



developers services

charges scheme

2017-2018

*Lessex
Water*
a YTL company

Wessex Water developers charges scheme 2017-2018

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Charges scheme

This Scheme is made by Wessex Water Services Limited (the Company) pursuant to the provisions of the Water Industry Act 1991 (the Act) and of the Instrument of Appointment (the Licence) made under sections 11 and 14 of the Water Act 1989. By the Act and the Licence the Company is authorised to fix, levy, demand and recover charges for any services provided in the course of carrying out its functions as a water undertaker and as a sewerage undertaker.

The charges contained in this Scheme are fixed by the Company and are effective from 1 April 2017 except where otherwise indicated. Where applicable, charges have been approved by the Water Services Regulation Authority (Ofwat) under section 143(6) of the Act. Apart from charges based on a meter reading, charges normally relate to an annual charge payable in advance except where the Company has agreed to payment by a specified number of instalments.

This Scheme does not apply to charges required by the Company from another water or sewerage undertaker (including any potential new or replacement undertaker within the contemplation of section 7 of the Act) for the supply of water in bulk or bulk removal of wastewater. Such charges will be fixed by agreement between the parties having regard to sections 40 and 110A of the Act and any relevant Ofwat guidance.

This Scheme fixes charges for services provided to those developing land and laying new water and sewerage infrastructure.

Charges to Business Premise and Household Premises are fixed under separate charges schemes.

1 Charging policy

- 1.1 Customers who delay making payments due to the Company should not receive an advantage over customers who pay their charges on time and the Company reserves the right to claim interest on late payment of charges in accordance with paragraph 9 of this Scheme.
- 1.2 Where a charge is claimed or referred to in this Scheme the rates applicable are set out in the Scheme's Schedules.
- 1.3 Generally, the Company requires all new domestic connections to its water mains to be by a separate service pipe and meter. However, the Company may, where required by the Act or in its discretion, allow a group of individual premises, comprised in a development, to be supplied through a common water meter, provided that:
 - 1.3.1 a management company enters an agreement with the Company to pay all water services charges (including charges for surface water and highway drainage services in respect of periods of non-occupation) for the premises comprised in the group;
 - 1.3.2 the location of the common water meter is agreed with the Company;
 - 1.3.3 the plumbing arrangements for the premises comprised in the group are configured so that individual meters, in accessible locations in communal areas, can easily be added if the agreement terminates for any reason in the future;
 - 1.3.4 in the event of difficulties with the payment agreement, or if the management company defaults in payment, the Company reserves the right to terminate the agreement and apply and enforce individual charging;

- 1.3.5 in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual meters, an annual assessed charge will be payable by each occupier as provided in Paragraph 7.

Where a developer has requested individual meters to individual household premises which are supplied through a single connection to the Company's water main (typically an apartment block), the Company may require the installation of a temporary common meter as part of the connection agreement.

The developer or management company may be required to enter into a temporary common metering arrangement with the Company and agree to pay all water services charges for premises comprised in the development until such time as individual meters have been installed in all of the separate premises, at which time the common metering arrangement will terminate and individual charging will commence.

- 1.4 Generally, the Company requires all new non domestic connections to its water mains to be by a separate service pipe and meter. However, the Company may, where required by the Act or in its discretion, allow a group of individual non household premises, comprised on a site, to be supplied through a common water meter, provided that:

- 1.4.1 the owner, landlord or management company enter an agreement with the Company to pay all water services charges (including charges for surface water and highway drainage services in respect of periods of non-occupation) for the group of premises comprised on a site;
- 1.4.2 the location of the common water meter is agreed with the Company;
- 1.4.3 the plumbing arrangements for the premises comprised in the group are configured so that individual meters can easily be added, in accessible locations, if the agreement terminates for any reason in the future;
- 1.4.4 in the event of difficulties with the payment agreement, or if the owner or management company defaults in payment, the Company reserves the right to terminate the agreement and apply and enforce individual charging;
- 1.4.5 in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual meters, an annual assessed charge for non-household premises will be payable in an amount determined by the Company that reflects water usage by each occupier.

- 1.5 Water supplies for building or civil engineering

- 1.5.1 The charge for supplies for building houses and bungalows is, provided the meter size is 25mm or less, a fixed rate per annum per constructed unit. In the case of flats where prefabricated construction is used, appropriate allowances are made.
- 1.5.2 The charge for supplies for other construction works, extensions, alterations, conversions and exterior washing of buildings or where the meter size is greater than 25mm is on a basis agreed between the Company and the developer such basis normally to be measured.

- 1.6 The Company seeks to ensure that all bills for charges due are correct. However in the case of error it reserves the right to make retrospective adjustments. The Company will not make retrospective adjustments against the interest of customers if there is clear evidence of a failure or error by the Company.

2 Water connection charges

The Company recovers in accordance with the provisions of the Act all expenses incurred in the laying (if required) and connection of a service pipe, and associated accessories, to a water main. Costs may be paid at the rates set out in the Scheme or at the customer's request, calculated on a job by job basis. Where a customer requests that the costs are recovered as a reimbursement of expenses, the right to pay the rates set out in this Schedule is withdrawn. The costs set out are not formally approved by the Water Services Regulation Authority (Ofwat). However, disputes over expenses claimed may be referred to the Water Services Regulation Authority (Ofwat) for settlement.

3 Self lay charges

The Company embraces the provisions of the Act allowing developers to use their own contractors to lay water mains and service connections for new developments. The Company's self-lay policy is available on the Company's website. However, certain works are deemed non-contestable, which the Company will undertake in all circumstances. The charges for this non-contestable work, which will be recovered from the developer, are detailed within the self-lay policy.

4 Developer connection charge

4.1 This connection charge is available to all developers in respect of connections to the Company's water mains of new houses. It will be available on the following conditions:

4.1.1 excavation between exterior of house and the Company's water main to be carried out by the developer to the Company's specification;

4.1.2 a suitable twin wall duct must be installed by the developer between the exterior of the house and the point of connection to the Company's water main.

4.2 Disconnection and reconnection charges

No charges are made for a permanent disconnection from the mains water supply. In all cases of temporary disconnection a charge is made for the subsequent reconnection.

4.3 Charges for other services

The Company fixes and recovers the other charges as set out in Schedule 1 to this Scheme.

5 Infrastructure charges

5.1 The Company will levy and recover from the person requesting a connection of premises to the Company's water supply and/or sewerage infrastructure the infrastructure charges as provided in section 146(2) of the Act and Conditions C and D of the Licence. Such charges will not exceed the prescribed maxima for water supply and/or sewerage as provided in the Licence as modified or amended by the Secretary of State or by the Water Services Regulation Authority (Ofwat). The charges payable will either be the amounts appearing in Schedule 1 to this Scheme or a multiple of those amounts calculated by reference to the water fittings in the premises. Further details are set out in Schedule 2.

- 5.2 Infrastructure charges are payable when a connection to the Company's water supply and/or sewerage infrastructure is made. For the purposes of this paragraph a connection is made when a water supply and/or a sewerage service is made available for domestic purposes.
- 5.3 Where a Common Billing Agreement as referred to in Condition C of Wessex's Instrument of Appointment is not honoured or is terminated by the person who undertook to pay infrastructure charges in respect of the premises subject to the Agreement, the Company has the power to recover outstanding infrastructure charges from the individual occupiers of the premises.

6 Taxes

- 6.1 The Company will collect and account for all due taxes lawfully charged for the provision of any services.

7 Agreements

Notwithstanding this Scheme, the Company has the right so far as compatible with any statutory constraints to fix charges for services provided either by way of agreement with the customer or under other statutory powers.

8 Scale of charges

The amount of charge for a particular service is as set out in the Schedules to this Scheme.

9 Interest

The Company reserves the right to claim interest from non-domestic customers at the rate of 2% above the HSBC Bank Plc base rate from time to time in force in respect of late payment of any charges due under this Scheme until payment is made in full.

10 Interpretation

- 10.1 Words and expressions used in this Scheme have the meanings prescribed to them by the Act or Licence save where the context otherwise requires.
- 10.2 The words and phrases below have the following meanings:-
- “Billing Centre” means the Company’s billing centre the address of which appears in paragraph 23.1 below.
- “Business Premises” means all premises that are not Household Premises.
- “Household Premises” means premises in which, or in any part of which, a person has his home and the principal use of the premises is as a home and “premises” where utilised in this Scheme means Household Premises unless the context otherwise requires.
- “Instrument of Appointment” means the appointment of the Company as a water and sewerage undertaker pursuant to the Act.
- “Premises” includes land, rights or interests in land, buildings, parts of buildings, dwellings and any parts thereof.
- 10.3 Any reference to the Act in this Scheme includes a reference to the Act as amended or modified by subsequent legislation or by statutory instrument.

11 Information

11.1 Further information or advice about any aspect of this Scheme, the option to meter (including the Company's application forms), the Code of Practice for leakage for commercial customers and the basis of charge for any premises may be obtained from:

Wessex Water Services Limited
1 Clevedon Walk
Nailsea
BRISTOL
BS48 1WW
Telephone: 0845 600 3 600

11.2 All Measured Charges Notices and requests for abatements from charges or applications for allowances should be made to the General Manager at this above address.

11.3 Complaints about the application of the Scheme may be referred to the Consumer Council for Water, 1st Floor Victoria Square House, Victoria Square, Birmingham, B2 4AJ, telephone 0300 034 2222, or see www.ccwater.org.uk. The Consumer Council for Water's function is to ensure effective consumer representation and to investigate individual customer complaints within the Company's area of appointment as a water and sewerage undertaker. The detailed procedure applying where a complaint is made to the Consumer Council for Water and where a customer is dissatisfied with the Consumer Council for Water's findings are set out in the Consumer Council for Water's document 'How we will deal with your complaint'.

This Scheme was approved by the Board pursuant to a resolution of the Board of Directors of Wessex Water Services Limited dated 28 November 2016 and made by the Company on 22 December 2016.

Andy Pymer
Managing Director

Leigh Fisher-Hoyle
Company Secretary

Schedule 1

Water supply - miscellaneous charges - 2017-2018

		£
1	Fixed standpipes (unmeasured)	166.00+
2	Portable standpipes	
	Deposit - up to 25 mm standpipe	150.00
	Monthly rental - up to 25mm standpipe (minimum charge of 1 month)	17.00*
	Assessed consumption charge	
	Standpipes - up to 25mm, per month	35.00
3	Charges to builders	
	Building water - per dwelling	
	conventional construction up to 25mm only	74.00+
	prefabricated construction	37.00+
	Charges for other construction works or other meter sizes are by arrangement with the company	
4	Temporary disconnection after default on payment	73.00+
	Reconnection after temporary disconnection	73.00+
5	Flow and pressure test for fire sprinkler systems	At cost
6	Installation of fire hydrants on new main - Standard chamber	
	(a) Main not exceeding 90mm dia.	380.00*
	(b) Main not exceeding 125mm dia.	394.00*
	(c) Main not exceeding 180mm dia.	430.00*
	(d) Main not exceeding 200mm dia.	487.00*
	Installation of fire hydrants on existing main - Standard chamber	
	(a) Main not exceeding 90mm dia.	779.00*
	(b) Main not exceeding 125mm dia.	788.00*
	(c) Main not exceeding 180mm dia.	930.00*
	(d) Main not exceeding 200mm dia.	1,009.00*
	Installations on mains exceeding 200mm in diameter will be charged at cost.	
7	Installation of hydrant post and plate	132.00*
8	Provision of plan showing underground assets	15.00*

*VAT at standard rate is payable

+VAT at standard rate is payable in certain circumstances

Schedule 1

Standard new service connections 2017-2018

	£
Unmade surfaces	
First connection charge	
1a Connection up to 32mm up to 2 metres of trench basic charge	408.00+
2a Developer connection charge (developer provides all excavation for ducts)	363.00+
Second and subsequent connection charge in a single application	
1b Connection up to 32mm up to 2 metres of trench basic charge	369.00+
2b Developer connection charge (developer provides all excavation for ducts)	324.00+
The charges above are inclusive of application fees of £100 for the first connection and £61 on second and subsequent connections.	
3 Charge per additional linear metre of trench up to 20 metres total	43.00+
4 Each additional connection through same duct or trench	194.00+
Made up surfaces	
<i>The charges below do not include permanent reinstatement</i>	
First connection charge	
5a Connection up to 32mm up to 2 metres of trench basic charge	494.00+
Second and subsequent connection charge in a single application	
5b Connection up to 32mm up to 2 metres of trench basic charge	455.00+
The charges above are inclusive of application fees of £100 for the first connection and £61 on second and subsequent connections.	
6 Charge per additional linear metre of trench, as measured for reinstatement purposes, up to 20 metres total	£70.00+
Wall-mounted box	
<i>Provided and fitted by developer</i>	
First connection charge	
7a Standard MDPE	338.00+
8a Protective pipe	369.00+
Second and subsequent connection charges in single application	
7b Standard MDPE	299.00+
8b Protective pipe	330.00+
Standard charges	
9 Each additional connection through same duct or trench	194.00+
Permanent reinstatement per linear metre	
10 Carriageways	104.00+
11 Footpaths	85.00+

An additional £58 charge per connection is applied where ground is contaminated.

Additional charges may apply where traffic management measures are required.

Where a connection is non-standard (ie, is >32mm or requires more than 20m of excavation) it will be charged at quoted cost.

+VAT at standard rate is payable in certain circumstances

Schedule 1

Sewerage - miscellaneous charges 2017-2018

£	
Connections to sewer	
First connection charge	
physical connection up to 150mm (including materials)	353.00+
physical connection up to 225mm (including materials)	465.00+
physical connection greater than 225mm (including materials)	546.00+
The charges above are inclusive of application fee of £100.	
Standard charges	
inspection via existing manhole (per visit)	131.00
supervision of a connection to a public sewer via a new manhole	194.00
+VAT at standard rate is payable in certain circumstances	
Water supply infrastructure charge	364.00+
Waste water infrastructure charge	364.00+
+ VAT at standard rate is payable in certain circumstances	

Schedule 2

1 Interpretation

In this Schedule:

- 1.1 “Infrastructure Charge” means a Water Infrastructure Charge or a Sewerage Infrastructure Charge;
- 1.2 “House” means any building or part of a building which is occupied as a private dwelling house or which, if unoccupied, is likely to be so occupied and, accordingly, includes a flat;
- 1.3 “Common Billing Agreement” means an agreement between the Appointee and any other person under which that person has undertaken to pay, on terms agreed between them, charges for water supply or sewerage services, or both, in respect of two or more Houses which have a common Supply Pipe and which, in any case where that agreement relates to one of those services only, are also subject to a similar agreement for common billing between that person and the undertaker providing the other service;
- 1.4 “Relevant Multiplier” means a number (which may be one or more or less than one) calculated in the manner set out in the Appendix to this Schedule 2;
- 1.5 “Standard Amount” in relation to any Infrastructure Charge, means the amount of that charge specified in Schedule 1 to this Scheme;
- 1.6 “Supply Pipe” means any part of a service pipe which a water undertaker could not be, or have been required to lay under section 46 of the Act; and
- 1.7 references to a connection are to such a connection as is mentioned in section 146(2)(a) or (b) of the Act.

2. Level of Infrastructure Charges

- 2.1 Subject to the following provisions of this Schedule 2, the amount of any Infrastructure Charge shall be:
 - 2.1.1 in the case of a House subject to a Common Billing Agreement, the Standard Amount multiplied by the Relevant Multiplier for that house;
 - 2.1.2 in the case of premises which do not consist in a House or Houses and to which water is provided by a Supply Pipe with an internal diameter larger than the standard size for the time being adopted by the Appointee for new connections of Houses, the Standard Amount multiplied by the Relevant Multiplier for those premises; and
 - 2.1.3 in the case of any other premises the Standard Amount
- 2.2 Subject to sub-paragraph 3.2, where an amount has been paid or agreed to be paid to the Company on account of works which have been allowed for in determining the limits on Infrastructure Charges under the Company’s appointment as a water or sewerage undertaker under the Act, that amount shall, to the extent that it is actually paid and is referable to a connection, count towards the level of charge for that connection under paragraph 2.
- 2.3 Where any such amount referable to a connection is greater than the level of charge for that connection under paragraph 2, nothing in this Schedule 2 shall preclude the Company from retaining or recovering the greater amount.

- 2.4.** Where, prior to 1 April 1990 the Appointee has entered into an agreement under which a person has agreed to pay an amount in respect of works referable to a connection and that amount is greater than the amount which would otherwise be charged pursuant to paragraph 2, nothing in this Schedule 2 shall preclude the Company from recovering the greater amount.
- 2.5** Subject to sub-paragraph 5.2, where a site is developed or redeveloped (including by means of conversion of a building or buildings on it) the total amount of Water Infrastructure Charges or, as the case may be, Sewerage Infrastructure Charges which may be recovered in respect of Houses and other premises on the site resulting from the development or redevelopment shall not exceed the Standard Amount multiplied by X, where X equals:
- (1) the aggregate of the Relevant Multipliers for all those premises less
 - (2) the maximum number of premises with water or, as the case may be, sewerage connections on the site at any time in the period of 5 years before the development or redevelopment began.
- 2.6** For the purpose of calculating the amount of the limit imposed by this paragraph:
- (a) each premises to which sub-paragraph 2.1.3 applies shall be deemed to have a Relevant Multiplier of 1; and
 - (b) where, by virtue of paragraph 3 or 4 of this Schedule 2, the Company would be permitted to charge more in respect of any premises resulting from the development or redevelopment than the level otherwise applying under paragraph 2, the limit shall be increased by the amount of the excess.
- 2.7** Subject to sub-paragraph 6.2, where:
- (a) a person who has received a demand, or undertaken to pay Infrastructure Charges in respect of 2 or more Houses subject to a Common Billing Agreement fails to pay them, or any part of them, within 14 days of the date of connection; or
 - (b) a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it,
- nothing in this Schedule 2 shall preclude the Company from recovering, whether from that person or from the occupier of each House subject to the Agreement, Infrastructure Charges in respect of that House at the Standard Amount.
- 2.8** Whenever it takes advantage of sub-paragraph 6.1, the Company shall give credit for any amount already paid by way of Infrastructure Charges in respect of that House for the connection concerned.
- 2.9** Paragraph 2 does not apply to the interest element of any Instalment Amount payable in accordance with the Schedule of the Company's Instrument of Appointment.
- 2.10** Nothing in this Schedule 2 precludes the Company from charging less in any particular case than the level of Infrastructure Charge applying under paragraph 2.
- 2.11** Nothing in this Schedule 2 restricts the recovery or amount of any expenses or charges recoverable otherwise than under section 149 of the Act or (except if and to the extent that sub-paragraph 3.1 applies to the amount) restricts the recovery or level of any Infrastructure Charge by reference to any such amount.

3. Notification to sewerage undertakers

Where the Company makes a connection or connections to premises in respect of water supply services, it shall as soon as reasonably practicable inform any sewerage undertaker which provides services to those premises of the number of premises connected, the date or dates of connection, the address(es) of the premises, the name and address of the person(s) responsible for payment of charges for the supply of water to the premises and (if different) of the person(s) responsible for payment of Infrastructure Charges in respect of the premises and (where appropriate) the Relevant Multiplier(s) for the premises.

4. Arbitration

If, in any case to which a Relevant Multiplier applies, there is any dispute between the Company and the person on whom any Infrastructure Charge has been levied about the calculation of the Relevant Multiplier, or the number or type of fittings on which that calculation is based, it may be referred by either party for determination by the Director.

Appendix

Calculation of relevant multiplier

- 1 To calculate the Relevant Multiplier for a House to which sub-paragraph 2.1.1 of this Schedule 2 applies:
 - 1.1 ascertain in respect of all the Houses subject to the Common Billing Agreement in question (e.g. all the flats in a block to which such an agreement applies) and all communal facilities shared by all or any of them, the total number of water fittings in all the categories specified in column 1 of the Table below;
 - 1.2 calculate by reference to column 2 of the Table the aggregate loading units attributable to that total number of water fittings (and increase the aggregate, where necessary, to take account of the minimum for domestic appliances);
 - 1.3 divide that number of loading units by 24 and divide the resulting figure by the number of Houses subject to the Common Billing Agreement;
 - 1.4 the resulting number, will be the Relevant Multiplier

- 2 To calculate the Relevant Multiplier for premises to which sub-paragraph 2.1.2 of this Schedule 2 applies, ascertain in respect of the premises the total number of water fittings in all the categories specified in column 1 of the Table below; calculate by reference to column 2 of the Table the aggregate loading units attributable to that total number of water fittings; divide the aggregate loading units by 24; and the resulting number will be the Relevant Multiplier, provided that if the resulting number is less than 1, the Relevant Multiplier will be 1

Column 1 Water fitting (note 1)	Column 2 Loading Units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ in/20 mm) (note 2)	10
Bath (tap nominal size larger than $\frac{3}{4}$ in/20 mm) (note 2)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ in/15 mm)	3
Sink (tap nominal size larger than $\frac{1}{2}$ in/15 mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 LUs per house – notes 3 and 4)	3
Communal or commercial appliance (note 3)	10
Any other water fitting or outlet (including a tap – but excluding a urinal or water softener)	3

Notes to be read with the table:

- 1 Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;

- 2 "Bath" includes a whirlpool bath and a jacuzzi;
- 3 "Domestic appliance" means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a House and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a House (including in communal facilities);
- 4 In any calculation under paragraph 1, a minimum of six loading units shall be included, in respect of each House, for domestic appliances (whether or not the House has any such appliances) except, in the case of any House, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the House;
- 5 In the case of any premises with a sewerage only connection and no water fittings, the Relevant Multiplier will be one.