

ENVIRONMENTAL INCENTIVES

PROCESS

CLAIMING A DISCOUNT AGAINST YOUR INFRASTRUCTURE CHARGE



Household properties may be eligible for a 100% discount against the infrastructure charge if it meets our criteria, set out in accordance with OFWAT's [Environmental Incentives Common Framework](#). This is designed to encourage new developments to achieve more water-efficiency standards and encourage sustainability.

This process will apply for applications received from 1 April 2025

1. APPLICATION

During your application you must submit your application form and [water calculator](#) results sheet.

[ESW Application form](#)

[NWL Application form](#)

You must demonstrate that the properties have been fitted to achieve a consumption of no more than 100 litres per person per day and that installed fittings do not exceed the maximum consumption set out in the below column under 'Common Environmental Incentive':

Building Regulations, Part G, Table 2.2		Common Environmental Incentive
Water fittings	Maximum consumption (110 l/p/d)	Maximum consumption (equal to or less than the following values)
WC	4 / 2.6 litres dual flush	≤ 4 / 2.6 litres dual flush
Shower	8 l/min	≤ 7 l/min
Bath	170 litres	≤ 170 litres
Basin taps	5 l/min	≤ 5 l/min
Sink taps	6 l/min	≤ 6 l/min
Dishwasher	1.25 l/place setting	≤ 1.0 l/place setting
Washing machine	8.17 l/kilogram	≤ 6 l/kilogram

Each fitting must not exceed the maximum consumption rate specified. If more than one of a type of fitting has been installed, they must all comply with the maximum consumption figure. When using the above table, the premises must be fitted with a WC, shower and/or bath, basin taps, and sink taps. Dishwashers and washing machines will only be assessed if installed.

These documents must be received at the application stage. It is the responsibility of the applicant to ensure the information submitted at this stage is accurate.

For infrastructure charges we require a property's infrastructure charges to be paid at the time a service connection is made, at the rates that apply in the charging arrangements at the time of connection. We require that the property meets the relevant consumption target that applies in the year of connection to be eligible for the discount.

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2. ASSESSMENT OF THE DISCOUNT

We will assess, based on your submitted evidence that your development achieves the above target. If so, your environmental discount will be applied automatically and displayed on your quote. All properties, regardless of their eligibility for the discount will be charged an environmental component (an additional charge outlined in the EICF designed to fund environmental incentives):

Charge Item	Charge Unit	NW	ESW
Environmental component (water)	Per house	£45	£78

3. AUDITING AND COMPLIANCE

We will at our discretion arrange for a sample of properties to be audited through a site visit, to ensure that your submitted information matches the fittings installed at the property. At our request, you must provide us with information on properties that are ready to be audited – these must be properties where the fittings have been installed, but have not yet been occupied.

In order to audit properties, we require that:

- The premises has all relevant fittings and fixtures installed.
- The premises is unoccupied – if this is not the case, the applicant will need to notify us of an alternative unoccupied property to qualify for the incentive.
- The applicant notifies us when premises are ready to be audited so that we can determine a suitable date for the audit

You must notify us within a reasonable timescale after the fittings at each property applying for the incentive have been installed in order for us to arrange a visit. We will arrange a suitable time slot in which an NWG representative can visit the property to verify the information provided in the fittings table; this will involve measuring flow rates and the specifications of installed fittings.

We will agree a reasonable period of time with applicants in which to arrange a visit, however the burden of proof for demonstrating compliance rests with the developer. Failure to provide a sample of properties to audit will result in your discount being withdrawn, however we will work with all applicants to support you in demonstrating compliance.

We will also accept photographic and video evidence in certain instances at our discretion. This will take the form of:

Water fittings	Acceptable evidence
WC	Photograph of product specification sheet or cistern capacity which can often be found printed/etched on the inside of the cistern

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Shower	Video evidence of flow rate measurement using a flow rate cup, bag, jug or device with measured markings
Bath	Photograph of product specification sheet or if not present, measure with tape measure
Basin Taps	Video evidence of flow rate measurement using a flow rate cup, bag, jug or device with measured markings
Sink Taps	Video evidence of flow rate measurement using a flow rate cup, bag, jug or device with measured markings
Dishwasher	Photograph of product specification sheet or Energy Label (physical copy of e-copy found online with products model number)
Washing Machine	Photograph of product specification sheet or Energy Label (physical copy of e-copy found online with products model number)

You will be notified in writing as to whether we will accept self-certification or require a physical audit.

Following a visit or receipt of your self-certification evidence, we will confirm in writing whether the property has successfully passed the audit.

We will aim to audit a representative sample of properties at each development site – the frequency of audits may vary depending on the level of compliance with the incentive for a particular development site or applicant. For example, we may reduce the frequency of audits at our discretion for applications who have consistently demonstrated compliance across multiple sites, or increase the frequency of audits in cases for applicants who have demonstrated non-compliance in the past. We will also alter the ratio of on-site vs self-certification audits on this basis.

Should an applicant be found to be non-compliant with the incentive scheme, for example where our site visit has determined that the installed fittings do not match their submission or are not compliant with the target, we will seek to recover any infrastructure discounts granted to properties which have been found to be non-compliant with the scheme and the applicant will be prohibited from applying for the incentive scheme for a period of up to 12 months. Should this occur we will continue to process any pre-existing applications for the incentive, provided they satisfy the requirements of this process.

4. APPEALS, COMPLAINTS AND QUERIES

Please contact us at envincentives@nwl.co.uk should you have any questions or concerns about this process.

For example, if you would like to further discuss our decision regarding a particular development's eligibility for the incentives, we will investigate further and conduct additional audit visits if

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necessary. In cases where we have identified non-compliance, we will work with applicants to prevent this in future and discuss how we can support successful applications in the future.

Should you have a complaint, you will receive a written acknowledgement within 5 working days. We will assess your complaint and provide you with our response, and any required next steps within 10 working days of acknowledgement. Your complaint will be responded to by our Regulation and Compliance Manager. Should you be unhappy with our response, you have the right to escalate your complaint to our Customer Services Manager (Developer Services) within a further 10 working days.

In cases where a follow-up visit is required to determine the eligibility of a property, we will aim to arrange this within 30 days of your complaint being acknowledged (provided that access to the property can be arranged between ourselves and the applicant).