Water UK Self-Lay Levels of Service (SLS-A6)

Introduction
Water UK produces a set of standards that developers and others can expect from water companies in relation to the provision of infrastructure for housing development. These are detailed, along with the Water UK Code of Practices references, below.

Since July 2015 Water UK has been reporting on levels of services achieved which you can find online at [water.org.uk/developer-services/levels-service-latest-reports](http://water.org.uk/developer-services/levels-service-latest-reports)

Point of connection applications – five days (SL1)
A written acknowledgement of the application to be issued within a period of five days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information.

Point of connection report < 500 plots – 21 days (SL2)
A point of Connection report to be issued within a period of 21 days commencing either (1) on the day after receipt of a full application or (2) if an incomplete application, on the day after all the required information has been received. An application is full when all the required information and any required payment have been received. A Point of Connection enquiry includes any necessary network modelling.

Point of connection report > 500 plots – 28 days (SL3)
A point of Connection report to be issued within a period of 28 days commencing either (1) on the day after receipt of a full application or (2) if an incomplete application, on the day after all the required information has been received. An application is full when all the required information and any required payment have been received. A Point of Connection enquiry includes any necessary network modelling.

Design approval and terms request application – five days (SL4)
A written acknowledgement of the application to be issued within a period of five days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information.

Design and terms request <500 plots – 14 days (SL5)
Written terms to be issued within a period of 14 days commencing on the days after receipt of a full application. An application is full when all the required information has been received. Terms include the design approval, the amount of the asset payment and any amount to be paid by the SLP or developer. A self-lay Adoption Agreement is to be issued with the terms. Rejections should fully document the reasons for the rejection.
Self-lay design and terms request >500 plots – 28 days (SL6)
Written terms to be issued within a period of either (i) 28 days commencing on the days after receipt of request or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties / requirement for off-site reinforcement / Schedule 13 WIA 1991 constraints or where the SLP request an extended period. An application is full when all the required information has been received. Terms include the design approval, the amount of the asset payment and any amount to be paid by the SLP or Developer. A self-lay Adoption Agreement is to be issued with the terms.

Signed agreement – five days (SL7)
A written acknowledgement to be issued to the SLP within a period of 5 days commencing on the day after receipt of the signed agreement.

Water for pressure/bacteriological testing – 28 days (SL8)
Provide a source of supply for pressure and bacteriological testing within either (i) 28 days commencing on the day after receipt of written request or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties/requirement for off-site reinforcement/Schedule 13 WIA 1991 constraints or where the SLP requests an extended period.

Permanent water supply – 14 days (SL9)
Provide a permanent supply connection within 14 days commencing on the day following notification in writing of satisfactory pressure and bacteriological testing of the self-laid mains.

Vesting certificates – seven days (SL10)
Issue Vesting Certificate and all information for Asset Payment claim (including on part constructed work) within seven days commencing on the day following written notification that the section of main has been connected.

Asset payments – 35 days (SL11)
Make asset payment due on all sections of connected mains within 35 days commencing on the day following receipt of valid invoice claim by the SLP.

Plot references and costing details – 14 days (SL12)
Issue plot reference information and costing details within 14 days commencing on the day following written notification of connection call-off by the SLP. Costing details to specify all charges payable on each service connection, including infrastructure charges, and the costs associated with the provision of meters and any other fittings being procured from the water company.