

New Appointments and Variations

Unserved status of sites and
network information

April 2020

Contents

| | |
|--------------------------------|---|
| Version Control | 1 |
| About this document | 2 |
| Unserved status of sites | 2 |
| Network information | 2 |

Version Control

| Date | Version | Change |
|------------|---------|--------------|
| March 2020 | 1.0 | New document |
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About this document

The purpose of this document is to provide clarity to new appointments and variations (NAVs) as to the information that we will provide in relation to the unserved status of a site, network information requests and the service level agreements in relation to these requests.

Unserved status of sites

As stated in Ofwat's [Application guidance for new appointments and variations](#), upon request we will supply the NAVs or independent advisor (where an appropriate letter of authority has been provided to the advisor) with information relating to the ownership of any water, foul sewerage and surface water drainage assets on the site.

We will provide a response to the site status request within 15 working days.

If we dispute the unserved status of the site, we will explain fully why we consider this to be the case and provide evidence as appropriate. We will work with the NAVs to understand why it believes the site is not served. Regardless of any dispute, we will continue to provide point of connection and/or point of discharge information, undertake any bulk supply agreement activities and associated negotiations in a timely and constructive manner.

We will also, where applicable, inform the NAVs of any Yorkshire Water assets traversing, but not serving properties within the boundary of, the specified site as this may indicate restrictions to the development of the site and a potential need to apply to Yorkshire Water for assets to be diverted as the application progresses.

Network information

When the NAVs makes an application for a bulk supply of water and/or a connection to a Yorkshire Water asset for discharge purposes, in line with Ofwat's [Application guidance for new appointments](#) we will provide the following:

- Details of the point(s) of connection for the provision of water and/or sewerage services.
- The cost of providing the point(s) of connection.
- The design and cost of any network reinforcement required.
- The minimum and maximum water pressures available at the points(s) of connection to the site.
- A formal offer of a price and non-price terms for a bulk supply/discharge agreement.

Yorkshire Water will provide the NAVs with a specific point of connection or point of discharge to the Yorkshire Water network. The information above will be based on that given point of connection or point of discharge.

We will provide this information within 20 working days.

Where we are unable to meet the service level agreement, we will contact both the NAVs and Ofwat providing reasons why we are unable to meet the 20 working day timeframe.

The above only applies when we have received a formal application for a bulk supply of water and/or connection to a Yorkshire Water asset for discharge purposes. Where the enquiry is speculative, we



do not supply a formal offer of price and non-price terms for a bulk supply/discharge agreement. However, indicative pricing information can be obtained by the NAVs using our [bulk supply pricing model for NAVs](#) published on our web page.

On acknowledgement of the application we will provide statutory records to aid the NAVs in determining whether any offsite work is required.

Quotations for design and/or build of offsite mains laying or diversions are not included in the network information. However, should the NAVs require this type of work please make an application using the standard applications process.



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