

# Charging arrangements for new connection services.



1 April 2019 to 31 March 2020



# Index.

## Charging arrangements

1. Introduction .....	3
2. You have a choice .....	3
<b>Water charging arrangements .....</b>	<b>5</b>
3. Service connections .....	6
4. New water mains (requisitions) .....	12
5. Water main diversions .....	18
6. Adoptions and self-lay .....	20
<b>Wastewater charging arrangements .....</b>	<b>23</b>
7. Waste connections and new lateral drains .....	24
8. New sewers (sewer requisitions) .....	28
9. Sewer diversions .....	33
10. Adoptions .....	35
<b>General charging arrangements .....</b>	<b>36</b>
11. Payment terms and security .....	37
12. Transition arrangements .....	39
13. Maintaining the broad balance of charges .....	40
14. Special circumstances .....	41
<b>Appendices .....</b>	<b>42</b>
Appendix A - Worked examples .....	43
Appendix B - Traffic management .....	56
Appendix C - Definitions and abbreviations .....	57
Appendix D - Summary of changes .....	59
 <b>Infrastructure Charges 2019-20 .....</b>	 <b>61</b>
 <b>Other services we offer .....</b>	 <b>64</b>

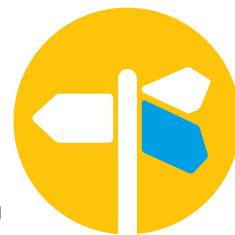
# 1. Introduction

## 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 our methods for calculating any Income Offsets and Asset Payments that might apply during the period from 1 April 2019 to 31 March 2020 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 2019-20.
- 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 carried out between 1 April 2019 and 31 March 2020 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 above, such as consents to connect to a public sewer under section 106 of the Water Industry Act 1991. We have listed some of these additional services on page 64. You can find more details including how much we charge for 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 follows the Code of Practice for the Self-Laying of Water Mains and Services England and Wales Edition 3.1 May 2017, which can be found at [water.org.uk/developer-services/self-lay-code-practice](http://water.org.uk/developer-services/self-lay-code-practice). You can read more about our approach to self-lay water projects at [thameswater.co.uk/selflay](http://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](http://developers.thameswater.co.uk).
- 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.

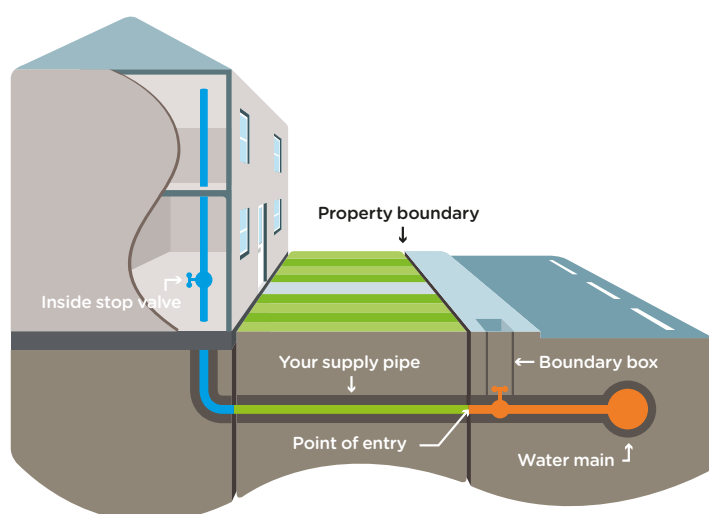


Diagram 1

- 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 external diameter of the main you are connecting to is larger than 250mm (polyethylene or ductile iron) or eight inches (cast iron).
  - (b) The main you are connecting to is a trunk main.
  - (c) 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 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 include 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 non-refundable, however if you ask us to construct your Service Connection(s), we will deduct the fees from the quoted charge(s). This is because our published fixed charges include administration and design costs.

### 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.

3.5.3 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.

### 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 [thameswater.co.uk/Developing-a-large-site/Planning-your-development/Where-our-pipes-are](https://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

## Service connections

- (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 no excavation
20/25mm <sup>C</sup>	Single £1,700 4-port (1 capped) £2,290 4-port £2,580 6-port (1 capped) £3,000 6-port £3,240	Single £1,350 4-port (1 capped) £1,810 4-port £2,020 6-port (1 capped) £2,600 6-port £2,910	Single £670 4-port (1 capped) £980 4-port £1,100 6-port (1 capped) £1,610 6-port £1,710	Single £480 4-port (1 capped) £690 4-port £830 6-port (1 capped) £1,240 6-port £1,520
25/32mm <sup>C</sup>	£1,700	£1,350	£670	£480
50/63mm <sup>C</sup>	£2,700	£2,100	£1,160	£840
80/90mm <sup>NC</sup>	£4,550	£3,600	£1,850	£1,330
100/125mm <sup>NC</sup>	£5,790	£4,590	£2,220	£1,820
150/180mm <sup>NC</sup>	£7,310	£5,200	£2,900	£2,360
200/250mm <sup>NC</sup>	£7,750	£5,660	£3,130	£2,700
300/355mm <sup>NC</sup>	£9,280	£6,190	£3,870	£3,040
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 no excavation
20/25mm <sup>C</sup>	£330 /m	£260 /m	£100 /m	£40 /m
25/32mm <sup>C</sup>	£330 /m	£260 /m	£100 /m	£40 /m
50/63mm <sup>C</sup>	£380 /m	£300 /m	£120 /m	£70 /m
80/90mm <sup>NC</sup>	£580 /m	£530 /m	£240 /m	£190 /m
100/125mm <sup>NC</sup>	£730 /m	£670 /m	£290 /m	£230 /m
150/180mm <sup>NC</sup>	£860 /m	£790 /m	£440 /m	£350 /m
200/250mm <sup>NC</sup>	£1,040 /m	£920 /m	£550 /m	£440 /m
300/355mm <sup>NC</sup>	£1,220 /m	£1,120 /m	£730 /m	£550 /m

C = Contestable, 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 no excavation
20/25mm <sup>C</sup>	Single £1,480 2-port £1,670 4-port (1 capped) £2,070 4-port £2,300 6-port (1 capped) £2,720 6-port £2,960	Single £1,120 2-port £1,260 4-port (1 capped) £1,580 4-port £1,750 6-port (1 capped) £2,330 6-port £2,620	Single £450 2-port £620 4-port (1 capped) £770 4-port £840 6-port (1 capped) £1,350 6-port £1,450	Single £270 2-port £370 4-port (1 capped) £480 4-port £580 6-port (1 capped) £980 6-port £1,250
25/32mm <sup>C</sup>	£1,480	£1,120	£450	£270
40/50mm <sup>C</sup>	£2,450	£1,840	£920	£600
50/63mm <sup>C</sup>	£2,450	£1,840	£920	£600
80/90mm <sup>NC</sup>	£4,220	£3,270	£1,540	£1,020
100/125mm <sup>NC</sup>	£5,430	£4,240	£1,890	£1,490
150/180mm <sup>NC</sup>	£6,920	£4,810	£2,530	£2,000
200/250mm <sup>NC</sup>	£7,340	£5,240	£2,740	£2,310
300/355mm <sup>NC</sup>	£8,840	£5,740	£3,450	£2,620
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 no excavation
20/25mm <sup>C</sup>	£320 /m	£250 /m	£90 /m	£30 /m
25/32mm <sup>C</sup>	£320 /m	£250 /m	£90 /m	£30 /m
40/50mm <sup>C</sup>	£350 /m	£270 /m	£100 /m	£40 /m
50/63mm <sup>C</sup>	£350 /m	£270 /m	£100 /m	£40 /m
80/90mm <sup>NC</sup>	£540 /m	£500 /m	£210 /m	£160 /m
100/125mm <sup>NC</sup>	£660 /m	£600 /m	£220 /m	£170 /m
150/180mm <sup>NC</sup>	£740 /m	£670 /m	£330 /m	£240 /m
200/250mm <sup>NC</sup>	£860 /m	£740 /m	£390 /m	£280 /m
300/355mm <sup>NC</sup>	£960 /m	£860 /m	£490 /m	£310 /m

C = Contestable, 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):

**2 port manifold** - 32mm

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

**6 port manifold** - 63mm

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

### 3.7.2 Table of ancillary charges

Item	Charge
Application fee <sup>NC*</sup>	£80 + VAT per application
Design fee <sup>C*</sup>	£90 + VAT for the first connection £60 + VAT for each additional connection

Application and design fees are non-refundable. However as the fixed charges for works are inclusive of design and administration costs, we deduct fees already paid from the quoted charge for the works in order to calculate the balance due when you accept the quote.

Item	Charge
Re-quote fee <sup>NC*</sup>	£80 + VAT per quote
Re-design fee <sup>C*</sup>	£90 + VAT for the first connection £60 + VAT for each additional connection

\*Please see 3.8.1

Re-quote and re-design fees are non-refundable and are not deducted from the quoted charge in the same way as first-time fees above.

Item	Charge
Abortive visit fee <sup>NC</sup>	£130 + 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
Permanent disconnection charge	Free for household properties (for non-household disconnections contact your supplier)

### Water meters

Meter size and type	Charge
15mm concentric <sup>C</sup>	£60
15mm in line <sup>C</sup>	£70
20mm in line <sup>C</sup>	£90
25mm in line <sup>C</sup>	£130
30mm in line <sup>C</sup>	£150
40mm in line <sup>C</sup>	£180
50mm in line <sup>C</sup>	£240
80mm in line <sup>C</sup>	£300
100mm in line <sup>C</sup>	£340
150mm in line <sup>C</sup>	£500

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

Item	Charge
Additional visit charge <sup>NC</sup>	£120 + VAT per visit

Additional visit charges are subject to VAT at the same rate as the works

C = Contestable, NC = Non-Contestable

### 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):

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

**50mm:** up to 16 flats or one large house

**63mm:** up to 40 flats

**90mm:** up to 100 flats

**125mm:** up to 230 flats

**180mm:** up to 700 flats

## 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 do not need to pay 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.

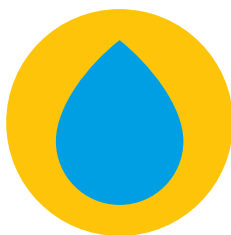
**3.8.3** If you request a change to the design once we are on-site, you will be asked to sign a variation order to confirm you will pay the cost of the changes based on our fixed price charges applicable at the date of the works, or we will cancel the job and ask you to obtain a re-quote. Abortive charges 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 days. If you require a re-quote you must pay a re-quote fee at the time of application.

## Service connections

- 3.8.5 If you are arranging for an SLP to construct your service connection, you do not need to make an application for a Service Connection to us but 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.
- 3.8.6 For payment terms and security requirements, see section 11.

# 4 New water mains (requisitions)



## 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 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.

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 charge for your New Water Main is:

- (a) the charge for our works (based on our fixed charges unless Special Circumstances exist) **minus**
- (b) a credit in the form of an 'Income Offset' representing our contribution to the cost of the New Water Main

4.3.2 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 4.12.

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 4.12.1).

- (b) A **fixed charge for laying pipe** from the existing water main to the required end point(s). This is shown as a

## New water mains (requisitions)

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 4.12.1). 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 4.12.1).
- (d) Ancillary charges (please see 4.12.2).

### 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 include 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 them 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)

## New water mains (requisitions)

- (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

### 4.9 Calculating our charges where Special Circumstances exist

- 4.9.1 Where Special Circumstances exist, we will calculate our charges using a combination of fixed charges and actual cost:
  - (a) The charge for the element of New Water Main where Special Circumstances do not exist will be based on our fixed charges.
  - (b) For the element of New Water Mains work where Special Circumstances exist, we will charge you our actual costs incurred. 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 therefore 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 4.13.

### 4.10 Our financial contribution to the cost

- 4.10.1 We make a financial contribution towards the charges for the New Water Main, called the 'Income Offset'. This recognises that we will earn additional income from the new customer accounts that will arise from connections to the New Water Main.
- 4.10.2 We calculate the Income Offset using a financial model which is available to download from our website [developers.thameswater.co.uk/New-connection-charging](https://developers.thameswater.co.uk/New-connection-charging). The required inputs to the model include the charge for the New Water Main calculated as above (excluding ancillary charges) and the number of properties served by the New Water Main in each of the first 12 years after the New Water Main is installed.
- 4.10.3 The model compares the cost of us financing the New Water Main and the additional income we can expect from each connection to the New Water Main for each of the first 12 years after construction of the New Water Main. The deficits arising in any year are discounted to current value and added up to give a discounted aggregate deficit ('DAD'). The DAD value is the amount you contribute to the New Water Main, while we contribute the balance. Our contribution is called the Income Offset.
- 4.10.4 Our quote to you will show the charge for the New Water Main and the Income Offset. The amount of the Income Offset will only change if the charge for the New Water Main is revised, in which case we will recalculate the Income Offset.
- 4.10.5 If you choose a self-lay provider to carry out some or all of the works required to provide your development with a water main, we will still contribute to the cost of the scheme. Our contribution will be an Asset Payment, which will be equal to the Income Offset less the cost of any works you ask us to carry out. For more details on the Asset Payment see section 6.2.3.

### 4.11 Network Reinforcement

- 4.11.1 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. (Please note that this is a significant change in our basis of charging.)
- 4.11.2 We may sometimes change the point of connection

## New water mains (requisitions)

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.

- 4.11.3 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.
- 4.11.4 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.



### 4.12 Our fixed charges for New Water Mains

#### 4.12.1 Tables of connection and pipe laying charges (where no Special Circumstances exist)

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 no excavation by Thames Water
80/90mm <sup>NC</sup>	£4,380	£3,440	£1,700	£1,180	n/a
100/125mm <sup>NC</sup>	£5,610	£4,420	£2,050	£1,650	n/a
150/180mm <sup>NC</sup>	£7,110	£5,000	£2,720	£2,170	n/a
200/250mm <sup>NC</sup>	£7,540	£5,460	£2,940	£2,500	n/a
300/355mm <sup>NC</sup>	£9,060	£5,970	£3,660	£2,830	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 no excavation by Thames Water
80/90mm <sup>C</sup>	£580 /m	£530 /m	£240 /m	£260 /m	£120 /m
100/125mm <sup>C</sup>	£730 /m	£670 /m	£290 /m	£310 /m	£170 /m
150/180mm <sup>C</sup>	£860 /m	£790 /m	£440 /m	£480 /m	£240 /m
200/250mm <sup>C</sup>	£1,040 /m	£920 /m	£550 /m	£580 /m	£310 /m
300/355mm <sup>C</sup>	£1,230 /m	£1,130 /m	£740 /m	£710 /m	£410 /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 no excavation by Thames Water
80/90mm <sup>C</sup>	£540 /m	£500 /m	£210 /m	£220 /m	£90 /m
100/125mm <sup>C</sup>	£660 /m	£600 /m	£220 /m	£240 /m	£100 /m
150/180mm <sup>C</sup>	£740 /m	£670 /m	£330 /m	£370 /m	£130 /m
200/250mm <sup>C</sup>	£860 /m	£740 /m	£390 /m	£410 /m	£140 /m
300/355mm <sup>C</sup>	£960 /m	£860 /m	£490 /m	£450 /m	£160 /m

C = Contestable, 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** of £1,100 for the start of each new phase. This is a contestable charge.

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



## New water mains (requisitions)

### 4.12.2 Ancillary charges

Item	Charge
Re-quote fee <sup>NC</sup>	£350 + VAT
Abortive visit fees <sup>NC</sup>	£130 + VAT per visit plus
	£820 remobilisation charge without welfare facilities
	£990 remobilisation charge with welfare facilities
	plus any additional costs we incur from the highway authority plus an administration fee of 30% as detailed in 4.7.1
The above ancillary charges are subject to VAT at the applicable rate.	
Additional visit charge <sup>NC</sup>	£120 + VAT per visit
The above charge for additional services is subject to VAT at the same rate as the works.	

4.12.3 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:

Item	Charge
Application fee <sup>NC</sup>	£2,000 + VAT for a budget estimate
Design fee <sup>C</sup>	15% of the estimated scheme value on account of the actual cost
Re-quote fee <sup>NC</sup>	£350 + VAT
The above ancillary charges are subject to VAT at the standard rate.	

C = Contestable, NC = Non-Contestable

### 4.12.4 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. 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.

## 4.13 Applications and quotes for New Water Mains

4.13.1 If you would like an estimate of the charges for a New Water Main you can apply for a budget estimate. We provide a budget estimate for indicative purposes only and it is not capable of acceptance. We provide it without carrying out a site visit, preparing a detailed design or discussing the scheme with the relevant highway authority. If your scheme features Special Circumstances, a non-refundable fixed fee is payable.

4.13.2 In order to obtain a New Water Main you will need to submit an application form to us. Please read this section in conjunction with section 11 on payment terms and security.

4.13.3 Our quotes are valid for 180 days.

4.13.4 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) We will review each scheme on completion 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.

4.13.5 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.

4.13.6 Payment terms and security requirements can be found in section 11.

# 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 you will need to discuss this with us. Please note that we will not divert any section of this structure. 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 In order to arrange 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 design work, laying a new main, providing connections at each end into existing mains and decommissioning the redundant main. If you provide your own design produced by an accredited designer, we will charge you for reviewing that design.
- 5.3.3 For complex schemes, 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. For ease of reference, any scheme involving any of the circumstances set out in section 14 below are considered complex. 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.
- 5.3.4 The 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 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.
- 5.3.5 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.
- 5.3.6 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.

- 5.3.7 Your diversion works may require existing service connections to be diverted or re-laid and we will include this in your quote.
- 5.3.8 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 have published indicative rates so that you can estimate the charges for a Diversion. These rates are for estimating only and will not be used for charging. The indicative rates are based on the average costs of straightforward diversions. They 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 this will vary from the indicative charges published here.

5.4.2 Our indicative charges for diverting mains are broken down into three elements:

- 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.
- 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.
- 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 water main are the same as the rates for new mains in section 4.12.1 above and details of our ancillary charges are included in the table below.

5.4.6 The indicative charges for decommissioning water mains are £20 per metre for pipes with an internal diameter of up to and including 300mm and £90 per metre for larger diameter pipes.

### 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:

- the size of water main** you are diverting
- where the new main will connect** into the existing network
- the likely route of the new main** between the two new connection points
- 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
- the nature of service connections** to be diverted or re-laid
- the length of water main** to be decommissioned

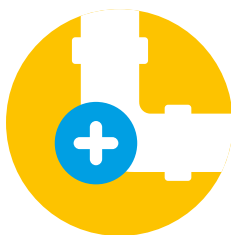
### 5.6 Table of ancillary charges

5.6.1 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.

Item	Charge
Application fee for schemes not considered complex (see section 5.3.2)	No charge
Application fee for schemes considered complex <sup>NC</sup> (see section 5.3.3)	£2,000 + VAT for a budget estimate
Design fee for schemes considered complex <sup>C</sup> (see section 5.3.3)	15% of the estimated scheme value on account of the actual cost
Re-quote fee <sup>NC</sup>	£350 + VAT
The above ancillary charges are subject to VAT at the standard rate.	

C = Contestable, NC = Non-Contestable

# 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 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 Our approach to the self-lay of water infrastructure follows the Code of Practice for the Self-Laying of Water Mains and Services England and Wales Edition 3.1 - May 2017 ('the Code'), which you can find at [water.org.uk/developer-services/self-lay-code-practice](http://water.org.uk/developer-services/self-lay-code-practice). For more information on our approach to self-lay water projects see [thameswater.co.uk/selflay](http://thameswater.co.uk/selflay).
- 6.1.3 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 Agreement for new connections and new mains work or a Diversion Agreement for Diversion works with us before any work is carried out.
- 6.1.4 SLPs can carry out at least the Contestable element of the works, which is everything except the following works identified in the Code as Non-Contestable:
- (a) Design work for Network Reinforcement
  - (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) Source of water connections to our existing asset
  - (g) Service connections above 63mm in diameter
  - (h) Service connections up to 63mm in diameter 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
  - (i) Decommissioning redundant mains following a diversion

6.1.5 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

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

### 6.2.2 Service connections

- (a) If you are arranging for an SLP to construct your connection, there is no need to make an application, but you and your SLP must enter into a Self-Lay Agreement. We will not charge for this, although you will need to pay for the purchase of a water meter as detailed in 6.3.1.
- (b) If you want us to provide a comparative quote for your Service Connection, you may apply to obtain a design and quote from us, for which application and design fees are payable.
- (c) We do not make Asset Payments for self-laid Service Connections.

### 6.2.3 Water mains

- (a) You may be arranging for an SLP to construct some or all of the new main, including the source of water connection to our existing assets if we have agreed to this. When we adopt the self-laid water main we will pay you (or your SLP if you choose) a net Asset Payment. For phased development we will agree a phased payment with you (or with your SLP).
- (b) The gross Asset Payment is the same amount as the Income Offset amount we would contribute to the scheme if we were constructing it ourselves (please refer to the Income Offset explanation in 4.10). We will deduct from this the charges for any works that we are carrying out, to give a net Asset Payment due to you (or to your SLP).
- (c) 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.
- (d) We will include the amount of the net Asset Payment in the Self-Lay Agreement. This is a fixed sum unless you change the works required under the scheme, in which case we will vary the Self-Lay Agreement to update the value of the net Asset Payment.
- (e) There will be circumstances where the charges for our works exceed the gross Asset Payment on a



scheme, i.e. the net Asset Payment is negative. In such a situation, you (or your SLP) will need to make a payment to us equal to the charges for our works less the gross Asset Payment before we schedule any works.

### 6.2.4 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) Please note that there is no Asset Payment for a water diversion, as we do not contribute to the cost of the scheme.
- (c) 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.
- (d) For complex schemes, fees for budget estimates and for design will be payable as detailed in 5.3.3.

### 6.2.5 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.

### 6.2.6 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 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) If you choose to obtain a comparative quote for your service connection an application fee of £80 + VAT is payable plus a design fee of £90 + VAT for the first connection and £60 + VAT for each additional connection.
- (b) If you require us to carry out Water Regulations inspections we will charge £120 + VAT per visit.
- (c) Water meters

Meter size and type	Charge
15mm concentric <sup>C</sup>	£60
15mm in line <sup>C</sup>	£70
20mm in line <sup>C</sup>	£90
25mm in line <sup>C</sup>	£130
30mm in line <sup>C</sup>	£150
40mm in line <sup>C</sup>	£180
50mm in line <sup>C</sup>	£240
80mm in line <sup>C</sup>	£300
100mm in line <sup>C</sup>	£340
150mm in line <sup>C</sup>	£500

C = Contestable, NC = Non-Contestable

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

### 6.3.2 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 4.12 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 £1,100 to cover the cost of attending the site and making the connection.
- (c) Application fees will be payable for water mains scheme featuring Special Circumstances, as detailed in section 4.9.2.
- (d) Sampling £120 + VAT per visit plus £70 + VAT per sample analysis

### 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 water main to be designed by an accredited designer, we will charge you for reviewing and agreeing the design based on the cost we incur. We will agree this with you in advance and will charge you based on hourly rates for the type of person required.

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.

# **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.

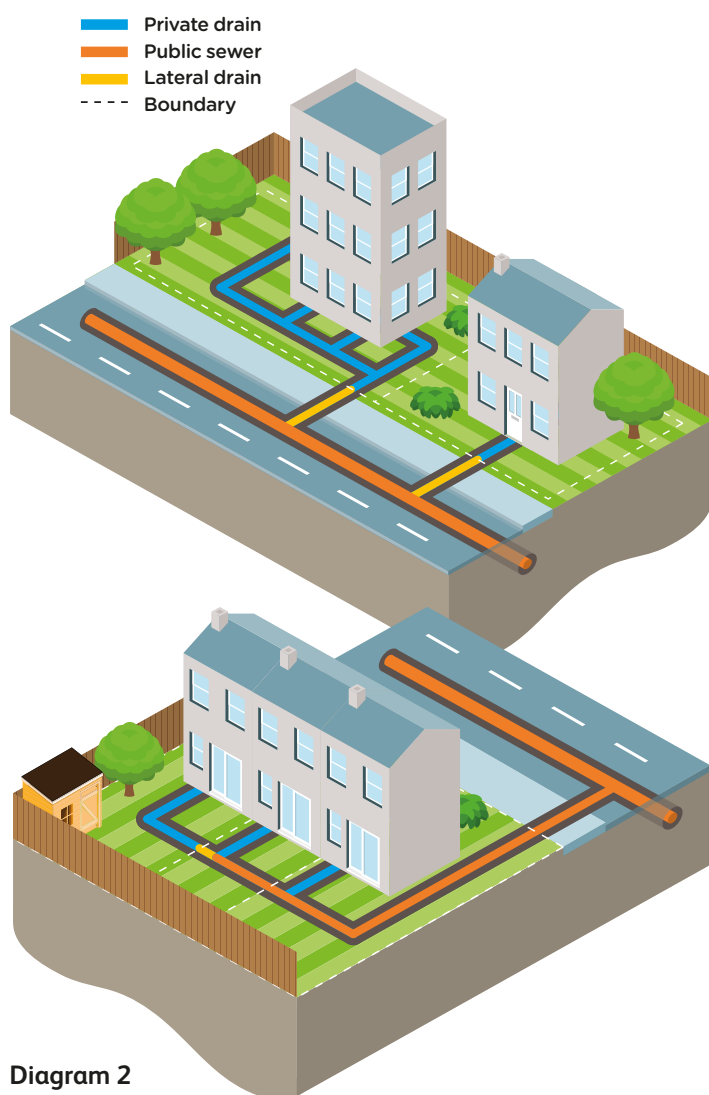


Diagram 2

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.

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 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 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 the charges 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.

### 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:

- (a) the **size of Waste Connection or New Lateral Drain** you require (based on pipe diameter)
- (b) the **depth of the public sewer** you are connecting to
- (c) 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 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)
- (d) 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		
		Up to 5m	Up to 10m	>10m
Connection charge	Per connection	£37,660	£96,980	£188,040

Waste Connections and Lateral Drains – Pipe laying charges		Internal pipe diameter			
		100mm	150mm	225mm	300mm
Pipelaying charge	Per metre	£320	£340	£380	£520

The above charges are subject to VAT at the applicable rate

7.7.2 Table of ancillary charges

Item	Charge
Application fee	
Connection to trunk sewer	£11,500 + VAT
Connection to other public sewer	£8,500 + VAT
Re-quote fee	
Original surveys remain valid	£350 + VAT per quote
New surveys needed	Application fee as above
Abortive visit fee	£130 + VAT per visit plus any additional costs we incur from the highway authority in respect of Traffic Management, plus an administration fee as detailed in 7.5.1
The above ancillary charges are subject to VAT at the applicable rate.	
Additional visit charge	£120 + VAT per visit
Additional visit charges are subject to VAT at the same rate as the works.	

### 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 an 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 We will review each scheme on completion to assess whether the works were the same as in the quote. If the excavation depth, diameter or length of pipework were different, 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 works if you decide to pay in arrears. We will charge for abortive and additional visits at the published rates applying on the date the charges are incurred.
- 7.8.4 We calculate our quote based on the information available to us at the time. There are factors that may result in the works being different to our original design. If you believe that there was a difference you can request a review of the charges for your connection. If we calculate that the charge for the actual works – based on our published charges – works out different to the quote we gave you, we will make an adjustment for the difference. Please note that we round up all pipe laying charges to the nearest whole metre, and our review may result in an increase in the amount you have to pay. Abortive charges and charges for additional site visits are not included in our quote and will increase the charge for your New Lateral Drain where applicable.
- 7.8.5 Our quote will be valid for 180 days. In the event that you require a re-quote, a re-quote or new application fee will be payable.
- 7.8.6 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.
- 7.8.7 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 in orange in Diagram 2 in 7.1) carries wastewater from multiple properties and can be on private or public land. If there is no public sewer near your property for you to connect your premises to, you will need a New Sewer as well as lateral drains.

## 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 The charge for your New Sewer is:

- (a) the charge for our works (based on our fixed charges unless Special Circumstances exist) **minus**
- (b) a credit in the form of an 'Income Offset' representing our contribution to the cost of the New Sewer

8.3.2 The method for calculating the charges for New Sewers will depend on whether Special Circumstances exist.

## 8.4 Schemes involving Special Circumstances

8.4.1 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 upfront
- (d) where the work is to be carried out on or close to land with particular environmental, historical or archaeological characteristics

8.4.2 We also include within Special Circumstances the construction of any New Sewer with an internal diameter over 300mm, as jobs of this sort are carried out infrequently.

8.4.3 Full details of what we classify as Special Circumstances are contained in section 14.

8.4.4 If no Special Circumstances exist, we will calculate our charges for New Sewers as set out in 8.5 and on the basis of our fixed charges detailed in 8.12.

8.4.5 If Special Circumstances exist, we will price our charges for New Sewers on application as set out in 8.10 and you will pay the actual costs incurred by us 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 sewer, the required fittings and any potential Traffic Management requirements. We will base the quote we issue you on the estimated cost of these plus the required plant, labour and materials. 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.

## 8.5 Calculating our charges where no Special Circumstances exist

8.5.1 Where no Special Circumstances exist (for example, typical gravity sewers), our charges for providing a New Sewer are broken down into the following elements:

- (a) An **application fee to obtain a quote**, including confirming the point of connection and route of the pipework

## New sewers (sewer requisitions)

- (b) A **fixed charge for the connection** to the existing public sewer. This is shown as a single charge calculated with reference to where we connect to the existing sewer (for example, in the road) – please see 8.12.1
- (c) A **fixed charge for laying pipe** from the existing sewer to the required end point(s). 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) – please see 8.12.1
- (d) If the New Sewer 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 8.12.1
- (e) Ancillary charges (please see 8.12.2)

### 8.6 Costs included in our fixed charges

8.6.1 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 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 we 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 include one site survey, an enabling site visit, a pre-commencement meeting and a completion meeting. Any additional visits you require will be charged to you in accordance with our fixed charges.

Our fixed charges for New Sewers 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 sewer work and will update them annually. Each year we will also review the percentage uplifts for Traffic Management and highway authority charges 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 sewer is at least the same diameter as the New Sewer you require to provide the capacity for your development. Please see 8.11 for further information about the charging point of connection.

### 8.7 Ancillary charges

8.7.1 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

### 8.8 Estimating the charges for your scheme

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

- (a) the **size of New 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

### 8.9 Calculating our charges where Special Circumstances exist

- 8.9.1 Where Special Circumstances exist, we will calculate our charges using a combination of fixed charges and actual cost:
- (a) The charge for the element of New Sewer work where Special Circumstances do not exist will be based on our fixed charges.
  - (b) For the element of New Sewer work where Special Circumstances exist, we will charge you our actual costs incurred. 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 Sewer which crossed a railway we would therefore charge based on actual cost for the portion in or affected by the railway.
- 8.9.2 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.
- 8.9.3 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.
- 8.9.4 On completion of the New Sewer, we will provide an account of the actual costs incurred and meterage delivered (if relevant) and either credit or invoice you for the difference.
- 8.9.5 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 8.13.

### 8.10 Our financial contribution to the cost

- 8.10.1 We make a financial contribution towards the charges for the New Sewer, called the 'Income Offset'. This recognises that we will earn additional income from the new customer accounts that will arise from connections to the New Sewer.
- 8.10.2 We calculate the Income Offset using a financial model which is available to download from our website at

[developers.thameswater.co.uk/New-connection-charging](https://developers.thameswater.co.uk/New-connection-charging). The required inputs to the model include the charge for the New Sewer calculated as above (excluding ancillary charges) and the number of properties served by the New Sewer in each of the first 12 years after provision of the New Sewer.

- 8.10.3 The model compares the cost of us financing the New Sewer and the additional income we can expect from each connection to the New Sewer for each of the first 12 years after construction of the New Sewer. The deficits arising in any year are discounted to current value and added up to give a discounted aggregate deficit ('DAD'). The DAD value is the amount you contribute to the new main, while we contribute the balance. Our contribution is called the Income Offset.
- 8.10.4 Our quote to you will show the charge for the New Sewer and the Income Offset. The amount of the Income Offset will only change if the charge for the works is revised, in which case we will recalculate the Income Offset.

### 8.11 Network Reinforcement

- 8.11.1 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. (Please note that this is a significant change in our basis of charging.)
- 8.11.2 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.
- 8.11.3 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.
- 8.11.4 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.

## New sewers (sewer requisitions)

### 8.12 Our fixed charges for New Sewers

#### 8.12.1 Tables of connection and pipe laying charges (where no Special Circumstances exist)

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	£19,860			£19,390			£15,790		
Pipelaying charge per metre	£1,230	£1,280	£1,750	£1,060	£1,130	£1,520	£610	£690	£950

In the event that the pipework is to be laid in phases, we apply a **phasing charge** of £1,100 for each new phase.

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

#### 8.12.2 Ancillary charges for works not featuring Special Circumstances

Item	Charge
Application fee for connection to trunk sewer	£11,500 + VAT
Application fee for connection to other public sewer	£8,500 + VAT
Re-quote fee	£350 + VAT
Abortive visit fee	£130 + VAT per visit plus
	£820 remobilisation charge without welfare facilities
	£990 remobilisation charge with welfare facilities
	plus any additional costs we incur from the highway authority plus an administration fee of 30% as detailed in 8.9.1
The above ancillary charges are subject to VAT at the applicable rate.	
Additional visit charge	£120 + VAT per visit
Additional visit charges are subject to VAT at the same rate as the works.	

#### 8.12.3 We will charge for any work involving Special Circumstances in accordance with 8.6. The following ancillary charges apply for New Sewers featuring Special Circumstances.

Item	Charge
Application fee	£2,000 + VAT for a budget estimate
Design fee	15% of the estimated scheme value on account of the actual cost
Re-quote fee	£350 + VAT
The above ancillary charges are subject to VAT at the standard rate.	

### 8.13 Applications and quotes for New Sewers

- 8.13.1 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.
- 8.13.2 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).
- 8.13.3 Our quotes are valid for 180 days.
- 8.13.4 Where no Special Circumstances exist:
- (a) We will carry out a site survey, design the New Sewer and liaise with third parties in order to provide you with a quote for the New Sewer. The quote will be based on our fixed charges. The quote is subject to change in the event that 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) We will review each scheme on completion to assess whether the size and length of New Sewer as laid is the same as in the quote. If the size of the New Sewer is different, the surface type is different or else the length of sewer is 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 re-calculate 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 Sewer if you decide to pay in arrears. We charge for abortive and additional visit charges at the published rate applying on the date the charges are incurred.
- 8.13.5 As detailed in 8.9.2, 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 Sewer work and liaise with third parties in order to provide you with an indicative quote for the New Sewer. The quote will not be a fixed price quote. 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.
- 8.13.6 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 or removal of the sewer to allow development work to progress. This process of altering or removing a 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.
- 9.1.5 If you are planning work in London and intend developing above any section of the 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 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. You will need to apply to us and pay a fee of £690 and provide security of

£2,000 until the works are completed to our satisfaction.

- 9.2.3 If you want to divert a public sewer which 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 a fee of £500 for each of the two elements of the agreement (£1,000 in total). 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 security equal to 100% of our estimate of the cost of the works until the works are completed to our satisfaction.
- 9.2.4 If you want to carry out other Diversions, you will have to pay an application fee of £2,000 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 of up to £5,000 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.
- 9.2.5 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. If you provide your own design produced by an accredited designer, we will

charge you for reviewing it.

- 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 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. We have published indicative rates so that you can estimate the charges for a Diversion. These rates are for estimating only and will not be used for charging. 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 re-laying or diverting connections you can use the published lateral drain or new sewer charges (as appropriate) on an indicative basis.

9.4.6 The indicative rates for pipe laying and connection charges are the same as for new sewers in 8.12.1 above and details of our ancillary charges are included in the table below.

9.4.7 The indicative charges for decommissioning sewers are £20 per metre for pipes with an internal diameter of up to and including 300mm and £90 per metre for larger diameter pipes.

### 9.5 Table of ancillary charges

9.5.1 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.

Item	Charge
Application fee	£2,000 + VAT for a budget estimate
Design fee	15% of the estimated scheme value on account of the actual cost
Modelling assessment (section 5.3.4)	£15,000 + VAT on account of the actual cost
Re-quote fee	£350 + VAT
The above ancillary charges are subject to VAT at the standard rate	
Legal agreement	Up to £5,000

## 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 'Sewers for Adoption - a design and construction guide for developers'. This is published by the Water Research Centre (WRC) and representatives of both the House Builders Federation and Water UK have been involved in its preparation. Implicit in the guide is that public sewers should be located in highways or public open spaces. This guide is available from the WRC website at [wrcplc.co.uk/sfa](http://wrcplc.co.uk/sfa). Proposals submitted in conformity with 'Sewers for Adoption' can be checked rapidly and we limit our fees to those recommended in the guide.
- 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 of £500 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](http://developers.thameswater.co.uk/Domestic-and-small-commercial/Wastewater).
- 10.2.3 Please note that Section 20 of the model agreement in 'Sewers for Adoption' (6th Edition) sets out our

requirements relating to the transfer of land and maintenance arrangements.

- 10.2.4 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.
- 10.2.5 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. Our fee will be the greater of £500 or 2.5% of our estimate of the construction cost, which covers the processing, assessment and inspection of the works. We deduct the application fee from this.
- 10.2.6 In order to progress the adoption, you must enter into an Adoption Agreement with us subject to providing a security deposit of 10% of the estimate of the construction cost, subject to a minimum of £5,000. This security is normally a cash deposit, although we will accept alternative forms of security by agreement.
- 10.2.7 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.
- 10.2.8 A legal fee of £850 is also payable on signing of the Adoption Agreement. If an easement is required an additional easement fee of £750 per easement is payable.
- 10.2.9 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.
- 10.2.10 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 in 'Sewers for Adoption' as detailed in 10.1.3.
- 10.2.11 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.

## **General charging arrangements.**



# 11 Payment terms and security



## 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 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.

## 11.2 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 are set out in our Charges Scheme and Charges Schedule. The relevant extract of the Charges Schedule appears on pages 61 to 63.
- 11.2.5 As you benefit from fixed rates for your New Connections Services, we do not pay interest on any advance payment.

## 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 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.
- 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.

## Payment terms and security

- 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 On receipt of full payment for your works, we will return the security to you.
- 11.3.8 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 2019.
- 12.1.2 For work quoted for and commencing on or after 1 April 2019, the charges in these Charging Arrangements will apply. Please note that the application date is not relevant.
- 12.1.3 For work quoted for on or before 31 March 2019, our quotes remain valid for a period of 180 days from the date of issue. You can choose to accept and pay for these quotes as long as you do so within the validity period, even if this is after 1 April 2019. If you require a re-quote on or after 1 April 2019 the charges in these Charging Arrangements will apply.



### 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 We will maintain the balance of charges as follows:
- 13.3.1 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.
- 13.3.2 The provision of a Diversion continues to be fully chargeable. If you self-lay your diversion, that also continues to be at your expense.
- 13.3.3 For New Water Mains and New Sewers, you will still receive an Income Offset calculated on the basis of the Discounted Aggregate Deficit model. This establishes the contributions we and you make to each scheme based on the cost of the scheme and the expected income we will earn from new connections:
- (a) If you self-lay some or all of a New Water Main, we will continue to calculate our contribution using the Discounted Aggregate Deficit model, with the Asset Payment (before deduction of our costs) being equal to the contribution we would have made if we laid the new main.
- (b) If you self-lay a New Sewer, that will continue to be at your expense with no asset payment applying.
- 13.4 In addition to charges for New Connections Services, developers pay Infrastructure Charges.
- 13.4.1 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.

- 13.4.2 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.
- 13.4.3 Consequently, our Infrastructure Charges since 2018/19 are lower than in 2017/18 and we consider that in this area our implementation of the Charges Scheme Rules has resulted in a change in the balance of charges between developers and other customers.



## 14 Special circumstances



- 14.1 Under the Charging Rules we are not obliged to publish fixed charges for New Water Mains and New 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, New Lateral Drains and Waste Connections, 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 or New Sewer. 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, where:
- (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 involving New Sewers with an internal diameter above 300mm
    - 14.3.3 Waste schemes featuring high ground or a high water table and waste schemes involving rising mains or pipework that is deeper than 2,500mm to the invert (i.e. the distance from the surface to the bottom of the inside of the pipe)
    - 14.3.4 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
    - 14.3.5 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
    - 14.3.6 Projects involving accessing existing third party service tunnels (London area)
    - 14.3.7 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)
    - 14.3.8 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 or New Sewer 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.

# 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:

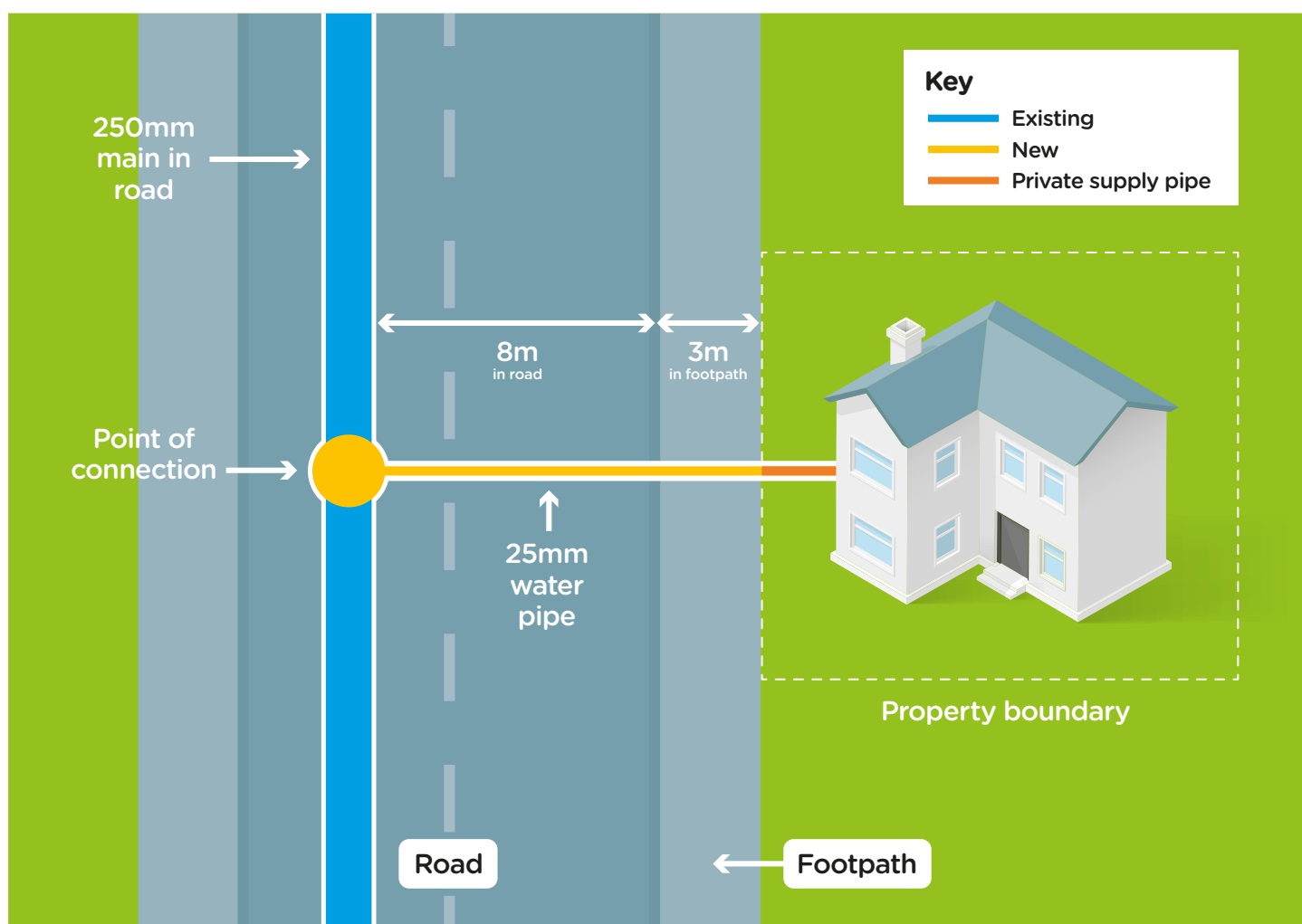
- These are **not real schemes, just illustrations** to help you understand our charges
- All stated figures **exclude VAT**
- In the water examples we have labelled the different aspects of the connection work as **Contestable** and **Non-Contestable** to make it clear which parts of the work can be 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
- **application and design fees** have not been shown separately
- **we have not labelled** the wastewater examples, as these are not Contestable except to the extent that we exercise our rights under section 107 of the Water Industry Act 1991 to make connections ourselves

### Example 1: New water connection to a single home.

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



#### Under our 2019/20 Charging Arrangements:

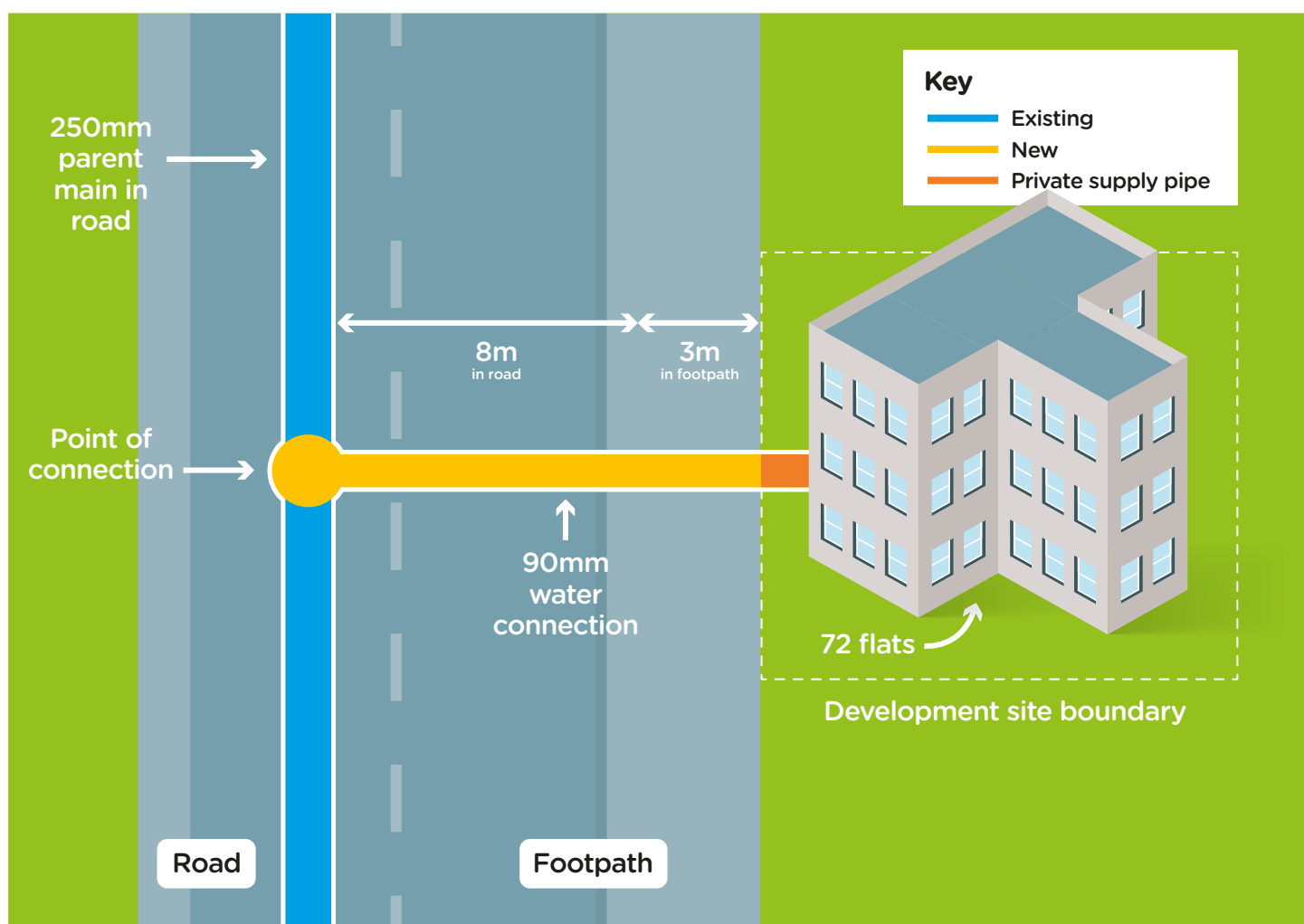
Item	Surface type	Length or quantity	Rate	Charge
Connection 25mm <sup>C</sup>	Road	1 qty	£1,480	£1,480
Pipe 25mm <sup>C</sup>	Road	7 metres	£320	£2,240
Pipe 25mm <sup>C</sup>	Footpath	3 metres	£250	£750
<b>Subtotal</b>				<b>£4,470</b>
Infrastructure Charge (water)		1 qty	£140	£140
Infrastructure Charge (wastewater)		1 qty	£210	£210
<b>Total</b>				<b>£4,820</b>

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

C = Contestable, NC = Non-Contestable

### Example 2: New water connection to a block of flats.

This example shows 72 flats being connected to an existing water main. Barrier pipe is required.



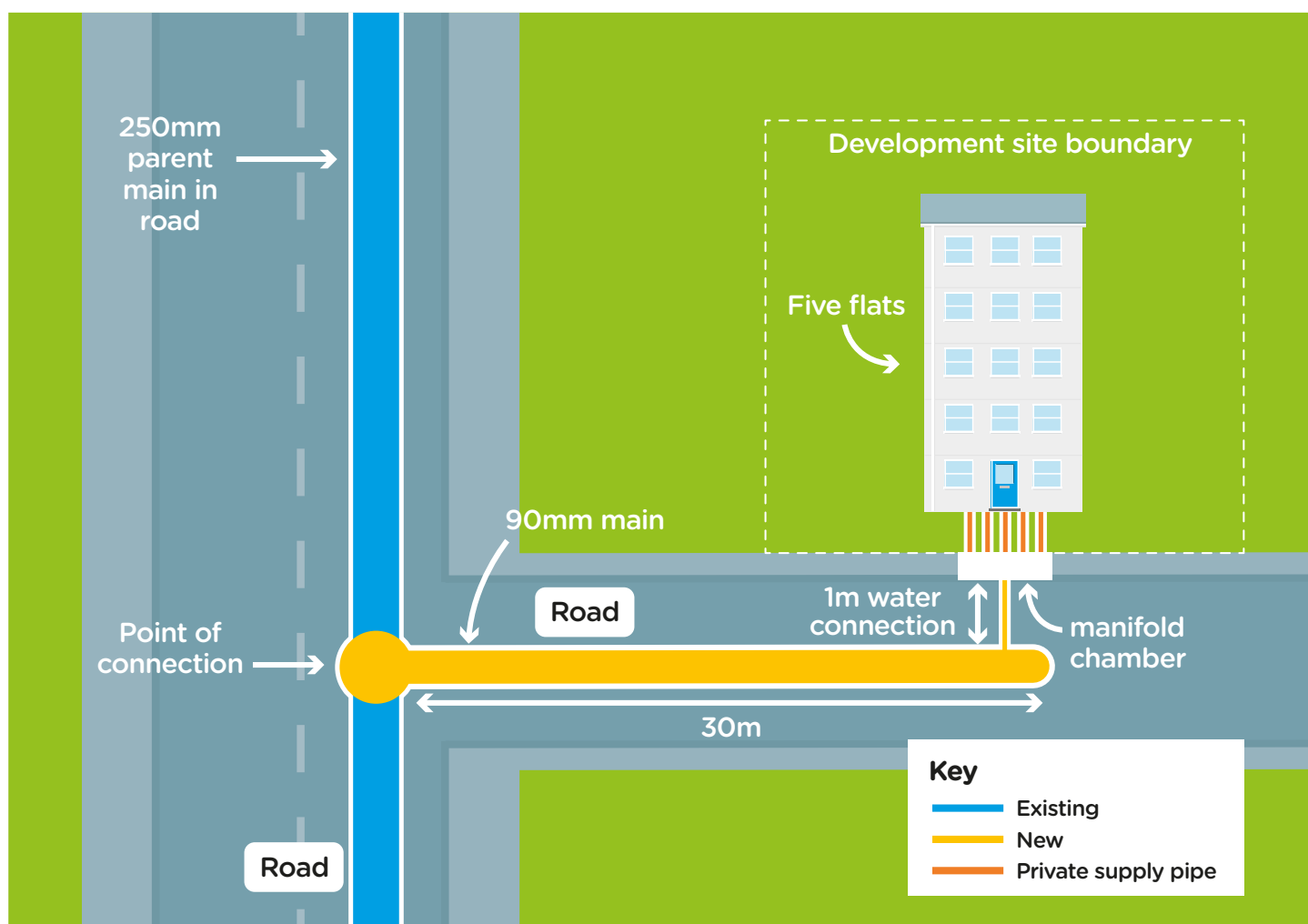
#### Under our 2019/20 Charging Arrangements:

Item	Surface type	Length or quantity	Rate	Charge
Barrier connection 90mm <sup>NC</sup>	Road	1 qty	£4,550	£4,550
Barrier pipe 90mm <sup>NC</sup>	Road	7 metres	£580	£4,060
Barrier pipe 90mm <sup>NC</sup>	Footpath	3 metres	£530	£1,590
<b>Subtotal</b>				<b>£10,200</b>
Internal meters 20mm <sup>C</sup>	Supply only	72 qty	£90	£6,480
Infrastructure Charge (water)	n/a	72 qty	£140	£10,080
Infrastructure Charge (wastewater)	n/a	72 qty	£210	£15,120
<b>Total</b>				<b>£41,880</b>

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

### Example 3: Self-lay of New Water Main and water connections to five flats.

In this example we consider a development of five flats which requires a New Water Main and water connections. A manifold is used to make the water connections and barrier pipe is required in this case. There are no network capacity issues. A self-lay provider completes the contestable work.



Under our 2019/20 Charging Arrangements:

New main:

Item	Surface type	Length or quantity	Rate	Charge
Barrier connection 90mm <sup>NC</sup>	Road	1 qty	£4,380	£4,380
Barrier pipe 90mm <sup>C</sup>	Road	30 metres	£580	£17,400
<b>Charge for scheme</b>				<b>£21,780</b>

C = Contestable, NC = Non-Contestable

## Appendix A: Worked examples

Item	Charge
Gross asset payment based on charge for scheme	(£9,983)
Charge for Thames Water works	£4,380
<b>Net asset payment</b>	<b>(£5,603)</b>

Water connections:

- Because the water connection charges are paid directly by the developer to the self-lay provider, and this amount is not payable to us or within our control, we will not outline them for the purpose of this example.

Infrastructure Charges:

Item	Quantity	Rate	Charge
Infrastructure Charge (water)	5 qty	£140	£700
Infrastructure Charge (wastewater)	5 qty	£210	£1,050
<b>Total</b>			<b>£1,750</b>

Total charge for new main and Infrastructure Charges:

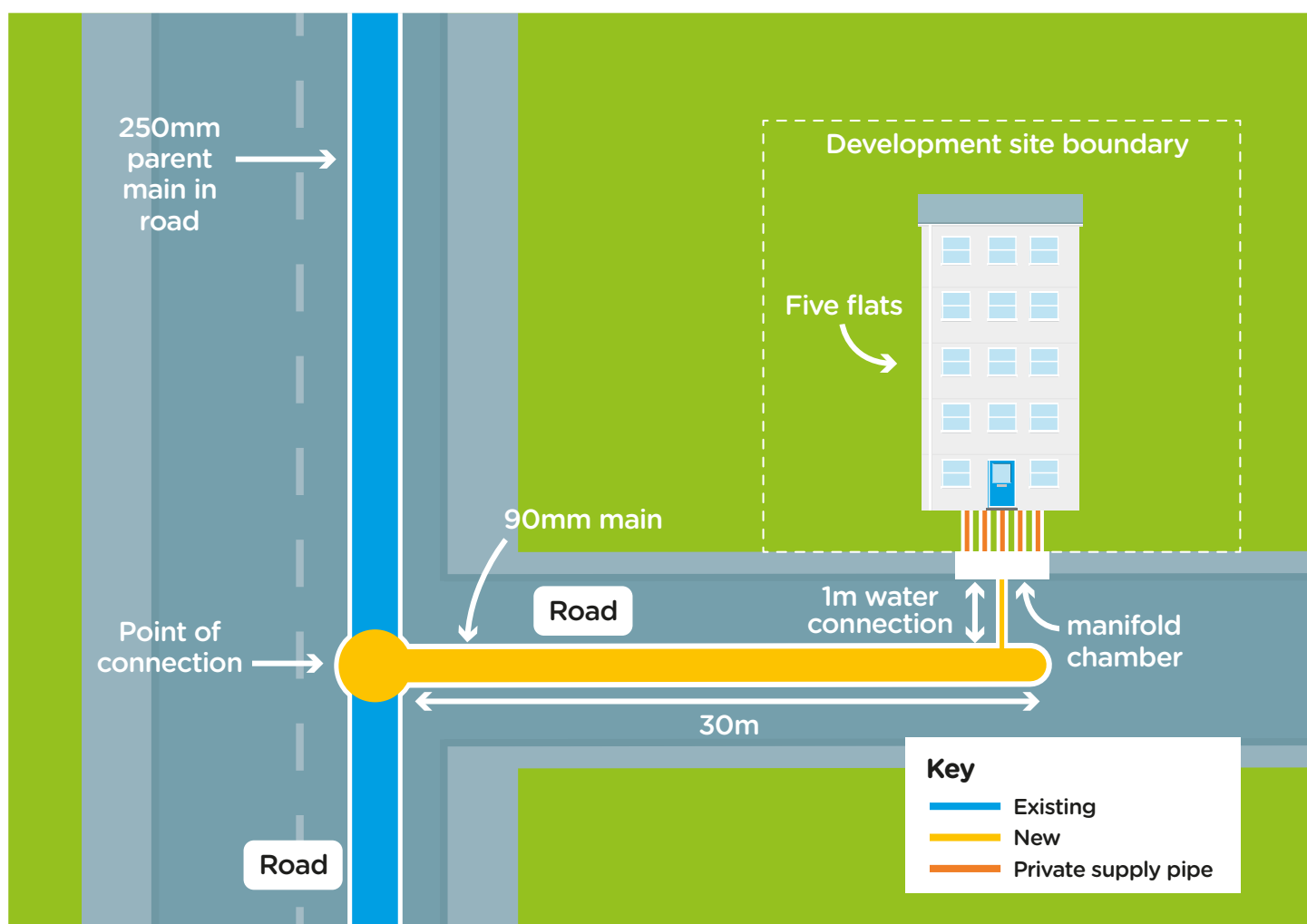
Item	Charge
Net asset payment	(£5,603)
Total Infrastructure Charges	£1,750
<b>Total</b>	<b>(£3,853)</b>

C = Contestable, NC = Non-Contestable



### Example 4: New Water Main and water connections to five flats.

This example uses the same five-flat development as Example 3, with Thames Water now completing all the work.



Under our 2019/20 Charging Arrangements:

New main:

Item	Surface type	Length or quantity	Rate	Charge
Barrier connection 90mm <sup>NC</sup>	Road	1 qty	£4,380	£4,380
Barrier pipe 90mm <sup>C</sup>	Road	30 metres	£580	£17,400
<b>Gross charge</b>				<b>£21,780</b>
Income Offset				(£9,983)
<b>Net charge</b>				<b>£11,797</b>

C = Contestable, NC = Non-Contestable

## Appendix A: Worked examples

### Service Connections:

Item	Surface type	Length or quantity	Rate	Charge
Barrier connection 25mm <sup>C</sup> , (manifold, 6-port, 1 capped)	Road	1 qty	£3,000	£3,000
<b>Subtotal</b>				<b>£3,000</b>
Infrastructure Charges (water)		5 qty	£140	£700
Infrastructure Charges (wastewater)		5 qty	£210	£1,050
<b>Total</b>				<b>£4,750</b>

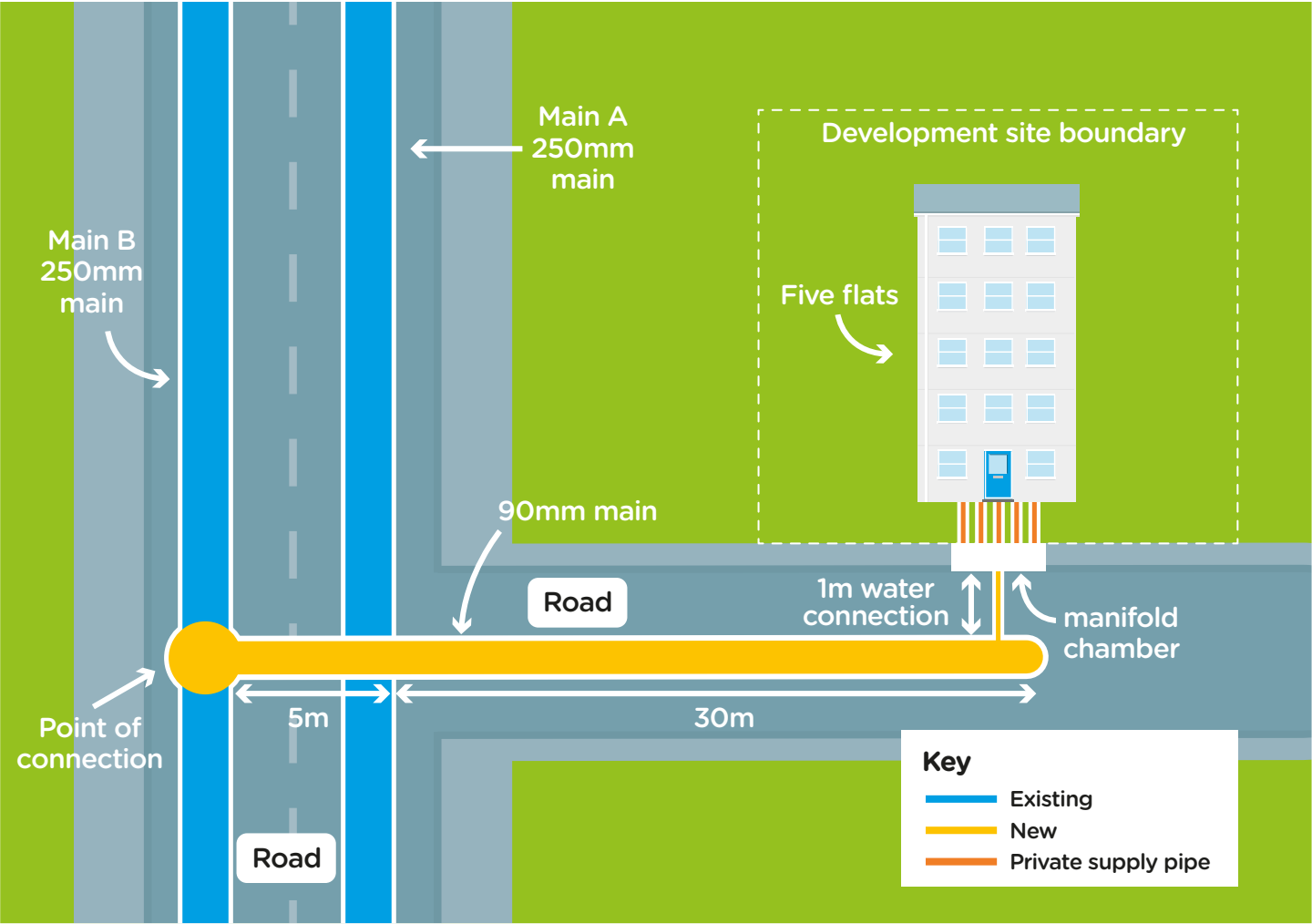
### In total:

Item	Charge
New Water Main net charge	£11,797
Service Connections charge	£3,000
Infrastructure Charges	£1,750
<b>Total</b>	<b>£16,547</b>

C = Contestable, NC = Non-Contestable

Example 5: New Water Main and water connections where the connection is not to the nearest practicable point.

This example uses a similar five-flat development to Example 4, but for capacity reasons we connect into Main B instead of the nearer Main A. This results in an additional five metres of pipe-laying being required in the road.



Under our 2019/20 Charging Arrangements:

New main:

Item	Surface type	Length or quantity	Rate	Charge
Barrier connection 90mm <sup>NC</sup>	Road	1 qty	£4,380	£4,380
Barrier pipe 90mm <sup>C</sup>	Road	30 metres	£580	£17,400
Gross charge				£21, 780
Income Offset				(£9,983)
Net charge				£11,797

C = Contestable, NC = Non-Contestable

## Appendix A: Worked examples

### Service Connections:

Item	Surface type	Length or quantity	Rate	Charge
Barrier connection 25mm <sup>C</sup> , (manifold, 6-port, 1 capped)	Road	1 qty	£3,000	£3,000
<b>Subtotal</b>				<b>£3,000</b>
Infrastructure Charges (water)		5 qty	£140	£700
Infrastructure Charges (wastewater)		5 qty	£210	£1,050
<b>Total</b>				<b>£4,750</b>

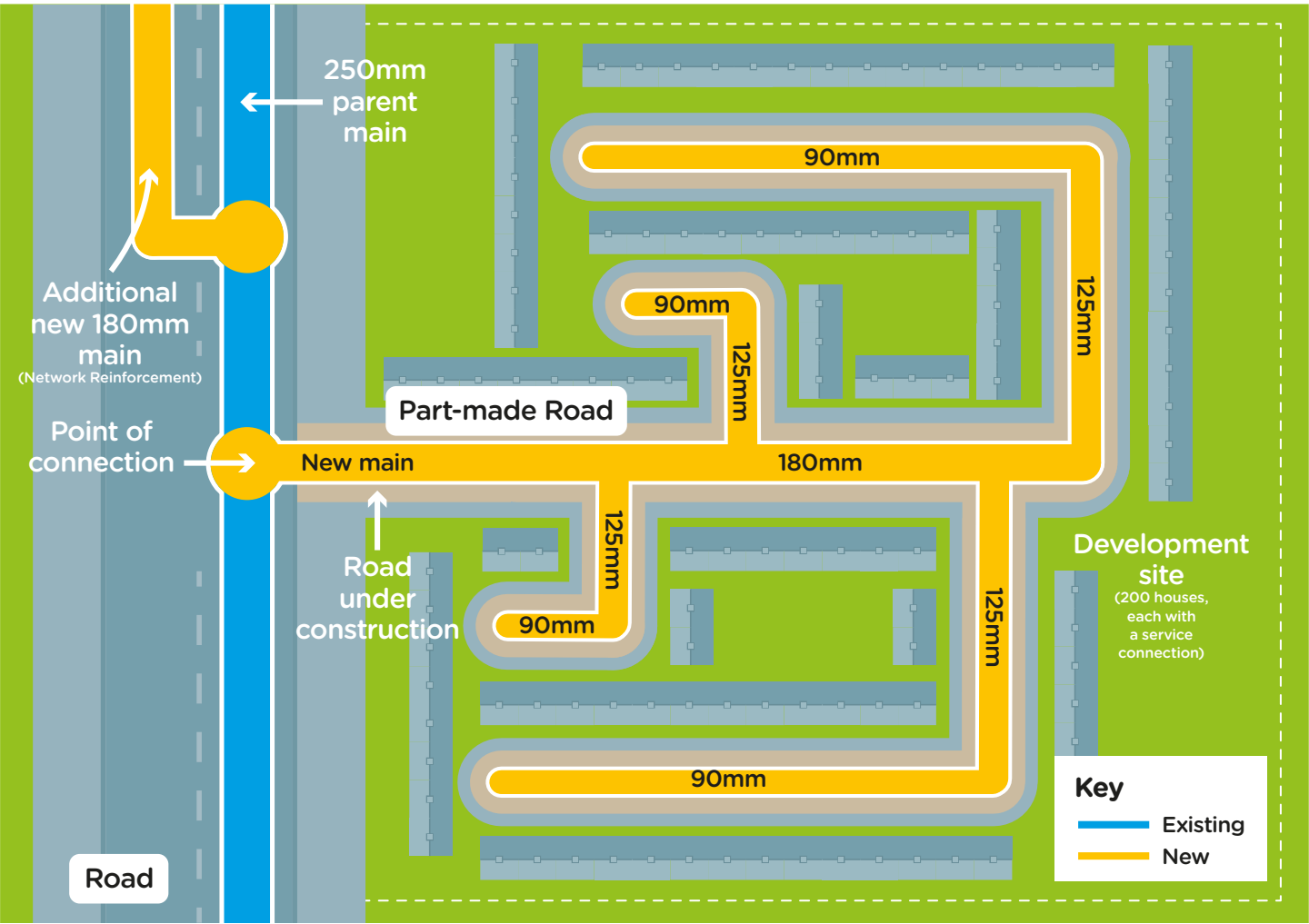
### In total:

Item	Charge
New Water Main net charge	£11,797
Service Connections charge	£3,000
Infrastructure Charges	£1,750
<b>Total</b>	<b>£16,547</b>

C = Contestable, NC = Non-Contestable

Example 6: New Water Main and water connections with Network Reinforcement needed.

This example uses a 200-house development, and there is a capacity issue in the existing network, meaning an additional new main is needed for Network Reinforcement. Barrier pipe is not required.



## Appendix A: Worked examples

### Under our 2019/20 Charging Arrangements:

#### New Water Main:

Item	Surface type	Length or quantity	Rate	Charge
Connection 180mm <sup>NC</sup>	Road	1 qty	£7,110	£7,110
Pipe 180mm <sup>C</sup>	Road	3 metres	£740	£2,220
Pipe 180mm <sup>C</sup>	Part made	446 metres	£370	£165,020
Pipe 125mm <sup>C</sup>	Part made	678 metres	£240	£162,720
Pipe 90mm <sup>C</sup>	Part made	740 metres	£220	£162,800
<b>Gross charge</b>				<b>£499,870</b>
Income Offset				(£368,494)
<b>Net charge</b>				<b>£131,376</b>

Please note there is no charge for the additional 180mm water main, as this is Network Reinforcement.

#### Service Connections:

Item	Surface type	Length or quantity	Rate	Charge
Connection 25mm <sup>C</sup>	Part made	200 qty	£270	£54,000
Pipe 25mm <sup>C</sup>	Part made	400 metres	£30	£12,000
Pipe 25mm <sup>C</sup>	No excavation by Thames Water	500 metres	£30	£15,000
<b>Subtotal</b>				<b>£81,000</b>
Infrastructure Charges (water)		200 qty	£140	£28,000
Infrastructure Charges (wastewater)		200 qty	£210	£42,000
<b>Total</b>				<b>£151,000</b>

#### In total:

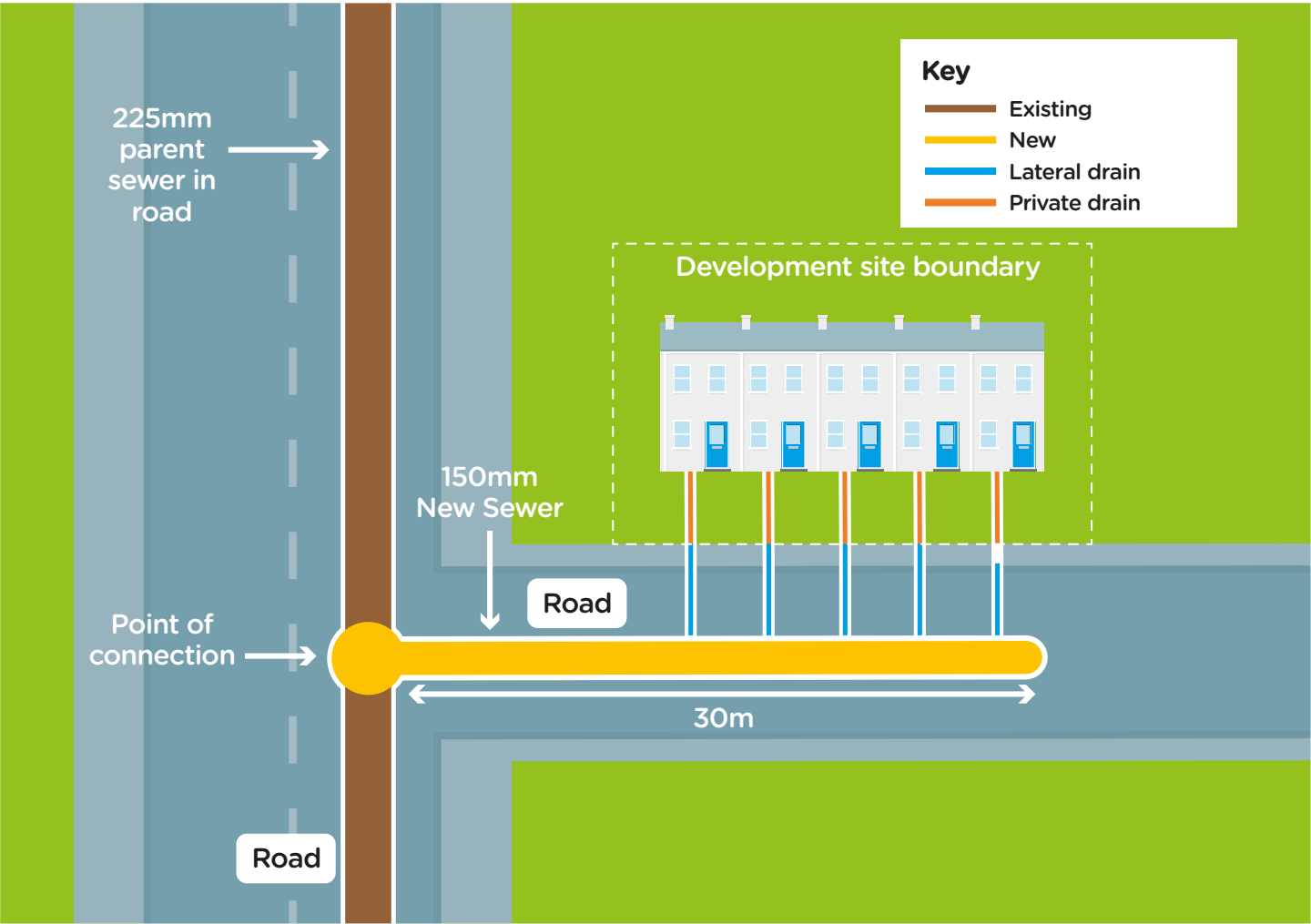
Item	Charge
New Main net charge	£131,376
Service Connections charge	£81,000
Infrastructure Charges	£70,000
<b>Total</b>	<b>£282,376</b>

C = Contestable, NC = Non-Contestable

Example 7: Gravity-fed New Sewer to serve five homes.

This example considers a five-house development where a new gravity-fed foul sewer is needed. We assume that:

- the developer builds their own connections into the New Sewer for the five houses, so there are no charges outlined for these works.
- Infrastructure Charges are being paid as part of the provision of new water connections, so these are not covered here.



Under our 2019/20 Charging Arrangements:

New Sewer:

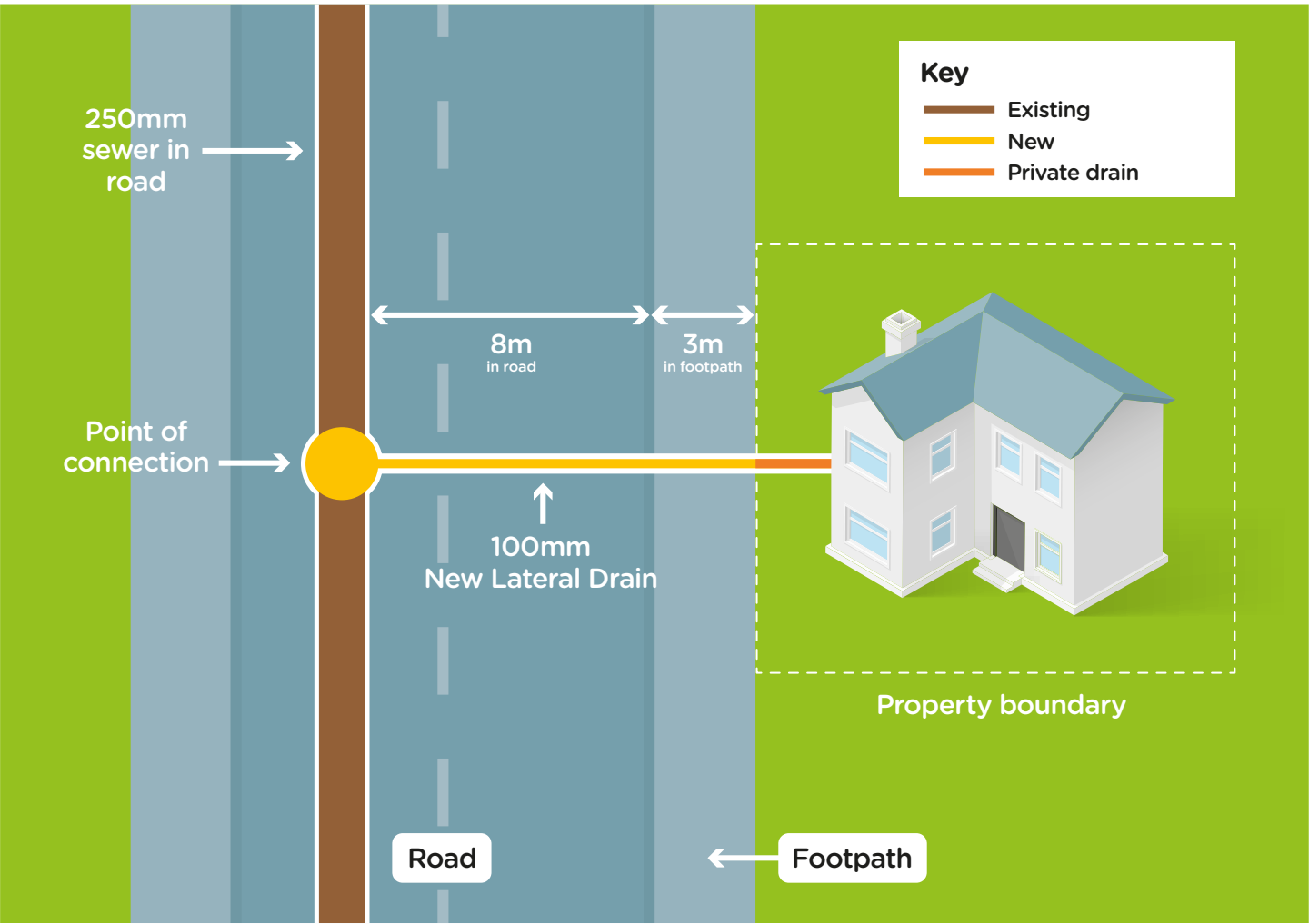
Item	Surface type	Length or quantity	Rate	Final charge
Connection 150mm	Road	1 qty	£19,860	£19,860
Pipe 150mm	Road	30 metres	£1,230	£36,900
Gross charge				£56,760
Income Offset				(£7,409)
Net charge				£49,351

C = Contestable, NC = Non-Contestable



Example 8: New Lateral Drain to a single home.

In this example we consider a single wastewater connection to a property. Please note that Infrastructure Charges are not outlined in this example as they are included alongside the water connection charges.



Under our 2019/20 Charging Arrangements:

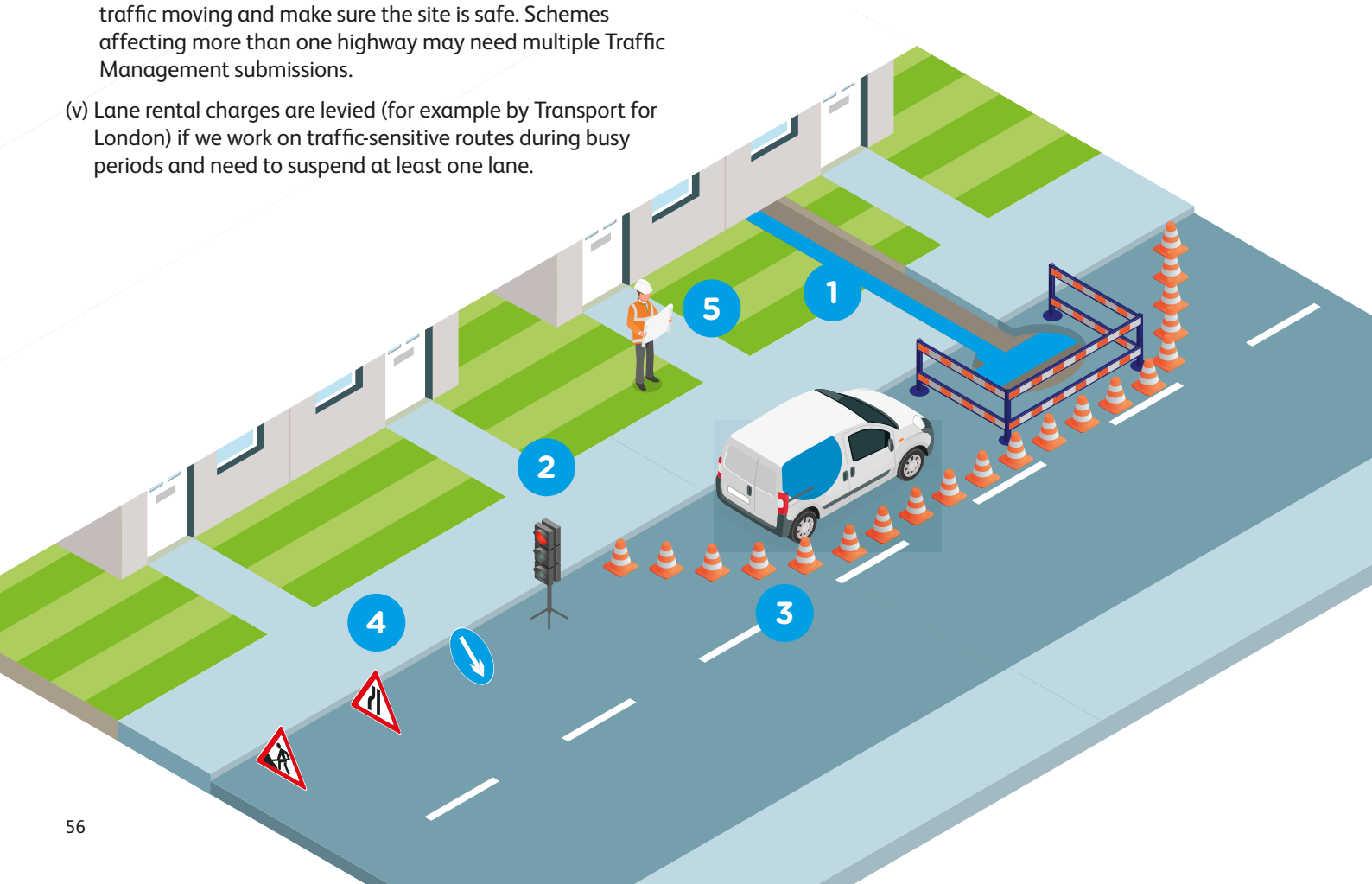
Item	Surface type	Length or quantity	Rate	Charge
Connection up to 5m depth	n/a	1 qty	£37,660	£37,660
Pipe 100mm	n/a	11 metres	£320	£3,520
Total				£41,180

C = Contestable, NC = Non-Contestable

## 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 calculated as described in section 4.6 and 8.6 above.

**‘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 the charges that would otherwise be applied for the provision of a New Sewer or New Water Main in recognition of the revenue likely to be received by the relevant undertaker in future years for the provision of sewerage services to premises connected to the New Sewer or supplies of water to premises connected to New Water Mains.

**‘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;

## Appendix C: Definitions and abbreviations

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

**‘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.

**‘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.

# Appendix D: Summary of changes



## 1 Introduction

- 1.1 To help you understand at a glance how our 2019/20 charging arrangements differ to those published for 2018/19, 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) updated statements relating to VAT to clarify the rates payable
  - (c) made a small number of minor grammatical amendments to improve readability and consistency
- 2.2 We've also updated:
- (a) tables of tariffs for water and wastewater services (see sections 3.7.1, 4.12.1, 7.7.1, 8.12.1) to reflect 2019/20 rates
  - (b) sections 3.8.2 and 3.8.3 to clarify our stance on applications and quotes for Service Connections
  - (c) section 7.8.1 to clarify our stance on applications and quotes for Waste Connections and New Lateral Drains
  - (d) section 8.5.1 to provide an example for clarity
  - (e) section 8.11.4 to refer to capacity downstream from the point of connection rather than upstream
  - (f) section 8.12.2 to include application fees for New Sewers (sewer requisitions) not featuring Special Circumstances
  - (g) section 10.2.8 to clarify that easement fees are payable on a per easement basis
  - (h) section 11.3.1 to remove part (d), as we're no longer accepting cash deposits as a form of security
  - (i) section 12 to reflect our transition arrangements for 2019/20
  - (j) section 14.3.3 to include waste schemes involving rising mains
  - (k) examples 1 and 2 in Appendix A to clarify that the charge for making the Service Connection includes the first metre of pipework

**Further  
documentation.**



# Infrastructure Charges 2019/20

## 1. Introduction

This booklet forms part of the Charges Schemes made by Thames Water Utilities Limited under the powers conferred by Section 143 of the Water Industry Act 1991 (as amended). It contains the infrastructure charges for 2019-20.

This Charges Scheme has been prepared in accordance with the Charges Scheme Rules for 2019-20.

## 2. Infrastructure charges

You have to pay infrastructure charges when a property is connected to the water and / or wastewater networks for the first time. This is in addition to the charges for making the actual physical connection to the water main and / or public sewer. In the event that you ask us to make the connection, we are entitled to charge you in accordance with our published Charging Arrangements for the connection works in addition to raising infrastructure charges.

Infrastructure charges apply for premises where the supply of water or provision of sewerage services is intended for domestic purposes.

Water for domestic purposes refers to usage for drinking, washing, cooking, central heating and sanitary purposes for which water is supplied to premises. All other purposes (including supplies for a laundry business or for a food or drink take away business), are regarded as non-domestic purposes. The definition is about the usage of the water and not the type of property being supplied.

Domestic sewerage purposes refers to the removal of the contents of lavatories, water which has been used for cooking or washing or surface water from the premises and associated land, with the exception of laundries and take away restaurants. As for water, the definition is not about the type of property.

Please note that a single development may include a combination of supplies for domestic and non-domestic purposes. For example, a development may include a number of flats (expected to be for domestic purposes), retail units (expected to be for domestic purposes), a fire-fighting supply (non-domestic purposes) and landlord supplies (non-domestic purposes). Similarly a separate supply requested for a swimming pool or a garden tap is considered to be for non-domestic purposes even if within a residential property.

Supplies for non-domestic purposes are subject to the payment of network charges (see Section 3) instead of infrastructure charges to reflect the different demands on our networks.

Infrastructure charges and network charges are outside the scope of VAT.

## 2.1 Infrastructure charges payable

The published charges are for a single property supplied via a standard sized (25mm 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.

**Table 1 Infrastructure charges**

Infrastructure charges	Charge
Water	£140
Wastewater	£210

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.

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

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.



### 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.
- 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 £140 standard charge = £2,688.00

The wastewater infrastructure charge for the development is therefore

RM 0.96 x 20 properties x £210 standard charge = £4,032.00

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.

#### Example of a commercial development

- The development consists of one office and the total loading units are 340.
- We divide the total loading units (340) by the number of properties (1) and again by the average (24). This gives an RM for the office of 14.17 ( $340 \div 1 \div 24 = 14.17$ )
- The infrastructure charge for the office is the RM of 14.17 multiplied by the standard charges.

The water infrastructure charge for the development is therefore

RM 14.17 x £140 standard charge = £1,983.80

The wastewater infrastructure charge for the development is therefore

RM 14.17 x £210 standard charge = £2,975.70

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.

**Table 2 Loading units for calculating the Relevant Multiplier**

Water fitting	Loading units
WC flushing cistern	2
Wash basin in house	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ " / 20mm)	10
Bath (tap nominal size larger than $\frac{3}{4}$ " / 20mm)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ " / 15mm)	3
Sink (tap nominal size greater than $\frac{1}{2}$ " / 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 L.U.s per house / flat)	3
Commercial or communal appliance	10
Internal or external tap	3
Any other water fitting or outlet but excluding a urinal or water softener	3
Urinal	3

## 2.2 Paying the infrastructure charge

The developer pays the charges for any new properties connected to our water or wastewater networks.

- Only for premises which are already occupied as private dwellings immediately before the connection is made, you have the option to pay in 12 annual instalments (including interest) following the property becoming connected, in which case your payments will be due within 14 days of each invoice.
- For connections we made or for connections you arranged and notified us of prior to making the connection, you must pay within 14 days of us invoicing you.
- Infrastructure charges are payable at the rates published and in effect on the date of connection. This may be different to the rate on a quote we issue or the rate applying when you begin your development. In order to provide you with the opportunity of price certainty, we invite you to pay infrastructure charges as set out in the quote within the validity period of such quote, in which case the rate will become fixed at that point. No additional infrastructure charges will become payable unless the information you provided is found to be incorrect or you change your development.

### 2.3 Redevelopments

We will reduce the total infrastructure charge for a redeveloped site, if there were any properties connected to the water main or wastewater system during the five years before the development began. For example, if a block of 15 flats is replaced by a block of 20 flats, the developer only pays infrastructure charges for the extra five flats.

If the previous connection was not a house or flat, we will calculate a credit based on the average annual consumption of the previously connected property compared to the average annual consumption for a dwelling. This gives us a count of infrastructure charges (subject to a minimum of one) to credit against the infrastructure charges payable for the new development.

If a new property needs an additional supply or treatment facilities by special arrangement, the charges may be more than shown in the table.

Most developments with non-domestic use connections also need a water and wastewater service for domestic use. They will have to pay infrastructure charges as in Section 1 above.

### 3 Network charges

Network charges help pay for developing our network to meet the increased demands of connections for non-domestic purposes. You have to pay network charges on top of the cost of connecting a property to the water main and / or wastewater system. The developer pays the charges for any new properties. Due to the requirement of increasing the size of the supply pipe, existing customers will have to pay the charges for an increase in demand at their property. The charge is payable before the property is connected. The charge is based on meter size.

**Table 3 Network charges**

Meter size (mm)	Meter size (inches)	Water	Wastewater
15	0.50	£140	£210
20	0.75	£310	£470
25	1.00	£560	£840
30	1.25	£870	£1,310
40	1.50	£1,260	£1,890
50	2.00	£2,240	£3,360
65	2.50	£3,500	£5,250
80	3.00	£5,040	£7,560
100	4.00	£8,960	£13,440
125	5.00	£14,000	£21,000
150	6.00	£20,160	£30,240
200	8.00	£35,840	£53,760
250	10.00	£56,000	£84,000
300	12.00	£80,640	£120,960

## 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.

For example, the Infrastructure Charges Schedule sets out Infrastructure Charges and Network Charges that are payable in respect of first time connections to the water and wastewater networks.

Other charges that you may need to pay us are found on our website and include but are not limited to:

- Consent to connect to a public sewer (direct or indirect connection, separate arrangement for trade effluent)
- Consent to build over or near our water or wastewater assets and any protection works if required
- Adoption of existing wastewater assets
- Building water (temporary supply of water for construction purposes)
- Standpipe licence
- Lead pipe replacement
- Metering an existing supply
- Odour impact assessment
- Diversions related to transport schemes (i.e. not developments)
- Property searches (where our water and wastewater assets are)
- Pre-development and capacity enquiries
- Consultancy, project management and technical support

## Contact us



Further information:

**[developers.thameswater.co.uk](https://developers.thameswater.co.uk)**

Email us at:

**[developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk)**



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