

WATER METERING AND CONNECTIONS

New Development Information Pack

This New Development Information Pack is designed to provide you with the necessary information you will need when applying for new water service connections from United Utilities Water.



On 1 April 2010 United Utilities introduced a new water meter location policy. For all new standard water connections, we will be installing meters inside properties or within wall mounted or in wall meter boxes. So that we can continue to read these meters, we will be using Automated Meter Reading (AMR) technology.

AMR technology enables us to gain a water meter reading without the need to visually inspect or gain access to the water meter.

Getting in touch

For more information on United Utilities Water Connections application process, call our Service Connections Enquiry Team on:

0845 026 4296

unitedutilities.com/newwatersupply
or email:

water.connections@uuplc.co.uk

Water connection application forms by post to:

United Utilities Water Metering
and Connections
First Floor Ullswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington
WA5 3LP

To speak to our Developer Services
Team today call us on:

0845 026 4297

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SECTION 1

Your new water connections

United Utilities Water has a Services Connection Enquiries Team who will manage your developments of up to 6 new connections from our existing water network. Please see [unitedutilities.com/newwatersupply](https://www.unitedutilities.com/newwatersupply) or contact the Service Connection Enquiries Team on 08450 264 296 for more information.

Step by step guide

The following are the main steps in the process to obtaining your water services from United Utilities Water.

1. Complete the application form for the type of connection you require:

- Standard household connection – AWS1
- Multi-occupancy or commercial supply – AWS2
- Temp supply / Trough supply – AWS3

What you do	What we do
You can find our application forms at unitedutilities.com/newwatersupply	Within 3 working days of receiving your application form we will send you an acknowledgement letter.
Provide all of the information we ask for on the application form and return to us with any additional information we may request.	Provide assistance with any questions you may have. Advise you if a new water main may be required. Contact you by phone if we need any further information to complete any design.

2. Getting your water services quotation

What you do	What we do
Keep us updated if there are any changes to your site.	When we have all the information we need we will send you a quotation within 14 days of receipt of your correctly completed application form.
	We will send you an invoice for the quotation, if the quotation is not accepted within 3 months of date of issue, or if the new service(s) have not been connected within 3 months from acceptance of our quotation. If we receive your acceptance and payment for this work but work has not started within 3 months, we will refund the amount paid less the quotation charge plus VAT.

3. Acceptance and payment

What you do	What we do
Send us a signed copy of your quotation acceptance along with your payment.	Keep your quote valid for 90 days from date of issue. We will acknowledge your payment in writing.
Provide us with a contact name and phone number of your on site representative.	When you tell us something has changed we will update our systems; the terms of your quote may change accordingly.
Keep us updated of any changes to your site requirements and layout.	Contact you by phone to check the progress of your development.
Provide us with the full postal address (as confirmed by the Local Authority street naming and numbering) of each plot to be connected before we make the connection.	

4. Laying your pipe-work

What you do	What we do
Decide on your preferred meter location and lay a continuous unjointed length of pipe-work as far as the boundary of your property ensuring you leave sufficient length of pipe-work coiled up to allow an unjointed connection into the main. Install a detectable marker tape above the service pipe. If choosing internal meter installation, install the appropriate external control and the appropriate internal concentric meter adaptor. The service pipe must be clearly labelled showing which property it serves and should be sealed off with a mechanical watertight stop end.	For details of our Water Regulations and conditions of service see pages 8 & 15.
Call us to book a service pipe inspection giving us 5 working days notice.	We carry out Water Regulations Inspections under our statutory powers as a routine part of making a new connection.
If you are using a WIAP approved ground-worker, send in the certificates when you return your "request for work" form. If you are not using a WIAP approved ground-worker, call us on 08450 264 296 to arrange a pipe inspection.	

5. Inspection

What you do	What we do
Ensure the pipe-work to be inspected has been laid in accordance with the Water Supply (Water Fittings) Regulation 1999 and our conditions of service (Page 15). Ensure that the appropriate meter carrier has been fitted. Have a suitable representative on site at the time of any inspection. Make sure we have access to the property. Label all service pipes.	We will arrange a Water Regulations inspection within 5 working days of your phone call. The inspection will be booked as a two hour time slot. If the development is a commercial or multi-occupancy premise, our Regulatory Control Inspector will contact you to arrange a convenient date and time. We will report to your representative on arrival on site. We will inspect for compliance with the Water Supply Regulations and our conditions of service. We will require access to your property to prove the supply.
If the inspection fails you will need to put right the failed items and then call us to book a further inspection.	We will leave a record to advise you if the inspection has failed and list the reasons for failure. We may charge for further inspections.

6. Setting up the account

What you do	What we do
	We will set up new accounts accurately and efficiently.
Provide us with Local Authority confirmation of new postal address.	We will not progress with a connection until we are able to set up a new account with a full local Council approved postal address.

7. Getting the connection

What you do	What we do
Complete and submit the appropriate "request for work" form depending on what type of service connection you require.	When we have received your "request for work form", we will forward the details of your site to our contractor. We will aim to make the connection within 21 days, unless we need to make additional arrangements to comply with traffic legislation. We will identify the need to make any additional arrangements under the Traffic Management Act within 5 working days of receiving your "request for work form".
Check all service pipes are still clearly labelled.	

SECTION 2

Developer services: New water mains and services

United Utilities Water has a dedicated Developer Services Team on hand to provide expert advice to all customers working on new development projects within our region. Please see www.unitedutilities/developerservices or contact the team on 08450 264 297 for more information.

Step by step guide

This brief guide aims to cover the main aspects of obtaining a water supply to a development. The guidance is produced in conjunction with the Water UK “Guidance on the Requirement of Information and Levels of Service for Water Mains Requisitions and Service Connections” which has been produced to obtain a greater understanding of what relevant information is required by water companies from developers and what levels of service developers can expect from water companies.

1. Pre development enquiry

Developers are encouraged to submit a pre development enquiry at the earliest opportunity to enable us to assess the impact of the proposed development on our existing infrastructure using hydraulic models. We will advise on whether the proposed development can be accommodated within capacity of the existing infrastructure, or whether any reinforcement or diversionary work is required.

What you do	What we do
Complete and return the Water Pre Development Enquiry form with a plan showing the development area. The pre development enquiry form can be downloaded from unitedutilities/developerservices	We will acknowledge if the application is acceptable or request missing information by telephone or email within 3 working days. If the application is acceptable we will respond to a Pre Development Enquiry within 15 working days of receipt of application. If pressure/flow survey is required or extensive modelling an alternative response date will be provided within 10 working days of receipt of application.

2. Application for a water main (requisition)

On receipt of a full application we will design and estimate the cost of the works required to supply the development. If a Pre Development Enquiry has already been done this can reduce the time it takes to produce the design and estimated costs.

What you do	What we do
Complete and return the “Application for a Water Main (Requisition)” form and “Water Supply Pipeline Risk Assessment” form with any supporting information requested. The “Application for a water main (Requisition)” form and the “Water Supply Pipeline Risk Assessment” can be downloaded from unitedutilities/developerservices . Please note payment is only required if a full application is not submitted during the validity period of our response (normally 3 months).	We will acknowledge if the application is acceptable or request missing information by telephone or email within 3 working days. If there are less than 500 properties we will provide a design and cost within 20 working days of receipt. If there are more than 500 domestic properties or complex issues (e.g. off site reinforcement) an alternative response date will be provided within 10 working days of receipt of application.

3. Acceptance and payment

When the design and costs are sent out we will give you the two payment options detailed in the Water Industry Act 1991. The financial terms offered will be valid for 90 days.

What you do	What we do
Choose which payment option you need and then complete and sign the acceptance note for the water main requisition and return with any payment due. Please also provide site contact details.	Within 10 working days of receiving your payment we will contact you and start liaison regarding a pre-construction site meeting.

4. Constructing the water main

Timescales for the construction and commissioning of the mains will be mutually agreed with you.

What you do	What we do
You will need to attend a pre-start meeting to agree site specific issues (start date, H&S Plan etc.) You will be required to provide the new road line and levels by means of either a permanent kerb or kerb face before we can start work.	The water main will normally be constructed within 3 months of your acceptance. This may be extended due to restrictions under other legislation such as the Traffic Management Act. We will keep you updated regarding the start date for construction of the water main. Once the new main is commissioned we will calculate the actual cost of the work and advise if any additional payment or deposit refund is required.

5. New water service connections off newly requisitioned main

As soon as your new water main has been constructed, you can call off water service connections by completing the “request for work” form.

What you do	What we do
Complete and return the request for work form as and when your new connections are required detailing the plot numbers and postal addresses where the connections are needed.	When we have received your “request for work” form, we will forward the details of your site to our contractor. We will aim to make the connection within 21 days unless we need to make additional arrangements to comply with traffic legislation. We will identify the need to make any additional arrangements under the traffic management act within 5 working days of receiving your “request for work” form.
If you wish to employ a Self Lay Organisation to install the new service connections then please complete the appropriate section on the Acceptance Note for the mains requisition.	We will issue a Services Only Agreement for the scheme which needs to be signed by all the relevant parties named on the agreement and returned to U UW before the Self Lay Organisation can undertake any new service connections.

SECTION 3

Self Lay Organisation (SLO) – process guide

Developers have a choice on how they procure the water mains and services for their developments. They can either requisition these from United Utilities Water or they can choose to use an accredited Self-Lay Organisation (SLO) to install these assets on their behalf and this is detailed in our Self-Lay Policy documentation. Developers can then make an assessment on which method is best suited for their needs.

If the self-lay option is taken, the developer can undertake all the contestable activities provided they employ an accredited SLO. These contestable activities are detailed within the Code of Practice for Self-Laying of Water Mains and Services – 2nd Edition, as amended by the United Utilities Addendum to the Code of Practice.

The SLO must be accredited for the activities they intend to undertake. The Water Industry Registration Scheme, which is managed by Lloyds Register, provides this accreditation and details can be found on their website www.lloydsregister.co.uk. SLO's can be accredited to undertake design, services only or full construction activities.

The process to be followed will depend upon whether the SLO is to undertake the design. If this is the case they will need to submit an Application to self lay water mains to United Utilities Water. This will enable the SLO to complete their design for approval by United Utilities Design Team. Once the design is approved, we will also provide details of the asset payment and a summary of all the associated non contestable charges.

If the developer decides to have the design undertaken by United Utilities, then the developer or SLO will need to submit an Application to Self Lay Water Mains. United Utilities will then provide a design for the proposed infrastructure, along with an estimated asset payment and a summary of all the non contestable charges.

In both options above, a Self-Lay Agreement will be issued by United Utilities Water for signature by the developer, SLO and United Utilities Water.

We will send you a copy of our Self Lay policy and Addendum to the Code of Practice upon request, or alternatively they are available on our website unitedutilities.com/selflay



SECTION 4

Our water metering policy

Since 1990, every newly built property has had a water meter installed.

From the 1st April 2010, it is U UW policy that all new standard connections will have meters that are capable of being remotely read. This means access to the property is not needed to obtain a meter reading, meaning that we can install meters in locations that are more accessible to customers and avoid issues usually associated with traditional meter installations in the footpath or boundary. The available options are listed below.

Where the required meter size is 25mm or above, the meter location may be internal, located at a suitable point where the pipework enters the building or external and located in a purpose built underground meter chamber. The location is likely to be design specific and dependant on the construction of the building, the layout of the pipework and the availability of sufficient space to facilitate a meter installation.

All water meters used on new connections will be sourced from United Utilities.

Internal Meter Installation (See Specification drawing 1)

1. The water meter is located within the property at the point of entry.
2. A WRAS approved concentric meter adaptor must be installed by the developer on the water supply at point of entry directly above the internal stop tap in accordance with U UW's specifications before any pipe-work inspection is requested or any self lay service connections are made.
3. The pipe-work must be securely fixed to allow the meter to be fitted into the adaptor. A gap of 160mm x 110mm must be left clear directly around the adaptor to accommodate the meter fit.
4. To satisfy the requirements of the Water Industry Act, an *additional* external control, in the form of an underground meter box, must be installed as close as possible to the front elevation of the property. This must be installed in a hard standing area. (i.e. **not** lawned or planted areas) and must be installed by the developer before the pipe-work is passed for connection[†]. If in contaminated land^{*}, then an external control suitable for use in contaminated land must be used.
5. The service pipe is then taken from the internal stop tap to the external control box and then laid out in a continuous unjointed length to the boundary, leaving sufficient pipe coiled at the boundary to enable a connection into the main.
6. The service pipe must have a continuous unjointed length of blue coloured tracing mesh installed above it and must be installed before the pipe-work is passed for connection.
7. Ensure the pipe-work to be inspected has been laid in accordance with the Water Supply (Water Fittings) Regulation 1999 and the United Utilities Water conditions of service (see page 15).

[†] If the property fronts directly onto the public highway, U UW will install the external control box at the time of connection.

^{*}Please see the glossary for details on contaminated land.

In-Wall Box Installation (See Specification drawing 2)

1. The Water Meter is located within a WRAS approved meter box that is *built into* the structure of the property.
2. The meter box can be installed on any elevation of the property and must comply with the specific manufacturers' installation specifications.
3. No *additional* external control is required.
4. The service pipe must be laid in a continuous unjointed length, leaving sufficient pipe coiled at the boundary to enable a connection into the main.
5. The service pipe must have a continuous unjointed length of blue coloured tracing mesh installed above it and must be installed before the pipe-work is passed for connection.
6. Ensure the pipe-work to be inspected has been laid in accordance with the Water Supply (Water Fittings) Regulation 1999 and the United Utilities Water conditions of service (see page 15).

Wall-Mounted Box Installation (See Specification drawing 3)

1. The Water Meter is located within a WRAS approved meter box that is *mounted directly* to the wall.
2. The meter box can be installed on any elevation of the property and must comply with the specific manufacturers' installation specifications.
3. No *additional* external control is required.
4. The service pipe must be laid in a continuous unjointed length, leaving sufficient pipe coiled at the boundary to enable a connection into the main.
5. The service pipe must have a continuous unjointed length of blue coloured tracing mesh installed above it and must be installed before the pipe-work is passed for connection.
6. Ensure the pipe-work to be inspected has been laid in accordance with the Water Supply (Water Fittings) Regulation 1999 and the United Utilities Water conditions of service (see page 15).



SECTION 5

Metering policy for multi-occupancy premises

United Utilities' preferred metering policy is one unit, one meter, one connection. However, we recognise that there are certain types of premises where this policy is difficult or impractical to achieve. In these situations an alternative solution to metering has to be reached. The following meter location options are available for this property type.

1. Installation of AMR meters in each individual unit

(See fig 1.1 and 1.2 overleaf)

Where AMR meters are installed internally in each individual unit, they will be installed in the concentric meter adaptor fitted by the developer directly above the internal stop tap.

2. Installation of AMR meters in communal areas

(See fig 1.3 overleaf)

Where meters are installed in a communal area, it is recommended that meters are installed in a manifold type arrangement (see fig 1.4). Meters can be installed in a WRAS approved concentric meter adaptor fitted by the developer or "in line" on manifold pipe-work. All manifold pipe-work must be clearly labelled to identify which individual unit they serve. On multi-story premises, meters supplying the upper floors must be sited downstream of any pump and tank installation. United Utilities define a communal area as any common entrance hall, reception area, common stairwell, a purpose built metering area, corridor or landing that is not sited behind a locked door and is readily accessible. United Utilities customers must have reasonable access to their water meters at all times and reasonable access is also required for any future maintenance by United Utilities.

3. A 'bulk' meter

A bulk meter measures all of the water used by all customers on the supply. Before United Utilities will enter into a bulk metering arrangement certain criteria must be met. The pipe work supplying individual occupancy units must be configured to effectively manage water quality and leakage. This can be achieved, for example, by installing individual pipes from the metering point to each occupancy unit. A Bulk Meter agreement must be signed, initially between United Utilities and the developer before the connection is made, and later between United Utilities and a Management Company or responsible body. The developer must accept all water charges, including surface water and highways drainage, until such time that an agreement with the responsible management company is in place.

Contaminated Land

Where multi-occupancy developments are undertaken on contaminated land sites, United Utilities preference is to install meters internally. If external bulk metering is your preferred option then this must be installed within a purpose built chamber suitable for use in contaminated ground. Chamber construction will normally be undertaken by United Utilities or its appointed contractors.

Where meters are installed internally and there is a requirement for an external control, this external control must be suitable for use in contaminated ground.

Internal Pipe Runs

Common access should be provided to all pipe runs to each premise. Routing of service pipes through one property to another must be avoided. All relevant requirements, regulations and agreements that may apply to routing of services must be adhered to.

All work carried out and materials used must be in accordance with the Water Supply (Water Fittings) Regulations 1999.

The following (overpage) are examples of pipe-work arrangements in multi-occupancy premises showing meter location and stop tap positions.

Fig 1.1 Meters located in each individual unit with separate service pipes laid out to external control

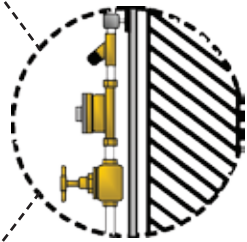
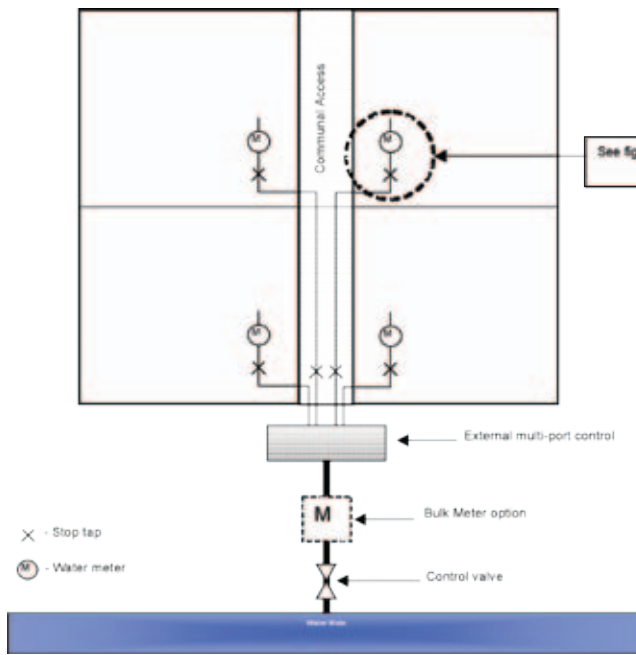


Fig 1.5 Concentric meter adaptor

Fig 1.2 Meters located in each individual unit with large diameter connection to rising main.

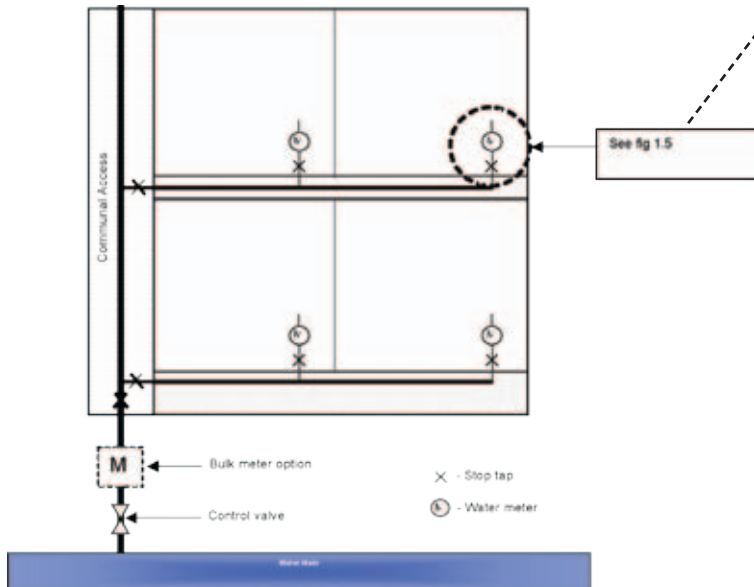


Fig 1.3 Meters located on manifold in communal area/plant room.

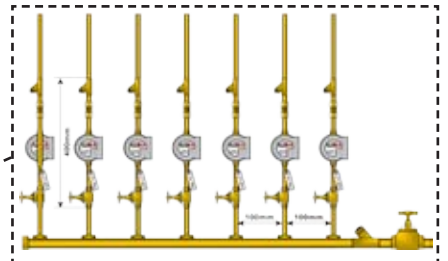
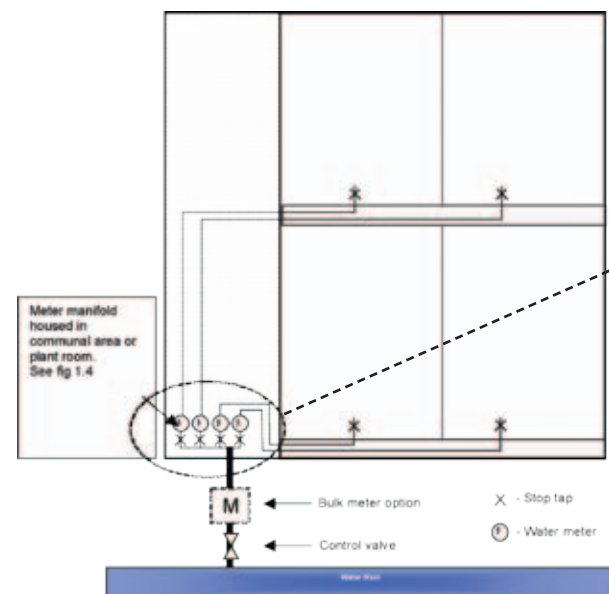


Fig 1.4 Manifold arrangement

There are two installation options available for this meter location:

1. Meters installed in line on manifold pipe-work (as shown in fig 1.4).
2. Meters screwed into concentric adaptors installed by the developer prior to the meter installation (see fig 1.5).
3. Double check valve and drain off to be located after the meter.
4. A minimum of 100mm must be left between manifold pipe-work.

SECTION 6

Building water supplies

Application

When applying for your new water services from United Utilities Water, you may require a building water supply, if so please complete the application form AWS3 available at unitedutilities.com/tempsupply

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.

There are two building water supply options available to you, these are:

Temporary Building Supply

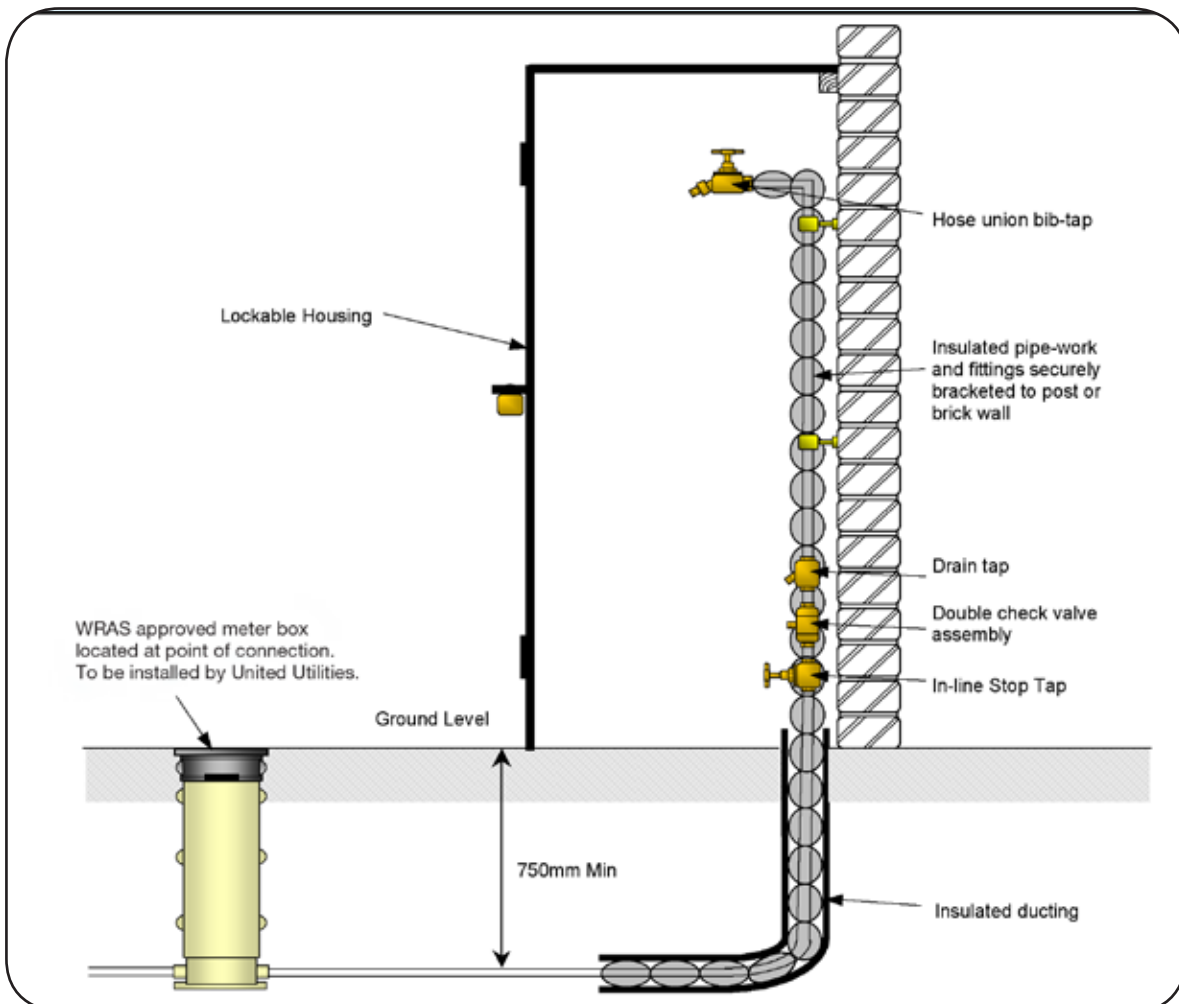
This is for building purposes and only available for a maximum of 12 months. When you no longer require the temporary building supply please call 08450 264 296 and we will arrange for the supply to be disconnected. If we have not heard from you within 12 months, the supply will automatically be scheduled for disconnection.

Temporary connection to become permanent supply

This connection is initially for building purposes but will be utilised as the permanent supply once the property is completed. During the construction of the property you should decide on your preferred final meter location option (see page 8) and ensure that the chosen installation complies with Water Regulations and UUW conditions of service (Tracing tape, continuous pipe length and external control not required). You should contact us at the earliest opportunity when the property is ready for a water meter to be fitted. Please call 08450 264 296 to arrange your meter fit. We will automatically contact you after 3 months of the initial building water connection, to check the status of the development.

All details of our charges relating to building water supplies can be found on the 'Connection charges' leaflet at the rear of this booklet.

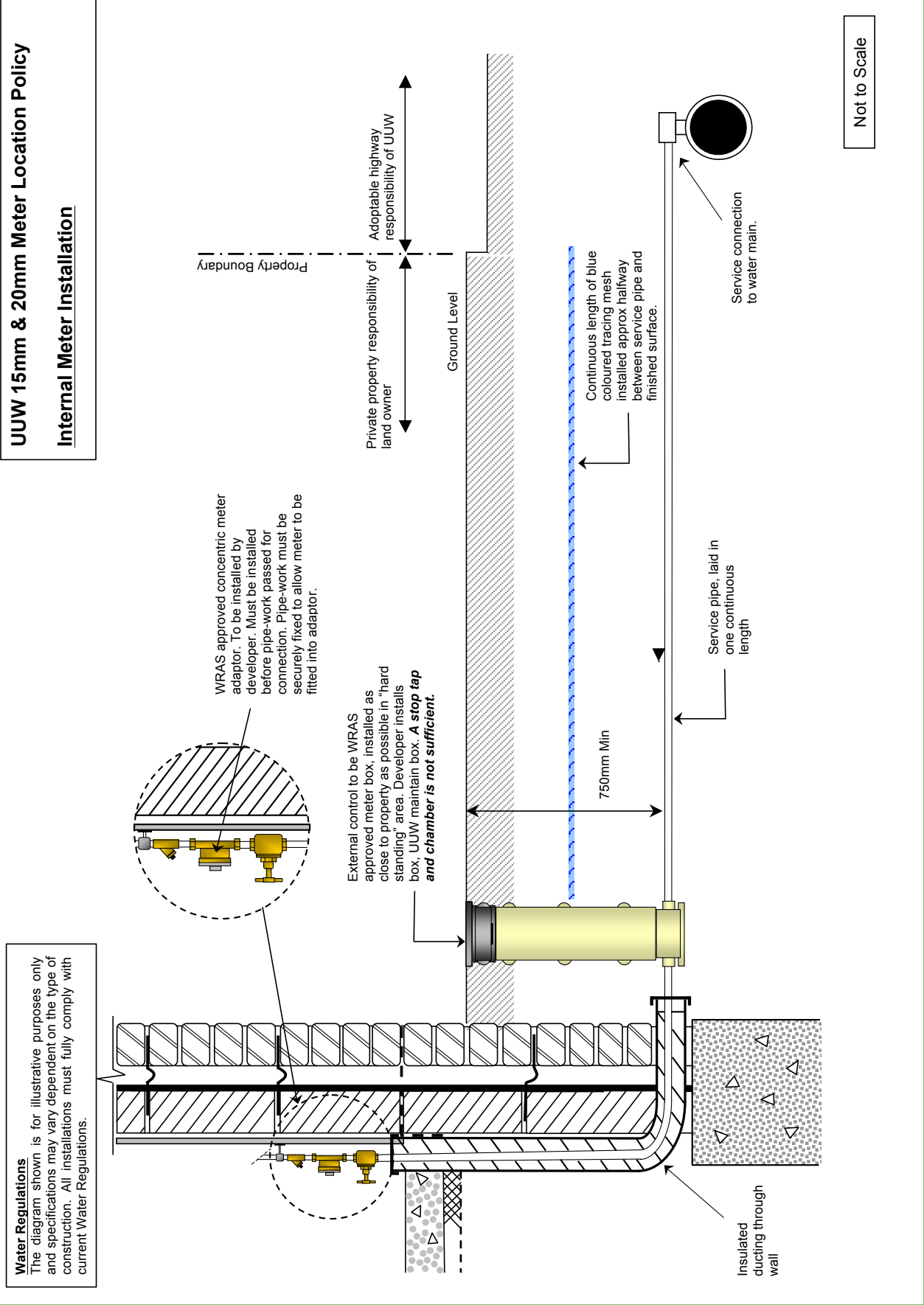
Schematic diagram of a temporary building supply



SECTION 7 AMR Specifications

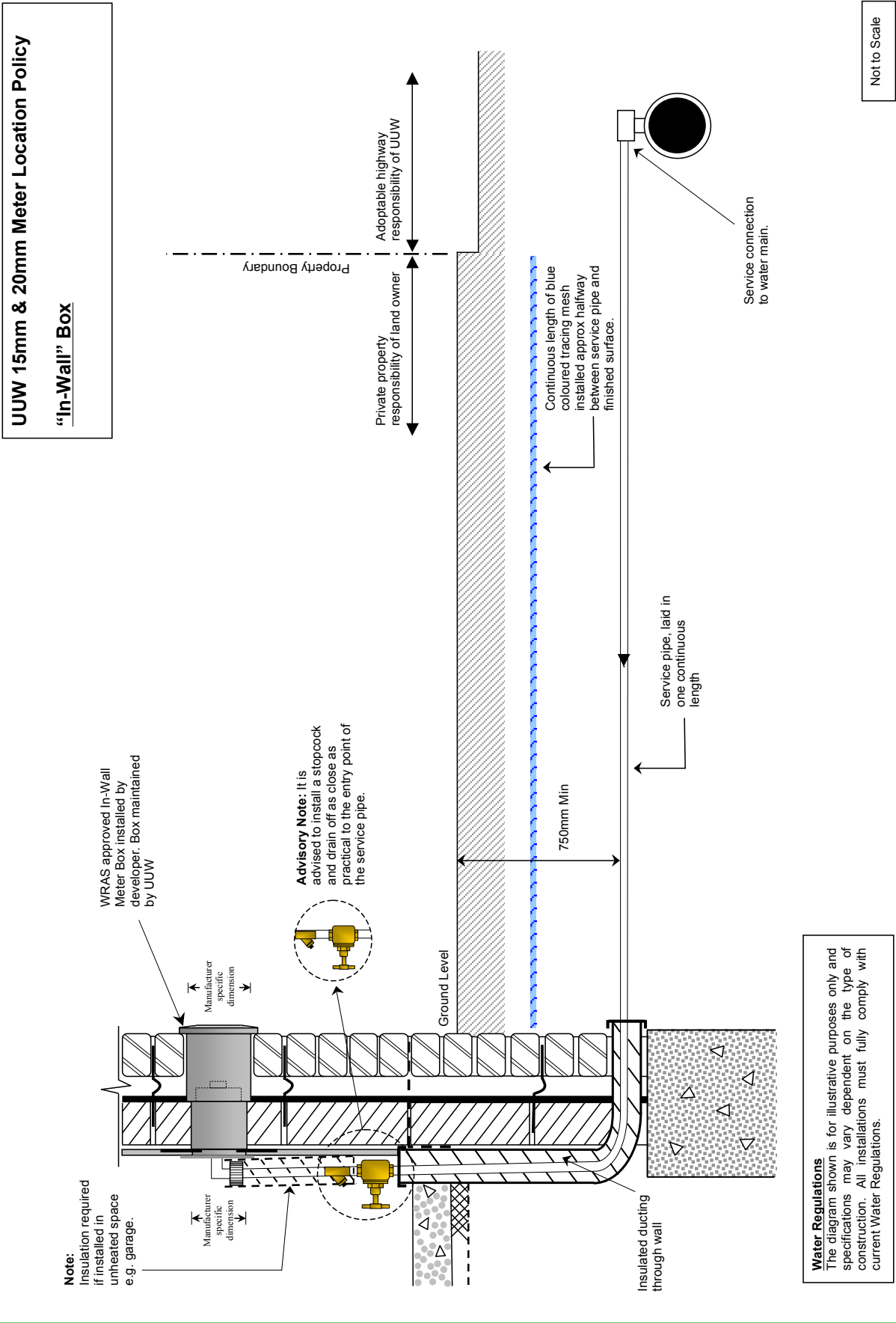
Drawing 1 - Internal Installation

For further information on laying pipe-work please see p15.



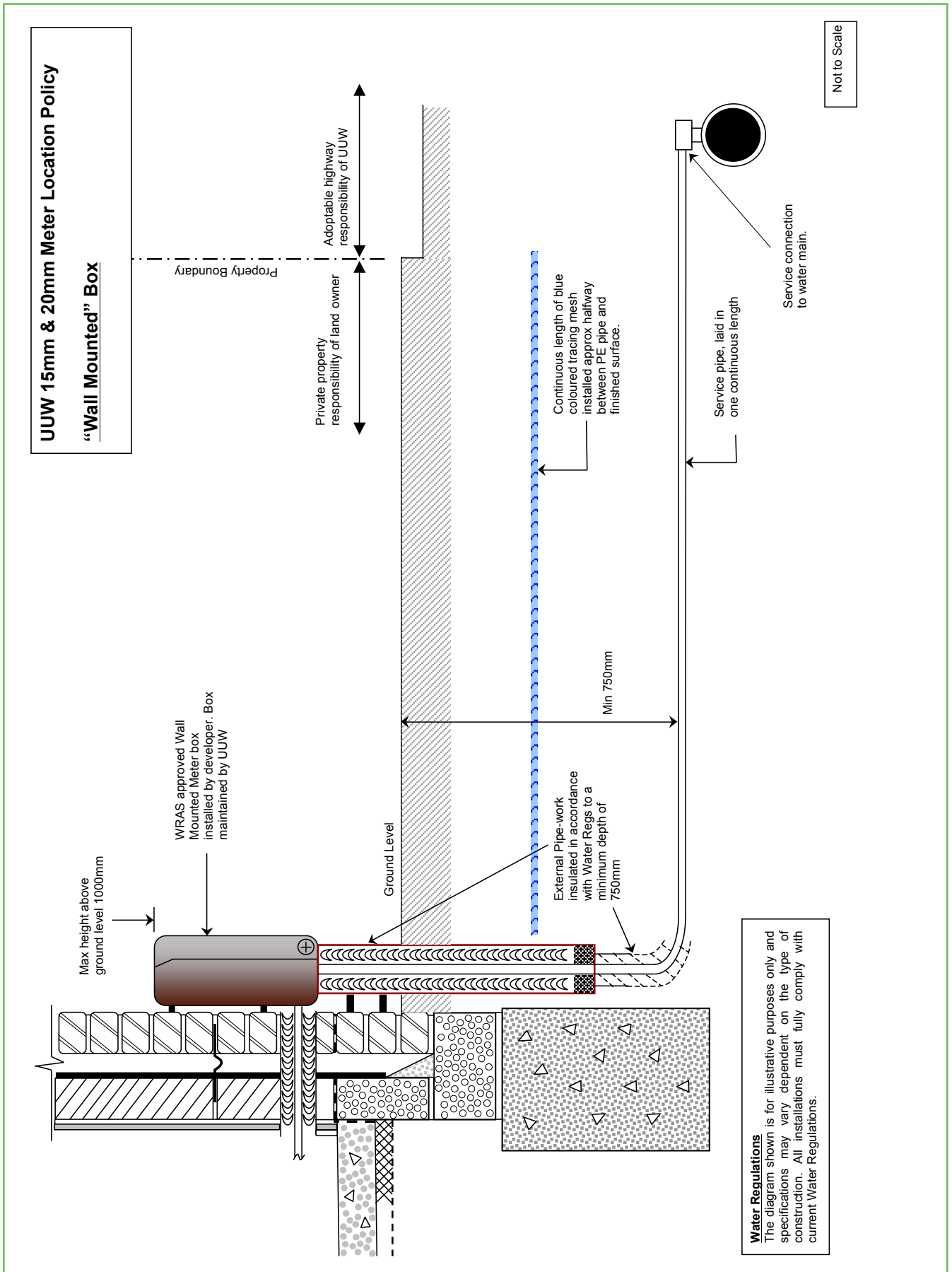
Drawing 2 - In-wall box

For further information on laying pipe-work please see p15.



Drawing 3 - Wall mounted box

For further information on laying pipe-work please see p15.



SECTION 8

Guidance on laying new service pipes and water regulation requirements

The Water Supply (Water Fittings) Regulations 1999 are national requirements for the water industry.

The aim of the Water Supply Regulations is to prevent the waste, misuse, undue consumption, contamination or erroneous measurement of the water supply. The regulations specify the types of materials and water fittings that are permitted and the way in which they should be installed.

Methods of Entry Point to Property

1. The minimum size of service pipe is 25mm.
2. The pipe material blue polyethylene*.
3. Minimum depth below finished ground 750mm or 2ft 6in.
4. Maximum depth below finished ground level 1350mm or 4ft 6in.
5. Pipe work under suspended floors must be suitably insulated.
6. Pipe-work must be ducted and suitably insulated as it enters the property.
7. Stop tap and drain off must be installed.

Conditions of Service

1. Service pipe(s) must be laid in a continuous unjointed length, leaving sufficient pipe coiled at the boundary to enable a connection into the water main.
2. A continuous unjointed length of blue tracing mesh must be laid above the service pipe.
3. When opting for the internal meter location, a WRAS approved concentric meter adaptor must be installed on the water supply at point of entry directly above the internal stop tap. An external control must be installed to satisfy Water Industry requirements and should be a WRAS approved meter box installed as close as possible to the property in a "hard standing" area.**
4. Service pipe(s) must be clearly labelled showing which property they serve.
5. The supply pipe must be sealed off to prevent the ingress of contaminants prior to connection to the water main. Please see glossary for an example of a mechanical stop end used to prevent contamination.

Failure to correctly comply with any of the above may result in your connection being delayed.

*Unless instructed to lay alternative pipe-work material due to ground conditions.

** If in contaminated land, an external control suitable for use in contaminated land must be used.

Contaminated land

Plastic water supply pipes can be compromised by certain hydrocarbons. If the ground conditions at your development have been identified as contaminated, developers must ensure that a suitable pipe material is selected so that the water supply remains satisfactory.

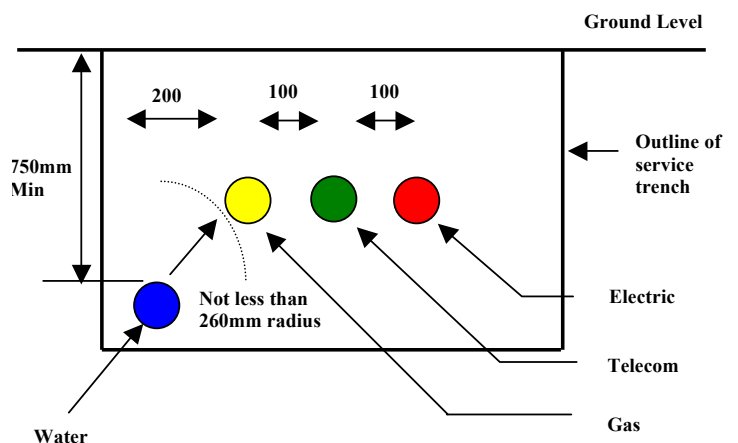
Developers must also ensure that when opting for the internal meter location, an external control box suitable for use in contaminated ground is used.

For further information on contaminated land, please see the glossary or visit unitedutilities.com/contaminatedland

NJUG

In the majority of cases all the services within the boundary of the property should be able to follow a common route between the main, in the footpath/ service strip and the dwelling. The route selected should be as far as possible be straight, at right angles and be established in a direct line between the main and the nearest point of entry, a common route with service tubes should be utilised as far as possible.

A typical disposition is illustrated below but this arrangement should take into consideration the sequence of service entry in order to avoid cross over of services.



The disposition of pipes shown is for illustrative purposes only. Always refer to the latest version of NJUG.

SECTION 9

Our charges

Service Connection Charges

Our service connection charges include the work we will carry out to excavate, lay up to 2 metres of service pipe and connect the new water supply to our main. Where applicable, it also includes the installation of an AMR enabled water meter. The actual charge depends on the surface we have to excavate. An additional charge per metre of excavation applies for services over 2 metres in length.

Large diameter connections (greater than 32mm) will be charged by individual quotation for the work involved. With standard services, additional charges are made for infrastructure and building water, supplied for construction.

There is a charge for providing quotations for water service connections. The charge will be made if the quotation is not accepted within 3 months of date of issue, or if the new service(s) have not been connected within 3 months from acceptance of our quotation. If we receive your acceptance and payment for this work but work has not started within 3 months, we will refund the amount paid less the quotation charge plus VAT.

For further information on our connection charges please see our "Connection charges" leaflet at the rear of this pack.

Requesting a new water main

Requisitioning arrangements as set out in the Water Industry Act 1991 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 Discounted Aggregate Deficit Sum payment (formally commuted sum), based upon actual costs for each new main as it is connected;
or
- You may also choose to use a self lay organisation (SLO) to install all the new mains. For further information see page 7.

Infrastructure charges

The principle of infrastructure charges recognises that every new connection imposes an additional demand on the capacity of our water main and sewerage system. These represent a contribution towards the capital expenditure required to meet that new demand and are set by OFWAT.

Separate charges are payable for each water and sewerage connection and details can be found on our Connection Charges leaflet at the rear of this pack.

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

- Non-household premises are served by a service pipe larger than the standard size (32mm 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).

Infrastructure credit(s) may be available when a site is redeveloped and charges have been made on that site, in respect of water used for domestic purposes, in the 5 years prior to the redevelopment commencing.

More details are given in our charges scheme. unitedutilities.com/newwatersupply

SECTION 10

Sourcing the materials

Sourcing Materials for New Connections

With the exception of the water meter (which U UW will provide), Developers are free to use any WRAS approved product when installing new connections. However, developers are able to source all required products from United Utilities' logistics provider CEVA if they so wish.

CEVA Logistics

In order to utilise the CEVA framework agreement, all builders, developers and SLO's must follow the simple steps below:

1. Complete the "New Customer Set-up" form available at unitedutilities.com/ceva and return by email to customersetup@uuplc.co.uk
2. Complete the "Contractor Order form" available at unitedutilities.com/ceva and return to CEVA logistics by either fax to 0161 776 1025 or email to Samantha.woods@cevalogistics.com
3. The "New Customer Set-up" form must be completed before any products can be ordered from CEVA.

United Utilities will then invoice the requestor for the goods within 30 days.

All stock items have a 7 day lead time and some items are purchase to order only and can have up to a 3 week lead time.

The screenshot shows the United Utilities website page for 'Sourcing Materials for New Connections'. The page layout includes a top navigation bar with links for 'Pay Your Bill', 'Emergencies', and 'Ask us a question'. Below this is a secondary navigation bar with 'My Account', 'About United Utilities', 'Our Services', 'Environment & Community', 'News', 'Jobs', 'Investors', and 'Contact Us'. The main content area features a sidebar on the left titled 'Our Services' with a tree view of categories including 'New water supply', 'Wastewater services', and 'Electricity services'. The main content area has a heading 'Sourcing Materials for New Connections' and a sub-heading 'CEVA Logistics'. The CEVA Logistics section contains three numbered steps: 1. Complete the 'New Customer Set-up' form and return by email to customersetup@uuplc.co.uk; 2. Complete the 'Contractor Order form' and return to CEVA logistics by either fax to 0161 776 1025 or email to Samantha.woods@cevalogistics.com; 3. The 'New Customer Set-up' form must be completed before any products can be ordered from CEVA. Below the steps, it states 'United Utilities will then invoice the requestor for the goods within 30 days.' and 'All stock items have a 7 day lead time and some items are purchase to order only and can have up to a 3 week lead time.' Two red boxes highlight the first two steps of the CEVA Logistics section.

SECTION 11

Developer checklist

Stage 1: Completing the application		
Please check you have done the following.		
1	Fully completed your application for a water supply (AWS1, AWS2, AWS3 depending on the type of connection you are applying for)	
2	Enclosed two copies of location plans identifying the properties requiring supply i.e. Ordnance Survey site location plan (scale not less than 1: 2500)	
3	Enclosed two copies of a detailed site layout plan indicating service pipe points of entry with a scale not less than 1:500	
4	Completed the "Water supply risk assessment form" (if applicable).	
5	Enclosed soil analysis report (if applicable)	
6	Infrastructure charges calculation sheet (connections 32mm or above)	
7	Plot numbering schematic	
8	Enclosed a copy of the F10 notice issued to HSE (if the project is notifiable)	
Stage 2: Acceptance and payment		
Please check you have done the following.		
1	Fully completed and returned the notice of "Intent to work and Acceptance note"	
2	Return your payment to us in full.	
Stage 3: Laying your pipe-work		
Please check you have done the following.		
1	Decided on your preferred meter location and laid your pipe-work as far as the boundary of your property in a continuous unjointed length in accordance with the Water Supply (Water Fittings) Regulation 1999 and United Utilities Water conditions of service.	
2	Laid a continuous length of blue tracing mesh above the service pipe.	
3	If choosing internal meter installation, installed the appropriate external control and the appropriate internal concentric meter adaptor.	
4	Labelled all the service pipes clearly to identify the properties they serve.	
5	Left enough pipe-work coiled at the boundary to ensure connection into the water main.	
6	Used the appropriate materials for the specific ground conditions.	
Stage 4: Pipe inspection		
Please check you have done the following.		
1	Provided us with at least 5 working days notice before you require any pipe inspection.	
2	Left your trench open so we can inspect the pipe work	
3	Make sure you have made arrangements for a representative to be on site on the day of inspection.	
4	If you have used a WIAP approved installer, obtain a certificate.	
Stage 5: Getting the connection		
Please check you have done the following.		
1	Provided us with the full postal address of each plot to be connected before we make the connection. This information must have been confirmed by the relevant local authority.	
2	Submit a completed "request for work form".	
Stage 6: On the day of connection		
Please check you have done the following.		
1	Make sure you have made arrangements for a representative to be on site on the day of connection.	
2	Make sure our contractors have unobstructed access to the site, service pipes, meter carrier and water main.	
3	Make sure our contractors have access to the internal stop tap within the property.	

SECTION 12

Glossary

UUW

United Utilities Water.

Developer

In this instance, any person or company applying for a new water connection.

SLO

Self lay Organisation

AMR

Automated Meter Reading

Point of entry

This is where the external water service enters the private property.

WRAS approval

WRAS stands for the “Water Regulations Advisory Scheme”.

Water Suppliers in the UK, have a statutory duty to provide a supply of wholesome water sufficient for the domestic purposes of all owners and occupiers of premises within their limits of supply and are responsible for the enforcement of UK Government Regulations (Byelaws in Scotland) for preventing waste, undue consumption, misuse or contamination of water supplied by them.

WRAS is responsible for obtaining reports on the examination and testing of water fittings and advises Water Suppliers of those products, which it considers, will comply with the requirements of Water Regulations/ Byelaws.

Full details of WRAS approved water fittings and the approvals process can be found on the official WRAS website www.wras.co.uk

Mechanical Watertight Stop End

To prevent the ingress of particulate matter, each end of the new service pipe should be protected. Internally the stop valve will satisfy this requirement. Externally at the boundary, a mechanical stop end fitted can be used.

The Water Industry Approved Plumber Scheme (WIAPS)

WIAPS is funded by the majority of the UK Water Suppliers to administer an approved plumber’s scheme for them. In order to become a WIAPS member, a plumber has to show they have been suitably trained as a plumber, that they have adequate knowledge of the Regulations by passing an assessment and that they have sufficient public liability insurance cover.

Water services laid out by WIAPS plumbers or ground workers do not require an inspection by United Utilities in order to obtain a water connection. However, a valid WIAPS certificate must be submitted and received before any service connection is made.

The full details of the WIAPS scheme can be found on the following website: www.wras.co.uk/WIAPS

Contaminated Land

Most Local Authorities provide guidance to developers and homeowners about identifying land which is potentially affected by contamination for planning and building control purposes. Alternatively you may wish to seek professional advice from an organisation/consultant for specialist guidance on potentially contaminated sites.

All Water Companies have a responsibility to ensure water delivered for domestic purposes is of wholesome quality without taste or odour. Where new water pipes are to be installed in land that is or may be affected by contamination, a risk assessment for water pipes should be carried out by the applicant for consideration by United Utilities.

In January 2011, UK Water Industry Research (UKWIR) published “Guidance for the Selection of Water Supply Pipes to be used in Brownfield Sites” (Ref 10/WM/03/21; the ‘UKWIR Guidance’). Its aim is to ensure correct materials are selected for water pipes and components, to be used below ground in brownfield sites, to protect the quality of drinking water whilst taking into account the service life of the water distribution system.

United Utilities Water (UUW) has adopted the UKWIR Guidance in principle and has produced ‘UUW supplementary guidance for the selection of water pipes in land potentially affected by contamination’, which includes the Risk Assessment for Water Pipes, to clarify some of the areas in which it will operate.

Connections charges 2011-2012

This leaflet sets out our standard charges for installing new water service connections for pipes up to 25mm in diameter. These prices apply to quotes issued on or after 1 April 2011. All quotations are valid for three months and are payable in advance.



Cost of providing a quote for a new connection

There is a charge for providing quotations for water service connections. The charge is £80.00 (plus VAT) and will be made if the quotation is not accepted within 3 months of date of issue **and/or** service(s) not connected within 3 months from the date of quotation acceptance. If the charge is applicable due to the above, you will be sent an invoice for the charge, including VAT. If we receive your acceptance and payment for this work but work has not started within the specified time, we will refund the amount paid less £80 (plus VAT).

You will need to re-apply for any connections not completed within the validity period.

Service connection charges

The connection charges shown in the table are for 25mm diameter polyethylene (PE) supplies and 32mm commercial supplies. The charges include the work we will carry out for excavating, laying up to 2 metres of service pipe and connecting the new water supply to our main. They also include the fitting of an automated meter reading (AMR) enabled water meter where applicable. The actual charge depends on the surface we have to excavate. An additional charge applies per metre of excavation for services over 2 metres in length.

There are reductions in our charges if you are a member of our developer scheme. This will be a deduction of £20 per connection at developments of two or more houses. Large diameter connections (greater than 32mm) will be charged by individual quotation for the work involved. With standard services additional charges are made for infrastructure and building water supplied for construction, see below.

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. Where the property is already occupied as a dwelling, the charges can be paid (with interest added) in annual instalments over 12 years.

Getting in touch

For more information on United Utilities' connections application process, call us today on:

0845 026 4296

or email: water.connections@uuplc.co.uk

Water connection charges (25mm & 32mm commercial)

Unsurfaced ground - AMR fit (internal/wall box)	
Up to 2 metres	£404.00
Cost of each additional metre of excavation	£59.00
Surfaced ground - AMR fit (internal/wall box)	
Up to 2 metres	£450.00
Cost of each additional metre of excavation	£76.00

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

Water infrastructure charge £312.19
Sewerage infrastructure charge £312.19

In some circumstances the charges will be calculated 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.

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 - £25 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.

Meter administration charge (self lay organisations)

An administration fee of £37 is payable by self lay organisations in respect of processing details of each meter installation by such organisations.

SECTION 13

Frequently asked questions

What is Service Pipe Labelling?

Where new connections are made to the main, all service pipes must be clearly labelled with the relevant plot / property number. Labelling is also required for internal pipework where multiple internal water meters are to be fitted. This is necessary in order to ensure correct billing information.

When will my water meter be fitted?

For 25mm standard connections your water meter will be fitted at the same time as the connection is made. On multi-occupancy premises, your meters will be fitted after the connection is made.

What are the Construction (Design and Management) Regulations 2007

Who needs to know about the regulations?

Anyone having construction or building work carried out has legal duties under the Construction (Design and Management) Regulations 2007 (CDM 2007), unless they are a domestic client.

A domestic client is someone who lives, or will live, in the premises where the work is carried out. The premises must not relate to any trade, business or other undertaking. Although a domestic client does not have duties under CDM 2007, those who work for them on construction projects will.

What will the Regulations do?

These Regulations will help you ensure that your construction project is safe to build, safe to use, safe to maintain and delivers you good value.

Good health and safety planning will also help ensure that your project is well managed and that unexpected costs and problems are minimised.

More specific details on CDM can be found at www.hse.gov.uk/construction.

Who owns the meter box?

The external control box, wall-mounted and in-wall box are the property of the occupier but maintained by UUW.

Who owns the water meter?

UUW owns the meter. UUW are responsible for maintaining, repairing and eventually replacing it.

What is Traffic Management?

The Traffic Management Act was introduced in 2004 to tackle congestion and disruption on the road network. The Act places a duty on local traffic authorities to keep traffic flowing on their road network by giving them additional tools to better manage parking policies, moving traffic enforcement and the coordination of street works.

Should you wish to find out more information on the Traffic Management Act please visit www.dft.gov.uk

Does the wall box have to be sited on the front elevation of the property?

If the meter is to be installed within a "wall box" then the box can be installed on any elevation of the property. AMR technology enables UUW to gain a water meter reading without the need to visually inspect or gain access to the water meter.

When opting for the internal meter installation option, does the water meter have to be under the kitchen sink?

The concentric meter adaptor must be installed on the service pipe at point of entry to the property, directly above the internal stop tap. This can be in a boiler room, kitchen, garage etc.

Who is responsible for the maintenance of the service pipe from the property to the water main in the footpath?

UUW will not adopt the service pipe. It is UUW policy that the customer/developer is responsible for the service pipe upto the boundary of the property and UUW are responsible from the boundary to the water main. The location of the water meter does not and never has, defined the boundary of responsibility. After a reasonable period of time UUW will assume responsibility for the maintenance of the external control and meter carrier.

Do I need to lay the blue tracing mesh for my 63mm connections?

No. A 63mm connections and larger will have a controlling valve at the boundary. This negates the requirement to lay out the tracing mesh on top of the service pipe.

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