



Developer Services is committed to providing a high level of service to the developer sector. This Developer Charter explains our commitment to you and what you can expect from **anglianwater**

Contents

01 Our commitment

02 Section One

Water supply

- New water mains and mains diversions
- New and replacement water connections

04 Section Two

Sewerage

- Section 104 sewer adoptions
- Section 98 sewer requisitions
- Sewer connections
- Sewer diversions
- Sewer build over/near

Our commitment

Anglian Water is committed to providing a high level of service to the developer sector.

This includes:

- Providing a top quality service to Developers working in the Anglian Water region.
- Being open, honest and informative when dealing with Developers.
- Delivering an efficient and friendly service.

Section One

Water supply

New water mains and mains diversions

We will:

- Acknowledge receipt of your application within 3 working days.
- Submit our design and offer to you within 20 working days of receipt of your full and accurate application (except for complex designs where we will advise a date for submission within 10 working days of receipt of your application).
- Offer the option of self lay or requisition for all new mains applications.
- Instigate a pre commencement site meeting to determine estimated start date for main laying and to agree material storage areas.
- Provide asset value and legal agreement within 20 working days of receipt of a full self lay application.
- Construct and commission the new main within 10 weeks of agreed start date.

In order to achieve our levels of service to you, we would ask that you:

- Provide accurate and realistic information regarding projected build rates.
- Accept that our timings start from the date we receive all the required information.
- Consult with us as early as possible regarding proposed developments.
- Provide accurate site layout plans showing properties, phasing and duct positions.
- Provide kerb lines and levels.
- Advise us of any changes to the site layout immediately.



New and replacement water connections

We will:

- Acknowledge receipt of your application within 3 working days.
- Provide quotations for new and replacement water connections within 20 working days of receipt of application.
- Carry out underground water regulations inspection within 5 working days of your request for connection, where approved installers or site agents have not been used.
- Make the water connection and install the water meter within 15 working days of your request for connection subject to payment being received. Please note that some connections may take longer due to constraints imposed by highway restrictions and/or entry into private land.
- Provide water regulations type approval where approval is required for multiple dwellings of a similar design and plumbing layout.
- Discount the connection charges if approved plumbers, underground installers, and site agents are used?

In order to achieve our levels of service to you, we would ask that you:

- Provide plans of internal plumbing arrangements.
- Provide a site plan showing proposed service entry points into dwellings.
- Seek Water Regulations 'type approval' for house designs.
- Use approved plumbers, underground installers and site agents, approved by the Anglian Water scheme or 'WIAPS' the Water Industry Approved Plumber Scheme – www.wras.co.uk/wiaps.
- Ensure all work complies with the Water Regulations.
- Pay all connection costs, including infrastructure charges, prior to requesting connection (except DART customers for whom other arrangements apply).
- Provide full postal address when requesting connections.
- Ensure that when multiple service pipes are laid in the same trench they are clearly labelled as to which plots they are serving.



Section Two

Sewerage

Section 104 sewer adoptions

We will:

- Acknowledge receipt of your application within 5 working days.
- On receipt of a complete application, carry out the initial vetting of your design within 20 working days and contact you in the event that there are any problems.
- Provide a legal agreement within 30 working days of the offer being accepted.
- Inspect your adoptable sewerage works on site and provide technical advice and guidance where required.

In order to achieve our levels of service to you, we would ask that you:

- Ensure applications are complete and comply with the latest edition of Sewers For Adoption.
- Ensure that Anglian Water are kept informed regarding the commencement of adoptable sewerage works on site and invited to attend site at regular intervals during the construction phase.
- Provide accurate as-built information for the adoptable sewerage works ahead of adoption.

Section 98 sewer requisitions

We will:

- Assess your application and if required provide initial scheme estimates and financial calculations.
- Allow you to design and build the sewer on our behalf under the terms of a Section 30 Works Agreement, or design and build the sewer to an agreed timescale as part of our capital delivery programme.
- Utilise our statutory pipe laying powers to enable the sewer to be laid through third party land.

In order to achieve our levels of service to you, we would ask that you:

- Provide accurate and realistic information regarding projected build rates.
- Provide information regarding landowners and occupiers to enable us to serve the relevant pipe laying notices.

Sewer connections

We will:

- Carry out the vetting of your application and method of connection and advise you of any problems within 15 working days.
- Provide a list of sewerage contractors that carry out this type of work.
- Undertake an inspection of your connection where necessary subject to being given 5 working days notice.

In order to achieve our levels of service to you, we would ask that you:

- Provide the information required in the sewer connection application form to enable us to assess your application.
- Employ a suitable contractor to make the connection in accordance with our standards/specifications.
- Pay the appropriate application fee prior to connection taking place.

Sewer diversions

We will:

- Carry out the initial vetting of your design within 20 working days of receipt of a complete application.
- Provide a legal agreement within 30 working days of the offer being accepted.
- Undertake an inspection of the completed works subject to being given 14 days notice.

In order to achieve our levels of service to you, we would ask that you:

- Ensure applications are complete and the legal agreement is in place before carrying out any works on the public sewer.
- Ensure that your nominated contractor provides Anglian Water with all relevant Health & Safety documentation prior to the diversionary works commencing on site.
- Provide Anglian Water with accurate as-built information for the diversionary works.
- Ensure sufficient notice is given where inspections are required.

Sewer build over/near

We will:

- Respond to your request within 15 working days.
- Assess your application and where your proposals are acceptable issue a build over/near agreement or build over/near authorisation document.
- Where your initial proposals are not acceptable we will endeavour to work with you to agree a mutually acceptable alternative.

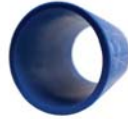
In order to achieve our levels of service to you, we would ask that you:

- Provide all information required to enable us to assess your proposals.
- Locate the public sewer on site and indicate the sewer on your drawings in relation to the proposed building works.
- Ensure that no works are carried out within the vicinity of the sewer until our approval has been confirmed to you and/or Building Control.

Contact

If you require any further information please do not hesitate to contact us by:

- Phone on 0845 60 66 087
- Fax on 01223 201261
- Email developerservices@anglianwater.co.uk



Want to know more about Anglian Water?
Visit www.anglianwater.co.uk to see the full range of services.

Registered Office
Anglian Water Services Limited
Anglian House, Ambury Road
Huntingdon, Cambridgeshire PE29 3NZ
Tel 01480 323000 Fax 01480 323115

Registered in England No. 2366656