

Infrastructure charges

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Dŵr Cymru
Welsh Water

www.dwrcymru.com

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Introduction

When a supply to a new or converted property is requested, Dŵr Cymru Welsh Water are required to impose a duty, to increase the capacity of the existing network of water mains and sewers.

This duty is called the infrastructure charge and is made to fund the cost of these works. The charges apply to all water and sewerage connections for domestic and non-domestic purposes. The charges are extra to our charges for making a water or sewerage connection. Also, they are extra to charges related to extending the system by requisition. The developer bears the cost for new water mains, sewers, pumping stations, tanks and any local works that are a direct consequence of the new main or sewer on the site.

This leaflet provides general explanations. It is not a precise legal description of the charges. Please contact your local area office if you are in doubt or need further information.

Definitions

'Act' means the Water Industry Act 1991 and amendments thereto.

'Company' means Dŵr Cymru Cyfyngedig

'Connection' means a connection regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of the Company's services.

'House' means any building or part of a building which is occupied as a private dwelling house or which, if unoccupied is likely to be so occupied, and accordingly, includes a flat; but excludes premises maintained for multiple occupation with shared facilities or as a holiday/ students hostel or other accommodation for short term occupation or letting.

'Infrastructure charge' means a water infrastructure charge or a sewerage infrastructure charge.

'Premises' means a building, its grounds and appurtenances or any facility for which a supply of water is made available. A building includes a house, a part of a building capable of separate occupation, a temporary structure providing shelter, a building partly constructed or demolished and a permanently sited caravan or mobile home.

'Redevelopment' is a site where connections are changed or their use is changed. Redevelopment includes, for example, replacement of old houses with new houses, alteration of a large house into flats, replacement of a factory with offices, extension of a factory or offices, and the change of a building water supply to a house connection.

'Service pipe' means the pipe (or part of the pipe) to supply water from the Company's water main to any premises and is defined in section 219 of the Act.

'Supply pipe' means any part of a service pipe, which the Company could not be, or have been, required to lay under Sections 45 and 46 of the Act.

'Supply for domestic purposes' generally means a supply for drinking, washing, cooking, central heating and sanitary purposes and is defined in Section 218 of the Act.

'Supply for non-domestic purposes' refers to a supply for any use except for domestic purposes; for example, supplies for manufacturing purposes, to building sites and to field troughs are for non domestic purposes.

Domestic and non-domestic purposes

The charges for a supply for domestic purposes are payable under Section 146 of the Act and Condition C (as modified) of the Company's Instrument of Appointment. The charges are based on the standard charges set by the Director General of Water Services multiplied by the relevant multiplier (see sections on 'The standard charges' and 'Relevant multipliers for connections for domestic purposes'). The standard charges are the same for all water and sewerage connections but the relevant multiplier varies with the category and size of connection.

The charges for a supply for non-domestic purposes are payable under Sections 55, 56 and 121 of the Act and are based on the standard charges set by the Director General of Water Services multiplied by the relevant multiplier (see section on "The standard charges" and "Relevant multipliers for connections for non-domestic purposes")

Liability to Infrastructure Charges

The charges apply to all new water and sewerage connections for domestic or non-domestic purposes and are payable by the person who requests the connection. The charges may also be payable where a site is redeveloped including by means of conversion of a building or buildings on it and the redevelopment results in greater demand from the site than in the previous 5 years.

The charges are in addition to the charges for making or supervising a water or sewerage connection. They are also in addition to charges related to extending the system by requisition or adoption.

Method of payment

The water and sewerage infrastructure charges are normally due for payment when the supply connection is made. However, in some cases, the Company will require payment before making the water connection.

For a connection serving several houses within a building, the charges for up to eight houses should be paid when the connection is made unless the Company requires earlier payment. For more than eight

houses, the developer may enter into an agreement to pay the charges for each additional house before the final by-laws inspection is made.

Calculation of charges

The infrastructure charge is the standard water or sewerage charge multiplied by the relevant multiplier (see sections on standard charges and relevant multipliers for more details).

There are two exceptions to this calculation.

- The charge for connections for a supply for non-domestic purposes requiring a nominal meter size in excess of 200mm will be determined by agreement

- Where non-domestic development imposes exceptional demand on the Company's infrastructure, charges will be by agreement and based on investment costs.

Where a site is a redevelopment and connections existed on the site within the five years before redevelopment began, the total amount of water infrastructure charges for the site will be reduced. The maximum number

of premises with water connections on the site at any time in the previous five years is deducted from the aggregate of the relevant multipliers for the connections resulting from the redevelopment. The revised aggregate multiplied by the standard charge gives the total water infrastructure charge for the site.

A similar reduction is made for the sewerage infrastructure charges in respect of premises with sewerage connections previously on the site.

Refund for temporary connections

If a disconnection is made within two years of the connection being made and no further connections are made to the site, then 80 per cent of the charge made will be refunded.

The standard charges

The standard charges for each water and sewerage connection can be seen in our 'Scheme of Charges' publication, which you can obtain by either calling our Publications Hotline number **0800 052 0138** or logging onto www.dwrcymru.com/publications/

Infrastructure charges fall outside the scope of VAT.

Relevant multipliers for connections for domestic purposes

The relevant multiplier for both water and sewerage connections is determined according to the category of connection.

Premises with a supply pipe over 25mm outside diameter

This category applies to all premises which do not consist in a house or houses and to which water is provided by an MDPE supply pipe with an outside diameter greater than 25mm (hotels, caravan sites, large offices, hospitals, department stores and factories with services for toilets and canteens only may be in this category).

To calculate the relevant multiplier, aggregate the loading units for all the water fittings in the premises and divide by 24. The resulting number or 1 (whichever is the greater) is the relevant multiplier.

Premises with sewerage only connection and no water fittings

The relevant multiplier is 1.

Other premises

The relevant multiplier is 1.

Relevant multiplier for connections for non-domestic purposes

The category applies to all connections which are wholly or partly for non-domestic purposes (connections for building sites, field troughs and factories with services for manufacturing may be in this category).

The relevant multiplier for connections is determined according to the required capacity for the supply.

Connection size (mm)	Relevant multiplier
up to 22	1
25	4
30	6
40	9
50	16
65	25
80	36
100	64
150	144
200	256

If the cost of providing the necessary infrastructure exceeds twice the infrastructure charges calculated using the table below, then the charge will be determined by special agreement based on the actual cost of providing the infrastructure.

For connections greater than 200mm, the infrastructure charge is determined by special agreement and is not less than the charge for a 200mm connection.

Loading units are determined by reference to the following table and notes:

Water Fitting ¹	Loading Units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath with nominal size 20mm ² taps	10
Bath with taps larger than 20mm ²	22
Shower	3
Sink with nominal 15mm taps	3
Sink with taps larger than 15mm	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of six loading units per house) ^{3,4}	3
Communal or commercial appliance ⁵	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

Notes:

1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
2. A 'bath' includes a whirlpool bath and a jacuzzi.
3. 'Domestic appliance' means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a house.
4. 'Communal or commercial appliance' means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).

Arbitration

If there is any dispute between the Company and the person on whom any infrastructure charge has been levied about the calculation of the relevant multiplier, or the number or type of fittings on which that calculation is based, it may be referred by either party for determination by the Director General of Water Services. Interest at the current rates may be added to any charges outstanding after the connection is made.

Appeals

If you are not satisfied with our handling of this matter you should refer to:

Customer Services Department
Dŵr Cymru Welsh Water
PO Box 690
Cardiff
CF3 9WL

Telephone: **0800 052 0130**

If you are still dissatisfied then please refer to:

Consumer Council for
Water Wales
Room 140
Caradog House
1-6 St Andrews Place
Cardiff
CF1 3BE

Telephone: **08457 078267**

Web site: **www.ccwater.org.uk**