

‘Process for handling disputes and appeals: Requisitioning of water mains and public sewers and/or lateral drains and adoption of self laid water mains’: withdrawn

We stated in [RD 12/10](#) that we were considering the appropriateness of our existing guidance documents on providing infrastructure and that we would consult on revised guidance once we had completed this review.

We are now consulting on our [policy principles for charges for new connection](#). As a result we have withdrawn ‘Process for handling disputes and appeals: Requisitioning of water mains and public sewers and/or lateral drains and adoption of self laid water mains’. Similarly, we have withdrawn ‘Competition in providing new water mains and service pipes: guidance to companies Version 3.0’ and ‘Guidance on financial arrangements for self-lay and requisitioning agreements (March 2009)’.

When we publish our final policy principles for charges for new connections, this will explain how we will make decisions in this area.

Other issues concerning the provision of infrastructure for new developments have also been brought to our attention, including:

- lack of enforceable service levels;
- lack of a standard form contract that can be applied across the industry; and
- planning application issues.

We are continuing to work on these issues, which includes working closely with the Department for Environment, Food and Rural Affairs (Defra) on the legislative change needed in this area.