



Wessex Water Services Limited
2026-27 Indicative charges for New Connection Services

Introduction

This document sets out our indicative charges for new connection services for 2026-27.

Each year, we review our approach to charging for new connection services to ensure that they are consistent with Ofwat's Charging Rules for New Connection services¹ and reflect the latest available information.

We have made very few changes to the overall structure of our charges this year. To ensure our charges continue to reflect the specific work involved in installing a new connection, we have made some small changes to the composition and scope of some charges. This includes:

- Disaggregating our abortive and standing time charges for s45 connections, from those charges relating to other types of job. This reflects the different internal processes that are followed in each circumstance (**Table 3-2**).
- Updating connection charges to reflect the cost of a smart meter, which we expect to be installed on the vast majority of new connections from 1 April 2026 (**Table 4-2 and others**), following the launch of our smart meter rollout earlier this year. This supports our wider AMP8 smart metering rollout programme and our aspiration to install smart meters on 95% of connections by 2035, to support our water efficiency objectives.
- Applying the late meter notification fee to household connections, as well as to non-household connections (**Table 5-3**).

We have also updated the presentation of sewerage infrastructure charges (**Table 8-2**). For schemes with the inclusion of an agreed SuDS scheme that attenuates the flow of surface water, we now present the credit that would apply for meeting the required specifications, rather than the net infrastructure charge that would be paid in such circumstances. In other words, we present the environmental incentive that is applicable. This provides consistency of presentation with how we present the charges (and environmental incentive) for schemes that commit to zero surface water discharge into our network. It also means that we have two 'tiers' of environmental incentives for sewerage infrastructure charges.

Across all our charges, we continue to review the underlying labour and materials rates for both contestable and non-contestable elements of new connections work, and we have updated our charges where appropriate. This is required to ensure that we recover the full costs of provision going forwards, and that our charges remain cost-reflective.

We currently forecast that these changes will result in the cost of delivering the connections set out in Ofwat's Common Worked Examples increasing by more than 10%. We will publish a full statement of significant change when our final charges are confirmed, setting out the changes for each of Ofwat's scenarios.

¹ Ofwat, [Charging rules for new connection services](#), October 2025 (effective from April 2026). We note that Ofwat has recently consulted [and concluded](#) on some very minor changes to the wording of its Charging Rules for New Connection services – to be effective from April 2026. This has not resulted in any changes to our charges.

In the meantime, we have allocated time for informal discussions on these indicative charges on **Monday 8 December, 11am – 1pm**. We welcome any appointment bookings or other feedback on these indicative charges to developer.services@wessexwater.co.uk.

We are committed to being fully transparent in the process of setting our charges. This publication ensures that we are providing full and early visibility of what we are expecting to charge over 2026-27. However, these are indicative charges only. Our final charges will be published no later than 1 February 2026 and will likely vary from these indicative charges as a result of final inflation figures and any other new information that becomes available before publication.

Table 3-1 Charges payable for asset plans and viability studies

Description	Unit pricing	Price
Extract of our network map (i.e. map of existing sewers or mains) – printed or sent electronically	Each	£15
Extract of company's network map (i.e. map of existing sewers or mains) – online access	Each	FREE
Pre-Planning Enquiry Response - to advise points of connection and/or discharge, capacity* and asset protection arrangements	per enquiry	FREE
Site Specific charge for the verification of Odour Modelling	per enquiry	£1,083
Site Specific charge for the Fly Nuisance Risk assessment	per enquiry	£486

* If computer network modelling is required to assess capacity for a development that is neither allocated in a Local Plan nor has development management approval, we can still provide this service but it will be subject to payment of a fee. Please contact our planning liaison team for details.

Table 3-2 Abortive and additional visit charges

Description	Unit pricing	Price
Any abortive site visit	per visit	£82 + any relevant costs
Additional site inspections	per visit	£164
If site is not ready, standing time for standard gang*	per hour	£185
If site is not ready, standing time for standard gang (s45 connections only)	per hour	£202
If site is not ready, abortive fees for standard gang*	each visit	£2,838
If site is not ready, abortive fees for standard gang (s45 connections only)	each visit	£523
If site is not ready, remobilisation charges for standard gang	as required	£1,419

* This charge is applicable for all works other than s45 connections (covered in Table 4-2) where we arrange to visit a site and the site is not ready or we are not able to carry out the work as arranged.

Table 3-3 Traffic management & road closure charges

Description	Unit pricing	Price
Streetworks permits*	Per charges published at the time by Highway authority area and local council	On application or check the relevant website for information
Road closure - signage	Per closure	£797
Person in attendance for traffic management**	Per day	£306
Suspend / bag off pedestrian crossing	Per crossing	Varies with location***
Suspend / bag off traffic lights	Per job	Varies with location****
Temporary 2 way lights	Per job	£318
Temporary 3 way lights	Per job	£806
Temporary 4 way+ lights	Per job	£845
Designated parking bay suspension	Per job	£193
Temporary pedestrian crossing system	Per job	£846
Electronic variable message sign	Per week	£601

*Permit fees are set locally by each council and highway authority and vary considerably. Therefore, the appropriate charges, consistent with those published at the time of your application, will be added to your quote.

** This is a highways requirement. At the time we provide an initial quote, we may not be aware if the highway authority will require a person in attendance. Therefore, if this is required you will be informed and invoiced separately for this. The "person in attendance" is provided by our traffic management provider and is fully trained/qualified to do this work.

*** This charge will reflect our 3rd party provider at the time of charging. This is currently £473 in BANES, £829 in Wiltshire and £679 in other areas.

**** This charge will reflect our 3rd party provider at the time of charging. This is currently £473 in BANES, £829 in Wiltshire and £1,002 in other areas.

Please visit your local highway authority's website for more details of their fees. Any terms and conditions that apply to their charges will be passed through to you where appropriate, for example: applying a Highway Permit, fees for cancellation, variations or rescheduling of permits.

Additionally for road closures, the council charges to apply a Temporary Traffic Restriction Order (TTRO). Please visit your council website for further details and their terms and conditions which we will pass through. If you need any assistance finding Highways or Council permit fees, please contact us.

Where you require an expedited acceleration of the approvals of a road closure, where applicable and permitted by the relevant Highways Authority, a separate charge will be invoiced as a pass-through cost (currently costs vary to approximately £1,000). In such cases, the timing of the approval of the road closure remains at the discretion of the Highways department and is not guaranteed.

Table 4-1 Service connection administration charges (non-contestable) Section 45

Description	Unit pricing	Price
Administration and application fee where Wessex Water makes the connection (first connection)	per connection	£144
Administration and application fee where Wessex Water makes the connection (each subsequent connection)	per connection	£35
Administration fee where an Accredited Third Party makes the connection (first connection)	per connection	£51
Administration fee where an Accredited Third Party makes the connection (each subsequent connection)	per connection	£28
Trench inspections (where we inspect service pipes laid by others)	per trench	£46

Table 4-2 Service connection charges (contestable) Section 45

Description	Unit pricing	Price
Point of connection enquiry (where the customer has not selected the point of connection)	per enquiry	FREE
Design of service connection (where contestable)	per application	FREE
With Excavation by Wessex Water:		
* Connection (≤ 32 mm diameter) to main including supply and installation of meter & meter box & up to 2 linear metres of service pipe	per connection	£1,232
* Additional connection (≤ 32 mm diameter) - No Excavation required including supply and installation of meter and meter box	per connection	£310
* Connection (> 32 mm diameter) to main including supply and installation of meter & meter box & up to 2 linear metres of service pipe	per connection	£2,563
* Additional connection (> 32 mm diameter) - No Excavation required including supply and installation of meter and meter box	per connection	£1,483
Supply and lay additional communication pipe in Verge/Unmade Ground (reinstate where required)	per linear metre	£264
Supply and lay additional communication pipe in Footpath (reinstate where required)	per linear metre	£485
Supply and lay additional communication pipe in Road (reinstate where required)	per linear metre	£662
Manifold Connection by means of four port manifold (four connections**) including up to 2 linear metres of communication pipe	per manifold	£2,652
Manifold Connection by means of six port manifold (six connections**) including up to 2 linear metres of communication pipe	per manifold	£2,746
With Excavation by Others:		
* Connection (≤ 32 mm diameter) to main (including supply and installation of meter & meter box)	per connection	£468
* Additional connection (≤ 32 mm diameter) including supply and installation of meter and meter box	per connection	£310
* Connection (> 32 mm diameter) to main (including supply and installation of meter & meter box)	per connection	£1,661
* Additional connection (> 32 mm diameter) including supply and installation of meter and meter box	per connection	£1,483
Manifold Connection by means of four port manifold (four connections**)	per manifold	£1,771
Manifold Connection by means of six port manifold (six connections**)	per manifold	£1,812
Other Applicable Charges:		
Supply and lay additional communication pipe without excavation	per linear metre	£47
Supply 15mm meter (non-AMR) - only used where no smart meter signal	per meter	£44
Supply 15mm meter (AMR) - only used where no smart meter signal	per meter	£92
Supply Smart Meter	per meter	£99
Install and commission meter and/or meter box - labour only, components not included (only for meter types that necessitate a non-contestable delivery)	per meter	£34
Connection charge for building water (if not metered)	per plot	£113
Traffic management fees		Table 3-3
Road closure fees		Table 3-3
Out of Hours fee	per night	£2,439
Customer requested return visit	per visit	£203

* Connections are contestable unless the work would present heightened risk to existing assets or could affect supplies to existing customers. Our definition of heightened risk is set out and reviewed annually as part of the Contestability Summary. This can be found in the technical guidance documents [here](#).

** Meters charged separately

Table 4-3 Disconnection charges (non-contestable) Section 62

Description	Unit pricing	Price
Permanent disconnection for domestic properties	each	FREE

Water supply requisitions and water main diversions

Where you requisition a water supply main or request a water supply main diversion (under sections 41 or 185 of the Water Industry Act 1991) we will offer you a price for the scheme based on the fixed charges set out in the charging arrangements if it is reasonable for us to do so.

Where the included works are affected by external factors outside our control, are subject to known or unknown site-specific risks and uncertainties or involve a degree of complexity in delivering the scheme which would make it unreasonable for us to provide an upfront charge, we will provide you with a high-level bespoke estimate.

The high-level bespoke estimate will be designed to fairly recover the costs incurred in delivering the scheme. It will consist of a brief description of the works involved and a site-specific budget price estimate for the whole scheme, taking into account the level of detail and information available to us at the time.

Should you decide to proceed with the scheme, based on the bespoke estimate, it will be delivered on a rechargeable basis with any savings achieved returned to you and any additional costs incurred payable by you.

Instances where you will be offered a bespoke price estimate include, but are not limited to:

- Laying of water mains:
 - 300mm or greater in diameter, or
 - involving valve complexes; or
 - requiring a shut down or supply interruption to sensitive organisations or a significant number of customers.
- Where entry to lay or access to the pipe is required through:
 - land in multiple ownership or occupation;
 - land designated or planned for premium use;
 - land subject to protracted negotiation or dispute; and
 - land owned by a protected undertaker (e.g. land owned by Network Rail or the Crown, rivers or motorways).
- Where laying the main would involve crossing a river or motorway.
- Where we are unable to serve statutory notice for the works or require the consent of a 'protected undertaker'. E.g. crossing land owned by Network Rail, the Ministry of Justice, the Ministry of Defence or the Crown.
- Where ground conditions are particularly difficult (e.g. excavation of rock or artificially hard material) or require temporary or specialist works.
- Where the work to be carried out is close to or in land with particular environmental, historical or archaeological characteristics or in a flood plain.
- Where services or other utility assets (including our own) are discovered or known to be located in close proximity.
- Where the works involved are subject to third party or consenting authority restrictions, constraints or refusals (such as night working).
- Where road closures affect major junctions or where high speed traffic management is required.

There may be occasions where providing an indicative estimate is not possible or where the estimate will not meet the degree of confidence desired by you. In such cases, we will discuss with you the best way to proceed.

Table 5-1 Providing a public main as a Section 41 requisition (non-contestable) Section 41

Description	Unit pricing	Price
Mains administration and application fee	per application	£464
Mains design checking fee (applied whether design is done by us or third party)	per requisition	£284
Mains connection for connecting 49 properties or less that involves heightened risk to existing assets or could affect supplies to existing customers	per connection	£5,291
Mains connection for connecting 50 properties or more that involves heightened risk to existing assets or could affect supplies to existing customers	per connection	£9,145
Laying of additional mains where required to connect to nearest water main		Table 5-2

Table 5-2 Providing a public main as a Section 41 requisition (contestable) Section 41

Description	Unit pricing	Price
Point of connection enquiry (where the customer has not selected the point of connection)	per enquiry	FREE
Mains design fee (excluding checking fee)	per requisition	£550
Re-design fee where layout subsequently amended	per request	£306
Excavation by Others - Supply and lay pipe	per linear metre	£97
Excavation by Wessex Water - Supply and lay additional pipe in Verge/Unmade Ground	per linear metre	£138
Excavation by Wessex Water - Supply and lay additional pipe in Footpath	per linear metre	£167
Excavation by Wessex Water - Supply and lay additional pipe in Road	per linear metre	£255
Land entry agreements including compensation and legal fees	per linear metre	£33
Providing a booster where a customer desires guaranteed pressure greater than 0.7 bar at any point on the site	per booster	£185,501
Routine in-line mains connections (second connection of main in case of diversion)	per connection	£738
Pressure testing	per test	£568
Chlorination	per phase	£408
Sampling and undertaking standard analysis	per sample	£205
Traffic management fees		Table 3-3
Road closure fees		Table 3-3

Table 5-3 Adopting self-laid mains (non-contestable) Section 51

Description	Unit pricing	Price
Pre-commencement fee	per application	FREE
Re-inspection fee	per site visit	FREE
Legal agreement fee (for new agreements or reassessments of previous assessments)	per adoption	FREE
Late notification of meter details – household and non-household	per connection	£23
Service connection administration fees (where an SLP is providing these)	per connection	Table 4-1
(Excavate), supply and lay pipe (and reinstate where required)		Table 5-1

Table 5-4 Adopting self-laid mains (contestable) Section 51

Description	Unit pricing	Price
Mains design fee (excluding checking fee)	per design request	£550
(Excavate), supply and lay pipe (and reinstate where required)		Table 5-2

Table 5-5 Diverting water mains (contestable and non-contestable) Section 185

Description	Unit pricing	Price
Administration and Application fee	per application	£205
Design fee (where a main is to be diverted) (refundable in part)	per design	£2,449
Technical assessment fee (where the design for the diversion is provided by the customer)	per assessment	£291
Inspection fee (where the diversion work is provided by the customer)	per inspection	£288
Disconnection/reconnection of main (shut off)	per connection	£1,363
Disconnection/reconnection of main (line stop)	per connection	£5,705
Decommissioning redundant communication pipe	per linear metre	£34
Reinstatement of ground for washout/sluice valve installation	each	£225
(Excavate), supply and lay pipe (and reinstate where required)		Tables 5-1 & 5-2

Table 6-1 Sewer connection charges (contestable and non-contestable) Section 106 & 107

Description	Unit pricing	Price
Administration, Application & technical approval fee	per application	£106
Connection by means of a Y-junction or saddle (including materials)	per connection	£502
Inspection of a connection via a manhole	per application	£139

Wastewater requisitions and sewer diversions

Where you requisition a sewer or request a sewer diversion from us (under sections 98 or 185 of the Water Industry Act 1991) we will offer you a price for the scheme based on the fixed charges set out in these charging arrangements if the construction work required is simple.

That is:

- The total length of sewer (gravity and pumped) is less than 100m in length.
- Any gravity sewer is no more than 300mm in diameter or deeper than 3m.
- Any pumped sewer is no more than 80mm in diameter or deeper than 1.5m.
- The ground conditions require no temporary or specialist works.
- All waste excavated is classified as inert.
- Where entry to lay or access the pipe is through land that:
 - Is owned and occupied by a single legal interest;
 - Is scrubland, moorland or bare agricultural land which is pasture or arable; and
 - Has no hope of development premium hope value.
- Where we are able to serve statutory notice for the works and do not require the consent of a 'protected undertaker'.

Where the included works are affected by external factors outside our control, are subject to known and unknown site-specific risks and uncertainties or involve a degree of complexity in delivering the scheme which would make it unreasonable for us to provide you with an upfront charge, we will work with you using our stage gate process.

Examples of where our staged gate process shall apply include, but are not limited to:

- The laying of sewers involving any of:
 - pumping stations or treatment works;
 - the disposal of waste other than inert;
 - the location and diversion of other services;
 - work where ground conditions are particularly difficult (e.g. excavation of rock or artificially hard material) or require temporary or specialist works;
 - over pumping of existing flows;
 - dewatering of ground water;
 - the provision of site security;
 - work where the construction period is greater than 12 months;
 - work with restricted access;
 - work with constraints such as night working or other restrictions;
 - work being carried out close to or in land with environmental, historical or archaeological characteristics or in a flood plain;
 - where road closures affect major junctions or where high-speed traffic management is appropriate;
 - where entry to lay or access the pipe is required through:
 - land in multiple ownership or occupation;
 - land consisting of residential or non-residential gardens and amenity use;
 - land consisting of woodland, market gardens, allotments or a specialist agricultural use;
 - land designated or planned for premium use; and
 - land subject to protracted negotiation or dispute.
 - where laying the sewer would involve crossing a river or motorway;
 - where we are unable to serve statutory notice for the works or require the consent of a 'protected undertaker'. E.g. crossing land owned by Network Rail, the Ministry of Justice, the Ministry of Defence or the Crown.

Table 7-1 Providing a public sewer or lateral drain (non-contestable) Section 98

Description	Unit pricing	Price
Administration & Application fee	per application	£350
Point of connection enquiry (where the customer has not selected the point of connection)	per requisition	FREE

Table 7-2 Requisition charges for new public sewers (contestable) Section 98

Description	Unit pricing	Price
Gravity Sewer - Supply and lay ≤225mm diameter pipe at ≤3m depth - Excavation by Water Company (reinstate where required)		
In field	per linear metre	£2,077
In made ground		£2,297
In road		£2,467
Gravity Sewer - Supply and lay >225mm & ≤300mm diameter pipe at ≤3m depth - Excavation by Water Company (reinstate where required)		
In field	per linear metre	£2,197
In made ground		£2,437
In road		£2,612
Pumped Sewer - Supply and lay 80mm diameter pipe at ≤1.5m depth - Excavation by Water Company (reinstate where required)		
In field	per linear metre	£1,378
In made ground		£1,451
In road		£1,677
Design & Installation of Sustainable Drainage Scheme (SuDS)	per scheme	Price on Application
Land entry agreements including compensation and legal fees	per linear metre	£33
Traffic management fees		Table 3-3
Road closure fees		Table 3-3
Decommissioning redundant pipe (if diverting a sewer under a section 185 diversion)	per linear metre	£34

Table 7-3 Adopting existing sewerage assets (non-contestable) Section 102

Description	Unit pricing	Price
Administration & Application fee	per application	£149
Technical approval	per application	£544
Inspection	per application	£580
Pumping Station compliance fee	per pumping station	£1,984
Land transfer fee	per agreement	£1,094
Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum	per installation	£2,605
Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum	per installation	Price on Application
Excavate supply and lay pipe (and reinstate where required)		Table 7-2

Table 7-4 Adopting new sewerage assets (non-contestable) Section 104

Description	Unit pricing	Price
Administration & Application fee	per application	£193
Technical approval (Initial Submission)	per application	£706
Technical approval (Subsequent submissions)	per re-submission of application	£282
Adoption compliance fee - for our estimated construction cost <£50k	fixed cost (up to 2 inspections per month)	£1,279
Adoption compliance fee - for our estimated construction cost £50k - £100k	fixed cost (up to 2 inspections per month)	£3,067
Adoption compliance fee - for our estimated construction cost £100k - £1m	fixed cost (up to 2 inspections per month)	£4,858
Adoption compliance fee - for our estimated construction cost >£1m	fixed cost based on our estimated construction cost	0.40%
Legal agreement fee (for new agreements or reassessments of previous assessments)	per agreement or per adoption	£540
Surety or deposit (if appropriate) (refundable in part)	percentage of our estimated construction cost	10% or minimum of £5,000
SUDS Adoption compliance fee	per SUDS	Price on Application
Deed of grant fee	per agreement	£876
Pumping Station adoption compliance fee	per pumping station	£1,984
Land transfer fee	per agreement	£1,094
Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum	per installation	£2,605*
Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum	per installation	Price on Application
Excavate supply and lay pipe (and reinstate where required)		Table 7-2

* This price is only applicable if telemetry is installed within 2 years of the date of application. Thereafter the price will be subject to the charging arrangements in place at the time of installation.

Table 7-5 Diverting a public sewer asset – major or minor diversion (non-contestable)
Section 185

Description	Unit pricing	Price
Administration & Application fee (includes letter of agreement)	per application	£187
Technical assessment fee (where the design for the diversion is provided by the customer)	per assessment	£355
Inspection fee (where the diversion work is provided by the customer)	per site	£557
Surety or deposit (if appropriate)	percentage of our estimated construction cost	10% or minimum of £500 for minor diversion, or minimum of £5,000 for major diversion
Appraisal fee (where we divert a critical or major sewer) (refundable in part)	per appraisal	£2,000
Pumping Station compliance fee (for option 2 diversions)	per pumping station	£1,984
Land transfer fee	per agreement	£1,094
Pumping Station telemetry provision via cellular communications, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum - only chargeable under option 2 diversions where developer builds pumping station	per installation	£2,605*
Pumping Station telemetry provision for sites with no cellular communications and/or multiple inhibit links, as compliant with Design and Construction Guide (DCG) and Wessex Water's Associated Addendum - only chargeable under option 2 diversions where developer builds pumping station	per installation	Price on Application
Excavate supply and lay pipe (and reinstate where required) or decommission redundant pipe		Table 7-2

* This price is only applicable if telemetry is installed within 2 years of the date of application. Thereafter the price will be subject to the charging arrangements in place at the time of installation

Table 8-1 Water infrastructure charges Section 146

Description	Unit pricing	Price
Infrastructure credits to account for relevant use within the last five years	Number of credits	-£280 / -£180
Infrastructure charges due for the development	Charge per dwelling	£280
Relevant multiplier charges due for the development	Charge based on fittings	RM x £280 RM x £180
Environmental incentive for sustainable development consuming <100 l/h/d	Credit per dwelling meeting specifications	-£100

The environmental incentive is a credit on the full water infrastructure charge that is available for those developer customers who provide evidence that a new property will consume less than 100 litres per person per day. Further details of the process to claim this credit are published on our [website](#).

Table 8-2 Sewerage infrastructure charges Section 146

Description	Unit pricing	Price
Infrastructure credits to account for relevant use within the last five years	Number of credits	-£1,340 / -£670 / -£134
Infrastructure charge due for the development	Charge per dwelling	£1,340
Relevant multiplier due for the development	Charge based on fittings	RM x £1340 RM x £670 RM x £134
Environmental incentive Tier 1: for schemes with the inclusion of an agreed SuDS scheme that attenuates the flow of surface water into our existing or proposed network	Credit per dwelling meeting specifications	-£670
Environmental incentive Tier 2: for schemes that commit to zero surface water discharge into our existing or proposed network	Credit per dwelling meeting specifications	-£1,206

The environmental incentive is a credit on the full sewerage infrastructure charge that is available for reducing the additional surface water that discharges into our existing or proposed network, giving the dual outcome of benefitting the environment and lowering the charge paid.

Table 8-2 above presents two tiers of environmental incentive:

- 1) a 50% discount on the infrastructure charge that is available where the development includes an agreed SuDS scheme that attenuates the flow of surface water into our existing or proposed network; and
- 2) a 90% discount on the infrastructure charge that is available for schemes that commit to zero surface water discharge into our existing or proposed network.

This differs from our current charging arrangements, which presents the first of these options as the net infrastructure charge that would be paid in such circumstances (rather than the value of the environmental incentive). This provides consistency of presentation with how we present the charge (and environmental incentive) for schemes that commit to zero surface water discharge into our network. It also means that we have two ‘tiers’ of environmental incentives for sewerage infrastructure charges. This is purely a presentational change to make the available options clearer to prospective developers – it has not altered the balance of charges in any way.

For both tiers of environmental incentive, the level of credit presented in Table 8-2 is against the full infrastructure charge that would be paid for connections with no surface water abatement.

Customers that wish to claim the environmental incentive will need to provide information on the applicable plots. Further details of the process to claim this credit are published on our [website](#). We will update this information in advance of the start of the new charging year (1 April 2026) to reflect the presentational change described above.
