

mua Water New Connection Charges

2026-27

**Charges for mua Water
developer customers**

Schedule of New Connection charges



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Introduction

This booklet explains our new connections in the period from 1 April 2026 until 31 March 2027.

We are mua Water, the independent water and wastewater services company operating in your area. We own and operate water, gas and electricity last mile networks across England and are owned by SGN and Murphy Group.

If you are a new customer, we are delighted to welcome you to our growing base of water customers and we look forward to bringing you the benefits and fresh approach that an independent operator provides.

The Scheme is produced with reference to the [Charging Rules For New Connection Services \(English Undertakers\) issued by the Office for Water Regulation \(Ofwat\) in April 2025](#) and in determining these charges we will have due regard to the following principles:

- fairness and affordability
- environmental protection
- stability and predictability
- transparency and customer-focused service
- costs of the relevant service

In line with A2 of the Annex of Ofwat's Charging Rules, we have opted not to provide a statement setting out any significant changes to bills for typical developments.

Contacting mua Water

These charges apply to services provided within existing appointed areas. We help housebuilders, landowners, self-lay providers (SLPs), independent connection providers (ICPs), utility infrastructure providers (UIPs) and utility consultants. We can adopt, operate and maintain clean water networks, wastewater networks and sustainable urban drainage systems (SuDS) on your residential, commercial and industrial developments.

Want to know more about how we can adopt and operate the water networks on your development – use our contact form below or reach out to our developer services:

You can e-mail us on the following addresses:

Enquiries: developerservices@muagroup.co.uk

You can log a query on our website: <https://www.muagroup.co.uk/contact>

You can call our 24 hour **EMERGENCY** line: 0800 011 4193 / 01543 466 711

Schedule of New Connection charges



About our New Drinking Water Connection Charges

Our charging arrangements cover the following provisions of the Water Industry Act 1991:

Section 45(1) - Connection with Water Main

Section 46(1) - Ancillary works for purposes of making a domestic connection

However, we are satisfied that we meet the condition set out by Ofwat's Charging Rule 17(a) which states that we are not required to publish our charges or the methodology for calculating such charges where it is unreasonable to do so by virtue of the likelihood for such connection requests to be made being low.

Given that we are new to the market and that none of our sites are fully built out we are unlikely to receive such requests.

Contestable Works

In the past, developers relied on Water Companies to lay water mains and service connections for their new development sites, without option.

However, the Water Industry Act 1991 provided new opportunities for developers who can now decide whether to install water mains and service connections themselves or hire a self-lay organization (SLP) to do the work, or still opt for the Water Company to handle it.

Certain aspects of new connections, known as **Non-Contestable work** can only be performed by Water Companies. On the other hand, elements like installing new mains and services on development sites, termed **Contestable**, are open to competition and can be carried out by developers or SLPs accredited under the Water Industry Registration Scheme (WIRS) managed by Lloyd's Registers.

The Code of Practice for the Self-Laying of Water Mains and Services (England and Wales) is helpful in providing guidance on what is or isn't contestable.

Schedule of New Connection charges



Non-contestable activities in the design and construction of water mains and services

APPLICATION	Charge
Administration & Application fee	per application
Point of connection enquiry	Free
DESIGN	Charge
Design work for Network Reinforcement.	per requisition
Sizing pipes – Water Companies retain responsibility for this part of the design work	per requisition
DESIGN APPROVAL	Charge
Approving on-site water distribution systems designs (except where self-certification arrangements are in place).	per requisition
INSTALLATION	Charge
Network reinforcement works (i.e. to secure an adequate supply to the site) whose construction heightens the risk of damage to existing water distribution systems or interrupting supplies to existing customers.	per application
Mains connections that involve heightened risk to existing assets or could affect supplies to existing customers.	per application
Source of water connections to Water Companies' existing assets.	per application
Service connections larger than 63 mm diameter.	per application
Service connections less than 63 mm on existing mains where the Water Company assess that the condition of the main or the material heightens the risks to existing assets or could affect supplies to existing customers. (See note below).	per application
COMMISSIONING	Charge
Decommissioning redundant mains following a diversion.	per linear metre
Inspection of apparatus to be adopted	Free

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About our Wastewater and Diversions Charges

Our charging arrangements cover the following provisions of the Water Industry Act 1991:

Section 98(1A) - Provision of lateral drains

Section 101B - Construction of lateral drains following construction of a public sewer

Section 107(1) - Right of undertakers to make communication with Public Sewer

However, we are satisfied that we meet the condition set out by Ofwat's Charging Rule 17(a) which states that we are not required to publish our charges or the methodology for calculating such charges where it is unreasonable to do so by virtue of the likelihood for such connection requests to be made being low.

Given that we are new to the market and that none of our sites are fully built out we are unlikely to receive such requests.

Non-contestable activities in the design and construction of wastewater services including diversions

APPLICATION	Charge
Administration & Application fee	per application
Point of connection enquiry	Free
	Charge
Design work for Network Reinforcement.	per requisition
Sizing pipes – Water Companies retain responsibility for this part of the design work	per requisition
	Charge
DESIGN APPROVAL	Charge
Approving on-site wastewater designs	per requisition
	Charge
COMMISSIONING	Charge
Decommissioning redundant mains following a diversion.	per linear metre
Inspection of apparatus to be adopted	Free

Schedule of New Connection charges



How to pay your bill

Credit or Debit Card
Bank Transfer

VAT

We will apply VAT to our charges where we are legally required to do so in accordance with prevailing HMRC legislation.

If you have a complaint

We want to deliver great service to our customers and put things right as quickly as possible if we get it wrong. If we haven't provided the high quality of service you expect, please contact us on:

Tel: 0800 011 4193
Website: <https://www.muagroup.co.uk/contact>

We will respond to any complaints within 5 working days.

Our regulators

mua Water is a regulated company operating in England. Ofwat regulates our charges, and the legislation also sets out how we can charge our customers.