

**From:** [REDACTED]  
**To:** [Charging](#)  
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In my experience, there is a real trade off between making it easy for customers and truly reflecting the cost of their specific S45 when talking about “fillin” projects.

Keeping it simple is particularly important for “Mrs and Mr Fillin” as is being able to respond quickly to their enquiry with a quote they can rely on to progress their project with confidence. That [simplicity] requires some averaging to be applied. The biggest driver of costs on fillin S45s is the traffic management and this varies greatly even within a water company’s territory. Despite there being the “pink book”, each local authority insists on different traffic management in different circumstances with different charges. A further driver is where night work is insisted upon by the local authority.

For simplicity and ease of doing business with the water companies I’d recommend a standard connection fee akin to that employed in the electricity and gas sectors. There will be winners and losers and if you want to mitigate the number of losers have two standard connections: one that is nearside and the other farside for a standard road width and a separate standard fee for traffic management. After the 1st year these can be adjusted to reflect actual mix and cost.

The approach for fill-in S45s at Wessex Water is a good starting point. It saves **significant** effort on the part of the customer and business, hence helps keep costs and charges down.

What costs does such an approach save? The customer can order a standard connection online with much less involvement from the water company: less back office time involved, and the water company can also eliminate certain site visits including the initial survey with this being a cursory desk-based check rather than a full on-site survey.

Regards

[REDACTED]  
(Independent consultant)  
[REDACTED]

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