DEVELOPER CHARGES 2017/18

Helpful information on new development connection types and charges.

SEVERN TRENT

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We're investing £1.3million every day to make our services better.

This leaflet contains details of the charges we apply when dealing with your new development. Information about specific connection types can be found in the guidance notes and application form support notes.

All our application forms, guidance notes and a step-by-step guide can be found on our website, stwater.co.uk/newconnections or requested by calling 0800 707 6600.

Section 1

Service connection charges

1.1 Application form fee

When you've completed the relevant application form please return it with the right application fee (shown below) and supporting plans showing the property location (i.e. ordnance survey extract).

Please note these are non-refundable fees for providing a quotation for new service connections that must be paid at the time you submit your application.

1.1.1 Standard connection

Standard connection application fee	**£114.90 + VAT**
If you require a re-quote	**£34.17**

1.1.2 Large diameter connection (>32mm)

Development enquiry (for when site being purchased)	**£106.40 + VAT**
Full quotation (for when design is complete)	**£245.39 + VAT**
Re-quotes (for when there are design changes)	**£115.11 + VAT**

1.2 Requirements assessed

We'll visit the site to assess your requirements (including any potential Traffic Management costs), the impact this has on our network and what's required to complete the connection. We'll send you a breakdown of the costs for making the connection.

Alongside the cost of connection the following charges will also need to be paid:

1.2.1 Infrastructure charges

Water	**£365.45**
Sewerage	**£365.45**

These charges are made under the Water Industry Act 1991 for anyone building or developing a property

Infrastructure charges are used to cover the cost of improving and maintaining our existing network

(Infrastructure charges are outside the scope of VAT)

1.2.2 Water for construction

Please note, you'll be charged for 'water for construction' if:

- *you're not using an existing metered supply*
- *the connection is a Large Diameter connection for a newly built domestic property*
- *the connection is a standard 25mm or 32mm for any newly built domestic property*
- *the connection is on any commercial property with a 25mm connection.*

Household property and non-household property with a 25mm supply	**£77.19**
Non household property with a larger than 25mm supply	**£1.4763 per cu.m.**

(These charges are subject to VAT unless charges to a DIY builder)

1.2.3 Meter fit

Supply and fit an external 15mm meter in boundary box	**£27.84 + VAT**
Meter fit flats (internal meter fitted by customer – per unit)	**£39.67 + VAT**

Section 2

Development enquiry/point of connection assessments for when site is being purchased

2.1 Up to seven household properties (self contained, no communal areas)	
Water supply only enquiry charge	**£77.31 + VAT**
Sewerage only enquiry charge	**£90.36 + VAT**
Combined water and sewerage enquiry charge	**£149.44 + VAT**

2.2 Over seven household properties and all non household/commercial developments	
Water supply only enquiry charge	**£137.01 + VAT**
Sewerage only enquiry charge	**£179.27 + VAT**
Combined water and sewerage enquiry charge	**£295.36 + VAT**

Section 3

New water mains – installed by Severn Trent Water

3.1 Application form fee	
When you've completed the relevant application form please return it with the application fee shown below.	
Request for a new water main	**£1,449.85 + VAT**
If you require a re-quote for a standard connection to a new water main	**£3.52/connection**
If you require a re-quote for a new water main and there have been no changes to your layout	**£495.00**

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Section 4

New water mains – not installed by Severn Trent Water (self lay)

When you've completed the relevant application form please return it with the right application fee (shown below) and information required.

4.1 Application for self lay design of a new water main	
Providing design terms and ensuring successful adoption of assets meet customer needs	**£1,449.85 + VAT**

4.2 Fee to convert approved design	
Where existing approved design for Severn Trent Water to lay main is converted to self lay or vice versa	**£270.30 + VAT**

4.3 Approval of inline connection application	
	£142.09 + VAT

4.4 Agreement charge	
Supply of Self Lay Agreement	**£214.27 + VAT**

4.5 Service connection charges	
Administration, supply, delivery and commissioning of water meter (when meter fitted by customer)	**£97.00 + VAT**

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Section 5
Main diversion

5.1 Application form fee

When you've completed the relevant application form please return it with the application fee shown below.

Initial deposit *Initial deposit to cover the validation and evaluation of the proposal and confirm works required*	**£509.90 + VAT**
Diversion of a water main	**£1,449.85 + VAT**

The fees are non-refundable but will become part of the final cost of the completed water main diversion once constructed.

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Section 6 *Sewer connection charges*

When you've completed the relevant application form, please return it with the right application fee (shown below) and information required.

The charges below apply to lateral drain and sewer connections self constructed by the applicant. They cover the costs of progressing your application and where necessary adopting the sewer or lateral drain. They're payable at the time of application and are outside the scope for VAT purposes.

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

Supervision within normal working hours	**£455.67**
Supplementary charge when supervision outside normal working hours	**£104.08**

6.2 For a connection with more than one length of lateral drain or sewer where the connection is located in 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	**£93.47**
Supplementary charge when supervision outside normal hours	**£30.55**

6.3 For a connection that is not located in the public highway

Supervision within normal working hours	**£224.98**
Supplementary charge when supervision outside normal hours	**£30.34**

6.4 For an indirect (to a private drain, with the owner's permission, that discharges to a public sewer) connection

£96.41

6.5 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	**£96.41**

6.6 Repeat supervision visits

Within normal working hours	**£98.58**
Outside normal working hours	**£131.00**

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

Section 7 *Development Sewerage charges*

When you've completed the relevant application form please return it with the right application fee (shown below) and information required.

7.1 Initial deposit for sewer/lateral drain requisitions

To cover the cost of the preliminary investigations and producing a budget estimate. The fee is non-refundable, but will become part of the final requisition cost when the requisition agreement is completed and the sewer is laid.	**£2,692.58 + VAT**

7.2 Diversion of a public sewer

Initial deposit *Initial deposit to cover the validation and evaluation of the proposal*	**£517.80 + VAT**
Further deposit where Preliminary Design Report needed *The fees are non-refundable but will become part of the final cost of the completed sewer diversion once constructed*	**£2,692.58 + VAT**

7.3: Sewer/lateral drain adoption fees

7.3.1 Inspection fees

Estimated cost of construction less than £20,000	**£500.00**
Estimated cost of construction more than £20,000	**2.5% of estimated construction cost**

7.3.2 Second design submissions

Estimated cost of construction less than £10,000	**£253.88**
Estimated cost of construction more than £10,000	**1% of estimated construction cost**
Pumping station on site	**2% of estimated construction cost**

7.3.3 Second inspections

Further site visit	**£246.33**
Further viewing of developers CCTV survey	**£61.02**

7.3.4 Bonds or cash deposit paid instead of surety

Estimated cost of construction less than £50,000	**£5,000.00**
Estimated cost of construction more than £50,000	**10% of estimated cost**
Confirmation to bondsman that bond has been released	**£152.33**

7.3.5 Locks and signing of pumping stations

Changing of locks & signs	**£932.05**

7.3.6 Agreement charge

Supply of Self Lay Agreement	**£214.27**

7.4: Pumping station telemetry

7.4.1 Provision and Installation of standard outstation

Includes a 12 month initial listening service	**£4,660.23 + VAT**

7.4.2 Listening services

£588.12 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

Section 8

Ways to pay

You can pay in the following ways

1. Send a cheque made payable to Severn Trent Water Limited with your application form or acceptance form
2. Send a payment directly to our bank quoting your notification number

Our bank details are:

Bank	**Barclays**
Sort Code	**20-00-00**
Account Number	**03398498**
UTR Number	**054 37510 61510**
Company Registration Number	**2366686**

If you want to pay by credit card or debit card then please tell us when you return your application form or acceptance form, along with your contact details and we'll call you to arrange payment. Please call the capital accounting team on **02477 715 204** if you have any questions.

What to do if you're unhappy about the service you have received

If you feel your enquiry hasn't been handled well and you still have an outstanding issue please contact our customer care team.

Severn Trent Water Ltd, PO Box 5310, Coventry, CV3 9FH

Telephone **0345 7 500 500 (local rate)**

Email **customer.relations@severntrent.co.uk**

Taking the process further

If you're unhappy with the way your complaint has been handled you can contact the Consumer Council for Water (CC Water Central).

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

Email **central@ccwater.org.uk**

Web **ccwater.org.uk**

OFWAT can also be contacted about complaints

Ofwat, Centre City Tower, 7 Hill Street, Birmingham B5 4UA

Telephone **0121 644 7500**

Email **mailbox@ofwat.gsi.gov.uk**

Web **ofwat.gov.uk**

Useful contact numbers and addresses

Developer Services

stwater.co.uk/developers

Email **new.connections@severntrent.co.uk**

Telephone **0800 707 6600**

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

Office hours: Monday – Thursday **8.30pm - 5.00pm** Friday **8.30am – 4.30pm**

General enquiries

stwater.co.uk

Email **customercare@severntrent.co.uk**

Telephone **0345 7 500 500 (local rate)**

Severn Trent Water Ltd, Customer Relations, PO Box 5310,
Coventry, CV3 9FJ

Office hours: Monday – Friday **8am - 8pm** Saturday **8am – 1pm**

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

Telephone **0800 783 4444 (24 hour free phone)**

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

For more information:

Call **0345 7 500 500**

Textphone **0800 328 1155**

customercare@severntrent.co.uk

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

Severn Trent Water Ltd
PO Box 5309
Coventry CV3 9FH

stwater.co.uk

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