



# business

## charges scheme

### 2017-2018

*Essex  
Cater*  
a YTL company



# Wessex Water business charges scheme 2017-2018

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# Charges scheme

This Business Premises Retail Charges Scheme is made by Wessex Water Services Ltd (the Company) pursuant to the provisions of the Water Industry Act 1991 (the Act) and of the Instrument of Appointment (the Licence) made under sections 11 and 14 of the Water Act 1989. By the Act and the Licence 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, including the reception and disposal of trade effluent.

The Business Premises Retail Charges contained in this Scheme are fixed by the Company and are effective from 1 April 2017 except where otherwise indicated. Normally, charges are based on a meter reading and are generally payable in arrears. In those cases where a meter is not present charges will be calculated by reference to the rateable value of the premises or an Assessed Charge applied in accordance with the provisions of the Scheme.

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 waste water. 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.

This Scheme fixes charges for Business Premises. These charges will apply for such period as the Company is the retail water and sewerage supplier to Business Premises. The Company has applied under The Water and Sewerage Undertakers (Exit from Non-household Retail Market) Regulations 2016 (“the Regulations”) to exit the non-household retail market from 3 April 2017. On approval of the exit application, this Scheme will cease to apply to those customers who transfer to the acquiring licensee but will be the basis upon which the charges payable by transferred customers to the acquiring licensee will be fixed by reference to a Scheme of Terms and Conditions made under paragraph 29 of the Regulations and the Retail Exit Code.

Charges to Household Premises and Developers are fixed under separate Charges Schemes.

## 1 Charging policy

- 1.1 Under this Scheme charges for supplies of water to premises and/or charges for the drainage of premises are calculated 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).
- 1.2 In accordance with section 144 of the Act, charges for supplies of water and/or charges for the drainage of 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.
- 1.3 Reference to rateable value means the figure published in the rating valuation list as at 31 March 1990. Where no rateable value exists, the Valuation Office Assessment provided by the United Kingdom Valuation Office Agency will be used.

- 1.4** 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 5 by reference to volume. Until the metering of the premises referred to in Schedule 5, charges are raised in accordance with the general provisions of this Scheme.
- 1.5** 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 premises referred to in Schedule 6 by reference to the volume of wastewater recorded on a waste water meter and discharged to a sewer. Until the metering of the premises referred to in Schedule 6, 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.
- 1.6** Water supplied to premises for non domestic purposes shall be supplied in accordance with the provisions of the Act, and in particular sections 55, 57, 58 and 59 thereof.
- 1.7** The discharge of trade effluent is charged for under the Act or by agreement.
- 1.8** 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.
- 1.9** In respect of all premises (whether unmeasured or measured):
- 1.9.1 The Company will not levy a charge on premises which are unfurnished and unoccupied;
  - 1.9.2 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;
  - 1.9.3 Where premises are temporarily unoccupied the water supply and sewerage charges are still payable;
  - 1.9.4 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.
- 1.10** Water lost through unidentified leaks of water from service pipes supplying Business Premises will be charged for save where relief is granted under the provisions of the Company's Code of Practice for Commercial Customers. Further information on leak allowance policy can be obtained from the Company's Code of Practice for Leakage for Commercial Customers.
- 1.11** 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:
- 1.11.1 otherwise than in accordance with the Company's Code of Practice for Leakage for Commercial Customers, 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;
  - 1.11.2 the Company reserves the right, during a charging year, to withdraw from customers the availability of the Tariffs described at paragraph 10 to this Scheme if customers do not repair promptly leaks in service pipes;
  - 1.11.3 any more advantageous allowances from time to time voluntarily applied by the Company will be given.

- 1.12** Customers who delay making payments due to the Company should not receive an advantage over customers who pay their charges on time and the Company reserves the right to claim interest on late payment of charges in accordance with paragraph 15 of this Scheme.
- 1.13** Where a charge is claimed or referred to in this Scheme the rates applicable are set out in the Scheme's Schedules.
- 1.14** For measured customers the cost of surface water and highway drainage is included and recovered through the measured sewerage standing charge.
- 1.15** For unmeasured customers the cost of surface water and highway drainage is included and recovered through the unmeasured sewerage charge.
- 1.16** Charges are collected on behalf of the Company by Bristol Wessex Billing Services Ltd ("BWBSL"). BWBSL is based at the Billing Centre.
- 1.17** The Company reserves the right to require Business Customers to provide a security deposit in cash or some other form of security reasonably acceptable to the Company equivalent in the case of monthly billed customers to three months' average charges and to eight months' average charges in the case of customers billed six monthly ("the Security Deposit"). Average charges will normally be based upon those payable in the previous year or in the case of new customers based on a reasonable estimate of charges to be paid in the current year. The Security Deposit may be required where the Company considers it reasonably appropriate having regard to the customer's payment history, charges due or outstanding to the Company, the customer's credit rating (if any) and financial resources and any other material factors relevant to the customer's ability or willingness to pay for services provided ("the Credit Rating"). The requirement for security may be reviewed by the Company or at the request of the customer to reflect changes in the volume of services provided or changes to the Credit Rating. Where a Credit Rating improves the Security Deposit may be cancelled and any money deposited repaid. Where a customer's Credit Rating deteriorates the Company may require the customer to provide the Security Deposit. Interest will be paid by the Company on any cash paid to the Company as the Security Deposit at the rate applying to sums deposited as security under s42(4) of the Act.
- 1.18** Effluent emanating from a swimming pool is weaker in strength than average domestic sewage. To recognise the reduced cost to the Company of treatment of such effluent Business Customers whose discharges of effluent to a public sewer contain more than 20% by volume of waste water emanating from a swimming pool may apply for a reduced return to sewer allowance under paragraph 5.2 below. A reduced return to sewer allowance will be applied being that which would have applied but for application of this paragraph multiplied by the difference between 1 and 40% of the proportion by volume of swimming pool derived waste water of the total volume of effluent discharged to sewer. This is represented by the following formula:

$$\text{Revised return to sewer allowance} = Y \times (1 - (40\% \text{ of } Z))$$

Where:

Y = return to sewer allowance applying without application of this paragraph

Z = proportion of swimming pool derived waste water by volume of total effluent discharged to sewer

To recognise the volume of water of a swimming pool that is evaporated and not returned to the sewer, the Company provides an adjustment of 7.646 litres per day for each square metre of uncovered pool area. The Company may vary this value based on the individual circumstances in each case.

To recognise an allowance for water removed that is not returned to the sewer, the Company provides an allowance of 0.75 litres as an approximation per bather per year.

In order to be considered for a reduced return to sewer allowance in respect of discharges of effluent from a swimming pool the Company requires customers to make available accurate information as to the volume of water supplied to the swimming pool itself. Normally this information will need to be provided from monthly sub-meter readings taken over a period of not less than 12 months.

**1.19** Generally, the Company requires all new non-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 non-household premises, comprised on a site, to be supplied through a common water meter, provided that:

1.19.1 the owner, landlord or management company enter 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 group of premises comprised on a site;

1.19.2 the location of the common water meter is agreed with the Company;

1.19.3 the plumbing arrangements for the premises comprised in the group are configured so that individual meters can easily be added, in accessible locations, if the agreement terminates for any reason in the future;

1.19.4 in the event of difficulties with the payment agreement, or if the owner or management company defaults in payment, the Company reserves the right to terminate the agreement and apply and enforce individual charging;

1.19.5 in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual meters, an annual assessed charge for non-household premises will be payable in an amount determined by the Company that reflects water usage by each occupier.

**1.20** Where a Customer enters into any formal insolvency procedure (to include but not limited to liquidation, administration, receivership, bankruptcy, company or 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.

**1.21** Where:

1.21.1 two or more premises in separate occupation are served by a supply of water by the Company through a single meter; and

1.21.2 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.

- 1.22 The calculation of the volume of water supplied to premises or the volume of sewage effluent discharged from premises for the purpose of establishing which band in Schedule 1 applies is undertaken on the basis of the occupation of a single site occupied by a particular customer alone. The calculation of such volumes by the Company will be assessed taking into account the volume of water registered as consumed or effluent discharged (where such effluent passing to sewer is directly measured) by any meter serving the premises in the previous charging year after due adjustment for any special factors that make the volumes consumed or discharged unrepresentative (eg, leaks that have been repaired). The Company reserves the right to reassess the band in which a customer has been placed at any time and adjust charges back to the start of the charges year in which the reassessment has been made. In the case of new customers where there is no representative historic information available a reasonable assessment will be made by the Company of the annual anticipated consumption or discharge. A new customer may apply to have the volumes reassessed for the purpose of establishing the relevant band in Schedule 1 by the Company taking into account actual meter readings after the first six months' meter reading. Any adjustment of charges in the new customer's favour made at the request of the customer will be backdated to the date the customer first received services from the Company at the premises.

## **2 Collection of water supply and sewerage services charges**

### **(a) Unmeasured charges**

- 2.1 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.
- 2.2 The charge is due on 1 April but is subject to the payment options referred to below.
- 2.3 The following payment options for charges due are permitted by the Company:
- 2.3.1 a single payment for the entire year's charges due on 1 April;
  - 2.3.2 two payments due on 1 April and 1 October;
  - 2.3.3 10 instalments in May, June, July, August, September, October, November, December, January and February.
  - 2.3.4 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.

### **(b) Measured charges**

- 2.4 Charges due are payable immediately on receipt of the Company's measured bill showing charges due by a single payment. The Company may claim interest on any bill outstanding after 21 days from receipt.

#### **Method of payment**

- 2.5 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 2.3.4 Failure to pay in one amount the charges outstanding may result in the issue of a County Court Claim for all unpaid charges.

- 2.6 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 to the Company:
- 2.6.1 normally free of charge through customers' own banks;
  - 2.6.2 at any other bank but subject to payment of such banks charge for providing the service;
  - 2.6.3 free of charge at Post Office Counters Limited for cash payments only. Payments made other than by cash may attract a Post Office Counters Limited charge;
  - 2.6.4 free of charge at PayPoint Agencies for cash payments only;
  - 2.6.5 subject to paragraph 2.6.8 below, free of charge via our website;
  - 2.6.6 subject to paragraph 2.6.8 below, free of charge by telephone, TV, PC or remote banking;
  - 2.6.7 free of charge via our automated speech recognition payment line;
  - 2.6.8 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.

### **3 Water supply charges**

#### **3.1 Measured supplies**

- 3.1.1 Metered water supplies are provided subject to the provisions of the Act and any regulations made by the Secretary of State.
- 3.1.2 A standing charge is payable calculated by reference to the size of a meter.
- 3.1.3 The charging year for measured customers is 1 April to 31 March in the following year (the charging year).
- 3.1.4 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.
- 3.1.5 The rates of charge applying to premises served are set out in Schedule 1.
- 3.1.6 Meter testing

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 statutory regulations referred to below.

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 Water (Meters) Regulations 1988. Any charges demanded or paid will be adjusted in accordance with the Regulations.

#### **3.1.7 Meter readings**

Normally, meters serving premises are read and bills sent to customers at intervals of approximately six 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.

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.

3.1.8 The Company reserves the right to read a customer's meter and to claim charges at such intervals as it thinks fit. Where meters are read at six monthly intervals the Company may further require an existing customer to pay charges monthly calculated against the average monthly charge over the previous 6 months billing period. In the case of new customers, a reasonable assessment will be made of the amount of charges that will fall due in the first six months of trading and the customer will pay such amount in six equal instalments. In either case, a reconciliation shall take place on the six monthly meter reading with any surplus or deficit of payment for services provided being recognised by adjustment to the first bill falling due after the actual meter reading.

3.1.9 (a) 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 (b) below.

(b) 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.

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.

(c) 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 3.1.6 (b).

## **4 Miscellaneous water charges**

### **4.1 Cattle troughs**

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

### **4.2 Fixed and portable standpipes**

Unless standpipes are installed or are erected for firefighting purposes or are attached to domestic premises, 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.

### **4.3 Disconnection and reconnection charges**

No charges are made for a permanent disconnection from the mains water supply. Where a temporary disconnection is made for reasons of non-payment a charge may be made. In all cases of temporary disconnection a charge is made for the subsequent reconnection.

### **4.4 Charges for other services**

The Company fixes and recovers the other charges as set out in Schedule 1 to this Scheme.

## **5 Sewerage charges**

**5.1** 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 Company levies a separate charge for the service of draining discharges from highways, common areas and infiltration.

The rates of charge applying to premises served are set out in Schedule 1.

**5.2** 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.

**5.3** 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.

**5.4** Premises not having a rateable value at 31 March 1990 and receiving an unmeasured supply are, subject to paragraph 1.4 above, charged for sewerage on the basis of the Assessed Charge.

**5.5** 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.

**5.6** Where any water received is discharged as trade effluent, the quantity so discharged is first deducted from the volume of water recorded as received. Trade effluent is subject to separate charges – see paragraph 8. Different arrangements apply where customers have availed themselves of the provisions of paragraph 9.

- 5.7** The Company reserves the right to read a non-domestic customer's meter and to claim charges at such intervals as it thinks fit. Where meters are read at 6 monthly intervals the Company may further require an existing customer to pay charges monthly calculated against the average monthly charge over the previous 6 months billing period. In the case of new customers, a reasonable assessment will be made of the amount of charges that will fall due in the first six months of trading and the customer will pay such amount in six equal instalments. In either case a reconciliation shall take place on the six monthly meter reading with any surplus or deficit of payment for services provided being recognised by adjustment to the first bill falling due after the actual meter reading.
- 5.8** Customers who dispose of surface water other than to the Company's public sewers may claim an abatement on application to the Company. Such claim must be supported with information from the customer giving reasonable evidence that surface water is disposed of otherwise than to a public sewer. In the case of both measured and unmeasured customers abatements will apply from the later of 1 April 2009, the date on which the customer became responsible for charges on the property, or the date on which the property was disconnected from the company's sewerage system. In the case of measured customers the abatement will be 100% of the surface water drainage element of the standing charge. 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.
- 5.9** Customers may elect to be charged by the Company for the volume of surface water disposed to the sewer through a waste water meter. On receiving a customer's written application the Company will install and fit the waste water meter.

The cost of the meter and its installation (including any reconfiguration of the Customer's drains required to capture the total flow of waste water from the Customer's premises) will be at the Customer's expense. Charges will be assessed on the following basis:

X = 95% of the measured water supply (or such other return to sewer allowance as may be set by the Company in accordance with paragraph 5.2 of the Scheme plus in the case of a discharge of trade effluent the separately measured volume of trade effluent passing to sewer.

Y = The volume of waste water (including surface water and trade effluent (if any) measured on the meter as passing to sewer.

Z = The difference in volume between X and Y.

Z will be charged for volumetrically with reference to the R and V rates set out in Schedule 3 to the Scheme.

In addition, standard sewerage charges and trade effluent charges will be paid in accordance with paragraph 5.2 and Schedule 2 and paragraph 8 and the Schedule 3.

The Measured Sewerage Charge in Schedule 2 will apply on the Abated Basis.

- 5.10** Where no election has been made under paragraph 5.8 and surface water only is discharged to a public sewer the Company will levy a surface water only sewerage charge.
- 5.11** Where pursuant to paragraph 1.5 the Company installs a waste water meter to measure discharges of waste water from premises to a Company sewer, the sewerage charge will be fixed by reference to the relevant paragraphs of this Scheme.

## 6 The assessed charge

- 6.1 Premises that are not used wholly or partly as a person's home and do not have a valid rateable value (including for the purposes of this Scheme where a property or properties have undergone reconstruction, alteration, division, subdivision or amalgamation) and cannot sensibly be metered due to the cost exceeding £1,000 ("the Limit") and the customer has declined to pay the additional expense over the Limit the Company may fix and collect charges for water and sewerage services via the Assessed Charge. This is a charge based on an assessed volumetric consumption based on individual consumption components applicable to the customer's premises. An appropriate band is applied relative to the annual assessed volumetric consumption, set out in the table below. These charges are set out in Schedule 1.

Band	Annual Assessed Volumetric Consumption (m <sup>3</sup> )
1	48
2	84
3	108
4	128
5	154
6	175
7	195
8	215

- 6.2 The Company retains the discretion to offer an alternative band in circumstances where it is agreed that the assessed volumetric consumption is not a true reflection of the usage that is likely to occur at the property.
- 6.3 The Assessed Charge will be payable from the date of occupation of premises that do not have a valid rateable value and cannot sensibly be metered for the reasons set out in paragraph 6.1 above.

## 7 Charge for the disposal of cesspit, septic tank and tankered waste

- 7.1 Such charges are not part of the Company's appointed business. Charges for the disposal and treatment of tankered waste (including cesspit and septic tank waste) are calculated by the strength and volume of the waste.

## 8 Trade effluent charges

- 8.1 Charges are made in respect of the reception, conveyance, treatment and disposal of trade effluent discharged from trade premises pursuant to a trade effluent consent.
- 8.2 Trade effluent charges are payable by the occupier of the trade premises at the time the discharge of trade effluent is made except where provision to the contrary is made by any agreement to which the Company is a party.

**8.3** Where trade effluent is discharged from trade premises into a public sewer, whether directly or indirectly through any intermediate sewer or drain, charges shall be based on the following formula using representative samples taken of the discharge by and at the expense of the Company. The frequency of such sampling is to be determined by the Company in the context of the particular type of business.

$$C = R + T$$

Where:

C = total charge per cubic metre of trade effluent

R = reception and conveyance charge per cubic metre

T = treatment charge per cubic metre

T comprises:

$$V + \left( \frac{St}{Ss} \times S \right)$$

where treatment is primary or where a process is applied producing a similar quality of treated effluent

$$V + \left( \frac{Ot}{Os} \times B \right) + \left( \frac{St}{Ss} \times S \right)$$

where treatment is secondary or where a process is applied producing a similar quality of treated effluent

Where:

V = primary treatment (including preliminary treatment) charge per cubic metre

B = the oxidation charge per cubic metre of deemed standard strength settled foul sewage

S = treatment and disposal charge of primary sludges per cubic metre of deemed standard strength foul sewage

Ot = the Chemical Oxygen Demand, COD, of the trade effluent, in mg/l after one hour quiescent settlement

Os = the COD of deemed standard strength settled foul sewage, in mg/l

St = the total suspended solids in the trade effluent, in mg/l, at pH7.0 or at the pH of the mixed sewage

Ss = the total suspended solids of deemed standard strength foul sewage in mg/l.

Where trade effluent is discharged to a sewage disposal works other than by a public sewer or other pipe vested in the Company, the above formula is amended to C = T.

**8.4** The charges appearing in Schedule 3 in respect of the elements in sub-paragraph 8.3 will be levied for trade effluent discharged at the deemed standard strength of foul sewage. The deemed standard strength of foul sewage is 802 mg/l COD and 313 mg/l suspended solids.

**8.5** Where discharges are relatively small in quantity or weak in strength an annual minimum charge as appearing in Schedule 3 will be applied.

**8.6** In addition to the trade effluent charges described above the Company will levy a fixed service charge as appearing in Schedule 3 to this Scheme. Where customers opt to receive a measured service the Measured Service Charge will apply.

**8.7** At the absolute discretion of the Company customers may submit results of samples carried out by themselves which the Company may, at its absolute discretion, use in addition to samples taken by the Company, for the purpose of assessing charges.

**8.8** The Company reserves the right to read a customer's meter and to claim charges at such intervals as

it thinks fit. Where meters are read at six monthly intervals the Company may further require an existing customer to pay charges monthly calculated against the average monthly charge over the previous six months' billing period. In the case of new customers, a reasonable assessment will be made of the amount of charges that will fall due in the first six months of trading and the customer will pay such amount in six equal instalments. In either case a reconciliation shall take place on the six monthly meter reading with any surplus or deficit of payment for services provided being recognised by adjustment to the first bill falling due after the actual meter reading.

- 8.9 Where trade effluent charges are assessed by reference to the recorded water supply to trade premises, it is the responsibility of the occupier of those premises to apply to and agree with the Company an allowance for the non-return to sewer of the water so supplied. Any application or agreement for an allowance only relates to and is effective from the start of the charging year in which the application is made and shall not affect charges raised in earlier charging years.

## **9 The optional sewerage tariff**

- 9.1 Customers receiving a measured water supply whether from the Company or otherwise and who also discharge trade effluent or foul water as referred to in section 106 of the Act (effluent) to one of the Company's sewage disposal works, (whether by public sewer or by some other pipe not vested in the Company) are entitled to make application in writing to the Company to have the entirety of their discharge charged for by reference to the provisions of paragraph 8 and on the following conditions of this paragraph 9 in respect of the effluent (the Optional Sewerage).
- 9.2 By opting to pay charges in respect of the effluent in accordance with the Optional Sewerage Tariff; customers must, in addition to trade effluent charges, pay to the Company a non-refundable sampling charge of £500. Customers whose effluent receives preliminary treatment only are not required to pay the sampling charge. Subsequent sampling requests by the Customer will be charged at £500 per site.
- 9.3 On receiving customers' written applications to opt to pay for disposal of effluent in accordance with the Optional Sewerage Tariff (including for the avoidance of doubt the £500 sampling charge), the Company will undertake sampling at customers' premises in order to establish the strength of effluent being discharged. Representative samples normally of a composite nature will be taken over a period not usually exceeding five days. Where there is more than one point of discharge of effluent to the sewerage system the results of an appropriate number of representative samples and associated flows will be aggregated to produce a weighted average.
- 9.4 The Company reserves the right to obtain readings from customers' meters and to claim charges at such intervals as it thinks fit. The Company charges interest at the rate provided by this Scheme in respect of charges outstanding 21 days from the date of the bill.
- 9.5 All outstanding accounts must be paid in full before customers are able to opt for the payment of charges in respect of the effluent in accordance with the Optional Sewerage Tariff.
- 9.6 Customers which have not in the preceding charging year opted to pay charges in accordance with the Optional Sewerage Tariff must, for the tariff to be effective for the full charging year, make written application to the Company before 30 April 2016. If customers do not make written application to the Company by 30 April 2016, the number of months within the charging year in respect of which those customers may pay charges in accordance with the Optional Sewerage Tariff for Traders shall reduce by one month for each month customers delay in making written application (a month for the purpose of ascertaining delay on the part of a customer includes part of a calendar month). In these circumstances the Company will obtain a meter reading on the date from which the

Optional Sewerage Tariff will be effective or will apportion consumption over a bill period spanning this date, whichever is appropriate. If sampling is not complete by the date of the first bill in the charging year, but the application is made before 30 April 2016 and is otherwise accepted by the Company, charges based on the Optional Sewerage Tariff will, when sampling is complete, be back dated to the beginning of the charging year. In the interim customers will continue to be billed and will continue to pay measured sewerage charges as appearing in Schedule 2. Appropriate adjustments will then be made.

- 9.7 Having applied to be charged in accordance with the Optional Sewerage Tariff and the Company having accepted the application, customers must continue to pay charges in respect of the disposal of effluent in accordance with the Optional Sewerage Tariff for the remainder of the charging year. Customers will not have to reapply to pay charges in accordance with the Optional Sewerage Tariff in a following charging year. Customers which have in the preceding charging year elected to pay charges in accordance with the Optional Sewerage Tariff and wishing to revert to paying measured sewerage charges in accordance with Schedule 2 must make written application to the Company to do so, such application to be received by the Company prior to the issue of their first bill for charges applicable to this charging year.
- 9.8 The Optional Sewerage Tariff is only available to a sole customer of premises consisting of a single site occupied by the customer alone. The Company's decision as to eligibility is final.
- 9.9 The Company reserves the right, at its expense, to carry out further sampling during the charging year for the purposes of reviewing and if appropriate increasing charges being levied under the Optional Sewerage Tariff. If customers refuse to allow further sampling the Optional Sewerage Tariff ceases to apply. In these circumstances charges in accordance with the Optional Sewerage Tariff remain payable until the date the Optional Sewerage Tariff ceases to apply (which for the avoidance of doubt is the date on which the Company is refused access for the purposes of carrying out further sampling) and for the remainder of the charging year measured sewerage charges as appearing in Schedule 2 will apply.
- 9.10 The decision of the Company as to the strength of customers' effluent, whether it be determined following sampling under paragraph 9.3 above or paragraph 9.9 above, are final. However, in the event that samples taken in accordance with paragraph 9.9 are of a strength greater than those obtained under paragraph 9.3 and this would have an adverse effect on customers' bills, customers may, at their option, decide to revert to payment of measured sewerage charges as appearing in Schedule 2.
- 9.11 The right to participate in this or any other non-standard tariff in subsequent charging years is dependent on there being no arrears on customers' accounts at the end of this charging year.

## **10 Managed demand tariff**

- 10.1 Customers who receive a measured water supply from the Company are entitled to make application in writing to the Company to pay charges in accordance with the tariff described as the Managed Demand Tariff as appearing in Schedule 1 to this Scheme on the conditions set out in this paragraph.
- 10.2 Customers who opt for the Managed Demand Tariff may be required by the Company to limit consumption sourced from the Company to an hourly flow of 10% of the average hourly usage in the preceding charging year for a specified period except for any water needed for firefighting or other such emergency purposes. The duration of the period of limited consumption will be no longer

than four hours. Twenty four hours' notice of the requirement to limit consumption will be given in writing via First Class Post, Email, Facsimile or hand.

**10.3** To be eligible for the Managed Demand Tariff, a customer will need to demonstrate the existence of either:

10.3.1 an adequate water storage capability, which for indicative purposes the Company would expect to be not less than equivalent to 50% of the customer's daily average use based on consumption over the previous charging year, or

10.3.2 an alternative source of water other than one supplied by the Company which yields sufficient water to satisfy the said condition, or

10.3.3 a combination of the above two conditions 10.3.1 and 10.3.2.

**10.4** The Company will be entitled to enter the premises in order to verify that a notice to limit consumption has been or is being complied with. The Company will be entitled to fit necessary logging devices to the customer's water supply pipes in order to capture the necessary data.

**10.5** If the customer at any time fails to comply with the terms of this paragraph 10 or a notice to limit consumption the customer will be liable to pay charges for water consumed by reference to the water registered on the meter or meters serving the premises in accordance with the standard measured volumetric rate shown in Schedule 1 of the Scheme.

**10.6** Sewerage and trade effluent charges are unaffected by the Managed Demand Tariff and will be recovered in accordance with the general provisions of this Scheme.

**10.7** All outstanding accounts must be met in full before customers are able to opt for the Managed Demand Tariff.

**10.8** The Managed Demand Tariff will be effective from the date of the next meter reading after receipt of the written application from the customer, provided the application is accepted by the Company.

**10.9** Having applied for the Managed Demand Tariff and the Company having accepted the application, customers must remain on the tariff for the remainder of the charging year. Customers will not have to reapply to pay charges in accordance with the tariff in a following charging year. Customers which have in the preceding charging year elected to pay charges in accordance with the tariff and wish to revert to paying charges on and for a non- interruptible service in accordance with Schedule 1, must make written application to the Company do so, such application to be received by the Company prior to the issue of their first bill for charges applicable to this charging year.

**10.10** The right to participate in any similar non-standard tariff in subsequent charging years is dependent on there being no arrears on customers' accounts at the end of this charging year.

## **11 Reservation charges**

**11.1** The Company reserves the right to require the occupier of a single premises to which a non-domestic supply of water (or a mixed supply of water where part of the supply is used for non-domestic purposes) is made available by the Company through one or more meters, being a premises with a source of water other than that supplied by the Company ("the Alternative Source of Water") to pay charges in accordance with this paragraph and Schedule 4.

**11.2** The Company may give notice to such occupier asking whether a standby supply of water for non-domestic purposes is required. Where such a supply is requested the occupier must give notice in

writing to the Company by no later than 1 April of the relevant charging year and provide the occupier's maximum required daily volume of water ("Reserved Capacity").

- 11.3** If in the view of the Company the Reserved Capacity cannot be supplied (and a revised Reserved Capacity cannot be agreed by 15 April) the Company shall so advise the occupier and the Reserved Capacity shall be deemed to be nil.
- 11.4** Where the occupier fails to give such notice the Company shall be entitled to conclude that a standby non-domestic supply is not required and deem the Reserved Capacity to be nil.
- 11.5** The Company will be entitled to fit logging devices to the occupier's water supply pipes in order to record the volume of water supplied on a daily basis.
- 11.6** The occupier shall pay Reservation Charges shown in Schedule 4, according to the Reserved Capacity irrespective of whether any water is supplied by the Company at either Option 1, 2, 3 or 4 rates.
- 11.7** The occupier shall additionally pay for water supplied by the Company at the Capacity Usage Charges detailed in Schedule 4. The occupier shall pay Capacity Usage Charges at the same Option as that chosen for Reserved Capacity Charges. The occupier shall also pay a Measured Service Charge as detailed in Schedule 4.
- 11.8** Where an occupier wishes to exceed the Reserved Capacity the occupier shall give to the Company no less than 24 hours' notice of their desire to take an increased maximum daily amount of water from the Company. Subject to the Company confirming the availability of water to the occupier without putting the Company's general customers at risk, the occupier may take the additional amount of water agreed by the Company and shall pay for the volume of water used but not reserved at the Above Capacity Charge Rate and at the Capacity Usage Charge Rate in Schedule 4.
- 11.9** Where a nil maximum required volume has been or is deemed to be notified the occupier shall give to the Company no less than 24 hours' notice of desire to take a maximum daily amount of water from the Company. Subject to the Company confirming the availability of water to the occupier without putting the Company's general customers at risk, the occupier may take the amount of water agreed by the Company and shall pay for the volume of water used at the Above Capacity Charge and the Capacity Usage Charge in Schedule 4.
- 11.10** If the Company identifies that supplies to customers generally could be put at risk in circumstances where a Reserved Capacity is exceeded the Company reserves the right to downsize the relevant meter or meters to a size appropriate for the Reserved Capacity.
- 11.11** Where it is demonstrated to the Company's satisfaction that the Company supply cannot be used to augment or replace the Alternative Source of Water charges to the occupier will be recovered in accordance with the general provisions of the scheme.
- 11.12** Occupiers will not have to reapply to reserve a supply of water for the following charging year. Unless the Company is advised otherwise or unless the Reserved Capacity in the year has been exceeded, it will assume the Reserved Capacity for the following charging year will remain the same as in the current charging year. Where a Reserved Capacity has been exceeded in a charging year, unless the Company is advised otherwise, it will assume that the Reserved Capacity for the following charging year will be the reserved capacity in the previous charging year. In that following charging year the occupier will pay Reserved Capacity Charges according to the assumed or newly advised Reserved Capacity.
- 11.13** Sewerage and Trade Effluent charges are unaffected and will be recovered in accordance with the general provisions of the Scheme.

## **12 Taxes**

- 12.1** The Company will collect and account for all due taxes lawfully charged for the provision of any services.
- 12.2** The VAT liability on charges for water supply and some waste water services depends on whether the predominant activity of the business to which the bill for services is addressed is classed as industrial within the terms of divisions 1-5 of the 1980 edition of the Standard Industrial Classification (SIC) published by the Government Statistical Service.
- 12.3** Measured and unmeasured charges for water supplied to industrial customers are subject to VAT at the standard rate.
- 12.4** Measured and unmeasured water charges to customers other than those falling within paragraph 12.3 above are zero rated.
- 12.5** Charges for waste water disposal via a public sewer are zero rated.
- 12.6** In general, works carried out by the Company of an engineering or construction nature are subject to VAT at the standard rate and may include those in connection with the provision of new domestic water service connections.
- 12.7** In cases where VAT treatment is certain liability to VAT is identified in the schedules. Where further information is required to determine liability the phrase "VAT is payable in certain circumstances" is used in the Schedules.

## **13 Agreements**

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.

## **14 Scale of charges**

The Scale of charges applying under each tariff set out in the Scheme is set out in the Schedules to this Scheme.

## **15 Interest**

The Company reserves the right to claim interest from non-domestic customers at the rate of 2% above the HSBC Bank Plc base rate from time to time in force in respect of late payment of any charges due under this Scheme until payment is made in full.

## **16 Interpretation**

- 16.1** Words and expressions used in this Scheme have the meanings prescribed to them by the Act or Licence save where the context otherwise requires.
- 16.2** The words and phrases below have the following meanings:

**"Assessed Charge"** has the meaning ascribed in paragraph 6 of this Scheme.

**“Billing Centre”** means the Company’s billing centre the address of which appears in paragraph 17.1 below.

**“Business Premises”** means those premises that are not Household Premises and “premises” where utilised in this Scheme means Business I Premises unless the context otherwise requires.

**“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.

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

**“Retail Exit Code”** means the Code referred to in paragraph 30 of The Water and Sewerage Undertakers (Exit from Non-household Retail Market) Regulations 2016.

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

**“Trade effluent consent”** means any consent given or agreement entered into by the Company or any of its predecessor bodies under or in pursuance of any provision of the Act or of any other Act or subordinate legislation whereby the discharge of trade effluent to the public sewer or a sewage disposal works (whether directly or indirectly through any intermediate sewer or drain) is authorised.

Any reference to the Act in this Scheme includes a reference to the Act as amended or modified by subsequent legislation or by statutory instrument.

## **17 Information**

- 17.1** 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 commercial customers and the basis of charge for any premises may be obtained from:

Wessex Water Services Limited  
1 Clevedon Walk  
Nailsea  
BRISTOL  
BS48 1WW  
Telephone: 0345 600 3 600

- 17.2** Complaints about the application of the Scheme may be referred to the Consumer Council for Water, 1st Floor Victoria Square House, Victoria Square, Birmingham, B2 4AJ, telephone 0300 034 2222, or see [www.ccwater.org.uk](http://www.ccwater.org.uk). The Consumer Council for Water’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. The detailed procedure applying where a complaint is made to the Consumer Council for Water and where a customer is dissatisfied with the Consumer Council for Water’s findings are set out in the Consumer Council for Water’s document ‘How we will deal with your complaint’.

This Scheme was approved by the Board pursuant to a resolution of the Board of Directors of Wessex Water Services Limited dated 28 November 2016 and made by the Company on 22 December 2016.

**Andy Pymer**  
Managing Director

**Leigh Fisher-Hoyle**  
Company Secretary

# Schedule 1

## Unmeasured water supply charges 2017-2018

Category of charge	£
<b>Water supply charges</b>	
<b>Unmetered fixed charges (£ per annum)</b>	
Standing charge	10.50
Discount where two services supplied*	-3.50
Sprinkler fee	111
Special category	82
<b>Unmetered variable charges (£ per RV)</b>	
Rateable value charge	1.8373
<b>Other unmetered charges (£ per annum)</b>	
Assessed Band 1	142
Assessed Band 2	224
Assessed Band 3	276
Assessed Band 4	326
Assessed Band 5	378
Assessed Band 6	426
Assessed Band 7	471
Assessed Band 8	515

\* Discount for two services applies where the premises is billed for sewerage and water services by Bristol Wessex Billing Services Limited

# Schedule 1

## Measured water supply charges 2017-2018

### For a non-interruptible supply of metered water

Band	1	2	3	4	5	6	7	8	9	10
Customer using (m <sup>3</sup> per annum) of water service	0 - 999	1,000-4,999	5,000-24,999	25,000-49,999	50,000-99,999	100,000-161,999	162,000-249,999	250,000-341,999	342,000-499,999	≥500,000
Meter charge <25mm (£ per annum)	24	35	71							
Meter charge ≥25mm (£ per annum)	64	75	111							
Site based charge (£ per annum)				564	1,604	1,604	1,604	1,604	1,604	1,604
Discount for 2 services supplied per meter (£ per annum)*	-7	-12	-31							
Discount for 2 services supplied per site (£ per annum)*				-232	-745	-745	-745	-745	-745	-745
Volume charge ≤20,000m <sup>3</sup> (£ per m <sup>3</sup> )	2.2483	2.1976	2.1816	2.1748	2.1704	2.1675	2.1675	2.1639	2.1639	2.1563
Volume charge >20,000m <sup>3</sup> ≤100,000m <sup>3</sup> (£ per m <sup>3</sup> )			2.1816	1.7877	1.7833					
Volume charge >100,000m <sup>3</sup> ≤150,000m <sup>3</sup> (£ per m <sup>3</sup> )						1.7803	1.2801	1.2765	1.0450	1.0374
Volume charge >150,000m <sup>3</sup> (£ per m <sup>3</sup> )										

Where the customer elects for an interruptible supply the above metered based charges apply save for those that are varied as per the managed demand tariffs as follows:

Band	1	2	3	4	5	6
Customer using (m <sup>3</sup> per annum) of water service	0-999	1,000-4,999	5,000-24,999	25,000-49,999	50,000-99,999	≥100,000
Meter charge <25mm (£ per annum)			206			
Meter charge ≥25mm (£ per annum)			246			
Site based charge (£ per annum)				804	1,830	1,830
Discount for 2 services supplied per site (£ per annum)*			-31	-232	-745	-745
Volume charge ≤20,000m <sup>3</sup> (£ per m <sup>3</sup> )			2.0513	2.0446	2.0402	2.0372
Volume charge >20,000m <sup>3</sup> (£ per m <sup>3</sup> )			2.0513	1.6815	1.6771	1.6742

\* Discount for two services applies where the premises is billed for sewerage and water services by Bristol Wessex Billing Services Limited

# Schedule 1

## Miscellaneous water supply charges 2017-18

	£
1 Cattle troughs (unmeasured)	287.00+
2 Fixed standpipes (unmeasured)	166.00+
3 Portable standpipes	
Deposit – up to 25 mm standpipe	150.00
Monthly rental – up to 25mm standpipe (minimum charge of 1 month)	17.00*
Assessed consumption charge	
Standpipes – up to 25mm, per month	35.00
4 Temporary disconnection after default on payment	73.00+
Reconnection after temporary disconnection	73.00+
5 Special meter readings	
during normal working hours	25.00*
outside normal working hours	50.00*
6 Meter testing	
(25mm or less)	131.00
(greater than 25mm)	Quote
7 Flow and pressure test for fire sprinkler systems	At cost
8 Installation of fire hydrants on new main – standard chamber	
(a) Main not exceeding 90mm dia.	380.00*
(b) Main not exceeding 125mm dia.	394.00*
(c) Main not exceeding 180mm dia.	430.00*
(d) Main not exceeding 200mm dia.	487.00*
Installation of fire hydrants on existing main – standard chamber	
(a) Main not exceeding 90mm dia.	779.00*
(b) Main not exceeding 125mm dia.	788.00*
(c) Main not exceeding 180mm dia.	930.00*
(d) Main not exceeding 200mm dia.	1,009.00*
Installations on mains exceeding 200mm in diameter will be charged at cost.	
9 Installation of hydrant post and plate	132.00*
10 Provision of plan showing underground assets	15.00*

\*VAT at standard rate is payable

+VAT at standard rate is payable in certain circumstances

# Schedule 2

## Unmeasured sewerage charges 2017-2018

Category of charge	£
<b>Sewerage Charges</b>	
<b>Unmetered Fixed Charges (£ per annum)</b>	
Standing Charge	10.50
Discount where two services supplied*	-3.50
Surface water drainage only	47
<b>Unmetered variable charges (£ per RV)</b>	
Rateable value charge	1.5518
Rateable value charge including surface water drainage rebate	1.4331
Rateable value charge Thames	1.6481
<b>Other unmetered charges (£ per annum)</b>	
Assessed Band 1	134
Assessed Band 2	194
Assessed Band 3	232
Assessed Band 4	272
Assessed Band 5	311
Assessed Band 6	348
Assessed Band 7	382
Assessed Band 8	416

\* Discount for two services applies where the premises is billed for sewerage and water services by Bristol Wessex Billing Services Limited

# Schedule 2

## Measured sewerage charges 2017-18

### Charges for a metered sewerage service

Band	1	2	3	4	5	6	7
Customer discharging (m <sup>3</sup> per annum) of sewerage	0 - 999	1,000-4,999	5,000-24,999	25,000-49,999	50,000-99,999	100,000-249,999	≥250,000
Charge per water meter point (£ per annum)	15	27	66				
Site based charge (£ per annum)				469	1,494	1,494	1,494
Discount for 2 services supplied per meter (£ per annum)*	-6	-12	-31				
Discount for 2 services supplied per site (£ per annum)*				-233	-745	-745	-745
Volume charge (£ per m <sup>3</sup> )	1.8638	1.7938	1.7729	1.7621	1.7562	1.7531	1.7491

Subject to a minimum annual charge of £20,000 and a one off sampling fee of £500 customers may elect to pay sewerage charges based on the actual strength of the effluent discharged – the “Optional Sewerage Tariff”

In this case the volume charges above will be those set out under R, V B and S under the schedule of trade effluent charges

\* Discount for two services applies where the premises is billed for sewerage and water services by Bristol Wessex Billing Services Limited

# Schedule 2

## Measured sewerage charges 2017-18

### Drainage charges

Where water use is $\leq 20,000\text{m}^3$ per annum	Full £/annum	Including surface water drainage rebate £/annum
Non-household meter $< 25\text{mm}$	40	20
Non-household meter $\geq 25\text{mm} < 30\text{mm}$	214	107
Non-household meter $\geq 30\text{mm} < 40\text{mm}$	350	175
Non-household meter $\geq 40\text{mm} < 50\text{mm}$	480	240
Non-household meter $\geq 50\text{mm} < 65\text{mm}$	880	440
Non-household meter $\geq 65\text{mm} < 80\text{mm}$	1,280	640
Non-household meter $\geq 80\text{mm} < 100\text{mm}$	2,250	1,125
Non-household meter $\geq 100\text{mm} < 125\text{mm}$	3,900	1,950
Non-household meter $\geq 125\text{mm} < 150\text{mm}$	5,300	2,650
Non-household meter $\geq 150\text{mm} < 200\text{mm}$	8,000	4,000
Non-household meter $\geq 200\text{mm}$	10,600	5,300

  

Where water use is $> 20,000\text{m}^3$ per annum or where waste is charged on the basis of strength	Full £/annum	Including surface water drainage rebate £/annum
Where water use is above $20,000\text{m}^3$ and below $162,000\text{m}^3$	2,650	1,325
Where water use is above $162,000\text{m}^3$ and below $342,000\text{m}^3$	6,650	3,325
Where water use is $> 342,000\text{m}^3$	10,600	5,300
Where waste is charged on the basis of strength	5,300	2,650

  

Where the premises is primarily made up of houses	Full £/annum	Including surface water drainage rebate £/annum
Drainage charge per house	£40/house	£20/house

# Schedule 3

## Trade effluent charges 2017-18

Band	1	2	3	4	5	6	7
Customer discharging (m <sup>3</sup> per annum) of trade effluent	0 - 999	1,000-4,999	5,000-24,999	25,000-49,999	50,000-99,999	100,000-249,999	≥250,000
Fixed charge (£ per annum)	15	21	82	441	1,495	1,495	1,495
Measured service charge (£ per annum)	290	290	290	410	580	580	580
R (reception & conveyance) ≤80 Ml of total waste discharge (£ per m <sup>3</sup> )*	0.8196	0.7692	0.7661	0.7630	0.7557	0.7505	0.7409
R (reception & conveyance) >80 Ml of total waste discharge (£ per m <sup>3</sup> )*					0.3340	0.3288	0.3192
V (primary treatment) charge (£ per m <sup>3</sup> )				0.2995			
B (secondary treatment charge) ≤80Ml of total waste discharge (£ per m <sup>3</sup> )*				0.4303			
B (secondary treatment charge) >80Ml of total waste discharge (£ per m <sup>3</sup> )*						0.3657	
S (sludge treatment and disposal charge) (£ per m <sup>3</sup> )				0.1989			

\* In cases where sewerage customers have elected to pay on the basis of the strength of effluent the "total waste discharge" will be the addition of foul sewerage and trade effluent volumes.

Minimum charge (annual) 331

B Charges are stated at the assumed standard strength of 802mg/l

S Charges are stated at the assumed standard strength of 313mg/l

# Schedule 4

## Reservation tariff 2017-18

Tariff option	Reserved Capacity (m <sup>3</sup> /day)	Measured Service Charge (£ per annum)	Discount for 2 Services Supplied (£ per annum)	Reservation Charge (£ per m <sup>3</sup> /day)	Capacity Usage Charge (£ per m <sup>3</sup> )	Above Capacity Charge (£ per m <sup>3</sup> )
1	>55 m <sup>3</sup> /day	1,830	-745	265.7	1.3262	1.7877
2	>137 m <sup>3</sup> /day	1,830	-745	243.9	1.2211	1.7803
3	>444 m <sup>3</sup> /day	1,830	-745	178.7	0.8894	1.2765
4	>937 m <sup>3</sup> /day	1,830	-745	146.7	0.7250	1.0450

# **Schedule 5**

## **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 6

## **Properties eligible for metering from 1 April 2005**

All premises, other than domestic premises, where the discharge of waste water to a sewer exceeds the volume of water supplied by the Company or by an appointed water undertaker or a licensed water supplier operating in the Company's area of appointment as an appointed sewerage undertaker.

# Schedule 7

## **Properties eligible for metering from 1 April 2005**

All premises, other than domestic premises, where the discharge of waste water to a sewer exceeds the volume of water supplied by the Company or by an appointed water undertaker or a licensed water supplier operating in the Company's area of appointment as an appointed sewerage undertaker.

### **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) falls 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.