

Household Charges Scheme for 2018/19



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1. Introduction

Charges Scheme

- 1.1 This Household Charges Scheme is made by Wessex Water Services Limited (the Company) pursuant to the provisions of the Act and of the Instrument of Appointment made under sections 11 and 14 of the Water Act 1989. By the Act and the Instrument of Appointment the Company is authorised to fix, levy, demand and recover charges for any services provided in the course of carrying out its functions as a water undertaker and as a sewerage undertaker.
- 1.2 This Scheme and the charges in the Schedules are fixed by the Company and are effective from 1 April 2018 except where otherwise indicated. Apart from charges based on a meter reading, charges normally relate to an annual charge payable in advance except where the Company has agreed to payment by a specified number of instalments.
- 1.3 This Scheme does not apply to charges required by the Company from another water or sewerage undertaker (including any potential new or replacement undertaker within the contemplation of section 7 of the Act) for the supply of water in bulk or bulk removal of wastewater. Such charges will be fixed by agreement between the parties having regard to sections 40 and 110A of the Act and any relevant Ofwat guidance.
- 1.4 This Scheme fixes charges for Household Premises. Charges to Retailers and Developers are fixed under separate documents.
- 1.5 Copies of the Scheme and charges are available for inspection at the main offices of the Company.

Amount of charges

- 1.6 The amount or value of each charge made under this Scheme is set out in the Schedules. Where any service is not provided for in this Scheme, the Company may fix an appropriate charge.
- 1.7 Notwithstanding this Scheme, the Company has the right so far as compatible with any statutory constraints to fix charges for services provided either by way of agreement with the customer or under other statutory powers.

Value Added Tax (VAT)

- 1.8 Measured and unmeasured water charges to Household Premises are zero rated for VAT purposes.
- 1.9 Charges for waste water disposal from Household Premises via a public sewer are zero rated for VAT purposes.

2. Complaints and further information

Complaints procedure

- 2.1 The Company aims to deliver a high standard of service and to deal with all complaints in line with its code of practice.
- 2.2 If a complaint about the application of this Scheme is not resolved, it may be referred to the Consumer Council for Water (CCWater), 1st Floor Victoria Square House, Victoria Square, Birmingham, B2 4AJ, telephone 0300 034 2222, or see www.ccwater.org.uk.
- 2.3 CCWater's function is to ensure effective consumer representation and to investigate individual customer complaints within the Company's area of appointment as a water and sewerage undertaker. Further information about CCWater's complaints procedure, including where a customer is dissatisfied with CCWater's findings, can be found on their website at: <https://www.ccwater.org.uk/make-a-complaint/>

Further information

- 2.4 Further information or advice about any aspect of this Scheme, the option to meter (including the Company's application forms), the Code of Practice for leakage for domestic customers and the basis of charge for any premises may be obtained from the Billing Centre on 0345 600 3 600.
- 2.5 All Measured Charges Notices and requests for abatements from charges or applications for allowances should be made to the Managing Director by writing to Wessex Water Services Limited, 1 Clevedon Walk, Nailsea, Bristol BS48 1WW, or by emailing customer.services@wessexwater.co.uk.

3. Charging policy

- 3.1 Under this Scheme charges for supplies of water to Household Premises and/or charges for the drainage of Household Premises are calculated by reference to either rateable value or by reference to the volume of water passing through a meter. Where calculation on such basis is not reasonably practicable the Company may apply such other matters for calculating the charges as are notified to the customer (including the setting of charges at a fixed amount).
- 3.2 In accordance with section 144 of the Act, charges for supplies of water and/or charges for the drainage of Household Premises are payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which the Company is a party. Customers should notify the Company of changes in occupancy. Measured customers should be aware that failure to notify a change in occupancy may result in a continuing liability for measured charges after vacating premises in accordance with Section 144 of the Act.
- 3.3 Reference to rateable value means the figure published in the rating valuation list as at 31 March 1990.
- 3.4 Where a charge is claimed or referred to in this Scheme the rates applicable are set out in the Schedules.

Powers to meter

- 3.5 The Company has resolved, with effect from 1 April 1994 and as soon as reasonably practicable after their identification and installation of a water meter, to fix charges in respect of the categories of premises referred to in Schedule 3 by reference to volume. Until the metering of the premises

referred to in Schedule 3, charges are raised in accordance with the general provisions of this Scheme. The Company reserves the right to require the installation of water meters for those premises falling within the Water Industry (Prescribed Conditions) Regulations 1999.

- 3.6 With effect from 1 April 2005, the Company has resolved, as soon as reasonably practicable after their identification, to fix charges in respect of the category of Household Premises referred to in Schedule 4 Part A by reference to volume. Until the metering of the premises referred to in Schedule 4 Part A, charges are raised in accordance with the general provisions of this Scheme. Meters installed pursuant to this policy will be at the expense of the Company.
- 3.7 With effect from 1 April 2006, the Company has resolved, as soon as reasonably practicable after their identification, to fix charges in respect of the category of Household Premises referred to in Schedule 4 Part B by reference to volume. Until the metering of the premises referred to in Schedule 4 Part B, charges are raised in accordance with the general provisions of this Scheme. Meters installed pursuant to this policy will be at the expense of the Company.
- 3.8 With effect from 1 April 2015, the Company has resolved to fix charges in respect of the premises referred to in Schedule 4 Part C by reference to volume. Until the metering of the premises referred to in Schedule 4 Part C charges are raised in accordance with the general provisions of this Scheme. Meters installed will be at the expense of the Company.

Exceptions

- 3.9 No charge is made for the availability of the supply of water, or the water taken, for fire extinguishing or the testing of fire extinguishing apparatus.
- 3.10 In respect of all premises (whether unmeasured or measured):
- (a) the Company will not levy a charge on premises which are unfurnished and unoccupied;
 - (b) premises that are undergoing refurbishment or being used for storage will be considered occupied for the purposes of this scheme by the owners of the premises;
 - (c) where premises are temporarily unoccupied the water supply and sewerage charges are still payable; and
 - (d) no charges will be levied in respect of furnished but unoccupied premises where the non-occupation is due to exceptional circumstances such as death or long-term hospitalisation of the customer.

Domestic leakage policy

- 3.11 Liability for the cost of water lost through unidentified leaks of water from domestic customers' service pipes will be governed by the charges adjustments required under the Company's Code of Practice for Leakage for Domestic Customers made under Condition I of its Instrument of Appointment. Further information on leak allowance policy can be obtained from the Company's Code of Practice for Leakage for Domestic Customers.

Promotion of efficient water use

- 3.12 The Company is, by virtue of section 93A of the Act, under a duty to promote the efficient use of water by its customers and considers that customers should attend promptly to the repair of leaks. Accordingly:
- (a) sewerage leakage allowances or non-return to sewer allowances will not be given for water not returning to sewer due to leaks in customers' service pipes as such should be kept in repair by customers to avoid a breach of section 73 of the Act; and
 - (b) leakage allowances in accordance with the provisions of Condition I of the Instrument of

Appointment or any more advantageous allowances from time to time voluntarily applied by the Company will be given.

Drainage charges

- 3.13 For measured customers the cost of surface water and highway drainage is included and recovered through the measured sewerage standing charge.
- 3.14 For unmeasured customers the cost of surface water and highway drainage is included and recovered through the unmeasured sewerage charge.

Special category charge

- 3.15 The Special Category charge listed in Schedule 1 relates to those premises such as community groups and places of religious worship as defined in Schedule 5 of the Local Government Act 1988 that were eligible for mandatory or discretionary relief from non-domestic business rates.

Management company agreements

- 3.16 Generally, the Company requires all new domestic connections to its water mains to be by a separate service pipe and meter. However, the Company may, where required by the Act or in its discretion, allow a group of individual premises, comprised in a development, to be supplied through a common water meter, provided that:
- (a) a management company enters an agreement with the Company to pay all water services charges (including charges for surface water and highway drainage services in respect of periods of non-occupation) for the premises comprised in the group;
 - (b) the location of the common water meter is agreed with the Company;
 - (c) the plumbing arrangements for the premises comprised in the group are configured so that individual meters, in accessible locations in communal areas, can easily be added if the agreement terminates for any reason in the future;
 - (d) in the event of difficulties with the payment agreement, or if the management company defaults in payment, the Company reserves the right to terminate the agreement and apply and enforce individual charging;
 - (e) in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual meters, an annual assessed charge will be payable by each occupier as provided in Paragraph 9.
- 3.17 Where a developer has requested individual meters to individual Household Premises, which are supplied through a single connection to the Company's water main (typically an apartment block), the Company may require the installation of a temporary common meter as part of the connection agreement.
- 3.18 The developer or management company may be required to enter into a temporary common metering arrangement with the Company and agree to pay all water services charges for premises comprised in the development until such time as individual meters have been installed in all of the separate premises, at which time the common metering arrangement will terminate and individual charging will commence.

Insolvency

3.19 Where a Customer enters into any formal insolvency procedure (to include but not limited to bankruptcy, individual voluntary arrangement or equivalent procedure) we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water and sewerage charges for the property in question on the same payment terms as would apply if the property had been newly connected on that day.

Joint supplies

3.20 Where:

- (a) two or more premises in separate occupation are served by a supply of water by the Company through a single meter; and
- (b) there is no agreement in place under which one person has agreed with the Company to pay the charges applicable for all of the premises supplied via the meter,

the occupiers of each premises supplied will be jointly and severally liable for the whole of the measured water and/or sewerage charge. The Company, in its absolute discretion may if it so chooses elect to apportion the charge due between the occupiers of the premises supplied via the meter as it considers appropriate.

Billing by other undertakers

3.21 Where in the year to 31 March 2012 domestic customers of premises in the Company's area of appointment as a water or sewerage undertaker paid charges for water supply or sewerage services to another water or sewerage undertaker (the Other Undertaker) who collected such charges as the Company's agent on charges fixed by reference to the Other Undertaker's charges scheme the charges payable to the Company in this charges year will be fixed at the lower of:

- (a) the charges set out in the Schedules to this Scheme; and
- (b) the charges for such services set out in the Other Undertaker's charges scheme for the year commencing 1 April 2018,

provided that there has been no change of occupier of the premises since 31 March 2012. On any change of occupancy charges will be fixed in accordance with the general provisions and Schedules of this Scheme.

Retrospective adjustments

3.22 The Company seeks to ensure that the correct charge is applied to each premises supplied. We will not make retrospective adjustments to charges raised in previous charging years where any undercharging has been due to an error on our part.

Collection of charges

3.23 Charges are collected on behalf of the Company by Bristol Wessex Billing Services Ltd (BWBSL). BWBSL is based at the Billing Centre and can be contacted on 0345 600 3 600 or by writing to them at: Wessex Water Services Limited, 1 Clevedon Walk, Nailsea, Bristol BS48 1WW.

4. Payment of water supply and sewerage services charges

Unmeasured charges

- 4.1 The Company will render an account to the occupier of the premises or such other person who is liable for payment in respect of the services provided.
- 4.2 The charge is due on 1 April but is subject to the payment options referred to below.
- 4.3 The Company permits the following payment options for charges due:
- (a) a single payment for the entire year's charges due on 1 April;
 - (b) two payments due on 1 April and 1 October;
 - (c) 10 instalments in May, June, July, August, September, October, November, December, January and February;
 - (d) fortnightly instalments;
 - (e) 46 weekly instalments; or
 - (f) such other frequency or arrangement agreed to by the Company having due regard to the particular financial circumstances of the customer as notified to the Company.

Measured charges

- 4.4 The Company permits the following payment options for charges due:
- (a) a single payment on receipt of the Company's measured bill;
 - (b) the following instalment arrangements against an estimated consumption and bill for the period of approximately 12 months from a meter reading:
 - (i) 12 monthly instalments;
 - (ii) 26 fortnightly instalments;
 - (iii) 52 weekly instalments; or
 - (iv) such other frequency or arrangement agreed to by the Company having due regard to the particular financial circumstances of the customer as notified to the Company.
- 4.5 Any underpayment or overpayment by a customer paying via instalments will be carried forward and used in computing appropriate instalments for the next billing cycle. The Company will, where requested by a customer (or where the Company considers the overpayment material), refund to a customer any overpayment made.

Methods of payment

- 4.6 The Company accepts payment of charges by any of the methods below. All methods are free of charge at the point of payment unless otherwise stated.
- 4.7 Payment of charges and instalments can be made by way of example, via cash, cheque, standing

order, postal order, debit/credit card or direct debit to the Billing Centre. Payment is accepted by post or by attendance at the Billing Centre. Payments may also be made:

- (a) at the customers' own bank or building society;
 - (b) at any other bank but subject to payment of such banks charge for providing the service;
 - (c) at Post Office Counters Limited for cash payments only. Payments made other than by cash may attract a Post Office Counters Limited charge;
 - (d) at PayPoint Agencies for cash payments only;
 - (e) subject to paragraph 4.8 below, via our website;
 - (f) subject to paragraph 4.8 below, by telephone, TV, PC or remote banking; or
 - (g) via our automated speech recognition payment line.
- 4.8 The Company reserves the right to charge a transaction fee, covering the cost to the Company, for payments made by credit card. Before exercising this right, customers will be informed of this charge prior to any payment being accepted.
- 4.9 The Company accepts payment for charges via the Water Direct scheme operated by the Jobcentre Plus. If you are in arrears and on income support, job seeker's allowance or pension credit you may qualify to have your charges paid directly from your benefit.
- 4.10 A matrix of the payment methods and frequency accepted by the Company appears in Schedule 5. Details of where and how payments may be made are included on customers' bills. Further advice and information is available from the Billing Centre.

Payment by instalment

- 4.11 No charge is made for the option to pay by instalments. However, failure to pay an instalment by the due date or breach of any special charging agreement agreed to by the Company under paragraphs 4.3(f) or 4.4(b)(iv) above causes all outstanding amounts to be due and payable immediately. Failure to pay in one amount the charges outstanding may result in the issue of a County Court Claim for all unpaid charges.

5. Water supply charges

Measured supplies

- 5.1 Metered water supplies are provided subject to the provisions of the Act and any regulations made by the Secretary of State.
- 5.2 A standing charge is payable calculated by reference to the size of a meter.
- 5.3 The charging year for measured customers is 1 April to 31 March in the following year (the charging year).
- 5.4 On the occasion of the first meter reading after 1 April, the Company will apportion the consumption on a pro-rata basis as between the current charging year and the previous charging year and bill accordingly.

Meter testing

- 5.5 If a customer requests the testing of a meter, a charge is only made if the meter is found to be recording within the tolerances referred to in the Water (Meters) Regulations 1988 (the Regulations).
- 5.6 Where a meter is shown to have registered incorrectly (or not at all) the Company may charge on the basis of consumption over the last billing period where the meter was operating correctly in accordance with the Regulations. Any charges demanded or paid will be adjusted in accordance with the Regulations.

Meter readings

- 5.7 Normally, meters serving premises occupied by domestic customers are read and bills sent to customers at intervals of approximately 6 months. The Company may bill customers on an estimated basis reflecting a reasonable assessment of likely consumption where a meter reading has not been taken. Any under or overestimate against actual consumption will be taken into account when the customer is next billed using an actual reading. On receipt of a bill based on an estimated consumption the customer may supply an actual meter reading and the bill will be adjusted accordingly.
- 5.8 A fixed charge is payable for any meter reading requested by the customer outside the normal reading frequency. This may occur when the customer wishes to check consumption for leakage. Most customers should be able to check their own meter on a monthly basis. If a customer is genuinely unable to read their meter no charge will be made. No charge is payable by pensioners or customers with special needs.

Damage to meter apparatus

- 5.9 Where a water meter fitted inside a customer's building fails to register correctly (whether due to accidental damage, deliberate damage, unauthorised removal or otherwise) and the customer prevents access for the purpose of its replacement the Company shall be entitled to recover charges for water consumed at such premises until the meter is replaced or repaired in accordance with paragraph 5.10 below.

Incorrect registering of metered consumption

- 5.10 An account shall be taken of the sums payable by the undertakers or by the customer for any period during which the meter has or is deemed to have registered incorrectly; and the balance shall be paid or allowed by the undertakers or paid by the customer, as the case may be.
- 5.11 Where a meter which is connected to a supply of water to premises is proved to have registered less than the volume of water supplied to that premises (or not registered at all in the case of damage or unauthorised removal), the balance payable by the customer shall not exceed an amount reflecting the charge for the volume of water which would ordinarily have been supplied to the premises during the six months preceding the last occasion on which the undertakers or any person duly authorised by them last read the meter for the purpose of ascertaining the volume of water supplied to the premises, less any sums already paid in respect of that period. Where there has been a change in the occupier or occupiers of a premise since the meter was last read and registered correctly the Company may use the number of occupants at the premises and average use of water to assess the volume of water used.

Access to read meters

- 5.12 The Company will take reasonable steps to secure access to the customer's building to repair or replace a meter that has been removed without authority or one that is defective or incorrectly registering. Once a meter fitted inside a customer's building is repaired or replaced charges will from that date be based on the readings obtained from the meter until such time as it is proved to have registered incorrectly. If a meter within a customer's building cannot be economically replaced or

replacement would in the opinion of the Company cause disproportionate damage to a customer's fixtures and fittings the Company may elect to base charges on the basis described under paragraph 5.10.

Unmeasured supplies

Rated premises

5.13 Where a mains water supply is provided by the Company other than through a meter the Company makes a charge based on a rate in the £ applied to the rateable value of the premises as at 31 March 1990, together with a standing charge.

Unrated premises

5.14 Premises not having a rateable value as at 31 March 1990 and receiving an unmeasured water supply are, subject to paragraph 3.5 above, charged on the basis of the Assessed Charge.

6. Miscellaneous water charges

Cattle troughs

6.1 A fixed annual sum is charged for each cattle trough not connected to a measured supply.

Fixed and portable standpipes

6.2 Unless standpipes are installed or are erected for fire-fighting purposes, the Company levies and recovers charges as set out in Schedule 1. The Company reserves the right to charge for water used according to the volume registered on a meter.

Garden sprinklers

6.3 Where a meter is not installed an annual fixed charge in respect of each premise where a sprinkler is used is made as set out in Schedule 1. No allowance will be given for part years except where a customer moves into or out of the premises or where the Company imposes restrictions on the use of sprinklers or where the customer's premises are metered for the first time. Itinerant and landscape gardeners on paying the fixed charge may use a sprinkler on any property during the normal course of their business.

Disconnection and reconnection charges

6.4 No charges are made for a permanent disconnection from the mains water supply. In all cases of temporary disconnection a charge is made for the subsequent reconnection.

Charges for other services

6.5 The Company fixes and recovers the other charges as set out in Schedule 1.

7. Sewerage charges

- 7.1 The Company levies a charge (the sewerage charge) for sewerage and sewage disposal services for both foul and surface water to all premises connected directly or indirectly to a sewer vested in the Company. The sewerage charge includes the service of draining discharges from highways, common areas and infiltration.

Non return to sewer

- 7.2 Where the water supply is measured, the sewerage charge is based on a standing charge and a volume charge assessed by reference to the recorded water supply. Normally, 95% of the recorded water supply consumption will be assessed as returning to the sewer as foul water unless an individual allowance for non-return has been agreed in writing by the Company. Any agreement for a reduced return to sewer will be effective from the start of the charging year in which the application is made and shall not affect charges raised in earlier charging years. Agreement will only be reached where customers are able to show that when taking one year with another, consistently less than 95% of the recorded water supply consumption is returned to sewer as foul water. No additional allowances will be given for dry summers.

Unmeasured charges

- 7.3 Where the water supply is not measured, sewerage charges are calculated as a rate in the £ applied to the rateable value of premises at 31 March 1990 together with a standing charge.
- 7.4 Premises not having a rateable value at 31 March 1990 and receiving an unmeasured supply are, subject to paragraph 3.5 above, charged for sewerage on the basis of the Assessed Charge.

Sewerage billing in other water supply areas

- 7.5 Where the measured supply is received from another water company within the sewerage area of the Company, charges for sewerage services are based on meter readings provided by that water company in accordance with section 205 of the Act unless circumstances make it impracticable or inappropriate.

Surface water drainage rebates

- 7.6 Customers who dispose of surface water other than to the Company's public sewers may claim an abatement on application to the Company. A claim must be supported with information from the customer giving reasonable evidence that the majority of surface water is disposed of otherwise than to a public sewer.
- 7.7 In the case of both measured and unmeasured customers abatements will apply from the later of:
- (a) 1 April 2012;
 - (b) the date on which the customer became responsible for charges at the property; or
 - (c) the date on which the property was disconnected from the Company's sewerage system.
- 7.8 In the case of unmeasured customers, the abatement will be the reduced poundage rate set out in Schedule 1. In the case of measured customers, the abatement will be 100% of the surface water drainage element of the standing charge.
- 7.9 For the avoidance of doubt, customers with a connection to a sewer vested in the Company who qualify for a surface water abatement will still contribute towards the service of draining highways, common areas and sewer infiltration.

Surface water only charge

- 7.10 Where only surface water is discharged to a public sewer, the Company will levy a surface water only sewerage charge.

8. The option to meter

- 8.1 Subject to paragraph 8.2, the occupier of any premises in which, or in any part of which, a person has his home may by serving on the Company a Measured Charges Notice require the Company at its expense to fix its charges by reference to the volume of water supplied. A Measured Charges Notice is defined in paragraph 12.2. Copies of the Measured Charges Notice may be obtained from the Billing Centre (see paragraph 2.5 for contact details).
- 8.2 Paragraph 8.1 above does not apply to:
- (a) premises occupied under a fixed term tenancy of a term for less than 6 months; or
 - (b) premises where the cost of installation of a meter by the Company will exceed £1,000 and the customer has declined to pay the cost of any additional expense above £1,000.

Multi occupancy premises

- 8.3 In the case of multi occupancy premises where separate meters cannot sensibly be installed, the Company will be prepared to accept installation of a single meter producing a single bill for which an individual or company is prepared to accept responsibility for payment. The Company may agree to install at its cost (providing such are reasonable) a further meter or meters within multi occupancy premises for the purpose of calculating and collecting measured charges.

Grievance procedure

- 8.4 The Company or any person aggrieved at the Company's decision or refusal to install a meter on the grounds set out in paragraph 8.2(b) may refer the matter to Ofwat for determination under Section 30A of the Act.

Location of meters

- 8.5 Where a water meter is to be installed pursuant to a Measured Charges Notice or otherwise, the location of the meter will be determined by the Company taking note of the provisions of the Regulations. Generally, the Company will install meters:
- (a) in the external wall of new properties; or
 - (b) externally at the boundary of an existing property; or
 - (c) internally, at the request of the Customer.
- 8.6 A location other than that proposed by the Company may be acceptable provided that the customer agrees to pay for any additional expense of installation at the customer's preferred location compared to that proposed by the Company. For special assistance customers, the Company may contribute to or pay all of the additional expense.

Meter installation survey

8.7 Where a Measured Charges Notice is received by the Company, a survey of the customer's premises will be carried out as soon as reasonably practicable. The survey will establish whether it is practicable to install a meter at reasonable expense and to determine the location of the meter. Where practicable the survey and meter installation will be carried out at the same time provided the meter is to be installed at one of the points referred to in paragraph 8.5(a) to (c) above.

Meter installation period

- 8.8 Subject to paragraph 8.11 the Company will install a meter within 30 working days of receipt of the Measured Charges Notice ("the Standard Installation Period"). In the event that a meter cannot be installed in the positions referred to in paragraph 8.5(a) to (c) above then the Company will contact the customer to advise the proposed location of the meter and invite the customer to confirm a desire for the meter to be installed. In such circumstances, on receipt of the customer's consent the Company will install the meter.
- 8.9 Subject to paragraph 8.11, in the event that a meter is not installed within the Standard Installation Period, measured charges commence from the date the meter is actually installed. Unmeasured charges cease to apply at the end of the Standard Installation Period. The cessation of unmeasured charges at the end of the Standard Installation Period does not apply if the meter installation has been delayed at the request of the customer or as a consequence of the refusal of entry to land by a third party requiring the Company to exercise statutory powers of entry.
- 8.10 Where the proviso in paragraph 8.2(b) applies the customer will be informed within 15 days of completion of the survey, notified of the right of appeal to Ofwat and offered the opportunity to pay for water and sewerage services via the Assessed Charge.
- 8.11 The Installation Period referred to in 8.8 will be extended by such period as is reasonable to facilitate any discussions about:
- (a) the practicality or expense of installing a meter as provided for in paragraph 8.2(b). In the case of disputes referred to Ofwat under paragraph 8.4 the 15 day period shall not run until Ofwat's determination is received; or
 - (b) the entering into of an agreement in the case of multi occupancy premises as envisaged in paragraph 8.3 above; or
 - (c) the customer arranging entry to the premises for installation of the meter.

Reversion to unmeasured charges

- 8.12 Any person continually in occupation of premises within the ambit of paragraph 8.1, where a meter has been installed pursuant to a Measured Charges Notice, may at any time in the period spanning four meter readings (a period of at least 24 months) require the Company to revert to an unmeasured basis of charge. The Company is not required in such case to remove the meter. The unmeasured water and sewerage charge applies from the date of the last meter reading prior to the customer informing the Company of a desire to revert to unmeasured charging. The right to revert to an unmeasured basis of charge will be explained in a leaflet accompanying bills. If the customer fails within 30 days of receipt of the fourth measured bill following installation of the meter to request reversion to unmeasured charging the right to revert to an unmeasured basis of charge is lost.
- 8.13 Subject to paragraph 8.14 below, on a first change of occupancy of premises on which a meter has prior to 1 April 2012 been installed pursuant to this paragraph 8, the new occupier has the right to revert to an unmeasured basis of charge if notice is given to the Company at any time up to 14 days of receipt of the fourth measured charges bill. The Company is not required in such case to remove the meter. The unmeasured water and sewerage charge applies from the date of the last meter reading prior to the customer informing the Company of a desire to revert to unmeasured charging.

If the customer fails within 14 days of receipt of the fourth measured charges bill to request reversion to unmeasured charging the right to revert to an unmeasured basis of charge is lost.

- 8.14 The right to revert to an unmeasured basis of charge as set out in paragraph 8.13 above will not apply where the Company's power to meter premises on change of occupancy referred to in paragraph 3.8 is exercisable.

Ownership and maintenance

- 8.15 Any meter installed pursuant to this paragraph is the property of the Company. The Company is responsible for its maintenance and repair.

9. The Assessed Charge

- 9.1 Where:

- (a) Household Premises do not have a valid rateable value (including for the purposes of this Scheme where a property or properties have undergone re-construction, alteration, division, subdivision or amalgamation), the Company is not able to exercise the power to meter on change of occupancy referred to in paragraph 3.8, and the customer objects to the installation of a water meter, and the Company is not empowered to require a meter as a condition of connection under Section 47(2)(c) of the Act; or
- (b) a customer has served on the Company a Measured Charges Notice or on a change of occupancy where a power to meter is exercisable under paragraph 3.8, and the customer's premises cannot sensibly be metered due to the circumstances set out in paragraph 8.2 applying,

the Company may fix and collect charges for water and sewerage services via the Assessed Charge.

- 9.2 The Assessed Charge is a charge based on an assessed volumetric consumption applicable to the customer's premises, the details of which are set out in Schedule 1. The band will normally be assessed based on the number of persons occupying the premises, where Band 1 is equivalent to one person, Band 2 is equivalent to two persons and so forth.
- 9.3 Where a customer's home is in a complex where laundry facilities are provided to homes in that complex on a communal basis (for example sheltered housing or housing complexes with communal laundries) and water and/or sewerage charges in relation to such communal facilities are recovered from another customer, the Company may assess charges by reference to Band 1C or Band 2C as set out in Schedule 1, where Band 1C is equivalent to occupation of the home by one person and Band 2C is equivalent to occupation of the home by two persons. The Company will assess charges by reference to Bands 3 to 8 where such homes are occupied by more than two people. The Company's decision as to eligibility for the assessment of charges by reference to Band C1 or Band C2 shall be final.
- 9.4 The Company retains the discretion to offer an alternative band in circumstances where it is agreed that the occupancy is not a true reflection of the usage that is likely to occur at the property.
- 9.5 The Assessed Charge will be payable either:
- (a) from the date of receipt by the Company of a request in writing from the customer to pay for water and sewerage services via an Assessed Charge following:
 - (i) receipt of notification from the Company that the premises cannot sensibly be metered as referred to in paragraph 8.2 or in similar circumstances on a change of occupancy where the power to meter is exercisable as referred to in paragraph 3.8; or

- (ii) the determination of any appeal made to Ofwat as set out in paragraph 8.4 above or otherwise; or
- (b) from the date of occupation of premises that do not have a valid rateable value (as referred to in paragraphs 9.1(a) and 9.1(b) above) and the Customer declines to agree to the installation of a meter and the Company has no legal power to compulsorily install a meter or a meter cannot be installed at reasonable expense as provided for in paragraph 8.2 above.

10. Social tariffs

Watersure

10.1 Where premises are occupied either alone or with others:

- (a) by any class of persons set out in clause 10.2 below (a “qualifying person”); and
- (b) the conditions in clause 10.3 below are satisfied,

charges in respect of the occupation of such premises will be, subject to paragraph 10.8, fixed in accordance with clause 10.7 below.

10.2 The class of persons covered by this clause is any person occupying premises being:

- (a) entitled to receive child benefit under Part IX of the Social Security Contributions and Benefits Act 1992 for three or more children under the age of 19 who reside in the premises and is also entitled to receive any of the benefits listed in paragraph 10.6 below; or
- (b) diagnosed as suffering from, or there being present at the premises a person diagnosed as suffering from:
 - (i) any of the medical conditions listed in paragraph 10.4; or
 - (ii) any other medical condition certificated by a doctor as qualifying for assistance under and in accordance with the WIVGR,

and as a result of that condition is obliged to use a significant additional volume of water and someone in the occupied premises is also entitled to receive any of the benefits listed in paragraph 10.6 below. The doctor's certificate referred to in paragraph 10.2(b) above must be in writing and contain the following particulars:

- (iii) the name of the person in respect of whom the diagnosis is made (“the patient”);
- (iv) the diagnosis of the patient's medical condition which obliges the patient to use a significant additional volume of water;
- (v) the date on which the certificate is given; and
- (vi) the name and address of the doctor.

10.3 The conditions in this paragraph are that:

- (a) charges for water supplies to those premises are fixed by reference to volume or would be so fixed if the customer had not exercised the rights given by this paragraph 10;
- (b) a qualifying person occupies the whole or part of the premises as his only or principal home;

- (c) in the case of premises that are not used solely as a person's home, the other use is not the principal use of the premises;
- (d) water supplied to the premises is not used for:
 - (i) watering a garden (other than by hand) by means of any apparatus; or
 - (ii) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres; and
- (e) an application has been made to the Company to exercise the right given by this paragraph and entitlement established to it in accordance with paragraph 10.8.

10.4 The medical conditions referred to in paragraph 10.2(b) are:

- (a) desquamation;
- (b) weeping skin disease;
- (c) incontinence;
- (d) abdominal stoma;
- (e) renal failure requiring dialysis at home (except where a contribution to the cost of the water consumed in the process of dialysis is made by the health authority);
- (f) Crohn's disease; and
- (g) Ulcerative Colitis.

10.5 The Company may at its discretion extend the range of medical conditions referred to in paragraph 10.3 to other conditions that involve significant use of water.

10.6 The benefits referred to in paragraph 10.2(a) and 10.2(b) are those applying from time to time under the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 as amended.

10.7 Where a qualifying person has applied and been accepted as eligible to exercise the rights in this paragraph, in accordance with paragraph 10.8 below, charges in respect of such premises will:

- (a) start from commencement of the billing period in which the application is made, initially be fixed by reference to WaterSure; and
- (b) if necessary, be adjusted approximately 12 months after commencement of eligibility to exercise the rights given by this paragraph so that the total charge for such period in relation to those premises for such period does not exceed the amount that would have been payable if normal measured charges applied; and
- (c) continue until the end of the billing period in which the earliest of the following occurs:
 - (i) the qualifying person asks us to change to another tariff;
 - (ii) the qualifying person no longer qualifies for the tariff; or
 - (iii) one year after the date WaterSure took effect or, if that is part way through a billing period, after the end of that billing period unless the qualifying person has applied for a renewal,

and in any such case, the Company may adjust any account already rendered to take account of the above.

- 10.8 An application to exercise the rights under this paragraph:
- (a) must be made to the Company by the qualifying person or such other occupier of the premises who may be responsible jointly or otherwise to pay the charges for services provided to the premises;
 - (b) be supported by reasonable evidence of qualification for assistance as prescribed by and in accordance with the WIVGR details of which are available on the website of the Office of Public Sector Information, in the WaterSure application form or from the Billing Centre; and
 - (c) may result in the Company seeking verification from a potential qualifying person's medical practitioner or the Jobcentre Plus of evidence to support a request to exercise the rights granted pursuant to this paragraph.
- 10.9 Where entitlement to exercise the rights pursuant to this paragraph is established, and the Company is the water undertaker but not the sewerage undertaker for those premises, the Company will inform the sewerage undertaker providing details of:
- (a) the consumer's name;
 - (b) the address of the premises;
 - (c) the starting date of his entitlement to assistance; and
 - (d) if during the year the water undertaker becomes aware that the consumer has ceased to be entitled to assistance, his loss of entitlement.
- 10.10 The Company will give adequate notice in advance to any qualifying person or other occupier of the premises who may be responsible jointly or otherwise to pay the charges for services provided to the premises to reapply to exercise the rights granted by this paragraph at intervals of 12 months together with details of how to apply. This notification will be given a reasonable time before receipt of the next measured bill after the rights granted by this paragraph have been exercised.

Wessex Watersure Plus

- 10.11 Customers eligible for the Watersure tariff are also eligible for the reduced charges applicable under the Wessex Watersure Plus tariff as set out in Schedule 2.
- 10.12 Unless an eligible customer elects otherwise, the Company will apply the lower applicable charge from the Watersure tariff or the Wessex Watersure Plus tariff.

Assist Social Tariff

- 10.13 Where premises are occupied either alone or with others:
- (a) by any class of persons set out in clause 10.14 below (a "qualifying person"); and
 - (b) the conditions in clause 10.15 or 10.16 below are satisfied,
- charges in respect of the occupation of such premises will subject to paragraph 10.15 or 10.16 be fixed in accordance with clause 10.23 below.
- 10.14 The class of persons covered by this clause is any person who the Company is satisfied is unable to afford a level of payment that would otherwise apply for services provided by the Company to the premises.
- 10.15 The requirements for eligible persons are that:

- (a) the qualifying person occupies the whole or part of the premises as his or her only or principal home;
- (b) in the case of premises that are not used solely as a person's home, the other use is not the principal use of the premises;
- (c) water supplied to the premises is not used for:
 - (i) watering a garden (other than by hand) by means of any apparatus; or
 - (ii) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

10.16 Organisations may also qualify provided that:

- (a) the qualifying organisation is a not for profit organisation, or registered charity that provides housing for persons likely to be eligible under paragraph 10.15; and
- (b) the premises are owned by the qualifying organisation and primarily used for the housing of eligible persons under paragraph 10.14 and 10.15.

10.17 For qualifying organisations, an appropriate level of charge will be set according to the occupancy of each property used for the housing of persons under paragraph 10.16(b).

10.18 An application by an eligible person to exercise the rights under this paragraph:

- (a) must be made to the Company by the qualifying person or such other occupier of the premises who may be responsible jointly or otherwise to pay the charges for services provided to the premises;
- (b) must be supported by reasonable evidence of qualification for assistance;
- (c) must be supported by a completed means assessment in a form prescribed by the Company relating to the entire income of those residing at the premises and would be liable to pay charges under the Act and such other evidence as the Company may demand; and
- (d) may result in the Company seeking verification with the applicant's consent from a potential qualifying person's registered Jobcentre Plus of evidence to support a request to exercise the rights granted pursuant to this paragraph.

10.19 The applicant must give a debt advice, or other agency recognised and approved by the Company (e.g. Citizens Advice Bureau, Age UK or Tenant Support Officer) permission to act on his or her behalf in assessing eligibility for the Assist Social Tariff, or provide such other information in such format as the Company may from time to time approve.

10.20 The applicant must complete the means assessment with the help of the debt advice or other agency that is acting on his or her behalf.

10.21 The debt advice or other agency must have provided information to the Company via a completed means assessment form (or information is provided in such other form as may be approved by the Company) that demonstrates to the Company's reasonable satisfaction that the applicant's household is not able to afford a level of payment that meets their current annual bill for services provided by the Company to the premises.

10.22 The information provided will be reviewed by the Company and the Company will determine whether it is satisfied that the assessment made about the ability of the applicant's household to pay is accurate. The Company's decision about eligibility for the Assist Social Tariff will be final and will take into account all relevant circumstances about the household's financial circumstances and how they have arisen.

- 10.23 An application by a qualifying organisation to exercise the rights under this paragraph:
- (a) must be made to the Company by the qualifying organisation who may be responsible jointly or otherwise to pay the charges for services provided to the premises; and
 - (b) must be supported by evidence that the eligibility requirements set out in paragraph 10.16 are met.
- 10.24 Where an application is accepted by the Company, charges in respect of such premises will, starting from the commencement of the billing period in which the application is made, be fixed by reference to the Assist Social Tariff.
- 10.25 The Assist Social Tariff is a fixed amount as set out in Schedule 2. The Company will continue to read the meter at such premises where charges were previously calculated by reference to the volume of water registered on the meter. If the applicant would pay less if billed on standard measured charges, then the applicant is able to request the Company to revert back to standard measured charges such charges being adjusted by the Company back to the date of the last meter reading prior to the customer informing the Company of a desire to revert to measured charging.
- 10.26 Where an applicant is accepted onto the Assist Social Tariff, they will be asked to reapply for the tariff for another charging year on the anniversary of their first successful application for the Assist Social Tariff. The Company will require confirmation that there has been no material change in the household or organisation's financial circumstances and reserves the right to request the customer to submit a new means assessment via a debt advice agency.
- 10.27 If the successful applicant does not reapply or fails to provide the necessary evidence or provides evidence to show that their financial situation has improved, the Company reserves the right to vary the Assist Social Tariff level or apply standard charges as appropriate.
- 10.28 If an applicant is not successful then no further application for eligibility may be made by the applicant until six months has elapsed or there has been a material change of circumstance in the customer's financial circumstances.
- 10.29 No other rebates or allowances whether set out in this scheme or otherwise will apply to those customers paying the Assist Social Tariff.

Pensioner Credit Social Tariff

- 10.30 Where premises are occupied exclusively:
- (a) by the class of persons set out in clause 10.31 below (a "qualifying person"); and
 - (b) the conditions in clause 10.32 below are satisfied,
- charges in respect of the occupation of such premises will subject to paragraph 10.32 be fixed in accordance with clause 10.35 below.
- 10.31 The class of persons covered by this clause is all persons in occupation of the premises are in receipt of Pension Credit or whose sole income is the minimum state pension payments (proved to the satisfaction of the Company) made by the department of Work and Pensions together with any person under the age of 18.
- 10.32 The requirements are that:
- (a) the qualifying person occupies the whole or part of the premises as his or her only or principal home;
 - (b) in the case of premises that are not used solely as a person's home, the other use is not the principal use of the premises;

- (c) water supplied to the premises is not used for:
 - (i) watering a garden (other than by hand) by means of any apparatus; or
 - (ii) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres;

10.33 An application to exercise the rights under this paragraph:

- (a) must be made to the Company by the qualifying person; and
- (b) must be supported by reasonable evidence of qualification for Pension Credit or the State Pension as the sole source of income.

10.34 The information provided will be reviewed by the Company and the Company will determine whether it is satisfied that the information provided by the applicant is accurate. The Company's decision about eligibility for the Pensioner Credit Social Tariff will be final.

10.35 Where an application is accepted by the Company charges in respect of such premises will, starting from the commencement of the billing period in which the application is made, be fixed by reference to the Pensioner Credit Social Tariff.

10.36 The charges applicable to the Pensioner Credit Social Tariffs are in Schedule 2. The Company reserves the right to vary the Pensioner Credit Social Tariff level or apply standard charges as appropriate.

10.37 Customers receiving the Pensioner Credit Social Tariff who dispose of surface water other than to the Company's public sewers may claim an abatement on application to the company as per section 7.6. No other rebates or allowances whether set out in this scheme or otherwise will apply to those customers paying the Pensioner Credit Social Tariff.

11. Infrastructure charges

11.1 Full details of the Company's infrastructure charges can be found in the Charging Arrangements for developer services.

12. Glossary

12.1 Words and expressions used in this Scheme have the meanings prescribed to them by the Act or Instrument of Appointment save where the context otherwise requires.

12.2 The definitions used in this Scheme are:

“Act” means the Water Industry Act 1991 (as amended).

“Assessed Charge” has the meaning ascribed in paragraph 9 of this Scheme.

“Billing Centre” means the Company’s billing centre the address of which appears in paragraph 3.23.

“Business customers” means the recipients of services provided to Business Premises.

“Business Premises” means all premises that are not Household Premises.

“Household Premises” means premises in which, or in any part of which, a person has his home and the principal use of the premises is as a home and “premises” where utilised in this Scheme means Household Premises unless the context otherwise requires.

“Instrument of Appointment” means the appointment of the Company as a water and sewerage undertaker pursuant to the Act.

“Measured Charges Notice” means a notice in writing served by the customer on the Company requiring the setting of water and sewerage charges by reference to volume. Generally, such notice will be in the form appearing in the Company’s leaflet “Your free meter option 2015”.

“Meter Request Confirmation” means return by the Customer of the Company’s form confirming acceptance of the meter location by the Customer and a wish to proceed.

“Ofwat” means the Water Services Regulation Authority.

“Premises” includes land, rights or interests in land, buildings, parts of buildings, dwellings and any parts thereof.

“Rating Valuation List” means a list which is or has at any time been maintained, for the purposes of rating, under section 41 or 52 of the Local Government Finance Act 1988, section 67 of the General Rate Act 1967 or any other enactment.

“Surface Water” means rain water draining from roofs of buildings and yards and other hardstanding areas appurtenant to buildings.

“WIVGR” means the Water Industry (Vulnerable Groups) Regulations 1999 (as amended).

13. Assurance

This Scheme was approved by the Board pursuant to a resolution of the Board of Directors of Wessex Water Services Limited dated 28 November 2017 and made by the Company on 21 December 2017.

Andy Pymer Managing Director

Leigh Fisher-Hoyle Company Secretary

Schedule 1 Water supply charges

Category of charge	£
Unmeasured	
Fixed charges (£ per annum)	
Standing charge	7
Sprinkler fee	114
Special category	86
Variable charges (£ per RV)	
Rateable value charge	1.8952
Other unmetered charges (£ per annum)	
Assessed Band 1	142
Assessed Band 1 Communal	125
Assessed Band 2	223
Assessed Band 2 Communal	184
Assessed Band 3	272
Assessed Band 4	320
Assessed Band 5	369
Assessed Band 6	414
Assessed Band 7	457
Assessed Band 8	499
Measured	
Fixed charges (£ per annum)	
Household meter <25mm	24
Household meter ≥25mm	66
Variable charges (£ per m³)	
Volume charge	2.2094

Schedule 1 Sewerage charges

Category of charge	£	£
Unmeasured		
Fixed charges (£ per annum)		
Standing charge	7	
Surface water drainage only	47	
Variable charges (£ per RV)		
Rateable value charge	1.6089	
Rateable value charge including surface water drainage rebate	1.4843	
Rateable value charge Thames	1.6707	
Other unmetered charges (£ per annum)		
Assessed Band 1	137	
Assessed Band 1 Communal	119	
Assessed Band 2	197	
Assessed Band 2 Communal	168	
Assessed Band 3	235	
Assessed Band 4	273	
Assessed Band 5	311	
Assessed Band 6	346	
Assessed Band 7	379	
Assessed Band 8	410	
Measured	Full	Incl surface water drainage rebate
Drainage charges (£ per annum)		
Meter <25mm	56	35
Meter ≥25mm <30mm	228	121
Meter ≥30mm <40mm	364	189
Meter ≥40mm <50mm	494	254
Meter ≥50mm <65mm	894	454
Meter ≥65mm <80mm	1,294	654
Meter ≥80mm <100mm	2,264	1,139
Meter ≥100mm <125mm	3,914	1,964
Meter ≥125mm <150mm	5,314	2,664
Meter ≥150mm <200mm	8,014	4,014
Meter ≥200mm	10,614	5,314
Variable charges (£ per m³)		
Volume charge	1.8638	

Schedule 1 Miscellaneous water supply charges

Category of charge	£
Cattle troughs (unmeasured)	298+
Fixed standpipes (unmeasured)	172+
Portable standpipes	
Deposit - up to 25 mm standpipe	150
Monthly rental - up to 25mm standpipe (minimum charge of 1 month)	17*
Assessed consumption charge	
Standpipes - up to 25mm, per month	35
Temporary disconnection after default on payment	73+
Reconnection after temporary disconnection	73+
Special meter readings	
during normal working hours	25*
outside normal working hours	50*
Meter testing	
following removal of meter	70*
in-situ	20*
Flow and pressure test for fire sprinkler systems	75*
Installation of fire hydrants on new main - standard chamber	
Main not exceeding 90mm dia	391*
Main not exceeding 125mm dia	409*
Main not exceeding 180mm dia	446*
Main not exceeding 200mm dia.	503*
Installation of Fire Hydrants on existing main - standard chamber	
Main not exceeding 90mm dia	809*
Main not exceeding 125mm dia	819*
Main not exceeding 180mm dia	966*
Main not exceeding 200mm dia	1,048*
Installations on mains exceeding 200mm in diameter will be charged at cost.	
Installation of hydrant post and plate	137
Provision of plan showing underground assets	15*
*VAT at standard rate is payable	
+VAT at standard rate is payable in certain circumstances	

Schedule 2 Social Tariffs

Category of charge	£	£
Watersure	Water	Sewerage
WaterSure (per annum)	245	234
WaterSure Plus (per annum)	211	211
Assist Social Tariff	1 service supplied Water or sewerage	2 services supplied Water or sewerage
Assist Level 1	29	54
Assist Level 2	68	104
Assist Level 3	112	176
Assist Level 4	157	234
Assist Level 5	202	336
Assist Level 6	224	444
Pensioner Credit Social Tariff	Water	Sewerage
Unmeasured charges		
Fixed charge (£ per annum)	0	0
Rateable value charge (£ per RV)	1.5503	1.3193
Rateable value charge including surface water drainage rebate (£ per RV)		1.1947
Assessed charges (£ per annum)	20% discount from Schedule 1 charge	20% discount from Schedule 1 charge
Measured charges		
Fixed charge (£ per annum)	0	21
Fixed charge including surface water drainage rebate (£ per annum)		0
Variable charge (£ per m³)		
Volume charge	1.9840	1.7668

Schedule 3

Properties eligible for metering from 1 April 1994

All premises which, in common with other premises in separate occupation, are connected to the Company's water mains and are served by a single common metered water supply in circumstances where no agreement exists to which the Company is a party for payment of charges in respect of all the premises by the occupier of one of the premises.

Schedule 4

Part A Properties eligible for metering from 1 April 2005

All premises where water is or is to be used at the premises for watering a garden, other than by hand, by means of any apparatus.

Part B Properties eligible for metering from 1 April 2006

All premises where water is or is to be used at the premises for automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres.

Part C Properties eligible for metering from 1 April 2015

All premises receiving a supply of water from the Company:

- (a) which are Household Premises; and
- (b) fall within the Company's area of appointment as a water undertaker; and
- (c) there has been a change in the occupation of the premises and no charges have yet been demanded from the person who has become the consumer.

Schedule 5 Payment options

Unmeasured					
Payment type	Weekly	Fortnightly	Frequency 10 months	Single due 1 April	1 April & 1 October
JP Water Direct*	Y	N	N	N	N
Cash	Y	Y	Y	Y	Y
Cheque	Y	Y	Y	Y	Y
Credit/debit card	Y	Y	Y	Y	Y
Direct debit	N	N	Y	Y	Y
Instalment book**	Y	Y	Y	N	N
Pay Point (cash only)	Y	Y	Y	Y	Y
Post Office (cash only)	Y	Y	Y	Y	Y
Postal order	Y	Y	Y	Y	Y
Standing order	N	N	Y	N	N
Internet, telephone, TV, PC, remote banking	Y	Y	Y	Y	Y
Customer's bank	Y	Y	Y	Y	Y
Any other bank (charge will apply)	Y	Y	Y	Y	Y
Measured:					
Payment type	Weekly	Fortnightly	Frequency 12 months	On receipt of bill	
JP Water Direct*	Y	N	N	N	
Cash	Y	Y	Y	Y	
Cheque	Y	Y	Y	Y	
Credit/debit card	Y	Y	Y	Y	
Direct debit	N	N	Y	Y	
Instalment book**	Y	Y	Y	N	
Pay Point (cash only)	Y	Y	Y	Y	
Post Office (cash only)	Y	Y	Y	Y	
Postal order	Y	Y	Y	Y	
Standing order	N	N	Y	N	
Internet, telephone, TV, PC, remote banking	Y	Y	Y	Y	
Customer's bank	Y	Y	Y	Y	
Any other bank (charge will apply)	Y	Y	Y	Y	

*The Jobcentre Plus deducts payments weekly from our mutual customers. This is their statutory ruling.

**Domestic customers only.

Details of where payments can be made are included on customers' bills. Further advice is available from the Billing Centre.