The cost of treating your domestic sewage and surface water drainage is currently recovered at the standard domestic rate. However, you can choose to have your domestic sewage charged on the same basis as your trade effluent. To apply for this, you will need to pay a non-refundable sampling charge of £500.

If you would like further details of this method of charging, please contact one of our business account managers, Neil Mullins, on 01225 524392, Kim Trowbridge, on 01225 524370 or Phil Sinclair, on 01225 524494 (Monday to Friday, 8.30am to 4.45pm).

You can obtain further information by calling customer services and asking for your local trade effluent officer on 0345 600 3 600 (Monday to Friday, 8.30am to 4.45pm).

Northern area  
Trade effluent officer: Siobhan O'Leary-Johns

Western area  
Trade effluent officer: Simon Gibbard

Southern area  
Trade effluent officer: Nicola Marshall

Alternatively for information online visit www.wessexwater.co.uk/tradeeffluent

 Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. To protect our customers and staff calls may be recorded.

online business panel

We value your opinion so join our online business customer panel. You can tell us what you think of our services, how we can improve and help us plan for the future. Visit www.wessexwater.co.uk/businesspanel

Meet our people

We have a great team here at Wessex Water and we want to introduce them to you. Visit www.wessexwater.co.uk/careers

www.wessexwater.co.uk

trade effluent charges 2015-16
We issue trade effluent bills to companies who are consented to discharge trade effluent. These charges are reviewed annually to ensure they reflect the cost of the services we provide. These services include reception, conveyance and treatment of effluent.

The charge you pay is determined by:
- the volume of effluent you discharge
- the level of sewage treatment applied
- the strength of effluent you discharge.

Your bill
In most cases we will send you two bills for this year’s charges, one for each of the six-month periods ending 30 September 2015 and 31 March 2016. These bills are payable on demand.

We calculate your trade effluent bill using the formula below and samples taken of the discharge where applicable.

Charging formula

\[ C = R + T \]

Where:

- \( C \) = total charge per cubic metre of trade effluent
- \( R \) = reception and conveyance charge per cubic metre
- \( T \) = treatment charge per cubic metre
- \( V \) (primary treatment) charge per cubic metre
- \( Ot \) = chemical oxygen demand, COD, of the trade effluent, in mg/l, after one hour quiescent settlement
- \( St \) = total suspended solids in the trade effluent, in mg/l, at pH 7.0 or at the pH of the mixed sewage
- \( Ss \) = the total suspended solids of standard strength foul sewage – 313 mg/l

\[ V + \left( Ot \times B \right) + \left( St \times S \right) \]

\[ \frac{Os}{Ss} \]

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

\[ \text{where treatment is secondary or where a process is applied producing a similar quality of treated effluent} \]

Charges for larger customers
Trade effluent charges are made on the following basis for each band of volume discharged:
- fixed charge to cover the costs of billing administration and account management
- a measured service charge to recover the costs of assessing the compliance of discharges
- variable charges (\( R, V, B \) and \( S \)) which are based on the volume and strength of the effluent discharged.

Measured service charge
A measured service charge will be made six-monthly to cover the administration costs of sampling and analysis at each site if sampling is required.

Minimum charge
Where discharges are low in volume and/or strength an annual minimum charge of £331 will apply.

Trade effluent charges 2015-16
Charges for a metered sewerage service*

<table>
<thead>
<tr>
<th>Customer discharging (m(^3) per annum) of trade effluent service</th>
<th>0 - 999</th>
<th>1000 - 4999</th>
<th>5000 - 24,999</th>
<th>25,000 - 49,999</th>
<th>50,000 - 99,999</th>
<th>100,000 - 249,999</th>
<th>250,000 - 499,999</th>
<th>≥500,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed charge (£ per annum)</td>
<td>17</td>
<td>30</td>
<td>189</td>
<td>655</td>
<td>2,138</td>
<td>2,138</td>
<td>2,138</td>
<td>2,138</td>
</tr>
<tr>
<td>Measured service charge (£ per annum)</td>
<td>0</td>
<td>0</td>
<td>290</td>
<td>410</td>
<td>580</td>
<td>580</td>
<td>580</td>
<td>580</td>
</tr>
<tr>
<td>Reception and conveyance ≤80 Ml of total waste discharge (£ per m(^3))</td>
<td>0.8134</td>
<td>0.7407</td>
<td>0.7225</td>
<td>0.7110</td>
<td>0.7069</td>
<td>0.7046</td>
<td>0.7021</td>
<td>0.6973</td>
</tr>
<tr>
<td>Reception and conveyance &gt;80 Ml of total waste discharge (£ per m(^3))</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>V (primary treatment) charge (£ per m(^3))</td>
<td>0.2856</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>B (secondary treatment charge) ≤80 Ml of total waste discharge (£ per m(^3))</td>
<td>0.4104</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>B (secondary treatment charge) &gt;80 Ml of total waste discharge (£ per m(^3))</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S (sludge treatment and disposal charge) (£ per m(^3))</td>
<td>0.1897</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

* 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)
B Charges are stated at the assumed standard strength of 802 mg/l
S Charges are stated at the assumed standard strength of 313 mg/l

£331

Minimum charge (£331)