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

For general enquiries please email trade.effluent@wessexwater.co.uk

For emergencies, such as chemical spills or pollutions, call 0345 600 4 600

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.
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 2016 and 31 March 2017. These bills are payable on demand.

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

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 sampling and analysis of discharges
- variable charges (R,V,B and S) which are based on the volume and strength of the effluent discharged.

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

Trade effluent charges 2016-17

<table>
<thead>
<tr>
<th>Customer discharging (m³ per annum) of trade effluent service</th>
<th>0 - 999</th>
<th>1,000- 4,999</th>
<th>5,000- 9,999</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 m³)*</td>
<td>0.8518</td>
<td>0.8036</td>
<td>0.7725</td>
<td>0.7245</td>
<td>0.7187</td>
<td>0.7164</td>
<td>0.7147</td>
<td>0.7082</td>
</tr>
<tr>
<td>Reception and conveyance &gt;80 Ml of total waste discharge (£ per m³)*</td>
<td></td>
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<tr>
<td>V (primary treatment) charge (£ per m³)</td>
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<tr>
<td>B (secondary treatment charge) ≤80Ml of total waste discharge (£ per m³)*</td>
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<tr>
<td>B (secondary treatment charge) &gt;80Ml of total waste discharge (£ per m³)*</td>
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<tr>
<td>S (sludge treatment and disposal charge) (£ per m³)</td>
<td></td>
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<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 combined foul sewerage and trade effluent volumes.

Minimum charge (annual) B Charges are stated at the assumed standard strength of 802mg/l
S Charges are stated at the assumed standard strength of 313mg/l

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.

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

T comprises:
\[ \frac{V}{Ss} + \frac{(St \times S)}{Ss} \]
where treatment is primary or where a process is applied producing a similar quality of treated effluent

\[ \frac{V}{Os} + \frac{(Ot \times B) + (St \times S)}{Os} \]
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
- **Ot** = chemical oxygen demand, COD, of the trade effluent, in mg/l, after one hour quiescent settlement
- **Os** = COD of standard strength settled foul sewage – 802 mg/l
- **B** = oxidation charge per cubic metre of standard strength settled foul sewage
- **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
- **S** = treatment and disposal charge of primary sludges per cubic metre of standard strength foul sewage.

Our charges are listed above.