

# New connections summary

APRIL  
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Dŵr Cymru  
Welsh Water

[www.dwrcymru.com](http://www.dwrcymru.com)

## New Connections

### Water

Charges are payable by the person who requests the connection and are normally due prior to the connection being made. Every premise must have a separate connection. All new

connections will be fitted with a meter. All Self Lay new connection charges are subject to VAT. Other new connection charges are subject to VAT unless the property to be connected is a new dwelling or other qualifying building under

construction and are payable in advance. The Company's standard size of connection to either residential or commercial properties is 25mm external diameter. Infrastructure charges may also be payable – see page 7.

**Important Notice – Road Opening Permit Charges, as required by the Traffic Management Act 2004, will be added to new connection charges when introduced in the Dŵr Cymru operating area. The expected minimum fee will be £25 per excavation.**

Provide a connection - First 2 metres of pipe for a connection up to and including 32mm		
Description	What's included?	£
Self lay	Assess application, provide quotation, process payment	133.00
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake connection	251.00
An additional metre (or part thereof) for above	Supply up to 1 metre of pipe plus labour	10.00
DCWW excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface	398.00
An additional metre (or part thereof) for above	Supply up to 1 metre of pipe plus labour	21.00
DCWW excavates and reinstates in made ground (footpath or minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface	517.00
An additional metre (or part thereof) for above	Supply up to 1 metre of pipe plus labour	63.00
DCWW excavates and reinstates in made ground (major road or where traffic light hire is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary	647.00
An additional metre (or part thereof) for above	Supply up to 1 metre of pipe plus labour	112.00
Meter chamber	Build a meter chamber	285.00
Land entry	Obtain land entry approval(s)	197.00

Manifold connection – for between 4 and 6 external connections (includes up to 2 metres of pipe)		
Description	What's included?	£
Self lay	Assess application, provide quotation, process payment	253.00
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection	930.00
DCWW excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface.	1,194.00
DCWW excavates and reinstates in made ground (footpath or minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface, provide traffic management if necessary	1,433.00
DCWW excavates and reinstates in made ground (major road or where traffic light hire is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary	1,670.00
Additional Metre – as per standard connection		

Branch connection – includes up to 2 metres of pipe		
Description	What's included?	£
Self lay	Assess application, provide quotation, process payment	253.00
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection	930.00
DCWW excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface.	1,194.00
DCWW excavates and reinstates in made ground (footpath or minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface, provide traffic management if necessary	1,433.00

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Branch connection – includes up to 2 metres of pipe		
Description	What's included?	£
DCWW excavates and reinstates in made ground (major road or where traffic light hire is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary	1,670.00
Additional Metre – as per standard connection		

Supply a meter – up to and including 30mm		
Description	What's included?	£
Self lay	Supply meter, carry out service inspection/check, capture customer details	22.00
Multiple occupancy premises	Supply meter, supply remote reader or touchpad, install meter, carry out service inspection/check, capture customer details	69.00
Other premises	Supply meter, install meter, carry out service inspection/check, capture customer details	22.00

For connections over 40mm up to 65mm there will be an additional charge of £473.00.

Other Charges	£
Abortive visit (site not ready- more than one connection)	175.00
Building water	44.00
New Connection Quality Inspection – First Visit	No charge
New Connection Quality Inspection – Cost per Additional Visit	45.00
Remedial work	At cost

Where work is carried out for which there is no basic charge, the work will be charged at cost. Additional charges will be made for applications relating to areas of contaminated land.

Any dispute about the amount charged for a new connection, which cannot be resolved between us may be referred to:

**Water Service Regulation Authority**  
(OFWAT)  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

## Sewerage

Connections to Sewers – supervision of sewer connections (Not subject to VAT)	
During office hours (9.00am-5.00pm)	£165.00
Outside office hours	At cost
Agreement for building over a sewer (Not subject to VAT)	
Preliminary advice	Free of charge
Technical vetting and supervision	£165.00
Completion of legal agreement	£165.00
Agreement for sewer adoption (Not subject to VAT)	
Examination of proposals and supervision of construction	2.5% of estimated cost – minimum charge of £250
Completion of legal agreement and associated land transfer	At cost
Diversion of Sewers (Not subject to VAT)	
Supervision of major diversion e.g. to allow housing development	2.5% of estimated cost – minimum charge of £560
Supervision of minor diversion e.g. around an extension to a house	£165.00
Completion of legal agreement and associated land transfer for major or minor diversion	At cost

## Infrastructure Charges

When new connections are made there is an increased burden on both the water and sewerage systems that can ultimately require work to be carried out. Therefore in addition to a water connection charge, there is an infrastructure charge for new connections. The charges may also be payable where a site has been redeveloped and the redevelopment results in a greater demand from

the site than in the previous 5 years. The charges are normally billed at the same time as the connection charge. Infrastructure charges are not subject to VAT.

The charges below are for a standard household property:

Water	£312
Sewerage	£312

Charges for non-households are calculated by multiplying the standard charge by the relevant multiplier. The relevant multiplier is calculated using the total loading units for all water fittings in the premises supplied and dividing by 24. The resulting number or 1 (whichever is greater) is the relevant multiplier.

Type of property	Type of use	Charges for New Connections	Credit available if abandoned < 5 years
		Relevant Multiplier	Relevant Multiplier
Household	Domestic	1	1
Non-Household	Domestic	Based on loading units	Refer to multiplier table
Non-Household	Commercial	Negotiated but refer to table below as a guide to the minimum	Refer to multiplier table

## Guide to Relevant Multipliers

Charges for non-household supplies will be determined by agreement however, as a guide, the relevant multiplier

applicable for each size of connection will normally not be less than the following:

Guide to Relevant Multipliers			
Internal Diameter		External Diameter Metric	Relevant Multiplier
Imperial	Metric	Metric	
1/2"	15mm		1
3/4"	22mm	25mm	1
1"	25mm	32mm	4
1 1/4"	30mm	40mm	6
1 1/2"	40mm	50mm	9
2"	50mm	63mm	16
2 1/2"	65mm	80mm	25
3"	80mm	90mm	36
4"	100mm	125mm	64
6"	150mm	180mm	144
8"	200mm	250mm	256

### Loading units determined by reference to the following table and notes.

Where a site is a redevelopment and connections existed on the site within 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 total of the relevant multipliers for the connections resulting from the redevelopment. The revised total multiplied by the standard charge gives the total water infrastructure charge for the site. A similar reduction is made in

respect of sewerage connections previously on the site. If a disconnection is made within two years of the connection being made and no further connections are made to the site, then 80% of the charge made will be refunded. If there is any dispute between the Company and the person on whom any infrastructure charge has been levied it may be referred to the Water Services Regulation Authority (Ofwat) at the address on page 5. Interest at the current rate may be added to any charges outstanding after the connection is made.

Loading Units	
Water Fitting	Loading Units
WC Flushing Cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath with nominal size 20mm taps	10
Bath with taps larger than 20mm	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
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

### Notes:

1. References 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, washing machine and waste disposal unit) in a house.
4. Communal or commercial appliance means an appliance (including a dishwasher, washing machine and a waste disposal unit) elsewhere than in a house (including communal facilities).