

Anglian Water Development Services Summary of Charges

2024-2025



Anglian Water 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](#).

Further information can be found on the Development Services section of our website <https://www.anglianwater.co.uk/developing> or by contacting us on 0345 60 66 087.

These charges are applicable for the period 1 April 2024 to 31 March 2025.

All charges, where applicable, are due before the work is carried out by Anglian Water (with the exception of our customers who have a DART account).

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 published exclude VAT.

VAT which will be added, if applicable, at the appropriate rate.

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Water connections

(See notes)

New water supply connections		£
Nearside	Less than or equal to 5m	748.61
Nearside (Pre Dug / Ducting)	Less than or equal to 5m	369.09
Farside	Greater than 5m and less than or equal to 11m	1,435.83
Farside (Pre Dug / Ducting)	Greater than 5m and less than or equal to 11m	464.62
Extended Farside	Greater than 11m and less than or equal to 18m	2,232.32
Extended Farside (Pre dug / Ducting)	Greater than 11m and less than or equal to 18m	731.82
Wallbox Connection	Less than or equal to 18m	3,336.76
Wallbox Connection (Pre Dug / Ducting)	Less than or equal to 18m	911.83
Connection (Per Plot)	N/A	103.52
Nearside (Contaminated Land / Barrier Pipe)	Less than or equal to 5m	904.24
Farside (Contaminated Land / Barrier Pipe)	Greater than 5m and less than or equal to 11m	1,675.73
Extended Farside (Contaminated Land / Barrier Pipe)	Greater than 11m and less than or equal to 18m	2,559.02
Wallbox Connection (Contaminated Land / Barrier Pipe)	Less than or equal to 18m	3,663.08
Connection (Per Plot) (Contaminated Land / Barrier Pipe)	N/A	131.61
External Meter Fit (Per Plot)	N/A	171.29
Internal Meter Fit (Per Plot)	N/A	196.05

Type of Excavation	Pipe Size	Construction (£)	Reinstatement (£)	Total Charge (£)
Pre-dug / Ducting	25	34.23	1.76	35.99
	32	34.62	1.76	36.38
	50	36.57	1.76	38.33
	63	38.20	1.76	39.96
Unmade	25	52.55	13.58	66.13
	32	52.94	13.58	66.52
	50	54.89	13.58	68.47
	63	56.52	13.58	70.10
Highway Verge	25	86.33	54.76	141.09
	32	86.72	54.76	141.48
	50	88.67	54.76	143.43
	63	90.30	54.76	145.06
Footpath	25	149.80	135.58	285.38
	32	150.19	135.58	285.77
	50	152.14	135.58	287.72
	63	153.77	135.58	289.35
Road	25	152.73	159.52	312.25
	32	153.12	159.52	312.64
	50	155.07	159.52	314.59
	63	156.70	159.52	316.22

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	£
Set up & Retrieve 2 Way Temporary Traffic Lights (Per Week)	393.39
Set up & Retrieve 3 Way Temporary Traffic Lights (Per Week)	533.47
Set up & Retrieve 4 Way Temporary Traffic Lights (Per Week)	590.29
Set up & Retrieve Pedestrian Crossing (Per Day)	592.14
Set up & Retrieve Road/Lane Closure Signage (Per Week)	626.32
Set up & Retrieve/Manual Control Out of Hours (Per Person Per Weekday 1700-0730)	59.09
Set up & Retrieve/Manual Control Out of Hours (Per Person Per Saturday Shift)	59.09
Set up & Retrieve/Manual Control Out of Hours (Per Person Per Sunday Shift)	59.09
Traffic Management: x 1 Set up & Retrieve/Manual Control Out of Hours (Per Person Per Bank Holiday Shift)	59.09
Traffic Management: x 1 Impact Protection Vehicle/IPV (Per Day)	3,792.48
Traffic Management: x 1 Traffic Management Plan Inc. Drawing(s) (Per Plan)	156.55
Traffic Management: x 1 Manual Control of Temporary Traffic Lights (Per Person Per Day)	419.29
Traffic Management: x 1 Set up & Demo Temporary Traffic Cone (Per Person Per Half Day)	197.51

Other charges	£
Aborted meter fit, per plot	112.00
Aborted new supply, per visit	443.10
Additional water regulations inspection, per plot	112.00
Cancelled connection visit, per plot	112.00
Additional site visit or resurvey, per visit	443.10
Cancelled new connection application	104.00

Replacement or repair of boundary box	£
Replace or repair boundary box	106.85

Use of approved plumbers/underground installers/site agents	Discount £ per connection
Self-certification of either underground pipework or internal plumbing	20.00
Self-certification of both underground pipework and internal plumbing	32.00

Design fees for water mains

(See notes)

Design fee (to be paid with application)	£
1 to 100 properties	1,459.00
101 to 200 properties	1,660.00
201-500 properties	2,064.00
500+ properties	At cost
Re-design fee	50% of appropriate fee
Additional site visits	291.00
Amendment of terms and conditions (with no re-design work)	338.00

Water mains engineering

(See notes)

Diversion of an existing water main (to be paid with application)	£
Design fee for water main diversions	1,618.00
Additional site visits	291.00

Remobilisation	£
Remobilisation charge	866.77

Design fees for self-lay mains & services

(See notes)

Design fee for self-lay mains (to be paid with application)	£
1 to 100 properties	1,425.00
101 to 200 properties	1,621.00
201+ properties	2,015.00
Re-design fee	50% of appropriate fee
Additional site visits	291.00

Amendment of terms and conditions (with no re-design work)	338.00
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Design vetting for self-lay delivery (to be paid with application – outside the scope of VAT)	£
Design vetting fee for 1 - 10 properties where the requisitioned main is 50 metres or less	0.00
Design vetting fee for 11+ properties	279.00
Re-vetting fee (where the planning permission or layout of the development is altered and a re-vetting is required).	141.00

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).	202.00
Self-lay service connection - Self-lay provider installs meter	128.00

Use of approved plumbers/underground installers/site agents	Discount £ per connection
Self-certification of either underground pipework or internal plumbing	20.00
Self-certification of both underground pipework and internal plumbing	32.00

Drainage services

(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.	562.00
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.	215.00

Infrastructure charges will also be charged on all new domestic connections; please see section on [infrastructure 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.	509.00
Site visits	£
Additional site visit	348.00

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).	107.00
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.	555.00
Site visits	£
Additional site visit	348.00
Abortive visit	348.00

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	1,060.00	1,060.00	1,060.00
51-100 plots	2,119.00	3,179.00	7,417.00
100 plus plots	3,179.00	10,595.00	14,834.00

Adoption of a new sewer	£
Supervision/inspection fee	2.5% of estimated construction cost
Minimum supervision fee	1,100.00
Repeat vetting fee (Becomes payable for 4th vet and further vetting tasks)	199.00
CCTV Assessment	326.00
Surety – sewer	10% of estimated construction cost
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.	5,000.00
Legal agreement	765.00
Amendment to legal agreement	133.00 per hour

Adoption of existing sewers	£
Adoption of intervening drains	832.00
Adoption of sewers and drains up to 500m in length	1104.00
Adoption of sewers and drains over 500m in length	1,541.00
Adoption of sewage treatment facility	Based on actual cost
Additional charge for adoption of pumping stations	1,591.00
Additional site visit	348.00
Additional CCTV assessment	326.00
Solicitor enquiries	86.00
Amendments to legal agreements, Deed of Variation & Deed of Novation	133.00 per hour

Diversion of an existing sewer	£
Vetting and admin fee (payable with application)	197.00
Supervision/inspection fee	4.5% of estimated construction cost
Minimum supervision fee	1,100.00
Supervision/inspection fee for minor diversions only	755.00
Surety	100% of estimated construction cost
Legal agreement - on site diversion	473.00
Legal agreement - off-site diversion	765.00
Amendment to legal agreement	133.00 per hour
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	765.00
Land Agent/Compensation Costs for works on third party land	Based on actual cost

Telemetry charges for pumping station
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 review our ten steps telemetry guide or 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 	845.00

In the case of complex issues the following standard additional charges will apply	£
Complex amendments - charged per hour	133.00
Unforeseen disbursements	Based on actual cost

Planning & Capacity checks

(See notes)

Water only £	Drainage only £	Water and drainage £
588.00	846.00	1,135.00

Infrastructure charges and discounts

(See notes)

Type of connection	£ Per connection
Anglian Water Services Ltd – Water	502.00
Hartlepool Water Services Ltd – Water	293.00
Anglian Water Services Ltd - Sewerage	403.00
Anglian Water Services Ltd - Water supply discount	491.00
Hartlepool Water – Water supply discount	491.00

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. Infrastructure charges will also be charged on all new domestic connections, please see the section on infrastructure 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 most 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 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-certify that installations comply with the Water Supply (Water Fittings) Regulations 1999, Anglian Water do not need to inspect and a 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.

Design fees for water mains and self-lay services

Design deposit

Anglian Water request that a deposit is paid with the application. The deposit is calculated on the number of properties on site. The deposit includes a review of the initial mains layout where a redesign can be requested on the route of the proposed mains only, any changes to the number of plots, site layout or phasing would trigger the need for a redesign deposit to be applied. Any further redesigns will be charged per redesign prior to acceptance of terms. The deposit also includes one site visit, further site visits will be charged per visit. Design offers have a validity period of six months. After the six months validity period the deposit will be retained to cover the design costs and any future applications for the site will need to be made via InFlow with the relevant design deposit.

Anglian Water request a fee is paid with each redesign required, excluding an initial review on the mains layout as detail above. The following criteria will trigger a redesign deposit per request for a redesign prior to acceptance of terms:

- When there has been a change in the total number of plots >10%.
- Where there has been a change to the layout of the **site** which results in the need to redesign the mains route.
- When the customer requests a change in the current phasing.
- When the customer requests a change in the mains layout.

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.

Design vetting for self-lay delivery

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.

Water mains engineering

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.

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 remobilization charge will be applicable for future site visits.

Self-lay services

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).

Drainage services

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. Infrastructure charges will also be charged on all new domestic connections, please see section on infrastructure 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 authorization 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 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 our Developer Charging Arrangements.

You are required to make an application to connect to the public sewer for your proposed sewer and to pay the Vetting and Administration Fee (VA). 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' VA; however, if you are proposing to connect to an existing private sewer you are required to pay the 'indirect' VA. 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' VA 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% supervision/inspection 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. We charge a fee for the processing and assessment of an application to adopt, as set out below

Adoption of intervening drains -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 recharged 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 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.

Planning & Capacity checks

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. If this is the case we will get in touch with you to discuss next steps.

Payment options for planning fees

Planning fees are subject to VAT at the standard rate. Full payment must be received before we can process your enquiry.

Payment can be made by the following options:

- Online through our portal [InFlow](#).
- Telephone on 0345 60 66 087, option 3, then option 2, to provide credit/debit card details.
- BACS/bank transfer - Account number 10276367, sort code 20-43-71.
- By cheque to Anglian Water Services Ltd, DS Income Team, PO Box 495, Huntingdon PE29 6YY.

Infrastructure charges and discounts

Infrastructure charges are separate from and additional to connection charges. The infrastructure charges are types of charges set out in section 146(2) of the Water Industry Act 1991. The infrastructure charge should be paid by anyone who wishes to build or develop a property and are payable before premises are connected to our water main or public sewer (as the case may be).

Infrastructure charges are outside the scope of VAT

The infrastructure 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.

The infrastructure charge is designed to reflect the cost of network reinforcement work as defined by the charging rules. The charge is not set by reference to network reinforcement necessitated by the development in question, but by reference to the forecasted overall cost of network reinforcement to meet the demands of growth within the relevant charging region over the five-year charging period. Thus, that overall cost is shared equally across all forecasted new connections by way of the infrastructure charge, formulated either as a unit cost for household properties or a flow-equivalent unit rate for non-household properties. It is a charge of the type set out in section 146(2) of the Act.

The **infrastructure discount** is a new element, introduced to reflect the changes in Ofwat's charging rules. The discount is **£471** for each connection to the water supply network in the Anglian and Hartlepool Water area. Due to the changes in the charging rules, any discount must now be applied to the infrastructure charge rather than the requisition charge. This has provided us the opportunity to offer the discount (via the infrastructure charge) not just to water main requisitioners, but to those seeking water connections too. Infrastructure charges are raised on a standard basis of one charge per new connection (one for water and one for sewerage). However, if the new connection is to non-household premises, the fixed element is calculated according to the number and type of water fittings in the premises. This is called the "relevant multiplier" method of calculating the charge.

Relevant multiplier

The infrastructure 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 infrastructure 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
Infrastructure charge = 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
Infrastructure charge = 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 infrastructure 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 infrastructure charge.

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 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.

New VAT Domestic Reverse Charge

HM Revenue & Customs (HMRC) plan to introduce a new requirement on 1 March 2021 which affects supplies of construction services made between construction businesses which is called the domestic reverse charge for construction services.

However, HMRC has accepted that this new requirement does not apply to our new connection charging arrangements because the income relates to alterations to Anglian Water's networks, which are used to provide clean and wastewater services to our customers.

Consequently, our quotations and invoices for charges will remain subject to VAT, when applicable, in the normal manner and do not fall within the scope of the reverse charge arrangements.

Further information is contained within Section 18 of HMRC's online technical manual which is available on the [HMRC website](#).

Methods of payment

There are four ways of making payment to Development Services. 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 3, then option 2. 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.

By cheque

Please make payable to 'Anglian Water Services Ltd', please include your remittance advice and write the InFlow application number(s) on the back of the cheque and post to Anglian Water Services Ltd, DS Income Team, PO Box 495, Huntingdon PE29 6YY.

Remittance advice

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