

New Connections Charges

Customer information 2010/2011



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Your new supplies charges

In this booklet we will briefly explain

- What we do
- What to do if you are unhappy about the service you have received
- How to contact us – useful contact numbers and addresses
- How we charge you for household and non-household connections

What we do

We serve over eight million people across the heart of Britain. We supply drinking water to the highest standards in Europe – some two thousand million litres every day. We take away the used water and treat it again at one of over a thousand sewage works before putting it safely back into the environment.

We are investing more than £400 million a year to improve services to customers. This includes making even more high quality water available, improving sewers to stop flooding and cleaning up our rivers.

In fact, since privatisation, we have invested over £6 billion – over £2,000 for each and every home we serve. As a result, customers are getting their best ever quality drinking water and supplies are secure, irrespective of what the climate has in store. Hundreds of homes are safe from flooding as a result of improvements in our sewers. Rivers in the Midlands are now much cleaner than before, thanks to our investment in new facilities for cleaning the community's used water.

Investment levels now are slightly lower than the years immediately after privatisation, when we had a number of major programmes which had to be completed quickly to make up for years of under investment. Nonetheless, we continue to spend at levels much higher than those seen in the days of public ownership. We will continue to spend money wherever necessary to ensure all our customers receive high quality services, whilst keeping bills amongst the lowest in the country.

Issued by:

Severn Trent Water Limited, New Connections,
PO Box 5311, Coventry CV3 9FL

Further copies can be obtained by ringing 08457 500 500

What to do if you are unhappy about the service you have received

If you feel your initial enquiry has not been properly answered or you still have a problem which our staff cannot resolve, please telephone, email or write to our Duty Manager. If you are still not satisfied, you can have your enquiry reviewed by our Customer Service Team. Please write to:

Severn Trent Water Ltd
Sherbourne House
St. Martin's Road
Finham
Coventry
CV3 6SD

Telephone: 08547 500 500

email: customer.relations@severntrent.co.uk

Taking the process further

If you have had your complaint fully reviewed by us and you remain dissatisfied, you can ask for an independent review by calling the Consumer Council for Water Central (CCWater Central) on 08457 023 953 (local call rates) or 0121 345 1017 or:

Consumer Council for Water Central
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4DL

or via email to: central@ccwater.org.uk

or via their website on: www.cwater.org.uk

If you are unhappy with the way in which your complaint has been handled locally, the Consumer Council for Water (CCWater) also based at Victoria Square House will consider matters. The Consumer Council for Water will advise customers about the dispute resolution powers that Ofwat may have regarding their complaint. Ofwat can be contacted by writing to the following address:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

or by telephoning: 0121 625 1300

Water supply connection charges 2010/2011

Application Fees (to be paid at the time of making the application and are non-refundable).

Standard service connections – up to 32mm external diameter MDPE

Full quotation.....£105.50/application

For a requote.....£33.00/connection

Large diameter connection (pipe size larger than 32mm external diameter)

Development Enquiry (for when site is being purchased)£97.75

Full quotation (for when design is complete).....£225.30

Requotes (for when there are design changes such as change in no. of properties

or point of connection)£105.70

New Water Mains

Requisition or application to self lay a new water main.....£316.75

For a requote – Development Site connections.....£3.25/connection

Note: VAT at the standard rate will be added to the above charges.

Connection charges

Development sites (where connection is to a new main laid on-site to serve premises)

Type of surface

Up to 32mm dia
(external pipe diameter)

1. No excavation (specific conditions apply)

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and up to 12m of pipework	£159.75
Additional fee	£105.50
Total cost of connection	£265.25

Supplementary charge per metre run over 12 metres.....£9.25

2. Building site (connection within the curtilage of a building site but final surface is not in place and no permanent reinstatement above basecourse is needed)

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and up to 4m of pipework	£254.00
Additional fee	£105.50
Total cost of connection	£359.50

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and 4m to 12m of pipework	£507.25
Additional fee	£105.50
Total cost of connection	£612.75

Supplementary charge per metre run over 12 metres.....£25.10

3. Self connection (on development sites only and where laid under an agreement by Lloyds WIRS accredited contractor)

Administration, site inspection, supply of external boundary box water meter (meter fitted by customer), meter audit checks.....	£58.80
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4. Contaminated land (where protected pipework has to be used)

An extra overcharge per connection for up to 12 metres of pipework.....	£99.50
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5. Meter fit flats (where a single supply is provided to multiple properties, typically flats and apartments) and where an internal meter has to be installed in a household premises

Administration, supply and commission of internal water meter (meter fitted by customer) Charge per unit	£79.35
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6. Multiple manifold connections (up to 12m of service pipework, excavate, lay and backfill only)

Uncontaminated land – 4 port manifold connection charge.....	£1148.60
– 6 port manifold connection charge	£1857.20

7. Common Billing Agreement (where agreed single supply to multiple occupied property with shared use of water, typically retirement flats and apartments)

Administration fee for preparation of the legal agreement	£196.70
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8. Commissioning of external boundary box water meter

Administration, commission of the meter, meter audit checks	£37.00
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Notes:

- Where ducts are provided and the ends marked, the charge for the surface at the ends of the duct applies.
- Where more than one service, up to a maximum of three, are laid in the same trench, the rate for the surface excavated applies to the first service, the others will be at the 'no excavation' rate.
- Charges for connections larger than 32mm external MDPE are available at the time of connection application.
- Where a meter is NOT required such as replacement supplies, an allowance of £70.00 will be given.
- Where an internal meter has to be fitted to household premises then the additional charges in item 5 will apply.
- The figures represent charges for standard work during normal operating circumstances. Additional charges may apply where costs are incurred as a result of factors and circumstances which are outside the control of Severn Trent Water, for example, a requirement to work during unsociable hours in areas deemed traffic sensitive by local authorities.
- VAT will be added to the above connection charges unless the property to be connected is a new dwelling or other qualifying building under construction.

Off site connections

(Where connection will be made to an existing water main usually located in the public highway)

All charges are shown net of an application fee. Where an application relates to more than one connection all subsequent connections will be charged at the 'total cost of connection'.

Note: The charges below do not include the costs associated with complying with the Traffic Management Act 2004. Costs, such as Highway Permits, 3 or 4 way lights, road closures, extra reinstatement, etc will be charged as supplementary TMA charges.

Type of surface

Up to 32mm dia
(external pipe diameter)

1. No excavation (specific conditions apply)

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and up to 12m of pipework	£159.75
Additional fee	£105.50
Total cost of connection	£265.25

2. Unmade (existing main is located in grass highway verge)

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and up to 4m of pipework	£251.50
Additional fee	£105.50
Total cost of connection	£357.00

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and 4m to 12m of pipework	£476.00
Additional fee	£105.50
Total cost of connection	£581.50

Supplementary charge per metre run over 12 metres.....£14.60

3. Complete (under footpath only)

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and up to 4m of pipework	£377.10
Additional fee.....	£105.50
Total cost of connection	£482.60

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and 4m to 12m of pipework	£673.15
Additional fee.....	£105.50
Total cost of connection	£778.65
Supplementary charge per metre run over 12 metres.....	£44.00

4. Complete (work extends into/under a roadway, highway surface is fully constructed – highway type 1 & 2)

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and up to 4m of pipework	£473.40
Additional fee.....	£105.50
Total cost of connection	£578.90

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and 4m to 12m of pipework	£829.10
Additional fee.....	£105.50
Total cost of connection	£934.60

Supplementary charge per metre run over 12 metres.....	£60.20
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5. Complete (work extends into/under a roadway, highway surface is fully constructed – highway type 3 & 4)

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and up to 4m of pipework	£438.35
Additional fee.....	£105.50
Total cost of connection	£543.85

Connection to main, controlling tap at boundary, supply and fit of external boundary box water meter and 4m to 12m of pipework	£754.10
Additional fee.....	£105.50
Total cost of connection	£859.60

Supplementary charge per metre run over 12 metres.....	£60.20
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6. Contaminated land (where protected pipework has to be used)

An extra overcharge per connection for up to 12 metres of pipework.....	£99.50
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7. Meter fit flats (where a single supply is provided to multiple occupied properties, typically flats and apartments) and where an internal meter has to be installed in a household premises

Administration, supply and commission of internal water meter, (meter fitted by customer)	
Charge per unit	£79.35
Supplementary charge if customer requests STW to fit the internal water meter	£40.20

8. Multiple manifold connections (in existing road or footpath and up to 12m of pipework, excavation, lay, backfill and reinstatement)

Type 1 & 2 reinstatement

4 port manifold connection charge	£1576.50
6 port manifold connection charge	£2285.00

Type 3 & 4 reinstatement

4 port manifold connection charge.....	£1411.20
6 port manifold connection charge.....	£2119.80

9. Common Billing Agreement (where agreed single supply to multiple occupied property with shared use of water, typically retirement flats/apartments)

Administration fee for preparation of the legal agreement.....	£196.70
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10. Land Entry Notice (obtain a land entry approval)

£229.65

11. Commissioning of external boundary box water meter

Administration, commission of the meter, meter audit checks.....	£37.00
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Notes:

- (i) Where ducts are provided and the ends marked, the charge for the surface at the ends of the duct applies.
- (ii) Where more than one service, up to a maximum of three, are laid in the same trench, the rate for the surface excavated applies to the first service, the others will be at the 'no excavation' rate.
- (iii) Charges for connections larger than 32mm external MDPE are available at the time of connection application.
- (iv) Where a meter is NOT required such as replacement supplies, an allowance of £70.00 will be given.
- (v) Where an internal meter has to be fitted to household premises then the additional charges in item 6 will apply.
- (vi) The figures represent charges for standard work during normal operating circumstances. Additional charges may apply where costs are incurred as a result of factors and circumstances which are outside the control of Severn Trent Water, for example, a requirement to work during unsociable hours in areas deemed traffic sensitive by local authorities.
- (vii) VAT will be added to the above connection and supplementary TMA charges unless the property to be connected is a new dwelling or other qualifying building under construction.

Self laying of mains and services charges 2009/10

Design and site inspection charges for mains supplying new housing

1. STW carry out the on-site design

No of properties	Technical appraisal £	On-site design by STW £	Total design fee £	Layout change £
0-60	166.84	623.42	790.26	107.80
61-150	166.84	680.75	847.59	107.80
151-200	220.72	761.57	982.30	191.00
201-500	275.87	824.44	1,100.31	242.65

Note: Layout changes will be charged on the nearest number of affected properties.

2. WIRS Accredited Contractor carries out the on-site design

The technical appraisal charges as above will apply
Checking of Contractor's on-site design £133.90 plus an additional £0.25 per metre of new main

Note: If a contractor's submitted design does not meet our requirements a repeat checking fee based on the above will be payable in advance.

3. Site inspections

Where estimated cost of on-site mains is less than £13,500 a de minimis charge of£343.50
Where estimated cost of on-site mains is more than £13,5002.5% of estimated mains cost

Design and inspection charges for mains supplying non-domestic sites

1. Technical appraisal

For industrial/commercial developments a minimum charge of£328.40

2. Checking of contractor's design

A charge of £133.90 plus an additional charge of £0.25 per metre of new main

3. Site inspection

A charge of £133.90 plus an additional charge of £0.85 per metre of new main

Other charges for both domestic and non-domestic sites

1. Charge for bacteriological samples

For each sample taken£74.20

2. Mains connection and on-site interruptions

Connection requiring a road crossing£2,866.25
On-site connection (mains extension)£1,373.75

Note: The above amounts are typical values, actual charges will be assessed on a site specific basis

3. Security for duration of 24 months defects liability period

A Surety or cash deposit is required, typically10% of estimated mains cost

4. Legal and administration fees

Preparation of self lay agreements and administration of scheme£316.75

5. Service connection charges

Administration, site inspection, supply of external boundary box water meter (meter fitted by customer), meter audit checks£58.65

6. Repeat visits

Abortive visits, inspection failures£67.20

Note: VAT at the current standard rate will be added to all of the above self lay charges.

Development enquiry assessments (for when site is being purchased)

1. Up to 7 household properties (self contained, no communal areas)

Water supply only enquiry charge£71.00
Sewerage only enquiry charge£83.00
Combined enquiry charge£137.25

2. Over 7 household properties and all non household/commercial developments

Water supply only enquiry charge£125.80
Sewerage only enquiry charge£164.60
Combined enquiry charge£271.20

Note: The above charges are subject to VAT at the current standard rate.

Supervision of sewer connection charges 2010/11

The charges below are applicable to those lateral drain and sewer connections that are self constructed by the applicant. They are payable at the time of application and are outside the scope for VAT purposes.

1. For a connection with only one length of lateral drain or sewer and where the connection is located in the public highway

Supervision within normal working hours£418.65
Supplementary charge when supervision outside normal hours£95.35

2. For a connection with more than one length of lateral drain or sewer and where the connection is located within the public highway, in addition to the charges above for the first length of lateral drain or sewer (from the demarcation chamber), there will also be a charge for each additional length of drain or sewer.

Supervision within normal working hours£85.80
Supplementary charge when supervision outside normal hours£28.00

3. For a connection that is not located within the public highway	
Supervision within normal working hours.....	£206.58
Supplementary charge when supervision outside normal hours.....	£27.85
4. For an indirect (to a private drain or sewer, with the owner's permission, that in turn discharges to a public sewer) connection	
.....	£88.50
5. Where a second submission is required as a result of changes to the approved design, or due to the lapse of the original approval (which is valid for six months from the date of approval), there will be a second submission charge of	
.....	£88.50
6. Repeat supervision visits	
Within normal working hours.....	£90.50
Outside normal working hours.....	£120.35

Note: Normal working hours are Monday to Friday 9:00am to 5:00pm (excluding Bank Holidays).

Where STW constructs the lateral drain or sewer connection for the customer

The sewer connection supervision charge payable at the time of application is.....£263.40*

*VAT will be added to this charge unless the property to be constructed is a new dwelling or other qualifying building under construction.

Development sewerage charges

1. Sewer/lateral drain requisitions (to serve premises for domestic drainage purposes)	
Initial deposit (to cover the cost of the preliminary investigations and produce a budget estimate).....	£2,500.00

Notes: The above amount is non-refundable but will become part of the final requisition cost on completion of the requisition agreement and the sewer being laid.

VAT at the current standard rate will be added to the above charges.

2. Diversion of a public sewer (where a person with an interest in land or adjacent land makes a reasonable request to alter or remove a sewer in that land)	
Initial deposit to cover validation and evaluation of proposal	£475.55
Further deposit where Preliminary Design report by STW is needed	£2,500.00

Notes: The above amounts are non-refundable but will become part of the final cost of the completed sewer diversion once constructed.

VAT at the current standard rate will be added to the above charges.

3. Sewer/lateral drain adoptions (where new sewers are to be laid under an agreement)	
i) Inspection fees	
Where estimated cost of construction is less than £20,000.....	£500.00
Where estimated cost is more than £20,000	2.5% of estimated construction cost
ii) Second design submissions	
Where only gravity sewers on-site and	
Where estimated construction cost is less than £10,000	£250.00
Where estimated construction cost is more than £10,000	1% of estimated construction cost
Where there is a pumping station	2% of estimated construction cost
iii) Re-submission of an application	
Where an application was previously found to be incomplete	£64.55
iv) Second inspections	
Further site visit to complete final inspections	£226.15
Further viewing of developer's CCTV survey tape	£56.00
v) Bonds	
Cash deposit paid instead of providing a Surety	
Where estimated construction cost is less than £50,000	£5,000.00
Where estimated construction cost is more than £50,000	10% of estimated construction cost
Confirmation to Bondsman that bond has been released	£150.00
vi) Locks and signing of adoptable pumping stations (changing of locks and signs)	
Payable at the time of adoption.....	£1,055.55
vii) Telemetry	
Provision and installation of standard outstation (it includes a 12 month alarm listening service)	£4,648.00
viii) Administration fee	
Preparation of the sewer adoption agreement.....	£196.75

4. Listening services – unadopted sewerage pumping station	
.....	£540.00 per annum

Note: Apart from the telemetry charge, as a result of an agreement with HMRC the above sewer adoption charges are outside the scope of VAT.

Infrastructure charges 2010/2011

In addition to a water connection charge, there is an infrastructure charge for a connection to the main and also to a public sewer. The charges are for a standard property, others are calculated on application.

Water£298.15
Sewerage£298.15

Note: As a result of an agreement with HMRC the above infrastructure charges are outside the scope of VAT.

Water for construction

(a) Household property and non-household property with a 25mm supply£62.65 per unit

(b) Non-household property with a larger than 25mm supply
.....Standard metered rate £1.3651 per cu.m.

The charges above are subject to VAT at the current standard rate unless charged to a DIY Builder.

Useful contact numbers and addresses

New Connections

Website: www.stwater.co.uk/newconnections

Email: new.connections@severntrent.co.uk

Tel No: **0800 707 6600**

Address: Severn Trent Water Ltd,
PO Box 5311,
Coventry
CV3 9FL

Office hours: Monday – Thursday 08:00 hrs – 17:00 hrs
Friday 08:00 hrs – 16:30 hrs

General enquiries (including copies of any leaflets)

Website: www.stwater.co.uk

Email: customer.relations@severntrent.co.uk

Tel No: **08457 500 500** (charged at local rates)

Address: Severn Trent Water Ltd
Sherbourne House
St Martin's Road
Finham
Coventry
CV3 6SD

Office hours: Monday – Friday 08:00 hrs – 20:00 hrs
Saturday 08:00 hrs – 13:00 hrs

Queries on water quality, pressure, supply, sewerage or leaks

Tel No: **0800 783 4444** (24 hour free phone)

Severn Trent Water Ltd

2297 Coventry Road

Birmingham B26 3PU

www.stwater.co.uk



This publication is available
in alternative formats, including
large print and Braille.

For further information please:

call 08457 500 500

textphone 0800 328 1155

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