

# Water and Sewerage infrastructure charges 2017-18

A guidance leaflet for customers and developers

## Introduction

Southern Water provides a wastewater collection and disposal service over the whole of the south east of England, and a water supply service over part of this region. Water is supplied in the rest of the region by other water supply companies who will tell you about their own charges on request.

The information in this leaflet applies where you intend to connect premises to the public water supply or a public sewer, even if you are using an existing drainage connection. It explains about the liability to pay infrastructure charges directly to Southern Water in addition to any costs of making the connection itself. The leaflet offers general advice, and you may wish to seek further technical advice by telephoning **0330 303 0368**. Alternatively, you may find the information you require at [southernwater.co.uk](http://southernwater.co.uk).

## What are infrastructure charges?

The Water Industry Act 1991 allowed companies to make an Infrastructure Charge as a contribution to the overall costs of developing and maintaining the water supply and sewerage networks. They are payable where new or existing premises are connected for the first time to the public water supply or to a public sewer, either directly or indirectly (for example, via a private sewer or drain). Payment of these charges is due at the time of connection but they do not include any costs related to the physical connection itself. A separate charge may also be payable for a sewer requisition.

## What sorts of development incur infrastructure charges?

Infrastructure charges will be raised when any premises are connected to our water supply or to our sewerage network for domestic drainage. Here are some examples of typical premises:

- Private dwelling houses
- Flats and maisonettes
- Sheltered housing units
- Hotels and guest houses
- Retirement homes and nursing homes
- Hostels and student halls of residence
- Caravans, mobile homes and moored house boats
- Communal laundry, shower and toilet blocks
- Shops, commercial or industrial units, petrol filling stations or other buildings with domestic water fittings, e.g. WCs, washbasins
- Substantial extensions to any of the above

This list is not exhaustive and if you are in any doubt, please seek advice from us at an early stage.

You may incur additional charges in respect of any non-domestic use of our services, e.g. if there is an effluent from an industrial process carried out on the premises.



For more information, visit

➤ [southernwater.co.uk/infrastructure-charges](http://southernwater.co.uk/infrastructure-charges)



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## How much will you have to pay?

For the majority of new developments (including conversions) and existing properties which become connected, the standard amounts will be payable in respect of each individual unit.

The standard amounts that Southern Water can charge are approved by Ofwat and for the year commencing 1 April 2017 are:

Water infrastructure charge £365.40  
 Sewerage infrastructure charge £365.40  
 (VAT is not applicable)

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## In what circumstances will an amount other than the standard amount be payable?

Infrastructure charges for premises comprising private dwellings which are to be supplied and are billed for water services together (such as sheltered accommodation), and other premises to be supplied by a service pipe with nominal internal diameter larger than 20mm (such as hotels and office buildings), may be a multiple of the standard amount to reflect the load on the service.

For those properties where the water load has to be calculated, the procedure agreed nationally with Ofwat will be applied.

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## When will we notify you of the amount to be paid?

### Water

The infrastructure charge is payable when the premises are connected to the public water supply.

### Sewerage

The infrastructure charge is payable when the premises are connected, either directly or indirectly (for example, via a private sewer or drain) to the public sewerage system. This is normally when the sink(s), bath and WC(s) are installed.

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## Who can make the actual connections?

Connections into the public sewer can be made by developers, but only with specific approval after notice has been given to Southern Water of the intention to do so. Please contact Southern Water on **0330 303 0368** for an information pack. Please refer to [southernwater.co.uk/infrastructure-charges](http://southernwater.co.uk/infrastructure-charges)

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## How to contact us

If you have received an invoice from us and would like any further information, please contact:

### Southern Water Services Limited

PO Box 4056  
 Worthing  
 West Sussex  
 BN13 3XX

Telephone:

**0330 303 1260**

Minicom:

**0330 303 1265**

Email [miscinc@southernwater.co.uk](mailto:miscinc@southernwater.co.uk)

**For more information, visit**

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