



An AGBAR Company

Charges Scheme 2011/12

Connection, disconnection and infrastructure charges



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The charging scheme for the year starting 1 April 2011 is contained in a series of individual booklets as follows:-

- General conditions, payment dates, options and charges
- Connection, disconnection and infrastructure charges – this booklet
- Collection of domestic water debts
- Collection of commercial water debts
- Customer enquiries and complaints

1 Connection Charges

These charges apply to new connections except where customers are replacing existing lead or galvanised pipes. In these two cases the connection to the Company's mains may be free. Copies of the booklet explaining these schemes can be obtained by contacting the number below.

The procedure for new connections is described in detail in our New Connections Information Pack, copies of which can be obtained by contacting the New Supplies Department on 0845 602 8022. It is also on our website: www.bristolwater.co.uk

Payment must be received before a connection will be made. For developers of larger sites, there is a pre-payment scheme to speed administration. For details contact the number above.

The following prices will apply for most new 25mm or 32mm outside diameter pipes, up to 15 metres in length, connected to mains up to 200mm internal diameter. However, for connection sizes out of this range, for cases not covered by the examples listed, and for any cases where the Company foresees specific difficulties, or additional costs being incurred (e.g. Sunday/out of hours working, road closures etc) then the charges will be at actual cost having first given an estimate. Alternatively, fixed price quotations may be provided.

All charges include the cost of the Company supplying and fitting the meter.

The Company charges for the actual length of Company service pipes* including rounding lengths up to the next whole metre. The charge will normally be calculated from the table on pages 3 and 4, although for lengths over 15 metres, we will provide an individual quotation or estimate. A maximum of six separate connections are allowed in any one trench.

Inspection visits due to work not being up to standard or work not being ready when an inspection has been booked will incur extra charges. Charges will be payable in the event that connection work cannot be made on the scheduled date due to the development site not being sufficiently prepared (abortive visit charge). This may be levied for each connection, which cannot be completed on this date.

*Service pipe – this is the length of pipe between the Company's main and the property. It is usually in two parts; the Company service pipe (known as the communication pipe), which normally runs from the main to the highway boundary, and the customer service pipe (known as the supply pipe), which is the remainder.

The preferred method of providing a new connection is via a boundary box installed either in the footpath or on private property, less than one metre inside the boundary with the highway in which the main is laid. In some circumstances, but only with the prior agreement of the Company, boundary boxes may be acceptable in other locations. The alternative method is via a wall-mounted box at the front of the property. It should be in a position which gives a meter reader unimpeded access, otherwise it will require a remote radio read meter to be fitted by Bristol Water. In all cases, the meter must be in a location which can be safely accessed at all times by a meter reader or Company employee.

Since 1 April 2003, the Company has not accepted internal meters. However, when circumstances dictate, at the Company’s discretion, meters may be provided at a location other than outside the property at a cost to be determined at the time.

There are three principal methods of charging for new connections, **tapping only**, **tapping plus service pipe**, and **tapping plus service pipe and boundary box**. The requirements and costs associated with each option are as follows:

Option 1 Tapping only

Tapping only applies principally to connections to mains in site roads and in private land such as fields and other unsurfaced areas.

The customer provides and fits a boundary box or wall mounted box and excavates and lays the service pipe and trace wire to a point over the main, excavating to a point 150 mm above the main. **The Company** exposes and taps the main and fits the meter. **The customer** then backfills and reinstates the surface as appropriate.

Costs:

Basic cost	£280
Each additional service in same trench (maximum 6 in total)	£184
Additional charge if wall mounted box not readily accessible	£38

Option 2 Tapping plus service pipe

Tapping plus service pipe applies principally to connections to mains in adopted and other existing surfaced roads (including footpaths, verges etc) where a boundary or wall mounted box is to be installed on private land. **The customer** provides and fits a boundary box or wall mounted box, and excavates and lays the service pipe and trace wire to the highway boundary, leaving at least one metre of pipe and trace wire to be connected to the main. **The Company** excavates to the main, lays the service pipe and trace wire, taps the main, backfills, reinstates and fits the meter.

Costs:

Basic cost including first metre of excavation and pipe	£495
Each additional service in same trench (maximum 6 in total)	£184
Additional cost per metre of standard PE pipe	£93
Additional cost per metre of barrier pipe	£96
Additional cost per metre for each additional standard PE service in same trench	£14
Additional cost per metre for each additional barrier pipe service in same trench	£18
Additional charge if wall mounted box not readily accessible	£38

Option 3 Tapping plus service pipe and boundary box

Tapping plus service pipe and boundary box applies principally to connections in adopted and other surfaced roads (including footpaths, verges etc). **The customer** excavates and lays the service pipe and trace wire to the highway boundary, leaving sufficient pipe and trace wire to be connected to the main. **The Company** provides and fits a boundary box, excavates to the main, lays the service pipe and trace wire, taps the main, backfills, reinstates and fits the meter.

Costs:

For adopted roads, BW fits atplas and taps main in two excavations	£660
For adopted roads, BW fits Ebco box and taps main in two excavations in contaminated land	£687
Each additional connection in same trench (up to a total of 6)	£264
Each additional connection in same trench in contaminated land (up to a total of 6)	£301
Additional cost per metre of standard PE pipe	£93
Additional cost per metre of barrier pipe	£96
Additional cost per metre for standard PE service in same trench	£14
Additional cost per metre for each additional barrier pipe service in same trench	£18
For adopted roads, BW fits atplas and taps main in one excavation	£508

Ancillary Charges

Fee for inspection visit	£65
Abortive visit charge	£169
If land unadopted BW taps main and fits boundary box	£385

Service Pipe Replacement Charges

£421

(This fee may be incurred for service pipe replacements where the new connection and disconnection require separate excavations. In certain other situations, removal of apparatus may be charged for at cost).

2 Development Enquiries

A **minimum charge of £360 plus VAT** will be payable in advance for all enquiries relating to the provision of new mains, major connections or mains diversions. This covers an initial feasibility investigation, provision of a copy of our mains record plan and design and costing of mains or major connections.

Where we identify a need for network modelling or other more detailed investigation a **minimum charge of £780 plus VAT** will be payable prior to the study. In more complex cases a higher charge may be quoted reflecting the additional evaluation required.

Where a material amendment is required to a design or quotation, or a quotation needs updating, a **minimum charge of £55 plus VAT** will be payable.

The charges and procedures are detailed in our Developers' Charter which is available on our website – www.bristolwater.co.uk

3 Infrastructure charge

3.1 General

When water is first made available for domestic purposes (including such properties as hotels or offices) then an infrastructure charge is due. This charge is in addition to any charges for connections or site-specific mains and must be paid by the person who pays for the connection. The charge is due as soon as the connection to the main has been made and it is capable of providing water for domestic purposes. The purpose of the charge is a contribution to the cost of providing the infrastructure of pipes, pumping stations and treatment works necessary for the provision of water services.

Infrastructure charges do not apply where the water is required solely for process needs.

For 2011/12 the standard charge is £312 per dwelling. For non-household domestic use the charge will be based on loading units and the relevant multiplier of the standard charge. For each application with more than 24 loading units, the loading units are totalled to calculate the relevant multiplier of standard charges. See the table at the back of this leaflet, which gives the value of loading units.

Domestic housing

For domestic housing developments, a single standard charge is made on each separate dwelling. The charge is never less than one standard charge.

3.3 Redevelopment

For sites being redeveloped, provided a live connection has existed at any time in the five years before redevelopment started, credit will be given for the maximum number of premises, connections or fittings within the premises, connected to our network within that period. Alternatively, meter records may be used to determine previous consumption. If the existing connection is not greater than 20mm or 3/4" internal diameter, only one standard infrastructure charge credit will be given, irrespective of the number of existing fittings.

An infrastructure charge is also payable if a service connection is 'up-sized' to supply redevelopment, for example an extension to a hotel or nursing home.

3.4 Payments terms

If a property is occupied as a private dwelling before it is connected, then the infrastructure charge, with interest added at approved rates, may be paid over twelve years in equal instalments. This arrangement also applies if the property is not a domestic property, e.g. a hotel or office, but the water is used for domestic purposes and/or the supply pipe is larger than the Company's standard.

3.5 Disputes about Connection and Infrastructure charges

Customers with queries or complaints should first contact the Company. However, if the complaint is about either infrastructure charges in calculating the Relevant Multiplier, or the actual cost of the connection, and cannot be resolved, customers can ask the Water Services Regulations Authority to investigate. Their decision on this matter will be final and binding on both parties.

Ofwat can be contacted at:

Water Services Regulation Authority, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA

Tel: 0121 644 7500

Website: www.ofwat.gov.uk

Email: enquiries@ofwat.gsi.gov.uk

Whenever a complaint is made, as a normal procedure the Company would review costs and attempt to resolve differences directly with the customer before any reference to Ofwat.

APPENDIX A

Examples of calculation of infrastructure charges incorporating a Relevant Multiplier (RM)

New Development

No of fittings (proposed)	Fitting	Loading units per fitting (See table below)	Total LU's
25	WC flushing cistern	2	50
20	Wash basin (not in a house)	3	60
15	Shower	3	45
15	Sink (tap nominal size 1/2" or 15 mm)	3	45
3	Communal or commercial appliance	10	30
			230

$$\text{Relevant Multiplier (RM)} = \frac{\text{Total loading units}}{24} = \frac{230}{24} = 9.58$$

$$\text{Infrastructure charge} = \text{Standard Domestic Infrastructure Charge} \times \text{RM}$$

$$= £312 \times 9.58 = £2,988.96$$

Redevelopment of offices into housing

No of fittings (existing)	Fitting	Loading units per fitting (See table below)	Total LU's
21	WC flushing cistern	2	42
20	Wash basin (not in a house)	3	60
2	Shower	3	6
4	Sink	3	12
			120

$$\text{Relevant Multiplier (RM)} = \frac{\text{Total loading units}}{24} = \frac{120}{24} = 5$$

Credit is given for existing use on a specific site. Thus there would be no infrastructure charge payable on the first five dwellings on the development. A standard infrastructure charge would be payable on all subsequent dwellings.

Loading units for calculating the Relevant Multiplier

Water fitting/appliance	Loading unit
WC flushing cistern	2
Wash basin in a house (see note 2)	1.5
Wash basin elsewhere	3
Bath (tap nominal size 3/4" or 20 mm) (see note 3)	10
Bath (tap nominal size larger than 3/4" or 20 mm) (see note 3)	22
Shower	3
Sink (tap nominal size 1/2" or 15 mm)	3
Sink (tap nominal size larger than 1/2" or 15 mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to minimum allowance of six loading units per house) (notes 4 and 5)	3
Communal or commercial appliance (note 4)	10
Any other water fitting or outlet including a tap but excluding a urinal or water softener	3

See notes opposite

Notes for Appendix A

- 1 Any fitting includes any plumbing, dedicated space or planning or other provision for that fitting.
2. 'House' means any building or part of a building, which is or will be occupied as a private dwelling. This includes a flat, boat or caravan connected to the water supply.
3. 'Bath' includes a whirlpool or Jacuzzi.
4. 'Domestic appliance' means any water-using appliance including a dishwasher, washing machine and waste disposal unit in a house. Communal or commercial appliance means any water-using appliance including a dishwasher, washing machine and waste disposal unit other than in a house, including communal facilities.
5. A minimum of six loading units shall be included for each house for domestic appliances whether or not the dwelling has any such appliances. This does not apply where neither a washing machine nor a dishwasher can be provided and there is no plumbing outlet, dedicated space or planning or other provision for either appliance in the house.



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