

SUTTON AND EAST SURREY WATER plc

Water Mains Requisition Procedures (including Self-Lay)

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Document Control

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Contents

1. Introduction	2
• <i>General</i>	2
• <i>Structure of Document</i>	3
• <i>Scope of Competitive Activities under Self-Lay Provision</i>	3
2. Enquiry Phase	6
3. Design Phase	7
• <i>Design by SESW</i>	7
• <i>Design by Developer</i>	8
• <i>Legal Agreement</i>	9
4. Construction Phase	10
• <i>Mains Laid by Self-Lay Organisation</i>	10
- <i>Private Mains</i>	12
- <i>Adopted Mains</i>	12
• <i>Mains Laid by SESW</i>	14
5. Service Connections	15
• <i>General</i>	15
• <i>Metering</i>	16
6. Financial Arrangements	17
• <i>Mains Laid by Developer</i>	17
• <i>Mains Laid by SESW under Water Industry Act 1991</i>	18
- <i>Relevant Deficit Charges</i>	19
- <i>Payment by Statutory Commuted Sum</i>	20
• <i>Mains Laid by SESW outside Water Industry Act 1991</i>	21
7. Process for Handling Disputes and Appeals	22
Appendix A - Application Form – Design Phase	
Appendix B - SESW Charging Structure	
Appendix C - Approval of Contractors	
Appendix D - Specification for Self-Lay Organisations	
Appendix E - SESW Terms and Conditions for Main Laying under Water Industry Act 1991	
Appendix F - Vesting Certificate and Defects Liability Certificate	

1. Introduction

General

- 1.1 This document has been prepared to assist developers and other interested parties (the 'Developer') who require water mains and service connections for domestic purposes.
- 1.2 Within the Sutton and East Surrey Water (SESW) supply area, a Developer can ask SESW to install water mains and associated apparatus. This is known as requisitioning. The Developer also has the option of employing a Self-Lay Organisation (SLO) to complete the work in accordance with the Water Industry Act 1991 (as amended by the Water Act 2003). This document covers the procedures relating to both options.
- 1.3 Reference to the Developer in this document should be taken to refer to an SLO if carrying out work on behalf of the Developer.
- 1.4 The document details the options that are currently available to the Developer for constructing new water mains and sets out the procedures that should be followed from inception through to construction and final completion. The methods of financing for each option are also described including details of the relevant payments to be made by each party where appropriate. The procedures in this document refer only to the requisition of potable water distribution mains.
- 1.5 The procedures comply with the following Ofwat guidance papers:
 - Competition in Providing New Water Mains and Service Pipes – Guidance to water companies, Version 3.0 (October 2008)
 - Guidance on financial arrangements for self-lay and requisitioning agreements Version 2.0 (March 2009)
 - Process for handling disputes and appeals: Requisitioning of water mains and public sewers and/or lateral drains and adoption of self-laid water mains (May 2004)

Note: Ofwat withdrew these guidance papers in October 2010 but in the absence of revised guidance these procedures continue to follow the above papers.

- 1.6 This document incorporates the Ofwat Levels of Service (LoS), which are the timescales that Water Companies are required to meet between various stages in the process. The figures refer to working days which exclude weekends and public holidays.
- 1.7 SESW supports the United Kingdom Water Industry Research (UKWIR) Code of Practice (CoP) for the self-lay of water mains and services, which was revised to produce the 2nd edition in May 2009 (www.wrcplc.co.uk/selflay). This document is in alignment with the CoP,

which has been written for the Developer wishing to undertake the self-laying of water mains and services on a development site.

- 1.8 SESW has also produced a Company Specific Addendum (dated July 2009) to specify those areas where further details on the Company's policy are needed to supplement the Code of Practice. For example, it provides details of the SESW metering policy since this differs between companies. The content of the addendum has been incorporated into this document.
- 1.9 SESW does not maintain an approved list of SLOs, but supports the Water Industry Registration Scheme (WIRS) operated by Lloyd's Register. Full details are available at:
www.lr.org/en/energy/utilities-and-building-assurance-schemes/water-industry-registration-scheme/
- 1.10 This policy is available to download from the SESW website (<http://www.waterplc.com/pages/business/services-for-developers/new-infrastructure/>). The costs in this version are valid until 31 March 20164.

Structure of Document

- 1.11 Sections 2, 3 and 4 of this document refer to the Enquiry, Design and Construction phases for the requisition of a water main. A flow chart for the 'high level' activities in each of these phases is given in Figure 1. The Operation and Maintenance phase, also referred to in the flow chart, is discussed briefly in Section 4 of this document. Figure 1 also incorporates levels of service specified by Ofwat on each activity, where appropriate.
- 1.12 Further specific information relating to Service Connections is provided in Section 5. Section 6 includes details on Financial Arrangements between the parties involved in a project. Section 7 provides information for the Developer in the event that they dispute or wish to appeal against an action carried out by SESW.
- 1.13 All references to the Water Industry Act 1991 in this document are references to the Act as amended by the Water Act 2003 and all references to the Water Fittings Regulations are to the Water Supply (Water Fittings) Regulations 1999 as amended by the Water Supply (Water Fittings) (Amendment) Regulations 1999.

Scope of Competitive Activities under Self-Lay Provision

- 1.14 Self-lay in the water industry results from the application of the Competition Act 1998 which took effect on 1 March 2000 and prohibits anti-competitive practices and abuses of monopolies, as monitored by Ofwat. Only specified activities associated with the provision of new water mains and service pipes are regarded by Ofwat as open to competition, although this is subject to regular review.

1.15 The activities which are accepted by Ofwat as not being subject to competition and for which water companies currently retain sole responsibility, are referred to as 'non-contestable' works and comprise :

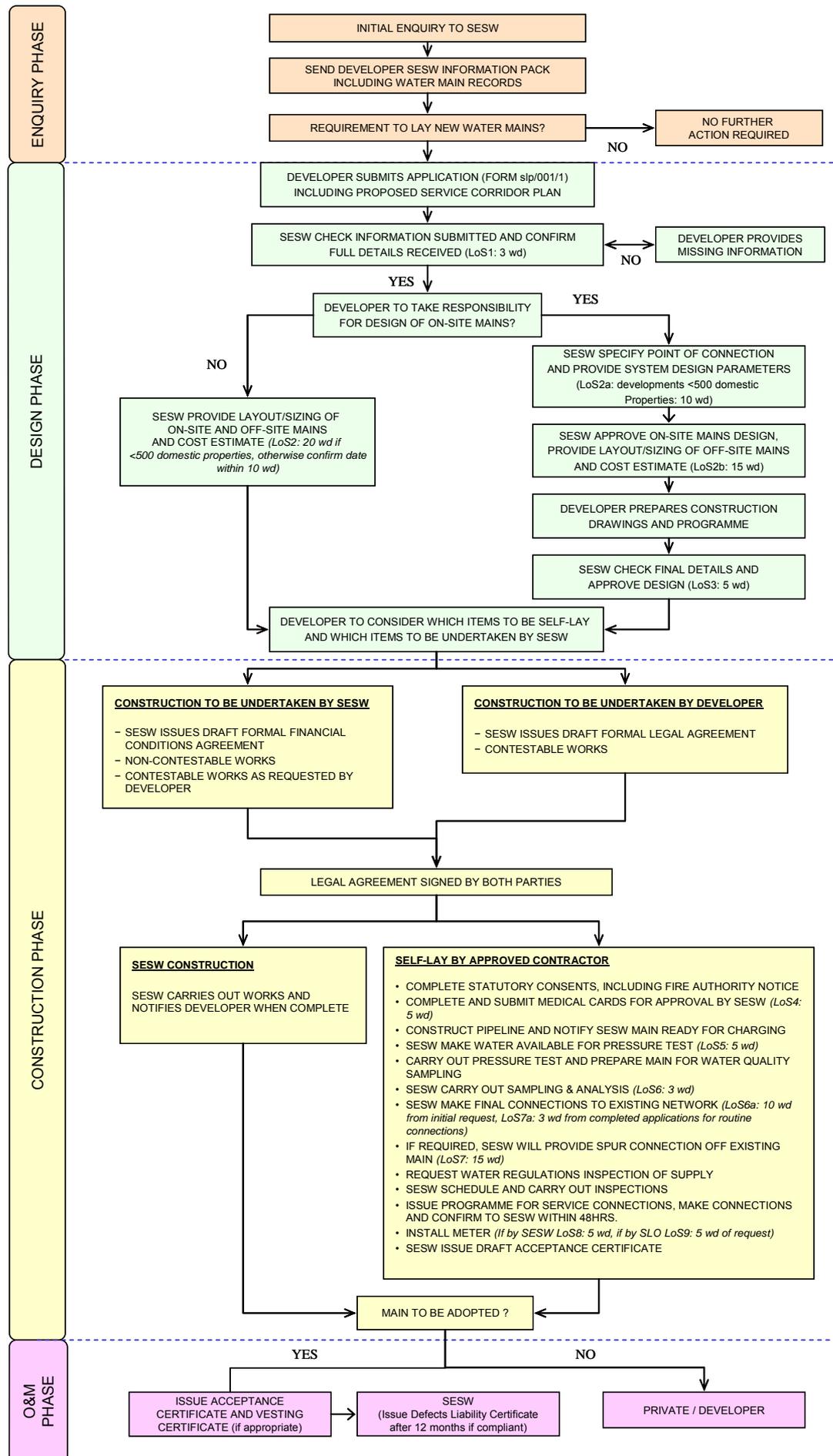
- Designing off-site water systems
- Sizing pipes
- Approving on-site water system designs
- Off-site work to reinforce the existing network
- Connections that involve risks to existing customers
- Mains connections where relevant safeguards and accreditation schemes are not in place
- Water sampling and quality testing
- Decommissioning redundant mains following a diversion.

1.16 'Contestable' works are those which the Developer currently has the option to undertake itself and comprise:

- Designing on-site water systems in accordance with SESW specification (except sizing of pipes)
- Installing on-site mains
- Installing off-site mains in third party land and highways where SLOs have obtained the necessary easements, street authority approvals and satisfied any other legal requirements
- Routine in-line mains connections, subject to relevant safeguards and accreditation schemes being in place
- Installing extensions and the new part of diversions to new development sites, where SLOs have the necessary permissions and no existing customers will be affected and/or there are no engineering reasons why this work should be non-contestable
- Installing service pipes to water company specifications
- Connecting service pipes to new mains (after the water company has filled the new mains with water), provided the appropriate standards are met and there are no risks to existing customers. See also the guidance on timing of service pipe connections
- Connecting service pipes directly to existing off-site mains, subject to appropriate accreditation and caveats
- Swabbing, pressure testing and disinfecting new mains, under supervision
- Fitting water meters to SESW specification, subject to approval
- Provision of as-laid drawings to SESW specification.

1.17 The Developer may request SESW to undertake all or any of the contestable works.

Figure 1 REQUISITION PROCEDURES FOR LAYING NEW WATER MAINS



2. Enquiry Phase

- 2.1 The Enquiry Phase for the requisition of a water main comprises notification to SESW that the Developer will require new water mains and services associated with the development of a site, or is considering the upgrading of the water supply to an existing property or group of properties.
- 2.2 To instigate the Enquiry Phase, the Developer should forward details of its proposed scheme by email to Network_Services@waterplc.com or by post addressed to:

Wholesale Services Director
Sutton and East Surrey Water plc
London Road
Redhill
Surrey RH1 1LJ

Alternatively an application can be made online at
<http://www.waterplc.com/pages/business/services-for-developers/>.

The details to be included in the submission are set out in the UKWIR Code of Practice, which can be found at www.wrcplc.co.uk/selflay.

- 2.3 The Developer should indicate at this time whether self-lay is being considered in relation to the scheme.
- 2.4 If the Developer wishes to consider undertaking responsibility for the design of the on-site mains, then details of SESW's water mains records should be requested at this stage. These records will be provided to the Developer within 10 working days of receipt of the request, subject to payment of the relevant charge (see Appendix B). The Developer should also indicate at this stage the anticipated entry points of the new water supplies into the site to enable SESW to specify the point(s) of connection and provide system design parameters, which will be completed within 10 working days (Ofwat Target Level of Service ('LoS') 2a).

3. Design Phase

- 3.1 The Design Phase is commenced by the Developer submitting to SESW the Application Form (Ref. No. SLP/001/1) given in Appendix A. The Form includes details of all supplementary information required to progress the application. Alternatively an application can be made online at <http://www.waterplc.com/pages/business/services-for-developers/>.
- 3.2 SESW will scrutinise the application and acknowledge it as complete or will notify the Developer of any additional information required within 3 working days from receipt (LoS 1).
- 3.3 Table B.1 in Appendix B details the scale of charges levied by SESW for carrying out the preliminary design or, in the case where the Developer undertakes his own design of the on-site (and if applicable off-site) water mains, for carrying out a review of the design.
- 3.4 All queries in relation to a self-lay or requisition scheme from the design stage onwards should be addressed to the Network Services team by phone on 01737 772000 or by email to Network_Services@waterplc.com.

Design by SESW

- 3.5 Where the Developer asks SESW to complete the design, SESW will provide the Developer with the following information within 20 working days (LoS 2) of receiving a completed Application Form (including the relevant site plans of the proposed development site),
 - Preliminary design for the new water main scheme (both on-site and any off-site mains) necessary to serve the development, including the sizing and preliminary routing of pipelines in accordance with plans submitted by the Developer
 - Flow analysis to justify the need for off-site mains reinforcement work, if required
 - Where the mains are to be laid by SESW, a cost estimate for construction and supervision of all works and the deposit required
 - Where the mains are to be self-laid, an estimated asset payment, deposit required and any network reinforcement charges applicable, as well as a draft Legal Agreement
- 3.6 However, in certain circumstances this may take longer, in which case SESW will advise the Developer of the date it will provide the above information, within 10 working days (LoS 2) of receipt of the completed Application Form. These circumstances are
 - (i) for developments greater than 500 properties;
 - (ii) for schemes where significant off-site design is required;
 - (iii) where there are changes to the Developer's prior notifications; or where specialist advice or investigation is required

- 3.7 SESW will undertake all liaison with the appropriate Fire Authority regarding the positioning of fire hydrants.

Design by Developer

- 3.8 SESW will provide comments on/approval of the Developer's design within 15 working days of its receipt (LoS 2b), along with the Draft Legal Agreement, estimated asset payment and costs of non-contestable items. If the preliminary design provided by the Developer is inadequate, the Developer will be advised of the reasons for this and be requested to re-submit the design for review/approval. Guidance on design can be found within the UKWIR Code of Practice detailed in Section 1.7.
- 3.9 The Developer will be responsible for consulting with, and obtaining relevant approvals on the finalised design from, all third parties where approvals are required to enable the scheme to be constructed, including the Fire Authority. Fire Authorities require a minimum of 42 days notice to approve/comment on hydrant requirements for the development. All responses must be copied to SESW for future reference.
- 3.10 The Developer should obtain information from other utility service providers as to any proposals for such other services to be provided to the development, before commencing the water mains design and shall take these into account in producing an acceptable mains design.
- 3.11 The Developer will be responsible for establishing the site ground conditions and taking contaminated land or any other abnormal conditions into account during the mains design and in the selection of materials. The Developer will either confirm to SESW that no abnormal ground conditions exist or where they do exist, inform SESW of such conditions, and the measures proposed to be taken to protect the water mains and associated assets accordingly. SESW will assess these measures against the guidance provided in the WRAS Information and Guidance Note 'The Selection of Materials for Water Supply Pipes in Contaminated Land'.
- 3.12 Where a Developer is seeking to lay off-site mains extensions (other than off-site mains reinforcement), the Developer must ensure that all planning issues are resolved, and that all wayleaves and easements are obtained for the purposes of both the construction and future maintenance adjustment, repair or alteration of such mains.
- 3.13 The Developer will be required to contribute towards the cost of providing off-site mains reinforcement if such is necessary to allow the development site to be adequately served. Off-site mains reinforcement work will be carried out by SESW within an appropriate timescale. Consideration will be given to requests from Developers/SLOs to carry out reinforcement work where this does not have an impact on existing customers.

- 3.14 SESW may request a larger capacity mains diameter is laid in order to meet anticipated future demand, in which case it will pay the Developer the reasonable extra expense it incurs in meeting these additional requirements. SESW will seek to recover these costs from subsequent developers connecting to the same main.
- 3.15 On submission of the final construction drawings and a programme of work, SESW will check and approve the final details of the application within 5 working days of receipt (LoS 3).
- 3.16 The design of all on-site mains or off-site mains extensions to be constructed by or on behalf of the Developer must be approved by SESW and either a formal Legal Agreement or Financial Conditions Agreement must be entered into before construction work can commence.

Legal Agreement

- 3.17 Where the mains are to be constructed by the Developer on a self-lay basis, this will be an Agreement pursuant to Section 51A of the Water Industry Act 1991 and will provide that if the new mains are constructed in accordance with the approved design and other terms and conditions of the Agreement, they will be vested in SESW on completion or as otherwise specified in the Agreement. This Legal Agreement will be based on the national model agreement available at www.wrcplc.co.uk/selflay.
- 3.18 Where the mains are to be constructed by SESW, this will be an Agreement setting out the financial conditions of compliance with the requisition for the mains as specified in Section 42 of the Water Industry Act 1991 (the 'Financial Conditions Agreement').

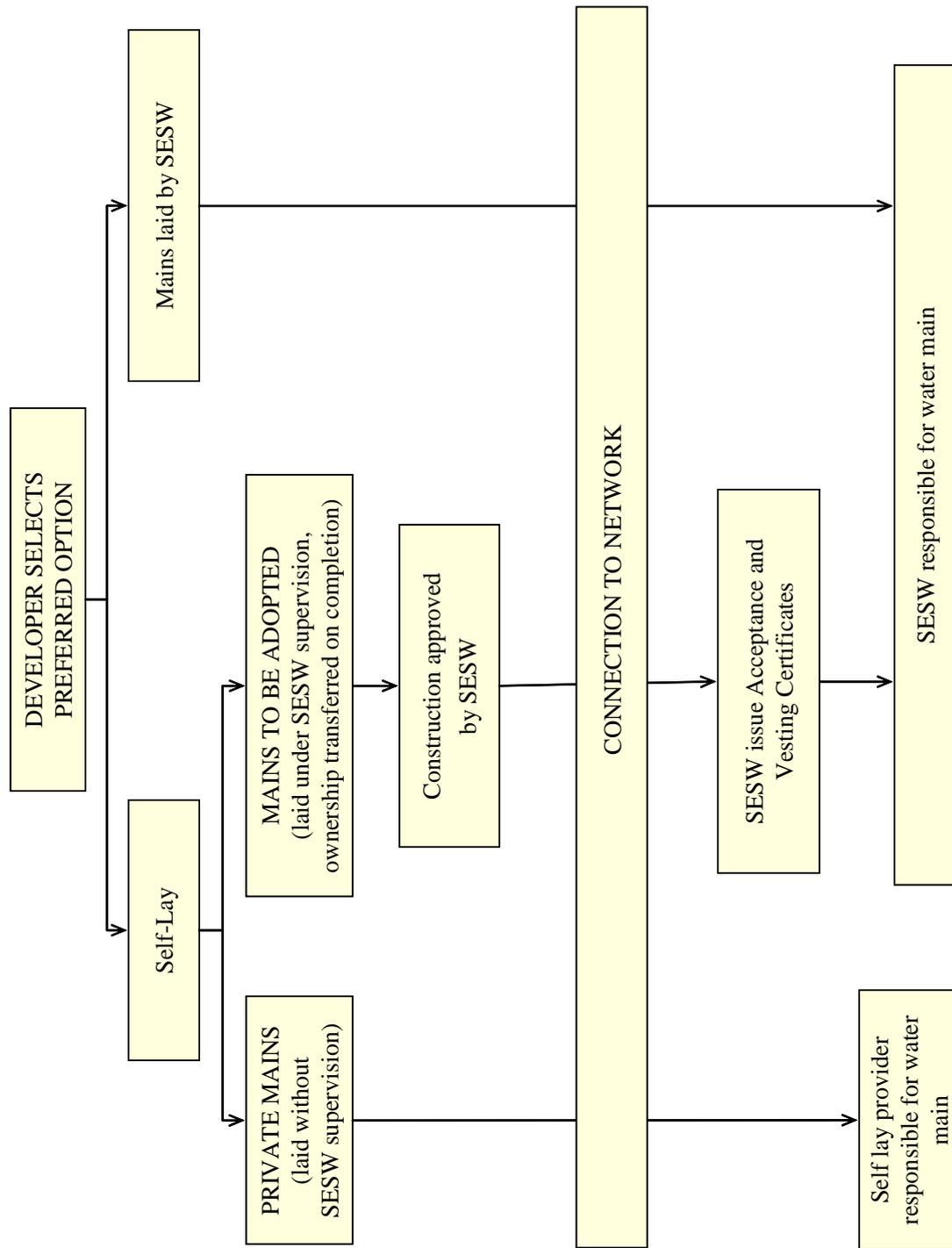
4. Construction Phase

- 4.1 Following completion of the Design Phase, the Developer must enter into either a formal Legal Agreement or a Financial Conditions Agreement with SESW before commencement of construction.
- 4.2 Where the new mains are to be constructed on a self-lay basis, the Developer takes on the responsibility for ensuring that the mains are properly constructed, for obtaining all necessary information from other utility service providers prior to commencing work on site, and for coordinating the requirements for the water main with those for the other utilities.
- 4.3 SESW retains the right in all cases to undertake all off-site mains reinforcement work. Where an SLO wishes to lay mains extensions and diversions, it will require permission from SESW. SESW will assess the risks including those to existing customers, and provide clear reasons for any refusal to the SLO.
- 4.4 Fig. 2 shows the full range of options available to the Developer, and these are further explained below.

Mains Laid by Self-Lay Organisation

- 4.5 Prior to commencement of the work a 'Pre-Start' meeting should be organised by the Developer/SLO and be attended by representatives from the Developer/SLO and SESW, to finalise arrangements.
- 4.6 Mains laid by SLOs are categorised as either "Private Mains" or "Adopted Mains". The decision whether to lay Private or Adopted Mains is made subject to agreement with SESW.
- 4.7 In the case of Adopted Mains, the works will be carried out under a formal Legal Agreement between SESW and the Developer. SESW will contribute to the cost of installing these mains as detailed in Section 6. The Developer will also be responsible for all supervision and legal costs incurred by SESW.
- 4.8 For Private Mains, the Developer shall meet all costs associated with the design, construction and supervision of the works.
- 4.9 Ownership and hence responsibility for the future operation and maintenance of a new water main will depend on whether it has been classified as a Private or Adopted Main.

Figure 2 OPTIONS FOR CONSTRUCTION



Private Mains

- 4.10 Private Mains are laid by the Developer or by a suitably qualified contractor appointed and funded by the Developer. SESW will witness the pressure test, carry out a Water Fittings Regulations inspection of the trench in which the mains are constructed before backfilling, to ensure compliance with the Regulations, and take post-chlorination samples all at the cost of the Developer. Otherwise the mains are laid without the direct supervision of SESW and will remain the sole responsibility of the owner (not SESW) throughout their asset life. The Developer remains responsible for all future costs associated with the operation and maintenance of the main.
- 4.11 Private Mains must be laid in accordance with good water industry practice. In particular, a non-return valve must be installed on the Private Main to prevent any flow from the private main into SESW's network. The Developer must also provide a certificate of chlorination for the new main prior to its connection to SESW's network.
- 4.12 All Private Mains must be laid on privately owned ground and the water charges paid for on a permanent basis by a single party. A water meter to be used for revenue purposes will be installed by SESW at the connection point between the Private Main and the Company's main.

Adopted Mains

- 4.13 Adopted Mains must be laid by an approved pipelaying contractor (i.e. contractors who satisfy the requirements detailed in Appendix C) appointed and funded by the Developer. In this case, the mains are laid under the terms of the legal agreement, in accordance with the design agreed prior to construction, under the supervision of SESW and strictly in accordance with the SESW specification detailed in Appendix D. The appointed contractor will be required to keep accurate records during construction. Two copies of as-built drawings shall be handed over to SESW on completion of the works.
- 4.14 The SLO shall ensure their employees working on site are in possession of a National Water Hygiene Card. Without WIRS accreditation, an SLO must seek approval from SESW that their operatives have appropriate training and qualifications, such as those detailed on the Energy and Utility Skills website (www.eusr.co.uk). SESW will notify such approval, or the reasons for non-approval, not less than 5 working days (LoS 4) prior to the date stated for that individual to start work.
- 4.15 On completion of the construction of the main, and subject to (i) the specified notice period; (ii) all related necessary off site works having been completed; and (iii) there being no NRSWA or Traffic Management Act requirements outstanding, SESW will make supplies available for charging and pressure testing within 5 working days (LoS 5). The Developer/SLO should notify SESW of the intended dates for pressure testing and disinfection so that a SESW inspector can witness the

- pressure test of the main. Chlorination will be carried out by the Developer/SLO.
- 4.16 On notification by the Developer/SLO that the main has been chlorinated, SESW will take bacteriological samples within 3 working days (LoS 6). If the samples do not meet the standards as set out in the Water Supply (Water Quality) Regulations 2000, the Developer/SLO will be informed as soon as practicable (within 24 hours) and be required to carry out re-chlorination and flushing, at its own expense.
- 4.17 Following successful pressure testing and chlorination of the new water main, and a satisfactory bacteriological sample, SESW will arrange for connection to the existing mains network (see 4.19). Connection will be carried out within 10 working days of the notice from the Developer/SLO that the new main is available for testing and connection, providing that SESW has been provided with the as-laid drawings by the expiration of that period (LoS 6a).
- 4.18 The SLO is permitted to make on-site mains connections in certain conditions. An SLO may connect a main to a newly laid main (either by SESW or an SLO) for the purpose of supplying the development or to an existing main which can be controlled such that existing customers are not affected. If the SLO requires a spur connection, SESW will provide this within 15 working days of receipt of the Legal Agreement, or provide a counter notice within 7 days if conditions or legislation does not permit (LoS 7). SESW will respond to a request to make a routine mains connection within 3 working days of receiving a fully completed application (LoS 7a).
- 4.19 Ownership of the main transfers to SESW once the main is connected and commissioned. The Vesting Certificate in the form set out in Appendix F will be issued by SESW to confirm transfer of ownership. SESW will then be responsible for all future operation and maintenance requirements. Once the main has been commissioned, the Developer/SLO will have no right of access to the main without the express permission of SESW. The main shall however be subject to a 12-month Defects Liability period during which time the Developer will be responsible for meeting the cost of repairing any defects resulting from poor workmanship and/or materials, or damage by the Developer/SLO. Rectification of these defects will be carried out by SESW unless offered to the Developer.
- 4.20 The Vesting Certificate confirms that the main is accepted as suitable for adoption by SESW in accordance with the terms of the Legal Agreement. At this time, the payment by SESW to the Developer for the transferred main, calculated in accordance with the Water Industry Act 1991, shall be made.
- 4.21 Following expiry of the 12-month Defects Liability period and the rectification to SESW's satisfaction and payment for any defects arising during this period, a Defects Liability Certificate shall be issued to the

Developer in the form set out in Appendix F confirming that the Defects Liability period has expired. After such time the main will become the sole responsibility of SESW, and the balance of the deposit will be returned to the Developer.

Mains Laid by SESW

- 4.22 Construction of mains by SESW which are requisitioned by the Developer from SESW in accordance with the Water Industry Act 1991, will be scheduled into SESW's mains laying programme for completion within three months (or such later date as may be agreed with the Developer) of receipt by SESW of the Financial Conditions Agreement relating thereto duly signed by the Developer. Payment for the requisitioned main becomes due once all works have been completed on site (see Section 6).
- 4.23 Connections to water mains laid by SESW can only be carried out by SESW. Such connections will be carried out in accordance with SESW's standard terms and conditions for the provision of new supplies from time to time.

5. Service Connections

General

- 5.1 Each property or part of a property which is separately occupied will normally require its own separate service pipe from the main to the property, which will usually be located in the public highway or service strip.
- 5.2 Unless the mains are Privately owned, the section of the service pipe up to the property boundary and to be vested in SESW, is termed the 'Communication Pipe' and the section of the service pipe installed by or on behalf of the property owner (herein referred to as the 'Customer') is termed the 'Supply Pipe'. The Communication Pipe will terminate with a water meter at or near to the boundary of the public highway with the private land in which the supply pipe is to be laid. The Communication Pipe, the water meter and the connection between the water meter and the Supply Pipe will be the property of SESW. The Supply Pipe from the connection with the water meter will be the property of the Customer.
- 5.3 Meter boxes will be installed at the Company's preferred location, which will normally be in that part of the public highway comprising the footway or service strip adjacent to the main.
- 5.4 Charges for making service connections (i.e. laying Communication Pipes, installing meter boxes and connecting the meter to the Supply Pipe), will be supplied on request by SESW. In the case of service connections laid by SESW, meter boxes will be installed at the same time the communication pipe is tapped onto the main.
- 5.5 Where the service connections are laid by an SLO, a Legal Agreement is required. An inspection of the service pipe and internal plumbing will be undertaken by SESW. Appointments for such inspections can be arranged by contacting the Customer Service team on 01737 772000. The inspection will be carried out within 10 working days of a formal inspection request being received.
- 5.6 SESW will only authorise connection of the service pipe to the main if:
 - the main is commissioned and vested by SESW
 - payment of all charges relevant to the service connection has been made
 - the service pipe and internal plumbing meets the Water Supply (Water Fittings) Regulations
 - The meter box or manifold is installed in accordance with SESW specification
- 5.7 In cases where the Customer is not the owner of the land abutting the public highway in which it is desired to lay the service pipe, the prior written approval of the person who is the owner of the land should be

obtained for an easement or wayleave to cover both the initial laying of the service pipe and any future access for maintenance purposes. Such an easement or wayleave will be essential for any part of the service pipe which SESW are expected to adopt and for any meter and meter box which is required to be located in the landowner's land.

- 5.8 SESW requires that all connections for service pipes to new or existing water mains be made as 'under pressure' tapplings (i.e. without the main being depressurised) in order to ensure that water quality in the distribution system is not compromised.
- 5.9 Developers are permitted to install communication pipes on condition that they are installed strictly in accordance with the SESW specification for such installations and are inspected by SESW prior to backfilling and connection to the main. Service pipe connections to new mains which are not laid by SESW, will be allowed providing SESW is satisfied that appropriate standards will be met and that there are no risks to customers. Ownership of the service connection transfers to SESW upon connection to the main.
- 5.10 For Private Mains, Developers are required to make their own arrangements for laying service pipes. A water meter for revenue purposes will be installed by SESW at the point of connection between the Private Main and SESW's own main which will normally be in the public highway where this borders the private land in which the Private Main is laid.

Metering

- 5.11 SESW will consider a request by the Developer for the SLO to install water meters. The SLOs will be required to demonstrate their competency to do this work (see Appendix C).
- 5.12 Where this request has been granted, the SLO must fit meters obtained from SESW to ensure the materials are compatible with existing processes and to maintain meter reading efficiencies. The Legal Agreement will specify the requirements regarding the fitting of meters and transfer of metering data.
- 5.13 SESW may withdraw the approval to install meters if the SLO does not act in accordance with the Legal Agreement.
- 5.14 Where the SLO requests SESW to fit the meter, SESW will do so within 5 working days or within a reasonable timescale of such a request (LoS 8).
- 5.15 Where SESW supply meters for the SLOs to fit, SESW will do so within 5 working days of receiving the request (LoS 9).

- 5.16 Where the SLO is fitting the meter, they should provide information on the location, meter serial number and postal address within 5 working days of the fit.

6. Financial Arrangements

6.1 SESW acknowledges Ofwat's Guidance on 'financial arrangements for self-lay and requisitioning agreements - Version 2.0' (March 2009). The following sections are consistent with this Guidance.

Mains Laid by Developer

- 6.2 In the case where water mains are laid by the Developer and adopted by SESW, SESW will pay the Developer an asset payment in recognition of the revenue that will be recovered from the properties connected to the new main. It should be noted that an asset payment will not be made for schemes comprising only non-domestic supplies, or where a developer does not connect properties to the new main as part of the scheme. Where a main is required for both domestic and non-domestic properties, SESW will make an asset payment in respect of the proportion of the supply that is for domestic purposes.
- 6.3 The asset payment is calculated as the sum of the estimated offsets for each of the 12 years following the adoption of the main in each case discounted to a net present value. The offset is the lesser of the estimated revenue from the adopted main or the annual borrowing costs of a hypothetical loan for the costs of providing the main including any necessary network reinforcement and contributions to the provisions of additional capacity.
- 6.4 The calculation is based on estimates of the annual borrowing cost of a loan where interest is paid at a rate determined by Ofwat and of the revenue that is expected to be received from newly connected properties, as well as an estimate by SESW of the overall cost of the work had it been carried by SESW under requisition. An example of this calculation is shown below.

Calculation of the asset payment that is made for self-laid water mains for domestic purposes

Based on:	Scheme cost	£98,000
	No of properties	114
	Average income per property	£96.00
	Interest rate for borrowing	6.75%
	Discount rate	6.75%
	Long term annual inflation	3.0%
	No of applicable years	12

Year	Income Allowance (offset)	Discount Factor	Asset Payment
1	£2,208.00	0.93677	£2,068.38
2	£4,548.48	0.87753	£3,991.45
3	£8,758.79	0.82205	£7,200.13
4	£11,958.80	0.77007	£9,209.08
5	£12,174.52	0.72137	£8,782.38
6	£12,174.52	0.67576	£8,227.06
7	£12,174.52	0.63303	£7,706.84
8	£12,174.52	0.59300	£7,219.53
9	£12,174.52	0.55551	£6,763.02
10	£12,174.52	0.52038	£6,335.38
11	£12,174.52	0.48748	£5,934.79
12	£12,174.52	0.45665	£5,559.52
Total	£124,870.22	8.04960	£78,997.57

In this example the annual borrowing cost is £12,174.52 which caps the income allowance for years 5 to 12 even though the estimated revenue is higher.

6.5 The asset payment becomes due once the work has been completed and will be paid when Vesting Certificate is issued. The finalised calculation may be adjusted to account for changes in estimates of revenue or the overall costs of the work. The method of payment should be specified in the Legal Agreement.

6.6 The Developer will pay to SESW:

- an infrastructure charge for each new connection
- for any contestable work that the Developer has requested SESW to carry out
- and any non-contestable work that SESW has carried out.

Infrastructure charges may be adjusted where a Developer is required to contribute to the cost of any network reinforcement and provision of additional capacity where these comprise part of the overall scheme. These charges are payable once the service connection is made, i.e. the property is capable of receiving a water supply.

6.7 SESW may require the Developer to provide reasonable security to cover the potential cost of remedying minor defects in the Developer's works. The balance of the deposit will be released after issue of the Defects Liability Certificate. Payment for works to be carried out by SESW as part of a self-lay scheme shall be made by the Developer in advance of the works being required.

Mains Laid by SESW under the Water Industry Act 1991

6.8 Mains laid by SESW on behalf of the Developer shall be laid either in consequence of a formal requisition by the Developer detailed under Section 41 of the Water Industry Act 1991 or alternatively by agreement between the Developer and SESW for the mains to be laid outside the

provisions of the Water Industry Act 1991 in consideration of the payment of a non-returnable contribution (see Section 6.3 below). Where the main is laid under Section 41 of the Water Industry Act 1991, the following payment options are available (described later in this Section) :

- Yearly payments for up to 12 years (Relevant Deficit Charges) or
- A single statutory commuted sum (Discounted Aggregate Deficit)

6.9 SESW is entitled to recover the costs reasonably incurred in providing the new water main. The costs will therefore include for reinforcement of SESW's existing network where applicable including the provision of any necessary further mains, tanks, service reservoirs and pumping stations and any additional capacity in any existing main.

6.10 In addition to the requisitioning charges, whether Relevant Deficit charges or a statutory commuted sum, the Developer will be required to pay an Infrastructure Charge for each new service connection to a main. A separate charge is also made for the provision of each service connection (including the Communication Pipe, water meter and water meter box) in accordance with section 45 of the Water Industry Act (WIA) 1991.

6.11 The Terms and Conditions for the laying of new water mains by SESW are set out in Appendix E.

6.12 The detailed requirements for the two methods of payment for mains laid by SESW under the WIA 1991 are as set out in the following sub-sections. Worked examples of both payment methods are provided in Ofwat's Guidance note on 'Financial arrangements for self-lay and requisitioning agreements Version 2.0' (March 2009).

Relevant Deficit Charges

6.13 Under this method the total cost of the requisitioned main is paid by the Developer over a period of 12 years after the work is complete. The amount paid, the "relevant deficit", is based upon the final scheme cost and assessments of income for each of the following 12 years. The 'relevant deficit' is defined as the amount by which the annual borrowing costs of a hypothetical loan for the cost of providing the new main exceed the revenue for that year from the customers connected to that main.

Applying the figures in the example given in Section 6.4, the relevant deficit would be calculated as follows.

Year	Projected future revenue	Annual Borrowing Costs	Income Allowance	(Projected) relevant deficit
1	£2,208.00	£12,174.52	£2,208.00	£9,966.52
2	£4,548.48	£12,174.52	£4,548.48	£7,626.04
3	£8,758.79	£12,174.52	£8,758.79	£3,415.73
4	£11,958.80	£12,174.52	£11,958.80	£215.71
5	£12,317.57	£12,174.52	£12,174.52	-
6	£12,687.10	£12,174.52	£12,174.52	-
7	£13,067.71	£12,174.52	£12,174.52	-
8	£13,459.74	£12,174.52	£12,174.52	-
9	£13,863.53	£12,174.52	£12,174.52	-
10	£14,279.44	£12,174.52	£12,174.52	-
11	£14,707.82	£12,174.52	£12,174.52	-
12	£15,149.06	£12,174.52	£12,174.52	-
Total	£137,006.03	£146,094.22	£124,870.22	£21,224.00

- 6.14 If this method is chosen, SESW requires a deposit from the developer as a security, to be paid prior to construction commencing. The deposit will not normally exceed the value of the statutory commuted sum which is dealt with in Section 6.1.6 below. Deposits are returned to the Developer on an annual basis dependent upon the level of income actually received by SESW from the use of the main in each year. Once the level of income exceeds the annual borrowing cost of the hypothetical loan, the outstanding balance of the deposit is returned to the Developer.
- 6.15 SESW is not required to make a payment to the Developer when the revenue from the newly connected premises exceeds the cost of financing the new main. At this point the relevant deficit becomes zero.

Payment by statutory commuted sum

- 6.16 Under this method (which is also called “the discounted aggregate deficit method”) the total cost of the requisitioned main is paid by the Developer in a single payment upon completion of the scheme. The amount paid is the relevant deficit, calculated as indicated in Section 6.1.3 above, which is then discounted to a net present value using the discounted cash flow principle.

The equivalent example calculation for the statutory commuted sum, using the same data as in Section 6.4 and 6.13, is given below.

Year	(Projected) relevant deficit	Discount Factor	Statutory commuted sum
1	£9,966.52	0.93677	£9,336.32
2	£7,626.04	0.87753	£6,692.11
3	£3,415.73	0.82205	£2,807.89
4	£215.71	0.77007	£166.11
5	-	0.72137	-
6	-	0.67576	-
7	-	0.63303	-
8	-	0.59300	-
9	-	0.55551	-
10	-	0.52038	-
11	-	0.48748	-
12	-	0.45665	-
Total	£21,224.00	8.04960	£19,002.43

6.17 If this method is chosen, SESW requires a deposit from the Developer as security, to be paid prior to construction commencing. The deposit will not normally exceed the value of the statutory commuted sum based on the scheme estimate. On completion of the scheme, a balance payment will be returned to or obtained from the Developer dependent upon the actual cost of the scheme.

6.18 Interest is payable by SESW on any security provided by the Developer while held by SESW at rates determined by Ofwat.

Mains laid by SESW outside the Water Industry Act 1991

6.19 Under this method, which is by agreement between the Developer and SESW outside the provisions of the Water Industry Act 1991, the estimated cost of construction and supervision of the main is paid in full by the Developer as a non-returnable contribution, in advance of construction work starting on site. The amount of the contribution will be agreed between the parties and will reflect any cost saving achieved by SESW by not using the requisitioning and payment methods under the Water Industry Act 1991 and will be assessed on an individual scheme basis.

6.20 It should be noted that if this method is chosen, because the Developer is entering into an agreement to install water mains outside of the provisions of the Water Industry Act 1991, Ofwat is not able to intervene in relation to any dispute about costs or charges concerning the arrangement, which may subsequently occur.

7. Process for handling disputes and appeals

7.1 SESW acknowledge that the Developer (or SLO) may have cause to raise a dispute or appeal against SESW. In the first instance, the Developer/SLO should follow the guidance set out in the Company's Complaints Procedure on our website (www.waterplc.com) or by contacting Customer Services on 01737 772000.

7.2 The Water Industry Act 1991 provides powers for Ofwat to:

- Determine disputes about the requisitioning of mains
- Consider appeals about the adoption of water mains laid by anyone other than SESW.

Ofwat will generally consider financial arrangement disputes, other than those regarding the security deposit, only after the work has been completed.

7.3 SESW acknowledges the Ofwat Guidance Note: 'Process for handling disputes and appeals: Requisitioning of water mains and public sewers and/or lateral drains and adoption of self-laid water mains' (May 2004).

APPENDIX A

Application Form – Design Phase

Application for a New Water Supply Connection



This form is to be used when applying for a new or replacement water connection to a new or existing property. Please complete each relevant section so that your application can be processed as quickly and as accurately as possible. Insufficient information may result in delays in the provision of a quotation. Sections 1-4 and 7 apply in all cases, sections 5 & 6 are relevant to specific applications, for example where a large number of new properties are being planned.

SECTION 1: Developer / Applicant

Company/Name

Address

Postcode

Contact Name Tel Number

Email Fax Number

SECTION 2: Land Owner To be completed if different from details in Section 1

Name

Address

Postcode

Contact Name Tel Number

Email Fax Number

SECTION 3: Site Details

Development Name Phase

Address
(if different from Section 2)

Postcode Site Grid Ref. (mid point)

Site Contact Name Tel Number

Email Fax Number

Total no. of dwellings Planning Approval Ref. (if applicable)

Reason for work
e.g. upsize supply (specify diameter), new property, conversion to create additional dwellings, change from shared to separate supply

Build Rate	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7+
<small>new properties only</small>	<input type="text"/>						

Previous Use of Site (new properties only)

Is rainwater harvesting or greywater recycling being considered? Yes No

SECTION 4: Water Regulations

For details on Approved Plumbers/Contractors check the Water Industry Approved Plumber Scheme at www.wras.co.uk or phone 01495 248454. By using Approved Workers, connections can be completed in shorter timescales and you will not have to pay for any rectification required due to non-compliance with Regulations.

Will you be using an Approved Plumber/Contractor? Yes No

If so, please provide name of scheme and registration number

Will you be using Approved Groundworkers? Yes No

If so, please provide name of scheme and registration number

Have you submitted a plan of the pipework and fittings to be installed? Yes No

SECTION 5: Self Lay Organisation (SLO)

If you are considering using an SLO to lay water mains and/or services it is helpful if you could indicate this. For further details see 'Water Mains Requisition Procedures (including Self-Lay)', available at www.waterplc.com

Are you considering using an SLO? Yes No

If yes, please complete details below if possible. Full details will be required at a later stage.

Name

Address

Postcode Email

Contact Name Tel Number

SECTION 6: Additional Information Required

a) Location Plan 1:2500 scale and site layout plan 1:500 scale Yes

b) Service entry point to individual plots Yes

c) Has a soil survey been carried out? (SESW may request a report at your expense)
Note: It is preferable that you submit this in a CD-Rom format Yes No

d) Designated service strip Yes No

e) Details of existing utility information on or adjacent to site Yes

f) The extent of land in Developer's ownership Yes

g) Area proposed for adoption by the Highways Authority Yes

h) Any watercourses on site which may be affected? Yes No

If yes, has Environment Agency and relevant parties been consulted? Yes No

i) All relevant parties consulted on archaeological issues? Yes No

j) If required, has a Phase 1 Habitat Survey been undertaken and mitigation measures applied? Yes No

k) Any access restrictions getting on or around site Yes If yes, give details separately

l) Any site specific health and safety hazards Yes If yes, give details separately

m) Any existing hazardous materials including asbestos Yes

SECTION 7: Declaration

I wish to apply for a new water supply as described to the premises referred to in Section 3 of this form under Section 41, 45 or 55 of the Water Industry Act 1991, and I acknowledge my responsibility with regard to compliance with the Water Supply (Water Fittings) Regulations 1999. I acknowledge receipt of H&SE information setting out the Client's duties under the CDM Regulations and accept that these apply to me. I have provided all the information requested and, should it be necessary, I appoint Sutton & East Surrey Water as my agent for any relevant work outside my boundary. I acknowledge that in making this application I will be liable for any charges payable in respect of the connection(s) to which this application relates. I confirm the utility asset information enclosed is the most up-to-date available at the time of submitting this application.

Print Name

Signature Date

Note: electronic signatures are permitted

Please return to customer_service@waterplc.com or Customer Services, Sutton & East Surrey Water, London Road Redhill, Surrey, RH1 1LJ. For further details call the Customer Services Team on 01737 772000.

APPENDIX B

SESW Charging Structure

Design Phase

Table B.1 - Provision of Design Information				
Ref.	Item Description	SESW Charges	Comments	Levels of Service
1.0	<i>Office Records</i>			
1.1	Provide site records only	£ 44.00		10 working days
1.2	Provide site records plus site visit	£ 88.00		
2.0	Establish water availability situation, if necessary	Available on request.	Site specific. Developer to confirm planned development usage and provide plan of site.	20 working days unless requirements exceptional
3.0	<i>Design by SESW</i>			
3.1	Provide preliminary design of on-site mains (including cost estimate for construction and supervision by SESW)	£ 166.00	Developer to confirm planned development usage and provide plan of site.	20 working days (LoS 2) if <500 domestic properties, if >500 confirm date within 10 working days
3.2	Provide preliminary design of off-site infrastructure (including cost estimate for construction and supervision by SESW)	Available on request.	Site specific. Developer to confirm planned development usage.	
4.0	Provide review/approval of preliminary design of on-site mains by others	£ 166.00	£166.00 will be payable on each re-submission of the design, if necessary.	15 working days (LoS 2b)

Construction Phase

Table B.2 - Mains laid by self-lay providers (Adopted Mains Only)				
Ref.	Item Description	SESW Charges	Comments	Levels of Service
1.0	Pressure test	£44.00 first half-hour plus		5 working days (LoS 6)
1.1	Water Fittings Inspection	£22.00 per half-hour thereafter.		10 working days
1.2	Post-chlorination sampling	Additional		
1.3	Site Visit	£44.00 for sampling analysis.		3 working days (LoS 7)
1.4	Connection to mains supply by SESW	Available on request	Costs include for work in Public Highway and permanent reinstatement	10 working days (LoS 6a)
1.5	Prepare Formal Agreement	Standard Charge £120.00 (see Note 2 below)	Formal Agreement to be signed by Developer and SESW prior to start of construction works	

Property Connections

Table B.3 - Property Connections – Building Site				
Ref.	Item Description	SESW Charges	Comments	Levels of Service
1.0	Connection to Customers Supply Pipe, including laying of 25mm diameter Communication Pipe: Up to 2m in length Greater than 2m and up to 10m in length	 £338.71 £460.46	<i>Costs include:</i> Excavation and backfill with excavated material in unmade ground, drilling and tapping of main, laying service, making connection and installing meter box, materials, labour and Regulations inspection of trench. <i>Costs exclude:</i> Infrastructure Charges - see note (2) below, and permanent reinstatement. Costs for delays and non-productive time at site caused by the Developer: £44.00 per person first half-hour; £22.00 per person per half-hour thereafter.	10 working days
2.0	Carry out Water Fittings Regulations Inspection	£44.00 first half-hour, £22.00 per half-hour thereafter	10 working days notice to be given	10 working days

Notes:

- All the above charges do not include VAT which will be added at the prevailing rate, and are valid between 1st April 2015 and 31st March 2016.
- In the event that the Company is involved in negotiations over the terms of the Formal Agreement, the right is reserved to recover the additional reasonable legal costs incurred.
- Infrastructure charges will be levied on all new water connections for domestic purposes to individual premises. These charges reflect the cost of upgrading the infrastructure to meet additional demand. The Infrastructure Charge for 2015/2016 is £364.39.
- All conditions and costs regarding Infrastructure Charges and connections to the Company's water supply are subject to agreement and approval of the Operations Director.
- Payments can be made by card on our website, by card on our website, cheque made payable to Sutton and East Surrey Water plc, or by card by phoning the Network Services team on 01737 772000, option 4.

APPENDIX C

Approval of Contractors

APPROVAL OF CONTRACTORS FOR ADOPTED MAINS

Contractors appointed by the Self-lay Organisation to lay Adopted Mains shall be approved by SESW prior to entering into a Formal Agreement.

Only Contractors experienced in laying water mains, service pipes and, if appropriate, installing water meters, who can demonstrate a proven track record of similar works shall be approved by SESW. Accreditation with the Water Industry Registration Scheme (WIRS) operated by Lloyd's will be accepted as evidence of capability although additional information may be required prior to approval by SESW.

The criteria used shall be the same as those used to select contractors employed directly by SESW and are outlined below:

1. Company Details and History:

- Registered name, address, contact details and age of company
- Details of parent company, subsidiaries, associates, joint ventures or partnerships
- Years of experience in water main laying projects and, if appropriate, installing water meters, under current business name
- Name of company and previous years experience (if recently renamed/restructured / taken over)
- Turnover from main laying projects in each of the previous five years
- Number of staff involved in main laying work in each of the previous five years
- Bankruptcy history of parent, subsidiaries, associates, joint ventures or partnership in previous ten years
- Credit reference
- Public and Employer Liability Insurance

2. Water Main laying experience in previous five years:

- Details of previous clients
- Scope of projects
- Size of projects
- Percentage of work sub-contracted in each of previous five years
- Experience with various methods of main laying and pipe materials

3. Water Main laying Period Contract experience in previous five years:

- Details of previous clients
- Scope of contracts
- Size of contracts
- Success rate with re-appointment to period contracts

4. Quality Assurance:

- ISO accreditation
- Training policy – minimum staff qualifications, including appropriate modules of Water Network Construction (EU Skills)
- Staff turnover rate

-
- Details of any previous or pending disputes relating to quality failures as a result of workmanship or other reasons
- 5. Installation of meters**
- Previous experience
 - Registration on WIRS
 - Staff obtained appropriate Water Network Construction modules
- 6. Use of sub-contractors:**
- Policy on use of sub-contractors
- 7. Health and Safety performance:**
- H&S policy statement to be provided
 - Records of serious injuries and/or deaths during previous five year period
 - Details of significant insurance claims made by third parties or employees during previous five year period.
 - Evidence that staff has relevant medical assessment documentation to work on water main laying, including EU skills National Hygiene Training certificate

APPENDIX D

Specification for Self Lay Organisations

Specification for Self-Lay Organisations

All procedures relating to the laying of new water mains and associated works shall be carried out fully in accordance with the current edition of the Civil Engineering Specification for the Water Industry (CESWI) and the Water Supply (Water Fittings) Regulations 1999 (as amended from time to time). Materials for water mains and communication pipes must meet the requirements of Regulation 31 of the Water Supply (Water Quality) Regulations 2000 (as amended from time to time), as given in the Water Fittings and Materials Directory, on www.wras.co.uk. The Self-Lay Organisation should be aware of the UKWIR Code of Practice for the Self-Laying of Water Mains and Services (May 2009).

The Self-Lay Organisation shall be responsible for establishing the site ground conditions and taking any abnormal conditions into account when designing the mains layout or selecting materials. The Self Lay Organisation shall inform SESW of any abnormal ground conditions on the development. In addition, the following SESW particular requirements shall be adhered to.

1. Mains should preferably be laid in appropriately protected Ductile Iron, otherwise a minimum of 16-bar polyethylene. Butt fusion or mechanical joints to be used in preference to electrofusion joining.
2. Connections to single properties should be made using 25mm od MDPE or 22mm nb copper pipe, and 25mm ferrules. Where there are larger dwellings, flats, low pressure areas or where service pipes are in excess of 30m in length, the size of such pipes may be altered to achieve adequate flow and pressure.
3. The type and size of valve and fire hydrants installed by Self-lay Organisation shall be specified by SESW at the design stage.
4. All personnel who are likely to come into contact with water from the Company's supply or involved in main laying must have a National Water Hygiene card.
5. The Self-Lay Organisation shall make all water mains and Supply Pipes available for inspection by SESW prior to backfilling.
6. All water mains should be pressure tested prior to chlorination to 1.5 times the working pressure (or as otherwise advised by the Company at the design stage). All tests shall be witnessed or verified by the Company's Inspector.
7. All mains shall be chlorinated and flushed in accordance with the standard industry procedures.
8. SESW requires that fire hydrants and valves shall meet the SESW standard specification and be from an SESW approved manufacturer. All surface boxes and covers to water fittings shall be ductile iron, marked with 'S & ES Water' and comply with SESW standard specification.
9. All the above pipes and fittings can be purchased by the Developer from SESW stores, if required.

10. SESW require that meters are purchased from the Company.
11. SESW encourage SLOs to employ groundworkers and plumbers approved under the Water Industry Approved Plumbers Scheme, to promote compliance with the Water Fittings Regulations and good workmanship. SESW is a contributor to this scheme, run by the Water Regulations Advisory Scheme (WRAS).
12. SLOs are expected to adhere to the recommendations of the 'Principles of Water Supply Hygiene' and associated technical guidance notes, as issued by Water UK. Copies are available from SESW.

APPENDIX E

SESW Terms and Conditions for Main laying under Water Industry Act 1991

SESW TERMS AND CONDITIONS FOR MAIN LAYING UNDER WATER INDUSTRY ACT 1991

1. The starting date for laying new mains on site shall be agreed with SESW and is subject to availability of materials.
2. Normally mains will be laid within 3 months of a satisfactory requisition being made unless the period is extended by agreement with the Developer or by arbitration, or SESW is otherwise entitled to an extension of time in accordance with paragraph 8 below.
3. If the starting date is delayed in excess of three months from the date of the original estimate by either the Developer or SESW, SESW reserves the right to re-estimate the cost of the work.
4. The estimated cost of the work as prepared by SESW is based on the work being carried out in one continuous operation. If the work has to be phased to suit the Developer's programme or is interrupted due to the site becoming inaccessible for any reason, an additional charge may be levied by SESW.
5. The Developer shall be responsible for notifying SESW when the main is required to be laid. The site should be clear of all obstructions and the route of the main is to be kept clear at all times. The Developer shall ensure that the line, level and depth of the proposed main are clearly defined. In the event that these conditions are not met no work will commence on site. If the route of the main becomes obstructed for any reason by the Developer or his appointed agents or contractors, additional charges may be levied by SESW.
6. The Developer shall ensure that apparatus installed by other utilities on the site is so placed that access to tap the main for service connections remains unimpeded.
7. To comply with current legislation a specific date on which work will be carried out in the public highway is required by SESW. Where appropriate the Developer shall inform SESW when the site will be cleared to allow work in the public highway.
8. Any failure by the Developer to comply with the above terms and conditions which prevents or delays SESW in commencing, carrying out or completing the work, shall entitle SESW to an extension of time in addition to any entitlement to re-estimate the cost of the work or levy additional charges.

APPENDIX F

Vesting Certificate and Defects Liability Certificate

Sutton and East Surrey Water plc	VESTING CERTIFICATE
PROJECT:	
CONTRACT:	
PROJECT No:	CONTRACT No:
CONTRACTOR/SELF-LAY ORGANISATION*:	
ADDRESS:	
Tel:	Fax:
	email:
<p>TO: DATE:</p> <p>IT IS HEREBY DECLARED that the whole of the Works*/the Section(s)*/the Part(s) of the works detailed below, are ACCEPTED as suitable for adoption by Sutton and East Surrey Water plc in accordance with the Legal Agreement relating thereto between the Contractor/Self-Lay Organisation* and Sutton and East Surrey Water plc dated and accordingly, with effect from the date of this Vesting Certificate, are HEREBY VESTED in Sutton and East Surrey Water plc.</p> <p>I certify that the whole of the Works*/Section(s)*/Part(s) of the Works detailed below, subject only to the defects liability period referred to in Note 1 below, are accepted as complete from the date of this certificate.</p> <p>Name:..... Title:.....</p> <p>Signature:..... (for and on behalf of Sutton and East Surrey Water plc)</p> <p>The whole of the Works*/Section(s)*/Part(s)* of the Works referred to in this Vesting Certificate are:</p>	
<p>*delete as appropriate</p> <p>From the date of this certificate:</p> <ol style="list-style-type: none"> 1. The certified whole/section(s)/part(s) of the Works referred to above shall be subject to a 12 months defects liability period commencing from such date during which the Contractor/Self-Lay Organisation shall be responsible for meeting the cost of repairing any associated defects. 2. Sutton and East Surrey Water plc shall be responsible for the operation and maintenance of the certified whole/section(s)/part(s) of the Works referred to above. 3. The Contractor/Self-Lay Organisation* will have no right of access to the certified whole/section(s) /part(s) of the Works referred to above. 	

