

Developer Services Wastewater Technical Forum

26th February 2025

Ullswater

Developer Services Wastewater

TECHNICAL FORUM

Agenda

Welcome and introductions - Tracey Wright

Charges update – Graham Morley

Environmental Incentives Scheme – Graham Morley

Wastewater Technical Update – Daniel McDermott

Comfort break

Customer update – Craig Daniels

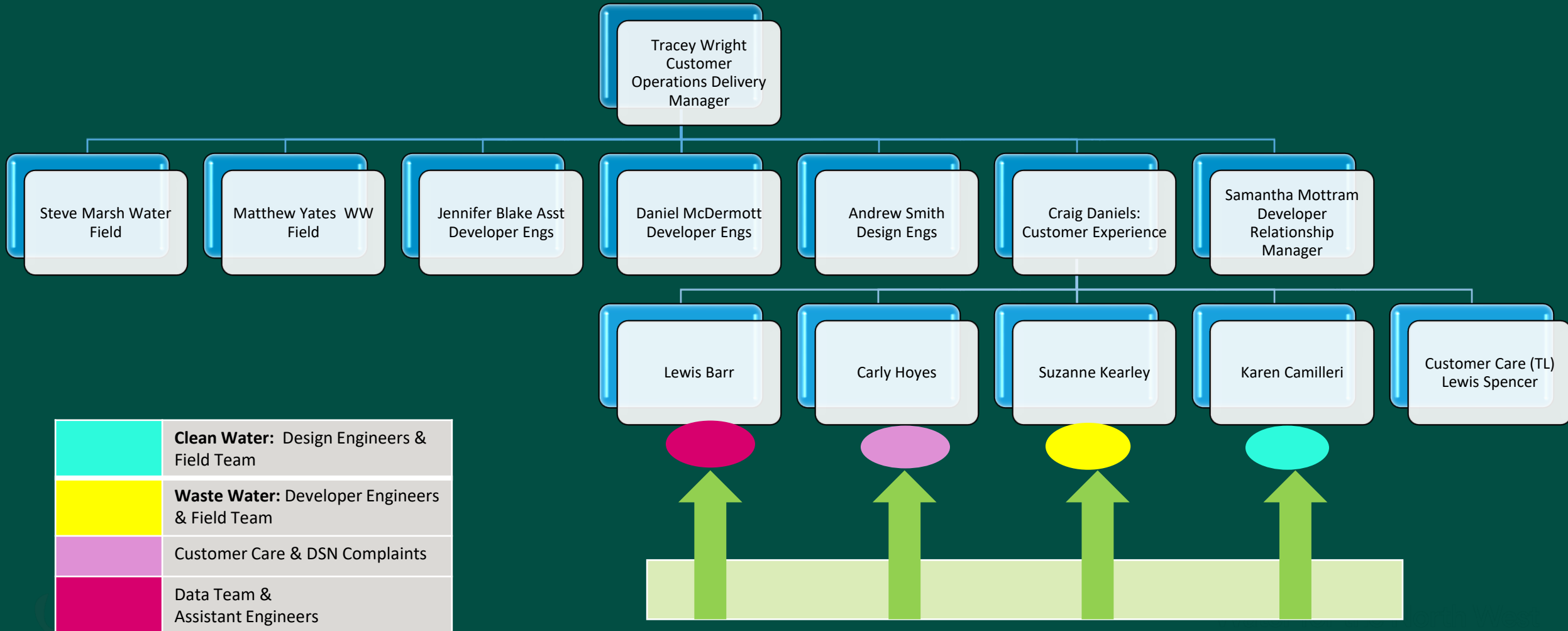
Wastewater Telemetry Update – Susan Owen

Wastewater Technical Workshop – Daniel McDermott

Q&A – All



DSN Management & Team Leader Structure



Developer Services Wastewater

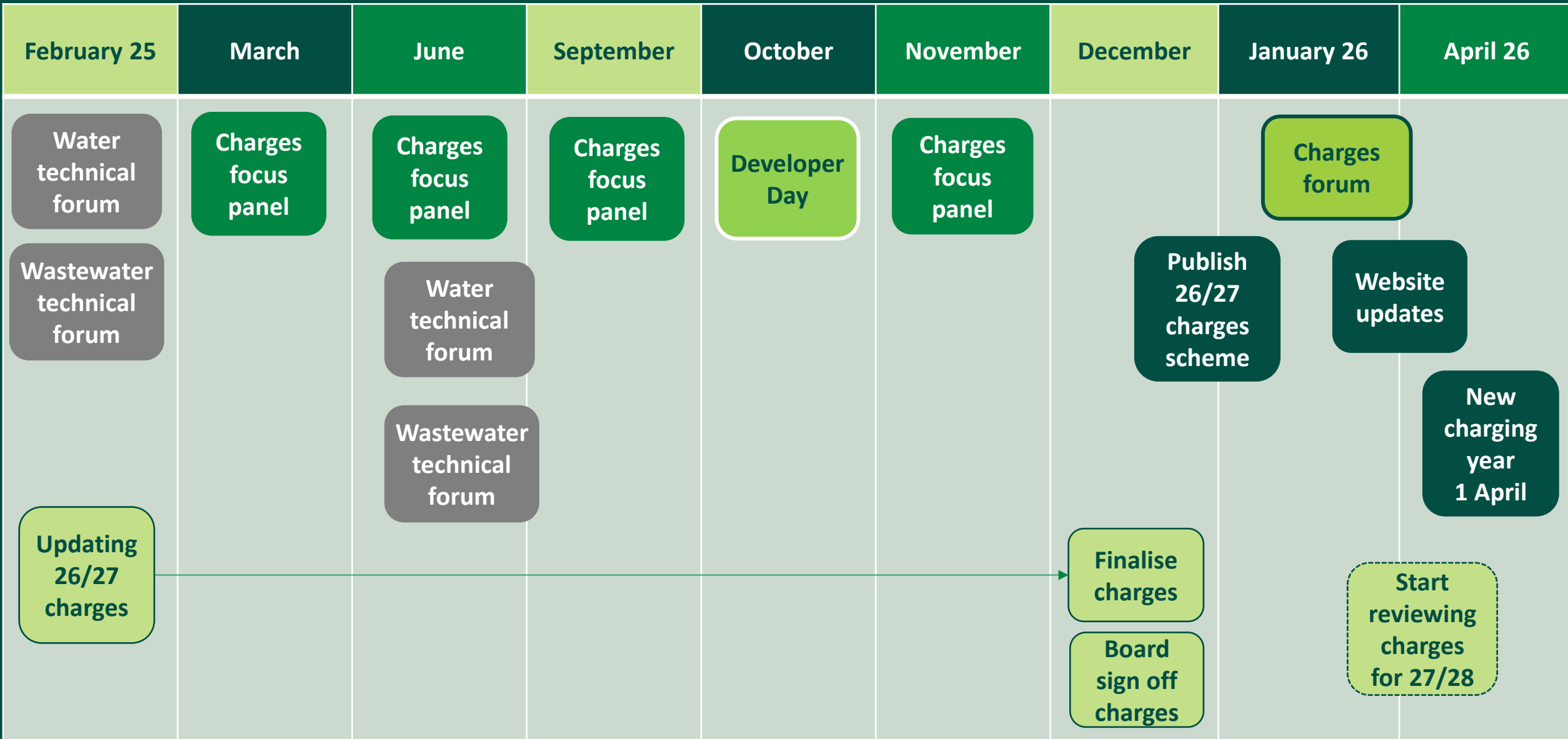
TECHNICAL FORUM

Charges Update

Graham Morley
Strategy and Compliance



2026/2027 charges timeline



Developer charges to increase in 2025/2026



Large housing growth forecasted in the Northwest requiring more upgrades to our water and wastewater assets, thus increases to the infrastructure charge.

- 1.5m new homes over next 5 years.
- C.37,000 new homes each year in the Northwest.
- Investment needed to support growth, whilst protecting the environment and our customers.
- UU committed to supporting house building growth through great customer experience (#1 D-MeX).



A fairer approach to charging by ensuring all developer costs are now recovered through developer charges including removal of income offset subsidy.

- Income offset is currently funded by bill paying customers.
- Developer Services will now operate as a standalone function.
- We must aim to recover all our costs
- Our commitment to strive to have some of the lowest charges in the sector.



Promote sustainable developments with tiered incentive mechanism funded through introduction of new environmental charge.

- National target to reduce overall demand by 20% by 2050.
- This means a reduction from 140 to 110 litres per person per day.
- New incentive is an industry standard approach with greater rewards on offer.
- One of the most comprehensive offerings in the sector.

Developer Services charges 2025/2026 – recovering costs

Unless otherwise specified, all quotes for construction activities will be provided based on the parameters and information that you provide in your application for services, together with any supporting documents you provide.

If there are any differences to the actual site conditions from the information or parameters you have provided, we will recover any additional costs that we incur, to facilitate the work, from you and these costs will be subject to final settlement.

This could include but is not limited to:

- Additional metres of pipe, excavation and reinstatement
- Change of surface type
- Boundary box / multi-port box
- Any additional costs incurred due to the obstruction of third-party services
- Traffic management



All quotes for construction will include expected costs for traffic management where required, in some instances this may be subject to change, for example where the highways authority requires alternative arrangements.

Quote validity

Service provider	Validity period
New mains / mains requisition	6 months from date of quote
Mains diversion	6 months from date of quote
Self-lay provider	6 months from date of quote
Service connections	Until the end of the charging year (31 March)
NAV bulk connection	6 months from date of quote
Sewer requisitions, diversions and connections	6 months from date of quote

For the charges outlined in the quote to apply, you must have accepted the quote and

- if we are completing the work, you must have requested the work from us within three months of accepting the quote and be ready for the work to be carried out when you make the request or,
- if you are completing the work, work must have been completed within three months of you accepting the quote.

If any of the following occur:

- the work has not been requested from us, or
- you are not ready for us to carry out the work, or
- you have not completed the work within three months of accepting the quote

a re-quote will be required (under the charging arrangements for the current charging year) and a re-quote fee will be payable.

Charges 2025/2026

**Complex Diversion
initial contribution
£2,752.02**



**S98 Sewer Requisition
engineering assessment
£1,746.94**

**Wastewater pre-
development enquiry
£471.29**



**Infrastructure Charges
Water £393.72
Wastewater £442.04**

**Sustainable Infrastructure
Water £121.72
Wastewater £154.04
(only where included on a quote
prior to 1 April 2024)**



**Environmental component
Water £77.54
Wastewater £59.35
(applicable to all connections
made from 1 April 2025)**

Charges 2025/2026 - Wastewater - application and administration fees

Charge	24/25 charge	25/26 charge	
Wastewater pre-development enquiry		£471.29	New
S98 Sewer requisition application fee	£548	£1,898.12	
S98 - engineering assessment		£1,746.94	New
S106 Developer connection processing fee	£249	£720.86	
Section 102 sewer adoption application fee	£545	£1,753.02	
Section 104 sewer adoption application fee	£1,558	£3,203.51	
S185 Diversion carried out by Developer application fee	£715	£2,630.18	
S185 Diversion carried out by UU application fee	£715	£2,630.18	
Complex diversions sewerage - budget estimate initial contribution		£2,752.02	New
Sewer abandonment application fee up to 100mm	£265	£817.87	
Sewer abandonment application fee over 100mm	£432	£1,212.37	
Sewer build over application fee	£164	£607.71	

Estimated value of works

The rates used for calculating the estimated value of works have not been updated for several years and have this year seen a 10% increase, these rates are to be reviewed and may see a further increase from April 2026.

Diversion

- Technical assessment fee (where the design for the diversion is provided by the developer)
- Security/deposit

Adoptions of sewers and disposal works

- S102 and S104 Technical assessment & inspection fee
- S104 security

Environmental Incentives Scheme

Tier 1	
Water – demonstrate that the premises is built with fittings not exceeding the maximum consumption rates set out in the table on the right, and	£172
Water – installation of a flow regulator which limits the flow into the premises to 14 litres per minute	£100
Wastewater – installation of a water butt or a raised rain planter with a capacity of at least 200 litres connected to the properties main roof drainage, or a rain garden the size of 2% - 4% of the properties main roof, that drains to the rain garden.	£20

Water Fittings	Maximum Consumption (equal to or less than the following values)
WC	≤ 4 / 2.6 litres dual flush
Shower	≤ 7 l/min
Bath	≤ 170 litres
Basin taps	≤ 5 l/min
Sink taps	≤ 6 l/min
Dishwasher	≤ 1.0 l/place setting
Washing machine	≤ 6 l/kilogram

Tier 2 (achieve all of tier 1 to be eligible for tier 2)

Water re-use – installation of rainwater harvesting or greywater re-use as the primary water source for all toilets, as a minimum, within the property	£400
No surface water connection – Where the property has no direct or indirect connection for surface water drainage	£288
Permeable surfaces – installation of permeable surfaces to the properties driveway and paths	£150

Tier 3 (achieve all of tier 1 and the water reuse and at least one of the wastewater of tier 2 to be eligible for tier 3)

Water offsetting – We carry out 6 audits of existing properties for each new build property you are applying for tier 3 for and where we can, fix leaks, install water savings devices and install a water meter. The water savings from doing this should offset the demand from the new build property.	Cost to Developer £553 plus VAT
	Incentive £664

Environmental Incentives Scheme process

You make the application at the same time as the water services application and send us the completed spreadsheet

We review your application and send back to you the spreadsheet along with our terms and conditions

You send us back the signed terms and conditions

You complete the property, fitting the devices as applied for

You carry out a Vyn for each plot on the environmental incentive scheme

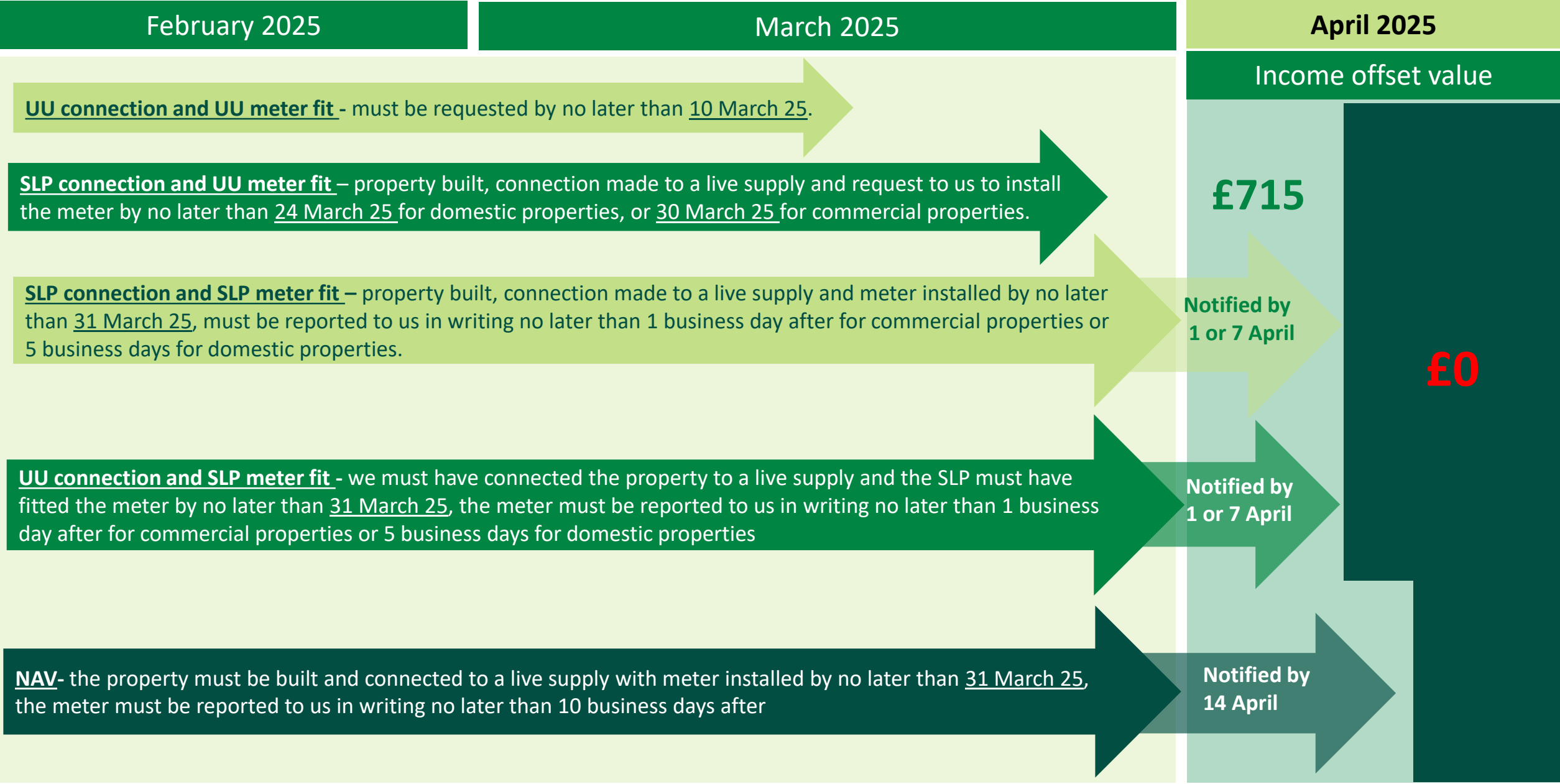
We validate the Vyn information

We pay any incentive payments due to you

Full details and how to apply can be found on our website

[Environmental Incentives Scheme](#)

Income offset – transition



Consultations

We welcome your feedback on the following consultations.



Metering Local Practice Consultation: Meter Equipment

31 December 2024

We are consulting on a change to our metering local practice document and would welcome responses from stakeholders on our change proposal.



By no later than Friday 28 February 2025.



Consulting on our Meter Location Policy

30 January 2025

We are informally consulting on a change to our meter location approach for new build properties, as defined in our metering local practice document.

By no later than Tuesday 1 April 2025.

You can find these consultation on our website at - [Developer Services news - United Utilities](#)

Responses to the consultations should be sent directly to dsconsultations@uuplc.co.uk

Developer Services Wastewater

TECHNICAL FORUM

Wastewater Technical Update

Daniel McDermott



Wastewater Field / Adoption Team, Service Improvements

(You said we did)

Wastewater 2022 - 23

3670 Site Inspections

135 S104 sites adopted

22 S185 adopted

10 Pumping stations adopted

9.5 Days to log / process Part 2



Wastewater 2024 - LBE

4020 Site Inspections 9.5% increase

178 S104 sites adopted 32% increase

40 S185 adopted 81% increase

21 Pumping stations adopted 110% increase

6.5 Days to log / process Part 2 3 days faster

Do the Right thing, Make it Happen, Be Better

What we have done 2024 – Year to date:



- 900+ Remedial lists issued YTD
- 600+ Contractor access requests (Part 2) processed YTD
- 1300+ Hrs of CCTV reviewed YTD
- 880+ Km`s of sewers adopted YTD
- Pro-active approach to historic S104 sites



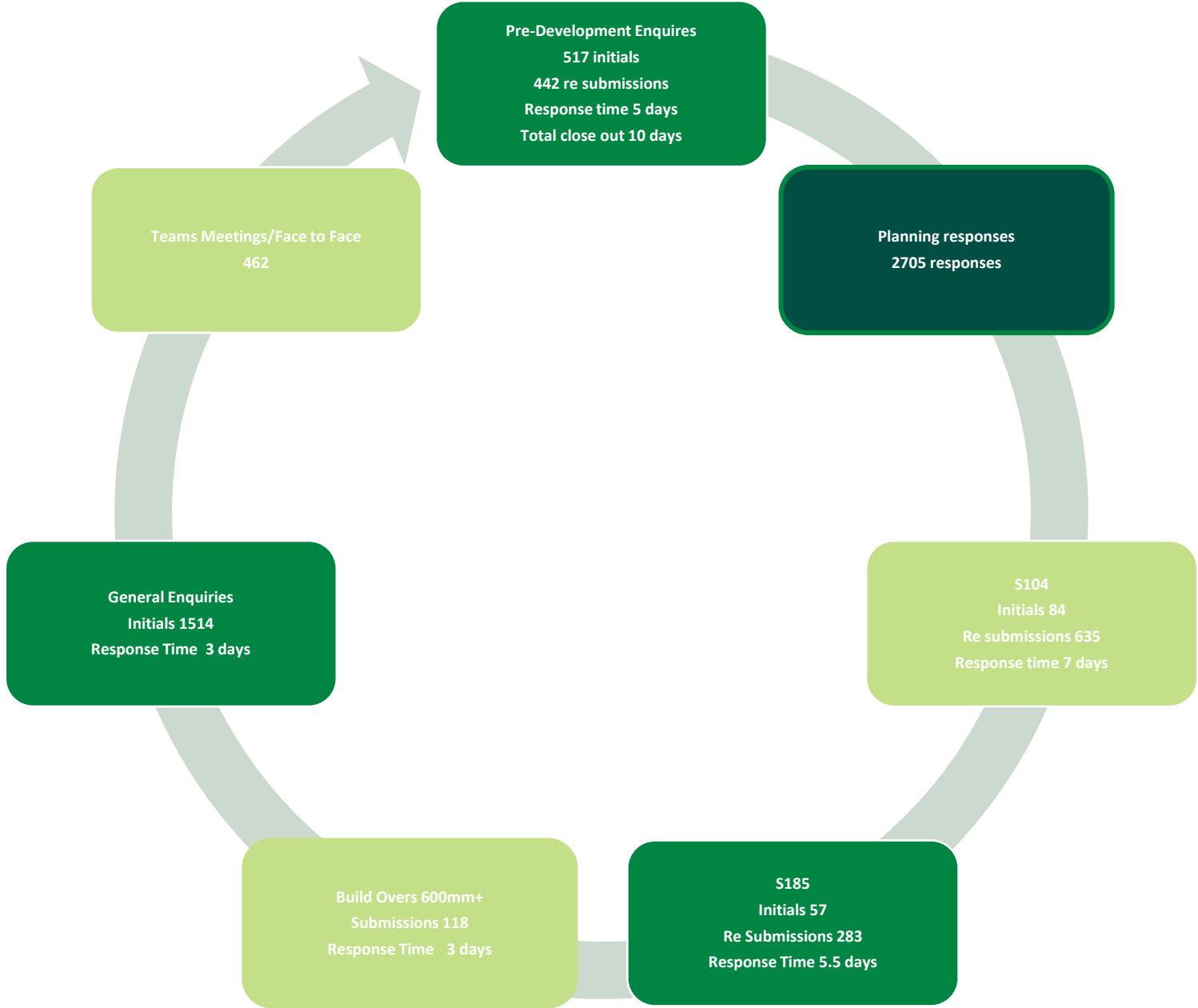
- Online contractor access requests (Part 2) launched
- Updated contractor site guide
- Legal Guidance upon request
- Online PDE forms



- 149 sites adopted YTD
- Pre-start meeting advice
- Providing S104 tracker
- Legal Updates
- Online TEAMS meeting available



What we do for you year to date



Technical Library

Flow control manhole standard detail



Surface Water Shallow manhole standard details



Standard headwall Type 1, 2 and 3




SuD's technical library



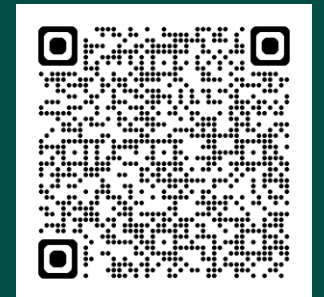
Easement Local Practice



Site sewer construction guide

 **United Utilities**

Water for the North West



Developer Services Wastewater

TECHNICAL FORUM

Wastewater Telemetry Update

Susan Owen – Technology Services



Background

- In February 24 United Utilities started to transition to delivering Telemetry via 4G/Fibre WAN connections
- This was due to the introduction of Network and Information Systems (NIS) Regulations and the gradual shut down of PSTN and GSM networks
- The new WAN connections require extra equipment, additional designs, network configurations and security measures



What we are doing to streamline our delivery and embed the new processes

- Arranging large panel orders with our suppliers
- Creating/modifying new/existing templates for Asset Registration and Telemetry Configuration
- Exploring the possibility of leaving telemetry in place before full adoption
- Moving to the 5 County Model and recruiting additional staff who will require all necessary training



Telemetry Team Structure Changes

Why is the team structure changing?

- To meet the needs of our 5-year Programme, we need to re-structure our delivery team
- This affects all areas we support throughout the business in a few ways:
 - Team is increasing in size
 - The 5 County model approach will be adopted
- The benefits to this change will be dedicated teams (Delivery Squads) working in each of the 5 Counties (Cumbria, Lancashire, Manchester, Merseyside (inc Halton), Cheshire)



What does this mean for you?

- To Contact our team, you should continue to engage via the OT Minor Works Mailbox - OTMinorWorks@uuplc.co.uk
- You will soon have 5 delivery squads which dedicate their time, effort and experience into each of the 5 counties enabling closer working relationships to be developed
- You may see some of your current requests being moved to people you have not been in contact with previously, but don't worry, we are still one team and work closely together

Ways you can help

- **Requesting a Telemetry Quotation**

- Initial email requests to mailbox otminorworks@uuplc.co.uk
- Subject Header: Customer Ref-Site Name-Request for Telemetry Quotation
- One request per email (including dual sites)
- Request for Quotation form – please ensure correct name is used on this form (as agreed by the adoption team)
- Provide a view of site readiness and when Telemetry install is required
- Where possible provide photographs of inside the kiosk

- **Further correspondence**

- Subject Header: UU Customer Ref - Site Name (consistently named as per the original request)
- One query per email
- Provide clear acceptance of the quotation and provide a PO

We have received a high volume of new requests during this period.

We thank you for your patience whilst we have been transitioning to the new process.

Please be assured we are dealing with your request as quickly as practicably possibly.



Developer Services Wastewater

TECHNICAL FORUM

Wastewater Technical Workshop

Daniel McDermott



Predevelopment Enquiry Form; Customer Feedback



Lots of Information

What you want to know gets lost.

It generates more questions

The new form

WASTEWATER PRE-DEVELOPMENT ENQUIRY



United Utilities Grasmere House, 2nd Floor
Lingley Mere Business Park
Great Sankey
Warrington
WA5 3LP

10/09/2024

Dear Mr Jones,

Pre-Development Enquiry Lingley Mere Warrington UU Reference Number: 987456

We have assessed your application based on the information provided. This pre-development advice on your drainage strategy will be valid for 12 months. Your strategy will need review by other authorities as part of the planning process. We advise conducting necessary site investigations to confirm viability of your proposals.

Modelled Flood Risk

I can confirm that we modelled flood risk within the vicinity of the proposed development. And currently flood at SJ60856504 by 23m³

Please note that our modelling data is indicative, and only representative of the 1:100year storm event.

[Please see comment 2 of the attached guidance sheet](#)

Asset Protection

According to our public sewer records, there are public sewers located within your site boundary. This requires an easement of 6m. If you cannot achieve the required clearance, you may wish to consider diverting and or abandoning the public sewer.

[Please see comment 3 of the attached guidance sheet and Working Near Our Pipelines Guidance document](#)

Foul Water

Foul flow from this site will be allowed to drain into the public foul water/combined sewer system.

Our preferred point of discharge would be to the north of your proposed development at an unrestricted rate.

Manhole reference SDSF0001, Grid reference 385756 385764

Surface Water

Follow the National Planning Policy Guidance drainage hierarchy and provide evidence for discounting higher options before considering public sewer discharge. Consult the Lead Local Flood Authority regarding surface water concerns.

[Please see comment 4 within the guidance sheet](#)

WASTEWATER PRE-DEVELOPMENT ENQUIRY



Infiltration

[Please see comment 4 within the guidance sheet](#)

Waterbody

If an [evidence based](#) assessment has been carried out and confirms that infiltration is not feasible, we recommend that you contact the Lead Local Flood Authority and/or Environment Agency to discuss a point of discharge to the Brook located in the site boundary of the proposed site.

We would encourage you to engage with any third-party landowner and riparian owner to agree access and discharge rights to the water body if this is not in your ownership.

Public Sewer

United Utilities will consider a connection to the 300mm diameter public surface water [within Daniels Road](#) located South of the proposed site at a pass forward flow to be agreed by the Lead Local Flood Authority. United Utilities requests that any agreed rate does not exceed 5l/s.

Manhole reference SDSF5645, Grid reference 385754 385698

Site Image



WASTEWATER PRE-DEVELOPMENT ENQUIRY



Foul & Surface water connection point



Flooding Location



Easy to do
business
with





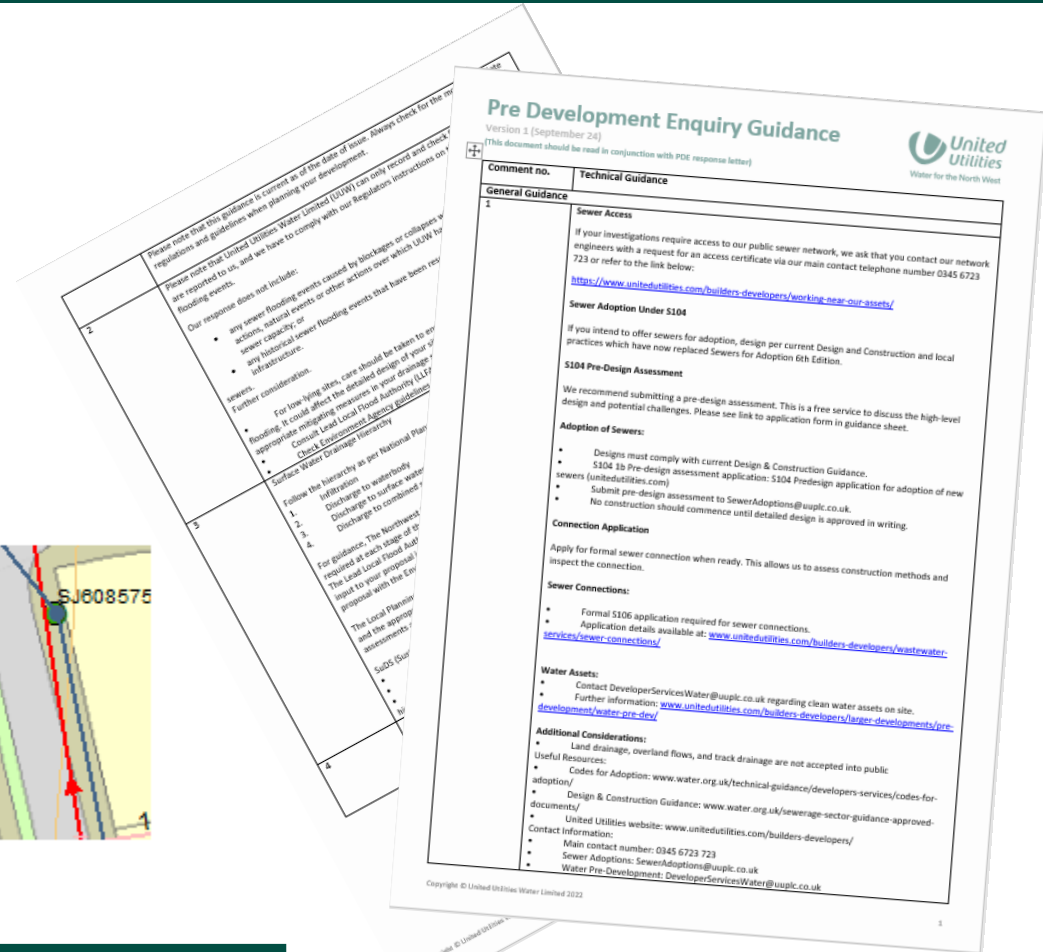
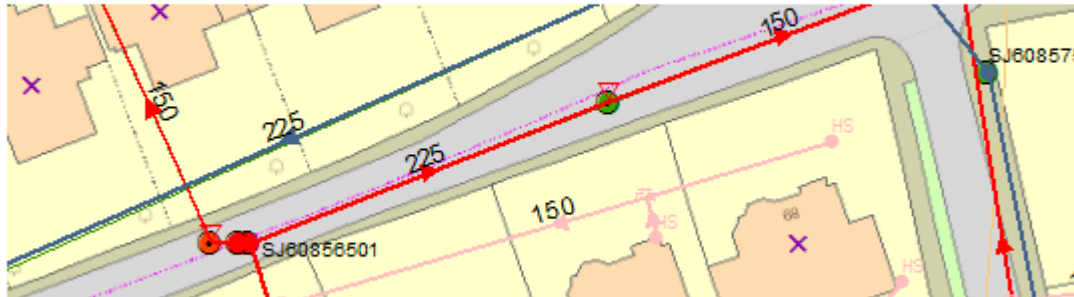
Images we will provide

Additional we provide

Foul & Surface water connection point



Flooding Location



Further Guidance linked through to comments

Pre Development feed back Sessions

