pipe 80/90mm <sup>C</sup>	Unmade	100 metres	£260	£26,000		
Mains Total				£107,540		
Connection 25/32mm <sup>C</sup>	Part made	50 qty	£560	£28,000		
Pipe 25/32mm <sup>C</sup>	Part made	100 metres	£110	£11,000		
External Meters (Self Lay only) 15mm concentric <sup>NC</sup>		50 qty			£100	£5,000
Service Connections Total				£39,000		£5,000
Subtotal				£146,540		£5,000
Infrastructure Charge (water)		50 qty	£400	£20,000	£400	£20,000
Infrastructure Charge (wastewater)		50 qty	£365	£18,250		
Income Offset (water)		50 qty	-£230	-£11,500	-£230	-£11,500
Income Offset (wastewater)		50 qty	-£15	-£750		
Net Infrastructure Charges				£26,000		£8,500
Total Connection Charges				£172,540		£13,500
Consent to connect to the waste network (foul and surface)				£660		
Total Cost (including Application and Design fee)				£174,250		£13,950

Please note, the charge for making the Service Connection includes the first metre of pipework.

Example 7: New Water Main to a large housing development

In this example we consider a 200-house development which requires a New Water Main and service connections.



C = Contestable, CA = Contestable with suitable accreditation, NC = Non-Contestable

Thames Water delivered					Self-lay delivered (water only)	
Item	Quantity	Rate	Charge		Rate	Charge
Application Fee <sup>NC</sup>	1 qty	£50	£50		£50	£50
Design Fee <sup>C</sup>	1 qty	£1,000	£1,000		£400	£400
Total Payable in Advance			£1,050			£450

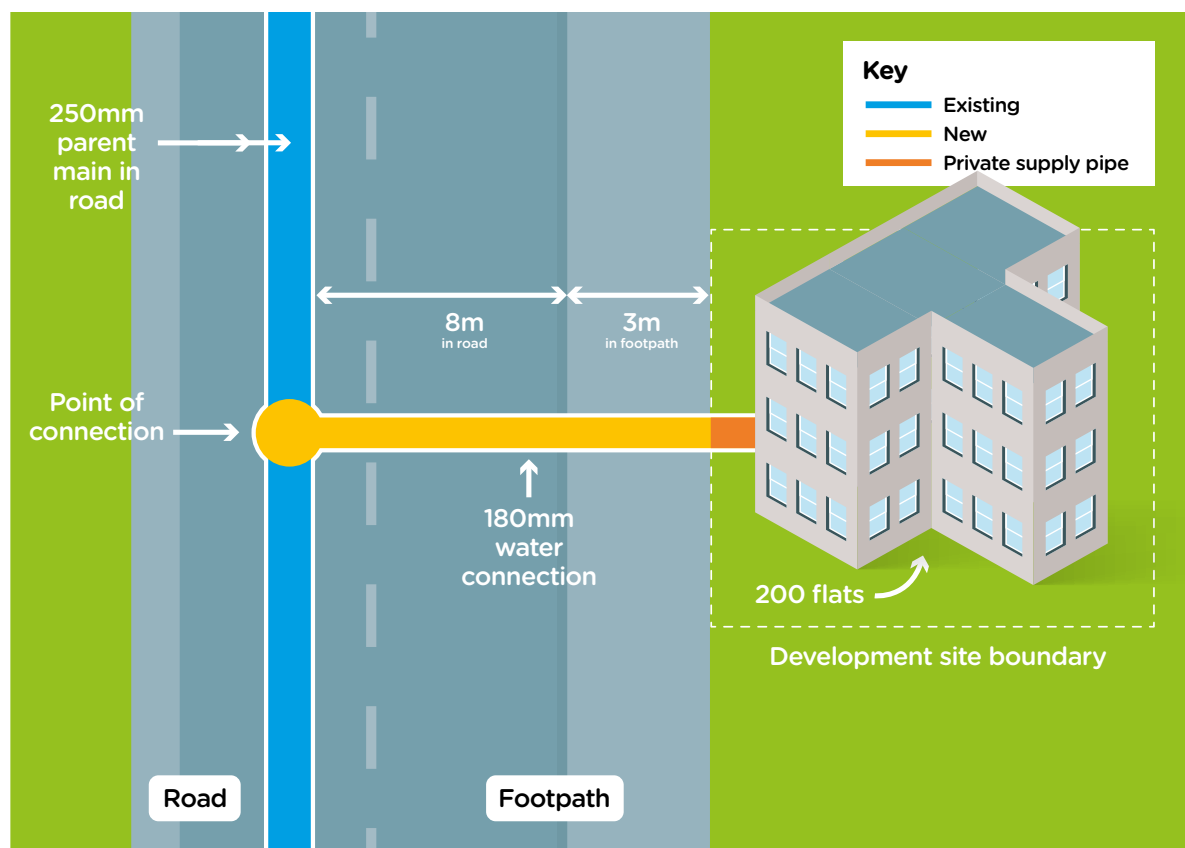
Item	Surface type	Length or quantity	Rate	Charge	Rate	Charge
Connection 180mm <sup>CA</sup>	Road	1 qty	£7,370	£7,370		
Pipe 180mm <sup>C</sup>	Road	9 metres	£930	£8,370		
Pipe 180mm <sup>C</sup>	Unmade	90 metres	£420	£121,800		
Pipe 125mm <sup>C</sup>	Unmade	100 metres	£280	£84,000		
Pipe 80/90mm <sup>C</sup>	Unmade	100 metres	£260	£104,000		
Mains Total				£325,540		
Connection 25/32mm <sup>C</sup>	Part made	200 qty	£560	£112,000		
Pipe 25/32mm <sup>C</sup>	Part made	400 metres	£110	£44,000		
External Meters (Self Lay only) 15mm concentric <sup>NC</sup>		200 qty			£100	£20,000
Service Connections Total				£156,000		£20,000
Subtotal				£481,540		£20,000
Infrastructure Charge (water)		200 qty	£400	£80,000	£400	£80,000
Infrastructure Charge (wastewater)		200 qty	£365	£73,000		
Income Offset (water)		200 qty	-£230	-£46,000	-£230	-£46,000
Income Offset (wastewater)		200 qty	-£15	-£3,000		
Net Infrastructure Charges				£104,000		£34,000
Total Connection Charges				£585,540		£54,000
Consent to connect to the waste network (foul and surface)				£660		
Total Cost (including Application and Design fee)				£587,250		£54,450

Please note, the charge for making the Service Connection includes the first metre of pipework.

## Appendix A: Worked examples

### Example 8: New water connection to a large block of flats

This example shows 200 flats being connected to an existing water main. Barrier pipe is not required.



C = Contestable, CA = Contestable with suitable accreditation, NC = Non-Contestable

Item	Quantity	Rate	Charge
Application Fee <sup>NC</sup>	1 qty	£50	£50
Design Fee <sup>C</sup>	1/199	£50/£30	£6,020
<b>Total Payable in Advance</b>			<b>£6,070</b>

Item	Surface type	Length or quantity	Rate	Charge
Connection 180mm <sup>CA</sup>	Road	1 qty	£7,370	£7,370
Pipe 180mm <sup>C</sup>	Road	7 metres	£930	£6,510
Pipe 180mm <sup>C</sup>	Footpath	3 metres	£740	£2,220
Internal Meters 15mm <sup>C</sup>		10 qty	£110	£22,000
<b>Subtotal</b>				<b>£38,100</b>
Infrastructure Charge (water)		200 qty	£400	£80,000
Infrastructure Charge (wastewater)		200 qty	£365	£73,000
Income Offset (water)		200 qty	-£230	-£46,000
Income Offset (wastewater)		200 qty	-£15	-£3,000
<b>Net Infrastructure Charges</b>				<b>£104,000</b>
<b>Total Connection Charges</b>				<b>£142,100</b>
Consent to connect to the waste network (foul and surface)				£660
<b>Total Cost (including Application and Design fee)</b>				<b>£148,830</b>

Multiple Property Buildings only

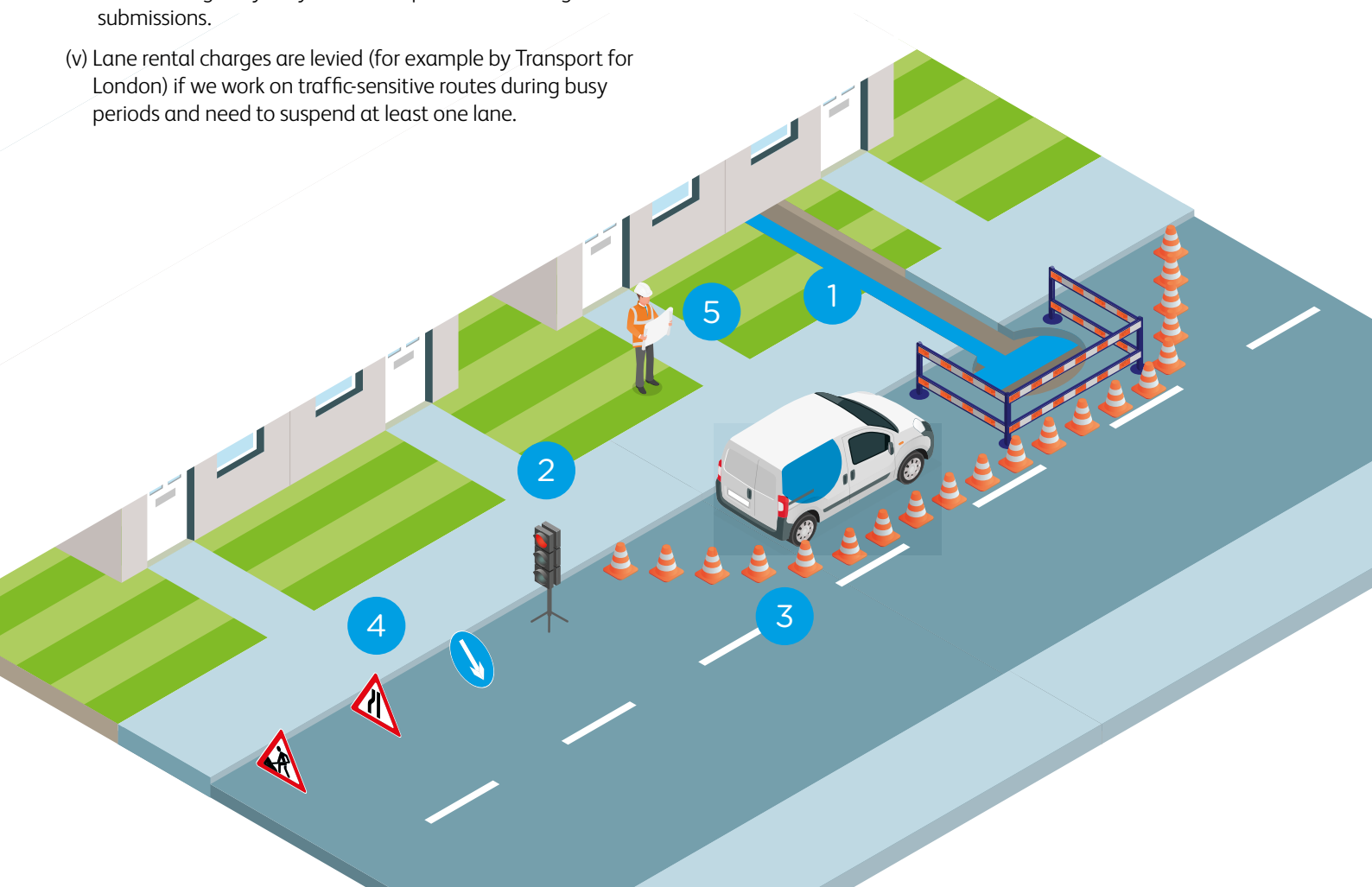
2x Income offset if below 13 loading units (Water and Waste)	-£98,000
<b>Total Scheme Cost where Handling Strategy applies</b>	<b>£99,830</b>

Please note, the charge for making the Service Connection includes the first metre of pipework.

### Appendix B: Traffic management



- (i) We will usually need to work in a street, footpath and / or unmade ground (up to point 1 in the drawing) in order to provide you with a Service Connection. Traffic Management (2) is needed to ensure safe working and minimise inconvenience for drivers and pedestrians. We may incur charges made by Transport for London and / or the highway authority. Examples can include traffic lights and bus stop suspensions. Certain highway authorities require a permit fee to work in the street.
- (ii) Parking bay suspensions (3) are often needed so we can work safely. The highway authority can also request suspensions opposite our work to allow room for traffic.
- (iii) Road or lane closures (4) are sometimes necessary if we or the highway authority decide parking bay suspensions are not sufficient. In these cases, the highway authority charges us a fee.
- (iv) Traffic Management drawings (5) are often requested by the highway authority. These show how we will keep traffic moving and make sure the site is safe. Schemes affecting more than one highway may need multiple Traffic Management submissions.
- (v) Lane rental charges are levied (for example by Transport for London) if we work on traffic-sensitive routes during busy periods and need to suspend at least one lane.



# Appendix C: Definitions and abbreviations



Subject to sub-clause (2), the Interpretation Act 1978 shall have effect for the interpretation of this scheme as it has effect for the interpretation of an Act of Parliament

In this scheme, unless the context otherwise requires:

**‘the Act’** means the Water Industry Act 1991 as amended from time to time.

**‘Adoption Agreement’** means an agreement made under section 104 of the Act.

**‘Asset Payment’** means in relation to a section 51A Self-Lay Agreement the amount described in section 51CD (3) of the Act, net of any charges we make.

**‘Charging Rules’** means the Charging Rules for New Connection Services (English Undertakers) issued under sections 51CD, 105ZF and 144ZA of the Act

**‘Charges Scheme’** means our charges scheme made under section 143 of the Act.

**‘Charging Arrangements’** means our document setting out the charges, Income Offsets and Asset Payments, and / or the methodologies for calculating those, applied by us in accordance with the Charging Rules.

**‘Contestable’** means work or services that either the relevant undertaker or persons other than the relevant undertaker may do or provide.

**‘DAD’** means the discounted aggregate deficit calculation previously used to calculate the Income Offset.

**‘Diversions’** means the alteration or removal of a public water main or sewer in accordance with section 185 of the Act only.

**‘Diversion Agreement’** means an agreement for you to carry out diversion works on our behalf.

**‘Income Offset’** means a sum of money offset against infrastructure charges in recognition of the revenue likely to be received by the relevant undertaker in future years for the provision of sewerage services to premises being connected to the Thames Water network.

**‘Infrastructure Charge’** means a charge made under section 146(2) of the Act in respect of each first-time connection to the water or wastewater network.

**‘New Lateral Drain’** means that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to a sewer with which the drain

communicates or is to communicate which is provided in accordance with sections 98(1A) and 101B of the Act.

**‘Licensees’** means Water and Sewerage supply Licensees.

**‘Network Reinforcement’** has the meaning given in rule 5(m) of the Charging Rules.

**‘New Connections Services’** is the collective term for New Water Mains, New Sewers, Service Connections, Lateral Drains, Waste Connections and Diversions.

**‘New Sewers’** means a sewer provided by us in accordance with our duties under section 98(1) of the Act.

**‘New Water Mains’** means a water main provided by us in accordance with our duties under section 41(1) of the Act.

**‘Non-Contestable’** means

1. work or services on the water network which are the responsibility of the water company but which it may at its discretion contract out to an SLP
2. work on the wastewater network which the water company exercises its right to carry out under section 107 of the Act

**‘non-domestic purposes’** means

1. for a service connection or new water main:
  - a. the premises being connected to the water network do not consist in the whole or any part of a building; or
  - b. the supply is for purposes other than domestic purposes
2. for a lateral drain or new sewer, the discharge of trade effluent

**‘our’** and **‘we’** means Thames Water.

**‘part made ground’** means land within a development site where the ground has been worked but the road / footpath has not been surfaced.

**‘Requisition’** is the collective term for New Water Mains and New Sewers.

**‘Service Connection’** means the construction of the pipe between your supply pipe and the public water main which is provided under sections 45 and 46 of the Act.

**‘Self-Lay Agreement’** means an agreement made under section 51A of the Act.

**‘SLP’** means self-lay provider.

**‘Special Circumstances’** means circumstances defined in sections 4.4.1, 8.4.1 and section 14.

**‘Thames Lee Tunnel’** is a strategic asset in East London running from Abbey Mills Pumping Station to Beckton Sewage Treatment Works.

**‘Thames Water’** means Thames Water Utilities Limited.



**‘Thames Water Ring Main’**, formerly known as the London Water Ring Main, is a strategic asset connecting London’s water treatment works with the water distribution network.

**‘Third Party Land’** means any land which is not a public highway and is not in the ownership of the customer.

**‘Trade Effluent’** has the meaning given in section 141 of the Act.

**‘Traffic Management’** means any arrangements as may be required to ensure the safety of operatives and the public and to facilitate or divert traffic and pedestrian movements (see Appendix B for more information).

**‘trunk main’** has the meaning given by section 219 of the Act.

**‘trunk sewer’** means a public sewer as is used for the general reception of sewage from other public sewers and is not substantially used for the reception of sewage from private sewers and drains.

**‘unmade ground’** means topsoil, grass and naturally occurring ground.

**‘VAT’** means value added tax charged in accordance with the VAT Act.

**‘VAT Act’** means the Value Added Tax Act 1994.

**‘VAT Rate Change’** means a change in the VAT rate in force as set out in the VAT Act or a change in the VAT liability of the New Connections Services.

**‘Vulnerable customer’** has the meaning given in our Charges Scheme.

**‘Waste Connection’** means a connection between your sewer or drain and the public sewer, which is made in accordance with our right under section 107 of the Act.

**‘WaterSure Tariff’** has the meaning given in our Charges Scheme

# Appendix D: Summary of changes



## 1 Introduction

- 1.1 To help you understand at a glance how our 2021/22 charging arrangements differ to those published for 2020/21, we've summarised the key updates below.
- 1.2 While we have endeavoured to outline all changes, this is not an exhaustive line-by-line record and we recommend you familiarise yourself with the entire document as appropriate.

## 2 At-a-glance summary

### 2.1 Throughout the document, we have:

- (a) updated references to dates to reflect the new charging year
- (b) Amended "No Excavation" to "Customer Excavation" on pricing tables
- (c) made a small number of minor grammatical amendments to improve readability and consistency

### 2.2 Changes specific to Service Connections (section 3)

- (a) updated 80/90mm, 100/125mm and 150mm/180mm connections and pipelaying services from non contestable (NC) to contestable as long as certain accreditation criteria is met (CA) and included a link to access more information.
- (b) updated rates in tables of tariffs for pipelaying, connections and ancillary charges (sections 3.7.1 and 3.7.2) to reflect 2021/22 rates and noted when meters will be ordered

### 2.3 Changes specific to Mains Requisitions (section 4)

- (a) Updated rates in tables of tariffs for pipelaying, connections and ancillary charges (sections 4.11.1 and 4.11.3 ) to reflect 2021/22 rates

### 2.4 Changes specific to Waste Connections & New Lateral Drains (section 7)

- (a) updated rates in tables of tariffs (sections 7.7.1 and 7.7.2) to reflect 2021/22 rates
- (b) added an exclusion from fixed prices for non-gravity fed lateral drains to 7.4.2 and 14.1

### 2.5 Changes specific to New Sewers (section 8)

- (a) Updated rates in tables of indicative tariffs (sections 8.6.1) to reflect 2021/22 rates

### 2.6 Changes specific to Payment Terms & Security section 11

- (a) Added information for Vulnerable or Priority Service Customers and information on process if there were a VAT rate change

### 2.7 Changes specific to Transition Arrangements (section 12)

- (a) Updated transition arrangements to reflect requirements for 2021/22

### 2.8 Changes specific to Maintaining the broad balance of charges (section 13)

- (a) Updated the wording

### 2.9 Changes to Appendix A - Worked examples

Example 5 has been amended changed to reflect updated Ofwat guidance. The examples have been updated to reflect the 2021/22 prices

### 2.10 Changes specific to Further Documentation

- (a) Updated Infrastructure charges and Income offset wording and updated Tables 1,2,4 and 5 to reflect 2021/22 rates, and worked examples.
- (b) Updates Other Services we Offer Table to split out S102 fees into bandings the wording

# Further documentation

## Infrastructure Charges 2021/22

Below you will find a copy of some useful extracts from Thames Water's Infrastructure Charges Scheme and Schedule for 2021/22 to explain how Infrastructure Charges are calculated. For a full copy of the scheme and schedule please see our website.

### Infrastructure charges payable

The published charges are for a single property supplied via a standard sized (25 or 32 mm external diameter pipe) water connection. For other properties, such as student housing, offices or care homes, we apply a multiplier (the Relevant Multiplier as detailed below) to the published charge to reflect the increased impact on our networks.

The wastewater infrastructure charge is calculated on the same basis as the water infrastructure charge unless you are able to show that waste and surface water flows are not being discharged to the public sewer.

Standard infrastructure charges are shown in Table 1.

**Table 1 Infrastructure charges**

Infrastructure charges	Charge
Water	£400
Wastewater	£365

### Income Offset

The standard Income Offset credits applicable under clause 5(1) are shown in Table 2.

**Table 2 Income Offset credits**

Income Offset	Credit
Water	£230
Wastewater	£15

Where the connection is to a multiple property building in which the loading units per property is 13 or lower, the Income Offset credit applicable under clause 5(2) will be £460 per connection for a water main and £30 for each connection to a public sewer.

### Relevant Multiplier

The Relevant Multiplier (RM) is a way of working out infrastructure charges for the following types of property:

- Residential properties with a single, shared supply pipe and which are subject to a 'common billing agreement'; this includes sheltered housing, student accommodation and high-rise flats
- Non-residential properties where the supply pipe is larger than the standard size, such as office blocks

### How the Relevant Multiplier is calculated

Each water fitting (wash basin, bath, shower, etc) is given a 'loading unit' based on the amount of water it uses. The average number of units per property is taken as 24, equal to an RM of 1.00. We use this as the basis for calculating the RM for each property on a development where the RM applies.

We do this by adding up the loading units for all the water fittings on a development. We divide this by the number of properties to give the average loading units per property. We divide this again by 24 (the average loading units) to give the RM for each property.

For properties subject to a common billing agreement, the RM can be more or less than 1.00. For other properties the minimum is 1.00.

Details of the number of loading units assigned to each water fitting are shown below.

**Table 3 Loading units for calculating the Relevant Multiplier**

Water fitting	Loading units
WC flushing cistern	1
Wash basin	1
Bath (tap nominal size ¾" / 20mm)	4
Non-domestic bath	8
Shower	2
Sink (tap nominal size ½" / 15mm)	2
Non domestic sink	8
Bidet	1
Domestic appliance	2
Commercial or communal appliance	5
External tap	5
Urinal	3

### Using the Relevant Multiplier to calculate infrastructure charge

We use the RM multiplied by the standard charge to give us the infrastructure charge for that property.

### Example of a residential development

The development consists of 20 flats with a common billing agreement and the total loading units are 460.

#### Infrastructure charges

- We divide the total loading units (460) by the number of properties (20) and again by the average (24). This gives an RM for each flat of 0.96 ( $460 \div 20 \div 24 = 0.96$ )
- The infrastructure charge for each flat is the RM of 0.96 multiplied by the standard charges.
- The infrastructure charge for the whole development is the RM multiplied by the standard charge multiplied by the number of properties.

The water infrastructure charge for the development is therefore:  
RM 0.96 x 20 properties x £400 standard charge = £7,680.00

The wastewater infrastructure charge for the development is therefore:

RM 0.96 x 20 properties x £365 standard charge = £7,008.00

#### Income Offset

The water Income Offset for the development is therefore:  
RM 0.96 x 20 properties x £230 standard charge = £4,416.00

The wastewater Income Offset for the development is therefore:  
RM 0.96 x 20 properties x £15 standard charge = £288.00

#### Net Infrastructure charge payable

The net water charge payable by the customer is therefore:  
water infrastructure charge (£7,680) – water Income Offset (£4,416) = £3,264

The net wastewater charge payable by the customer is therefore:  
wastewater infrastructure charge (£7,008) – wastewater Income Offset (£288) = £6,720

Network charges may also be payable in respect of supplies for non-domestic purposes within the development such as the irrigation supply and bin store. These are set out in the table below.

**Table 4 Network charges**

Meter size (mm)	Meter size (inches)	Water	Wastewater
15	0.50	£400	£365
20	0.75	£900	£820
25	1.00	£1,600	£1,460
30	1.25	£2,500	£2,280
40	1.50	£3,600	£3,290
50	2.00	£6,400	£5,840
65	2.50	£10,000	£9,130
80	3.00	£14,400	£13,140
100	4.00	£25,600	£23,360
125	5.00	£40,000	£36,500
150	6.00	£57,600	£52,560
200	8.00	£102,400	£93,440
250	10.00	£160,000	£146,000
300	12.00	£230,400	£210,240

**Table 5 Income Offset credits on Infrastructure Charges**

Meter size (mm)	Meter size (inches)	Water credit	Wastewater credit
15	0.50	£230	£15
20	0.75	£520	£30
25	1.00	£920	£60
30	1.25	£1,440	£90
40	1.50	£2,070	£140
50	2.00	£3,680	£240
65	2.50	£5,750	£380
80	3.00	£8,280	£540
100	4.00	£14,720	£960
125	5.00	£23,000	£1,500
150	6.00	£33,120	£2,160
200	8.00	£58,880	£3,840
250	10.00	£92,000	£6,000
300	12.00	£132,480	£8,640

## Other services we offer

Our Charging Arrangements sets out the charges payable in respect of

- the provision of New Water Mains and New Sewers
- the provision of Service Connections, Lateral Drains and Wastewater Connections
- Adoption Agreements and Self-Lay Agreements and

- Diversions

Our Charging Arrangements do not cover all of the charges you may incur in relation to your development. Other charges are found on our website. For information purposes only, we have included at the end of this document our Infrastructure Charges 2021/22 and a table below showing examples of other charges that you may need to pay us.

Other Services we Offer	Charge	Charge covers
Consent to Connect to a public sewer (direct connection)	£330	Logging, reviewing and commenting on proposals, assessing impact on our network and issuing formal response (consent or refusal)
Consent to Connect to a public sewer (indirect connection)	£110	Logging, reviewing and technically assessing new connection design and method, impact on our network and issuing formal response (consent or refusal). Planning and undertaking a site inspection as required.
Build over Class 1 – Domestic extensions up to 160mm (6") (Consent to build over or near our water or wastewater assets and any protection works if required)	£343 by email or post / £299 apply and pay online *	Logging and reviewing proposals, technically assessing foundation and building proximity design and method, impact on our network and issuing formal response (consent or refusal). Registering build over on our public records.
Build over Class 1 – Domestic extensions up to 160mm (6") (Consent to build over or near our water or wastewater assets and any protection works if required)	£687 *	Logging and reviewing proposals, technically assessing foundation and building proximity design and method, impact on our network and issuing formal response (consent or refusal). Registering build over on our public records.
Build over Class 2 – Between 160mm (6") and 375mm (15") inclusive Consent to build over or near our water or wastewater assets and any protection works if required	£687 *	Logging and reviewing proposals, technically assessing foundation and building proximity design and method, impact on our network and issuing formal response (consent or refusal). Registering build over on our public records. Undertaking and assessing pre and post construction CCTV surveys.
Build over Class 3 – Over 375mm (15") inclusive Consent to build over or near our water or wastewater assets and any protection works if required	£1,300 deposit *	Logging and reviewing more complex proposals, technically assessing foundation and building proximity design and method, impact on our network and issuing formal response (consent or refusal). Registering build over on our public records. Undertaking and assessing pre and post construction CCTV surveys. Instructing our solicitors and managing the registering of a formal Deed of Easement.
Adoption of existing wastewater assets (Section 102)	£1,000 application fee plus Project Management and Inspection fee if units >5 5 to 100 units: £2,000 101 to 500 units: £5,000 500 + units: £10,000	Logging technically assessing and responding on suitability of sewer design and layout. Reviewing and assessing CCTV surveys and all on-site inspections.
Flow monitoring	Price on Application	
Metering an existing supply	Free of charge	
Odour impact assessment	Price on Application	
Diversions related to transport schemes (i.e not developments)	Price on Application	
Pre-development and capacity enquiries	Free of charge	
Consultancy, project management and technical support	Price on Application	

\* If the build over application concerns a domestic extension for disabled use, there is no charge upon provision of a Blue Badge or proof of a Personal Independence Payment.

# Contact us



Further information:

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