



# United Utilities Charges Forum

26 January 2026

Dovestone Reservoir

# Welcome

# Join the conversation

If you have any questions or comments throughout, please add them to the chat on Slido - #3657835



# Agenda

- Welcome
- D-MeX surveys
- Charges timeline
- Charges focus panel
- Charges 2026/2027
- Environmental incentive scheme
- Looking ahead
- Any questions



# D-MeX online survey invitations



Hello ^RespondentName^

This email has been sent to you on behalf of Ofwat, the economic regulator of the water sector in England and Wales. You have been selected at random from customers who have interacted in the last 3 months with the developer services at ^WC\_Email^.

BMG Research has been commissioned by Ofwat to help them to understand how customers rate the service received from the Developer Services team. Any feedback you give will be vital in informing improvements in how the Developer Services team deal with their customers.

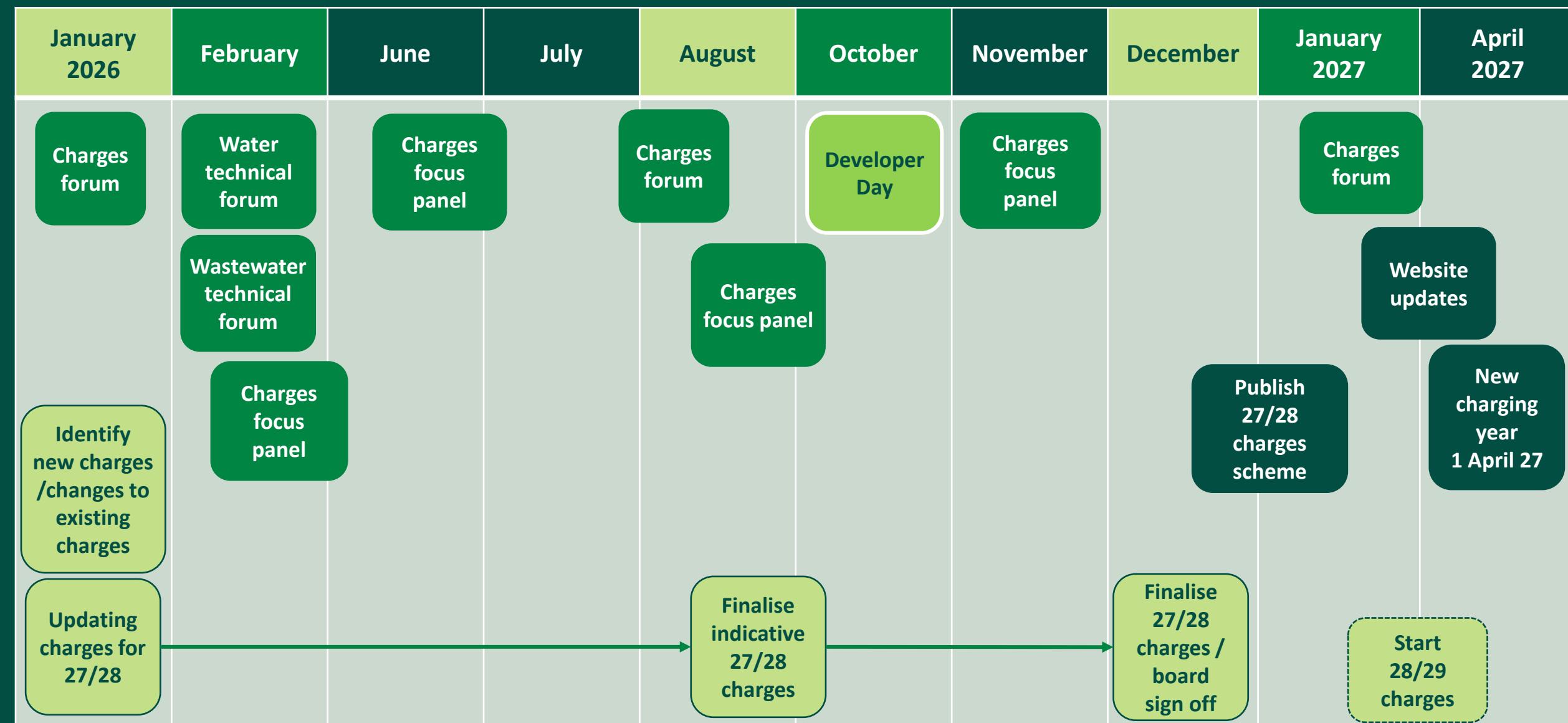
The survey will take around 5-10 minutes to complete.

Please ^slink^ to be taken directly to the survey.

**We'd really appreciate your feedback by ^CompletionDate^.**

Should you have any difficulties accessing the survey please contact [helpline@bmgresearch.co.uk](mailto:helpline@bmgresearch.co.uk) or call the helpline on 0800 358 0337 office hours (9am - 5pm).

# 2027/2028 Charges Timeline



# Charges panel

The charges panel meet a number of times throughout the year. The aim of the panel is to:



**Have productive discussions regarding the development of our charges scheme**

**Develop ideas, improvements or additions to the charges scheme**

**Test proposals and ideas before roll out to wider stakeholders**

**Generate constructive feedback on our charges scheme**

**We will be refreshing our charges panel and anyone wishing to be a part of the panel will be able to apply, we will be sending out the application form over the coming weeks.**

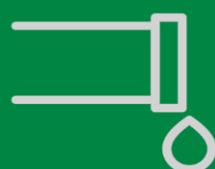
2026/2027  
charges

# Charges 2026/2027 – new charges

25mm service connection  
(barrier pipe)



32mm service connection  
(barrier pipe)



Additional meter  
of 0-32mm PE pipe  
(trenchless)



Additional meter  
of 0-32mm BP pipe  
(trenchless)

Remedial works



Infrastructure  
admin fee

## Infrastructure charges



Water

£462.51

Wastewater

£533.13

## Sustainable Infrastructure charges

Sustainable infrastructure charge are only applicable for schemes that had a quote based on 2023/2024 charges or earlier.

Sustainable Water

£190.51

Sustainable Wastewater

£245.13

Sustainable infrastructure charges have increased for 26/27 to maintain the reduction given in line with the incentive payments made for the respective environmental incentive.

## Environmental Component water and wastewater

Last year we introduced an environmental component charge to fund environmental incentive scheme payments that we make to Developer customers.  
From 1 April 2026, this will apply to non household properties.



The environmental components will be applicable to all premises with domestic usage connected on or after 1 April 2026, including schemes that have been quoted in a prior year.  
The amount payable will be based on the domestic equivalent calculation used for infrastructure charges and the below values.

**Water component**

**£84.48**

**Per premises**

**Wastewater component**

**£64.64**

**Per premises**

# Charges 2026/2027 – infrastructure charges admin fee

Following stakeholder feedback, customers will be able to split the payment of water and wastewater infrastructure charges to two different parties. An infrastructure admin fee will be applicable where two invoices per plot need to be issued.

Scenario 1			Scenario 2		
Water infrastructure	SLP or NAV	£462.51	Water infrastructure	SLP or NAV	£462.51
Water environmental component	SLP or NAV	£84.48	<b>*Water infrastructure admin fee*</b>	SLP or NAV	£5.20
Wastewater infrastructure	SLP or NAV	£533.13	Water environmental component	SLP or NAV	£84.48
Wastewater environmental component	SLP or NAV	£64.64	Wastewater infrastructure	Developer	£533.13
			<b>*Wastewater infrastructure admin fee*</b>	Developer	£5.20
			Wastewater environmental component	Developer	£64.64
<b>Total (per plot)</b>		<b>£1,144.76</b>			<b>Total (per plot)</b> <b>£1,155.16</b>

# Charges 2026/2027 – connections reporting and infrastructure charges

## 2025/2026 approach

Infrastructure charges, environmental component fees and service connection admin fees are payable at the rate applicable at the time the premises is first connected to the United Utilities network, irrespective of reporting date.

## 2026/2027 approach

Infrastructure charges, environmental component fees and service connection admin fees will be payable at the rate applicable at the time the premises is first connected to the United Utilities network, subject to timely reporting.

Where connection reporting is delayed and carries into a new financial year, charges will be payable at the rate applicable at the time the connection is reported.

## Charges 2026/2027 - remedial works

Where we undertake an inspection of your site and find that works are not in line with the water fittings regulation, or where damage has been caused to our assets, additional charges may apply for us to complete remedial works.

We will inform you, in writing, of any defects identified and you will have 20 days to rectify the issues.

Where issues are not rectified, we will write to you again and inform you of the costs associated with us completing rectification works, 10 days later, we will attend site to complete the work and collect the cost from you.

Remedial work item	Cost
Initial supply queries	£274.05
Build up or partial renewal of chambers	£1,746.15
Exchange of boundary box (unsurfaced)	£1,416.87
Exchange of boundary box (surfaced)	£1,733.82
Change of boundary box top section (unsurfaced)	£518.22
Change of boundary box top section (surfaced)	£534.73
Locate and expose apparatus	£2,748.35
Clean chamber	£338.35
Replace boundary box lid	£304.33
Change boundary box frame and lid (unsurfaced)	£636.64
Change boundary box frame and lid (surfaced)	£649.14
Fire hydrant / washout replacement or removal	£2,633.72
Install valve spindle	£431.98
Locate and replace valve frame and extension spindle	£506.57

# Charges 2026/2027 – metering fire supplies

From 1 April 2026, all fire supplies  
will require a meter

Meters will be chargeable for all  
new fire connections

Water used for firefighting purposes  
will continue to be non-chargeable

# Quote validity 2026/27

Service provided	Validity period
Water pre-development enquiry	6 months from the date stated on our pre-development response to you
Wastewater pre-development enquiry	12 months from the date stated on our pre-development response to you
Point of connection	6 months from the date stated on our point of connection response to you
New main/mains requisition	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote* <sup>^</sup>
Mains diversions	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*
Self-lay provider	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*
Service connections	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*
NAV bulk connection	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*
Sewer requisitions	3 months from the date stated on our quote issued to you
Sewer diversions	3 months from the date stated on our quote issued to you
Sewer connections	Until the end of the charging year (31 March) providing you are ready for work to start and have requested this within 3 months of accepting the quote*

\*If work has started on site before the quote has expired, new connections will be charged at the rate published in our charging arrangements for the charging year in which the service connection is made and no re-quote will be required.

<sup>^</sup>Where you are not ready for all works to be started and completed at the same time, your quote will not be considered valid for any work not requested in line with the validity period and a requote will be required to provide updated costings for any remaining work.

			UU (PE) £		UU (BP) £		SLP £		NAV £	
Industry scenario	Specification		25/26	26/27	25/26	26/27	25/26	26/27	25/26	26/27
1. Single short connection off an existing main	<ul style="list-style-type: none"><li>Single connection to existing main 25-32mm diameter pipe</li><li>4 metres pipework in road</li><li>Two-way lights (unsupervised)</li></ul>		£5,874	£6,375	£5,876	£6,763	£2,031	£2,250	n/a	n/a
1a. Single connection from an existing main to four properties using a four-port manifold.	<ul style="list-style-type: none"><li>25-32mm diameter PE pipe</li><li>4m pipework in road</li><li>4m pipework in unmade ground</li><li>Two-way automated lights</li></ul>		£13,268	£13,915	£13,440	£14,099	£2,592	£3,152	n/a	n/a
2. Single connection to block of flats from an existing main	<ul style="list-style-type: none"><li>10 new flats connecting to existing main - 63mm diameter pipe</li><li>4 metres pipework in road</li><li>4 metres pipework in unmade ground</li><li>Flats individually metered</li><li>Two-way lights (unsupervised)</li></ul>		£16,085	£18,587	£16,257	£18,772	£8,700	£10,491	£9,137	£10,943
3. Medium housing development requiring new mains and communication pipes excavation and reinstatement by others	<ul style="list-style-type: none"><li>Connection to existing main of 180mm diameter</li><li>300 metres of new mains</li><li>50 new connections - 3 metres pipework per connection</li><li>Road closure and eight parking bay suspensions</li><li>1 trial hole</li></ul>		£150,010	£168,657	£172,027	£194,076	£53,980	£63,691	£51,611	£61,218
4. Medium housing development requiring new mains and communication pipes excavation and reinstatement by us			£233,343	£254,289	£251,448	£288,868	£53,980	£63,691	£51,611	£61,218
5. Large housing development requiring new mains and communication pipes excavation and reinstatement by others	<ul style="list-style-type: none"><li>Connection to existing main of 180mm diameter</li><li>1000 metres of new mains</li><li>200 new connections - 3 metres pipework per connection</li><li>Road closure and eight parking bay suspensions</li><li>2 trial holes</li></ul>		£527,629	£598,319	£623,204	£708,287	£171,548	£208,662	£165,262	£202,089
6. Large housing development requiring new mains and communication pipes excavation and reinstatement by us			£825,166	£900,607	£909,170	£1,052,153	£171,548	£208,662	£165,262	£202,089

# Environmental Incentives Scheme

# Charges 2026/2027 – environmental incentive scheme

## Tier 1 – reduce

<b>Water</b> – demonstrate that the premises is built with fittings not exceeding the maximum consumption rates set out in the table on the following slide.	£172
<b>Water</b> – Installation of a flow regulator which limits the flow to the premises to 14 lpm	£100
<b>Wastewater</b> – installation of a water butt or a raised rain planter with a capacity of at least 200 litres connected to the premises main roof drainage, or a rain garden the size of 2% - 4% of the premises main roof that drains to the rain garden, <b>or a green roof installation*</b> .	£20

## Tier 2 – retain (achieve all of tier 1 to be eligible for tier 2)

<b>Water re-use</b> – installation of rainwater harvesting or greywater re-use as the primary water source for all toilets, as a minimum, within the premises.	£400
<b>No surface water connection</b> – Where the premises has no direct or indirect connection for surface water drainage.	£288
<b>Permeable surfaces</b> – installation of permeable surfaces at premises level	£150

## Tier 3 – rebalance (achieve all of tier 1 and the water reuse and at least one of the wastewater of tier 2 to be eligible for tier 3)

<b>Water offsetting</b> – Consumption that will be used on the new development is offset by reducing consumption at existing premises, through fixing leaks, fitting water saving devices & installing meters where possible.	Cost to developer £553 plus VAT
	Incentive £664

\*Apartments will no longer be exempt from Tier 1 Wastewater – one of the options must be installed to progress to tier 2 incentives

# Environmental incentives scheme – tier 1 water efficiency

Water Fittings	Common Environmental Incentive Maximum Consumption (equal to or less than the following values)
WC	≤ 4 / 2.6 litres dual flush
Shower	≤ 7 l/min
Bath	≤ 170 litres
Basin taps	≤ 5 l/min
Sink taps	≤ 6 l/min
Dishwasher	≤ 1.0 l/place setting
Washing machine	≤ 6 l/kilogram

When using the table above to assess water efficiency, the premises must have WC, shower/bath, basin taps and sink taps water fittings. Where more than one of a particular type of fitting is installed, each must comply with the relevant criteria in the table above. The efficiency of dishwashers and washing machines will only be assessed if installed by the developer. **For non household, only fittings installed by the developer are applicable.**

# Environmental incentives scheme – non-household

## Eligibility

Only connections liable to pay infrastructure charges (inc. credits) will be eligible to apply (\*domestic equivalent premises)



## Incentive Payments

Incentives will be payable per domestic equivalent premises based on the relevant multiplier calculation



## Environmental Components

Non-household premises will be liable to pay environmental components in line with the relevant multiplier calculation



\*the scheme would not apply for any non-domestic use element

Join the conversation

Head to [slido.com](https://slido.com) - code #3657835

# Environmental Incentives Scheme – no change to the process

You make the application at the same time as the water services application and send us the completed spreadsheet

We review your application and send back to you the spreadsheet along with our terms and conditions

You send us back the signed terms and conditions

You complete the property, fitting the devices as applied for

You carry out a Vyn for each plot on the environmental incentive scheme

We validate the Vyn information

We pay any incentive payments due to you

# Look ahead – 2027/2028 early thoughts

Further review of charges  
granularity

Mandatory flow regulation  
on new connections

Review of environmental  
incentives scheme offering

# Any questions