



Bringing your community to life

New Connections Charging Arrangements 2026-2027



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Section 1: Introduction

1.1 Introduction

This document provides details of the New Connections Charges for Leaf Water Limited (the trade name of Advanced Water Infrastructure Networks Ltd, or AWIN) for the period from 1 April 2026 to 31 March 2027, inclusive, for the areas in which Leaf Water operates.

This New Connection Charges Scheme is issued by Leaf Water and outlines its charges in accordance with the provisions of the Water Industry Act 1991. Under the Act and its Licence, the Company is authorised to set, levy, and recover charges for any services provided in the course of its duties as both a water and sewerage undertaker.

Leaf Water aims to align its new connection charges with those set by the Supplying Water Company in each area where it operates.

These Charges only apply within the areas where Leaf Water provides water and/or sewerage services. The applicable areas are listed in Appendix 1, which is correct as at the date of its publication.

[Click here to view](#)



1.2 Charging Arrangements Scope

This document outlines our approach to calculating charges for the following:

- The provision of New Water Mains and Sewers
- The provision of Service connections, Lateral Drains and Waste Connections
- Adoption and Self-Lay Agreements
- Diversions
- Infrastructure Charges

This document does not provide guidance or cover any of the following:

- Application for a consent to discharge trade effluent from any trade premises under section 199 of the Water Industry Act 1991
- Request made by a water supply licensee for the connection of premises to a water Undertaker's supply system, or other steps in respect of that system, to which section 66A of the Water Industry Act 1991 applies
- Request made by a sewerage licensee for the connection of drains or sewers of premises to a sewerage undertaker's sewerage system, or other steps in respect of that system, to which section 117A of the Water Industry Act 1991 applies
- Charges that may be imposed by a water undertaker under an agreement to provide one or more water undertakers with a supply of water in bulk
- Charges that may be imposed by a sewerage undertaker under an agreement to permit a mains connection into its sewerage system by one or more sewerage undertaker

1.3 Metering

All properties served by Leaf Water are metered. This is the fairest way of charging non household customers and encourages water conservation. We do not offer an unmeasured tariff.

For premises served by a Retail Licensee, that Licensee is responsible for providing meter readings to the Central Market Operating System (CMOS). Leaf Water has opted to partner with Castle Water so should customers not have a selected Retailer, Castle Water will be assigned as their retailer until such time as this is changed by the customer. Please refer to Castle Water's website for further information on their services.

Charges in this document are stated exclusive of VAT. VAT will be added at the appropriate rate where applicable.

Any alterations to existing premises that result in the creation of additional premises must ensure separate connections to Leaf Water's water main and the ability to install separate meters. Customers are responsible for the costs of necessary pipework alterations.

In cases of illegal connection, the Company may pursue all appropriate criminal and civil remedies.

1.4 Contact Information

If you would like to contact Leaf Water in relation to any of the services referred to in the Wholesale Scheme, you can contact our team using the following details:

Leaf Water Limited,
Nexus Park Avenue East,
Skyline 120,
Braintree,
Essex,
United Kingdom,
CM77 7AL

Emergencies contact: For any emergencies with your water or wastewater supplies please call Leaf Water's 24-hour emergency number on **0345 646 0680**.

Email: enquiries@leafwater.co.uk

Website: <https://www.leafwater.co.uk/contact-us>

Our office hours for new connection charging queries are: Monday – Friday 08:30 – 17:00 excluding bank holidays.



Section 2: Options for Developers

A developer may choose to install or have installed by others certain elements of the services required to supply their site. These are known as “Contestable” works. Some elements of work remain non-contestable and must be carried out by the undertaker. Please contact us if you require further information.

Contestable works options are briefly outlined below. If you wish to discuss these with Leaf Water, please send us information regarding your site, a brief outline of your query and your contact details.



2.1 Self-Lay Provider (SLP)

If you are a business customer and your activities fall within categories 1 to 5 of the Standard Industrial Classification (190 Edition), VAT will be applied to your water supply charges. All other customers will not be charged VAT.

An SLP may be able to provide you with an effective solution to your requirements by installing the contestable elements of your new mains and services. SLPs will receive a service from us equivalent to any other applicant. AWIN will enter into an adoption agreement for the new assets, provided the SLP is an accredited entity and installs those assets to an acceptable standard. We will generally follow the latest edition of the [Code for Adoption Agreements](#).

Suitable SLPs may be found here:

<https://www.lraqa.com/en-gb/utilities/water-industry-registration-scheme-wirs-wirsae/>



2.2 New Appointment and Variations (NAV)

NAV companies are licensed water and/or sewerage undertakers. A developer may engage a NAV to adopt and operate the on-site network/s. The NAV will come to a commercial arrangement with the developer and will arrange for the incumbent water and/or sewerage supplier to be replaced by the NAV. The NAV will then become responsible for delivering water and/or sewerage services to end users.

More information on the NAV process may be found at:

<https://www.ofwat.gov.uk/regulated-companies/markets/nav-market/>



2.3 Requisitioning

Requisitioning of new mains is a duty imposed on an undertaker under the Water Industry Act 1991 Section 41(1) for water and Section 88(1) for sewerage. A developer or authorised person within a water and/or sewerage undertaker’s area may require that undertaker to lay, own and operate site-specific work. On request, the undertaker will provide a quotation to the authorised person requesting the works. Service connections are not covered by a requisition and require a separate application.

If you wish to requisition new assets, please **contact us**.

Section 3: Diversion of Existing Assets

Diversions are carried out in accordance with Section 185 of the Water Industry Act 1991.

Diversion of existing assets may be carried out by accredited parties, but some elements of the work will remain non-contestable. Some examples of non-contestable work may be trunk mains, connections into existing mains and decommissioning of the redundant asset.

Any charges we impose will reflect the reasonable costs incurred in complying with our duty to carry out the diversion, whether for the contestable or non-contestable works, but will exclude costs for providing additional capacity for the Company where that capacity is not connected with the additional demand from the development being supplied.

Need to get in touch with us?

We're happy to help. If you have any questions or need support, please visit leafwater.co.uk/contact-us.

Contact Our Team >

Section 4: Adoption of Assets

4.1 Water Mains

Water Mains will be adopted when laid by an accredited entity if the mains have been constructed to an acceptable standard and are covered by a Self-Lay Agreement between the accredited entity and AWIN.

In accordance with the New Connections Charging Rules, Rules 38 and 39, an asset payment may not be made for assets laid under agreements made under Section 51A or Section 104 in the Water Industry Act 1991 (as amended).

4.2 Sewers

The adoption of new drains and sewers will be in accordance with Section 104 of the Water Industry Act 1991.

There will be fees and charges associated with the adoption including, but not limited to, inspection fees, design approval fees and any third-party expenses incurred.

For our policy on asset adoption, please contact us.

In accordance with guidance issued by Ofwat in July 2019 income offset and asset payments are no longer payable with respect to requisitions for new water and / or sewerage works and are instead applied directly to all infrastructure charges due for new connections. From the 1st April 2025, Income Offset will no longer be available for any agreement not completed prior to that date.

Environmental Incentives are offered to developers following evidence being provided by the developer that the new properties meet the relevant standards, as set by the incumbent bulk supplier, relating to the expected per capita consumption per household unit plus any measures taken to reduce surface water runoff. The evidence must be presented and approved by the incumbent company prior to the relevant connection/s being made. Where the payments are not made directly to the applicant but are instead made to AWIN, any payments will be passed through without deduction unless otherwise agreed.

For details of the incentive scheme operating in your location, please contact us.



enquiries@leafwater.co.uk

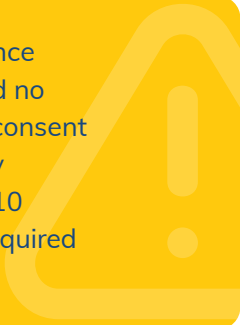


Section 5: Provision of Service Connections, Lateral Drains and Waste Connections

5.1 Water Service Connections

A water service connection covers connection to the distribution main, the communication pipe to your boundary, fitting of a meter and associated equipment and connection to your supply pipe.

Service connections up to 63mm external diameter are Contestable, meaning that Self-Lay Providers may carry out the works, always provided that we reserve the right to refuse to permit such works subject to our assessment of the risk to our existing assets and / or customers.



AWIN must be notified in advance of any planned connections and no connection may be made until consent has been given. AWIN will reply to any such notification within 10 working days of receipt of all required information.

Where an SLP carries out the works, we will require that you and your chosen SLP enter into a self-lay agreement. As part of that agreement, you will be required to ensure that the installation meets our specifications including, but not limited to, the type and arrangement of boundary boxes or internal meters and the manufacturer, type and size of the equipment installed.

For internal metering arrangements in-line meters will not be permitted. We will require the installation of a manifold permitting the installation of manifold meters. Please contact us for further information.

All meters shall be suitable for remote reading, to a specification determined by AWIN.

Where we are requested to install the connection, we will charge our reasonable costs for the connection to the main, the additional pipe to your boundary, all equipment and associated site visits including, but not limited to, water regulation inspections.

For service pipes equal to or above 50mm internal diameter, we will require you to provide disinfection and biological sample certificates not more than two weeks old. This requirement will extend to any service tanks used to supply onward services.

We do not make asset payments for self-laid services.

If you require a quotation for a new service or wish to discuss further options, please contact us.



enquiries@leafwater.co.uk

5.2 Lateral Drains and Waste Connections

A lateral drain is the pipe outside the premises boundary that connects a single building or buildings within the same boundary to the public sewer.

A waste connection from a lateral drain will be connected to the public sewer by virtue of a Section 106 agreement.

We will require you to engage a competent contractor to construct your lateral drain(s), including making the Section 106 connection.

AWIN does not presently offer a lateral drain or waste connection service.

To request a Section 106 connection or to discuss your proposals, please contact us.



enquiries@leafwater.co.uk

5.3 Water Regulations

AWIN has a duty to comply with the [Water Supply \(Water Fittings\) Regulations 1999](#).

Installation of water fittings may not begin until AWIN has received and approved notification in accordance with Regulation 5 (1).

Notification must be submitted at least 10 working days before the commencement of plumbing works and must include a completed and signed Regulation 5 form with schematics of all plumbing systems intended for the use of water supplied by AWIN. Supplementary information may also be requested as required.

AWIN reserves the right to undertake inspections of water fittings prior to the commencement of connection works and during the installation of plumbing systems. Any identified contraventions must be rectified within timescales specified. There may be a charge for the inspections.



Section 6: Security Deposit Arrangement

We will generally require payment in advance for all works undertaken by AWIN.

We may agree to accept payment in arrears but, if so, we will require security in one of the following forms:

- A bank guarantee in our favour issued by a bank or building society registered and operating in the United Kingdom;
- A letter of credit issued by a bank or building society registered and operating in the United Kingdom;
- A cash deposit to a value agreed by AWIN.

Charges will cover design, procurement and installation of assets. There may also be charges or fees for inspections, approval of designs, reasonable administrative expenses and any applicable legal outgoings. Such charges will be set out in our quotation to you and agreed with you before commencement of works. There may also be charges associated with third-party works; these will be passed on to the applicant along with any applicable administration fees.

Fees for the adoption of sewers under a Section 104 agreement will equal 1% of the agreed value of the works.

For more information and to discuss your preferred approach, please contact us.



enquiries@leafwater.co.uk



Section 7: Infrastructure and Network Charges

Unless the individual charges are specifically referred to separately in this section, the term “infrastructure charge” will cover the combined water infrastructure charge and sewerage infrastructure charge.

Under Section 146(2) of the Water Industry Act 1991 infrastructure charges will be payable on properties comprising units capable of separate occupation on the first occasion they are connected to a water main or a public sewer for domestic purposes on or after 1 April 1990. This does not mean that infrastructure charges are only payable on houses. They are payable where services will be used for domestic purposes, that is drinking, washing, cooking, central heating, and sanitary purposes (as defined in the Water Industry Act 1991).

Where water and sewerage is provided at premises for primarily other than domestic purposes, the charge may be assessed on the size of the meter; this is known as the Network Charge.

For the purposes of these charges every building or part of a building will be treated as a unit capable of separate occupation and liable to a separate infrastructure charge if:

In the case of a dwelling:

- It is used or will be used as a separate dwelling; or
- It includes separate facilities for sleeping, washing, cooking and a WC.

In any other case:

- It has its own connection to a water supply or sewerage service and is in fact capable of separate occupation.

Unless otherwise agreed, AWIN will normally provide an invoice for the due infrastructure charges at the same time as it presents an invoice for connection. Customers may well find it administratively more convenient and cheaper to pay the charges at the same time.

Network Charges, where applied, will always be payable in advance of the connection and the connection will not be provided until payment of the relevant charges has been received.

The infrastructure charge is payable by the person requesting the connection to AWIN's water mains and / or sewers. Where no application for a water supply or sewerage service is received or where AWIN is unable to recover the charges from the person who requested the connection, the charge will be payable by the person having the benefit of the new supply or service on the charge becoming payable.

Non-standard cases, such as offices, commercial premises and bulk-supplied apartments may be charged using the Relevant Multiplier method. This method requires an assessment of the internal water fittings to arrive at a factor by which to multiply the standard charge applicable to a single residential unit.

Get In Touch

 www.leafwater.co.uk

 01376 312420

 enquiries@leafwater.co.uk



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