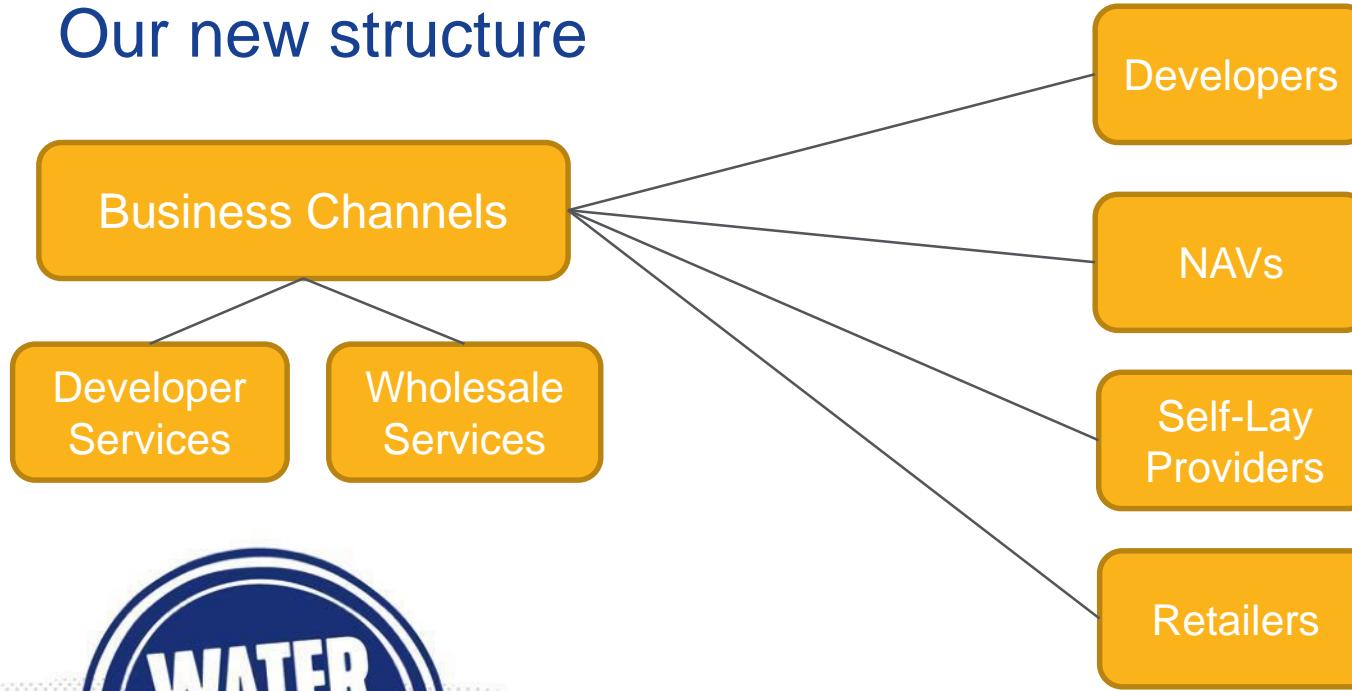


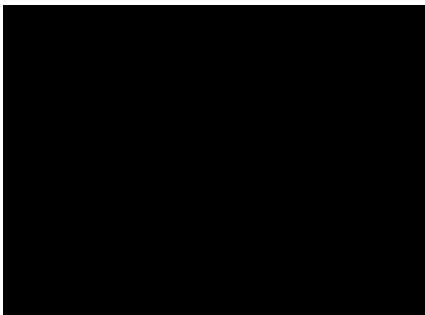
Working together - Developer Services



Our new structure

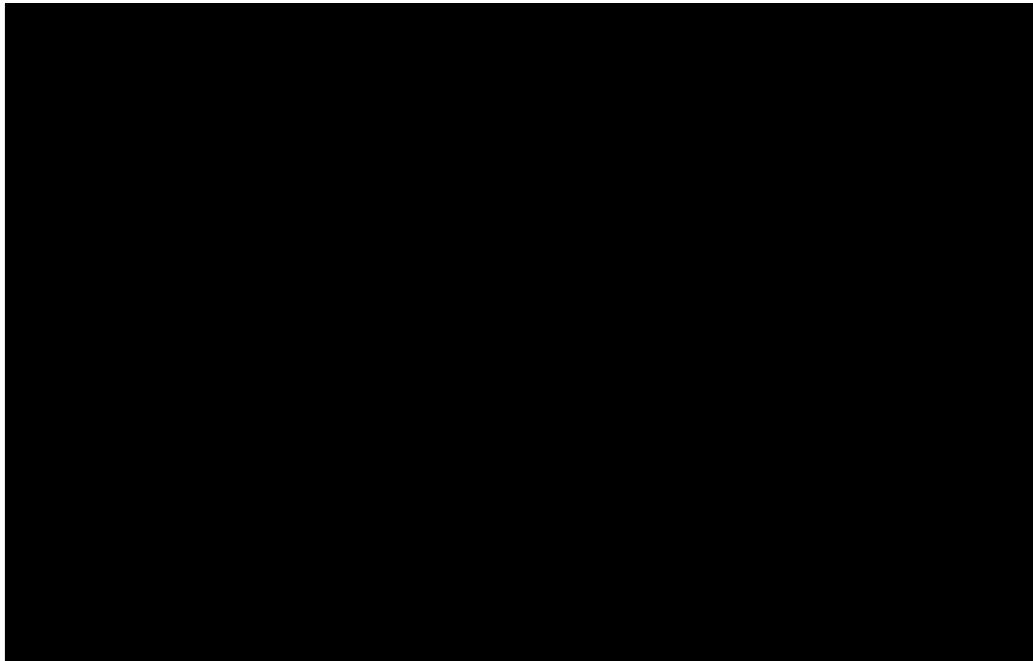


Continue to enable housing growth



SD10

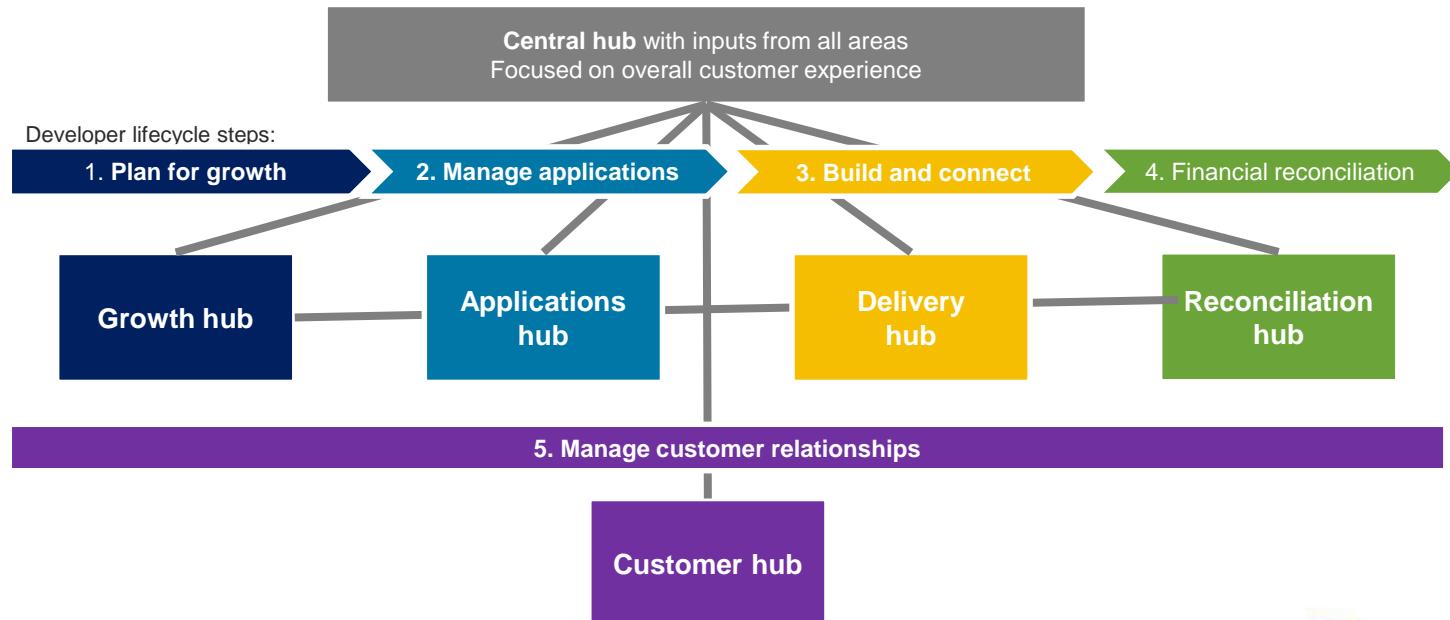
Working in Collaboration



from
Southern Water 

Performance Hubs

Cross-functional groups aligned to key parts of the developer lifecycle, linked to drive performance



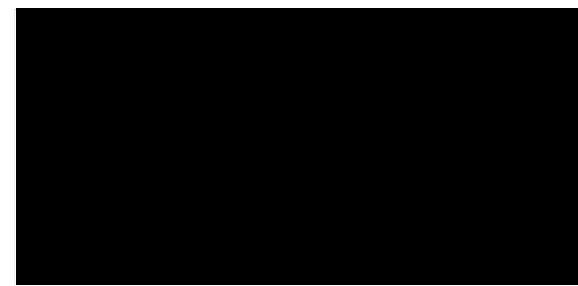
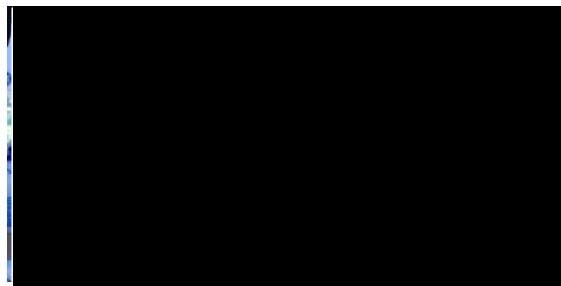
What is a “hub”?

- A cross-functional group of managers with a clear set of inputs and outputs.
- Meets frequently (weekly) to unblock issues and prioritise activities.

Our commitment is that we will play a leading role to build positive relationships with developers, Self Lay Providers, New Appointment Variations, local authorities and the environment agency to enable sustainable growth in the South East



Thank you to our customers for being a part of our testimonial video which was shared on the day!





New Connection Charging Regime

New Connection Charging 2019/2020

Principles behind the New Connection Charging Rules

- A developer or other customer can confidently work out a reasonable estimate of the charges payable if they know the relevant parameters of a Development
- Undertakers must provide the option of fixed up-front charges
- Charges should reflect fairness and affordability
- Charges should reflect environmental protection
- Charges should reflect stability and predictability
- Charges should reflect transparency and customer focused service
- The overall balance of contribution between SWS bill payers and developers must remain the same

New Connection Charging 2019/2020

Key elements of our charges – Site-site specific works

- Menu of transparent, fixed charges for site specific works
- This includes:
 - Water connections
 - Water mains laying
 - Wastewater connections
 - Wastewater sewer laying
- Includes fixed charges for common costs such as contaminated land and traffic management
- Limited examples of areas where fixed charges do not apply
- We retained asset payments using a simplified 12 income basis

Standard connection charges – new development sites

Connection type	Charge	Excavation undertaken?	Contestable / Non-contestable	How is this applied?
New development site short side	£231	No excavation	Contestable	Per property
New development site short side	£291	With excavation	Contestable	Per property
New development site long side	£264	No excavation	Contestable	Per property
New development site long side	£349	With excavation	Contestable	Per property

New Connection Charging 2019/2020

Key elements of our charges – Infrastructure Charges

Water

Our Water Infrastructure Charges reduced compared to the 'old' charge

- Our base Infrastructure Charge for water is **£200**
- This can be reduced to **£0** by implemented water efficient development (measured by optional Building Regulations standard of 110l/p/p/d)

Wastewater

- Our Wastewater Infrastructure Charges increased in relation to the 'old' charge
- Our Wastewater Infrastructure Charges are tiered by development size to mitigate impact on individual customers and smaller developers
 - Our Infrastructure Charge for developments of 20 or less is **£550**
 - Our Infrastructure Charge for developments of more than 20 is **£765**



New Connection Charging 2019/2020

Our starting point for our 2019 strategy

Following implementation in April 2018 we have been informally discussion with stakeholders their priorities for 2019/20.

Following initial feedback, we reviewed the principles that we follow and prioritised:

- Charges should reflect fairness and affordability
- Charges should reflect environmental protection
- **Charges should reflect stability and predictability**
- Charges should reflect transparency and customer focused service



New Connection Charging 2019/2020

Key areas of feedback from our consultation

Our customer and stakeholder consultation fed back the following trends:

- A broad agreement on stability but a desire for greater transparency
- A desire for clarity on the inflationary measures included and how this affects the costs incurred
- Concern over the standard estimating methodology of 'no-dig' for water mains laying
- Worked examples were considered a good idea for implementation
- Concern raised about year on year transition and quote validity times
- SLP working arrangements and process were acknowledged to be improving but still require development



New Connection Charging 2019/2020

Updates we made for 2019/20 - charges

Following internal reviews, external assurance and feedback from regulators and our stakeholder consultation we have made the following changes to the charging arrangements:

- Applied CPI inflation to all site specific charges in line with our contracts
- Traffic Management costs were reviewed and adjusted
- Water Mains laying involved wider adjustments to better reflect costs of provision including new services (NRV's and no-dig in made ground)
- Overall income offset values were limited to the first 5 years of the development schedule to avoid distortion effects



New Connection Charging 2019/2020

Updates we made for 2019/20 – improving transparency

- Various improvements to the Charging Arrangements document to improve clarity and transparency
- Particular focus on the Infrastructure Charge
- Added a register to track changes to aid transparency
- Developed worked examples for inclusion in the Charging Arrangements
- Currently developing a calculator tool that can apply to our key services

Scenario 5 – large scale site with connections and new mains laying via requisition
The customer requirements and specification for the development:

- 300 3 bedroom homes
- Non-water efficient development
- 1500m of 60mm water main and 1800m of 125mm water main on the development site (Unmade)
- 1500mm of 180mm main to point of connection on existing highway (Type 3/4), no extraordinary traffic management
- All new connections undertaken by Southern Water (60% short side, 40% long side)
- Southern Water to undertake the excavation

Application, administration and inspection fees					
Charge type	Quantity	Charge	VAT	Unit total	Total
S46 Application fee (1 st connection)	1	£72.14	£14.43	£86.57	£86.57
S46 Application fee (subsequent connections)	299	£43.75	£8.75	£52.50	£14,607.50
S46 Administration fee (1 st connection)	1	£33.19	£6.83	£39.98	£39.98
S46 Administration fee (subsequent connections)	299	£20.54	£4.11	£24.65	£7,370.35
Water regulations inspection (1 st of every 10 plots)	30	£82.00	£16.40	£98.40	£2,952.00
Water regulations inspection (all other plots)	279	£8.89	£1.14	£9.93	£1,844.10
S41 Application/Administration/Poll Design Fee 281-500 units	1	£1,653.33	£339.67	£1,994.00	£1,994.00
Total					£29,974.51

Construction charges and infrastructure charges						
Charge Area	Charge Type	Quantity	Charge	Unit total	Type total	Area total
Infrastructure Charges	Water Infrastructure Charges	300	£290	£87,000	£87,000	£280,500
	Wastewater Infrastructure Charges	300	£785	£229,500		
Water connections	New water connections (New Dev - Short Side)	189	£261	£42,380	£42,380	£94,260
	New water connectors (New Dev - Long Side)	120	£348	£41,880		
New site specific water mains	New water main (60mm - Unmade)	1500	£104	£156,000	£960,234	£37,534
	New water main (125mm - Unmade)	1800	£111	£199,800		
	New water main (180mm - Type 3/4 Road)	1500	£205	£307,500		
	New mains connection (180mm)	1	£4,634	£4,634		
	Income offset to mains (passed at capital cost of new water mains)	300	-£2,103	-£630,900	-£630,900	
Total						£421,094



Calculator – Work in progress



New Connection Charging 2019/2020

Looking ahead to 2020

- We are starting to develop our strategy for 2020
- There will be an updated set of rules released this year that we will need to work within
- We are currently reviewing the various approaches that other companies have adopted – feedback from what works well for you is crucial
- We want to focus on simplicity and clarity
- We want to focus on cost reflectivity across all services and charges
- We plan to work collaboratively with customers to ensure any new approaches are supported ahead of implementation



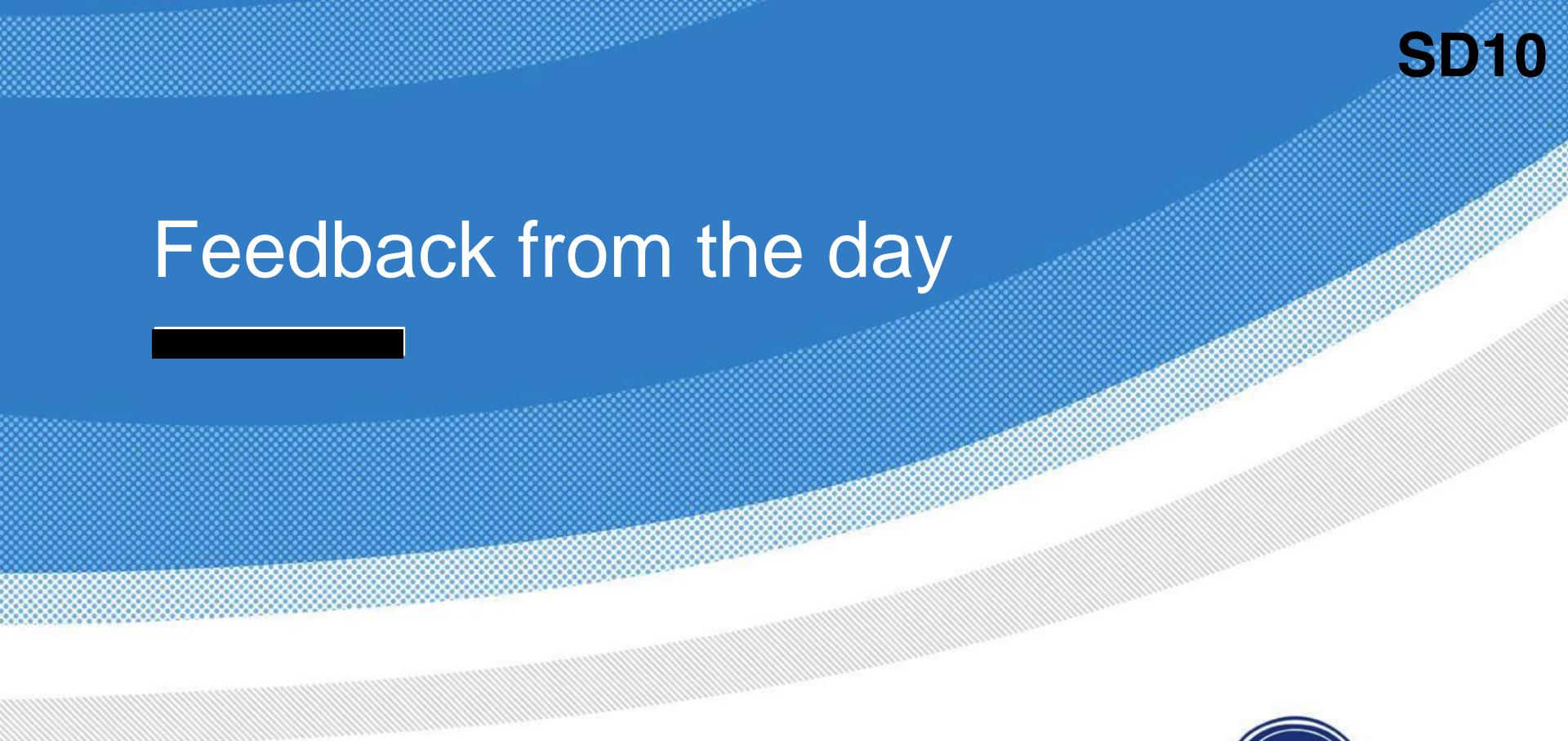
New Connection Charging 2019/2020

Looking ahead to 2020

- Seek feedback from customers on additional services or approaches that would improve customer experience
- We will review how technology can aid our customers in making estimating work and interaction as simple as possible
- We will work with all classes of customer to ensure that we are promoting competition for contestable services
- Review how innovative charging approaches may dovetail with our improved collaborative forward planning approaches
- Ensuring charging alignment with key industry developments

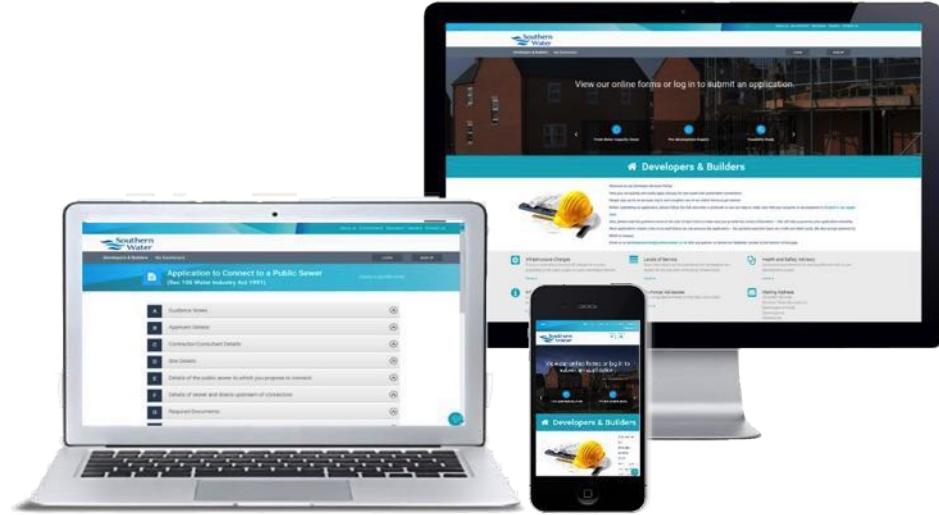


Feedback from the day



Next Steps

- SLP forums
- NAV forums
- Council workshops
- Customer Action Group
- ‘Ask the expert’ sessions
- Online portal training



Thank you to our exhibitors

Thank you

We wish you a safe journey home



from
Southern Water 

Agenda

Southern Water – Developer Services Day 2019

Tuesday 30 April 2019 08.30 – 15.00		American Express Community Stadium, Village Way, Brighton BN1 9BL
Time	Agenda Item	Location
08.30	Registration, Welcome Drinks and Exhibition stands	italk Lounge
10.00	Creating a resilient water future	Ian McAulay – Chief Executive Officer
	Delivering for our customers	
	Working together – Developer Services	Mayo Wynne Baxter Lounge
11.10	Break	
11.20	New Connection Charging	
12.00	Lunch and Exhibitors	italk Lounge
12.40	Workshops <ul style="list-style-type: none"> • The Code for Adoption & SuDs training session • Opportunities for Digital Innovation in Developer Services • Planning for Growth • Southern Water Delivery 	Mayo Wynne Baxter Lounge, italk Lounge and Hendy Lounge
14.45	Next steps and Raffle	Exhibitors Raffle! Garmin Watches, TVs, a hotel break – plus many more
		Mayo Wynne Baxter Lounge



from
Southern Water 

Date
30 April 2019

Contact
Tel [REDACTED]

Dear Customer,

We are asking for information which is required by Southern Water in order to prepare for the connection of your development site, to our public sewer network.

In April 2018, water companies in England published their new connection charges (part of the charges are also known as the infrastructure charge). A copy of the Southern Water New Connection Charging Document is available on our website: <https://www.southernwater.co.uk/media/default/PDFs/new-connection-charging-arrangements-18-19.pdf>. Under the new charging rules, our customers can connect to the closest point of connection, to a pipe of equivalent size or greater. Should any reinforcement of the sewer network to enable your connection be required, this will be provided through the new infrastructure charge. It will take time for us to provide any such network reinforcement. To enable us to plan for this, we need some information.

Action request:

Please provide the details of your first occupation dates and build out rate for your proposed sites. This information will support us in planning the required works across our region in readiness for your site to be occupied. If we do not receive this information about the site, we may not be able to progress with the work required to prepare for the connection of your site and your development program.

Please provide the information in the form attached and email this back to us as soon as possible, to the following address: developerservices@southernwater.co.uk. Alternatively, please post it for the attention of Planning Team; Developer Services, Sparrowgrove House, Sparrowgrove, Otterbourne, Winchester, Hampshire, SO21 2SW.

Yours sincerely

[REDACTED]

Build Rate & Occupation details

Please fill out the tables below in block capital letters and email this back to us as soon as possible. Please email the form to developerservices@southernwater.co.uk or post it to: FAO Planning Team, Developer Services, Sparrowgrove House, Sparrowgrove, Otterbourne, Winchester, Hampshire, SO21 2SW.

A. Contact Information in case of further queries:

Name of person completing form
Company
Phone number
Email address
Date form completed

B. Site references:

Proposal
Site Name (on letter)
Site Postcode/location
Planning Reference (on letter)
Planning Authority (on letter)
Is the proposed drainage connection to be a pumped or a gravity connection?

C. Site information:

Proposed start date	/	/
Proposed connection date	/	/
First occupation date	/	/
Forecast completion date	/	/
Proposed date of full occupancy	/	/
Proposed connecting manhole reference number		

Build out per od (Per month for each year of development)												
Year	Month											
	1	2	3	4	5	6	7	8	9	10	11	12
20												
20												
20												
20												
20												

If the site had previous use, please describe the type of previous use: e.g. greenfield/brownfield, block of flats, warehouse etc.

Southern Water Developer Services Day

30 April 2019
Amex Stadium



from
**Southern
Water** 

Contents

1. Title
2. Contents
3. Welcome to our Annual Developer Services Day
4. Our team
5. Our team continued
6. Our team continued
7. Southern Water's region & Developer Services Application Fees 2019
8. Delivering for our customers & Target 100
9. Growth in the South East - build rate and occupation information
10. Our Exhibitors
11. Our Exhibitors continued
12. Contact Us
13. Guidance Documents
 - Sewer Connection (S106) FAQ
 - Sewer Connection (S106) checklist
 - Easements
 - Health and Safety Advisory
 - Location of existing rising mains & pressure mains in the vicinity of proposed development
 - Supplementary amendments to Part E – Civil Engineering Specification of Sewers for Adoption 7th Edition
 - Guidance to development in proximity to Southern Water assets
 - S104 and S104/S185 provisional certificate
 - Adoptable pumping station guidance
 - Site inspection checklist
 - Stand-off distances to underground apparatus



Welcome to the Developer Services Day

Dear Customer,

Firstly I would like to introduce myself as the new [REDACTED]. I have worked for Southern Water for [REDACTED] and I have a range of expertise across the business. I will be leading the [REDACTED] [REDACTED] and team, along with my existing responsibility for [REDACTED].

Thank you for attending our annual Developer Services Day. Today you will have the opportunity to hear from Ian McAulay about creating a resilient water future, and Jamie Ford about how we plan to deliver for our customers. In the afternoon there will be a range of workshops, including Growth and Delivery.

We are enthusiastic to collaborate with our customers and will continue to run a number of forums, Customer Action Groups and will be introducing 'Ask the expert' sessions in the near future.

Our annual developer day forms part of our improvement plan for better engagement with our developers, SLPs, NAVs and Local Councils.

It is really important that we develop and maintain strong relationships to deliver the best possible service for you. We are committed to drive change and innovation, and look forward to continuing to work with you and your teams across the coming years.

I hope you enjoy the day.

Yours sincerely,

[REDACTED]

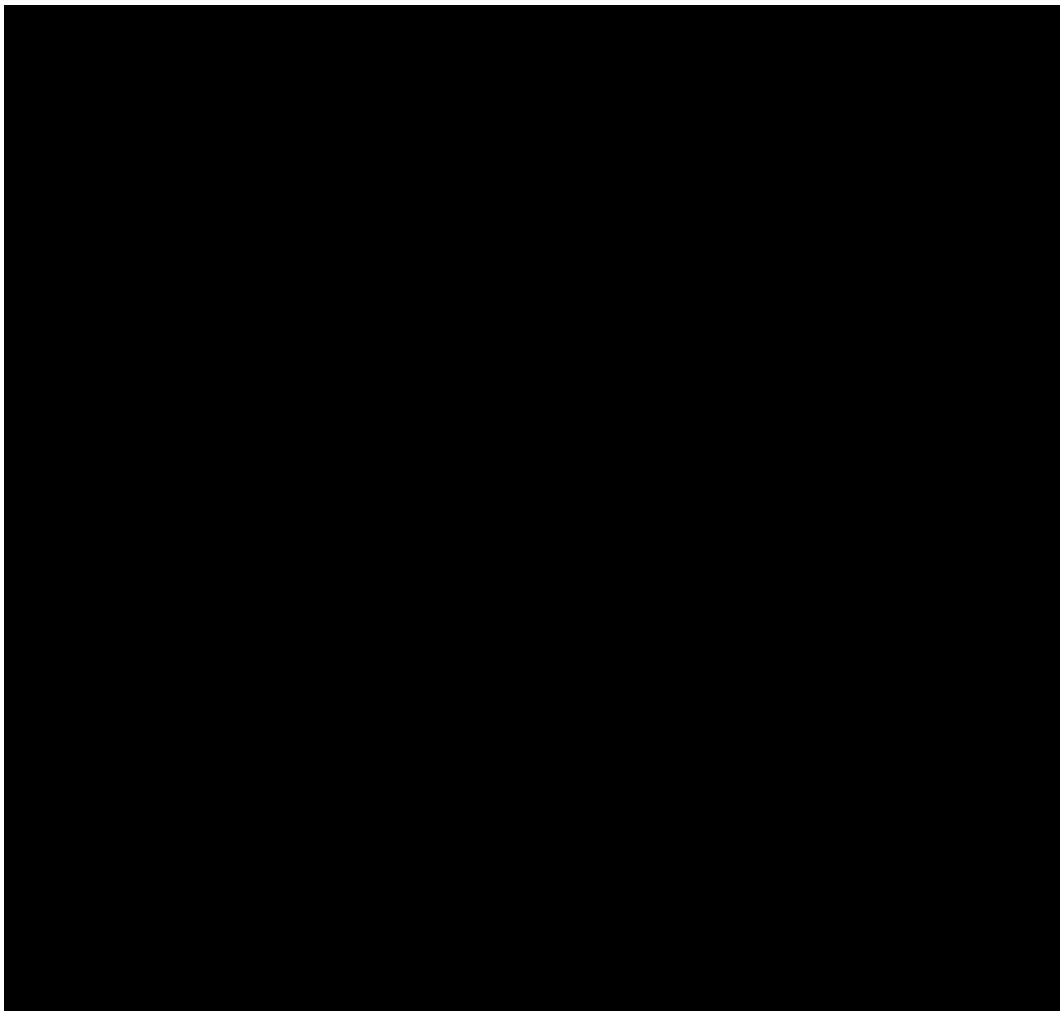
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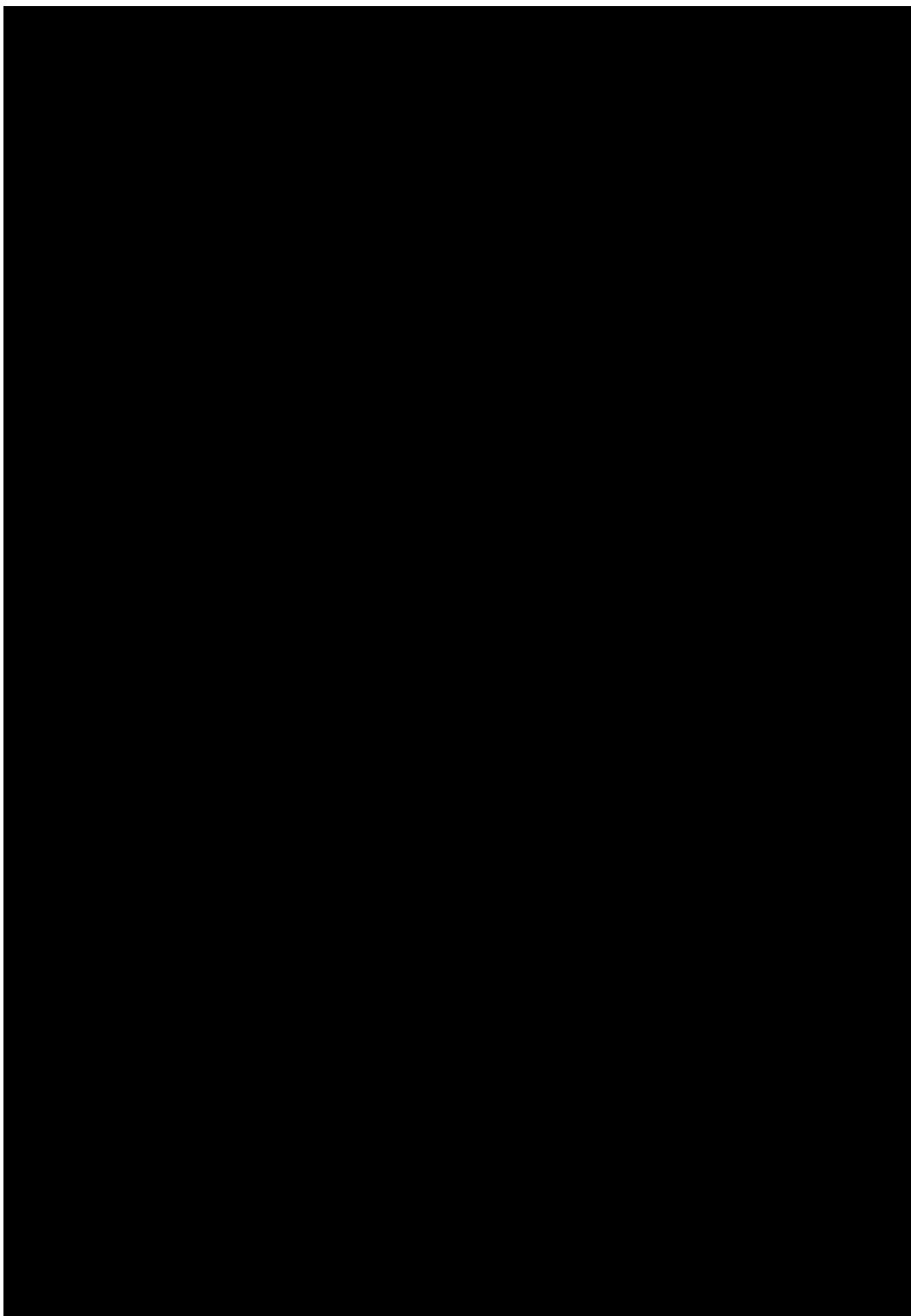
Our team

We have our team ready to talk to you today, please see our attendees below.

Executive Leadership Team

Ian McAulay Chief Executive Officer



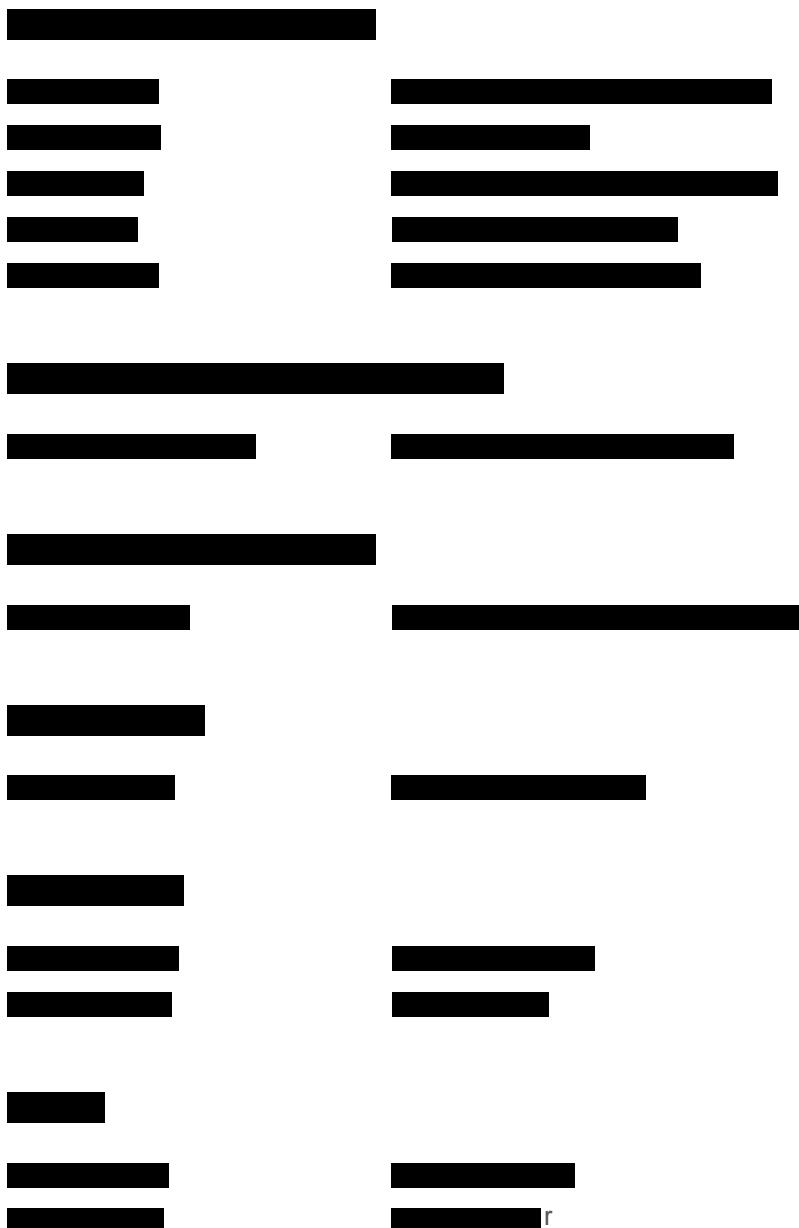


[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



from
Southern
Water 

Southern Water's Region



Developer Services Application Fees

S45 Water Connection (For First connection)	£86.57	20 Working Days
S45 Water Connection (For Subsequent connection(s))	£43.75	20 Working Days
Fresh Water Capacity Check	Variable- See Application	15 Working Days
S185 Water Diversion (Southern Water)	£1740.00	30 Working Days
S41 Water Main Requisition	Variable-See Application	Variable-See Application
S106 Sewer Connection (New Manhole)	£355.00	15 Working Days
S106 Sewer Connection (Any Other Connection)	£277.00	15 Working Days
Declaration Of Works	£102.00 (£186.00 Inc Inspection Fee)	15 Working Days
S18 Build over/Near Sewer	£720.00	20 Working Days
Pre Development Enquiry (Sewer Capacity Check)	Variable-See Application	15 Working Days
S104 Sewer Adoption (New Sewer)	£618.00	20 Working Days
S185 Sewer Diversion (Developer)	£373.20	20 Working Days
S185 Sewer Diversion (Southern Water)	£2220.00	30 Working Days
S98 Sewer Recquisition	£4672.80	60 Working Days
Feasibility Study	£4320.00	12 weeks
S102 Sewer Adoption (Existing Sewer)	£386.00	20 Working Days



Delivering for our customers

Clarity of guidance and consistency across our teams

Timely responses and transparent ongoing communication

Enthusiasm for collaboration to address challenges

It is clear that we need to focus beyond the application cycle, to support our customers' journeys in a more holistic way.

This has shaped our improvement plans.

Target 100

What is target 100?

The South East of England has officially been declared as a water-stressed region. With population growth and future climate change, balancing supply and demand is a great focus.

We have set ourselves a UK-leading water demand reduction target. We aim to reduce water consumption to 100 litres per person per day, across our region by 2040. The average water consumption is 128 litres per person per day.

On the back of our successful metering programme, water consumption has been reduced by over 16% and 60% of users are now better off. Target 100 will also help our customers reduce their water usage, saving on average £75 per year.

How does it work?

Southern Water are offering Developers a financial incentive to adopt Target 100, acknowledging the increasing pressures within the regulated industry. Zero infrastructure charges for water supply in housing developments designed to incorporate the 110 litre target:

How Southern Water can help?

We are retro-fitting 28,000 homes - offering free water-saving home visits to educate and install products that will help to save water, energy and money. This is saving customers on average 10% of their water usage!

Ian McAulay, Southern Water CEO:

"Southern Water has already made great progress in helping our customers reduce the amount of water they use, which means we take less water from the environment."



Growth in the South East

Tell us about your proposed development site!

The sooner we know, the more support we can offer



In April 2018, water companies in England published their new connection charges (part of the charges are also known as the infrastructure charge). A copy of the Southern Water New Connection Charging Document is available today or you can download it from our website:

<https://www.southernwater.co.uk/media/default/PDFs/new-connection-charging-arrangements-18-19.pdf>.

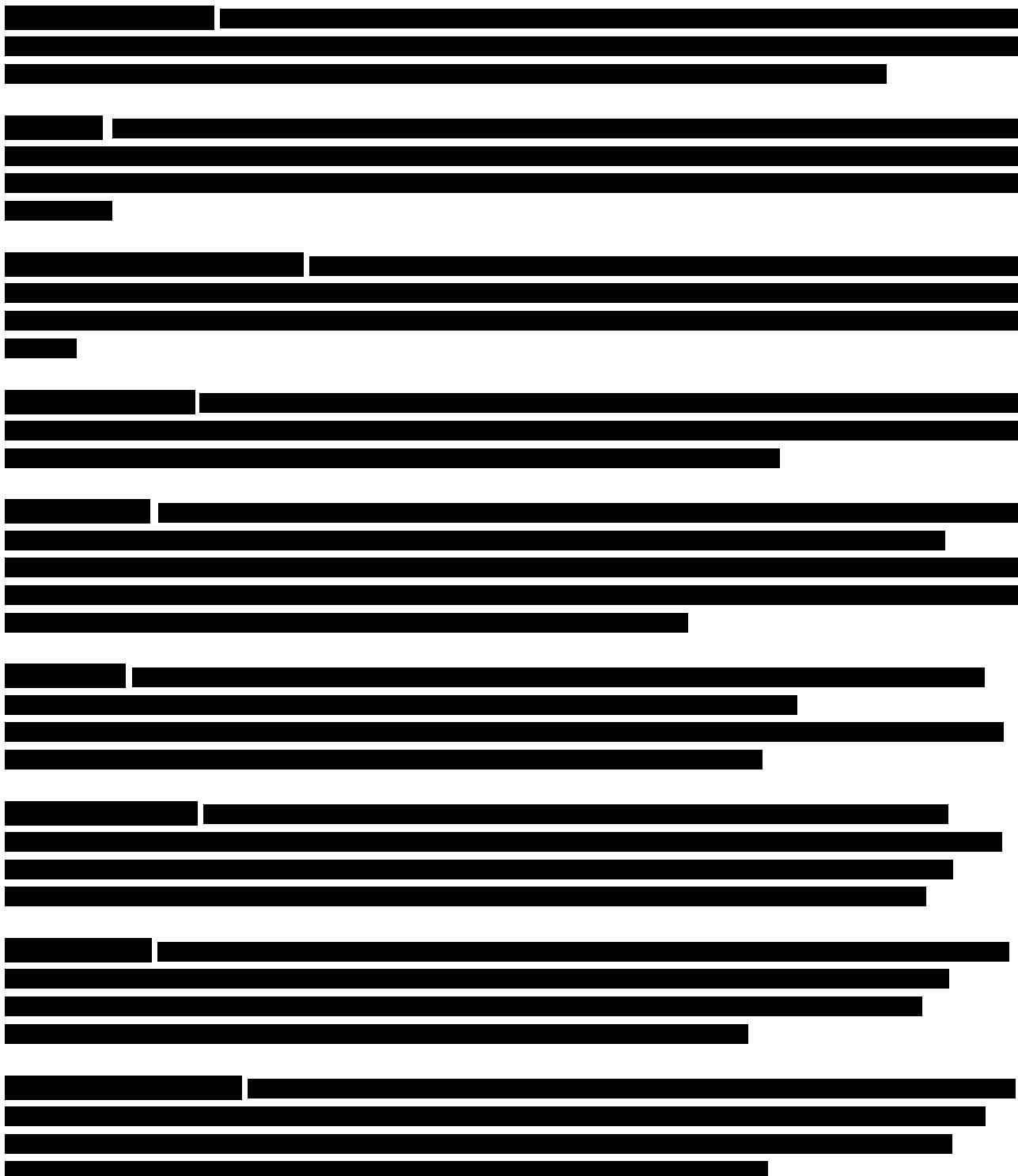
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Come and visit our Southern Water Exhibition Stand in the italk lounge to discuss your proposed development site and pick up a form.

 <p>Dear Customer,</p> <p>We are asking for information which is required by Southern Water in order to prepare for the connection of your development site, to our public sewer network.</p> <p>In April 2018, water companies in England published their new connection charges (part of the charges are also known as the infrastructure charge). A copy of the Southern Water New Connection Charging Document is available on our website: https://www.southernwater.co.uk/media/default/PDFs/new-connection-charging-arrangements-18-19.pdf. Under the new charging rules, our customers can connect to the closest point of connection, to a pipe of equivalent size or greater. Should any reinforcement of the sewer network to enable your connection be required, this will be provided through the new infrastructure charge. It will take time for us to provide any such network reinforcement. To enable us to plan for this, we need some information. We have tried to contact you by phone to request the build out rates and occupation dates for the development planned at the site listed above, but we have been unable to reach you.</p> <p>ACTIONS NEEDED:</p> <p>We need you to provide the details of your first occupation date and build out rate for your proposed site. This information will support us in planning the required works across our region in readiness for your site to be connected. Please provide the information as soon as possible so that we can programme the work required to prepare for the connection of your site and your development program.</p> <p>Please provide the information in the form provided and email this back to us as soon as possible to the following address: developer.services@southernwater.co.uk. Alternatively, please post it to the address of Planning Team, Developer Services, Spargrove House, Spargrove, Ockbourne, Wiltshire, SO21 2EP.</p> <p>Your earliest reply would be much appreciated.</p> <p>Southern Water, Southern House, Yeoman Road, Woking GU2 2ED 0800 073 0000 www.southernwater.co.uk developer.services@southernwater.co.uk</p>	<p>Build Out & Occupation details</p> <p>Please fill out the tables below in block capital letters and attach this document to your email as possible. Please fax the form to 0800 073 0000 or post to the address above. If you have any questions, please call 0800 073 0000, Developer Services, Spargrove House, Spargrove, Ockbourne, Wiltshire, SO21 2EP.</p> <p>A. Contact Information in case of further queries:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Name of person completing form</td> </tr> <tr> <td>Company</td> </tr> <tr> <td>Phone number</td> </tr> <tr> <td>Email address</td> </tr> <tr> <td>Address</td> </tr> <tr> <td>B. Site reference:</td> </tr> <tr> <td>Site name or ref:</td> </tr> <tr> <td>Site Postcode/Location:</td> </tr> <tr> <td>Planning Reference or ref:</td> </tr> <tr> <td>Planning Authority or ref:</td> </tr> <tr> <td>Site area in acres or gravity?</td> </tr> </table> <p>C. Site Information:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Proposed start date</td> <td>Proposed end date</td> </tr> <tr> <td>Proposed build out date</td> <td>Proposed completion date</td> </tr> <tr> <td>Proposed connection date</td> <td>Proposed connection date - actual or target</td> </tr> <tr> <td colspan="2">Build out (check one month for each year or as appropriate)</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td> </tr> </table> <p>If the site has previous use, please describe the type of previous use e.g. green field/contaminated, cost of fees, ownership etc.</p>	Name of person completing form	Company	Phone number	Email address	Address	B. Site reference:	Site name or ref:	Site Postcode/Location:	Planning Reference or ref:	Planning Authority or ref:	Site area in acres or gravity?	Proposed start date	Proposed end date	Proposed build out date	Proposed completion date	Proposed connection date	Proposed connection date - actual or target	Build out (check one month for each year or as appropriate)		1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
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Our exhibitors

Thank you to our exhibitors located in the italk lounge, please visit them for a coffee and gain an understanding about their products and services.





Contact Us

Southern Water Services Ltd.

Developer Services
Sparrowgrove House
Sparrowgrove
Otterbourne
Hampshire
SO21 2SW

Developer Services Helpdesk

Monday - Friday 9AM - 4.30PM
0330 303 0119
Developer.Services@southernwater.co.uk

Report a leak

If you spot a water leak, please:
Complete our form

Or call our 24-hour Leakline

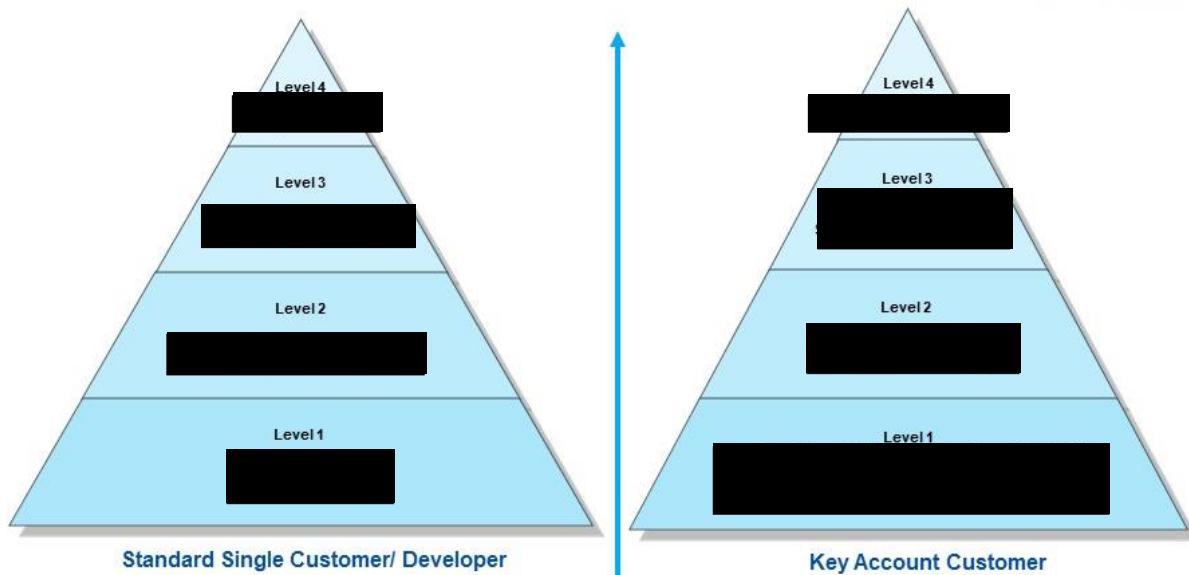
0800 820 999
(Freephone)

Emergencies

For water supply or wastewater
emergencies, blocked drains or possible
pollution, call:

0330 303 0368
(Calls charged at local rate)

Escalated Customer Queries



Level 0 - Technical Helpdesk – 0330 303 0119
Monday – Friday 9AM – 4.30PM



Developer Services Sewer Connection (S106) FAQ

V0.03 September 2018

Why do we have to apply?

In accordance with Section 106 of the Water Industry Act 1991 you must inform us if you would like to connect your new or existing property to our public sewerage system. This applies for both foul water and surface water (rain water) connections. The application needs to be submitted so that we can ensure your connection proposals satisfy our requirements and will not be detrimental to the public sewerage system. It is a criminal offence to connect to our public sewer without Southern Water's consent.

What does the cost cover?

The application fee covers our time for processing your application, technical reviews of submitted plans, discussing and agreeing any changes and undertaking a site inspection of the connection. Please note these charges are per connection, not per application and do not include any construction works.

Do Southern Water undertake the connection?

Unfortunately we don't carry out sewer connections. You will need to employ a contractor to do this.

Do you have an approved list of contractors?

We do not have an approved list of contractors. However, it is a legal requirement that any contractor employed to work on the public sewer system is competent and suitably qualified in respect of current Health & Safety legislation. This includes certified personnel in respect of confined spaces working and all the necessary public indemnity insurances required.

I've submitted an application, what happens next?

Once you've submitted a complete application and all the supporting documents we will acknowledge it and provide a reference number. We aim to issue your approval within 21 days of receiving your completed application form. You should not connect until you receive the approval notice. Once approval is given you can proceed with the work, let us know when it is being done and we will inspect it. Once complete we will issue a completion letter and confirm our responsibility for the connection.

Can I talk to someone before I submit and pay for my application?

Yes, if you'd like to speak to one of our team please either call us on **0330 303 0119** or email developerservices@southernwater.co.uk stating you wish to discuss your application and a member of the Developer Services team will contact you within 24-hours (between Monday to Friday). If you have a reference number, please have this available when you call.

I have received approval, what happens next?

Once you receive the approval letter you can go ahead and make the agreed connection. Let us know when it is being done at least 2 days before hand and we will arrange to come and inspect it. Once complete we will issue a completion letter. You will need this paperwork to prove you have legally connected to the sewer network when you sell the property.

Can plastic pipes be used?

The use of plastic pipes will not be permitted within the public sewer or lateral drain, unless the plastic pipe can withstand 2600 psi jetting pressure. The materials used for the connection must be to the standard set in Sewers for Adoption published by the Water Research Council (WRc) and the Southern Water Addendum that is available on the WRc website <http://sfa.wrcplc.co.uk/sfa7-supporting-documents.aspx>. If you wish to use a plastic pipe, please provide us with the manufacturers details of the proposed pipe for assessment via email.

Can I discharge surface water to the foul sewer?

Southern Waters policy, Building Regulations 2010 Approved Document H and the Water Industry Act 1991 requires that where separate foul and surface water sewers are provided, the foul and surface water should drain to their respective sewers.

In the absence of a nearby surface water sewer, you should consider disposal of surface water to the ground through the use of soakaways, or to a local watercourse in accordance with H3 of Building Regulations.

If all options have been explored and you have provided evidence that the only option is to discharge surface water into the foul network, then a capacity check will be required to assess if this can be accommodated.

What is the difference between a foul sewer and a surface water sewer?

The foul sewer carries used wastewater to a sewage works for treatment. The surface water sewer carries uncontaminated rainwater directly to a local river or stream.

Only rainwater run-off from roofs or land appurtenant to a building, should be connected to a surface water sewer. All other waste water from sinks/toilets/baths/showers/washing machines/dishwashers/process water should be connected to a foul sewer.

Where can I get a map of your sewers?

Sewer and water plans – What is the pipe size; material and depth? To obtain sewer and water maps, please contact our LandSearch Team: southernwater.co.uk/sewer-and-water-maps

How do I know which sewer I should connect to?

There are 3 types of sewers, they are foul water, surface water and combined sewers. The sewer plans will provide you and your contractor with a guide. You may need to carry out a drainage survey to check what is available to you. You will need to discuss this with your contractor and determine where to connect and the type of connection you need.

We will undertake an assessment of your proposals when we receive your application and will either approve or provide suggestions relating to the connection.

What is the difference between a direct and indirect connection?

A direct connection is any connection that is made to any public sewer. An indirect connection is a connection to a private drain that then goes into a public sewer. A private drain is an existing pipe that only serves 1 property and is within the property boundary.

Why do I have to show the final point of discharge?

To confirm that the sewer you propose to connect your flow to is connected to the public network.

Why do we have to apply for a sewer connection when we are connecting to the public sewer via a private drain/sewer?

In this case, we are approving the new communication to the public sewer not the physical connection. We also require an application so that we have details of the connected properties for billing purposes. Please note that approval to connect to a private drain/sewer must be sought and obtained from the owner(s) of the drain/sewer.

I am having a new bathroom/kitchen. What do I need to do?

If you're connecting the foul elements of this to your private pipework on your own land and there are no additional flows, (you're not splitting the property into additional units) you can make this connection yourself. This will need to be monitored/signed off by your local building control officer. However, if you are proposing to connect/communicate surface water, from additional roof area or other hard surfaces, we will require a connection application.

If the new bathroom or kitchen requires a new connection into a public sewer or you are making changes to the existing flow discharging to the public sewer you will need to apply for approval for this connection.

Do I need to complete an application for every connection?

No, you can submit one application form for multiple connections but there is a separate fee for each sewer connection approval that is required.



Why do I need to complete the H&S declaration?

There are risks associated to working on a public sewer and as part of the application process we have to check your contractor is aware of those risks and the work will be carried out safely whilst minimising the risk to those on site, to the public and to the integrity of the sewer network.

Your contractor should have a Health and Safety policy and you are also required to submit a site specific risk assessment and method statement.

How long is the approval valid for?

The approval notice is valid for 12 months. You will need to apply for the approval notice to be re-issued in the following circumstances:

- You don't complete the connection within 12 months
- You change the point of connection from that which was approved
- You change the applicant/contractor carrying out the connection

Who can carry out work in third party land?

If you need to cross third party land in order to make the connection to the public sewer you must first get permission from the land owner. We can't give you permission to work in third party land. Approval of the connection does not grant you permission to cross third party land.

What can't I discharge to the public sewer?

Under section 111 of the Water Industry Act 1991, you must not discharge:

- a) any matter likely to injure the sewer or drain, to interfere with the free flow of its contents or to affect prejudicially the treatment and disposal of its contents; or
- b) any such chemical refuse or waste steam, or any such liquid of a temperature higher than 43 degrees Celsius , as by virtue of subsection (2) below is a prohibited substance; or
- c) any petroleum spirit or carbide of calcium.

This means that fats, oils and grease (FOG), commonly discharged from restaurants are not permitted. More can be read about our campaign against FOG here: southernwater.co.uk/food-businesses

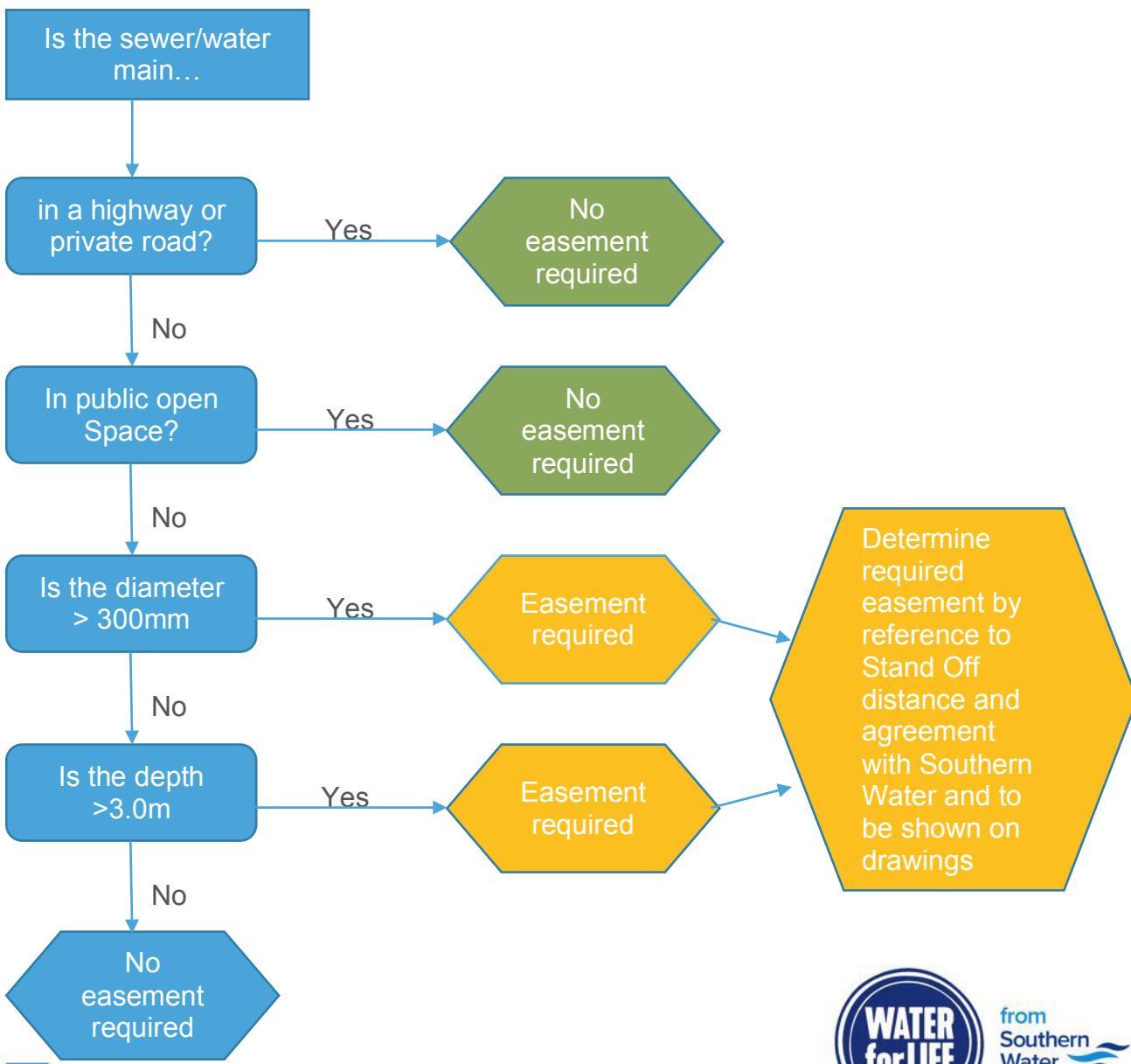


Developer Services Easements

V1.1 1st August 2017

Southern Water Standard Easements – Not covering existing easements shown on our GIS records or multiple pipes. The positions of pipes and easements shown on our records are believed to be correct to the best of our knowledge. However, the actual positions may differ and in order to prevent damage to our apparatus, it will be necessary to determine and verify the actual position. This should be carried out in consultation with Southern Water as we cannot accept responsibility in the event of inaccuracy. New easements will be based on stand-off distances and determined as follows:

Sewer and Water Mains Easement Protocol Flow Diagram



Southern Water Formal Easement Protocol

Our requirement for formal easements in third party land is that they should be taken in the following situations:

They are required over whole pipeline lengths (e.g. from manhole to manhole).

i.e. It is not necessary to take easements over small irregular parcels of land that fall within the stand-off distance. See Stand-off Document.

All fresh water mains which are greater than or equal to 300mm nominal bore.

All fresh water mains which are greater than 3 metres in depth to invert.

All sewerage rising mains which are greater than 300mm in diameter.

All sewerage rising mains which are greater than 3 metres in depth to invert.

All gravity sewers which are greater than 300mm in diameter.

All gravity sewers which are greater than 3 metres in depth to invert.

Where the apparatus crosses land with mineral extraction rights.

Where rights to discharge are required for example surface water sewers. To be shown as 3m around a headwall.

Crown Estate land.

Ministry of Defence Sites.

Network Rail land.

Section 104 Colouring

Key	Colour	Example
Site Boundary	Green	
Foul Sewers	Brown	
Surface Water Sewers	Blue	
Easement	Yellow	



Developer Services Health and Safety Advisory

V1.0 9th October 2017

Work carried out to and within public sewers is hazardous.

There are risks which can be life threatening, life changing and damage may be caused, potentially resulting in flooding.

Some examples are:

- Collapse of inadequately supported excavations
- Accidents which may occur when works, or access to works, are located in highways
- Disruption of services, when other service company cables or pipes are damaged
- Explosive or poisonous gases which may be encountered in confined spaces
- Slips and falls due to the inherent nature of sewage and the damp conditions within chambers
- Failure of access arrangements such as ladders and step irons, which may be corroded or otherwise defective
- Leptospirosis, Weils disease, which can be developed through contact with rat urine
- Dropped manhole covers, which can damage benching
- Obstructions to flows when debris, generated by cutting pipes or breaking into chambers, is not fully removed

The above list is not exhaustive and hence Southern Water requires that:

- It is notified of the proposed works in a timely manner, to allow the proposed necessity, means, mode and method of works to be reviewed.
- It is notified of the location and date and time of proposed works, so that supervision and inspection can be arranged, if considered necessary and that should emergency measures be required, that these can be efficiently implemented. Should the proposed date, time of works change then Southern Water must be advised and approval given for the change.
- It is satisfied that the works will be carried out in a safe controlled manner, with the risk of damage or flooding, reduced to the minimum practicable.

- It is therefore important that works to the public sewer network are only carried out by a skilled and competent workforce, fully experienced in such work and suitably equipped and protectively clothed, for the nature of the work to be carried out.

Reference should be made to National Health and Safety requirements, in addition to any requirements that Southern Water may have.

Southern Water will not approve or give permission for the following works to be carried out by the applicant, directly or by third parties on behalf of the applicant, unless notified and approved by Southern Water:

- Installation of flow monitoring equipment.
- CCTV or other surveys, which require access within the public sewers.
- New or modified connections under a S106 application.
- Alterations to be carried out as a S185 Developer diversion.
- Alterations carried out as a Build Over.
- Entry into manholes, inspection chambers or ancillary structures or apparatus for the purpose of carrying out:
 - inspection
 - identification
 - examination
 - installation
 - or other purpose.

Southern Water recommends that the applicant should seek and take the advice of their own Health and Safety advisor, at all stages of their proposed works, from initial design to completion of construction.

Southern Water requires that the applicant confirms that this document has been fully read, considered and understood and complied with, prior to carrying out any works.

Southern Water notes that any unauthorised access, or works to its public sewers, will not be tolerated and will be considered trespass.

Southern Water will accept no liability for the consequence of any such access or works and will seek full compensation for itself and its customers, for any direct or consequential damage or injury.



Developer Services

Location of existing rising mains & pressure mains (including vacuum mains) in the vicinity of proposed development

V1.0 Jul 2018

Southern Water Asset Records

Southern Water has a duty to provide and maintain Asset Records under Section 199 of the Water Industry Act 1991. Please follow the link below for details:

<https://www.legislation.gov.uk/ukpga/1991/56/section/199>

Availability of records

Details of how to obtain Sewer and Water map records are available on this link:

southernwater.co.uk/mains-and-sewer-maps

Customers involved in either large-scale land purchases for commercial and residential property developments or the possibility of individual home extensions need to know the location of any public infrastructure on their site.

Southern Water maps identify:

- The location of public sewers
- The location of water mains in our water supply area
- Size and material of the pipes.

The maps may not reflect the changes resulting from:

[Water Industry \(Schemes for Adoption of Private Sewers\) Regulations 2011 \(Section 105a\)](#)

Service pipes (property connections) are the responsibility of the property owner and will not be shown on sewer or water maps.

You can view our records at **Southern House, Capstone Road, Chatham, Kent ME5 7QA**

In accordance with the Water Industry Act (1991), members of the public may view the public sewer and water map. Viewing records is available by appointment only from 8.30am until 5pm, Monday to Friday. Please contact the **LandSearch team** on **0330 303 0276** (charged at local rate) for individual consumers. Alternatively email searches@southernwater.co.uk to book an appointment.

Developer Services

Location of existing rising mains & pressure mains (including vacuum mains) in the vicinity of proposed development

Disclaimer/Accuracy of records

The public records state:

"The positions of pipes shown on this plan are believed to be correct, but Southern Water Services Ltd accepts no responsibility in the event of inaccuracy. The actual positions should (MUST) be determined on site."

Stand-off distance / Easement

Southern Water apparatus is protected by easement / stand-off distances. These may be formal and indicated in drawings and agreements or as indicated in national guidance documents, such as Sewers for Adoption and / or Building Regulations. Guidance and details of our present policy with regards to Stand off distances / Easements can be found by following the link below to the technical advisories section of our website.

southernwater.co.uk/technical-advisories

"At the planning & consultation stage the depth may not be known and in such cases we will utilise the figures for the row "less than 3.0m" with the addition of 1 metre to the tabulated distance, the actual stand-off distance would be reviewed at detailed design stage following the establishment of actual depths."

Rising mains (Pressure mains)

Southern Water assets including pressure/rising mains are indicated on our public sewer GIS records. They are **indicative only** of location, diameter, material, type etc. These details need to be verified before any construction work is carried out on Site.

Pressure/rising main records do not indicate depth information. This information may be available from archived EDM records of as-built schemes. It can however take a significant time to locate such information. If this information is available, it would need to be verified before construction work is carried out on Site.

Southern Water does not require an accurate location of assets for normal operational purposes. The location may however become apparent in the event of asset failure due to breakage, where an emergency repair is required.

The result of damaging a rising main can be significant in both physical damage and impact due to the loss of service of the asset. The exact location of assets such as rising mains should be considered at the design/feasibility stage of a development. Provision must be made for identification & the protection of Southern Water assets on site before construction commences.

There is a financial cost for the location of existing public sewer assets. Southern Water is not responsible for funding the site location of public assets for the benefit of parties other than Southern Water. Therefore, Southern Water must seek to recover any such costs for these investigations.

Location of existing pressure / Rising mains

These must be located before undertaking any construction works on Site.

Developer Services

Location of existing rising mains & pressure mains (including vacuum mains)
in the vicinity of proposed development

A **non-intrusive investigation method** should be agreed with Southern Water before construction work starts on site. The Developer or Agent is responsible for any associated costs for these investigations. Such investigations are to be undertaken by a competent / approved contractor, not Southern Water.

The Southern Water approval process requires the completion, submission and approval of a **H&S 460 Form**. This requires **Risk Assessment** and **Method Statement (RAMS)** information, which can only be reviewed by the relevant Southern Water County Sewerage Engineer. A minimum period of 10 working days should be allowed from submission of the H&S 460 form for the review.

The H&S 460 Application Form will be issued and should be completed and returned to Southern Water Developer Services: developperservices@southernwater.co.uk



Developer Services

Southern Water supplementary amendments to Part E –Civil Engineering Specification of Sewers for Adoption 7th Edition

V1.4 4th April 2019

These clauses relate to both the S104 New Sewer Adoptions and S185 Developer Diversions.

E2 Materials

E Intro - Where additional CESWI Clauses are utilised, these shall be with Southern Water Supplementary Clauses, available from the Undertaker's Policies and Standards Team.

E2.43 - All pipework 300mm nominal bore and smaller must be certified by a recognised third party test body as proven capable of being jetted using pressures of 2600 psi (180bar). **Pipes that can meet the above specification will need specific approval from Southern Water before use unless they are on our Standard Asset List.**

All ancillary equipment made of plastic materials such as chambers and elements in association with such pipework must be similarly proven capable of being jetted using pressures of 2600 psi (180 bar).

E2.44 - Pipework of greater than 300mm nominal bore must be certified by a recognised third party test body as proven capable of being jetted using pressures of 2600 psi (180 bar).

All ancillary equipment made of plastic materials such as chambers and elements in association with such pipework must be similarly proven capable of being jetted using pressures of 2600 psi (180 bar).

E6 - Precast Concrete Manholes, Chambers and Wet Well

E6. 4.5 - Clause deleted, replace with: "Cements are to be selected according to BS EN 8500."



Developer Services

Guidance to development in proximity to Southern Water assets

V1.2 15th September 2017

Southern Water encourages Planning Authorities to consult us, with regards to any Development proposals, which may have an impact on our assets. These assets may be water or sewerage and either above or below ground.

We respond with regards to potential damage to such assets and publish guidance with regards to stand off distances. Details of these are available on this section of our web site.

We also review the risk of nuisance arising from odour, flies, noise, vibration and light.

We note that our assets are shown on our public records to the best of our knowledge. Their actual locations may differ to those shown. Our comments at Planning Consultation stage will be on the basis of our records. Site investigations, in consultation with Southern Water, will be required to determine actual locations, which may impact on the proposed development plans in order to safeguard our assets.

Due to changes in legislation that came in to force on 1st October 2011, regarding the future ownership of sewers it is possible that a sewer now deemed to be public could be crossing the Site and not recorded on the Sewer records. Should any such sewer be found prior to or during construction works an investigation will be required to ascertain its condition, the number of properties served and potential means of access before any further works commence on site.

Our advice in particular is:

Development in proximity to existing Waste Water Treatment Works (WWTW)

Southern Water will object to any proposed Development within the 1.5 OdU contour of an existing WWTW. Such contour may not be known at planning consultation stage. In this case we will object, as general guidance, to any proposed development within 500 metres of the perimeter fence to an existing Waste Water Treatment Works. A subsequent Odour Survey may be carried out to a specification agreed with Southern Water, to identify and agree the 1.5 OdU contour, as a limit to proposed development.

Southern Water may also comment on issues such as visual impact and light with regards to proximity to WWTW's

Southern Water will review the impact of any proposed Development to the access roads to WWTW's to which we require 24 hours a day /7 days a week unhindered access.

Development in proximity to Pumping Stations.

The detailed arrangement of proposed pumping stations may not be available at planning consultation stage. Our comments will hence be that proposed development should not be carried out within 15 metres of the perimeter fence of a pumping station. For reasons of noise, odour and vibration. It is Southern Waters preference that the 15 metre zone should be wholly within the Development Site, with no encroachment on adjacent sites.

The same guidance will be used to comment on the proximity of proposed development to existing Southern Water pumping stations and of proposed pumping stations to existing development.

Existing access arrangements to Pumping Stations are to be maintained with regards to tankering and unhindered 24/7 access for maintenance. i.e. existing vehicle tracking to be maintained.

In this regard it should be noted that Southern Water operates a closed gates policy for maintenance work, for Health and Safety reasons.

We also review the impact of Sustainable Urban Drainage (SUDs) proposals:

Soakaways and other SUDs features

No new soakaways, swales, ponds, watercourses or any other surface water retaining or conveying features should be located within 5 metres of a public or adoptable gravity sewer, rising main or water main.

Permeable Paving located in the proximity of public sewers. (Adopted or proposed for adoption.)

Our policy for sewers is as noted below. This does not include water mains, for which a separate policy applies:

Permeable paving systems differ in function and construction and details will need to be reviewed on a Project specific basis.

The base approach however is:

Where acting as an attenuation system.

i.e. Impermeable liner used and is acting as a tanked system.

This liner would be cut through in order to carry out replacement or maintenance or to make new connections to the sewer (public sewer in due course).

There is a risk that the lining would not be reinstated in a manner to ensure that the tanked system would operate as designed. (i.e. sealed system).

Leakage through poorly reinstated joints could soften the underlying soils, weakening the ability of the paving to withstand applied loads.

There is also the issue that water collecting in the tanked system would need to be dealt with to allow access to the pipe below.



This would not be acceptable to Southern Water.

Where acting as a Soakaway

i.e. Permeable liner is used

If the contributing area is just the area of pavement replacing the existing ground, then this situation is essentially as existing and subject to agreed construction details, it would be acceptable for a sewer to be laid under permeable paving in this case.

If the contributing area is greater and the paving acts as a soakaway, then Southern Water would treat this as a Soakaway and request a minimum clearance of 5 metres at Planning Consultation stage. It may be possible to reduce this clearance, subject to detail review of ground conditions and construction details.

In all cases

If a structural grid is used to stabilise the stone layer and/or as a structural element to reduce stone layer depth, then this would be of concern as such a grid would be cut through during maintenance and replacement and access to the pipe. Structural replacement would require an adequate overlap to the manufacturer's requirements.

There is a risk that this would not be carried out and that the ability of the paving system to accommodate applied loads would be reduced.

Southern Water can not accept liability for such a risk.

Cellular Tanks

Southern Water currently will permit cellular storage on sewers that are proposed to connect to the public sewerage system, provided that they are off-line.

However, the sewers that are to be offered for adoption should be designed to accommodate the 1 in 30 year event and hence should not be designed to convey the 1 in 100 plus 40% (exceedance flows/allowance for Climate Change) flows to the off line storage.

Provided that the cellular storage systems, of reputable make, are sound, sealed and do not allow entry of groundwater, land drainage etc., then Southern Water is content for such facilities to connect to the public surface water system. Southern Water would not adopt surface water systems that include on - line cellular storage, either in part (e.g. pipes upstream of, or linking more than one facility) or in whole, although subject to the caveats given above it would be prepared to adopt adequately designed surface water pipe work/ culverts etc., downstream of such facilities.

If the cellular storage is located off-line, sealed and does not allow the entry of groundwater, land drainage etc., Southern Water will adopt the piped system only. The off-line facility and any connecting pipe work will remain private and any discharge from the piped system to the cellular storage will have to be covered by a deed of grant of easement for the right to discharge from the facility in perpetuity. Such facilities will have to be owned by and maintained by a management company or similar.

Cellular storage tanks will need to be located at a sufficient distance from any public sewer in their immediate vicinity to ensure that any maintenance carried out to either the sewer or the cellular storage tank, including excavation and replacement, does not cause structural or other damage. A minimum clearance of 5m is considered appropriate at planning consultation stage subject to adequate ground conditions, type and depth of asset and pipe diameter etc.





Developer Services S104 and S104/185 provisional certificate

V1.1 4th April 2019

In order to apply for a Provisional Certificate the following questions require a positive (Yes) answer:

- Is construction of the relevant drainage works proposed under the S104 or S104/185 Agreement complete?
- Have these drainage works been inspected by Southern Water during construction?
- Have the majority (over 50%) of premises served by the sewers been occupied?
- Has all highway construction, which is located over the relevant sewers, been completed (with the exception of the final surfacing)?
- Have manhole covers been either set to finished road levels or appropriate road levels?
- Have all Temporary Works and materials been removed?
- Have “as constructed drawings” been provided to Southern Water?
- These should be paper copies and for your information I include a summary sheet below listing the requirements for these drawings.
- Have draft operating instructions and maintenance manuals including “Test Certificates” been provided for any M&E Pumping Station Works?
- Has the Pumping Station (if applicable) telemetry system been installed?
- Have Emergency Call out numbers been provided in case of failure of the Pumping Station (if applicable)?
- Has a notification sign been installed at the pumping station (if applicable) with details of the call out number, for residents information?
- Has the Land Transfer documentation for the pumping station (if applicable) been prepared?
- Have the sewers been cleaned in readiness for inspection? (Jetting may be required)

Notification and Request for Provisional Certificate

Subject to satisfactory compliance with the above then:

Southern Water will carry out an internal survey, etc., and arrange final visual inspection. Test pumping station installation and telemetry system operational jointly with the Developer.

Southern Water will carry out the above inspection and issue a defects list, if Remedial Works are required, within a period of 2 months and 2 weeks from receipt of a request from the Developer.

The following questions will then require a positive (Yes) answer:

- Have all remedial works been completed?
- Has Southern Water received notification of this and been requested to carry out a further inspection?
- Has the Inspection been carried out and all remedial works signed off as satisfactory by Southern Water?
- Has Southern Water requested any further CCTV/Internal surveys?
- Have these been satisfactorily completed/supplied?

Maintenance Period and Provisional Certificate

Subject to satisfactory compliance with the above then Southern Water will issue a Provisional Certificate and the 12 Month Maintenance Period will commence.

REQUIREMENTS FOR “AS-CONSTRUCTED” DRAWINGS

SECTION 104 AGREEMENT

4 Copies of the DRAINAGE LAYOUT PLAN to include:-

- Site boundary clearly marked in green
- Clearly defined plot boundaries and buildings
- Adoptable foul sewers coloured brown with direction arrows
- Adoptable surface water sewers coloured blue with direction arrows
- As Constructed Manhole cover and invert levels - to be shown on drainage layout plan. Separate manhole schedule to be provided
- Pipe sizes
- Pipe materials
- Pipe gradients
- Road names
- North point
- House address numbers (not plot numbers)
- Private drains - private sewers & highway drains clearly marked and coloured black.

THE ORIGINAL AGREEMENT DESIGN DRAWING DETAILS ARE NOT ACCEPTABLE FOR AS CONSTRUCTED PURPOSES. THEY SHOULD BE RE-SURVEYED AND THE AS CONSTRUCTED MANHOLE COVER AND INVERT LEVELS ARE TO BE TO O.S. DATUM.

IN THE EVENT THE DRAWINGS DO NOT COMPLY WITH THE ABOVE AN ADDITIONAL CHECKING FEE MAY BE CHARGED.

REQUIREMENTS FOR “AS-CONSTRUCTED” DRAWINGS

SECTION 104/185 AGREEMENT

4 Copies of the DRAINAGE LAYOUT PLAN to include:-

- Site boundary clearly marked in **GREEN**
- Clearly defined plot boundaries, buildings and floor levels
- The abandoned sewer coloured **RED** and the diverted sewer coloured **BLUE**
- Pipe sizes, materials and gradients
- Manhole **cover and invert levels** (to Ordnance Survey Datum i.e. metres above OD)
- Private drains/sewers/highway drains clearly marked and coloured black.