

DEVELOPER CHARGING 2027/28

Consultation

CHARGES CONSULTATION

This consultation is to update you on the changes we are making to our charging arrangements with a strong emphasis on cost reflectivity. As part of our ongoing commitment to delivering excellent customer service and ensuring good value for money, we want to keep you informed about these developments and seek your input on some important issues.

These changes will play a key role in shaping how we approach cost management in the future and your feedback is invaluable to us as we continue to enhance the services we provide.

We look forward to hearing your views and engaging with you on these important matters.

DEVELOPER SERVICES CHARGES

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- As part of our ongoing commitment to delivering fair and transparent pricing, we have undertaken a review of our charges ahead of the 2027/28 charging year. This review is designed to ensure that our pricing continues to be in line with industry standards and OFWAT's charging rules.
- We are committed to cost-reflective charges, meaning the price for a particular service or activity is directly linked to the underlying costs incurred in providing that service. This approach ensures that customers only pay for what they use and water companies must clearly demonstrate the cost drivers behind their charges.
- Our goal is to offer prices that provide good value for money while accurately reflecting the costs we incur. Developer Services operates as a standalone function within the broader NWG business and we're aiming to maintain a cost-neutral approach wherever possible.
- Additionally, we are dedicated to improving the quality of service we offer to all customers. This includes further development of our digital platform, which will enhance accessibility and support for all customer types.

DEVELOPER SERVICES CHARGES

- To achieve cost reflectivity, we continue to align our charges with the actual costs of providing our services.
- To provide transparent costs we continue to **unbundle** our charges so that individual elements of the charge are displayed. Hopefully you will have seen in our quotes more specific categories of road surface in **backfill and reinstatement costs**, and more detail in your **traffic management** cost breakdown to account for local conditions. This means you may see more line items on your quote; however, we are committed to keeping our charges as concise and clear as possible.

Q1. Do you feel our charges are concise and clear?

Q2. Are there any charges that you would like to see broken down further?

INFRASTRUCTURE CHARGES

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- We plan to increase our infrastructure charges across the Northumbrian and Essex & Suffolk regions to continue to invest in vital reinforcement work to support ongoing building and developments.
- Our network reinforcement costs are forecasted on a 5-year forward looking basis and the charge is calculated separately for each region, with the Essex & Suffolk region in particular requiring significant reinforcement.

Q3. Do you understand how our infrastructure charges are applied?

Q4. Do you have any view or comment regarding our infrastructure charges?

ENVIRONMENTAL INCENTIVES

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- Our **environmental incentive** scheme is in place as a means of receiving a discount against the infrastructure charge. This is funded by the **environmental component**. We will calculate this annually to ensure we are able to fund schemes that incentivise water saving.

Q5. Do you currently take up the incentives and if not, what is the reason why - how could we make the scheme more accessible?

MOVING FORWARD

FUTURE ENGAGEMENT

MOVING FORWARD – FUTURE ENGAGEMENT

30/10/26	11 Nov 26	Jan 26
Consultation response deadline	Developer Day	Charges finalised and signed off
01/02/27	01/04/27	Winter 2027
New charges published	New charges come into effect	Consultation for 28/29 charging year

Q6. Do you feel well informed about water/waste connection guidelines and policies?

Q7. Do you receive the right information at the right time?

Q8. What can we do to improve this?

QUESTIONS

Developer Services Charges

Q1. Do you feel our charges are concise and clear?

Q2. Are there any charges that you would like to see broken down further?

Infrastructure Charges

Q3. Do you understand how our infrastructure charges are applied?

Q4. Do you have any view or comment regarding our infrastructure charges?

Environmental Incentives

Q5. Do you currently take up the incentives and if not, what is the reason why - how could we make the scheme more accessible?

Future engagement

Q6. Do you feel well informed about water/waste connection guidelines and policies?

Q7. Do you receive the right information at the right time?

Q8. What can we do to improve this?

**Please send your responses to
connectconsult@nwl.co.uk by
30/10/26**

Please answer as many or as few questions as you wish. If there is something else you'd like to discuss or a question you'd like to ask, then please get in touch – we're open to any feedback and would love to hear from you.

THANK YOU

The background features a gradient of blue and green colors. A white horizontal line is positioned near the top. The lower half of the image is dominated by large, flowing, wavy shapes in shades of blue and green, creating a sense of movement and depth. There are also some thin, parallel lines in the lower right area.