

Development Services and New Connection Charging Arrangements

1 April 2026 to 31 March 2027



Where we operate

We supply wonderful water to homes and businesses in the areas of Wales that were previously served by Dee Valley, as well as Powys and Monmouthshire.

The area highlighted in green on the map highlights the Hafren Dyfrdwy region, alongside the neighbouring Severn Trent region in white.



Monmouthshire ●

About this document

This Charging document is relevant to all of our developer customers and contains details of the charging arrangements associated with new connections for water and sewerage.

These Charging Arrangements cover the period 1 April 2026 to 31 March 2027. The charges in this document supersede charges in all other previous published charging arrangements.

Throughout this document, the term “developer” refers to all our customers who are building and developing.

Were here to help

If you have any questions about this Charging Arrangement Document, please call the developer services team on 0330 678 1481. Our usual opening hours are Monday to Thursday 9.00am to 4.00pm and Friday 09.00am to 3.30pm.

VAT

All charges shown in this document are exclusive of VAT, unless otherwise stated. This is because VAT rules are dependent on the type of work and property concerned therefore it is not possible to set out the VAT liability for each item. Your quote will include VAT, if applicable, at the appropriate rate.

Broadly the VAT liability of our charges for water connections and mains, or sewer requisitions is determined by the type of properties that will be connected to our network. For example, if you have a new housing development and wish to requisition a new water main that will be used to connect houses during the course of their construction, our charges will be zero rated for VAT purposes. Whereas our charges for laying mains and making connections to existing properties, or commercial properties, will be subject to VAT at the standard rate; 20% at the time of publication. In addition, certificated VAT reliefs may apply to charges for the connection of certain residential or charitable properties and a reduced VAT rate of 5% applies to certain properties that are being renovated or converted for residential use.

Choice in the market

The market for new infrastructure is open to competition meaning developers can choose who does certain works.

When a developer needs a new water or sewer connection, they have the following options:

Service Provider	Activity
Self Lay Provider (SLP):	To complete the works for water connections.
	SLPs complete the works for water mains laying and service connections. To do this they are required to be accredited by Lloyd's Register under the Water Industry Registration Scheme (WIRS), a list of WIRS accredited contractors can be found here .
	When a SLP provides a quotation, or estimate, of its charges to a developer it will include the charges of any non-contestable works that Hafren Dyfrdwy will be doing. If the SLP has asked Hafren Dyfrdwy to complete some contestable works, these will also be included in the quotation/estimate

<p>New Appointment and Variation (NAV):</p>	<p>To complete the works for water and sewer connections.</p> <p>A developer can apply to a NAV to lay the water and sewer pipework for a development area, provided the site meets criteria set by our regulator, Ofwat.</p> <p>When the developer chooses this route the NAV applies to Ofwat, for a New Appointment or Variation (to their licence) and, if approved, the NAV becomes the local water and/or sewer company for the area of the development.</p> <p>The NAV company has the same duties and responsibilities as the previous statutory water company, including for the operation and maintenance of the assets, customer service and billing within the area of its appointment.</p> <p>A NAV can apply directly, or on behalf of a developer, to Hafren Dyfrdwy for water and sewer connections. This will generally consist of connections from the site boundary to our existing network and is known as a “bulk supply” or “bulk discharge” arrangement for the water supply or waste connection respectively.</p> <p>You can find our bulk water supply tariff for our NAVs in our Wholesale Scheme of Charges.</p>
<p>Drainage Contractor:</p>	<p>To complete the on-site works and/or sewer connections.</p> <p>A drainage contractor can lay the sewer pipework. These need to meet Building Regulations and relevant adoption requirements. To connect to our sewer network the works will need to be approved, inspected and signed off as acceptable.</p> <p>Assets which are offered to Hafren Dyfrdwy for adoption must be designed and constructed to the Design & Construction Guidance under the Codes for Adoption published by Water UK. A formal agreement using the national standard template needs to be completed. On completion of all works, and subject to meeting the requirements under the Code for Adoption, the assets will be vested as public sewers following a maintenance period (currently 12 months) and the completion of any legal requirements. After this time, we take on the responsibility for their operation and future maintenance.</p> <p>You can access the Design & Construction guidance and all other Codes for Adoption documentation on the Water UK Website</p>

Applications

How to connect to our network

If you need a new connection for your own home, you'll need a water and/or sewer connection into our existing network. For larger developments with more complex requirements, you may need infrastructure that supports the needs of your development.

Who can apply for a new connection

It's the owner of the land, or someone who has significant interest in the land, who needs to apply for a new water and/or sewer connection. This may be an individual or a company.

We'll accept an application form from an agent or a consultant working for the applicant, but it's the applicant who is responsible for the content in the application form and must sign the declaration at the end of the form.

How to apply for a new connection

All of our new water and sewer connection [application forms](#) are on our website. You can email it to us at new.connections@hdcymru.co.uk in a zip file or post it back to us including any supporting documents to:

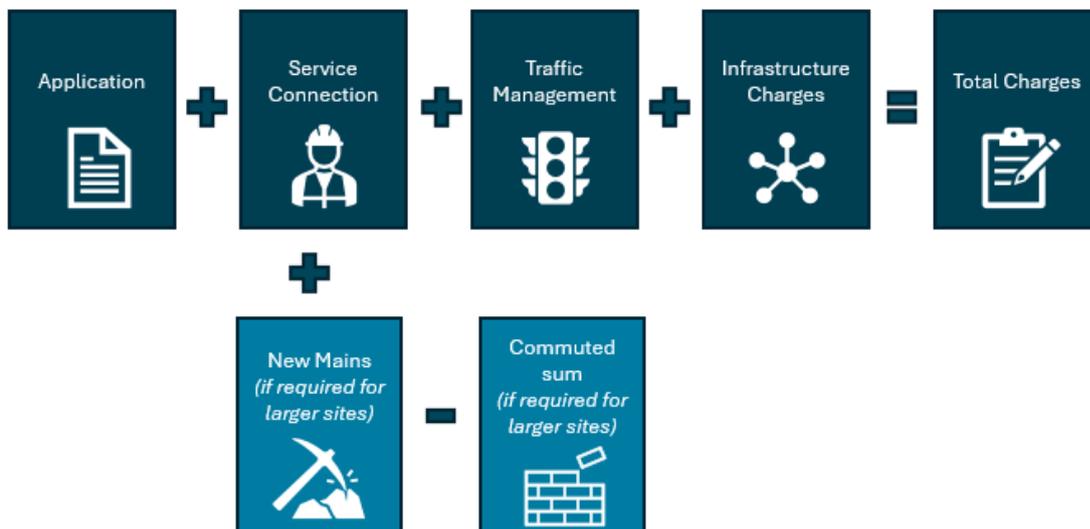
Hafren Dyfrdwy Cyfyngedig
PO Box 5311
Coventry
CV3 9FL

Alternatively, please call the developer services team on 0330 678 1481 and they'll send you an application form in the post. Our opening times are 9.00am to 4.00pm Monday to Thursday and 9.00am to 3.30pm on Friday.

As well as application forms we have a number of [guidance notes](#) which you may want to read before applying, or use as a reference throughout the new connection process.

Quotes

The cost of a new water connection typically consists of the following charge components:



Quote validity period

All our quotes, agreement and approval notices are valid for six months from the date of the covering letter, subject to change at our discretion.

If your requirements, specifications, or design change during the six-month validity of your quote, we'll need to provide a new quote. A requote or redesign fee will apply based on the current published charges.

Quotes not accepted and paid within six months will be cancelled. If you still need the work, you'll need to submit a new application and pay the applicable fee according to the latest charging arrangements

Activity	Quote validity period
Service connections:	<p>You have six months from the date your quote is issued to accept and pay your quotation and complete your connection.</p> <p>If you're unable to connect within this timeframe but still need the work, you'll need to request a new quote and pay the fee based on the current published charges.</p>
Large Diameter Connections (LDCs):	<p>You have six months from the date your quote is issued to accept and pay your quotation and complete your connection.</p> <p>If you're unable to connect within this timeframe but still need the work, you'll need to request a new quote and pay the fee based on the current published charges.</p> <p>Charges for individual properties that fall outside of the six-month quote validity period will be charged at the prevailing years rate.</p>
Mains Requisitions:	<p>Once you have accepted and paid for your quotation, you must commence these phases of work within six months of the quote being issued.</p> <p>For any future phases that commence in a different charging period, you'll need to apply for a requote and pay the appropriate fee as per our published charges at that point in time.</p>
Diversions:	<p>Once you have accepted and paid for your quotation, you must commence these phases of work within six months of the quote being issued.</p> <p>For any future phases that commence in a different charging period, you'll need to apply for a requote and pay the appropriate fee as per our published charges at that point in time.</p>
All other work types:	<p>By accepting and paying for your quotation you are agreeing to commencing works (dependant on types of works) within six months, as set out in your terms and conditions</p>
Plot/property connections:	<p>Plot connections and related infrastructure will be estimated as a lump sum in your quote. These costs aren't payable until you're ready to call off or connect the plot. Please note, charges will be based on our published charges, in effect at the time you call off or connect.</p>

Validity of new connection quotations across charging years

Your quote is valid for six months, even if this period crosses into a new charging year. If your design or specification changes, or if the quote expires, you'll need to request a new quote and pay the relevant fee based on current published charges at that point in time.

If unforeseen circumstances mean actual costs differ significantly from your original quote, we'll reconcile using the rates from the charge year when your quote was accepted even when the work takes place in the subsequent charge year. If you've overpaid, we'll refund the difference based on those original rates.

Please note that completed applications for service connections received between 1 February and 31 March 2026 will be quoted using 2026/27 published charges: Our reason for doing so is because construction and connection activity is unlikely to be completed before 31 March 2026 therefore the following years charges will apply. If the work is finished before that date, we'll requote at 2025/26 rates and refund any difference. No requote fee will apply. The same logic applies each year, and from 1st February 2027 our quotations will be based on the subsequent years rates (2027/28) which are yet to be published.

Ensuring accurate and timely account set up

Once a new connection to our network takes place it is essential that new occupant details are provided to us, along with accurate meter details. Where these details are not provided, we will levy charges for the associated services provided to that property, for example: the fresh water supply as measured by the meter, wastewater charges and standing charges.

Changes in Legislation

If unforeseen legislative changes occur between 1 February 2026 and 31 March 2027 that result in additional costs beyond our published charges, we will pass these costs on to you.

How to pay

You can pay for any of our charges by credit/debit card or by BACS.

Credit/debit card

We accept all major credit/debit cards and to pay by card simply call us on 0330 678 1481.

Please do not email your credit/debit card details to us.

BACS

You can make a BACS payment to our bank account using the details below:

Bank:	Barclays
Sort code:	20-00-00
Account Number:	33604071
UTR Number:	GB486985565
Company Registration Number:	054 15325 13168
Reference:	<notification number or address/ postcode of site>*

*The notification number is the unique reference number that we'll send you when we acknowledge receipt of your application form. If this isn't provided to us it may delay or invalidate your application.

If you're making a payment ahead of receiving this number, please insert the address and postcode of your site to enable us to locate your payment more effectively.

Payments in advance are not deposits therefore we will not pay interest on payments in advance.

Miscellaneous charges

We will charge for repairs for damage to our water and sewerage assets, pipes and/or apparatus including, where appropriate, under section 174 of the Water Industry Act 1991, to whoever is responsible for damaging them. We will recover all costs incurred (including to both Hafren Dyfrdwy and/or our contractors) associated with the investigation, administration, issuance of statutory notices, repair, maintenance and/or reinstatement of the asset, pipe or apparatus. We will also recover any other costs we incur as a result of the damage.

We will charge for the alteration or removal of any water or sewerage asset, pipe and/or apparatus where any of our statutory or legal rights are interfered with to whoever is responsible for interfering with those rights (including instances of unconsented build-over or build-near our assets, pipes and/or apparatus). We will recover all costs incurred (including to both Hafren Dyfrdwy and/or our contractors) associated with the investigation, administration, issuance of statutory notices, removal, alteration, repair, maintenance and/or reinstatement of the asset, pipe and/or apparatus. We will also recover any other costs we incur as a result of the damage.

Where we discover an unlawful connection to our water mains we will discuss required remedial steps with you. You are responsible for undertaking these required remedial steps at your cost. If we need to undertake this remedial work on your behalf, we will charge you for this including all our direct and indirect costs associated including, but not limited to: investigation, administration, removal of unlawful connection, repair and remediation to our water mains (including to both Hafren Dyfrdwy and/or our contractors). If you do not allow us to access to complete this remedial work, we may seek a warrant to enter your land and undertake the remedial work. We may charge you for any costs associated with obtaining and executing this warrant. If we decide to prosecute you unlawful connection to our water mains (even if remedial work is planned, in progress or complete) we reserve the right to charge you for any costs (including legal costs) we incur in undertaking this step.

All charges for applications, initial enquiries, requotes and redesigns are non-refundable

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

Cancelled applications

If your application has already been passed to the team for assessment and you cancel your application, the fee is non-refundable. If you cancel your application before the assessment stage, you'll be charged the fee below and the remaining balance will be refunded. This applies to all application types.

Cancelled application	Charge
Fee for any application cancelled before an assessment is carried out	£58.21

Service connections charges

Application fee

When you've completed the relevant form please return it with the correct application fee (shown below) and supporting plans showing the property location (i.e. ordinance survey extract). Please note these are non-refundable fees and exclude VAT for providing a quotation for new water service connections that must be paid at the time you submit your application.

Application Type	Description	Charge
Water service connection 25/32mm	Up to 3 connections: We'll send you a detailed breakdown of the charges for up to three 25/32mm water service connection. This includes connections needed for a temporary supply, a supply for agricultural use and for the splitting of a shared supply	£162.50
	Additional connections: Where more than three connections are required, this additional fee will be incurred to provide a quote for up to three additional connections	£98.71
Large diameter water service connection	One connection: We'll send you a detailed breakdown of the charges for a 50mm+ water service connection	£342.95
	Additional connections: Where more than one connection is required, this additional fee will be incurred to provide a quote for an additional large diameter connection.	£113.18
Requote for a water service connection 25mm-32mm	When there is a change to the specification of your development we'll need to send you a revised quote and an updated agreement and a requote charge will be applicable	£51.92
Requote for a water service connection 50mm+	When there is a change to the specification of your development we'll need to send you a revised quote and an updated agreement and a requote charge will be applicable	£143.17

Please note that if your application has simply expired, you'll need to apply again and make a new application fee payment, in order to receive an updated agreement.

We'll visit the site if required to assess your requirements including any potential traffic management costs, the impact this will have on our network and what's required to complete the connection. We'll send you a breakdown of the costs for making the connection.

The infrastructure charge

The Water Industry Act (1991) allows water companies to recover costs from its developers for providing or improving its infrastructure in relation to new connections to its water and sewer network.

There are two infrastructure charges – one for water services and one for sewerage services. Both the water and sewerage infrastructure charge pays for all non-site specific network reinforcement work needed as a result of a new development and new connections to our existing water and sewer network and will include works, amongst others, to provide or alter existing water mains, service reservoirs, sewers and pumping stations.

Any network reinforcement work needed as a direct result of new domestic development is included in the infrastructure charges, but water for industrial use will be identified in the requisition quotation (along with any programme impact).

In certain situations, when we provide the water supply but not the waste water services we are required to recover infrastructure charges on behalf of other statutory undertakers. In these circumstances we would ask that you please refer to the relevant undertaker's website for infrastructure charges detail.

Therefore, alongside the cost of connection the following charges will also need to be paid:

Infrastructure charges	Charge Per property
Water infrastructure charge	£504.83
Sewerage infrastructure charge	£504.83

Infrastructure charges for NAV new connections

The NAV will be liable for all water and wastewater infrastructure charges in relation to newly connected properties in their area regardless of whether one or both services is provided by them to the end customer.

Water service connection charges

The charge for a new water service connection is made up of several elements and is specific to each connection.

These are charges for work in accordance with the duties (or rights) under section 45(1) (connection with Water Main) and section 46(1) (ancillary works for purposes of making a domestic connection) of the Water Industry Act 1991.

All service connection work is contestable activity and therefore the connection work doesn't have to be done by Hafren Dyfrdwy. The connection work can be completed by a third party contractor working on behalf of the developer such as an accredited Self Lay Provider.

Where site specific, non-standard items are required that are not included in the published charges these will be charged on a bespoke basis, for example, if speed reduction is required.

Charges for a water service connection

We have fixed charges for water service connections from 0-5 and 5-12 metres in length and an additional per linear meter charge for any connections over 12 metres.

Costs vary depending on whether the excavation is carried out by Hafren Dyfrdwy (the Water Company) or by others:

- **Excavation by others:** Any work undertaken by someone other than the Water Company in excavation, backfilling or reinstatement
- **Excavation by Water Company:** Any work undertaken by the Water Company (or an agent acting on their behalf) in excavation, backfilling or reinstatement.

The total charge shown in the tables below include the following elements:

- Laying the physical pipework
- Making the connection, and
- Installing and providing the physical meter

Excavation by others

Type of connection	Length of supply (m)	Excavation by others (£)
Single supply (up to 32mm)	0 – 5	£381.85
	>5 – 12	£385.67
Shared trench x2 (up to 32mm)	0 – 5	£763.71
	>5 – 12	£771.35
Shared trench x3 (up to 32mm)	0 – 5	£1,145.56
	>5 – 12	£1,157.02
4 Port Manifold (up to 63mm)	0 – 5	£2,345.45

	>5 - 12	£2,377.90
6 Port Manifold (up to 63mm)	0 - 5	£3,026.08
	>5 - 12	£3,058.53
Large Diameter Connections >50mm up to 180mm	0 - 5	£1,679.72
	>5 - 12	£1,812.22
Linear Meter (up to 63mm)		£16.70
Linear Meter (>63mm up to 180mm)		£52.27

Excavation by Water Company

Type of connection	Length of supply (m)	Excavate & Lay by Water Company (£)
Single supply (up to 32mm)	0 - 2	£2,367.16
	2 - 5	£2,581.99
	>5 - 12	£3,663.65
Shared trench x2 (up to 32mm)	0 - 2	£3,167.45
	2 - 5	£3,484.02
	>5 - 12	£4,468.80
Shared trench x3 (up to 32mm)	0 - 2	£4,255.40
	2 - 5	£4,573.70
	>5 - 12	£5,273.95
4 Port Manifold (up to 63mm)	0 - 2	£5,008.78
	2 - 5	£5,270.08
	>5 - 12	£6,408.22
6 Port Manifold (up to 63mm)	0 - 2	£6,127.97
	2 - 5	£6,389.27
	>5 - 12	£7,562.88
Large Diameter Connections >50mm up to 180mm	0 - 2	£3,369.26
	2 - 5	£3,651.84
	>5 - 12	£4,440.58
Linear Meter (up to 63mm)		£214.71
Linear Meter (>63mm up to 180mm)		£286.90

Large diameter connections greater than 180mm

A large diameter connection greater than 180mm is a bespoke charge to each connection but the cost will be made up of the component charges published within this document.

Barrier pipe

If you need to lay your service pipe in a protective material (a barrier pipe), we'll complete the connection to our water main in a similar material. Barrier pipe should be used in contaminated ground, or in locations where future contamination may occur from proposed industrial units etc. to protect the water supply and our customers.

We have fixed charges for water service connections inclusive of barrier pipe from 0-5 and 5-12 metres in length and an additional per linear meter charge for any connections over 12 metres.

Excavation by others – inclusive of barrier pipe

Type of connection	Length of supply (m)	Excavation by others (£)
Single supply (up to 32mm)	0 - 5	£430.73
	>5 - 12	£455.53
Shared trench x2 (up to 32mm)	0 - 5	£860.35
	>5 - 12	£899.92
Shared trench x3 (up to 32mm)	0 - 5	£1,290.52

	>5 - 12	£1,349.87
4 Port Manifold (up to 63mm)	0 - 5	N/A
	>5 - 12	N/A
6 Port Manifold (up to 63mm)	0 - 5	N/A
	>5 - 12	N/A
Large Diameter Connections >50mm up to 180mm	0 - 5	£2,378.62
	>5 - 12	£2,558.62
Linear Meter (up to 63mm)		£35.15
Linear Meter (>63mm up to 180mm)		£70.01

Excavation by Water Company – inclusive of barrier pipe

Type of connection	Length of supply (m)	Excavate & Lay by Water Company (£)
Single supply (up to 32mm)	0 - 2	£2,415.92
	2 - 5	£2,736.68
	>5 - 12	£3,727.93
Shared trench x2 (up to 32mm)	0 - 2	£3,264.97
	2 - 5	£3,593.40
	>5 - 12	£4,597.36
Shared trench x3 (up to 32mm)	0 - 2	£4,401.67
	2 - 5	£4,737.77
	>5 - 12	£5,466.80
4 Port Manifold (up to 63mm)	0 - 5	N/A
	>5 - 12	N/A
6 Port Manifold (up to 63mm)	0 - 5	N/A
	>5 - 12	N/A
Large Diameter Connections >50mm up to 180mm	0 - 2	£4,053.09
	2 - 5	£4,350.73
	>5 - 12	£5,378.88
Linear Meter (up to 63mm)		£221.31
Linear Meter (>63mm up to 180mm)		£294.29

Shared trench

If more than three connections are required in a shared trench, we will assess your needs and provide a bespoke charge.

Large diameter connection account set up

Where multiple properties are supplied from a single large diameter water connection, there is a need to update each individual property record on our systems. Therefore, there is a **per property** account set up charge.

Large diameter connection account set up	Charge Per property
Account set up for more than one property	£20.02

Mandatory domestic sprinkler systems

A charge will not be levied for water used for firefighting purposes.

Hafren Dyfrdwy does not have any involvement in the design and installation of fire suppression systems.

Traffic management / Highway charges

When the connection for a water service is in the highway we sometimes have to close all, or part, of a road while we undertake the work. We have a number of fixed charges depending on how we safely manage the traffic which allows for any site specific designs that may be required.

Type of traffic lights: standard for up to 3 consecutive days	Charge Per set up
Two way traffic lights	£444.13
Two-way traffic lights with manual traffic control	£1,519.29
Three way traffic lights	£541.58
Three-way traffic lights with manual traffic control	£1,616.74
Four way traffic lights	£639.04
Four-way traffic lights with manual traffic control	£1,714.20

Traffic lights required for more than 3 consecutive days

Any additional charges incurred for traffic management that is required for longer than three consecutive days will be charged on a bespoke basis.

Type of road closure: standard for up to 3 days	Charge	Unit
Standard full road closure where the speed limit is up to and including 40mph and not exceeding 1 mile diversion route	£524.62	Per set up
Standard full road closure where the speed limit is over 40mph and not exceeding 1 mile diversion route	£773.30	Per set up
Standard minor lane closure on a single carriageway where the speed limit is up to and including 40mph	£723.91	Per set up
Standard major lane closure on a single/dual carriageway where the speed limit is over 40mph	£2,933.15	Per set up

Closing a road or lane over the standard 3 days or a diversion route greater than 1 mile:

Depending on the design of your site you may require a road or lane closure for longer than three consecutive days or a diversion route which is greater than one mile. These scenarios will be charged on a bespoke basis dependant on your site-specific requirements.

CAD drawings	Charge Per drawing
On occasion we have to provide the Highway Authority with a CAD drawing for traffic management set up	£111.65

Other Highway Authority charges:

It is a legal requirement when carrying out connection work in the public highway to apply to the Local Council /Authority for a permit to work. In addition, further applications are required in the event that parking bays need to be suspended or where major traffic management is required in which case a 'temporary traffic order' will be applied for.

These charges are set locally by each Council, and not by Hafren Dyfrdwy. The appropriate charge will be added to your quote, but a temporary traffic order is generally between £500.00 and £3,500.00. Your local authority website should be consulted for details.

Highway Authority charge	Charge Per job
Temporary traffic order	Actual charge
Permit	Actual charge
Parking bay suspension	Actual charge

Moving a bus stop, a pedestrian crossing or street lamp

Sometimes we have to move a bus stop, a pedestrian crossing or support a street lamp when we complete the work for a water service connection.

Type of traffic management	Charge
Work to relocate a bus stop	£154.05
Work to relocate a pedestrian crossing	£736.93
Work to support a street lamp	Bespoke

Completing a water service connection at night, during the weekend or on a bank holiday

Due to Highway Authority constraints we're sometimes required to complete the work for a water service connection after 8pm, or on a weekend or bank holiday.

Each of these charges are net of VAT:

Night, Sunday or Bank Holiday	Charge Per visit
Connection work completed after 8pm	£2,997.80
Connection work completed on a Sunday or on a Bank Holiday	£1,838.21

Same day reinstatements

There are occasions where the Local Authority requires that we complete the connection, backfill and reinstate on the same day. On these occasions an additional charge will apply to your connection, as shown below:

Same day reinstatements	Charge Per visit
Reinstatement required on the same day of connection	£369.28

Split reinstatements

If a full road closure isn't possible and one side of the road must remain open, we'll need to complete the work in two phases. While the service connection charge will cover the entire reinstatement across the road, there will be additional costs for returning to the site to complete the second phase. The charge is below.

Return visit for split reinstatements	Charge Per visit
Return visit for split reinstatements	£350.00

Impact protection vehicle

While our road closure charges include an Impact Protection Vehicle when required, there may be instances where an Impact Protection Vehicle is necessary as a standalone charge.

Impact protection vehicle	Charge Per vehicle
Impact Protection Vehicle - up to 3 consecutive days	£1,852.36
Impact Protection Vehicle - 4 consecutive days or more	Bespoke

Surface reinstatements

There are occasions when the excavation for a connection is in a public highway which has been recently resurfaced. Under Section 58 of the Water Industry Act we're required to reinstate the surface layer in accordance with the Local Council requirements. We'll endeavour to make it clear at the quotation stage if this applies. The charge payable will be based on the requirement set by the local council and therefore we will provide a bespoke quote based on their requirements.

Local authority requirements	Charge Per job
S58 reinstatements	Bespoke

Digging a trial hole

Sometimes we have to excavate a trial hole to understand what pipework and other apparatus is already in the ground to see if we can safely complete your water connection where we'd like to.

The charge is based on per m³ of ground excavated:

Trial hole – This is the charge per m ³ of ground excavated	Charge Per m ³
Trial hole – unmade	£155.06
Trial hole – footpath	£288.87
Trial hole – carriageway type 3/4	£421.43
Trial hole – carriageway type 1/2	£616.65

Metal boundary box

Depending on where a boundary box is installed there may be a need to use a metal boundary box. This is most common when the boundary box is installed in the highway.

The charge is per lid:

Metal Boundary box lid	Charge Per lid
To supply and install a box lid	£14.78

Water for construction

If you're building new properties on a development site you'll often need water for construction, e.g. to mix concrete, plaster, washing down, etc. Unless you have a temporary metered supply (i.e. a hired standpipe) or are utilising an existing metered supply, we'll charge you a fixed charge for water for construction.

You'll be charged for **water for construction per property** when:

1. The water service connection is a 25mm-32mm for any newly built household property.
2. The water service connection is a large diameter connection for a newly built household property.
3. The water service connection is on any non-household property with a 25mm+ connection.

Water for construction	Charge Per property
Household property and non-household property with a 25mm-32mm connection.	£163.02
Non-household property with a 25mm+ connection. This represents m ³ of construction not m ³ storage.	£2.3663

Miscellaneous charges

We have a number of miscellaneous charges for water service connections in accordance with the duties (or rights) under section 45(1) (connection with Water Main) and section 46(1) (ancillary works for purposes of making a domestic connection) of the Water Industry Act 1991.

Water regulation re-inspection fee	Charge Per visit
We'll charge a re-inspection fee each time we arrive on site to do a water regulations inspection and the site isn't ready.	£71.83
Aborted visit	Charge Per visit/item
We'll charge an aborted visit charge each time we arrive on site and the site isn't ready for a water service connection to be completed.	£536.99
Additional costs incurred, for example traffic management, will be charged in addition to the aborted visit charge	Actual cost
Common Billing Agreement	Charge Per agreement
To prepare and issue a Common Billing Agreement: this agreement will be registered with the local council and ensures that when a property is substantially altered to become multiple properties, each property has its own individual meter and billing account.	£196.86

Ensuring accurate and timely account set up

Once a new connection to our network takes place it is essential that new occupant details are provided to us, along with accurate meter details. Where these details are not provided, we will levy charges for the associated services provided to that property, for example: the fresh water supply as measured by the meter, wastewater charges and standing charges.

Meters

New water service connection work includes the installation of a meter, either externally into a boundary box or internally in a block of flats, and the collection of the meter details (often called the commissioning of the meter) that enables the billing account for the property to be set up.

The installation of meters is a contestable activity and can be completed by any provider. The contestability of meter commissioning is dependent on meter type and meter location.

For a service connection and meter fit that is not being completed by Hafren Dyfrdwy, there is a charge for delivering meters to the site. The charge is per 50 meters delivered. If a meter is misplaced once delivered to site you can request a new one, but you'll be charged for the lost meter and the additional meter delivery.

Setting up of the billing account is a non-contestable activity and therefore can only be completed by Hafren Dyfrdwy.

The charges below apply when a meter is installed and commissioned as a standalone activity. If the meter is installed during a standard single water service connection, there's no extra cost.

Meter type	Charge Per meter/delivery
Install and/or commission an external meter in the Boundary Box at the point of connection, connected by others – 1 st unit	£51.75

Install and/or commission an external meter in the Boundary Box at the point of connection, connected by others at the same location and on the same visit – additional unit	£25.87
Install and/or commission external meter including radio – 1st unit	£116.44
Install and/or commission external meter including radio at the same location and on the same visit – additional units	£90.57
Commission an external meter that has been fitted by a customer in a Manifold internally – 1st unit	£86.25
Commission an external meter that has been fitted by a customer in a Manifold internally at the same location and on the same visit – additional units	£60.38
Commission an internal radio-read meter that has been fitted by a customer – RADIO INTERNAL – 1st unit	£107.82
Commission an internal radio-read meter that has been fitted by a customer – RADIO INTERNAL at the same location and on the same visit – additional units	£81.94
Provide and install a Pulse Meter Unit <40mm	£64.70
Provide and install a Pulse Meter Unit >40mm	£194.08
Meter delivery with a 50 meter delivery limit (in addition to the appropriate install and commission charges above)	£122.24
Install and/or commission external meter including radio with meter chamber	£575.49

Development enquiry

Requesting a copy of our water and sewer network plans

If you need to know where the Hafren Dyfrdwy water and/or sewer network is located around your proposed development site, you can obtain a clean water and waste water map directly from www.digdat.co.uk.

Access for individuals undertaking statutory work is free. You may be required to provide documentary evidence that your access is covered under statutory terms. If you are unsure, please contact the digdat service team for further guidance on 0800 085 8060.

Note: all details must be checked and not assumed to be correct.

Map requirement	Description	Charge
Water or sewer map	We'll send you a map of the Hafren Dyfrdwy water or sewer network within the area you request – size A4 or A3	£24.58
	We'll send you a map of the Hafren Dyfrdwy water or sewer network within the area you request – size A2	£25.42
	We'll send you a map of the Hafren Dyfrdwy water or sewer network within the area you request – size A1	£29.58
	We'll send you a map of the Hafren Dyfrdwy water or sewer network within the area you request – size A0	£42.08
Water and sewer map	We'll send you a map of the Hafren Dyfrdwy water and sewer network within the area you request – size A4 or A3	£30.25
	We'll send you a map of the Hafren Dyfrdwy water and sewer network within the area you request – size A2	£38.58
	We'll send you a map of the Hafren Dyfrdwy water and sewer network within the area you request – size A1	£46.92
	We'll send you a map of the Hafren Dyfrdwy water and sewer network within the area you request – size A0	£71.92

Pre-planning enquiry

A pre-planning enquiry is used to find out if our existing network can supply your proposed development with water and take away your proposed sewerage flows. It'll also confirm if your development will affect existing Hafren Dyfrdwy assets.

An enquiry is normally for larger development sites prior to full planning permission being granted or for large commercial properties that will have a high water usage.

Pre-planning enquiry	Charge
Water: We'll let you know if our network is able to supply your proposed development site with water	£178.66
Waste: We'll let you know if our network is able to receive the flows from your proposed development site	£197.60
Both: We'll let you know if our network is able to supply your proposed development site with water and our network is able to receive the flows from your proposed development site	£280.60

New water mains installed by Hafren Dyfrdwy

Application fee

The charges below relate to the installation of a new water main by Hafren Dyfrdwy.

When you've completed the relevant application form, please provide it to us along with the application charge shown in the table below along with any supporting information.

Application Type	Description	Charge
New water main - requisition	We'll send you a detailed breakdown of the charges for your chosen lay option. If you haven't yet decided we'll send you the charges for all options allowing you to make an informed decision on how you want to proceed	£1,801.34
Refresh quote for a water main (same design)	We'll send you updated charges and an amended agreement based on the revalidation on the original design	£839.62
Refresh quote for a water service connection onto a new main	We'll send you updated charges for a 25/32mm water service connection	£4.00
Redesign charge (amended design)	We'll send you updated charges and an amended agreement based on the changes made to the design	£839.62

New water mains not installed by Hafren Dyfrdwy (self lay)

The charges below relate to the installation of a new water main by a self lay provider.

When you've completed the relevant application form please return it with the application fee shown in the table below and include the necessary supporting information.

Point of connection enquiry - water	Charge
We'll let you know if our network is able to supply your proposed development site with water	£178.66

Application charges

When you've completed the relevant application form, please send it to us with the application charge shown in the table below and include the necessary supporting information.

Application Type	Description	Charge
Self Lay services only	We'll send you a detailed breakdown of the charges, including those for both contestable and non-contestable works	£181.07
New water main – Self Lay	Hafren Dyfrdwy design We'll send you a detailed breakdown of the charges, including those for both contestable and non-contestable works, and a copy of the approved design we have created	£1,801.34
	Self Lay design (approval) We'll send you a detailed breakdown of the charges, including those for both contestable and non-contestable works, and a copy of your design that we have vetted and approved	£383.33
Self Lay refresh quote for a ST designed water main	We'll send you updated charges and an amended agreement based on the revalidation of the original design	£839.62
Self Lay refresh quote for a SL design approval	We'll send you updated charges and an amended agreement based on the revalidation of the original design vetted	£383.33
Redesign for a Self Lay water main	We'll send you updated charges and an amended agreement based on the changes made to the design	£839.62

Charges relating to Self Lay service connections

Where you've chosen to use an accredited Self Lay Provider to complete your service connection we'll look to apply an administration charge as detailed below, which excludes VAT. The administration charge applicable when bulk meter deliveries are used reflects the reduced administrative demand on Hafren Dyfrdwy developer services.

Application type	Description	Charge per property/agreement
Administration Charge	Administration charge including individual meter delivery	£191.18
	Administration charge payable if bulk meter delivery has been selected	£84.86
Agreement Charge	Supply of revised Agreement	£296.49

Timely notification of service connections

We reserve the right to recover costs for activity required as a result of instances where the Self Lay Provider fails to provide service connection information within the required timescales which is within within 5 days. This applies whether we need to verify or obtain information such as but not limited to meter serial number, meter size, meter location, current meter reading, full postal address of premises served and name of owner/occupier.

Non-notification of service connection	Charge Per plot
Late submission charge – Self Lay E Form 5 (meter and address details)	£50.65

Remedial Work

Under the Water Industry Act we have a duty to ensure that all assets laid on a site are fit for purpose which includes ensuring that the Fittings Regulations are met and that any defects are corrected. Typically, developer customers have the opportunity to rectify issues themselves however where we are required to attend site to carry out remedial work to correct defects we reserve the right to recover all associated costs and these will be specific to the activities carried out on each scheme.

New water mains not installed by Hafren Dyfrdwy (NAV)

If you're a NAV company seeking to become the appointee for a site that's currently in our area, you'll need some information from us as the incumbent water and/or wastewater company to support your application to Ofwat. This may include confirmation of whether we serve properties within the site, setting up a bulk agreement and providing a bulk connection for water and/or wastewater. The NAV application fees and charges use the same principles and methodologies applied to the equivalent services for other types of customer. The most common charges for NAVs are summarised below.

For NAV related queries, including details of how to apply for the services below, please email NAVenquiries@hdcymru.co.uk.

Requesting a copy of our water and sewer network plans

If you need to know where the Hafren Dyfrdwy water and/or sewer network is located around your proposed development site, you can obtain a clean water and waste water map directly from www.digdat.co.uk.

Access for individuals undertaking statutory work is free. You may be required to provide documentary evidence that your access is covered under statutory terms. If you are unsure, please contact the digdat service team for further guidance on 0800 085 8060.

Note: all details must be checked and not assumed to be correct.

Map requirement	Description	Charge
Water or sewer map	We'll send you a map of the Hafren Dyfrdwy water or sewer network within the area you request – size A4 or A3	£24.58
	We'll send you a map of the Hafren Dyfrdwy water or sewer network within the area you request – size A2	£25.42
	We'll send you a map of the Hafren Dyfrdwy water or sewer network within the area you request – size A1	£29.58
	We'll send you a map of the Hafren Dyfrdwy water or sewer network within the area you request – size A0	£42.08
Water and sewer map	We'll send you a map of the Hafren Dyfrdwy water and sewer network within the area you request – size A4 or A3	£30.25
	We'll send you a map of the Hafren Dyfrdwy water and sewer network within the area you request – size A2	£38.58
	We'll send you a map of the Hafren Dyfrdwy water and sewer network within the area you request – size A1	£46.92
	We'll send you a map of the Hafren Dyfrdwy water and sewer network within the area you request – size A0	£71.92

Site served assessment

To support your application to Ofwat under the 'unserved' criteria you will need to understand whether your proposed NAV site is currently served or unserved. If you send us an enquiry, we will check our records and confirm the status.

Please do send us a plan showing the NAV site boundary on an OS background, stating the services requiring assessment (i.e. water, wastewater, surface water). On brownfield development sites, if there are existing premises within the NAV boundary, please provide any available details of the properties and disconnection plans. Please send all enquiries to NAVenquiries@hdcymru.co.uk.

Site served assessment	Charge
We will send you a letter confirming whether the site is served	£0.00

Pre-development/Pre-planning enquiry

Pre-planning enquiry	Charge
Water: We'll let you know if our network is able to supply your proposed development site with water	£178.66
Waste: We'll let you know if our network is able to receive the flows from your proposed development site	£197.60
Both: We'll let you know if our network is able to supply your proposed development site with water and our network is able to receive the flows from your proposed development site	£280.60

Bulk agreements

If we're providing bulk water and/or wastewater connections to supply your site, we'll need to enter into a bulk supply and/or bulk discharge agreement. You can send us a request and we will complete and issue a bulk agreement.

Please note only NAV companies can apply for these bulk agreements.

You can request a bulk agreement by emailing us at NAVenquiries@hdcymru.co.uk

Bulk agreements	Charge
We'll prepare and send you a bulk agreement	£0.00

Bulk water connection – mains application

When you're ready for your bulk connection you'll need to make a separate mains requisition application to obtain an offer letter containing a design and quotation for the offsite work required to provide the bulk connection to your boundary. When you've completed the application form, please send it to us along with the application charge shown in the table below accompanied with any supporting information.

Application Type	Description	Charge
New water main – requisition / bulk water connection	We'll send you a design and quotation for the offsite works necessary to bring a bulk connection to your site boundary	£1,079.65
NAV refresh quote for a water main	We'll send you updated charges and an amended agreement based on the revalidation of the original design	£839.62
Redesign for a NAV water main	We'll send you updated charges and an amended agreement based on the changes made to the design	£839.62

Bulk discharge – sewer connection applications

Our response to your initial NAV enquiry will identify a suitable point of discharge for your site. When you are ready to make your bulk sewer connection to our network, you'll need to apply for approval to connect using the S106 sewer connection application process. When you've completed the application form, please send it to us along with the application charge shown in the table below accompanied with any supporting information.

Application Type	Description	Charge
Sewer connection	Connection to a public sewer (in the public highway): Approval for 1 length of lateral drain/ sewer (15 metres). Two inspections during normal working hours (Monday to Friday 9am to 5pm)	£515.28
	Connection to a public sewer (not in the public highway): Two inspections during normal working hours (Monday to Friday 9am to 5pm)	£279.83
Agreement charge	Supply of revised agreement	£296.49

Timely notification of service connections

We reserve the right to recover costs for activity resulting from a NAV failing to provide timely service connection information. We believe a reasonable timeframe is within 30 working days of making the connection and critically within the relevant financial year.

Late submission	Charge Per plot
Late submission charge for non-notification	£28.09

Charges relating to NAV service connections

At the point the service has been connected, a service charge becomes payable.

NAV service charge	Charge
Service charge per property connected	£64.83

This charge is non-refundable and net of VAT.

Where Hafren Dyfrdwy provide one service to the end customer, for example the NAV provides water services and Hafren Dyfrdwy provide waste services, there is an account set up charge per property connected. This charge is only applicable where we provide a service to the end customer and is additional to the service charge.

Account set up charge	Charge
Additional charge where water or waste service is provided by Hafren Dyfrdwy. Charge is per property connected.	£4.86

Charges relating to metering and associated equipment when connecting off a trunk main

When determining a point of connection, we review all options available and will exhaust all other points of connection prior to concluding that connecting from a strategic/trunk main is required.

Consistent with our company design standards manual, offtakes from a trunk main require a meter. This requirement is in place to maintain the integrity of our wider network and protect all customers. The need for a meter only arises because of the new development i.e. if the

development did not occur, we would not have an offtake off the main and hence the meter. In this circumstance, that only occurs in a small number of cases, the driver of the cost is the new development. Therefore, consistent with setting charges that are fair and ensuring that the balance between contributions to costs by Developers and other customers is broadly maintained, we do not believe that the generality of customers should bear this (shallow) connection cost and will therefore make a charge to our NAV customer for the meter.

If Hafren Dyfrdwy or another party was providing the service, they would also be charged for the meter. This consistency is critical to maintain a level playing field and support the development of effective markets.

Trunk mains

A trunk main (referenced as a strategic asset) is defined as a water main that interconnects source(s), water treatment works, service reservoirs and/or supply areas, normally with no/or minimum direct customer connections. Trunk mains will often be pipelines of 300mm nominal diameter or greater, although smaller sized pipes may operate as trunk mains.

Trunk mains are critical for the transfer of water making up the arteries of our network, therefore it is critical that offtakes are firstly kept to a minimum and secondly always metered. Any event on a trunk main, due to its size and importance, can impact huge areas and thousands of customers so metering is key to an effective response.

The design criteria for connecting from a trunk main is different to connecting from a distribution main in that meters must be provided at all off-takes. These are installed to ensure there are clear visibility of flows through our mains which are integral to our network. Our design standards also dictate that certain ancillaries be installed as part of the design specification, such as non-return valves and meter bypasses. Bypasses are installed so that the meter and NRV can be maintained while ensuring the customer does not lose supply. Design standards are aligned to our principles of good distribution management and always on philosophy. It is also important to enable a clear delineation between who owns what, with the ability to ensure that problems can be easily identified.

Non-Compliance

For any departures from standard process that results in non-compliance and requires consideration by and/or engagement with the senior leadership team, an hourly rate will be charged.

	Charge per hour
Work required as a result of non-compliance	£96.10

Diversions

Application fee

A developer can ask Hafren Dyfrdwy to alter or move a water asset so as to allow the development of a site. The charges for the diversion of a water asset are made up of those elements needed to recover the reasonable costs incurred by Hafren Dyfrdwy as a result of completing the diversion.

When you've completed the relevant application form please return it with the application fee shown:

Application Type	Description	Charge
Diversion of a water asset	Budget estimate – we'll send you an indicative cost estimate for the diversion works. This will need to be upgraded to a full cost estimate if you wish to proceed to	£852.53

	construction or require a drawing showing the proposed diversion route	
	Full cost estimate – we'll send you a drawing showing the proposed route of the diversion and an estimate which needs to be accepted and paid to progress to construction. If you have had a budget application, you'll only be required to pay the difference to uplift to a full cost estimate	£2,003.57
Diversion of a sewer asset	When you apply to divert a sewer we will complete an assessment of your proposals and advise if a diversion can be undertaken. We'll also tell you if you can complete the diversion under a self-lay agreement. If your diversion can be completed in this manner, we'll assess your proposed design and provide comments. Once any necessary design amendments have been completed we'll send you Technical Compliance and advice of fees.	£655.19
	Should your diversion be defined as high risk (definitions on our website within sewer diversion guidance) and need to be completed by Hafren Dyfrdwy directly, we will complete a desktop review and provide an offer which details our costs and timescales to further develop the design and produce s construction cost. (Note: this would be a further charge to the non-high risk cost above if not submitted directly)	£3,335.75

Sewer connection charges

The charges below apply to lateral drain and sewer connections self-constructed by the applicant. Please note that legislation in Wales mandates that you may not connect to the public sewer until you have a S104 agreement in place. Please see our website for further information. The fees in this section cover the costs of progressing your application and where required by law, adopting the sewer or lateral drain.

When you've completed the relevant application form, please return it with the correct application fee (shown below) and information required.

Application type	Description	Charge
Sewer requisition	We'll complete a preliminary investigation and design and send you a quote for the bespoke charges	£3,335.75
Sewer connection	Connection to a public sewer (in the public highway) Approval for 1 length of lateral drain/ sewer (15 metres) Two inspections during normal working hours (Monday to Friday 9am to 5pm)	£515.28
	Connection to a public sewer (not in the public highway) Two inspections during normal working hours (Monday to Friday 9am to 5pm)	£279.83
	Indirect connection to a private drain or sewer that outfalls to the Hafren Dyfrdwy sewerage network Requires Hafren Dyfrdwy acceptance for receiving increased flow Building Control Officer to inspect not Hafren Dyfrdwy	£119.91

	Highway gully connection	
	Approval or acceptance for Hafren Dyfrdwy to receive the flow into our network	£165.95
	Two inspections during normal working hours (Monday to Friday 9am to 5pm)	
	There may be occasions where a robust risk assessment results in the need for Hafren Dyfrdwy to undertake the works (S107). In this event charges will be determined on a case by case basis to recover all reasonably incurred costs.	Bespoke
Sewer connection reapplying	We'll send you a new approval following a design change or second submission	£146.53
Sewer requisition or high risk sewer diversion requote	We'll send you a new quote	£1,059.23

Application type	Description	Charge
Build over (Sewer only)	Self-certification	£69.16
	Build Over Agreement Class 1 - Up to and including 150mm diameter sewers	£180.96
	Build Over Agreement Class 2 - 225mm diameter sewers	£207.48
Build over sewer inspection	Sewer inspection within normal working hours Monday to Friday 9am - 5pm	£99.09
	Sewer inspection outside of normal working hours Monday to Friday before 9am and after 5pm	£144.83

We are unable to provide retrospective build over approvals but we may be able to provide you with a statement about the sewer condition. However, to do so requires us to undertake several activities to determine if the asset is acceptable. Associated costs need to be recovered by Hafren Dyfrdwy and therefore a fee is payable, as shown below:

Application type	Description	Charge
Sewer condition statement	Class 1 - up to and including 150mm diameter sewers	£199.16
	Class 2 - 225mm diameter sewers	£228.28

Charges will be made for repairs for damage to our assets, where appropriate under section 174 of the Act, to whoever is responsible for damaging them. We will recover all costs incurred associated with investigation, administration, statutory noticing, repair and reinstatement of the asset. We will also recover any other costs we incur as a result of the damage.

Application type	Description	Charge Per inspection
Repeat inspection	Repeat inspection within normal working hours Monday to Friday 9am - 5pm	£130.68
	Repeat inspection outside of normal working hours Monday to Friday before 9am and after 5pm	£192.58

Development sewerage charges

Where you need to offer a sewer for adoption under S104, divert a sewer under S185 or request that we requisition you a sewer under S98, you can find the relevant charges below.

When you've completed the relevant application form please return it with the correct application fee (shown below) and information required.

Application type	Description	Charge
Initial deposit for sewer/lateral drain requisitions	We'll complete a preliminary investigation and design and send you a quote for the bespoke charges.	£3,335.75
Diversion of a public sewer	When you apply to divert a sewer we will complete an assessment of your proposals and advise if a diversion can be undertaken. We'll also tell you if you can complete the diversion under a self-lay agreement. If your diversion can be completed in this manner, we'll assess your proposed design and provide comments. Once any necessary design amendments have been completed we'll send you Technical Compliance and advise of fees.	£655.19
	Should your diversion be high risk and need to be completed by Hafren Dyfrdwy directly, we'll may request a further payment. We'll then complete a design review and provide an offer detailing our costs and timescales for delivery.	£3,335.75

The fees are non-refundable once we have completed the assessment but will become part of the final cost of the completed sewer diversion once constructed.

Sewer/lateral drain adoption fees

Application type	Description	Charge
Inspection fees	Estimated cost of construction less than £20,000	£500.00
	Estimated cost of construction more than £20,000	2.5% of estimated construction cost
	Estimated cost of construction less than £10,000	£254.47
	Pumping station on site	2% of estimated construction cost
Bond or cash deposit paid instead of surety for S104 multiple property adoptions and S185 diversions	Estimated cost of construction less than £50,000	£5,000.00
	Estimated cost of construction more than £50,000	10% of estimated cost
	Confirmation to bondsman that bond has been released	£27.34
Bond or cash deposit paid instead of surety for S104 single property lateral drain adoptions	Estimated cost of construction less than £50,000	£1,000.00
Locks and signs	Installation of locks and signs at pumping station	£1,035.09
Legal agreements	To produce and provide a legal agreement for a section 104 adoption or section 185 diversion	£214.77

PS telemetry	Provision and installation of an outstation (including 12 months listening service)	£6,588.10
	This charge covers one survey visit and the installation	
	Visit to install an external 4G modem	£992.87
	Visit to install a CAT-M modem	£849.37
	Any additional visits required to complete work on the outstation	£574.43
Listening service	Listening services over and above initial 12 months	£600.00

Appendix 1 - Exceptions to standard charging

Due to the nature of development works, there are circumstances where the cost incurred by companies is affected by external factors. These external factors may be outside of the immediate knowledge or control of the water company and, in a limited set of exceptional circumstances, could lead to significant cost variance. For this reason, Ofwat has agreed that companies are not required to provide fixed upfront charges in respect of the following:

1. Diversion works (see s185 of the Water Industry Act), and;
2. Water and sewerage infrastructure work requested by the developer (see S41 and S98 of the Water Industry Act) where “it would be unreasonable to expect an undertaker (i.e. Water Company) to do so.”

For standard water and sewage connections no such exception applies, and these must therefore be subject to fixed charges.

In principle, having consulted stakeholders, water companies consider that in the following circumstances, it may not be reasonable for them to provide an upfront fixed charge for the work:

- a. The technical complexity of the work is high, or the type of work required is bespoke or carried out infrequently, or;
- b. Third parties can legitimately recover their costs from companies and there is not a reasonable level of certainty of those costs in advance of connection work being undertaken, or;
- c. Third parties have rights to protect their assets or interests in a way that affects the construction method. The third parties’ requirements are unknown upfront, or;
- d. The work is to be carried out on or close to land with particular environmental, historical or archaeological characteristics. These characteristics mean that specific measures are required during construction or reinstatement. The details of these measures may not be fully defined in advance of construction.

Where the above circumstances occur, companies will be unable to provide a fixed upfront charge for the entire works, and should provide a budget estimate comprising a mixture of:

- i. Indicative or estimated charges for the elements of works affected by the circumstances above, and;
- ii. Fixed upfront charges for the elements of the work where there is sufficient certainty, and it is reasonable to do so.

Water companies anticipate that there will be occasions where providing an indicative estimate is not possible or where the estimate will not meet the degree of confidence desired by the customer. In such cases, the parties will need to decide how to proceed.



Any questions?

If you want to know more about our charges call us on **0330 678 1481**
Or email new.connections@hdcymru.co.uk
and we'll be happy to help.

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