



SUMMARY OF CHARGES

2019/2020

Development Services offer advice and guidance on water, self-lay and drainage issues relating to new or modified premises, whether planning an extension to an existing house or a large new housing or commercial development.

The charges set out in this booklet detail the charges relating to all the activities within Development Services.

These charges apply throughout the Anglian Water area where we offer both water and drainage services, in the Hartlepool Water area where we offer water services only and in the Cambridge Water, Essex & Suffolk Water, Thames Water, Severn Trent and Affinity Water areas where we offer drainage services only.

For information in relation to our methodology for our services and fees, please see our published [Charging Arrangements for 2019-2020](#).

Further information including application forms can be found on the Development Services section of our website www.anglianwater.co.uk/developers or by contacting us on 0345 60 66 087 or by email to developmentservices@anglianwater.co.uk.

These charges are applicable for the period 1st April 2019 to 31st March 2020. All charges, where applicable, are due before the work is carried out by Anglian Water (with the exception of DART accounts).

Any cash deposits held by Anglian Water for more than three months will attract interest at the interest rate defined by Ofwat.

If you are a non-household customer or applying for a temporary building supply, at the point of connection you will need to have selected a retailer.

To read more and for guidance on selecting a retailer go to www.open-water.org.uk/for-customers/

All charges shown exclude VAT which will be added, if applicable, at the appropriate rate.

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WATER CONNECTIONS

(SEE NOTES)

New water supply connections	£ per connection
Boundary box/manifold connection	453.00
Ferrule only connection (Developer installs boundary box or wall box and Anglian Water carry out connection to main)	444.50
Internal meter (meter fit to internal manifold in flats and apartment blocks) Internal meters will be installed by Anglian Water, this charge is for the internal water meter only and a new water supply connection greater than 32mm diameter will also be required and will be charged separately.	233.00
Temporary building supply This charge covers the disconnection and plugging off the supply after it is no longer required.	875.00

Off site connections (connection to an existing main)	£ per connection
Off site near side single connection up to 5 metres excavation	839.50
Off site far side single connection over 5 metres and up to 18 metres for pipe diameters up to 63mm For main in lieu, please see notes on page 12.	1,143.50
4 Port Manifold up to 5m	1,934.00
4 Port Manifold over 5m	2,503.50
6 Port Manifold up to 5m	2,642.00
6 Port Manifold over 5m	3,105.00
Domestic property fire sprinkler connection This will consist of a 32mm connection to the water main, with a 25mm metered spur for the domestic water.	1,599.00
Internal meter Internal meters will be installed by Anglian Water, this charge is for the internal water meter only and a new water supply connection greater than 32mm diameter will also be required and will be charged separately.	233.00
Temporary building supply This charge includes the first 2 metres of excavation and covers the disconnection and plugging off the supply, when supply is no longer required.	875.00

Excess excavation charges for digs greater than 18 metres for pipe diameters up to 63mm	£ per metre
Unmade	31.02
Footpath	95.30
Carriageway	112.32
Developer land	21.40
Private land	59.62

Connections greater than 63mm	£
>63mm to 90mm connection	Based on actual cost
>90mm and < = 180mm connection	Based on actual cost
>90mm and < = 180mm joint fire main and domestic connection	Based on actual cost

Traffic management charges	£
Road closure - major (motorway or dual carriageway)	Based on actual cost
Road closure - minor (single carriageway)	Based on actual cost
Two way traffic lights	440.00
Three way traffic lights	571.00
Four way traffic lights	618.00
Highway permit	At cost dependent on Highway Authority

Other charges	£
Aborted meter fit, per plot	91.00
Aborted new supply, per plot	91.00
Additional water regulations inspection, per plot	91.00
Additional site visit or resurvey, per plot	91.00
Cancelled new connection application	82.00

Replacement or repair of boundary box	£
Replace or repair boundary box	475.50

Use of approved plumbers/underground installers/site agents	Discount £ per connection
Self-certification of either underground pipework or internal plumbing	15.00
Self-certification of both underground pipework and internal plumbing	25.00

WATER MAINS

(SEE NOTES)

Design deposit (to be paid with application - prices shown include VAT)	£ Incl. VAT
1 to 100 properties	1,537.80
101 to 200 properties	1,759.80
201+ properties	2,197.80
Re-design fee	50% of appropriate fee
Additional site visits	289.20
Amendment of terms and conditions (with no re-design work)	264.00

Diversion of an existing water main (to be paid with application - prices shown include VAT)	£ Incl. VAT
Design deposit for water main diversions	1,962.60
Additional site visits	289.20

Remobilisation	£
Remobilisation charge	2,018.50

SELF-LAY

(SEE NOTES)

Design deposit – Self-laying of water mains and services (to be paid with application – prices shown include VAT)	£ Incl. VAT
1 to 100 properties	1,537.80
101 to 200 properties	1,759.80
Over 201 properties	2,197.80
Re-design fee	50% of appropriate fee
Additional site visits	289.20
Amendment of terms and conditions (with no re-design work)	264.00

Design vetting (to be paid with application – prices shown include VAT)	£ Incl. VAT
1 to 100 properties	898.20
101 to 200 properties	968.40
201+ properties	1,084.80
Re-vetting fee (where the planning permission or layout of the development is altered and a re-vetting is required)	50% of the above costs

Self-lay services	£
Self-lay service connections – Anglian Water fit meter (SLP to install trickle flow plug at time of connection and Anglian Water to fit meter at time of water regulations inspection)	128.50

Use of approved plumbers/underground installers/site agents	Discount £ per connection
Self-certification of either underground pipework or internal plumbing	15.00
Self-certification of both underground pipework and internal plumbing	25.00

Zonal charges will also be charged on all new domestic connections, please see section on zonal charges for further information.

DRAINAGE CHARGES

(SEE NOTES)

Sewer connection vetting and administration fee (to be paid with application)	£ per application
Direct connection: This charge relates to an application to connect directly to the public sewer under Sections 106-108 of the Water Industry Act 1991. The charge is applied per application and includes one visit to the site, if it is necessary. If more than one visit is required, a further site visit charge will be payable for each additional visit.	393.00
Indirect connection: This charge relates to an application to connect indirectly to the public sewer under Sections 106-108 of the Water Industry Act 1991. The charge is applied per application.	189.00

Note: Zonal charges will also be charged on all new domestic connections; please see section on zonal charges for further information.

Adoption of a lateral drain (to be paid with application)	£ per application
Lateral drain adoption vetting and administration fee This fee is for the vetting and administration of an application for adoption of a lateral drain.	282.00
Site visits	£
Additional site visit	206.00

Building over or near to a public sewer (to be paid with application)	£ per agreement
Build over consultation fee (This fee is refundable should a full build over/near application be required)	51.00
Build over/near vetting and administration fee This fee is for the vetting and administration of an application for building over or near to a public sewer	442.00
Site visits	£
Additional site visit	206.00
Abortive visit	206.00

Adoption of a new sewer (Section 104) (deposit payable with application)			
Size of Development	Foul only	Surface water only	Foul & surface water
Up to 50 plots	500.00	500.00	500.00
51-100 plots	1,000.00	1,500.00	3,500.00
100 plus plots	1,500.00	5,000.00	7,000.00

Adoption of a new sewer	£
Supervision/inspection fee	2.5% of estimated construction cost
Minimum supervision fee	500.00
Repeat vetting fee (Becomes payable for 2 nd vetting task and beyond)	212.50
CCTV Assessment	179.00
Surety – sewer Minimum surety for sewer If the value of the works is less than £5,000, the value of the surety must be the total value of the works.	10% of estimated construction cost 5,000.00
Legal agreement	328.00

Adoption of existing sewers	£
Adoption of intervening drains	530.00
Adoption of sewers and drains up to 500m in length	705.50
Adoption of sewers and drains over 500m in length	983.50
Adoption of sewage treatment facility	Based on actual cost
Additional charge for adoption of pumping stations	993.50
Additional site visit	206.00
Additional CCTV assessment	178.50
Solicitor enquiries	40.00
Amendments to legal agreements, Deed of Variation & Deed of Novation	Based on actual cost

Diversion of an existing sewer	£
Vetting and admin fee (payable with application)	180.00
Supervision/inspection fee	4.5% of estimated construction cost
Minimum supervision fee	1,000.00
Surety	100% of estimated construction cost
Legal agreement - on site diversion	219.00
Legal agreement - off site diversion	328.00
Land agent/compensation costs for works on third party land	Based on actual cost

Section 30 sewer requisition	£
Supervision/inspection fee	5% of estimated construction cost
Minimum supervision fee	500.00
Surety	100% of estimated construction cost
Legal agreement	328.00
Land Agent/Compensation Costs for works on third party land	Based on actual cost

Telemetry charges for pumping stations
Should you wish to include a pumping station for any drainage application, charges will be applicable for ascertaining the correct method and acquisition of telemetry equipment. For further information or guidance in relation to these charges, please contact our Legal & Telemetry team; developertelemetry@anglianwater.co.uk

Transfer of pumping station - legal fees and additional charges (Charges include land registry fees and are exempt of VAT)	£
Standard charge - applies to: <ul style="list-style-type: none"> • Transfer of a pumping station • Deed of Grant of Easement for discharge to watercourse • Deed of Grant of Easement for discharge to a balancing lagoon 	750.00
Discretionary Discount Rate (see notes – pg 15)	650.00
Discretionary rate for combined deeds (see notes – pg 15)	1,000.00
In the case of complex issues the following standard additional charges will apply	£
Charge for more than one title – charged per title	50.00
Complex titles/additional documents requiring review <ul style="list-style-type: none"> • charge for first title or document • charge for each additional title or document 	100.00 50.00
Complex amendments – charged per hour	100.00
Unforeseen disbursements	Based on actual cost

PRE-PLANNING ENQUIRIES

(SEE NOTES)

Water only £ Incl. VAT	Drainage only £ Incl. VAT	Water and drainage £ Incl. VAT
509.40	549.00	763.20

ZONAL CHARGES

(SEE NOTES)

Type of connection	£ per connection
Anglian Water Services Ltd – Water fixed element	370.00
Anglian Water Services Ltd - Water variable element	88.50
Hartlepool Water Services Ltd – Water fixed element	219.00
Hartlepool Water Services Ltd - Water variable element	00.00
Anglian Water Services Ltd - Sewerage fixed element	370.00
Anglian Water Services Ltd - Sewerage variable element	101.00

Note: Zonal charges will be charged on all new domestic connections; please see section on zonal charges for further information.

NOTES

WATER CONNECTIONS

These apply to new water supply connections whether off a new water main on a new development or an existing water main. The charges are per property/premises to be connected.

Zonal charges will also be charged on all new domestic connections, please see the section on zonal charges for further information.

If the new water connection is for non-domestic usage, the cost of any offsite reinforcements will be recovered from the applicant.

All new connections will be fitted with a water meter. Please note that when the connection is made, a trickle flow plug will be installed into the boundary box or wall box. The trickle flow plug will give adequate flow and pressure for the testing of the internal plumbing system, but will not be adequate to supply an occupied property. The meter will be installed at the same time as the internal water regulations inspection is carried out, subject to the property being compliant with the regulations.

Please be aware, if you are a non-household customer or applying for a temporary building supply, at the point of connection you will need to have selected a retailer. To read more and for guidance on selecting a retailer go to www.open-water.org.uk/for-customers/

At cost new supply connections

Any connection greater than 63mm in diameter, or any connection less than 180mm in diameter but greater than 100 metres in length will, in all cases, be carried out on an 'at cost' basis. Anglian Water will request the estimated cost of the work as a deposit. Applicants may opt for 'at cost' instead of standard charges on any connection.

Replacement water connections

A replacement water connection is the provision of a new water service pipe to a property that is already being supplied with water from Anglian Water, either by a direct supply or part of a common supply shared with other properties.

In the majority of cases the replacement connection will be rechargeable to the applicant using our standard connection charges. In some cases if the existing service pipe is lead, the replacement water connection may be free of charge. If you have a lead pipe and would like to know if you qualify for a free replacement connection, please contact our Water Connections team on 0345 60 66 087, option 2, then option 1.

Access and permissions

If Anglian Water have to gain access to third party land or need to seek permissions from third parties like Network Rail, the costs associated with these will be passed on to the applicant.

Additional site visits and resurveys

If the applicant requests a site meeting after the initial survey has been carried out (after indicating no site meeting required on the application form) or requests additional site meetings, these will be charged per site visit.

Use of approved plumbers/underground installers/site agents

If the applicant uses an approved plumber, approved underground installer or approved site agent to self-certificate that installations comply with the Water Supply (Water Fittings) Regulations 1999, Anglian Water do not need to inspect and the following discount can be given.

Approved means that they are registered with either the Anglian Water approved plumber/contractor scheme (APLUS), a scheme operated by another water company, or the WIAPS scheme operated by the Water Regulations Advisory Service. A copy of the certificate issued by the approved plumber/contractor would be required.

WATER MAINS

Please be aware, if you are a non-household customer or applying for a temporary building supply, at the point of connection you will need to have selected a retailer. To read more and for guidance on selecting a retailer go to www.open-water.org.uk/for-customers/

Main in lieu

For non-standard connections, which subsequently become a main in lieu, under S46 of the Water Industry Act paragraph 8 and 9b, the Undertaker can ensure that the cost shall not exceed the amount that would have been reasonable to lay a service pipe; thereby making the costs recoverable. In these circumstances the main in lieu would be costed appropriately.

Provision of a new water main

Anglian Water will design the new water mains required and provide an estimate of the applicant's contribution. The design fee paid in advance will be deducted from the contribution.

As an alternative to Anglian Water constructing the new mains, the Developer can provide the mains under a self-lay agreement. Please see the section on self-lay of water mains and services.

Design deposit

Anglian Water request that a deposit is paid with the application. The deposit is calculated on the number of properties on the site. The deposit includes one site visit, further site visits will be charged per visit. The additional site visits and amendments to terms and conditions are non-refundable. The amendments of terms and conditions will be applied where there is a change from Anglian Water to complete the works to a SLP or vice-versa.

The re-design deposit will be requested where there is a design/layout or phasing change. It will also be applied if the original design offer issued has expired. Design offers have a validity period of six months.

If a scheme is designed and you choose not to go ahead the deposit will be retained to cover the cost of our design works.

Diversion of an existing water main

If an existing water main needs diverting to a different location due to its existing position being in the vicinity of planned works, Anglian Water will design and estimate the cost of these works. The applicant will pay the full amount of the estimated costs. On completion of the works the costs will be recalculated using the actual costs incurred and the applicant will be billed for any additional costs or refunded, if actual costs are less than estimated. Please note that Anglian Water will not allow the building over of a water main.

A design deposit will be payable upon application for a water main diversion. This will be deducted from the scheme costs once the work has been completed.

Remobilisation charge

Before a main laying scheme commences, Anglian Water will hold a pre-commencement meeting with the customer to agree the scope of works to be carried out and agree a planned start date. If the works cannot commence on the agreed date or the scope of the works agreed cannot be completed on that site visit or are different from the original design, a remobilisation charge will be applicable for future site visits.

SELF-LAY

Self-laying of water mains and services

As an alternative to Anglian Water constructing the new mains, the Developer can provide the mains under a self-lay agreement. The Developer must use a self-lay provider (SLP) that is accredited with WIRS (Water Industry Registration Scheme) and an asset payment shall be paid to the Developer when Anglian Water adopts the main.

Scheme design or vetting of an SLP submitted design and preparation of site scheme

Anglian Water request that a deposit is paid with the application. The deposit is calculated on the number of properties on the site. The deposit includes one site visit, further site visits will be charged per visit. The additional site visits and amendments to terms and conditions are non-refundable. The amendments of terms and conditions will be applied where there is a change from Anglian Water to complete the works to a SLP or vice-versa.

The redesign deposit will be requested where there is a design/layout or phasing change. It will also be applied if the original design offer issued has expired. Design offers have a validity period of six months.

If a scheme is designed and you choose not to go ahead the deposit will be retained to cover the cost of our design works.

Design vetting

Where a SLP chooses to carry out the design works, in accordance with our self-lay arrangements, the design vetting deposits are payable with the application.

DRAINAGE CHARGES

Please be aware, if you are a non-household customer you will need to have selected a retailer. To read more and for guidance on selecting a retailer go to www.open-water.org.uk/for-customers/

Sewer connection vetting and administration fee

This charge relates to an application to connect to the public sewer under Sections 106-108 of the Water Industry Act 1991. The charge is applied per application. This fee is payable with the application. Zonal charges will also be charged on all new domestic connections, please see section on zonal charges for further information. *This fee is payable with the application and is outside the scope of a charge to VAT.*

Adoption of a lateral drain

Should you wish Anglian Water to adopt your lateral drain (the section of drain between the property boundary and the point of connection with the public sewer) or should Anglian Water make the adoption a requirement of the connection approval, an additional charge per application will be payable. This charge is in addition to the sewer connection vetting and administration fee described above and includes one visit to site. If more than one site visit is necessary a further charge will be payable for each visit. *The fee is payable with the sewer connection application.*

Building over or near to a public sewer

Some parts of the public sewerage system are situated within the boundary of properties and you must obtain our authorisation to carry out any building works over or within 3m of the public sewerage system.

A consultation fee is made for services to check if a build over application is required or whether the proposed works comply with our standard criteria. *This fee is refundable should a full build over/near application be required.*

The Technical Vetting and Administration fee is for the processing and assessment of a consultation regarding proposals to build over or near to the public sewerage system. The fee is payable with the application and is payable regardless of whether we are consulted by you directly or by the Building Control Body. The fee includes two site visits if necessary and a further charge will be payable for each additional visit. The fee includes for a Build Over/Near Agreement if this is required. If your proposals meet our standard criteria you may not need to submit an application/pay the fee. *This fee is payable with the application and is outside the scope of a charge to VAT.*

Abortive visit

An abortive visit will be charged if Anglian Water attend site to carry out the works and the site is not ready.

Adoption of a new sewer (S104)

Fees and costs associated with sewer adoptions are set out in the current edition of the WRc publication 'Sewers for Adoption'.

You are required to make an application to connect to the public sewer for your proposed sewer and to pay the Technical Vetting and Administration Fee (TVA). The value of the payment required is dependent upon whether the proposed connection is direct or indirect. If you are proposing to connect to the existing public sewer, you are required to pay the 'direct' TVA; however, if you are proposing to connect to an existing private sewer you are required to pay the 'indirect' TVA. If the sewer you propose to connect to is under your ownership or the ownership of another developer and is or will be subject to a Section 104 Adoption Agreement, the connection is considered to be indirect and the 'indirect' TVA is payable. *This fee is payable with the application and is outside the scope of a charge to VAT.*

Upfront deposit

An upfront deposit is to be paid with all S104 adoption applications. This will be deducted from the final 2.5% vetting/supervision fee. The upfront deposit is non-refundable and is used to cover our costs should you decide not to proceed with the application. *This fee is payable with the application and is outside the scope of a charge to VAT.*

Adoption of existing sewers

Section 102 of the Water Industry Act allows the owners of a private sewerage system to apply for adoption of their system by the Water Company.

Adoption of an intervening drain technical vetting and administration fee - This fee is for the processing and assessment of an application to adopt an intervening private drain. The fee includes for two site visits and for assessing two CCTV surveys submitted by the applicant. A further charge will be payable for extra site visits or assessments of CCTV surveys. *This fee is payable with the application and is outside the scope of a charge to VAT.*

Sewerage systems up to 500m in length - The fee includes for two site visits and for assessing two CCTV surveys submitted by the applicant. A further charge will be payable for extra site visits or assessments of CCTV surveys. *This fee is payable with the application and is outside the scope of a charge to VAT.*

Sewerage systems over 500m in length - The fee includes for two site visits and for assessing two CCTV surveys submitted by the applicant. A further charge will be payable for extra site visits or assessments of CCTV surveys. *This fee is payable with the application and is outside the scope of a charge to VAT.*

Extra over charge to be applied if the sewerage system includes a pumping station - The fee includes for four site visits and a further charge will be payable for extra site visits. *This fee is payable with the application and is outside the scope of a charge to VAT.*

The fee for Section 102 applications that include a Sewage Treatment Facility will be calculated on a site by site basis. *This fee is payable will be outside the scope of a charge to VAT.*

Solicitor enquiries

This fee is for the administration and processing of enquiries regarding the status of legal agreements. We will require a written commitment to pay the fee prior to the provision of any information and the fee is charged per enquiry. *This fee is payable with the application and is outside the scope of a charge to VAT.*

Diversion of an existing sewer

If an existing sewer needs diverting to a different location due to its existing position being in the vicinity of planned works, the charges will apply. For off-site diversions that require works on third party land Anglian Water will meet the land agent/compensation costs, however, these will be re-charged to the developer at cost.

Section 30 sewer requisition

If you are required to lay sewers through third party land, but have been unable to obtain the agreement of the landowner, the Section 30 Agreement allows you to utilise Anglian Water's statutory pipe laying powers. Anglian Water will meet the land agent/compensation costs; however, these will be re-charged to the developer at cost.

Transfer of pumping station – legal fees

Discretionary discount rate - may be offered by legal services where a transaction has been particularly straightforward i.e.:

- single title with no issues;
- no issues with plan;
- no amendments to standard draft required.

Discretionary rate for combined deeds – Where a deed of grant for a balancing lagoon and a deed of grant for a water course can be combined i.e.:

- similar area of land;
- same landowner;
- not more than two registered titles.

PRE-PLANNING ENQUIRIES

These fees are to provide developers with feasible water and drainage solutions. With some complex sites, additional hydraulic modelling is required to determine the impact of foul flows from your development on the existing catchment. There is no additional charge for this report.

Payment options for pre-planning fees

Pre-planning fees are subject to VAT at the standard rate

Full payment must be received before we can process your enquiry. **We no longer accept cheques.**

Payment can be made by the following options:

- Online through our new portal [InFlow](#).
- Telephone on 0345 60 66 087, option 4, option 1, to provide credit/debit card details.
- BACS/bank transfer - Account number 10276367, sort code 20-43-71.

ZONAL CHARGES

Zonal charges are separate from and additional to connection charges. The zonal charges are types of charges set out in section 146(2) of the Water Industry Act 1991. The zonal charge should be paid by anyone who wishes to build or develop a property.

Zonal charges are outside the scope of VAT

The zonal charge is applicable to the following whether connecting directly or indirectly:

- Building of new domestic premises, including permanent caravans.
- Additional new premises on the site of demolished premises.
- Conversion of existing building into additional units/dwellings.
- First time connection of an existing property.
- New commercial and industrial units.

Zonal charge consists of two elements; the fixed element and the variable element.

The first 'fixed element' is a figure that is applied wherever the development is situated. It is the same in nature to our infrastructure charge that applied prior to April 2018.

The second 'variable element' may vary according to criteria which may be introduced in future. In this charging year, we do not intend to introduce any such criteria, so there will be one single variable element applied in all cases. However, in future, we may introduce, for example, charging divergence between zones where there are different levels of infrastructure investment required.

The sum of the elements of the zonal charge is a contribution towards the cost of infrastructure provision for growth maintaining the broad level of balance with the previous charging regime.

Relevant multiplier

Non-standard zonal charge will be applied to premises with domestic water usage but are not normal domestic dwellings, for example; sheltered housing, schools, student accommodation, high rise flats on a common billing agreement or non-domestic properties with a connection larger than the standard size for a house, 20mm internal diameter.

This charge is calculated by applying a relevant multiplier to the zonal charge. The relevant multiplier is a calculation based on the number of water fittings in the property, each type of water fitting has a loading unit, and the number of fittings is multiplied by the loading unit to get the total loading units.

The average number of units per property is taken as 24 (industry standard) and therefore the total loading units is divided by 24 to get a relevant multiplier of 1.

Example A

A development of 15 sheltered flats:
 Total loading units = 147
 147 divided by 24 = 6.125
 6.125 divided by 15 (Number of units)
 Relevant multiplier = 0.41 per flat
 Zonal charge = zonal charge x 0.41 per flat

Example B

A factory with a 50mm supply
 Total loading units = 208
 208 divided by 24 = 8.67
 Relevant multiplier = 8.67

Zonal charge = zonal charge x 8.67

Water fitting Includes any plumbing outlet, dedicated space or other provision for that fitting	Loading unit (A)	Number of fittings (B)	Total load (A x B)
WC flushing system	2		
Wash basin in house or flat	1.5		
Wash basin elsewhere	3		
Bath (tap size 20mm) Bath includes a whirlpool bath or equivalent	10		
Bath (tap size > 20mm) Bath includes a whirlpool bath or equivalent	22		
Shower	3		
Sink (tap size 20mm)	3		
Sink (tap size > 20mm)	5		
Spray tap	0.5		
Bidet	1.5		
Domestic appliance (subject to minimum of 6 loading units). Includes standard domestic washing machines, dishwashers, and waste disposal units	3		
Communal or commercial appliance. Includes commercial/communal domestic washing machines, dishwashers, and waste disposal units	10		
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3		
Total Loading Units (LU)			

The calculated relevant multiplier applies to both water and sewerage zonal charges. In the case of premises with sewerage only connection and no water fittings, the relevant multiplier will still apply, but only to the sewerage zonal charge.

Water efficient properties

Where premises are built to a water efficiency standard of 100 litres per person per day, the fixed element of the zonal charge will be refunded. This should be evidenced through output from the water calculator, which can be found at: <http://www.thewatercalculator.org.uk/>. If you are looking to develop in part of our area where another company provides your water or sewerage services, our refund cannot apply to that company's charges for network reinforcement.

Zonal charge credits (fixed element only)

If a live connection has existed on the site to be developed and has been billed by Anglian Water within five years immediately preceding redevelopment, a zonal charge credit will be applied and deducted from the quotation. This applies to the fixed element of the zonal charge only.

PAYMENT

VAT

1) Notes / Payment /VAT

As a general rule, the VAT liability of our charges for water mains and requisitions is determined by the type of properties that will be connected to our networks.

For example:

- If you have a new housing development and require a new main and connections to the houses under construction our charges will be zero rated for VAT purposes,
- If you have a mixed development comprising new houses and other properties we will only zero rate the connection charges for the new houses, all other connection charges and the cost of the new main will be subject to VAT at the standard rate,
- If you require a new main and/or connection for a qualifying residential conversion it may be possible it may be possible to apply the 5% reduced rate of VAT to our charges,
- For new mains and/or connections to existing properties or commercial properties our charges will be subject to VAT at the standard rate.

If you have any doubts or queries, please ask for further information.

Methods of payments

There are three ways of making payment to Development Services.

Please note cheques are no longer accepted

For payment of pre-planning fees, please see the 'Pre-planning enquiries' notes on page 15 of these charges.

Online through InFlow

Once you have completed your application you can pay online, through our portal InFlow, using a debit or credit card.

By phone - credit/debit card

Please contact our Income Team on 0345 60 66 087, option 4, then option 1. Please have your card details and InFlow application number ready.

Internet banking/BACS

Account number 10276367, sort code 20-43-71. Please quote your InFlow application number as the reference number when paying by BACS, and always provide us with a copy of your BACS remittance, attaching all completed connection remittance advices where appropriate

Remittance advices

When making a payment the relevant remittance advices for the plots being paid for must be returned to Anglian Water indicating the payment option used.

Failure to return the Anglian Water remittance advices will lead to delays in processing the payment and may delay your connection. Remittance advices can be returned by:

Post to: Anglian Water Services Ltd, Development Services, PO Box 495, Huntingdon, PE29 6YY

Email to: dsincome@anglianwater.co.uk