

This factsheet sets out the charges associated with the connection of properties to the water supply and sewerage systems.

What will I pay?

i) Single properties

If you are building a single property, it will usually be possible to utilise the existing water mains and sewer if these are close by, but you will still be liable to pay a water connection charge, a water and (where applicable) a sewerage infrastructure charge and a building water charge.

Details of the charges are given overleaf.

ii) Housing developments

United Utilities operates a 'Water supply regulations fast track scheme'. The scheme requires that members use an approved ground worker/plumber and accepts our charges on a yearly basis. Other conditions also apply.

Details of this scheme are available by calling us on 0845 050 0108.

Requesting a new water main and sewer

Requisitioning arrangements apply to the provision of off-site and on-site water mains and to off-site sewerage work required to service developments. Under requisitioning arrangements, payment can be made either:

- Under a formal agreement, by annual deficit payments over a 12 year period, secured by a bond or deposit or
- By a one-off 'commuted sum' payment.

Water connection charges

We operate a system of standard charges for making connections to our water mains, connections to domestic properties are 25mm and commercial properties up to 32mm external diameter. The amount will depend upon the type of excavation in which the pipe is being laid and the distance between the main and the boundary of the property, up to a maximum of 15 metres.

The charges for surfaced connections include the cost of excavating and restoring a fully constructed road or footpath to Local Authority standards.

Exceptional work, connections over 32mm diameter and connections over 15m in length will be charged by individual quotation for the work involved.

Reductions in charges for household connections:

1. If you are a member of the Fast Track scheme, there will be a reduction of £20 per connection at developments of two or more houses.
2. If you are a developer of household properties and provide the pipe ducting in the way set out in our factsheet 'Standard conditions for installation of ducts', the following reductions will apply for each connection.

These only apply to unsurfaced connections.

Getting in touch

Office hours

Monday to Thursday:

8.00am – 5.00pm

Fridays:

8.00am – 4.30pm

For more information on United Utilities Connections application process, call us today on

0845 050 0108

or email:

water.connections@uuplc.co.uk

Send your application form to:

United Utilities Water Connections
PO Box 453
Oakland House
Talbot Road
Manchester M16 0HQ

Please note that all prices in the factsheet exclude VAT, where payable.

Related factsheets

- Standard conditions for installation of ducts
- Our complaints procedure
- Infrastructure charges
- Sprinkler systems for residential and domestic occupancies
- Metering policy for multi-occupancy premises
- New build household metering policy
- Guide to United Utilities metering policy
- Services on new developments
- Charges scheme

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Category description	Unsurfaced connections	Reduction
Medium	5 up to 10m	£98
Long	10 up to 15m	£272

This reduces the charge to that payable for a short side unsurfaced connection.

If you are not satisfied with any quotation we give for a new connection, please contact the office that provided you with the quotation.

If after you have contacted us, we still cannot resolve the dispute, you can ask OFWAT to investigate your complaint and make a binding determination on the level of charge that you should pay. More details are given in our leaflet 'Our complaints procedure'.

All charges shown include the cost of a meter fitted in a wall mounted box provided by United Utilities.

Infrastructure charges

These charges are payable when properties become connected for the first time to the water supply and sewerage systems for domestic purposes. This is normally a single 'one-off' payment. However, where the property is already occupied as a dwelling, the charges can be paid (with interest added) in annual

instalments over 12 years.

The principle of infrastructure charges recognises that every new connection imposes an additional demand on the capacity of our water and sewerage systems, and eventually they will need to be enlarged. The fixed charges represent a contribution towards the capital expenditure in meeting that new demand and are set by Ofwat.

Separate charges are payable for water and sewerage connections as follows:

Water infrastructure charge **£288.64**

Sewerage infrastructure charge **£288.64**

In some circumstances, the number of infrastructure charges is calculated by a Relevant Multiplier, based on the number of water fittings. This applies where:

- Non-household premises are served by a supply pipe larger than the standard size (25mm external diameter), or
- Premises are subject to a common billing arrangement (i.e. one person is responsible for the payment of water and/or sewerage charges for two or more properties served by a single connection and meter).

New premises that are built on a site

that was previously connected for either water or sewerage services at some time within the previous five years, may be given a reduction in infrastructure charges. More details are given in our charges scheme.

Building water charges

The water and sewerage services provided for building purposes are charged as follows:

- Houses or other premises with a standard size connection – **£24 per unit**
- Developments other than houses – **10p per £100** of the contract value
- A charge under the United Utilities' standard measured tariff.

We will normally charge for building water based on the number of houses or premises to be built on a site (standard size connections) unless we determine that the supply should be metered.

Standard metered connection charges (up to and including 32mm diameter)

Category description	Length in metres	Unsurfaced ground	Surfaced ground (including reinstatement)	Unsurfaced ducted
		See note 1	See note 1	See note 1
Very short	Up to 2	£329	£367	N/a
Short	>2 – 5	£396	£465	N/a
Medium	>5 – 10	£494	£560	£396
Long	>10 – 15	£668	£767	£396

Note 1 – The charges include for a meter box supplied by United Utilities. A reduction of £50 will be made for a developer sourced approved wall box. For more information, call us on **0845 050 0108** and ask for our factsheet 'New build household metering policy'.

Note 2 – Reduce prices by £20 for each connection under our Fast Track scheme.



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