



**“Guidance on the Requirement of Information
and Levels of Service for Water Main Requisitions
and Service Connections”**

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Document control

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1	14 April 2008	
1a	9 March 2009	Fig 3: “off site new water services” – period amended from “14 calendar days” to “20 working days” App 1: Numbering of levels of service rationalised Front cover: image added

1 Introduction

This Guidance has been produced jointly by Water UK (representing the water companies) the Home Builders Federation (HBF) and the National Federation of Builders, with support from OFWAT, the economic regulator for the water industry.

The Government's objectives is to see a substantial increase in the supply of new homes by 2016. it is fundamentally important therefore that water companies and developers work in partnership to meet the annual increase of new homes per year from 180,000 to 240,000 by 2016 with the longer term aim to have built 3 million homes by 2020.

So this Guidance has been produced for all stakeholders to obtain a greater understanding of what relevant information is required from developers to water companies and subsequently what levels of service developers can expect from water companies.

The Guidance aims to cover the three main aspects of obtaining a water supply to a development:-

1. Pre-Development Enquiries
2. The Requisitioning of a Water Main
3. Water Service Connections

The Guidance advocates all parties working in partnership and the need for relevant information from developers to enable water companies to achieve the levels of service stated in this Guidance.

2 Levels of service for water companies – explanation and provisos

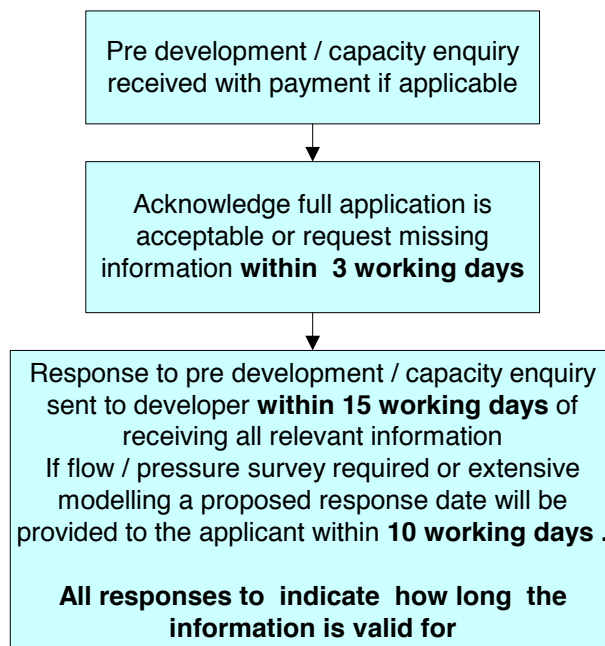
2.1 Pre Development Enquiries

Developers are encouraged to submit a pre development enquiry to the relevant water company at the earliest possible opportunity. This will enable the water company to assess the impact of the proposed development on the existing infrastructure, using its hydraulic models.

If this is done at an early stage, the information is already available when the developer makes the full application and can be used for the design of the scheme. If this is not done, the hydraulic modelling can only be done when the full application is made. This can delay the water company getting the design and costs to the developer.

The developer will be advised on whether the proposed developments can be accommodated within the capacity of the existing infrastructure, or whether off site reinforcement is required. The developer will therefore have upfront knowledge of the work required prior to submitting the full application, which will assist with planning when the application should be made and the likely costs to be incurred.

Fig 1 Process for pre-development enquiry



Information to be provided by the developer to the water company

Water companies will need the following information in order for them to complete the pre development enquiry in an accurate and timely manner and to meet the Levels of Services set out.

1. size of development – acres/hectares
2. estimated number of units and phasing (if known)
3. type of development, i.e. domestic, commercials, mixed
4. estimate of property mix and numbers relating to detached, semi-detached, terraced and flats/apartments
5. estimate of required flow rate
6. map showing outline of site to be supplied
7. site history, previous use of land and name of previous owners
8. special requirements, e.g.
 - pressurised/unvented systems
 - fire sprinkler systems. If proposed what type and flow requirements?
 - rain water harvesting/grey water reuse systems
9. approximate date of planning Consent
10. anticipated date when start will be made on site
11. plus enquiry fee (where applicable)

In addition for applications to Water and Sewerage Companies

12. estimated wastewater discharge rates and type of effluent
13. drainage requirements of the site. State if SUDS infiltration system of storage will be used

Information the water company will provide the developer

Once the water company has received the above information and carried out the hydraulic modeling, the water company will respond to the developer giving the following information:

1. Extract showing the position of the existing water and wastewater assets
2. Details of any off site and/or reinforcement works that will be required to service the development for water
3. Details of any off site and/or reinforcement works that will be required to service the development for wastewater
4. Budget costs
5. Water efficiency information

2.2 Application for a Water Main Requisition

On receipt of a full application the water company will design and cost the works required to supply the development. A full application is determined when all the required information as listed below is submitted as part of the application. Please note, the design process cannot commence until all the information is received.

When the design and costs are sent out the water company will give the developer the costs for the three payment options detailed in the Water Industry Act 2003, these being:

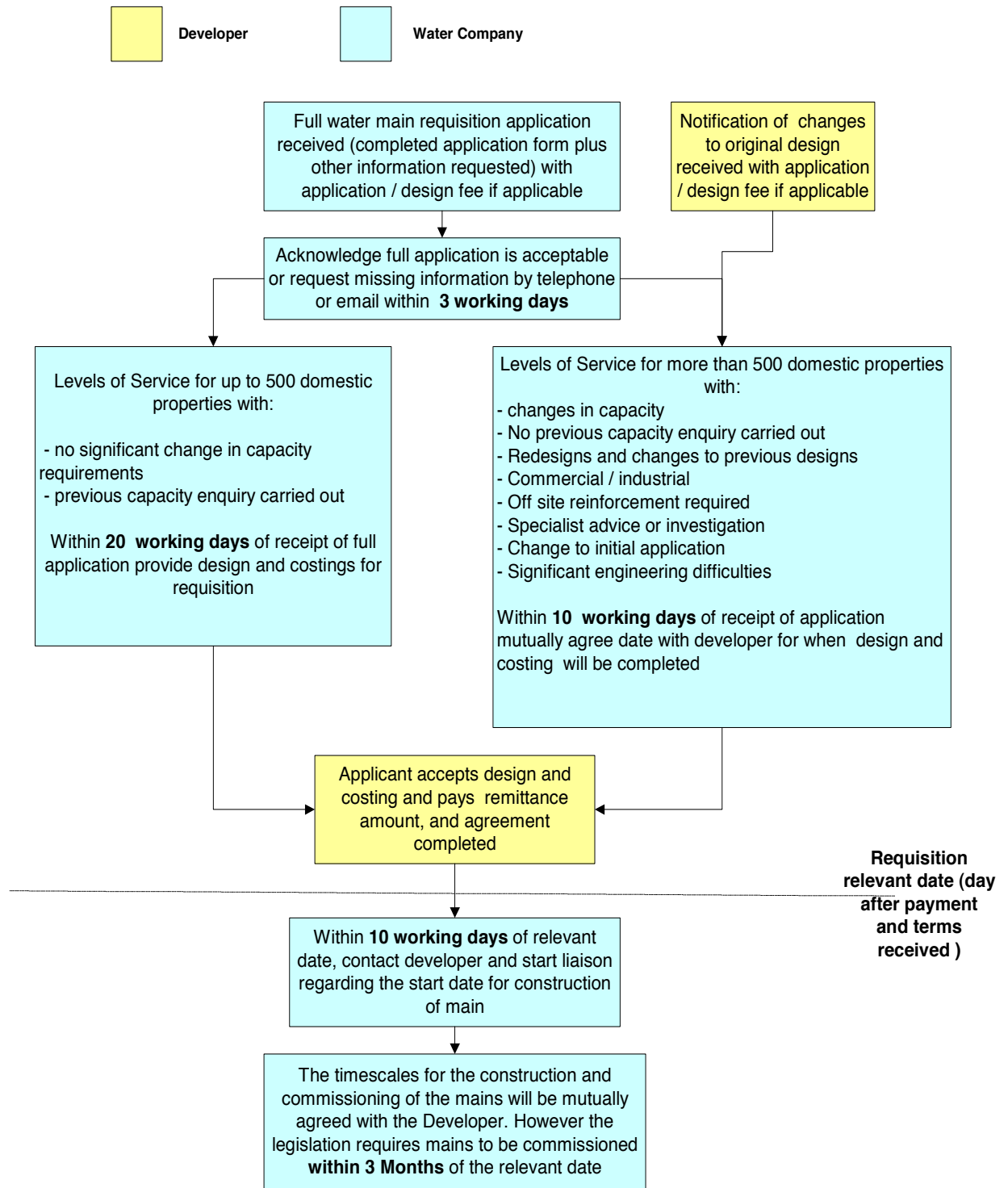
- Relevant Deficit
- Deferred Aggregate Deficit
- Asset Payment (self lay).

Under the Water Industry Act the day after the payment has been secured and the requisition has been entered into is defined as the Relevant Date. The water main will be constructed and commissioned within 3 months of the relevant date, however this may be extended in agreement with the developer, or due to restrictions under other legislation, for example regulations under the Traffic Management Act.

It is recommended that a joint developer and water company pre commencement meeting takes place prior to water main construction work commencing to agree the work to be done, line and level of the main and any phasing of the works.

Under the Fire Services Act, the water company has to submit its proposed site design to the relevant fire authority for them to comment on whether new fire hydrants are required. The fire authority has 42 days to respond to the water company.

Fig 2 Process for water main requisition



A full application for a water mains requisition will consist of:

1. Application Form:

This will include

- Land ownership details
- Site history, previous use
- Main laying proposals – water company to excavate, lay and backfill, or water company to lay only, or self lay scheme.
- Service connection – surface type
- Plumbing details [see ‘Other details’ below]

This should be completed, signed and submitted with the application fee (where applicable)

2. Drawing:

Site plan (preferred electronic 'dwg' format)

- to scale points of entry
- to include
- Ground levels
 - Plot numbers
 - Adoptable areas
 - Service strip provision
 - Phasing requirements

3. Soil Report:

An assessment is required to ascertain the chemical make up of the soils and the physical characteristics of the site. Certain chemicals can permeate the polyethylene (PE) water pipes water companies would normally use. This can compromise water quality rendering it unfit for human consumption, and therefore alternative pipe materials may be required. It is recommended that an experienced geotechnical or environmental consultant is used to conduct the soil survey,.

The survey report should consist of

- contents
- summary
- introduction
- methodology
- site investigation

- details of current land usage
- details of historic land usage
- details of surrounding land usage
- details of possible sources of contamination from site inspection
- details of topography, water table levels and water logging
- samples and analysis analytical results (including original laboratory reports)

4. Other details

- Construction programme and build profile
- Property types (to enable calculation of income)
- Plumbing systems – unvented or storage tank?
- Provision of domestic fire sprinkler system? If so – required flow rate or storage arrangements
- Grey water, recycling, rainwater harvesting systems?
- (For commercial & multi-occupancy properties) Loading units or number and type of fittings

5. Health & Safety Plan

- Including F10 form
- Signed confirmation of requisitioner / client awareness of CDM duties.

6. Name of CDM Coordinator

7. Name of Principal Contractor

2.3 Application for new water service connections

New water service connections can take two routes

1. Off site connections – these are new water service connections off an existing water company main.
2. On site connections – these are new water service connections off a newly requisitioned main

For off site new water service connections it may be a requirement for the water company to carry out an on site survey prior to the developer receiving the cost advice. The survey will be used to determine:

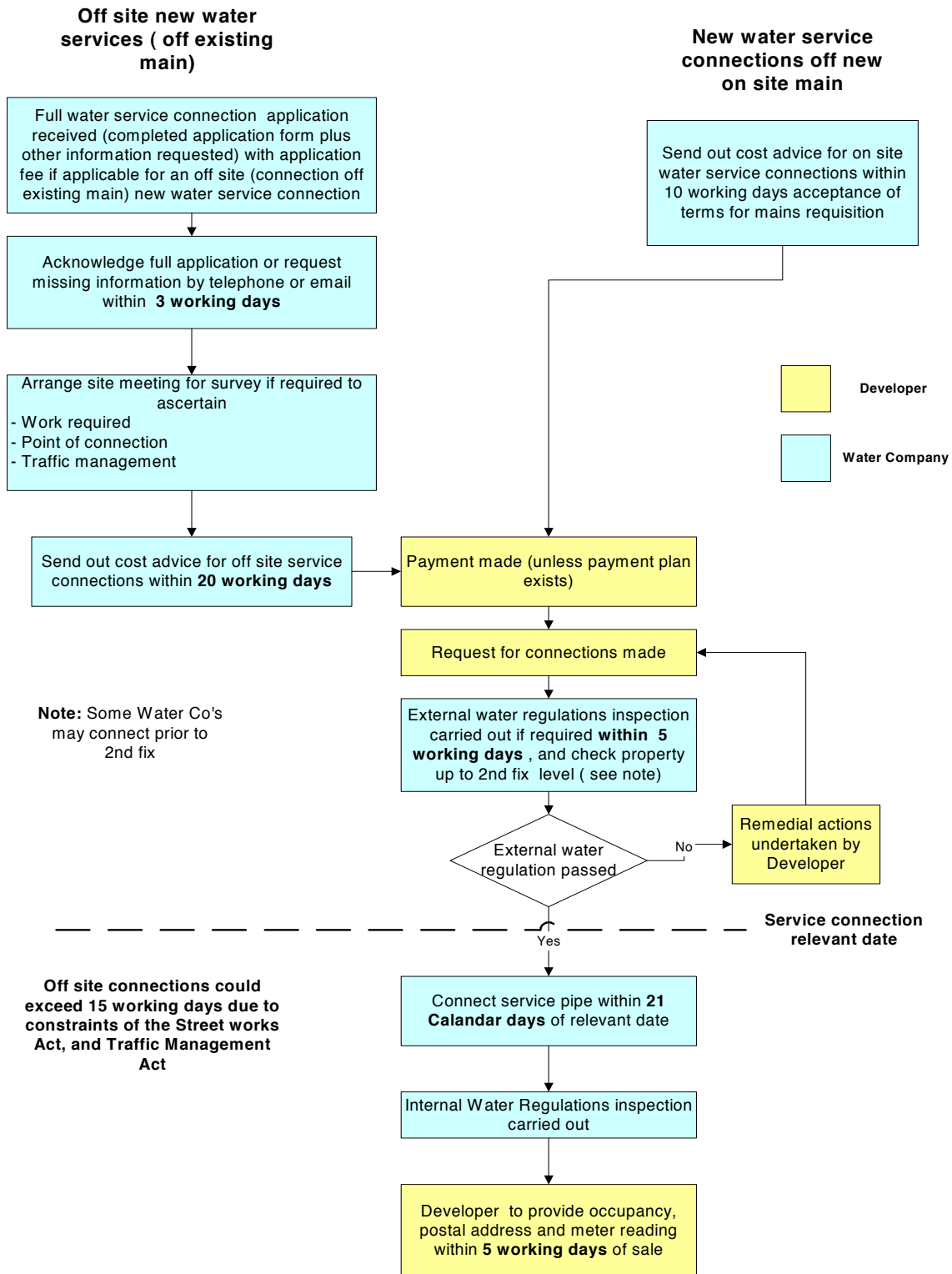
- Extent of work required and point of connection
- CDM requirements
- Traffic management requirements

For apartment blocks larger connections may be required if the apartments are not to be individually metered externally. For connections up to and including 63mm the service connection process will be followed. For connections greater than 63mm the mains requisition process may be followed.

If apartments are to be supplied through one large metered supply, then the water company will wish to enter into a bulk billing arrangement with a management association or similar responsible body.

Under the Water Industry Act the water company is only required to supply a pressure of 1 bar (10 meters head) at the meter. Developers should therefore be aware of this requirement when planning water supplies to apartment blocks.

Fig 3 Process for new water service connections



3 The Way Forward - Monitoring arrangements and review

Guidance of this nature can only be worthwhile if it is monitored and focused feedback is derived over a period of time to assess performance from not only the water companies perspective but also in relation to the requirements placed on developers.

Water companies will therefore monitor their performance to the Levels of Service.

Water UK has agreed to collate details on the performance of all of the water companies on a voluntary basis and to report their findings to Ofwat annually.

It is also the intention of Water UK to share this information with the HBF and the NFB as well as continuing dialogue with them to address other issues that may be identified by developers or water companies.

Appendix 1
Water company - Developer Levels of Service

1. Pre-development enquiries

	Activity	Target response
1.1	Enquiry stage. Acknowledge receipt or advise on missing information	Within 3 w/days
1.2	Response to pre-development/capacity enquiry	Within 15 w/days of receipt all relevant information
1.3	Response to pre-development/capacity enquiry – if flow / pressure survey required – provide proposed response date to applicant	Within 10 w/days

2. Water mains requisitions

	Activity	Target response
2.1	Acknowledge full water main requisition application or request missing information	Within 3 w/days
2.2	[<500 domestic properties and previous pre-development enquiry completed] Provide design and costings for requisition	Within 20 w/days of receipt of full application
2.3	[> 500 domestic properties or <500 where changes in capacity / no previous pre-development enquiry; redesigns; commercial/industrial development; where off-site reinforcement required; significant engineering difficulties; specialist advice or investigation required] Provide design and costings for requisition	Within 10w/days of receipt of application mutually agree date for when design and costing will be completed
2.4	Contact developer and initiate discussion re start date for construction of main	Within 10 w/days of 'relevant date'
2.5	Construct and commission main	Within 3 months of 'relevant date' unless extension of timescale mutually agreed.

Nb 'relevant date' is when applicant accepts design and costing and pays remittance amount and Agreement is completed

3. Service connections

	Activity	Target response
3.1	Acknowledge receipt of full application or request missing information	Within 3 w/days
3.2	Send out cost advice for on-site service connections	Within 10 w/days of relevant date for water main
3.3	Send out advice for off-site service connections	Within 20 w/days
3.4	External Water Regulations inspections carried out	Within 5 w/days following payment and request for connections
3.5	Make service connection	Within 15 w/days of service connection 'relevant date' *
3.6	Developer to provide owner details, postal address and meter details and reading	Within 5 w/days of sale

NB

1. 'relevant date' is when payment received and external Water Regulations passed
2. Water Act specifies 21 calendar days

***Time for off-site connections could exceed 15 working days due to restrictions or conditions imposed by local authorities and highway authorities under the traffic management regulations.**

Appendix 2 – contributing organisations

Water UK

Water UK is the industry association that represents the water and wastewater companies in England, Scotland, Wales and Northern Ireland.

www.water.org.uk

Home Builders Federation

The Home Builders Federation is a trade federation for the house building industry that consists of over 300 members who build around 80% of the new homes in England and Wales.

www.hbf.co.uk

National Federation of Builders

The NFB provides inspired business solutions to builders, contractors and house builders across England and Wales.

www.builders.org.uk

Ofwat

The Water Services Regulation Authority (Ofwat) is the economic regulator of the water and sewerage industry in England and Wales. Its role is to protect consumers, promote value and safeguard the future through its commitment to sustainable development.

www.ofwat.gov.uk