

Working together – New Appointments and Variations

Version 2

May 2026



YorkshireWater

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1. Revision history

Date	Version	Detail
19/05/2026	2	Updated version. Updated contact details and application links.

2. Overview

2.1. Purpose

Yorkshire Water are supportive of the development of the New Appointment and Variation (NAV) market. We are committed to working with NAVs in making this market successful. Our aim is to provide a high quality and cost-efficient service to NAVs that complies with all relevant legislation and industry-agreed standards, ensuring a level playing field for all market participants, meeting service level agreements and performing well compared to industry peers.

The purpose of this document is to detail how we will work with NAVs to support its application to Ofwat to obtain an Instrument of Appointment and associated variations, along with the services that Yorkshire Water provide to NAVs prior to, and following the signing of an Agreement and how to request those services.

The legal relationship between Yorkshire Water and the NAVs is governed by the Water UK industry standard Bulk Supply Agreement and/or Bulk Discharge Agreement and relevant legislation.

The document is for reference only, where there is any doubt precedent is set by the appropriate legislative requirements, for example:

- The Water Industry Act 1991
- Water Act 2014
- The Competition Act 1998
- Our Instrument of Appointment

2.2. Seeking feedback

It is our intension to publish updates when required and appreciate your comments and feedback on the document. Please send your comments to. NAV.relationshipteam@yorkshirewater.co.uk

2.3. Change control

This document will be updated to reflect any changes to the services we offer or as a result of any legislative or industry guidance.

2.4. Tariff

When you have a Bulk Supply Agreement and/or Bulk Discharge Agreement with us, you will be required to pay the associated bulk water and/or wastewater charges. Our NAV charging arrangements are published annually on our website - [Yorkshire Water - New appointments and variations \(NAVs\)](#). We provide an explanatory document detailing our approach to setting bulk supply charges for NAVs along with other charges applicable to NAVs.

We also publish on our website a bulk supply charging tool. With the provision of some basic site-specific information, NAVs can assess the bulk tariff information in an easy to use format prior to making a formal application to Yorkshire Water.

Where a sewage pumping station is operated by the NAV then a discount will be included within the bulk discharge tariff.

2.5. Service levels

We aim to achieve the service levels defined and measured by Water UK and/or Ofwat in relation to all services we provide.

2.6. Contact arrangements

The contact details are set out in the Contact Protocol and the Water Quality Contact Protocol, both of which are included within the Bulk Supply Agreement and Bulk Discharge Agreement as necessary.

Emergency contact number 24/7 - 0333 1302258

3. Working with us

3.1. Developer services team

We have a dedicated **Requisitions, SLPs & NAVs team** in Developer Services that deals with all NAV matters before the signing of the bulk agreement. This includes:

Receiving and processing NAV applications

- Verifying the unserved status of a site
- Providing point of connection (POC) and/or point of discharge (POD) information
- Preparing designs and quotes for any required off-site works related to a bulk supply offer
- Monitoring service level performance

The Requisitions, SLPs & NAVs team is available during normal office hours: 8am – 5pm, Monday to Friday (except for bank holidays). You can reach the team via email at network.access@yorkshirewater.co.uk.

3.2. Wholesale markets team

The wholesale markets team are dedicated team that support both Retailers and NAVs. This includes completion of the bulk Agreement, ongoing operational and billing support once the Agreement has been signed.

As soon as a Bulk Supply Agreement or Bulk Discharge Agreement is requested, we will allocate a specified NAV Relationship Manager to you. We have a team who are familiar with NAVs and the operation of the market.

Review meetings with the NAV Relationship Manager will be arranged to monitor the Agreement and services.

The NAV Relationship Manager will be your key contact and will be involved in:

- Contact with other internal functions within Yorkshire Water
- Management of service requests
- Management of the Agreement and change requests
- Monitoring service level performance
- Managing escalations and complaints
- Matters relating to trade effluent

The team are available during normal office hours 9am – 5pm, Monday to Friday excluding Bank Holidays (England).

The NAV Relationship Team can be contacted at:

NAV.relationshipteam@yorkshirewater.co.uk

Our NAV Relationship Manager will be your single point of contact during any in hours operational events planned or unplanned that might impact on the bulk services that we provide. Out of hours this service will be provided by our service delivery centre.

The team are available during normal office hours 9am – 5pm, Monday to Friday excluding Bank Holidays (England). Outside of these hours the Yorkshire Water 24/7 emergency contact number should be used as per the contact protocol.

3.3. Requesting services

All our standard services should be requested on the appropriate forms available on our website or by contacting the NAV Relationship Manager and Developer Services team. The services that can be requested are detailed in the 'Services' section of this document.

4. New connection services

4.1. Access to Yorkshire Water maps

Our Safemove team can provide you with maps of our network in the vicinity of your site. Alternatively, the records we hold can be viewed at Yorkshire Water's offices at Western House, Halifax Road, Bradford BD6 2SZ. This facility is available between 8.30am – 4.30pm. Viewing is by appointment only, please visit our online booking system at <https://safemove.simplybook.it/v2/>

Please note that the maps only show pipes owned by Yorkshire Water and do not show connection details.

Depending upon the information required there may be a charge for this service.

4.2. Services to support your application to Ofwat

As the incumbent water and wastewater company, we can support your application to Ofwat by providing you with the following information:

- Verifying the unserved status of sites
- Providing network information
- Setting up a bulk agreement
- Providing risk assessment information
- Making bulk connections

Before we can provide this information, you'll need to:

- Complete and submit our [NAV application form](#)
- Pay the relevant application fee

The NAV application covers all of the services we offer to NAVs. At the beginning of the form is a picklist of these services, each with an associated service fee. There is also a general administration fee, which covers processing of the application. For example, if you just need a site-served status, you would only need to fill out the site-served section of the form, and pay the site-served status fee and the application admin fee.

Please apply online at connectme.yorkshirewater.com. You can pay your application fees via card or BACS on our online portal. If you'd like to pay by BACS, you'll need to use the **application reference** we send you when we confirm we've received your application; this is so we can match your payment to your

application. Our bank details will be listed for you when you select 'BACS' as your payment option.

4.2.1. Site-served status

What is it?

Site-served status is a service we provide to NAVs where we check if there are any customers already being served by us within a proposed site boundary.

How do you request this service?

For a site-served status letter, you'll need to complete the site-served status section of the [NAV application form](#) (water and/or waste, as applicable). To make sure we can provide you with an accurate response, please also provide a site location plan clearly showing the site boundary and site entrances.

What will we provide?

We'll provide you with a letter confirming whether the site is served or unserved within 21 days of receiving your application. This is in line with the Water UK metric WN1.1.¹

If you believe the site is unserved but our checks show it to be served, we'll explain fully why this is the case and provide evidence as appropriate. We'll also work to understand why there's a belief that the site is not served. Even if there's a disagreement, we'll still provide point of connection and discharge information, and carry out bulk agreement tasks and negotiations promptly and helpfully.

If relevant, we'll let you know if any of our pipes or assets run through the site, even if they don't serve any properties there. This could affect how the site can be developed and might mean you need to apply to us for a diversion of those assets.

4.2.2. Point of connection and point of discharge information

What is it?

There are two types of enquiry you can make to understand if our networks can support the additional demand of the proposed NAV site – a point of connection

¹ <https://developerservices.water.org.uk/metrics-report>

(POC) enquiry, which covers our clean water network, and a point of discharge (POD) enquiry, which covers our wastewater network.

How do you request this service?

You can make a POC and/or POD enquiry on our [NAV application form](#). You'll need to complete the Point of Connection and/or Point of Discharge sections of the form, as required, and pay the application admin fee, POC and/or POD enquiry fee before we can review your enquiry.

To make sure we can provide you with an accurate response, please also provide a site location plan clearly showing the site boundary and site entrances.

What will we provide?

Once we have your enquiry, we'll:

- get back to you within 5 days to let you know we've got everything, or if we're missing any details
- provide you with a full POC and/or POD report within 28 days of receiving your enquiry.

Our POC report includes:

- confirmation of bulk supply requirements, including build rate and peak flow rate
- details of temporary arrangements, such as temporary capacity constraints and temporary points of connection
- minimum and maximum pressures available at each POC
- indicative minimum and maximum pressures available at each point of supply (POS) based on the information you've provided
- information on any reinforcement work required including, including design and indicative cost
- a link to our [bulk tariff calculation tool](#).

Our POD report includes:

- confirmation of bulk discharge requirements
- details of the closest practicable sewer on our network for your POD or multiple PODs
- Information on any reinforcement work required, including design and indicative cost
- Indicative infrastructure charges for the site
- a link to our [bulk tariff calculation tool](#).

The minimum pressure that will be provided is in line with Ofwat recommendation of 13 metres of head.

Your POC and/or POD report will be valid for 12 months from the date of issue, after which a new enquiry may need to be made.

4.2.3. Bulk supply offer

What is it?

A bulk supply offer is a draft agreement for us to supply your NAV site with wholesale water via a bulk connection. You can request a bulk supply offer from us via our [NAV application form](#).

How do you request this service?

If you want us to design and carry out the off-site works and connection, you'll need to complete the section of the application titled 'Bulk supply offer (YW to design and deliver off-site works)'. If you want a self-lay provider (SLP) to design and deliver the off-site works and connection, you'll need to first complete a [self-lay application for new mains](#) then complete the section of the NAV application form titled 'Bulk supply offer (SLP to design and deliver off-site works)', providing the reference from your self-lay application. This is because self-lay works are subject to a standard model water adoption agreement (MWAA) and Ofwat's Codes for Adoption.

If applying for us to carry out the works, you'll need to pay the application admin fee and the design fee listed on the NAV application. If you're applying for an SLP to carry out the works, your application fee and design/checking fee will be taken when you submit your self-lay application – you will not be required to pay when requesting the draft bulk supply agreement via the NAV application form.

To make sure we can process your application you'll need to provide the following:

- Build profile and phasing plan
- Site plan in CAD format showing the site entrance.
- Any other accompanying documents relating to your application
- Daily, annual and peak flows required

Just so you know, you can use our bulk tariff calculator and take a look at our standard bulk supply agreement at any time on our [NAV webpage](#) before you apply for a bulk supply offer.

What will we provide?

If you're applying for us to carry out the works, we'll:

- get back to you within 5 days to let you know we've got everything, or if we're missing any details
- provide you with a draft bulk supply agreement, a design and a quote for the off-site works within 28 days of receiving your NAV application.

If you're applying for an SLP to carry out the works, we'll:

- get back to you within 5 days to let you know we've got everything, or if we're missing any details
- in response to your self-lay application, provide you with a quote, a model water adoption agreement and a source of water confirmation form within 14-42 days (depending on the complexity of your site and who is designing the works)
- in response to your NAV application (submitted separately to your self-lay application), provide you with a draft bulk supply agreement within 28 days of the off-site design being agreed through your self-lay application.

If your site is large or complex, we may not be able to provide a response within 28 days. If this is the case, we'll inform both you and Ofwat, explain our reasoning and look to agree a reasonable extension.

Additional information

Environmental incentive

As part of our environmental incentive scheme, a £20 environmental component fee is charged per each house or flat connecting to our water network for the first time. We offer an incentive payment of £200 (in effect, a net payment of £180) per each household property that meets certain water efficiency criteria. The criteria sets out the maximum consumption levels for each water fitting in the property. To claim your incentive payment, you'll need to provide evidence that the properties in question are compliant with the water efficiency criteria. For more information on the qualifying criteria and how to claim the payment, please visit. yorkshirewater.com/developers/environmental-incentives-and-credits/.

Infrastructure credits

If you can provide evidence that the site has been using our water/wastewater network within the last 5 years you may be eligible for an infrastructure credit. For example, if there is a new development of ten properties constructed on a brownfield site that previously had two properties that had a water/wastewater supply in the last 5 years, we would only charge for the eight new connections. If

the brownfield site had a commercial property on it before development, we will check our records for the size of the external water meter at the property, and an equivalent credit can be provided.

4.2.4. Bulk discharge offer

What is it?

A bulk discharge offer is a draft agreement for us to take wastewater from your NAV site via a bulk connection. You can request a bulk discharge offer from us via our [NAV application form](#).

How do you request this service?

Before you apply for a bulk discharge offer, you'll need to have determined the point of discharge via a POD enquiry (see [section 4.2.2](#) for more details). To apply for a bulk discharge offer, simply fill out the Bulk Discharge section of the NAV application form. Please be aware you'll need to provide the reference number from your POD enquiry in your application. There is no charge for a bulk discharge offer (provided that you've already determined the POD).

Just so you know, you can use our bulk tariff calculator and take a look at our standard bulk discharge agreement at any time on our [NAV webpage](#) before you apply for a bulk discharge offer.

What will we provide?

Once we have your application, we'll:

- get back to you within 5 days to let you know we've got everything, or if we're missing any details
- provide you with a draft bulk discharge agreement within 28 days of receiving your NAV application.

Sustainable drainage systems

Part H3 of the Building Regulations 2010 sets out a priority order for methods of surface water disposal: 1) discharge to a soakaway, 2) discharge to an infiltration system, 3) discharge to a watercourse. We need you to provide evidence that you've considered these alternative methods of surface water disposal before agreeing any point of discharge to the public sewer.

We offer a three-tiered discount scheme for developments that meet certain sustainable surface water drainage criteria. These discounts are applied to the wastewater infrastructure charge on a per-property basis:

- Tier 1: a £200 discount from the wastewater infrastructure charge if the property will not discharge to a public surface water sewer
- Tier 2: a £130 discount from the wastewater infrastructure charge if the property will discharge to a public surface water sewer via a [sustainable drainage treatment train](#).
- Tier 3: no discount will be offered if the property will discharge surface water directly to a public sewer.

You can apply for sustainable drainage discounts to the wastewater infrastructure charges when you submit your [sewer connection application form](#).

4.3. Bulk supply and/or discharge agreements

What is it?

A bulk supply and/or discharge agreement is a formal contract between you and us for the provision of a bulk supply of clean water to, and/or bulk discharge of wastewater from, your NAV site.

How do you request this service?

If you're happy with the draft bulk supply and/or discharge offer you've received from us, please email NAV.relationshipteam@yorkshirewater.co.uk with your confirmation.

What will we provide?

Once we've received confirmation from you that you're happy to accept our bulk supply and/or discharge offer, we'll provide you with the following within 28 days of your confirmation:

- A formal bulk supply agreement and/or bulk discharge agreement
- The contact protocol
- A water quality contact protocol
- A water quality risk assessment
- Bulk supply and/or discharge tariffs

You'll then need to sign the formal agreement and return it to us. We'll counter-sign and return the agreement to you within 5 days of receiving your signed copy.

If you have any questions about the bulk agreements, please contact your NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk.

4.4. Trade Effluent Discharge

Description

This service is for NAVs managing new or existing trade effluent consents. In line with the bulk discharge agreement, you are required to consult with us on the approval or variation of any trade effluent consent which will impact your discharge into our network. Our respective obligations are set out in the relevant bulk discharge agreement.

Our response

On receipt of your request Yorkshire Water may request additional information. Once we have received all the required information, we will assess the trade effluent and you will be advised of either of the following within 50 days of your request:

- Where the trade effluent is not acceptable to be discharged into our network and treated at our wastewater treatment works, we will request that you decline the new consent or direction. We will provide a report with our reasons for this
- Where the discharge can be accommodated you will be provided with a report detailing our assessment. This will also include advise on:
 - The risk level of the discharge
 - The appropriate sampling frequency
 - Other appropriate information

Once you have granted the Consent or Direction to your customer we will arrange 6 monthly meetings with our NAV Relationship Manager to discuss trade effluent discharges to your network.

You will be required to

- Provide sample and/or flow monitoring data to enable us to calculate your trade effluent wholesale charges
- Notify us as soon as reasonably practicable on becoming aware of any changes or breaches of consent in relation to the flow or the nature of the discharge
- Respond and co-operate in a timely fashion to any reasonable request for support in mitigating, reducing or stopping effects of any pollution
- Provide all support reasonably requested in relation to any enforcement action

Requesting this service

To request this service please contact our NAV Relationship Manager providing the following information:

- A copy of the Retail Wholesale Code form G/02 completed by your customer and a copy of your draft consent
- All supporting information provided by the applicant

Prior to granting the new Consent or Direction there will be a requirement to review the bulk discharge agreement. In line with agreement a formal change proposal will need to be made by the NAV. This can be initiated by contacting your Client Relationship Manager.

There may be a charge for this service please refer to our [wholesale charges](#) document.

4.5. Requesting your bulk connections

What is it?

Once your formal bulk supply and/or discharge agreement has been signed, it's time to request the physical connection to our network.

How do you request this service?

The process for requesting your bulk connections is slightly different depending on whether it's bulk supply or bulk discharge, and whether you've applied for us or a self-lay provider (SLP) to carry out the work.

Requesting bulk supply connections (Yorkshire Water to carry out the works):

You'll need to:

- pay your quote
- complete a mains call-off request form (available in Step 5 on our [NAV webpage](#)) and pay the associated admin fee
- make sure to do both of the above within your quote's six-month validity period.

In response, we'll:

- process your quote payment and send you a receipt
- plan in the work and set a start date that's within 90 days of your call-off request
- come to carry out the works on the agreed start date.

Requesting bulk supply connections (SLP to carry out the works):

You'll need to:

- pay your quote
- send us your signed model water adoption agreement and completed source of water confirmation form (you'll have received both of these with your quote).

In response, we'll:

- process your quote payment and send you a receipt
- counter-sign and return a copy of the model water adoption agreement, confirming the delivery date for the works
- provide any details needed for the SLP to safely carry out the under-pressure connection (if relevant)
- plan in the work and set a start date that's within 90 days of your call-off request
- come to carry out the works on the agreed start date.

Please bear in mind that if we are installing your bulk supply meter, you are required to prepare the site for the bulk supply meter installation as per the agreed design. Please ensure that you are ready for us to install the bulk supply meter when providing the source of water. The meter must be installed before we can approve the final connection of your mains to our network.

Requesting bulk discharge connections:

You'll need to:

- submit an [application to make connections to the public sewer](#), making sure to include all the relevant supporting documents listed in the form
- pay the application relevant application fee.

In response, we'll:

- get back to you within 5 days to let you know we've got everything, or if we're missing any details
- assess your application and send either an approval, or a letter explaining our objections, within 21 days
- assign a dedicated point of contact to support you through the [sewer connection process](#).

4.6. Our approach to new connections

4.6.1. Metering arrangements

All water supply connections require bulk metering arrangements to be in place, as detailed within the Design and Construction Specification (DCS) document on our website: <https://www.yorkshirewater.com/media/z1uhccud/design-and-construction-specification-dcs-for-yorkshire-water-v6-final.pdf>.

In accordance with the industry standard bulk supply agreement a water meter is required to be capable of accurately measuring both the volume and the rate of flow of the supply.

Up to 500 properties and up to 5 l/s peak flow.

The design will include an in-line meter, strainer, and non-return valve (NRV). It does not have a bypass. The size of the meter, strainer and NRV size dependant on flow.

Property number and peak flow	Meter size (mm)
1-399 properties with a peak flow of less than 4 l/s	40
1-399 properties with a peak flow between 4-5 l/s	50
400-500 properties with a peak flow less than 5 l/s	50

A flow restrictor plate maybe installed where we consider it necessary to protect our network from excessive flow.

If a NAV wishes to upsize the meter this can be accommodated however, the NAV will pay the difference in cost for the larger meter and upsizing of the associated fittings.

If you require a bypass this can also be accommodated however, the NAV will pay the costs associated with the installation of the bypass.

To minimise costs please ensure that you contact your NAV Liaison Manager to discuss this in the early stages of the NAV application process.

network.access@yorkshirewater.co.uk.

Over 500 properties or greater than 5 l/s peak flow

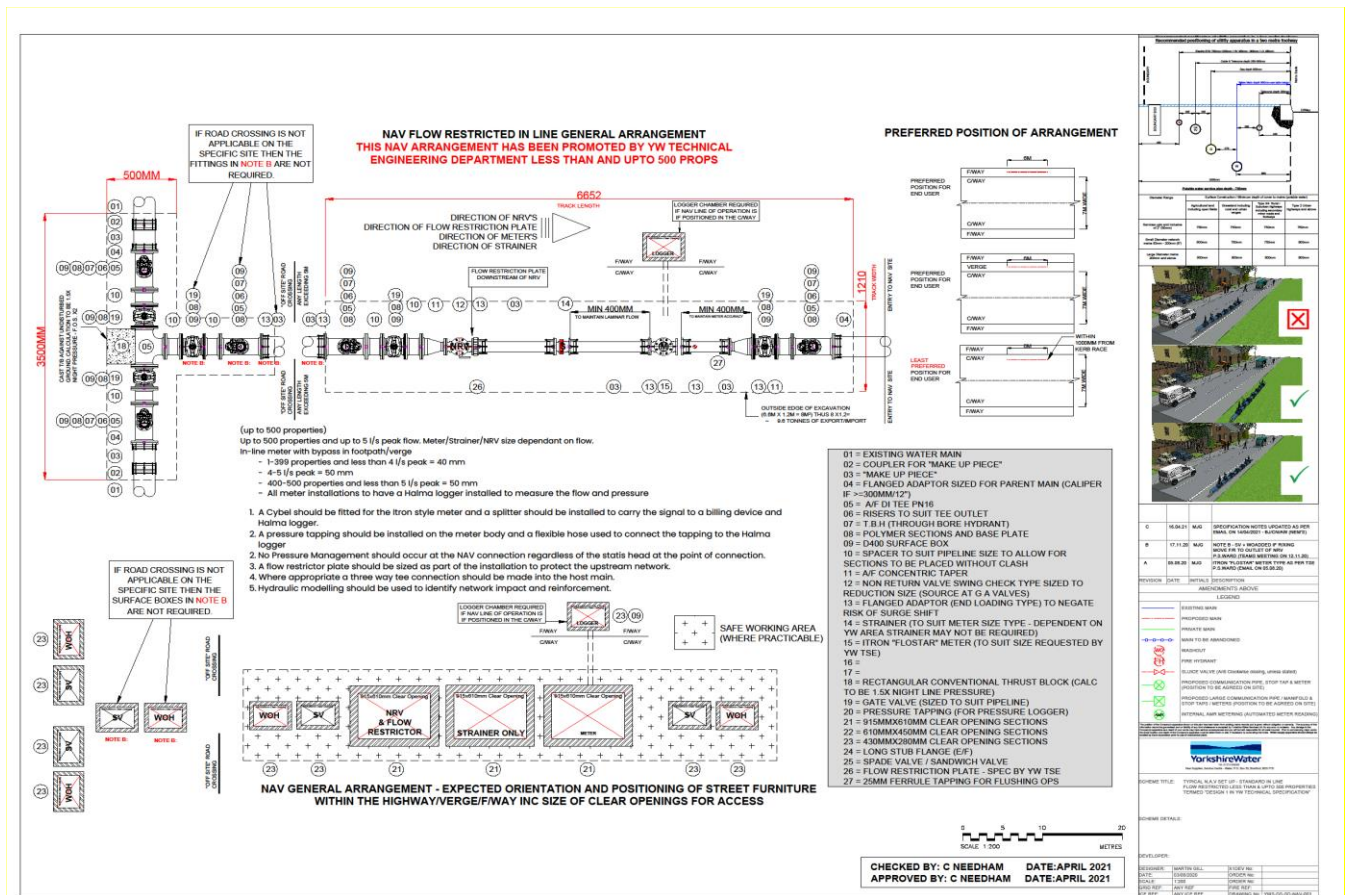
The design will include either an in-line meter with a bypass or meter on the bypass, whichever applicable to situate the meter in the footpath/verge. It will also include a strainer and NRV. The size of the meter, strainer and NRV size dependant on flow and usage.

Property number and peak flow	Meter size (mm)
Less than 1,201 properties with a peak flow between 5-12 l/s	80
Less than 2,500 properties with a peak flow of between 12-25 l/s	100
More than 2,500 properties with a peak flow of more than 25 l/s	*bespoke design

*By exception

A flow restrictor plate maybe installed where we consider it necessary to protect our network from excessive flow.

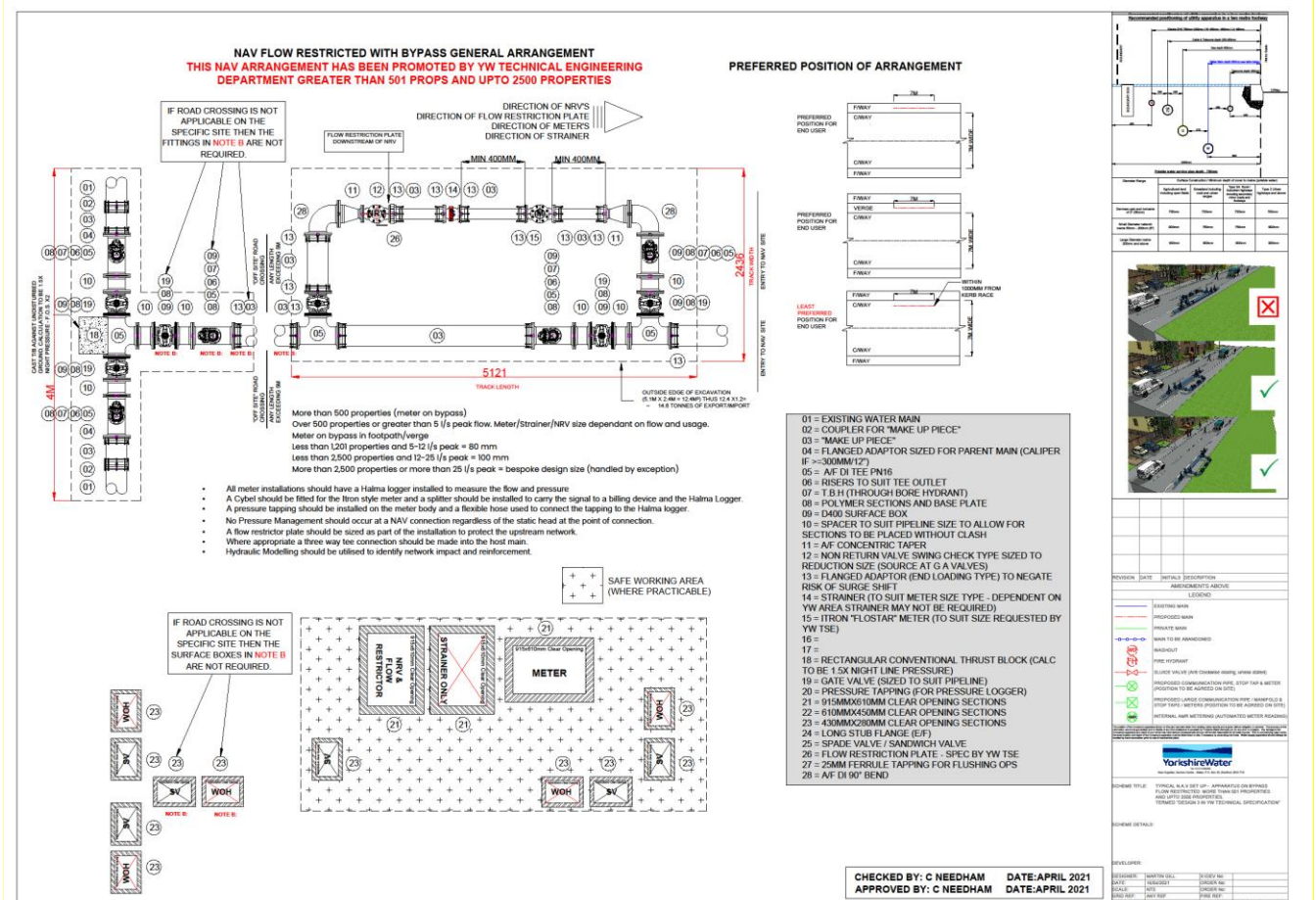
Design specification - Up to 500 properties and up to 5 l/s peak flow.



Design specification - Over 500 properties or greater than 5 l/s peak flow - meter in line

Design specification - Over 500 properties or greater than 5 l/s peak flow – meter in bypass

This design will be used where an inline meter **cannot** be located in the footpath or verge.



Where work is contestable, Yorkshire Water can provide the metering equipment free of charge for the SLP/developer to install. However, the NAV can choose to procure the equipment itself so long as the equipment meets the required design specifications as dictated by Yorkshire Water.

To request the metering equipment from Yorkshire Water submit your meter arrangements request to network.access@yorkshirewater.co.uk

Sewer network

Flow meters will not be installed on any wastewater connections and the volume and cost for bulk discharge will be based on a calculation relating to the quantity of water supplied to the site.

4.6.2. Network resilience

To ensure resilience of the network and service, when a request is made for additional demand to be taken from our distribution network we will run hydraulic models simulating the proposed demand to determine if the current network has the appropriate hydraulic capacity to provide a supply of wholesome water that meet levels of service stated in the Water Industry Act 1991.

Where hydraulic modelling highlights a risk, reinforcement proposals are reviewed and implemented if applicable, this ensures that we maintain the levels of service that we are governed and obliged to provide in line with the Water Industry Act 1991. You will be notified of any network reinforcement requirements in our POC/POD offer.

We do however, reserve the right to supply water at different rates of flow or pressures where this results from changes in the availability of water, due to necessary work, changes in our distribution network or, if required, to comply with our statutory duty to supply water to customers generally. In these instances, we will notify you before making any change that will materially affect the rate of flow or pressure of the bulk supply.

4.6.3. Fire-fighting

Yorkshire Water, and NAVs as statutory water undertakers, have legally enforceable duties under the Water Industry Act 1991 in relation to constancy and pressure of water.²

The 'National guidance document on the provision of water for firefighting 4th edition 2025' ("Guidance")³ sets out "ideal" flow rates that the Fire and Rescue Service require to fight fires for certain categories of premises, however, this Guidance does not impose any legal obligations.

In line with the above, Yorkshire Water has no statutory obligation to provide a water supply that will enable a NAV to comply with the "ideal" flow requirements set out in the Guidance as part of a bulk supply agreement.

In the event of additional water being requested by the Fire and Rescue Service the following may be suitable remedies:

² Section 65 Water Industry Act 1991

³ National guidance document on the provision of water for firefighting 3rd edition 2007 – 'Guidance' New Appointments and Variations

- A water undertaker may be requested to shut off water from its mains or pipes to increase flow to the Fire and Rescue Service. If it does so it will not be in breach of any of its duties to maintain an uninterrupted supply of water⁴
- In agreement with Yorkshire Water, bypass the metering arrangements by using either the installed bypass arrangements or by over-ground pipework
- The Fire and Rescue Service may connect to a Yorkshire Water hydrant

If an additional water supply above the domestic requirements is required for a site, an application can be made to the network.access@yorkshirewater.co.uk email address detailing the additional supply required. This will be considered by Yorkshire Water and, if appropriate, an agreement may be made along with additional charges for the enhanced service.⁵

4.6.4. Adoption of assets

It will not, generally, be our policy to adopt assets within the geographic area of another undertaker.

In addition to the conditions of the Water Industry Act 1991, if an application for adoption of assets relates to, or includes, the adoption of assets that are situated within the geographic area of another undertaker, we will adopt a pragmatic approach that deals with each application on its own merits. We will not agree to adopt the assets situated within the area of another undertaker if that gives rise to practical or operational difficulties. To assess applications that include the adoption of assets that are situated within the geographic area of another undertaker we will consider the following points:

- Whether the asset will serve the whole or any part of our geographic area. Where the asset will not serve the whole or any part of our geographic area, we would not generally agree to adopt the asset
- Any complexities including but not limited to health and safety, public health or environmental implications arising as a consequence of adopting the assets and the impact that this may have on customers. There must be a clear, logical and reasonable basis as to why we are being asked to adopt assets that are outside of our geographical area
- The customers both within the geographic area of the other undertaker and those customers within our geographical area must be no worse off as a result of adopting assets within the other undertaker's

⁴ Section 40(1)-(3) Fire and Rescue Services Act 2004

⁵ Paragraph 7.1, page 17, Guidance

geographical area. The complexity of having the infrastructure of two undertakers serving one area will be a consideration. Further, we consider that for different undertakers to own assets within (i) the same geographic area and (ii) of the same service type, (for example water supply services) would have a negative impact on customer service. It adds a level of complexity such that a customer may not be clear which asset is owned by which undertaker and therefore they may not be clear who to contact should an issue arise

If an application for the adoption of assets within the geographic area of another undertaker is proposed, please contact us at network.access@yorkshirewater.co.uk.
NAV.relationshipteam@yorkshirewater.co.uk

5. Once a Bulk Agreement is in place

5.1. Events

5.1.1. Planned events

When we need to carry out work on our network this may result in a service interruption. We will seek to minimise any disruption that our work has on the service you provide to your customers. We will provide advance notification of planned events that may impact the service to supply using the contact protocol. You will be provided with an email outlining the event.

We intend to minimise any service interruption in line with our standard practices for our customers and we will accept your feedback on the planned events and consider how we may accommodate any requested changes.

Should you have a concern in relation to any planned events please contact our NAV Relationship Manager.

NAV.relationshipteam@yorkshirewater.co.uk

The team are available during normal office hours 9am – 5pm, Monday to Friday excluding Bank Holidays (England). Outside of these hours the Yorkshire Water 24/7 emergency contact number should be used as per the contact protocol.

5.1.2. Incidents and emergencies

The types of incidents that may result in an unplanned event or emergency include:

- water quality incidents
- changes in water pressure
- leakage and/or burst mains
- interruptions to the supply of water
- wastewater asset failures e.g. blockages
- unconsented trade effluent discharges
- pollution
- illegal discharges

We proactively plan for any event that will affect your bulk service. However, there are instances where unplanned events or emergencies occur. In both instances we will provide you with the relevant information relating to the event and its impact on your network.

If the service is affected by an emergency event Yorkshire Water will use all reasonable endeavours to provide restoration of service to all customers affected.

During an emergency event we will contact you in line with the Contact Protocol. In managing the emergency our advice may include an explicit statement relating to the following:

- take action
- prepare to take action; and/or,
- be aware of the information in order to react appropriately to any enquiry you receive.

We will keep you updated on progress and notify you when the event has been resolved.

The team are available during normal office hours 9am–5pm, Monday to Friday excluding Bank Holidays (England). Outside of these hours the Yorkshire Water 24/7 emergency contact number should be used as per the contact protocol.

Up to date information regarding incidents can be accessed via the www.yorkshirewater.com website or our Twitter feed at @YWHelp.

It is also of utmost importance that, in order to protect public health and the environment you contact us if you have an unplanned event or emergency on your network that may impact our water supply or water network or sewer network.

You should contact us, using the methods agreed in the Contract Protocol and Water Quality Contact protocol, for any of the following:

- Health and safety concerns
- Water quality incidents
- Unplanned changes in water or wastewater services
- Actual, potential, or suspected unconsented trade effluent discharge by your customers
- Illegal discharges
- Pollution incidents
- Sewer flooding events

Following the resolution of an unplanned change or emergency we may ask for your cooperation to review the response to the incident in order to share lessons learnt or improve resilience and incident management procedures.

5.2. Contamination risks or non-compliant discharges

Contamination : Where Yorkshire Water are required to take action as a result of a risk of contamination or actual contamination, we will recover any costs incurred as a result of having to carry out additional sampling, analysis, monitoring work and remedial work where we consider that the NAV has failed to comply with the bulk agreement.

Non-compliance : Where Yorkshire Water consider that the discharge from the NAV site is not compliant with we will recover any costs incurred as a result of having to carry out additional sampling, analysis, monitoring work and remedial where we consider that the NAV has failed to comply with the bulk agreement. The costs associated with these events are charged on incident by incident basis and include the recovery of direct and indirect costs.

These costs are the costs that Yorkshire Water incur in dealing with breaches of conditions and are required to protect the general public, our assets, and ensure compliance.

This includes but is not limited to:

Costs relating to activity undertaken to mitigate the impact of a contamination or a non-compliance event on Yorkshire Water assets. These activities may include but are not limited to the schedule below:

- Tankering
- Hire of temporary equipment/additional treatment equipment
- Increased energy and chemical costs
- Clean-up costs
- Manpower requirements

The charges will be applicable where there is a need for mitigating activity outside of normal operations due to non-compliance conditions to protect Yorkshire Water assets from failure. These costs are the costs that Yorkshire Water may incur in mitigating any impact on Yorkshire Water assets as a result of non-compliant discharges from a NAV site. These costs are recoverable.

5.3. Drought

If we need to apply for a drought order to restrict the provision of water to our customers near your area, we will advise you and request that you impose similar restrictions on your customers in that area.

We are permitted to limit or restrict the bulk supply if such a restriction is in accordance with a drought order. Where possible we will respond to any questions

5.4. Contract variation / change proposal

If you wish to amend the Bulk Supply Agreement and/or Bulk Discharge Agreement you will need to make a request in writing to your NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk

5.5. Termination of contract

Termination of the contract will occur in line with the conditions set out in the Bulk Supply Agreement and/or Bulk Discharge Agreement.

5.6. Reimbursement of NAV Guaranteed Standards of Service payments

In line with the [The Water Supply and Sewerage Services \(Customer Service Standards\) Regulations 2008](#) when a NAV has had to pay a GSS payment to its customers and they believe that the required payment is as a result of an issue with the bulk supply or bulk discharge the NAV will be required to complete the appropriate NAV reimbursement for GSS payments form. The appropriate form can be requested from your NAV Relationship Manager by email to NAV.relationshipteam@yorkshirewater.co.uk

Completed forms should be returned to the NAV Relationship Manager. Once in receipt of a completed form we will investigate your request to determine whether we consider the GSS failure occurred as a result of a Yorkshire Water asset or other service provided to the NAV by us.

Where this is confirmed we will reimburse the NAV. The value of the payment will equal that payed by the NAV to its customers, to a maximum of the value that we would pay to our customers, this can be found in our [customer charter](#). Reimbursement will be paid as a credit to the bulk supply or bulk discharge invoice sent to the NAV each month.

Should we consider that a reimbursement to the NAV is not appropriate we will confirm the reason for this.

Please note, in line with the Wholesale Retail Codes, GSS payments in relation to Non-household customers will be paid directly to the non-household customer's Retailer. Ofwat guidance can be found at www.ofwat.gov.uk/wp-content/uploads/2017/03/The-guaranteed-standards-scheme-GSS-summary-of-standards-and-conditions.pdf.

5.1. Enquiries and/or complaints

We try our best to get things right first time and realise that we do fall short occasionally. If this happens, please get in touch as soon as possible.

In the first instance enquiries or concerns relating point of connection/point of discharge applications or new connections should be raised with the Developer Services team at network.access@yorkshirewater.co.uk.

Enquiries relating to operational issues post the bulk connection being made, billing, and ongoing support services should be made to the Client relationship manager NAV.relationshipteam@yorkshirewater.co.uk

If you are unhappy with the outcome of the above, please contact the NAV Relationship Manager. Your complaint will then be reviewed by the most appropriate head of department and they will write to you directly to confirm the outcome of their investigations.

If you remain unhappy with the outcome, you can ask for an independent review from Ofwat. Ofwat are the economic regulator of the water and sewerage sector in England and Wales. To find out more information about Ofwat please visit their [website](#).

6. Services

6.1. Meter accuracy testing

Description

We will remove test and replace where necessary the bulk supply meter to ensure accuracy of the meter reading.

Our response

We will remove the current bulk meter and replace it. Your current bulk meter will be taken for accuracy testing and the results shared with you.

Yorkshire Water will charge a fee which covers the cost of exchanging the meter and testing its accuracy. The fee is bespoke, and we will provide a quotation upon request. If the results show the meter is outside its accuracy range the meter test fee and meter exchange fee will not be payable

Requesting this service

To request this service please contact our NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk

6.2. Data logger information and data loggers

Description

Data and flow loggers are installed on all Yorkshire Water bulk supply meters. The information from these data and flow loggers can be provided by granting you access to our platform where the data can be viewed or downloaded.

Access will be provided for one year, after this period you will be required to reapply should you wish to continue access to the data. There is an annual charge for this service.

Alternatively, you can apply to install your own data logger.

Requesting this service

To request data logging information from a Yorkshire Water data logger you should contact your NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk

If you wish to connect any monitoring equipment to a Yorkshire Water meter, an application must be made for a data logging cable to be fitted. You can apply for

this using the Data Logging Connection Request form. A data logging cable may also be known as a pulsed output, pulsed connection, splitter or repeater. Once your data logging cable has been fitted you can connect this to a data logger, building management system, or an out-reader.

The charge for these services are in accordance with our charges to Retailers and can be found in our charges scheme non-household document.

[Our wholesale charges](#)

6.3. Provision of other information

Description

Yorkshire Water may be able to provide, upon request and payment of the relevant fee, other data or information that the NAV may require to comply with its' reporting obligations. This includes, but is not limited to:

- Bespoke water quality reports
- Population equivalent reports
- Dangerous substances report
- Pollution inventory reports

Our response

Where information and/or reports are available then this will be provided in an agreed format.

Requesting this service

This service can be requested by the from your NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk

The charge for this service is dependent on the nature of the request. Where appropriate this will be in line with our charges to Retailers and can be found in our charges scheme non-household document.

[Our wholesale charges](#)

6.4. Trade effluent support and advise

Description

Where the NAV is taking enforcement action for a breach of section 111 or trade effluent provisions of the Water Industry Act 1991, Yorkshire Water will provide the NAV with all reasonable support as requested by the NAV to support the enforcement action.

Our response

Yorkshire Water will provide all reasonable support as requested.

Requesting this service

To request this service please contact your NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk

The costs associated with this support are charged on incident by incident basis and include the recovery of direct and indirect costs.

6.5. Assistance supply – water

Description

Subject to this service being requested in writing/email by the NAV to the NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk prior to 31 March each year then the following will be provided upon request.

This service will provide you with bottled water delivered to a single location that you specify in the event that your network fails and you require water supply assistance.

Our response

Upon receipt of your request, we will aim to provide palletised bottles of water in the quantity you have requested delivered to the single location you have requested within 24 hours. Each pallet contains 1000 litres of water and therefore we can only provide multiples of 1000 litres.

This service does not include:

- Delivery of the bottled water to multiple locations.
- Distribution of the bottled water to your customers.
- Collection, removal, or recycling of used or unused bottles.

Requesting this service

You can request assistance supply at any time by completing the NAV Supply Assistance Request form and emailing this to NAV.relationshipteam@yorkshirewater.co.uk

The NAV Supply Assistance Request form is available from the NAV Relationship Manager

The following information will need to be provided on the request form:

- Contact details
- The nature of the incident and reason for requesting supply assistance
- The number of litres of water required
- Delivery location, with any special access arrangements and health and safety considerations for the delivery driver

We will only accept one form per incident. Please do not make multiple requests for the same incident unless it is because the incident has lasted longer than originally expected.

Yorkshire Water charge for this service, to discuss the charges contact your NAV Relationship Manager prior to the 31 March each year.

6.6. Assistance Service – wastewater

Description

Subject to this service being requested in writing/email by the NAV to the NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk prior to 31 March, you should contact the Yorkshire Water 24 hour service contact included within the Contact Protocol.

This service will provide you with access to an experienced and qualified wastewater technician. They can provide you with advice over the phone and attend site if required.

Our response

Upon receipt of your request an experienced Yorkshire Water sewerage technician will contact as soon as practicable. They will be available to provide advice and guidance; they can attend your site if you consider this necessary.

This service does not include:

- Resolution of sewerage issues
- Provision or hiring of equipment that may be required during the incident

Requesting this service

Subject to this service being requested in writing/email by the NAV to the NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk prior to 31 March, you should contact the Yorkshire Water 24 hour service contact included within the Contact Protocol.

To request this service, you need to provide the following information:

- The site location (address and postcode)
- NAV representative on site contact details
- Description of the issue you would like to advice on
- The sewerage as-laid plans if necessary

The costs associated with this support are charged on incident by incident basis and include the recovery of direct and indirect costs.

6.7. Emergency Supply

Description

If an Emergency event on the Yorkshire Water network causes a lack of water supply, or a significantly limited supply, to the NAV bulk metering arrangements, then an Emergency supply will be provided.

Our response

Supply of water provided will align with the emergency supply provided to Yorkshire Water customers and may include any of the following:

- Bowser
- Temporary water main
- Bottled water

Requesting this service

If you become aware of such an event that Yorkshire Water are not already aware of then please contact the 24 hour emergency number provided within the Contact protocol.

6.8. Charges and billing

Our [NAV charging arrangements](#), [wholesale charges](#) and [new connection charges](#) are available on our website. All charges are made in line with the Bulk Supply Agreement and/or Bulk Discharge Agreement. The charges may consist of a number of elements and where possible are based on actual information.

We will supply you with an invoice monthly or at a frequency agreed with the NAV for services at each site. Invoices should be paid electronically. Interest may be charged for late payment in line with the terms in the relevant bulk agreement.

We may send you additional, separate invoices, for additional services you have requested such as provision of data or infrastructure charges.

Where the NAV regularly exceeds the maximum volumes as specified on the bulk agreements additional charges may apply.

Any query or request relating to:

- billing/payments
- provision of consumption data
- trade effluent charges
- tariff review or challenging your tariff

should initially be made to your NAV Analyst at NAV.relationshipteam@yorkshirewater.co.uk

6.8.1. Billing – water

A bulk supply meter will be installed at your point of supply, this will be read periodically, and the bills provided monthly or as agreed between both parties based on actual bulk meter readings. Where it is not possible to obtain a bulk meter reading an estimated reading will be used.

Should you be concerned that your meter is reading inaccurately you should request our meter accuracy test service.

6.8.2. Billing – sewerage

Where a bulk water meter is installed for measuring the clean water the sewerage volume will be based on 95% of the actual bulk supply water meter readings.

Where it is not possible to obtain a bulk meter reading an estimated reading will be used.

Where a bulk supply meter is not included for a clean water service then, in accordance with the bulk discharge agreement, the NAV will provide information on the volume of water supplied to the site.

6.8.3. Surface water and highway drainage

Where a NAV connects the development site to our sewerage network for drainage of surface water and highways drainage, we will levy our standard wholesale surface water drainage fixed charges on a per property per annum basis. Highway drainage costs are recovered within our wholesale wastewater volumetric charges.

6.8.4. Billing – Trade effluent

Where you have granted a trade effluent consent in line with the terms of our Bulk Discharge Agreement, a trade effluent charge is payable in respect of the reception, treatment and disposal of trade effluent from the NAV point of discharge a Yorkshire Water public sewer.

Charges are calculated using the same methods and trade effluent tariffs as we apply to Retailers, these can be found in our [wholesale charges](#). Trade effluent charges are made and are subject to either, minimum charge, charges calculated using the Mogden Formula, standard strength (laundrettes only)

Our approach to charges is based on the following:

- Low risk discharge, this is based on a fixed volume and fixed strength of effluent
- Medium risk discharge, this is based on measured volume and fixed strength
- High risk discharge, this is based on measured volume and monthly samples

We will specify the method used to calculate your trade effluent charge based on the nature and volume of the trade effluent discharged. We will agree with you the approach applied i.e low, medium or high risk depending on the nature and volume of the effluent.

You will need to provide us, at your own cost, with the information required to calculate the charges, this will include but is not limited to sampling and flow data. The details of this and frequency required incorporated into the appropriate schedule of the bulk discharge agreement.

The standard strength for launderette effluent is:

- Ot – Biological strength of launderette effluent – 750 mg/litre COD
- St – Sludge strength of launderette effluent – 50 mg/litre StS

6.8.5. Connection of properties

We require NAVs to inform us when properties are connected to their network. This is required so that we can:

- recover infrastructure charges from the NAV

In order to do this, we require the you to provided us, on a monthly basis, the full postal address including the postcode of the property and the date that it was connected.

Infrastructure charges

You will be required to pay Infrastructure Charges in accordance with our latest Charges Scheme. Infrastructure Charges are levied on a per property connected basis and are set at a level to recover over time our expenditure to reinforce our networks due growth in our region. The charges are split into three charge components:

- water connected
- foul connected
- surface water connected

Where we are notified of properties connected Yorkshire Water will raise an invoice for infrastructure charges monthly or as agreed between both parties.

Monthly property connection reports or queries in relation to infrastructure charges should be sent to NAV.relationshipteam@yorkshirewater.co.uk & network.access@yorkshirewater.co.uk.

7. Emergency Response Service – water

Description

This is an additional service that Yorkshire Water provides to NAVs. The service is a commercial offering. It provides a similar response for emergencies on a NAV site to those on the Yorkshire Water network, and includes:

- Identifying the issue (burst, leak, damage, etc)
- Resolving the issue
- Restoration of water services

Our response

Upon receipt of a request for an emergency response Yorkshire water will:

- Dispatch a field technician to site
- Dispatch a technical team to site to resolve the issue
- Provide water restoration service where needed

The timelines for attending site are detailed in the Emergency Response Service contract and align with the standard internal targets for Yorkshire Water providing a similar service to direct customers.

The NAV is responsible for handling all customer contacts and initial triage in order to determine if the incident constitutes an emergency. Once confirmed as an emergency then this service can be requested on a 24-hour basis.

Requesting this service

This service is a separate commercial offering that Yorkshire Water can provide to a NAV. A request for the setup and price of an Emergency Response Service contract should be made to your NAV Relationship Manager at NAV.relationshipteam@yorkshirewater.co.uk

Thank you

For more information or to provide feedback contact:

network.access@yorkshirewater.co.uk

NAV.relationshipteam@yorkshirewater.co.uk

@yorkshirewater
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yorkshirewater.com