

Developer Services Schedule of Charges

2019-20



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Introduction

The charges included in this schedule of charges document are made by Dŵr Cymru Cyfyngedig (the Company). They are supplementary to the charges included in the Company's Scheme of Charges and other charges schedules published by the Company.

The charges will apply from 1 April 2019 until they are revoked, amended, replaced or otherwise modified by the Company.

For any additional service provided by the Company for which a charge is raised (e.g. the provision of a facility or making a right available) the Company may make such charges as it determines appropriate having regard to the cost of providing the service. Payment of such charges may be required in advance.

The Company operates in the area shown on the map below.

The company produces a number of customer information publications about the services it provides. Details of these can be found on our website dwrcymru.com.

Since April 2018 water companies operating wholly or mainly in England have had to charge for new connections (mains and services) in accordance with the revised charging rules set by OFWAT. This change does not currently apply to Dŵr Cymru Welsh Water, including those areas of England in our operating area.



Developer Services

For enquiries concerning any services listed in this publication please contact:

Developer Services
Dŵr Cymru Welsh Water
PO Box 3146
Linea
Fortran Road
Cardiff
CF30 OEH

Tel: 0800 917 2652

Email: developer.services@dwrwymru.com

Website: dwrwymru.com/developer-services

How to Pay

Credit/Debit Cards

Customers can pay by using their credit/debit cards, at any time, either online at the above website or by telephoning our 24-hour automated payment line on 0800 917 2652, choosing option 1. Customers can pay by using most major credit/debit cards. Please have your quotation reference number to hand.

Cheque Payments

Customers can pay by cheque. The quotation reference number must be written on the back of the cheque, and crossed 'A/C Payee'. Cheques are made payable to Dŵr Cymru Cyf and sent to:

Developer Services
Dŵr Cymru Welsh Water
PO Box 3146
Linea
Fortran Road
Cardiff
CF30 OEH

Definition of terms

In this schedule, unless the context otherwise requires:

'Act' means the Water Industry Act 1991 and amendments thereto.

'Billing Company' for any premises is the company other than Dŵr Cymru Cyfyngedig that supplies the water service to the premises and is responsible for collecting sewerage charges in respect of those premises on behalf of Dŵr Cymru Cyfyngedig.

'Company' means Dŵr Cymru Cyfyngedig.

'Connection' means a connection regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of the Company's services.

'Domestic purposes' generally means a supply for drinking, washing, cooking, central heating and sanitary purposes and is defined in Section 218 of the Act.

'House' means any building or part of a building which is occupied as a dwelling house, whether or not a private dwelling house, or which, if unoccupied, is likely to be so occupied. (As described in Section 219 of the Act). In particular, a house includes a flat but not a caravan or mobile home which is temporarily situated.

'Infrastructure charge' means a water infrastructure charge or a sewerage infrastructure charge.

'Non-Household' is a premises/customer other than a household premises/customer. For the definition of household please see above.

'Premises' means a permanent building, its grounds and appurtenances or any facility for which a supply of water is made available. A building includes a house or a part of a building capable of separate occupation.

'Redevelopment' is a site where connections are changed or their use is changed. Redevelopment includes, for example, replacement of old houses with new houses, alteration of a large house into flats, combining two or more properties into one, replacement of a factory with offices, extension of a factory or offices, and the change of a building water supply to a house connection.

'Service pipe' means the pipe (or part of the pipe) to supply water from the Company's water main to any premises and is defined in Section 219 of the Act.

'Supply pipe' means any part of a service pipe, which the Company could not be, or have been, required to lay under Sections 45 and 46 of the Act.

'Value Added Tax' refers to value added tax chargeable under the Value Added Tax Act 1994 or any tax or duty in substitution thereof.

Miscellaneous Developer Services Charges

Preplanning

Written pre-planning response

£133.00 + VAT for both water and waste water. Our pre-planning service will provide you with information on whether our assets can support your development. In order to provide this service we will require any relevant information regarding your development including any proposed drainage strategies.

Notes

Refer to the Developer Services section of our website for information we provide as part of this

service.

Plan Sales

Water Plan (A3/A4)

£10.00 per plan + VAT

Sewerage Plan (A3/A4)

£10.00 per plan + VAT

Water Plan (A1/A0)

£10.00 per plan + VAT

Sewerage Plan (A1/A0)

£10.00 per plan + VAT

You may also view these records free of charge at our designated offices. For more information please contact Developer Services.

Notes

1:1250 or 1:2500 scale. Please note that we only provide this service for properties located within our area.

VAT charged where applicable.

Drainage and Water Searches

Drainage and water search for property conveyance purposes

£8.00 + VAT

Notes

Please note that we only provide this service for properties located within our area.

VAT charged where applicable.

Asset Location Survey

Undertake location and CCTV surveys to identify the position, depth, size and condition of the relevant public sewer(s) within the boundary of a standard residential property.

£89.00 + VAT

Notes

Please note that we only provide this service for properties located within our sewerage area.

For commercial and large residential development sites

Price on application + VAT

Please note that we only provide this service for properties located within our sewerage area.

Sewerage

New Connections to Sewers – supervision of sewer connections (Outside the scope of VAT)

During office hours (Monday-Friday:8.30am-5.00pm)	£196.00
Outside office hours	Price on Application

Agreement for Building Over or near to a public sewer/lateral drain (Outside the scope of VAT)

Please refer to the online guidance document, located within the Developer Services section of the Dŵr Cymru website, to help establish which fee is applicable

Consent by letter – no alterations to our network	£138.00
Consent by letter – following completion of alterations to our network	£291.00
Consent by Legal Agreement (with or without alterations)	£401.00

Agreement for Sewer Adoption excluding lateral drains (Outside the scope of VAT)

Technical vetting and supervision

Sewer adoption Agreement (Technical Vetting & Supervision) 2 to 5 Properties	£692.00
Sewer adoption Agreement (Technical Vetting & Supervision) 6 to 25 Properties	£822.00
Sewer adoption Agreement (Technical Vetting & Supervision) over 25 Properties	£943.00

Completion of legal agreement and associated land transfer. Agreements need to be supported by an acceptable surety in line with our policy for security requirements in relation to requisition and self-lay.	At cost
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Agreement for adoption of lateral drains (Outside the scope of VAT)

Adoption of lateral drains	£526.00
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If we receive multiple revised or partial technical submissions within your applications, or have to undertake an excessive amount of site visits as a result of poor workmanship, we will seek to recover our additional costs from you before concluding the process.

Diversion/Alteration of Sewers or Lateral Drains by third parties where permitted (Outside the scope of VAT)

Technical Vetting and Supervision of Diversion	2.5% of estimated cost –minimum charge of £608.00
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Completion of legal agreement and associated land transfer for diversions/alterations. Agreements need to be supported by a surety in line with our policy for security requirements.	At cost
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New Connections – Water

Charges are payable by the entity/person(s) requesting the connection and they are normally due prior to the connection being made. Each premises must have a separate connection. All new connections should be fitted with a meter.

However if the premises are fitted with a Domestic Fire Sprinkler system under the Domestic Fire Safety (Wales) Measures 2011 a charge will not be levied for water used for firefighting purposes.

All new connection charges are subject to VAT unless the property to be connected is a new dwelling or other qualifying building under construction and are payable in advance.

All Self Lay new connection charges are subject to VAT.

The Company's standard size of connection to either residential or commercial properties is 25mm external diameter or where the customer requires a direct fed domestic fire sprinkler system it is 32mm external diameter.

A non-refundable deposit of £77.00 plus VAT at the standard rate is required per application. This non-refundable deposit will be deducted from the applicable new connection charge when progressed.

Quotations are valid for 6 months – if the quotation is not accepted within this period a new application together with a non-refundable deposit of £77.00 plus VAT at the standard rate will be required.

The entity/person(s) requesting a new connection will be responsible for any service charges from the date of the connection / meter fit and remain so until DCWW is advised to the contrary. We therefore require information regarding changes in responsibility promptly and to include dates, meter readings and details of the entity/person(s) who are becoming responsible for the service charges to enable us to bill accurately. As per the Water Industry Act 1991 Section 144 (3) we reserve our right to only commit the change from the date we are supplied the information, and not retrospectively. We would therefore encourage your organisation to inform us promptly (i.e. in a maximum of 14 days) of any changes, so that your responsibility for service charges is relinquished at the correct time.

For connections over 63mm a separate application and design deposit will be required to cover the administration and design costs that we will incur.

Where work is carried out for which there is no basic charge, we will provide a price to you.

Important Notice:

Road Opening Permit Charges, as required by the Traffic Management Act 2004, will be added to the new connection charges when introduced in the Dŵr Cymru operating area.

Standard connection (25mm) includes up to the first 2 metres of pipe, supply and install meter and 30 days of water usage prior to meter installation

Description	What's included?	£
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection.	302.00
Welsh Water excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface.	520.00
Welsh Water excavates and reinstates in made ground (footpath)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	696.00
Welsh Water excavates and reinstates in made ground (minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	765.00
Welsh Water excavates and reinstates in made ground (major road or where traffic management is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	1,065.00

Where traffic management is included as part of a new connection charge, this includes up to three-way lights. Where traffic management is required beyond this, the additional charge will be levied on a 'price on application' basis and based on the actual cost of additional traffic management.

Standard connection (32mm) includes up to the first 2 metres of pipe, supply and install meter

Description	What's included?	£
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection.	543.00
Welsh Water excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface.	563.00
Welsh Water excavates and reinstates in made ground (footpath)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	697.00
Welsh Water excavates and reinstates in made ground (minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	1,092.00
Welsh Water excavates and reinstates in made ground (major road or where traffic management is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	1,128.00
Meter chamber	Build a meter chamber	328.00

Standard connection (Common Supply Pipes) includes up to the first 2 metres of pipe

Description	What's included?	£
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection.	286.00
Welsh Water excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface.	514.00
Welsh Water excavates and reinstates in made ground (footpath)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	705.00
Welsh Water excavates and reinstates in made ground (minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	750.00
Welsh Water excavates and reinstates in made ground (major road or where traffic management is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	1,041.00

Manifold connection (for between 4 and 6 external connections) – for 25mm connections only – includes up to the first 2 metres of pipe, supply and install meter and 30 days of water usage prior to meter installation

Description	What's included?	£
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection.	1,153.00
Welsh Water excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface.	1,478.00
Welsh Water excavates and reinstates in made ground (footpath)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	1,742.00
Welsh Water excavates and reinstates in made ground (minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	1,908.00
Welsh Water excavates and reinstates in made ground (major road or where traffic management is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	2,350.00

Branch connection (over 32mm and up to and including 63mm) includes up to the first 2 metres of pipe and supply and install meter

Description	What's included?	£
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection.	926.00
Welsh Water excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface.	1,230.00
Welsh Water excavates and reinstates in made ground (footpath)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	1,429.00
Welsh Water excavates and reinstates in made ground (minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface.	1,520.00
Welsh Water excavates and reinstates in made ground (major road or where traffic management is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary.	1,899.00

Supply and lay each additional metre (or part thereof) for the required surface type

Description	What's included?	£
No excavation or reinstatement necessary	Supply and lay up to 1 metre of pipe	12.00
Welsh Water excavates and reinstates unmade ground	Supply and lay up to 1 metre of pipe	39.00
Welsh Water excavates and reinstates (footpath)	Supply and lay up to 1 metre of pipe	89.00
Welsh Water excavates and reinstates (minor road)	Supply and lay up to 1 metre of pipe	103.00
Welsh Water excavates and reinstates (major road or where traffic management is needed)	Supply and lay up to 1 metre of pipe	144.00

Supply a meter – up to and including a 30mm meter

Description	What's included?	£
Supply a meter –Self lay multiple occupancy premises	Supply a meter, carry out service inspection/ check, capture customer details	22.00
Supply a meter for multiple occupancy premises – first connection	Supply and install meter, carry out service inspection/check, capture customer details	73.00
Supply a meter for multiple occupancy premises – second and subsequent connections	Supply and install meter, carry out service inspection/check, capture customer details	52.00
Supply a meter for other categories of occupancy premises – first connection	Supply and install meter, carry out service inspection/check, capture customer details	52.00
Supply a meter for other categories of occupancy premises – second and subsequent connections	inspection/check, capture customer details	52.00

Other charges if applicable

Description	What's included?	£
Land Entry	Obtain land entry approval(s), associated fees and compensation payments.	Price on application
Road Closure	Obtain road closure approvals, additional signage and traffic management.	Price on application
Abortive visit (maximum charge)		100.00
New Connection Quality Inspection	First visit	No charge
New Connection Quality Inspection	Cost per additional visit	39.00
Remedial work		Price on application
Additional charges for connections made in contaminated land		Price on application
Road opening permit charges and associated costs		Price on application
Additional traffic management	Provision of additional traffic management beyond three way lights	Price on application

Self-Lay Charges

Description	What's included?	£
Legal Agreement	Preparation of legal agreement.	115.00
Point of connection application	Confirming the feasibility of supplying the proposed development.	93.00
Standard Connection (25mm) first connection at a site	Assess application, provide quotation, process payment, supply and install meter and 30 Days of water usage prior to meter installation.	131.00
Standard Connection (25mm) first connection at a site – SLO Installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	62.00
Standard Connection (25mm) second and subsequent connections at a site	Assess application, provide quotation, process payment, supply and install meter and 30 Days of water usage prior to meter installation.	112.00
Standard Connection (25mm) second and subsequent connections at a site – SLO Installs meter.	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	31.00
Standard Connection (32mm) first connection at a site	For 32mm smart meters, the boundary box and meter are installed as one unit. We are unable to offer a separate charge for DCWW installing the meter. Should the developer wish this to be undertaken by DCWW then the relevant New Connection Rate will be applied.	N/A
Standard Connection (32mm) first connection at a site – SLO Installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	291.00
Standard Connection (32mm) second and subsequent connections at a site	For 32mm smart meters, the boundary box and meter are installed as one unit. We are unable to offer a separate charge for DCWW installing the meter. Should the developer wish this to be undertaken by DCWW then the relevant New Connection Rate will be applied.	N/A
Standard Connection (32mm) second and subsequent connections at a site – SLO Installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	260.00

Self-Lay Charges

Description	What's included?	£
Manifold Connection (for 25mm connections only) first connection at a site	Assess application, provide quotation, process payment, supply and install meter and 30 Days of water usage prior to meter installation.	310.00
Manifold Connection (for 25mm connections only) first connection at a site – SLO Installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	130.00
Manifold Connection (for 25mm connections only) second and subsequent connections	Assess application, provide quotation, process payment, supply and install meter and 30 Days of water usage prior to meter installation.	295.00
Manifold Connection (for 25mm connections only) second and subsequent connections – SLO Installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	99.00
Branch Connection (over 32mm and up to and including 63mm) first connection at a site	Assess application, provide quotation, process payment and supply and install meter.	235.00
Branch Connection (over 32mm and up to and including 63mm) first connection at a site – SLO Installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	91.00
Branch Connection (over 32mm and up to and including 63mm) second and subsequent connections	Assess application, provide quotation, process payment and supply and install meter.	114.00
Branch Connection (over 32mm and up to and including 63mm) second and subsequent connections – SLO Installs meter	Assess application, provide quotation, process payment. SLO collects meter from DCWW store and carries out installation.	60.00
Additional charge for installing a single meter in any site visit	An additional charge should only one meter be installed on a visit to the development.	21.00

Infrastructure charges

The infrastructure charges for a supply for domestic purposes are payable under Section 146 of the Act and Licence Condition C (as modified) of the Company's Instrument of Appointment.

When new connections are made there is an increased burden on both the water and sewerage systems that can ultimately require work to be carried out. Therefore in addition to any water or sewerage connection charge and/or requisition charge, there is also an infrastructure charge for a new water connection and an infrastructure charge for a new sewerage connection.

These charges may also be payable where a site has been redeveloped and the redevelopment results in a greater demand from the site than in the previous 5 years.

These charges are normally billed at the same time as the water connection charge. Infrastructure charges are outside the scope of VAT.

The standard charges below are for a standard household property:

Water	Sewerage
392.00	392.00

Charges for flat developments served by a bulk metered supply and for non-households are calculated by multiplying the above standard charge by the relevant multiplier. The relevant multiplier is calculated using the total loading units for all water fittings in the premises supplied and dividing by 24. The resulting number or 1 (whichever is greater) is the relevant multiplier.

The charge for flat developments with an individual meter per flat will be 1 standard charge per flat.

Type of property	Type of use	Charges for New Connections (Relevant Multiplier)	Credit Available if Abandoned < 5 Years (Relevant Multiplier)
Household	Domestic	1	1
Non-Household	Domestic	Based on loading units	Based on previous usage
Non-Household	Commercial	Based on proposed usage but refer to multiplier table over as a guide to the minimum	Based on previous usage

Guide to relevant multipliers

Charges for non-household supplies with non-domestic usage will be determined by agreement however, as a guide, the relevant multiplier applicable for each size of connection (which will be based upon the internal diameter of the pipe used in providing the connection) will normally not be less than the following:

External Diameter (Plastic Pipe)	Internal Diameter	Relevant Multiplier
	15mm	1
25mm	22mm	1
32mm	25mm	4
40mm	30mm	6
50mm	40mm	9
63mm	50mm	16
80mm	65mm	25
90mm	80mm	36
125mm	100mm	64
180mm	150mm	144
250mm	200mm	256



Loading units

Loading units are used to determine by reference to the following table and notes.

Water Fitting	Loading Unit
WC Flushing Cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath with nominal size 20mm taps	10
Bath with taps larger than 20mm	22
Shower	3
Sink with nominal 15mm taps	3
Sink with taps larger than 15mm	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of six loading units per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

Notes: 1. References to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting. 2. A bath includes a whirlpool bath and a Jacuzzi. 3. Domestic appliance means an appliance (including a dishwasher, washing machine and waste disposal unit) in a house. 4. Communal or commercial appliance means an appliance (including a dishwasher, washing machine and a waste disposal unit) elsewhere than in a house (including communal facilities).

Where a site is a redevelopment and connections existed on that site within 5 years prior to the first new permanent connection of the new development, the total amount of water infrastructure charges for the site may be reduced. The number of domestic households that existed and had a water connection on the site within the 5 year period, or in the case of non-household premises the number of credits due based on the water usage of the previous development within the 5 year period, is deducted from the total of the relevant multipliers for the connections resulting from the new development. The revised total multiplied by the standard charge gives the total water infrastructure charge for the site. A similar reduction is made in respect of sewerage connections previously serving the site.

If a disconnection is made within two years of the connection being made and no further connections are made to the site, then 80% of the charge made will be refunded. Interest, payable to the Company, at the current rate may be added to any charges outstanding after the connection is made.

If there is any dispute between the Company and the person on whom any infrastructure charge has been levied, the matter may be referred to the Water Services Regulation Authority (Ofwat) at the address on page 20.

Relevant multiplier for connections for non-domestic purposes

The category applies to all connections which are wholly or partly for non-domestic purposes (connections for building sites, field troughs and factories with services for manufacturing may be in this category).

The relevant multiplier for connections is determined based on the demand of the proposed connection, with a minimum charge based on the diameter of the connection as indicated in the 'Guide to relevant multipliers' shown above. If the cost of providing the necessary infrastructure exceeds twice the infrastructure charges calculated using the 'Guide to relevant multipliers' table, then the charge will be determined by special agreement based on the actual cost of providing the infrastructure.

For connections greater than 200mm, the infrastructure charge is determined by special agreement and is not less than the charge for a 200mm connection.



Complaints

We always aim to get things right first time, every time—but we know that occasionally things can go wrong. Our preferred method of dealing with a complaint, is by telephone as this is the quickest way to get it resolved. Customers can call us on the following number **0800 917 2652**.

If you have given us a ring and you still want to make a complaint, you can get in touch by email or letter. To make sure your complaint goes to the right team, please use the address on page 4. If you are still unhappy with the reply to your complaint, or the way your complaint was handled, you can write to us and ask for one of our Directors to carry out a review. To do this, please contact us again using the address on page 4.

If we have fully reviewed your complaint and you believe we could have done more, you can ask the Consumer Council for Water (CCWater) to review your case. This is an independent body which represents customers' interests and investigates complaints. You can visit their website **ccwater.org.uk**, call them on **0300 034 3333**, or write to them at:

Consumer Council for Water
c/o 1st Floor,
Victoria Square House,
Victoria Square,
Birmingham,
B2 4AJ

CCWater will normally only investigate complaints that have previously been referred to the Company. When writing to them, it would be helpful to enclose a copy of the response from the Company.

If your complaint has been fully reviewed by us and CCWater, and you remain dissatisfied, you can contact WATRS. WATRS is a free and independent adjudication service which reviews disputes between customers and companies that CCWater have not been able to resolve and has reached a state of deadlock. Their contact details are below; you can make an application on their website or ask for an application form to be sent to you.

WATRS

International Dispute Resolution Centre
70 Fleet Street, London, EC4Y 1EU

0207 520 3801

watrs.org

Certain complaints can be referred to Ofwat under the provisions of the Water Industry Act 1991. Their contact details are:

**The Water Services Regulation
Authority (OFWAT)**
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Phone: 0121 644 7500

Email: mailbox@ofwat.gsi.gov.uk

Any correspondence with Ofwat should enclose copies of correspondence with the Company and CCWater.