

Water connection charges: a quick and easy guide for developers



This guide explains how to apply for a standard, 25mm water connection for a new or existing domestic property, and outlines the costs involved.

There is an accompanying application form – AWS1 – which you will need to complete to get the process rolling. You can get hold of this form by calling us on 0845 026 4296.

If you need a non-standard connection (i.e. larger than 25 mm) please visit our website for more advice, and a separate application form: unitedutilities.com/newwatersupply

Good luck with your development!

Get connected – in four simple steps

If you are an experienced developer, you'll already know that it is your contractor's job to lay the service pipe within your property boundary, and our job to get the pipe connected to the nearest public water main.

It's a good idea to apply to us for your new water connection at least three months in advance. The process is pretty straightforward:

STEP 1: Complete the accompanying AWS1 application form, together with a non-refundable payment of £103 + VAT. You can apply to get up to six new properties connected (if they are on the same site) with just one fee.*

STEP 2: We'll provide a quotation for the work within 14 days. You'll also receive a site plan, showing the public water main which will be used for your connection and a 'Request for Work' form.

STEP 3: If required, we'll inspect your service pipe to make sure it has been laid correctly by your plumber.

STEP 4: Once we've received your 'Request to Work Form' and your connection fees have been paid up front, it's all systems go. We'll get you connected within 21 calendar days, or on an alternative agreed date.

*Note: If you have asked for a new water main to be laid for your property development, we will already have planned for your water connection and you don't need to pay an application fee.

A comprehensive service

With your fee paid, and your supply pipe ready, it's down to us to do the rest. That includes:

- Installing up to two metres of additional service pipe from the boundary of your property to the public water main, and making the connection to the main.

- Reinstating our excavation to a high standard.
- Installing a water meter for each new connection.
- Inspecting your service pipe prior to connection, or checking the paperwork if you've used a WIAPS approved plumber (see 'Choosing the right plumber' section below for more information on this point).

Please note: if we need to install more than two metres of service pipe to reach the public water main, there will be an additional charge for every extra metre required. This charge can vary, depending on the type of ground involved (see our charges table overleaf for more details).

Infrastructure charges for new properties

If you are connecting a new property to our water network (rather than replacing a supply pipe for an existing property), you will need to pay an infrastructure charge, in addition to your connection charge.

Each new property connection puts extra pressure on our water network, requiring us to invest in upgrades as the years go by. Your infrastructure charge helps to cover this cost. Please see overleaf for details of our 2012/13 infrastructure charges

The good news is, you may be entitled to a credit, if you can show that there was a previous water connection on your development site. You'll find more details in your AWS1 application form.

Choosing the right plumber

When it comes to laying your supply pipe, you'd be well advised to choose a plumber from the Water Industry Approved Plumber Scheme, or WIAPS for short. You can find your nearest WIAPS plumber at www.wras.co.uk

A WIAPS plumber will be very familiar with the strict regulations that govern service pipes. He or she will issue a compliance certificate to you on completion of the work, as a guarantee that the installation has been done by the book.

You are welcome to use a plumber who is not a member of WIAPS, of course. In these circumstances, our own engineers would need to make a site inspection of your plumber's handiwork, before we can connect you up. This could slow things down, and could cost you extra, if the installation persistently fails to come up to scratch during inspections.

The moral is: know who you are working with!

Talk to us

We're happy to provide you with free advice when you are planning your new water supply.

By picking our brains at the outset of your project, you could avoid frustrating delays and unexpected costs further down the line.

Call us today on **0845 026 4296**.

We also recommend taking a look at our comprehensive 'New Development Information Pack', which provides a wealth of information on new connections. You can find it at unitedutilities.com/newwatersupply

How to contact us about the information in this leaflet



unitedutilities.com/newwatersupply



0845 026 4296
Opening hours:
8am – 5pm Mon to Thurs;
8am – 4.30pm Fri

Water meters – a question of location

When we are fitting water meters to new connections, our policy is to install the water meter above ground and to fit a 'smart' meter, equipped with automated meter reading facilities.

You can find out more about more about all the meter fitting options available to you in our New Development Information pack, available at unitedutilities.com/newwatersupply

Temporary connections

Need a temporary water supply? We can put in a standard 25mm water connection for up to 12 months – after which time the service pipe must be either disconnected or made permanent.

You'll need a separate form (an AWS3) to apply. For full details, and a copy of the form, please look at unitedutilities.com/newwatersupply or call us on **0845 026 4296**.

Animal drinking troughs

If you need a standard, 25mm water connection to supply an animal drinking trough, you'll find full details of how to apply in our Trough Supplies factsheet, available at unitedutilities.com/newwatersupply

Rainwater harvesting

If you are planning to install a rainwater harvesting or grey water system in your home, our engineers will need to carry out a site inspection to make sure that the system meets national regulations before your connection is made. Your AWS1 application form asks you to provide the relevant details, so that we can keep up to date with your plans.

When to consider a new water main

If your development needs two or more service pipe connections, and the existing public water main is not immediately adjacent to the properties, the cheapest and most practical option may be to request a new public water main.

This is not always as costly and dramatic an option as it may sound! To find out more, please look at our 'Guidance to Developers' leaflet on unitedutilities.com/newwatersupply or call us on **0845 026 4296**.

2012/13 connection charges – at a glance

Application fee	
Covers up to six standard water connections	£103.00
Connection fee for unsurfaced ground	
<i>Cost shown is for a single connection, plus water meter installation.</i>	
Where our water main is up to 2 metres beyond your property boundary	£455.00
Cost for each additional metre	£41.00
Connection fee for surfaced ground	
<i>Cost shown is for a single connection, plus water meter installation.</i>	
Where our water main is up to 2 metres beyond your property boundary	£483.00
Cost for each additional metre	£61.00
Infrastructure charges	
<i>Cost per connection – applicable to new properties</i>	
Water infrastructure charge	£328.30
Sewerage infrastructure charge	£328.30
Re-inspection fee	
If you use a non-WIAP plumber, and your service pipe fails two inspections by our engineers, you will be charged for each subsequent inspection.	
Additional inspection charge	£49.00
Building water	
This charge is for on site water and sewage services required during the construction period	
Charge per new standard water connection	£25.00

*All charges shown are exclusive of any VAT.

Next steps

Please fill in your AWS1 form, in order to apply for your new water connection. We'd recommend getting this form sent to us at least three months before you need your connection.

If you need any help filling out the AWS1 form, or have any general questions about the water supply for your new development, don't hesitate to contact us on **0845 026 4296**.



About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.

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