

AGENDA

Following the consultation and engagement sessions we hosted in September and our wider consultation dialogue we are now in a position where we would like to share:

- Summary of changes for 2020/21
- Indicative charges for 2020/21
- A recap of the changes to income offset and asset payments
- A discussion of charging policies and processes for 2020/21
- Worked examples

<u>Please note</u> – the charges within this pack are indicative only for the 2020/21 charging year, the final charges will be published by 31 January 2020.

Likewise the answers to the frequently asked questions (regards policies and practices for the 2020/21 charging year) reflect our current proposals. As we continue our dialogue with developer customers and trade bodies we will continue to review feedback on our proposed policies and practices.

SUMMARY OF CHANGES

Covers fixed activity & not site specific

Purpose

Structure -2019/20

Structure -2020/21

Application Fee

Covers front-end administrative activities up to providing a quote

Income used to cover network

reinforcement costs required to

cater for connected properties/new

development schemes

Individual service connections to

each new property

Standard charges

Standard charges Per scheme

Infrastructure Charges

Per scheme/phase

Standard charges

Standard charges

Per plot

Per plot

Menu of rates

Standard charges

Menu of rates

* Menu of rates

Standard rates

* Per plot

Connection Charge

Laying new water mains to serve a development or adopting a

Per plot

Standard approach Flat % of scheme costs

Mains Requisitions

Offsetting mains construction costs to account for future income / providing asset payments to adopt SLP laid mains

Standard charges

Income offset / **Asset Payments**

Waste Inspection and Bond Charges

Covers the end-to-end process of adopting new sewers.

new water mains laid by a SLP

Per metre (2.5% & 10%)

Standard charges

Per metre (2.5% & 10%)

SUMMARY OF CHANGES

Purpose

2019/20 values

2020/21 values

Change

Application Fee

Covers front-end administrative activities up to providing a quote

£1,739.82 (new mains)

£1,781.92 (new mains)

↑ Inflation Per scheme

Infrastructure Charges

Income used to cover network reinforcement costs required to cater for connected properties/new development schemes

£438.89 (water)

£265.08 (waste)

£395.00 (water)

£291.59 (waste)

↓ 10% (£43.89) Per plot

10% (£26.51) Per plot

Connection Charge

Individual service connections to each new property

£284.74 (0-5m no ex)

£327.45 (0-5m no ex) 15% (£42.71) Per connection

Laying new water mains to serve a development or adopting a new water mains laid by a SLP

PE £620.58 (lay only) **PE** £896.30 (open cut)

Barrier pipe - menu of rates

PE - menu of rates

Barrier pipe - menu of rates

£479.12

(water)

 \Leftrightarrow

 \Leftrightarrow

Offsetting mains construction costs to account for future income / providing asset payments to adopt SLP laid mains

10% contribution 90% asset payment (gross)

£90.00 (waste)

£10.67 (inspection)

 c30% Per plot

1 £90.00 Per plot

Waste Inspection and Bond Charges

of adopting new sewers.

£10.57 (inspection) £42.30 (bond)

£42.68 (bond)

1% (10p) per metre 1% (38p) per metre

Mains Requisitions

Income offset / **Asset Payments**

Covers the end-to-end process

DRIVERS FOR CHANGE

Charge	Drivers for change
Application fee	 No structural change – one fee per process. Value increasing by inflation to accommodate for annual increases in carrying out specific administrative activities.
Infrastructure charges	 No structural change – one charge per plot for water and sewerage. Water value decreasing and sewerage value increasing to reflect the profile of developer driven network reinforcement investment between 2020/21 and 2024/25.
Income offset – water	 Structural change – moving from a flat percentage against mains and sewer requisition charges to a per plot value against infrastructure charges. Equivalent value decreasing for large developers and SLPs who received this previously as we are now sharing the annual value of offset and asset payments by more developer customers. This will now be applicable for one-off connection developers who previously did not receive this. Provided in an alternate way for NAVs who previously received the offset against the bulk supply agreement.
Income offset – sewerage	 Structural change – moving from bespoke CSum calculations for each S98 scheme to a per plot value against infrastructure charges. Equivalent value decreasing for the small number of large developers who received this previously as we are now sharing the annual value off offset by more developer customers. This will now be applicable for the majority of developer customers who previously did not receive this.

DRIVERS FOR CHANGE

Charge	Drivers for change
Mains charges	PE schemes Structural change – change from per plot standardised charges to menu of rates approach driven by an assessment of the benefit the standardised charges has given our developers. The impact on value will be scheme specific however there will be no overall financial impact across all schemes. Barrier pipe schemes No structural or value changes (already charged using menu of rates approach). SOW costs for Self Lay schemes
Service connection charges	 No structural or value changes (already charged using menu of rates approach). No structural changes – maintained menu of rates approach. The value of the service connection charges have risen by 15% this year. We've recently changed our operating model for delivering service connections, moving from a largely outsourced service to a service delivered with mainly in-house resource. In making this change we've also changed our contract provider for specific activities to provide tailored support to our internal teams. This change has meant that some of our incurred connection costs have risen which have been reflected in our charges, in contrast our traffic management charges will decrease for 2020/21.
Meter charges	 No structural changes – one charge per meter for install and commission or one charge per delivery. Value – where Severn Trent are installing meters as part of our standard connection activity there will be no cost from 2020/21, we are able to remove this charge as part of insourcing the construction activity here. There will still be charges for meter deliveries and occasions when we are required to attend site specifically to carry out meter activities only and the value of these charges are similar to previous years.
Waste inspection charges	 No structural changes – standard per metre approach. Value – in line with previous years (10p higher/metre) based on analysis of updated base data of historic schemes.

INCOME OFFSET

INCOME OFFSET

- In previous years Severn Trent has provided an income offset or asset payment to our developer or Self Lay customers when a new mains or sewer requisition has been laid.
- This offset reflects the future income that the properties connected to the new assets would bring in.
- Income offset is applied when the incumbent water company has laid the new main or sewer. When a new mains is laid for a developer by a Self Lay provider (SLP) water companies have provided an asset payment to adopt the asset which is of equivalent value to the offset. Historically, we have not paid asset payments for adopted sewers on development sites.
- Currently income offset or asset payments are only available for customers who require a new main or sewer requisition. Customers who only require service connections, for example, do not receive this offset. Likewise New Appointments and Variations (NAVS) currently received their offset through their bulk supply agreement, which is inconsistent with our other developer customers.
- From 1st April 2020 there has been a new regulatory change which means that we need to change the way income offset is applied. More information on these rule changes can be found below:
 - Ofwat decision document: https://www.ofwat.gov.uk/wp-content/uploads/2017/11/New-connections-charges-rules-from-April-2020-%E2%80%93-England-Decision-Document.pdf
 - Ofwat New Connections charges rules: https://www.ofwat.gov.uk/wp-content/uploads/2019/07/Charging-Rules-for-New-Connection-Services-English-Undertakers-from-April-2020-1.pdf
- We've summaries the changes and what it means for our customers in the following slides.
- You can read more about how income offset and asset payments currently work in our Charging Arrangement document from page 36.

SUMMARY OF CHANGES

- Income offset will no longer be applied against mains or sewer requisition charges but will instead be applied against the water and sewerage infrastructure charges
- This means that the offset will be available to all developer customers and not just developers who require a new main or Self Lay customers. It also means we'll no longer provide any asset payments at all but Self Lay schemes will receive income offset instead (again against the infrastructure charges).
- New mains and sewer requisitions activity carried out by Severn Trent will be charged at full cost however all developer customers will then have income offset applied to their infrastructure charges instead
- The annual amount of income offset (and asset value payments for water) applied across all customers will be the same as previous years however it will be spread across more customers so the offset received in each scheme will be reduced for those developers and Self Lay customers who received the offset under the historic approach
- In any given year our single connection and NAV customers (who previously received no offset) make up around a third of our customer base and so the offset reduction in 2020/21 for large developers and Self Lay providers will be around a third also
- Customers requiring single service connections will now receive an offset which they previously did not
- NAVs will now receive the offset against the infrastructure charge like other developer customers
- We have heavily engaged with customers and trade bodies on these changes through a number of face-to-face sessions and also provided the option of providing feedback through an online survey

2020/21 CHARGES

- During consultation we received strong support for structuring our offset in a simply 'per plot' format which mirrors our infrastructure charges and ensures the charges are easy to understand and predictable
- This means that for each connected property there will be one water income offset amount and one sewerage income offset amount
- The infrastructure charges and income offset values for 2020/21 are:

	Water	Sewerage	Total
Infrastructure charge	£395.00	£291.59	£686.59
Income offset	-£479.12	-£90.00	-£569.12
Difference	-£84.12	£201.59	£117.47

- Our income offset for water is larger than our water infrastructure charge
- When infrastructure charges and income offset are applied the total payable to Severn Trent for these two items is £117.47 per property



WORKED EXAMPLE FOR LARGE DEVELOPERS AND SELF LAY PROVIDERS

(WHO REQUIRE A NEW MAIN OR SEWER)

Example scheme details:

Total payable:

Properties to be connected onto the new water main: 20 (10 lay only, 10 open cut)

Application fee (new mains scheme)	2019/2020 £1,739.82	2020/2021 £1,781.92
Charges for new mains requisition:	£15,168.80 (10 x £620.58 + 10 x £896.30)	£15,168.80 (menu of rates)
Charges for service connections:	£5,694.80 (20 x £284.74)	£6,549.00 (20 x £327.45)
Infrastructure charges – water:	£8,777.80 (20 x £438.89)	£7,900.00 (20 x £395.00)
Infrastructure charges – sewerage:	£5,301.60 (20 x £265.08)	£5,831.80 (20 x £291.59)
Income offset – water	-£13,651.92 (90% x £15,168.80)	-£9,582.40 (20 x £479.12)
Income offset – sewerage	-£0.00	-£1,800.00 (20 x £90.00)

£23,030.90 £25,680.00

WORKED EXAMPLES – MAINS REQUISITION SCHEME SELF LAY

- Properties to be connected onto the new water main: 20 (10 lay only, 10 open cut)
- Standard admin charge used in this example rather than bulk delivery option

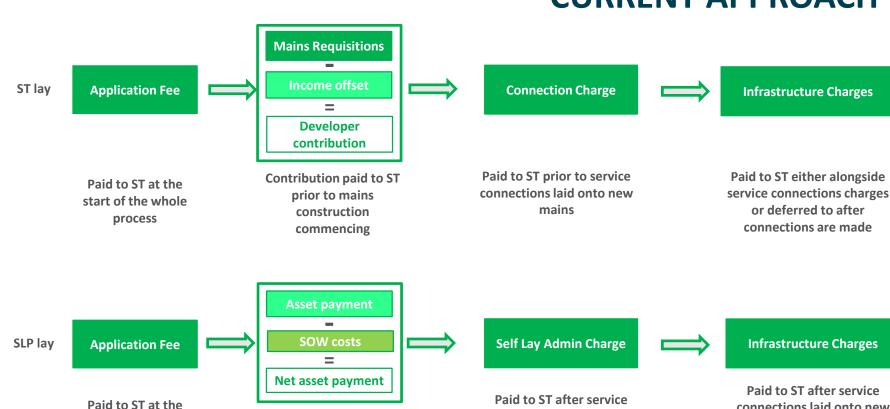
Total payable:	£10,107.30	£12,118.32
Income offset – sewerage	-£0.00	-£1,800.00 (20 x £90.00)
Income offset – water	-£ 13,651.92 (90% x £15,168.80)	-£9,582.40 (20 x £479.12)
Infrastructure charges – sewerage:	£5,301.60 (20 x £265.08)	£5,831.80 (20 x £291.59)
Infrastructure charges – water:	£8,777.80 (20 x £438.89)	£7,900.00 (20 x £395.00)
Self lay admin charge	£1,940.00 (20 x £97.00)	£1,987.00 (20 x £99.35)
SOW connection for new mains requisition:	£6,000.00 (menu of rates)	£6,000.00 (menu of rates)
Application fee (new mains scheme)	2019/2019 £1,739.82	2020/2021 £1,781.92

WHAT IS PAID AND WHEN? **CURRENT APPROACH**

connections laid onto new

mains alongside Self Lav

admin charge



connections laid onto new

mains

Net asset payment paid

by ST once mains is laid

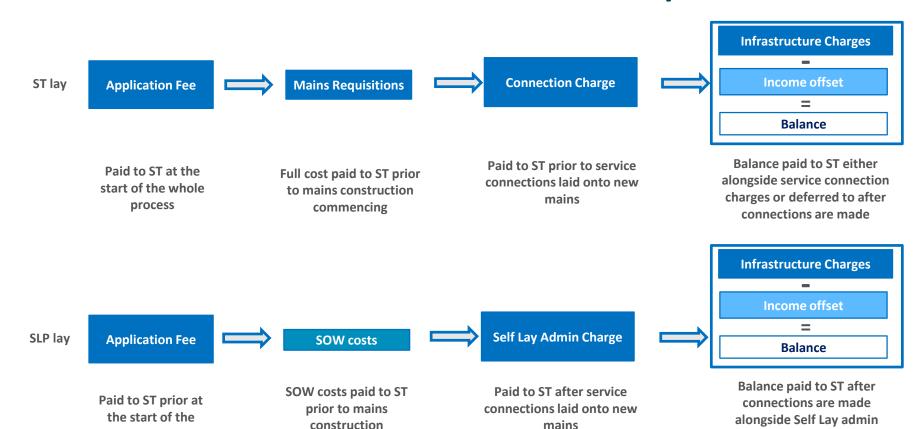
and vested

start of the whole

process

WHAT IS PAID AND WHEN? 20/21 APPROACH

charges



commencing

whole process

WORKED EXAMPLE FOR SMALL DEVELOPERS

(WHO DO NOT REQUIRE A NEW MAIN OR SEWER)

WORKED EXAMPLES – SINGLE SERVICE CONNECTIONS

Example scheme details:

• Single property to be connected onto an existing water main requiring two way traffic lights and up to 4m of pipework in the carriageway

Application fee (new mains scheme)	2019/2020 £137.88	2020/2021 £141.22
Charges for service connections:	£1,416.55 (£901.12+£515.43)	£1,412.29 (£1,036.29+£376.00)
Infrastructure charges – water:	£438.89	£395.00
Infrastructure charges – sewerage:	£265.08	£291.59
Income offset – water	-£0.00	-£479.12
Income offset – sewerage	-£0.00	-£90.00
Total payable:	£2,258.40	£1,670.98

WHAT IS PAID AND WHEN? CURRENT APPROACH



Paid to ST at the start of the whole process

Paid to ST before service connection construction activity

Paid to ST either alongside service connection charges or deferred to after connections are made

WHAT IS PAID AND WHEN? 20/21 APPROACH



Paid to ST at the start of the whole process

Paid to ST before service connection construction activity

Balance paid to ST either alongside service connection charges or deferred to after connections are made

FREQUENTLY ASKED QUESTIONS



1. Will Severn Trent continue to offer the Infrastructure discount scheme?

Our ambition is to continue offering an environmental discount scheme. In mid-December we will receive our Final Determination from Ofwat which will include information on our developer revenue for 2020/21 through to 2024/25. Once we have this information we'll be able to establish whether we can offer a discount scheme in 2020/21 and how this scheme will work. As we have tried to publish this guide as early as possible we don't have the final outcome of our PR19 plan yet but as soon as we can provide an update on the discount scheme we'll publish this on our website.

If we do offer a discount scheme in 2020/21 the discount is likely to be applied to the total charges payable at the connection stage (i.e. infrastructure charges, income offset and service connections charges or Self Lay admin charges), an example is shown in Question 3.

2. What will happen to infrastructure credits when the offset is applied against the infrastructure charge?

If you're redeveloping a site and there was previous usage of our network, your site could be applicable for credits which effectively remove the need to pay an infrastructure charge. This is part of our regulatory licence condition terms (Licence Condition C) and we're not aware of any plans from Ofwat to change these terms therefore the credits would still apply under the new rules.

If a credit applies to a particular property (i.e. there has been previous usage from a connected property on that site) we will have also been receiving bill-paying revenue from that property prior to the new connection and therefore offset would not apply here as the offset reflects future 'new' bill-paying revenue that the company will receive. However if the new usage on the network is now greater then it previously was, then infrastructure charges would be payable on the additional usage, and subsequently an offset will also be provided for this additional usage. An example of this can be seen in Question 4.



3. If we maintain our discount scheme, how will the scheme work alongside the income offset being applied against the infrastructure charge?

If the discounts apply to a scheme we will effectively add this reduction onto the offset reduction so the overall bill will be less. If we maintain the discount scheme in its current format, the overall bill for a single service connection for example would appear as below.

Total payable:	£1,554.43	£984.39
Income offset – sewerage	-£0.00	-£90.00
Income offset – water	-£0.00	-£479.12
Infrastructure discount – sewerage:	-£265.08 (100% sewerage discount)	-£291.59
Infrastructure discount – water	-£438.89 (100% water discount)	-£395.00
Infrastructure charges – sewerage:	£265.08	£291.59
Infrastructure charges – water:	£438.89	£395.00
Charges for service connections:	£1,416.55 (£901.12+£515.43)	£1,412.29 (£1,036.29+£376.00)
Application fee (new mains scheme)	2019/2020 £137.88	<u>2020/2021</u> £141.22



4. If I am connecting 11 properties and one of my connected properties had a credit applied but the other 10 have no credits applied what infrastructure charges and income offset will be applied?

Total payable:	£1,174.70 (ch	arges payable for infrastructure charges and income offset only)
Income offset – sewerage	-£900.00	(-£90.00 x 10)
Income offset – water	-£4791.20	(-£479.12 x 10)
Infrastructure credit – sewerage:	-£291.59	(-£291.59 x 1)
Infrastructure credit – water	-£395.00	(-£395.00 x 1)
Infrastructure charges – sewerage:	£3,207.49	(£291.59 x 11)
Infrastructure charges – water:	£4,345.00	(£395.00 x 11)
	2020/2021	



5. What are you doing to make customers aware of these changes?

We've engaged heavily with our developer customers and trade bodies through a series of face-to-face forums as well as providing an online survey to raise awareness of these changes and seek feedback on how best to implement the changes. The list of events can be found on our developer services charges page. This information pack is the next stage of our engagement to provide information on how the changes will be implemented following our consultation programme.

6. What will be used as the trigger for how a scheme is quoted?

Historically we've used the application date and we'll continue to use the application date for 2020/21 i.e. if you apply up to 31 March 2020 you'll be quoted using our 2019/20 charges and if you apply on 1 April 2020 or after you'll receive a quote based on our 2020/21 charges.

7. Are you going to introduce any transitional arrangements for 2020/21 charges?

We already offer a validity period for quotes of 6 months which means that quotes made in the latter months of 2019/20 can be taken up months into the 2020/21 charging year giving developer customers a significant period of time to utilise the current charging approach rather than the 2020/21 approach if preferred.

We are also reviewing the opportunity to introduce a 'pay-on-account' option which has been proposed to us in order to improve payment processes and cash flow challenges driven by the April 2020 changes, at this stage however we are only reviewing this option.



8. What about schemes that are already live and have had a quote or terms agreed?

If a scheme has already started (terms and quotes have been agreed before 1 April 2020) it will be processed under the existing charging terms for example:

Schemes which require a new mains laid by Severn Trent will already have income offset applied to the mains charges (the developer will have only paid a contribution) so no income offset will be applied against the infrastructure charges for that scheme

Schemes which require a new mains laid by a SLP will already have an asset payment agreed and so no income offset will be applied against the infrastructure charges for that scheme

Single service connections will not have income offset applied against the infrastructure charges if the service connection charges have already been agreed and paid under 2019/20 charges

9. What about schemes that have been applied for but have not yet had a quote or terms agreed?

If a scheme/phase has been applied for before 1 April 2020 it will be quoted for under 2019/20 charges however if you have not yet agreed the charges you can ask for a quote under the 2020/21 charges (after 1 April) and provided the original quote is within the 6 months validity period you can pick the terms you prefer.

10. If I ask for a refreshed quote will my validity period be refreshed for that new quote and what will I have to pay for that requote?

The six months validity period would start fresh for each new quote and the cost of a water main scheme requote is £506.98.



11. What about schemes that are already live that have a variation part way through?

Variations part way through a scheme can result in changes to the charges for that scheme, where it does the updated charges will be based on the charging year that the agreement was originally made in.

12. Can I phase my requisition schemes into smaller stages which will break up the requisition costs into more manageable amounts? If I do so will I be charged a new application fee for each stage?

The phasing of a scheme is decided by the developer and so if it is preferable to structure the phases into smaller sections you are able to do this. Your phasing should be discussed with your Severn Trent Design Technician and it's important to be mindful of the mains agreement terms signed for each phase. It's also worth noting that Severn Trent need to be aware of your overarching scheme plans to ensure that the new mains isn't designed solely with the immediate smaller phase in mind but can accommodate subsequent lengths and demand from later phases. Likewise if local reinforcement is required we need to ensure this is designed to accommodate the overarching scheme plans and not solely the immediate smaller phase.

Each phase of a scheme which requires a fresh quote will require a separate application fee which is £1,781.92 for 2020/21.



13. Will we be reviewing our contestable activity list for mains requisition activity as a result of this change?

We won't be reviewing the list of contestable activity for new mains as a result of these changes. Our approach to contestability will be in line with the code for adoptions. More information about contestability can be found in our separately published Annual Contestability Summary (ACS).

14. Will we be reviewing our contestable activity list for sewer requisition activity as a result of this change?

We've held a number of discussions in recent years about the possibility of developer employed contractors working under Severn Trent's authority to deliver S98 requisitions. Whilst we acknowledge that this opportunity is in place already with some other undertakers Severn Trent is not currently offering this as an option. The feedback we've had tells us that developers are keen to explore this and we'll continue to review our position here however we are not planning to make any changes in the immediate future.



15. Can I still defer my infrastructure charges?

Yes. Under our licence terms (Condition C) we are required to provide the option of deferring infrastructure charges so that developer customers pay these after service connections are made rather than paying just prior to service connection construction. Regardless of when infrastructure charges are paid the income offset will be applied at the same time as the infrastructure charges.

For new mains schemes the requisition charges will need to be paid up front (pre construction of the new mains) regardless of whether infrastructure charges are deferred or not.

16. If we have multiple parties involved in a scheme (e.g. developer, SLP, consultant) can different charging items be paid by a mixture of those parties?

Yes however our default position will require one party only to cover each stage of payment, an overview of stages is shown below:

Stage 1: application fee

Stage 2: mains requisition charges (ST lay) or SOW charges (SLP lay)

Stage 3: infrastructure charges, income offset and service connection charges/Self Lay admin fees

FAQS

17. How will this work for commercial property connections?

We multiply our standard infrastructure charges by a multiplier to convert the value of our infrastructure charges from household use to the usage of non-household premises. This approach is based upon the fittings within the new property and dictated by our licence terms (Licence Condition C).

We'll do the same for our 'per plot' income offset values for 2020/21 ie the standard infrastructure charges and the corresponding income offset amounts will be multiplied by the same multiplier. A simple example to demonstrate this is below.

Multiplier = 1.5

Standard water infrastructure charge = £395.00 Standard sewerage infrastructure charge = £291.59 Standard water income offset = -£479.12 Standard sewerage income offset = -£90.00

Converted non-household water infrastructure charge = £592.50 Converted non-household sewerage infrastructure charge = £437.39 Converted non-household water income offset = -£718.68 Converted non-household sewerage income offset = -£135.00

Total amount payable for infrastructure and income offset for non-household example = £176.21



18. How will this work for spine mains?

Spine mains are lengths of new main which have no properties connected to it/no planned properties to be connected to it at the point of agreement. We'll continue to charge full cost for the mains requisition charges on a spine main and apply no income offset until we have certainty of the properties to be connected onto it.

WORKED EXAMPLES

- Properties to be connected onto the new water main: 10
- PE scheme
- 2019/2020 mains requisition figures cover schemes with up to 22m of mains connection (offsite mains) length 2020/21 range will include all circumstances

Total payable:	£12,247.50 (LO) £12,523.22 (OC)	£11,731.12 - £26,231.12
Income offset – sewerage	-£0.00	-£900.00
Income offset – water	-£5,585.22 (LO) -£8,066.70 (OC)	-£4,791.20
Infrastructure charges – sewerage:	£2,650.80	£2,915.90
Infrastructure charges – water:	£4,388.90	£3,950.00
Charges for service connections:	£2,847.40	£3,274.50
Charges for new mains requisition:	£6,205.80 (LO) £8,963.00 (OC)	£5,500.00 - £20,000.00*
Application fee (new mains scheme)	2019/2020 £1,739.82	2020/2021 £1,781.92

- Properties to be connected onto the new water main: 50
- PE scheme
- 2019/2020 mains requisition figures cover schemes with up to 22m of mains connection (offsite mains) length 2020/21 range will include all circumstances

Total payable:	£54,278.22 (LO) £55,656.82 (OC)	£43,027.92 - £76,027.92
Income offset – sewerage	-£0.00	-£4,500.00
Income offset – water	-£27,926.10 (LO) -£40,333.50 (OC)	-£23,956.00
Infrastructure charges – sewerage:	£13,254.00	£14,579.50
Infrastructure charges – water:	£21,944.50	£19,750.00
Charges for service connections:	£14,237.00	£16,372.50
Charges for new mains requisition:	£31,029.00 (LO) £44,815.00 (OC)	£19,000.00-£52,000.00*
Application fee (new mains scheme)	2019/2020 £1,739.82	2020/2021 £1,781.92

- Properties to be connected onto the new water main: 200
- PE scheme
- 2019/2020 mains requisition figures cover schemes with up to 22m of mains connection (offsite mains) length 2020/21 range will include all circumstances

Total payable:	£211,893.42 (LO) £217,407.82 (OC)	£145,765.92 - £233,765.92
Income offset – sewerage	-£0.00	-£18,000.00
Income offset – water	-£111,704.40 (LO) -£161,334.00 (OC)	-£95,824.00
Infrastructure charges – sewerage:	£53,016.00	£58,318.00
Infrastructure charges – water:	£87,778.00	£79,000.00
Charges for service connections:	£56,948.00	£65,490.00
Charges for new mains requisition:	£124,116.00 (LO) £179,260.00 (OC)	£55,000.00-£224,000.00*
Application fee (new mains scheme)	2019/2020 £1,739.82	2020/2021 £1,781.92

ANY QUESTIONS?

