

# How we calculate your bills

## Non-Household Customers

Scheme of Charges for 2018-19

**RHAGOROL O'R TAP**  
**WONDERFUL ON TAP**



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## About this document

### Non-Household Customer Scheme of Charges

*1 April 2018 to 31 March 2019*

Our Non-Household Customer Scheme of Charges explains how we calculate your bills and how different charges apply to you. This document is split into three:

- The first part (A) gives a quick and easy guide to how we calculate your bills.
- The second part (B) provides a detailed legal overview and contains more technical information.
- The third part (C) sets out our charges for 2018-19.

This scheme is primarily for non-household retail customers. Retailers and operators of New Appointments and Variations (NAVs) should refer to our **wholesale scheme of charges**.

### Water services

This section is broken down into information for properties that are *metered*, *unmetered* or those whose volume of water usage is *assessed*. Charges for water we supply may be subject to VAT at the standard rate for some types of non-household customers. Charges for waste water services (which we may bill on behalf of other companies) are zero-rated for VAT. Non-primary charges are also subject to VAT.

### Developers

If you are looking for more information on charges for developers then go to:

<https://www.hdcymru.co.uk/developers>

### Customer Information

Customers planning to move to a new or other property within our area will be provided on request with information on the basis of charge for that property, subject to any consent that may be required from the current occupier of the property. Information will also be provided on any options and alternatives for charges that may be available.

### Any questions?

Check out our *Frequently Asked Questions* on page 8. If you can't find the answer there, then please get in touch with us – A list of **contacts** starts on page 13.

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## Section A: Guide to how we calculate your bills

### A1: Businesses and other organisations overview

This scheme is for any non-household customer, including businesses, public sector organisations, charities and other bodies – any premises that isn't defined as a household. You can read a full **definition** in the 'Glossary' section of this document which starts on page 15.

#### A1.1 How we charge you

There are three ways we charge for the water services we provide:

- Unmetered
- Metered
- Assessed volume

#### ***VAT***

We apply VAT to charges for water we supply to customers whose main business activity is covered by divisions 1 to 5 of the Standard Industrial Classification (SIC) list. The sectors covered by these classifications are:

- Chemicals
- Construction
- Engineering
- Manufacturing
- Mining
- Textiles
- Utilities

Charges for waste water services and for water supplied to customers whose main business activities are outside the relevant SIC classifications are zero-rated for VAT.

#### ***Why we can charge***

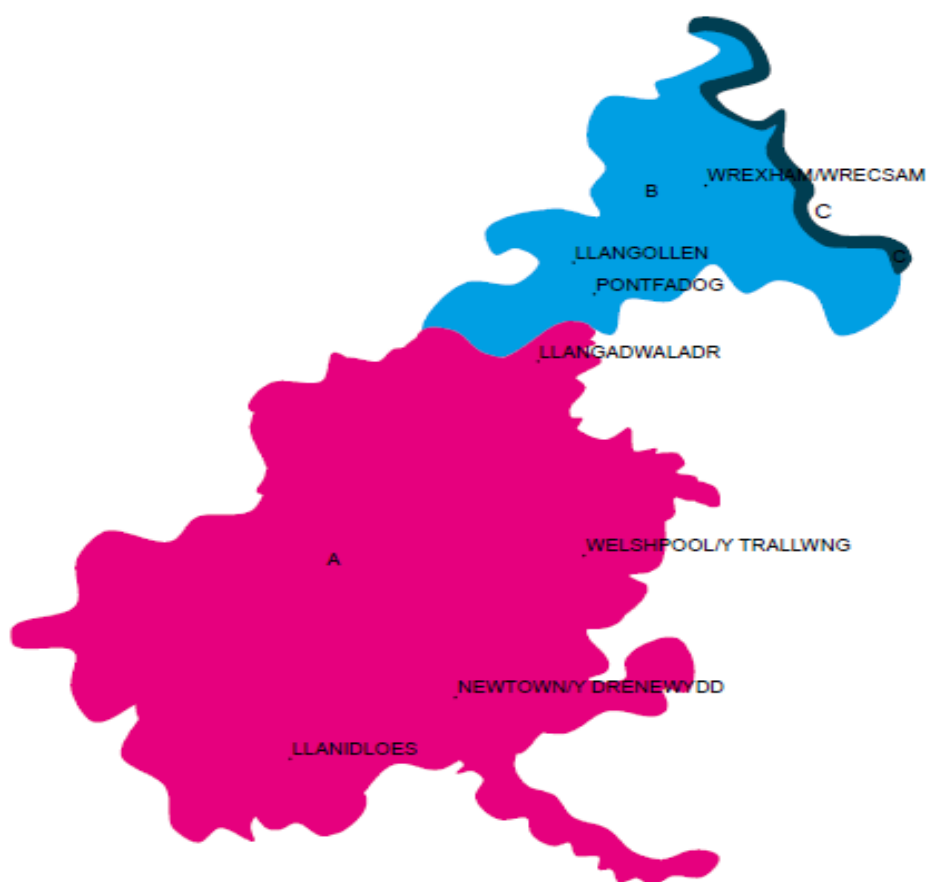
Although there may be no contract between you and **Hafren Dyfrdwy**, water and sewerage charges are payable under our "powers to charge", detailed in the Water Industry Act 1991. The Act entitles us to charge for services - in accordance with our Scheme of Charges (this document). Our Scheme of Charges has to comply with the 'Charges scheme rules' set by Ofwat - the Water Services Regulation Authority. For their contact details see page 11.

## A1.2 Unmetered charges for businesses and other organisations

If your property was built before April 1989, it is likely that you will be paying unmetered charges. These are also known as unmeasured charges. They are based on the 1989/90 rateable value of the property multiplied by a rate plus we add a basic charge known as a standing charge.

### *Charging zones for unmetered charges*

As there are differences in the average levels of rateable value throughout our area, we vary our charges according to the area (or zone) you live in. There are four geographical zones in our region. This map provides a guide to the area covered by each zone. Please note Zone D is not shown on the map below as it is a very small area in Monmouthshire.



Unmetered business properties are charged for:

- Water supply
- Used water
- Surface water drainage

Charges for used water and surface water are paid to your sewerage company. The charges for each of these services is calculated by multiplying the rateable value of your property by the rates for the services that you receive. There is also a standing charge. The rates for each service are set out in the tables listed in **Section C** of this document.

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges. If you pay someone else for part of your surface water drainage (for example Canal and River Trust), you may be entitled to claim a reduction from your sewerage company. We can help you with this. Get in touch with us to find out more – or get an application form – using the contact details in section A.4 on page 13.

### A1.3 How to get a meter (the free meter option)

#### *Applying for a meter*

Most businesses and other organisations in our region already have a meter or meters installed. If you don't, you can choose to have a water meter installed so that you only pay for the amount of water you actually use.

You can apply for a meter online at <https://hdcymru.co.uk/my-account/my-water-meter/apply-for-a-water-meter/>. Alternatively, phone or write to us. Useful contacts numbers and addresses are on page 13.

The way in which metered water and sewerage charges are calculated is described in Section A1.4: Metered charges for businesses and other organisations - see below. For standard installation there is no charge - we explain what we mean by "standard installation" in the **metering standard** document on our website. For non-standard installations we will provide a quotation for the work.

#### *Fitting the meter*

We will look at the most practical and economical place to fit your meter. This could be inside your property or outside in a boundary box, where we can access it easily. If we can fit a meter for you, we aim to install it within three months of receiving your application.

#### *When metered charges begin*

You start paying metered charges from either the date of installation or three months from your request for the meter, whichever is earlier.

If we fail to fit a meter within three months of your meter request, we will use the first meter reading following meter installation to estimate consumption during the period from three months after we received the request to the date that the meter was actually installed. Charges will be backdated to three months after we received your application. This makes sure that you still receive the full benefits of metering.

#### *When a meter can't be fitted*

Where metering is not reasonably practicable or involves unreasonable expense, we won't fit a meter. If you disagree with us, you can refer the matter to our regulator **Ofwat** (their contact details are on page 11).

Where we are unable to fit a meter - and you currently pay unmetered charges - you can choose to stay on unmetered charges or you can choose to pay assessed volume charges. When you opt for assessed volume charges, the start date for the new way of charging will be the date of your original application for a meter. The way in which assessed charges are calculated is described in Section A1.5: Charges assessed by volume.

If you already pay assessed volume charges because you or a previous occupier applied for a meter but it wasn't practical or economical to install one, it may appear that there is little point in applying for a meter. However, as meter technology is constantly improving, depending upon how long ago the failed meter fit took

place, it may now be possible to fit a meter. It costs nothing to find out. Alternatively, you can make any necessary alterations to the pipework yourself so that a meter can now be fitted.

## A1.4 Metered charges for businesses and other organisations

If you have a water meter for your premises, your water bills are based on metered charges. These are also known as measured charges. The charges are based on the volume of water supplied to your property. The charges are:

### *Water supply charge*

This is based on the volume of water supplied, based on actual meter or estimated meter reading. Our rates are set out in table 4.

### *Used water charge*

As with the water supply charge, this is based on the volume of water (using an actual or estimated meter reading) that your household uses. Please note that we do not usually provide sewerage (used water) services for customers in **Zones B and C** as Dwr Cymru (Welsh Water) and United Utilities provide sewerage services in these areas.

### *Standing charge*

As well as a water supply and used water charge, we also apply a standing charge that is based on the size of the meter. This covers the cost of maintaining and eventually replacing the meter. Current standing charges are set out in table 5(a) and 5(b).

### *Intermediate and Large volume users*

Premises using more than 10,000 cubic meters of water in Zones A and D are described as intermediate users and premises using more than 50,000 cubic metres of water are eligible for our large users tariff - please see table 7(a).

In Zones B and C premises using more than 250,000 cubic metres of water are eligible for our large users tariff which is set out in table 7(b).

### *Fixed Charge*

Premises located in Zones A and D are also subject to a fixed charge.

## A1.5 Charges assessed by volume

If it is not practical to fit a meter, and your property does not have a rateable value, we base our charges on an assessment of the volume of water you use.

### *Water supply charges*

Charges are based on our assessment of the water used. This assessment is based on a combination of the nature of the business and the number of full-time (or equivalent) employees. The rates we use are shown in table 2.

### *Sewerage charges*

The used water charges paid to your waste water company will usually be charged on the same basis although surface water may be charged by property area.

## A1.6. Sewerage charges

For customers in Zones B and C we do not provide any sewerage services. The company that provides sewerage services in these areas depends on where your property is located. The sewerage provider could be Dwr Cymru Welsh Water, United Utilities or Severn Trent. Your sewerage charge covers the cost of providing and operating the public sewers, storm water drains and sewerage treatment works. Sewerage charges are set by the company responsible. These sewerage charges are available on their websites – see the contact details on pages 13 to 14.

If you think that you are not connected for surface water drainage or are entitled to a reduction in the amount you pay you can contact our Customer Team using the details on page 13 and they will help you with the application process to the sewerage company.

We send out bills on behalf of United Utilities and Welsh Water. This means that if you are not connected to a mains sewer, your water bill – whether it is for a measured or unmeasured supply – will contain your sewerage charge as well as your water charge from us.

## A2 Frequently asked questions

*Why is my property metered? Do I have the right to be charged unmetered charges?*

Our policy is to meter all non-households wherever practicable. As rateable values were last calculated in 1989/90, any substantial alterations to a property after this date mean that it's no longer appropriate to base charges on a rateable value that is no longer valid. In these circumstances, if the property cannot be metered, we'll apply assessed volume charges. Where the property was built after April 1990, it will not have a rateable value and should usually be metered on connection. Where installing a meter would not be reasonably practicable or would involve unreasonable expense, assessed volume charges will be applied.

Your property must be metered if:

- the property is non-household or where the principal use of the property is for non-household purposes
- there is a swimming pool or pond over 10,000 litres, or where an automatic garden watering device (i.e. a hosepipe not held in the hand) is used
- it is a new property
- or where we need to separate a joint water supply pipe.

Where installing a meter in any of these circumstances would not be reasonably practicable or would involve unreasonable expense, assessed volume charges will be applied.

*I've moved property. Will it be metered?*

If you move into a property that is already metered, we will charge you on a metered basis. If the previous occupier of your new property was charged on an unmetered basis or on an assessed volume basis, we will normally continue to charge you on this basis. If your new property is not metered, you can apply to have a meter installed and pay on a metered basis if this is possible.

*I would like to have a meter installed. What should I do?*

Go to: <https://hdcymru.co.uk/my-account/my-water-meter/apply-for-a-water-meter/> or phone or write to us. Useful contacts numbers and addresses are on page 13.



*What happens if I alter my property?*

If you substantially alter a non-household property that we charge on the basis of rateable value, this will make the rateable value invalid. There is a more detailed explanation of what we mean by substantial alterations in our Glossary which starts on page 15. We will charge you an assessed volume charge, based on the number of Full Time Employees (FTE's) or the equivalent and the nature of the business. Alternatively, you can have a meter installed and pay on a metered basis. Where we need to install separate service pipes, a meter will need to be installed.

*Will I be charged if there is a leak?*

In general, we own the part of the supply pipe that we have laid. This is the part of the supply pipe up to our stop tap. After the stop tap, the pipe belongs to you and is called a private supply pipe. Usually, the stop tap is at the boundary of your premises. If it is on your premises, our part of the pipe ends at the stop tap.

A meter is normally located on the private supply pipe. So, if the leakage is recorded on the meter, it is likely that the leak is on your private supply pipe.

If there is a leak on a private supply you will have to pay for the water that has leaked unless you qualify for a leakage allowance. A leakage allowance will be given, and your bill adjusted, provided you have the leak repaired within 28 days and provided the leak was not caused by your negligence or by the act of a third party.

If the leak is on our supply pipe, we will not charge you for the water that leaked.

We only give one leakage allowance per customer per property. Where a customer can demonstrate to us that water lost through leakage has not gone to the sewer, we will also consider a non-return to sewer allowance.

You can find out more from our address shown in the useful contacts section on page 13, or in our Codes of Practice, available at [www.hdcymru.co.uk](http://www.hdcymru.co.uk)

*My property is not connected for surface water drainage.*

- *Am I entitled to pay lower charges?*
- *Can I have these lower charges backdated to previous years?*

If your property has no connection at all to the public sewer for rainwater, you should only pay for used water. You can contact our Customer Support Team using the details on page 13 and they will help you with the application process to your sewerage company.

*Why have I received a bill for more than one year's charges?*

While we strive to ensure that all bills for charges are correct, in the case of error we reserve the right to make retrospective adjustments. We will consider these on a case-by-case basis so that we can take into account the specific circumstances.

*I have been overcharged. Can I have a refund?*

If we have incorrectly overcharged you, we will make an adjustment to your bill to cover any overcharging. Where this results in your account being in credit, we will give you a refund.

*If my property is empty, will I have to pay any charges?*

Normal water and sewerage charges will continue to apply, until you tell us that you do not need a water supply for the property and that we can disconnect the supply. There will be no charge for water supply after the date that we receive this notification.

### *How can I pay my bill?*

We normally send unmetered bills in February/March each year with two payments due on 1 April and 1 October. You can choose to pay instead by eight monthly amounts, starting normally on 1 April or another date if we agree to this.

We normally send metered bills to non-households every six months. These bills are in arrears (covering the previous six month period) and these bills are due on demand. However, budget arrangements can be made with us.

We may bill more frequently (monthly, quarterly or half-yearly), depending on the volume of water used.

Details of how you can pay can be found in section B6.

### *Where can I find out about other Hafren Dyfrdwy Water charges?*

Charges for some other services such as connecting properties to our network can be found under Developer Services at <https://www.hdcymru.co.uk/developers>. If you can't find the service you are looking for then please contact us.

## **A3 What to do if you are unhappy with our service**

We strive to provide excellent customer service and we're committed to getting things right – first time, every time. If this doesn't happen, we'd really like to receive your feedback so we can work with you to put things right, and say sorry if we got it wrong.

Our customer care teams can deal with most questions and comments, and will work with you to help put things right or get the answers you need.

If you'd like to talk to us about anything to do with your bill, just call **0330 6780646** between 8am and 8pm Monday to Friday, and 8am to 1pm on Saturday.

For any questions about your water supply or sewerage service, our team is here to help 24 hours a day, 7 days a week on **08000 858033**.

If our team can't put things right straight away, you can talk to one of our Duty Managers – just ask and your call will be passed to them, or they can call you if you prefer.

You can also get in touch with us through our website at [www.hdcymru.co.uk](http://www.hdcymru.co.uk). You'll be able to get up to date information from your smartphone or tablet computer. From the website you can find out all about us, manage your account online and also see if anything is happening in your area that may affect your water or sewerage services.

### *Step 1: What do I do if I'm still not happy?*

You can contact us through our website, email us <https://www.hdcymru.co.uk/help-and-contact/contact-us/> or if you prefer, write to us at the following address:

Hafren Dyfrdwy  
Customer Complaints  
PO Box 507  
DARLINGTON  
DL1 9XF

Please include your phone number so we can get back to you as quickly as possible. If you write us a letter, we'll reply within 10 working days. If we don't, you could be entitled to payment under our Guaranteed Standards Scheme. More information can be found in our Codes of Practice – available on our website at [www.hdcymru.co.uk](http://www.hdcymru.co.uk) or by using the contact details on page 13.

*Step 2: Can I have my case reviewed?*

If we still haven't been able to resolve your problem, we'll be happy to review your case. Just let us know and our teams will take another look at it.

Once you contact us, our team will carry out a full review and get back to you within 10 working days.

If you feel it would be better to deal with the issue face to face then we're happy to visit you anywhere within the **Hafren Dyfrdwy** Water area, or you can make an appointment to visit us.

*Step 3: The Consumer Council for Water*

If we've reviewed your case but you still think we could have done more, you can contact the Consumer Council for Water ([www.ccwater.org.uk](http://www.ccwater.org.uk)) by writing to them at:

Consumer Council for Water  
1st Floor, Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

or by calling: 0300 034 2222

The Consumer Council for Water will advise customers about the dispute resolution powers that Ofwat may have regarding their complaint and any further steps that they can take should they feel that they need to take the matter further. You can contact Ofwat ([www.ofwat.gov.uk](http://www.ofwat.gov.uk)) by writing to the following address:

Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

or by calling: 0121 644 7500

You can find out more information about who to contact if you are unhappy with our service, and the options available to you, in our Codes of Practice – available at [www.hdcymru.co.uk](http://www.hdcymru.co.uk) or by contacting us using the details above.

Your sewerage services may be provided by Dwr Cymru Welsh Water or United Utilities. If we bill sewerage services on their behalf, your bill will state who your sewerage company is. You can contact them using the details on page 13.

*Water Industry Redress Scheme (WATRS)*

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by CCWater, you may be eligible to take your concerns to WATRS, the Water Industry

Redress Scheme, which can provide an independent binding decision. Details on how and when to apply can be found at [watsr.org](http://watsr.org) or contact:

Phone: 020 7520 3801

Email: [info@watsr.org](mailto:info@watsr.org)

Address: WATRS International  
Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

## A4 Useful contact numbers and addresses

### General enquiries (including copies of any leaflets)

Web-site	<a href="http://www.hdcymru.co.uk">www.hdcymru.co.uk</a>
Email	<a href="mailto:CustSupport@hdcymru.co.uk">CustSupport@hdcymru.co.uk</a>
Tel No:	0330 678 0646
Address:	Hafren Dyfrdwy PO Box 507 DARLINGTON DL1 9XF
Office hours:	Monday - Friday 08.00 - 21.00 Saturday 08.30 - 17.30

### Meter option applications and Information

Web-site	<a href="http://www.hdcymru.co.uk/my-account/my-water-meter/apply-for-a-water-meter/">www.hdcymru.co.uk/my-account/my-water-meter/apply-for-a-water-meter/</a>
Tel No:	0330 678 0646

### Queries on water quality, pressure, supply, sewerage or leaks

Non urgent Tel No:	0330 678 0646
Urgent 24 hours:	0800 085 8033

### Dwr Cymru Welsh Water

Web site	<a href="http://www.dwrcymru.com">www.dwrcymru.com</a>
Address	Customer Services Dwr Cymru Welsh Water PO Box 690 Cardiff CF3 5WL
Tel No:	Billing 0800 152 145 Operational 0800 085 3968

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**United Utilities plc**

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Web site	<a href="http://www.unitedutilities.com">www.unitedutilities.com</a>
Address	United Utilities Plc PO Box 450 Warrington WA55 1WA
Tel No:	Billing enquiries: 0800 912 7237 Operational issues: 0345 672 3725

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**Severn Trent**

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Web-site	<a href="http://stwater.co.uk">stwater.co.uk</a>
Email	<a href="mailto:customercare@severntrent.co.uk">customercare@severntrent.co.uk</a>
Address:	Severn Trent Water Limited Customer Care PO Box 5310 Coventry CV3 9FJ
Tel No:	General enquiries: 0345 7 500 500 (charged at local rates) Operational issues: 0800 783 4444 (24 hour free phone)

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***Standpipe hire***

Our designated contractor for standpipe hire is Aquam Water Services who will handle all new applications for the hire of temporary water standpipes for use on **our** network. Their contact details are:

Internet: <https://www.aquamcorp.co.uk/water-services/partners/hafren-dyfrdwy/severn-dee>

For submitting standpipe meter readings email: [hafrendyfrdwy@aquamcorp.co.uk](mailto:hafrendyfrdwy@aquamcorp.co.uk)

By Phone: **0330 058 5038**

## Section B: Scheme of Charges for 2018-19

### B1. Introduction to the Non-Household Scheme of Charges

#### B1.1 Introduction

This “Scheme of Charges” contains the Non-Household customer charges of **Hafren Dyfrdwy** made under the provisions of the Water Industry Act 1991 and **Ofwat Charging Rules** for the period 1 April 2018 until 31 March 2019. The Scheme of Charges is **our** legal description of the methodologies and bases used in calculating **our** charges.

#### B1.2 Glossary

Unless covered by the section immediately below, words used in this Scheme have the same meaning as under the Interpretation Act 1978 as applied to the interpretation of an Act of Parliament.

Clause and sub-clause headings are for convenience only and shall not affect the interpretation of this Scheme. In this Scheme, unless the context requires a different interpretation:

“*appointment window*” means a period of time on a specified date that **we** have agreed with a third party;

“*bulk supply*” means a supply agreement made under section 40 of the **Act**;

“*Common Billing Agreement*” means an agreement between **us** and any other person under which that person has agreed to pay charges for water supply or sewerage services (or both) in respect of two or more **household premises** which have a common supply pipe and, in any case where that agreement relates to one of those services only, are also subject to a similar agreement for common billing between that person and the undertaker providing the other service;

“*common occupation*” is where a premise or premises consists of a number of co-located buildings, or similar structures and/or land that have adjoining boundaries or that are separated only by transport infrastructure, and a single customer occupies the premises and is responsible for the payment of water bills in respect of those premises;

“*household premises*” means any building or part of a building which is occupied as a separate private dwelling-house (or which, if unoccupied, is capable of being occupied as a separate private dwelling-house), and includes a caravan or a boat or similar structure designed or adapted for use as a place of permanent habitation;

“*meter*” means **our** meter;

“*New Appointment*”, “*Inset Appointment*” or “*NAV*” refers to a New Appointment or Variation granted under section 8 of the **Act**;

“*normal working days*” are Monday to Friday and exclude Bank Holidays;

“*normal working hours*” are 9:00am to 5:00pm on normal working days;

“*occupier*” includes, at any time when a premises is unoccupied:

- any person to whom **we** provide services in relation to such premises;
- any person entitled to exclusive occupation of the premises or to prevent third parties from interfering with, occupying or entering the premises;
- any person who has sufficient control over the premises to owe a duty of care towards those who come lawfully onto the premises;
- any person who maintains premises furnished or otherwise ready for occupation, including where appropriate the owner of such premises;

*“Ofwat”* means the Water Services Regulation Authority;

*“Ofwat charging rules”* means rules issued by the Water Services Regulation Authority for the charging year under sections 66E and 117I of the **Act**;

*“our water area”* means the water services area of Hafren Dyfrdwy as defined in **our** Instrument of Appointment as a water undertaker for the purposes of the Act;

*“our sewerage area”* means the sewerage services area of **Hafren Dyfrdwy** as defined in **our** Instrument of Appointment as a sewerage undertaker for the purposes of **the Act**;

*“owner”, “valuation officer” and “water hereditament”* shall have the meanings given to them by the 1967 Act as they applied before that Act was repealed;

*“plot”* for the purposes of this Scheme includes a building, buildings, part of a building and/or land that is or will be occupied by one or more **occupiers** to which water is supplied, whether directly or indirectly, through a single connection to the public mains supply;

*“premises”* for the purposes of water supply and sewerage charges includes a building, buildings, part of a building and/or land occupied by one or more **occupiers** to which water is supplied, whether directly or indirectly, through a service pipe that is owned by **us**, and where the context permits, includes **rateable value premises**;

*“rateable value”* means, in relation to a **rateable value premises**, the **rateable value** of that **rateable value premises** as at 31 March 1990 as assessed under the 1967 Act;

*“rateable value premises”* means a hereditament (a premises or unit of property shown as a separate item in a **valuation list** made under the 1967 Act);

*“substantially altered”* means substantially physically altered, subjected to a material change of use, split into different and separate units or merged with another **premises**, in circumstances where the **rateable value** or values of the **premises** in question relating to the situation prior to such event are in **our** opinion no longer appropriate;

*“supply pipe”* means any part of a service pipe which **we** could not be, or have been, required to lay under section 46 of the Act;

*“the Act”* means the Water Industry Act 1991;

*“the 1967 Act”* means the General Rate Act 1967;



“*the Licence*” means the Instrument of Appointment by the Secretary of State for the Environment of Hafren Dyfrdwy as a Water and sewerage Undertaker under the Water Act 1989;

“*valuation list*” means the list in which the **rateable value** or value representing the **rateable value** was entered under the provisions of the 1967 Act;

“*we*”, “*us*” or “*our*” refers to Hafren Dyfrdwy;

“*year*” means the period of 12 months beginning 1 April in one calendar year up to and including 31 March in the following calendar year;

and words and expressions used in this Scheme shall have the same meaning as in any relevant provision of the Act.

### B1.3 Period when this Scheme applies

This Scheme will apply for the period 1 April 2018 until 31 March 2019.

### B1.4 General principles

Under section 142 of the Water Industry Act 1991, **we** have the power to fix, demand and recover charges from any persons to whom **we** provide services, in accordance with **our** Charges Scheme. **We** have made this Scheme under section 143 of **the Act** and it complies with the ‘Charges scheme rules’ set by Ofwat. This Scheme fixes the charges for the services or facilities provided by **us** and in connection with the following:

- the supply of water (apart from the supply of water in bulk);
- the provision of sewerage and sewage disposal services (including the reception treatment and disposal of the contents of **cesspools**); and
- the conveyance, reception and treatment of **trade effluent** discharged under a **trade effluent consent**.

This Scheme applies to non household premises subject to any conditions imposed under section 55 and 56 of the Act. However, for non household premises, **we** also have the power under section 142 of the Act to charge in accordance with the terms of a written agreement. If you are a non household customer and **we** have entered into a written agreement with you, if there is any conflict between the terms of the agreement and this Scheme, the terms of the agreement will continue to apply.

We usually do not provide sewerage services for customers in Zones B and C (see map on page 5) as Dwr Cymru (Welsh Water) and United Utilities provide sewerage services in these areas.

**We** apply charges in this Scheme in accordance with **the Act** and **the Licence** and any taxes imposed by law on these charges shall be recoverable in addition to the charges.

- (i) Where **premises** are occupied by more than one **occupier**, all occupiers of the **premises** shall each be jointly and severally liable for the applicable charges and **we** may collect all charges from any one of the occupiers in such proportions as **we** deem fit.
- (ii) Where in this Scheme:

- (a) any charge is a percentage; or
  - (b) a percentage reduction of another charge, the resulting charge will be rounded up or down to the nearest two decimal places.
- (iii) **We** may, where appropriate, require some non-household customers to provide security for the payment of future charges for services provided for non-domestic purposes.

In cases where a non-household property is disconnected for non-payment, **we** reserve the right to ask for a security deposit equivalent to 90 days consumption, as a condition of reconnection of the property.

- (iv) For unmetered customers, liability accrues on a daily basis by virtue of occupation of the **premises**. **We** may demand payment on account of this liability as set out in section B6.1 below based on an assumption that the **occupier** will remain in occupation for the remainder of the year. However, if it is necessary to calculate the extent of any debt outstanding on any particular day when:
- a) the customer vacates the **premises**; or
  - b) the customer enters into any formal insolvency procedure [to include but not limited to liquidation (whether compulsory or voluntary), administration, receivership, administrative receivership, any agreement for the benefit of or composition with its creditors generally (including entering into a company or individual voluntary arrangement), bankruptcy, debt relief order or takes or suffers any similar, analogous or equivalent procedure],

**we** will apportion any charges for the current charging year on a daily basis up to the date the **premises** was vacated or the date immediately before the relevant insolvency procedure became effective (the insolvency date). Where this gives rise to a credit balance, this will either be applied to any other account that the customer holds with **us** or will be paid to the customer as appropriate. Any apportioned charges after the change of occupation or the insolvency date will be payable by the occupier of the **premises** on the next day of occupation or the day after the insolvency date and will not fall to be payable by the previous **occupier** or will not fall within the relevant insolvency procedure as the case may be.

- (v) **We** may refer your account to a debt collection agency, working on **our** behalf, to determine your circumstances and/ or to collect the outstanding charges. Before doing so, **we** will write to you giving you the choice to pay the debt in full so as to avoid a referral and notifying you that a compensatory charge of up to £39.00 will be added to your account if a referral is made. **We** will waive this compensatory charge if **we** are satisfied that there is or has been genuine hardship
- (vi) Surface water drainage charges form part of sewerage charges and remain payable unless the customer can demonstrate to **our** satisfaction that there is no direct or indirect surface water drainage to a **public sewer** from the **premises** or from any **common area** next to that **premises**. Where the customer can demonstrate this to **our** satisfaction, the surface water drainage charge will cease to be payable from:
- (a) In the cases of **premises** occupied for the first time prior to 1 April 2014, 1 April 2014. Surface water drainage charges for the period prior to this date will be deemed to be correct and will remain payable irrespective of the fact that this service may not have been provided.
  - (b) In the case of **premises** occupied for the first time on or after 1 April 2014, the date that the customer making the application occupied the **premises**.
- (vii) **We** may charge non-household customers a fee for payments that have not been received on time.

- (viii) **We** may require non-households to pay interest on overdue accounts. This will usually be calculated at the rate of 1.5% above the GIR (10 year nominal par) rate calculated by the Bank of England.
- (ix) Where the surface water drainage element of sewerage charges are based on chargeable area, this area will be deemed to be correct unless the customer can demonstrate to **our** satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes. Where the customer can demonstrate this, the surface water drainage charge will only be based on the reduced chargeable area from 1 April in the year in which the application is made. Surface water drainage charges prior to this will be deemed to be correct and will remain payable.
- (x) In accordance with section 147 of **the Act**, **we** will make no charge for water taken for the purpose of extinguishing fires. In addition, **we** will not charge for:
  - (a) water taken by a fire authority for any other emergency purposes;
  - (b) water taken for testing fire extinguishing equipment or training persons for fire-fighting;
  - (c) the availability of water for any of the purposes mentioned in this section.

## B2 Unmetered charges

### B2.1 Unmetered charges for water and sewerage

- (i) Where **we** supply water and/or provide sewerage services and a **meter** has not been used for charging purposes, **we** will normally calculate the annual charges as follows:
  - (a) For water supply, a fixed charge plus an amount calculated by multiplying the **rateable value** of a **rateable value premises** by the rate per pound of rateable value for the appropriate charge zone (see tables 1 and 2 in Section C of this document).
  - (b) For sewerage services, a fixed charge plus an amount calculated by multiplying the **rateable value** of the **rateable value premises** by the relevant rate in the pound for the appropriate charging zone for the service (or services) that the property receives or benefits from (see tables 1 and 2 in Section C of this document).
- (ii) Where **we** are satisfied that the **occupier** of any **rateable value premises** does not receive, take or have access to a supply of water, **we** will not charge water supply and used water charges. **We** may require that the water supply is disconnected before this is the case. The surface water only charge may continue to apply. This is subject to a maximum charge per year (see tables 1 and 2 in Section C of this document);
- (iii) The unmetered charges are different for different parts of **our water area** and **our sewerage area**. This is because of **our** policy to equalise the amount of **our** unmetered charges on a per capita basis between **our** four charging zones. The charges for each zone are shown in table 1 (in Section C of this document) and the area of each zone is shown on page 5.

### B2.2 Unmetered charges – miscellaneous matters

- (i) Where a property drains directly to one of **our** sewage treatment or disposal works, via a private drain or sewer or a combination of the two, the charge for sewerage services will be 72% of the used and surface water or used water only charge.

- (ii) Charges may be based on **our** assessment of the volume of water supplied to, and used water discharged from, the property which would give the same charge as if the property was charged for water supply and used water on the basis of its **rateable value**.
- (iii) Except where it is covered elsewhere in this Scheme, **we** will reduce or refund any charge or part of a charge made under this Scheme or any earlier Scheme where **we** are satisfied that:
  - (a) the **rateable value** shown in the **valuation list** is certified by the **valuation officer** as having been excessive;
  - (b) the **rateable value** used to calculate the charge was not the same as that in the **valuation list**; or
  - (c) the relevant service was not provided to the **rateable value premises** in question.
- (iv) **Rateable value premises** of any water undertaker in any charging zone will be charged by multiplying the used and surface water charge in table 1 in Section C of this document by 17% of the **rateable value** of the **premises** unless we agree otherwise.

## B2.3 Free meter option

- (i) The **occupier** of any property receiving an unmetered supply can, if after obtaining any necessary consents of third parties, ask **us** for a **meter** to be installed free of charge and for charges to be calculated on the basis of the volume of water supplied instead of **rateable value**. This meter will be installed in a location and manner approved by **us**, and will be subject to the standing and fixed charges which are explained below.

**We** will accept requests for a **meter** made on our website <https://hdcymru.co.uk/my-account/my-water-meter/apply-for-a-water-meter>, or alternatively applications can be made in writing to the address shown in useful contact numbers and addresses section on page 13.

### *Meter location*

- (i) Where it is not possible to install a meter in our preferred location we will consider installing the meter in an alternative location if this is practicable and does not involve unreasonable expense. The occupier may choose an alternative location and we will install the meter there if it is practicable to do so and the occupier pays any additional expenses incurred.
- (ii) The **meter** will remain **our** property. Once the **meter** has been installed if the **occupier** wishes to have it re-sited, **we** must carry out the work and there will be an additional charge. If the **occupier** or a person living with them is registered with us for special assistance, there will be no charge for re-siting the meter.

### *Protection of and damage to the meter*

**We** own and are responsible for the maintenance of the **meter** and any equipment associated with it.

You must take all reasonable care of the **meter** and must not cover or obstruct the **meter** in any way. You must allow **us** reasonable access to your **premises** in order for **us** to access the **meter**. If **we** incur a cost in accessing or re-siting the **meter** because you have covered or obstructed it, then **we** will charge you for these costs.

It is a criminal offence under section 175 of the Act to interfere with, wilfully damage or remove the **meter**.

This means that you must not remove it or instruct anyone to remove it for you. If you are convicted of doing any of these things, you could face a fine imposed by the Magistrates Court.

*Meter installation time*

Although **we** aim to install a **meter** within three months of receiving a request for installation, as described above, there may be times where **we** are unable to do so. Where this happens, **we** will use the first meter reading after installation to calculate charges for the period from three months after **we** received the request notice to the date the **meter** is installed. This calculation of charges shall be binding upon the **occupier**.

*Meter installation not reasonably practicable or unreasonably expensive*

- (v) If **we** consider that it is not reasonably practical or it would involve unreasonable expense **we** will not install a **meter**. In such cases, including those where a shared **meter** agreement is not possible or appropriate, the **occupier** may opt to pay the appropriate assessed volume charges detailed in section B4.1 below instead of a charge based on the **rateable value** of the **premises**.

**We** consider reasonable expense to be the cost of installation of a single meter fitted externally at the property boundary/start of the supply pipe and reasonable reinstatement. When we assess additional expenses over and above those reasonably incurred, **we** will consider the cost of the following:

- service pipe separation;
- installation of additional **meters** on a supply;
- alterations to existing plumbing to enable a **meter** to be installed; and
- installation in an alternative location if requested by the **occupier**.

You can refer a dispute concerning any case where **we** refuse to install a **meter** to **Ofwat** for determination.

## B3 Metered charges

### B3.1 Metered charges water and sewerage

#### *Compulsory metering policy*

- (i) Unless **we** have specifically agreed otherwise in writing, all water **we** supply will in the following circumstances be supplied through a **meter**:
- a) where **we** already supply water to the **premises** through a **meter**;
  - b) where on or after 1 April 1989 **we** make a new supply of water to the **premises** or require a separation of the supply pipe;
  - c) where an **occupier** (including a previous **occupier**) has opted to have the supply metered and has not reverted to unmetered charges within the applicable deadline;
  - d) where the **premises** is located in an area covered by **our selective metering programme** and there is a change of **occupier**, provided that the new **occupier** has not been billed for unmetered charges at the **premises**;
  - e) where the **premises** are non-household **premises**;
  - f) where water **we** supply is used or passed through a sprinkler, automatic garden watering device or a hosepipe not held in the hand;
  - g) where there is a swimming pool at the **premises** with a capacity greater than 10,000 litres, unless the **occupier** of the **premises** can satisfy **us** that no water **we** supply is at any time used to automatically fill the pool or automatically maintain or increase the level of water in it.

#### *Circumstances where there is no compulsory metering on change of occupier*

- (ii) Where there is a change in occupation of a non-household **premises** which is charged for water and sewerage services on an unmetered basis, unless the **premises** has been substantially altered (see section B4.1(c)) or is in one of the categories of **premises** that must be metered listed above (section B3.1(i)), the basis of charge will remain unchanged for the new **occupier**.

#### *Liability for metered charges*

- (iii) Where the supply to a **premises** is metered and the charges are volume based, the person liable for the payment of charges may continue to be liable to pay such charges after they have ceased to be the **occupier** of the **premises**. This applies where such person has failed to notify **us** that they are leaving the **premises** at least two **normal working days** before they do.

The charges for which the person will be liable will be those for the period ending on the date on whichever of the following first occurs after they cease to occupy the **premises**:

- (a) where they inform **us** of the ending of their occupation less than two **normal working days** before, or at any time after, they cease to occupy them, the twenty-eighth day after **we** have been informed;
- (b) any day on which any **meter** would normally have been read in order for the amount of the charges to be determined;

- (c) any day on which any other person informs **us** that they have become the new **occupier** of the **premises**.

### ***Water supply charge***

- (iv) Water **we** supply through one or more **meters** to any **premises** will be charged to the **occupier** at the standard water supply charge in table 4 in Section C of this document, unless **we** agree otherwise, or one of the following tariffs applies: the intermediate user tariff, large user tariff, or the standby tariff (see sections B3.2 and B3.3).

This charge will be due on demand and apply from 1 April 2018 except for monthly-billed customers when it will apply from the first meter reading on or after 1 April 2018.

Non-household **premises** will usually receive a bill every month, every three months or every six months.

**We** will aim to base at least one bill each billing **year** (1 April to 31 March) on an actual meter reading.

### ***Water supply standing charges***

- (v) In addition to the charges set out above, there is a standing charge related to the size of the **meter** measuring the supply to the **premises** (see tables 5(a) and 5(b) in Section C of this document).

### ***Water supply fixed charge***

- (vi) A fixed charge related to the volume of water **we** supply to the **premises in Zones A and D** also applies (see table 6 in Section C of this document).

These standing and fixed charges will apply from the appropriate date set out above. Unless **we** agree otherwise, these charges will be due on demand and apportioned for each billing period or on a daily basis for periods less than or greater than the normal billing period.

### ***Sewerage charges***

- (vii) Where **we** provide sewerage services to a single **premises** whose water supply is metered, unless another company bills and collects charges on **our** behalf, sewerage and sewage disposal charges to the **occupier** of the **premises** will have the following elements:

#### ***Used water charges***

- (a) with effect from 1 April 2018 or the first relevant water supply or **used water meter** reading on or after 1 April 2018 for monthly-billed **premises** (except where **used water** charges are billed with **trade effluent** charges under section B5.1, a charge per cubic metre of **used water** discharged directly or indirectly to a **public sewer** is payable at the rates shown in table 8 in Section C of this document.

#### ***Direct connection to our sewage treatment works***

Where a property drains directly to one of our sewage treatment works or disposal works, via a private drain or sewer or a combination of the two, the volumetric charge for **used water** will be as shown in table 8 in Section C of this document.

and

***Surface water drainage charges***

- (b) the charge or charges based on the **rateable value** of the **premises** as specified in section B2.1 above (see table 11 in Section C of this document);

or

the charge based on the chargeable area as specified in B3.1(xii) below (see table 10 in Section C of this document).

See section B3.1(xii) below to see which applies.

and

***Sewerage fixed charge***

- (c) the fixed charge or charges related to the services provided and volume of water supplied to the **premises** (see table 9 in Section C of this document).

Unless **we** agree otherwise the fixed and surface water drainage charges will be due on demand apportioned for each billing period, or on a daily basis for periods less than or greater than the normal billing period.

***Water out equals water in less losses***

- (viii) **We** will calculate used water charges on the basis that the volume of “water out” is the same as the volume of “water in”. The volume of “water in” will be based upon the **meter** records of water supplied to or taken at the **premises**, **trade effluent** discharged from the **premises** and (where **we** cannot get such **meter** records) all other reliable information available to **us** at the time. This will subject to the paragraph below, be binding on the person liable to pay the charge (for the purposes of this clause “the **occupier**”).

The unit charge is set at a level that acknowledges “normal losses”. This covers miscellaneous non-returns to the sewer, e.g. evaporation from cooking, clothes washing, bathing, hot water equipment and garden watering. **We** make no specific adjustment for losses that are higher than “normal” levels, such as evaporation from swimming pools, but customers may opt to meter their own discharge as described in section B3.1(ix) below.

***Customer measurement of water out***

- (ix) If the **occupier** is not satisfied with the volume of **used water** calculated by **us**, they may:
    - (a) install and maintain at their own expense their own meter(s), gauge recorder or other apparatus **we** approve on a water fitting, pipe or drain of the **premises** in question in a location and manner also approved by **us** in order to determine a more accurate measurement of the volume of **used water** discharged to the **public sewer**;
- and
- (b) provide to **us** full details of the volumes of water or **used water** recorded in accordance with **our** requirements.



- (x) As long as **we** are satisfied as to the accuracy of the volume of water or **used water** recorded by the meter(s), gauge recorder or other apparatus installed by the **occupier**, **we** will use this information to determine the volume of **used water** discharged to the **public sewer**.

If **we** are not satisfied or if the **occupier** fails to provide full details of the relevant volumes to **us** by the due date or otherwise in accordance with **our** requirements **we** will base the charge on **our** assessment of the volume of **used water** discharged as described in section B3.1(vii)(a) above.

### ***Rainwater harvesting systems***

- (xi) Where a **rainwater harvesting system** is installed from which water discharges to a **public sewer** after use **we** will calculate charges on the following basis:
- (a) Where the supply to the **premises** is metered, **we** will require the system to be installed in such a way that the water that is used and subsequently discharged (the “water-out”) can be measured by means of a meter installed on the **rain harvesting system**.

The volume of “water-out” will be charged at the rates shown in **table 8 in Section C** of this document and be in addition to any charges calculated on the basis of (vii) above.

Where the **occupier** is also liable for the surface water drainage charge, as specified in section B3.1(vii)(b) above (including where the **premises** does not receive a water supply), **we** will reduce the chargeable area as defined in section B3.1 (vii) by the area from which rainwater is harvested.

Where the supply to the **premises** is not metered the charges as set out in sections B2.1, B2.2 above or B4.1 below will apply.

### ***Property surface water***

- (xii) An **occupier** liable for the surface water drainage charge specified in:

- section B3.1(vii)(b) above, or
- section B3.4(ii) (including where the premises does not receive a water supply),

will pay the charge in table 10 if:

- (a) they opt in writing to pay the charge. This option is not available for places of religious worship (as defined in section 39(2) of the 1967 Act);
- or
- (b) they opt, or **we** require them, to have the water supply to the **premises** metered (except if the **premises** is a place of religious worship as defined) above in (a));
- or
- (c) **we** have notified the **occupier** prior to this Scheme coming in to effect that they will be charged on this basis;

The charge will apply from:

- in the case of (a), the date **we** receive the notification from the customer and all relevant information **we** may require;
- in the case of (b), the date of the approved installation;

- in the case of (c), from 1 April 2018 or the first relevant water supply or **used water meter** reading on or after 1 April 2018 for monthly billed **premises** (except where used water charges are billed with trade effluent charges in which case please see section B5.1 below);

**“Chargeable area”**

includes the total site area of the **premises** (whether or not the surface area is permeable), including the boundary of the **premises** and all land belonging to the **premises** (whether or not separated at any point by a highway or other public right of way), but

excludes any area or areas that in total are more than 10% of the total site area of the **premises** and from which in **our** opinion no surface water or groundwater drains or could drain either directly or indirectly to the **public sewer**.

This includes:

- permanently grassed or cultivated areas;
- playing fields;
- farmland;
- racecourses;
- sports grounds;
- golf courses;
- parkland;
- soakaways;
- areas of land on which no building can legally be built;
- any other area from which in our opinion no surface water drains or could drain directly or indirectly to the **public sewer**.

***Site area surface water – special cases***

- (xiii) We will charge community **premises** as if their chargeable area was in the band of 100–199 square metres. For a place of religious worship (as defined in (xi)(a) above) the charge payable is based upon a notional **rateable value** of zero rather than the chargeable area of the **premises**.
- (xiv) We will charge **transitional scheme premises** on the basis of the notional Band T. The charge will apply until such time as:
  - (i) the **occupier** opts to pay the charge based on the **premises** chargeable area;
  - or
  - (ii) there is a change of **occupier** of the **premises**;
  - or
  - (iii) **we** have notified the customer that the relevant charge based on the **premises** chargeable area is less than the charge currently paid by the **occupier** based on Band T.
- (xv) Where a number of **premises** in separate occupation have a **common area**, the chargeable area for each **premises** will include a proportionate part of the **common area** calculated by dividing the **common area** pro rata to the site area of each of the separate non-household **premises**.

- (xvi) Where there is access between a **household premises** and a non-household **premises**, apart from by a highway, occupied by the same person, the charge payable for both such **premises** shall be calculated by aggregating the total site area of both **premises** and applying the charges for non-household **premises**.
- (xvii) Where the customer makes a claim on the appropriate form and can satisfy **us** that no surface water or groundwater drains directly or indirectly from the **premises** or any **common area** next to those **premises** to a **public sewer**, the surface water drainage charge shall cease to be payable from:
  - a. In the case of **premises** occupied for the first time prior to 1 April 2014, 1 April 2014. Surface water drainage charges prior to this date will normally be deemed to be correct and will remain payable irrespective of the fact that this service may not have been provided;
  - b. In the case of **premises** occupied for the first time on or after 1 April 2014, the date that the customer making the application occupied the **premises** (see section B1.4(vi) above).
- (xviii) Where the customer can satisfy **us** that the chargeable area in respect of which they are billed is larger than is applicable the customer may be entitled to a reduction in their sewerage charge to reflect this. Any adjustment to the charges payable will, normally only be made from 1 April in the **year** in which the claim is made (see section B1.4 (vii) above).

## B3.2 Intermediate and large user tariffs

The tariffs in this section (B3.2) apply to non-household **premises**.

### **Intermediate user tariff**

Premises in Zones A and D using between 10,000 and 49,999 cubic metres of water are described as “Intermediate” users and those using 50,000 cubic metres or more are described as “**Large**” users - see table 7(a) in Section C of this document.

- (i) In Zones A and D, where **we** provide the **occupier** of a single **premises** with more than 10,000 cubic metres of water per **year** but less than 49,999 cubic metres (inclusive), unless the standby tariff (see section B3.3) applies or **we** agree otherwise, **we** will charge the **occupier** of the **premises** for the 12 consecutive monthly billing periods after 1 April, in addition to the standing and fixed charges detailed in section B3.1(v) and (vi) the charges in table 7(a) in Section C of this document.

**We** will apportion the annual fixed charges for each billing period on a daily basis for periods less than or greater than the normal billing period.

### **Large user tariff**

*In Zones A and D large users are those using 50,000 cubic metres or more. In Zones **B and C**, premises using 250,000 cubic metres of water per annum or more are described as “Large” users. The charges for these customers in Zones B & C are set out in table 7(b) in Section C of this document.*

- (ii) Where **we** provide the **occupier** of a single **premises** with more than **50,000** cubic metres of water per **year** in Zones A and D or for Zones B and C **250,000** cubic metres of water per **year**, unless the Standby tariff (see section B3.3) applies or **we** agree otherwise, **we** will charge the **occupier** of the **premises** for the 12

consecutive monthly billing periods after 1 April, in addition to the standing and fixed charges detailed in section B3.1(v) and (vi) the charges in table 7(a) or 7(b) *in Section C of this document*.

**We** will apportion the annual fixed charges for each billing period on a daily basis for periods less than or greater than the normal billing period.

Where **we** supply the **occupier** of a single premises for Zones A and D 50,000 cubic metres or more and for Zones B and C of water 250,000 cubic metres or more, **we** may at any time during the charging period notify the **occupier** of changes to one or more elements of the tariff. **We** will provide the effective date for any changes in **our** notification.

For the purposes of the above intermediate and large user tariffs, **we** will assess in advance the volume of water that **we** believe **we** will supply to the **premises**. **We** will use the information available to **us** at the time and the **occupier** will pay the appropriate intermediate or large user tariff throughout the period. At the end of the period, **we** will reconcile the volume of water actually supplied with the rates set out above. Any overpayment will be credited to the **occupier's** account and any underpayment shall be payable by the **occupier** on demand.

### B3.3 Standby tariffs

The tariffs in this section (B3.3) apply to non-household **premises**.

- (i) Where **we** supply water through one or more **meters** to the **occupier** of a single premises located in Zones A and D and that **premises** also has access to an alternative source of water, other than the water **we** supply, which is capable (both legally and physically) of supplying at least 10,000 cubic metres, the **occupier** of that **premises** will be charged on the standby tariff (instead of the standard metered, intermediate user or large user tariff above) and may elect to secure a standby supply.
- (ii) Where a standby supply applies, the **occupier** of the **premises** must notify **us** in writing of the maximum required volume of water ("the notified volume") for the period from 1 May to 30 September ("peak") and for the period from 1 October to 30 April ("off-peak") by 1 April and will pay the following charges:
  - (a) The capacity charges shown in table 12 in Section C of this document, payable irrespective of whether **we** supply any water.
  - (b) The volume charges shown in table 13 in Section C of this document, payable for all water **we** supply, irrespective of the notified volumes.
  - (c) Meter size standing charges  
The appropriate standing charges related to size of the **meter** measuring the supply to the **premises** - see **table 5** in Section C of this document.
  - (d) Fixed charge  
The appropriate fixed charge relating to the volume of water **we** supply to the **premises** - see table 6 in Section C of this document.
  - (e) Premium charges  
In addition to the charges under (a), (b), (c) and (d) above, the following charges shall apply in the circumstances described below

Where the notified volume is exceeded for either or both of the periods **we** will make a charge of twice the appropriate capacity charge in table 14, (excluding the standing charge) for each cubic metre of water supplied in excess of the notified volume for the relevant period.

Where the **occupier** elects for a maximum volume of zero, or in circumstances where it is taken to have been notified as zero (see below), the **occupier** must give **us** at least twenty-four hours notice before using **our** supply. In addition to the appropriate charges set out in (b) and (c) above they will pay the premium charges in table 14 in Section C of this document.

- (iii) The above charges will be due on demand (unless **we** agree otherwise) from the first relevant meter reading on or after 1 April.
- (iv) **Our** decision about the excess over and above the notified maximum volumes will be binding on the person liable to pay the charges.
- (v) Where the **occupier** of a single **premises** as described above does not elect to secure a standby supply, or does not provide the information as specified in section B3.3(ii) above by 1 April, the maximum volume required for both the peak and off-peak periods shall be taken to be zero.
- (vi) If **we** consider that **we** could not supply either or both of the notified volumes and revised notified volumes cannot be agreed by 15 April, **we** will advise the **occupier** and the notified volumes will be taken to be zero.
- (vii) If **we** identify that an operational network problem may occur in circumstances where a notified volume (including circumstances where it is taken to be zero) is exceeded, **we** reserve the right to downsize the relevant **meter** or **meters** to an appropriate size for the notified volume.
- (viii) Where it can be shown to **our** satisfaction that none of the water **we** supply through a **meter** or **meters** could be used to increase the supply of water to any part of the **premises** to which water from the alternative source is supplied, the **occupier** of the **premises** will pay the appropriate charges relating to those **meters** and any water supplied through them as set out in B3.1 (iv), (v) and (vi) or section B3.2 above, as appropriate, instead of the standby tariff.

### B3.4 Metered supplies – miscellaneous matters

#### *Meter reading not obtained*

- (i) If **we** are unable to read a **meter** we will calculate an estimated reading based upon previous consumption. This calculation will be binding upon the person liable to pay the charge. Appropriate adjustments will subsequently be made when **we** take or receive an actual meter reading at a later stage where possible.

#### *Single meter supplying multiple **premises***

- (ii) Where **we** supply water through a single **meter** to a number of properties in separate occupation, **we** may charge the **occupiers** of the individual properties on an unmetered basis unless the **occupier** of one of the properties in question or some other person has agreed in writing with **us** to be legally responsible for payment of all metered water supply charges in respect of water supplied by us through the single meter.

#### *Leakage allowance and non-return to sewer allowance*

- (iii) If there is a leak on a supply to a premises that is charged on a measured basis, we will make an adjustment to the charges payable provided that the leak is repaired promptly, was not caused by the occupier's negligence, by the negligence of the owner of the pipe or by the negligence of any third parties acting on their behalf and was not a leak that the **occupier** should have known about and could have repaired sooner. **We** will also apply an allowance to the charges payable for sewerage for water that has not returned to the sewer. **We** will only make one allowance during the **occupier's** period of occupation. **We** have a Code of Practice which covers leakage, a copy of which is available on our website [deevalleywater.co.uk](http://deevalleywater.co.uk).

#### *Temporary disconnection*

- (iv) Where a customer requests that a metered supply be temporarily disconnected and then requests for that supply to be reconnected
- (a) within twelve months of the disconnection, there will be a reconnection fee in addition to the appropriate charges for the period when the supply was disconnected.
  - (b) more than twelve months after the disconnection, there will be a reconnection fee but there will be no charges for the period when the supply was disconnected.

#### *Meter downsizing*

- (v) Where **we** supply water through a **meter** or **meters** greater than 15mm in size, the **occupier** may request in writing for **us** to carry out an "assessment of usage" with a view to downsizing the **meter(s)**. If, in **our** opinion, it is reasonably practicable and if it does not involve unreasonable expense, **we** will, if the **occupier** has obtained any necessary permissions, replace the **meter(s)** with more appropriate, smaller sized **meter(s)** free of charge.

#### *No compulsory metering on change of occupier*

Unless the **premises** has been substantially altered (see section B4.1 (c)) or is in one of the categories of **premises** that must be metered (see section B3.1 (i)), where there is a change in occupation of a non-household **premises** which is charged for water and sewerage services on an unmetered basis, the basis of charge will remain unchanged for the new **occupier**

### **B3.5 Charges for meter testing**

- (i) If **we** are asked to prove the accuracy of a **meter**, and on testing the **meter** it is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, **we** will recover from the person requesting the test a fee which will be:
- (a) for the removal and testing of **meters** up to and including 28mm in size the charge shown in table 22 in Section C of this document;
  - (b) for the removal and testing of **meters** over 28mm in size the charge shown in table 22 in Section C of this document;
  - (c) For a **non-standard meter test**, for meters over 28mm in size the actual cost of removing, testing and installing a replacement meter.
  - (d) For abortive calls, fees will apply as shown in table 22.

## B4 Assessed volume charges

### B4.1 Assessed volume charges

The assessed volume charges in table 2 will apply per **year**. They will accrue on a daily basis and be payable on demand on a daily basis by the **occupier** of a **premises** for each billing period in the following circumstances:

- (a) where an **occupier** has requested a **meter** under the option scheme but it is not practicable for a **meter** to be installed, or it would involve unreasonable expense, and the **occupier** of a property opts to pay the tariff below instead of charges based on the **rateable value** of the **premises**;
- (b) where a **premises** is located in an area covered by **our selective metering programme** and it is not reasonably practicable for a meter to be installed, or it would involve unreasonable expense, and the **occupier** of a property opts to pay the tariff below instead of charges based on the **rateable value** of the **premises**;
- (c) where a non-household **premises** that is charged on an unmetered basis is **substantially altered**;
- (d) where there is no appropriate **rateable value** and **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to be metered;
- (e) where **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to a non-household **premises** to be metered;
- (f) Where despite several visits and written requests **we** are still unable to obtain access to install, read and/or maintain **our** meter.

## B5 Other charges

### B5.1 Trade effluent charges

#### *Who we will charge*

(i) Charges shall be payable on demand by:

- (a) any person making a discharge of **trade effluent** in accordance with a **trade effluent consent** (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this Scheme relates;

or

- (b) any person to whom a **trade effluent consent** applies or has been given and, who at the time the **trade effluent** is or is authorised to be discharged described in (a) above, occupies the **premises** from which the discharge is made:

or

- (c) any person making a discharge of effluent, which is however not deemed a trade effluent to be received (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this scheme relates.

(any such persons above being referred to below as “the discharger”)

- (d) Dischargers may be required to enter into a performance guarantee arrangement linked to their permission to discharge.

#### *Basis of charge*

- (ii) Subject to below, **our trade effluent** charges have four elements, “R”, “V”, “B” and “S”, shown in tables 15 to 18 in Section C6 of this document.
- (iii) The charges in table tables 15 to 18 include the cost of routine sampling and monitoring of **trade effluent** discharges.
- (iv) Where the **trade effluent** does not receive the conveyance or treatment process giving rise to any of the charging elements in tables 15 to 20, that particular charging element will not be included in the charge to the discharger.
- (v) Where, at or in connection with a **sewage treatment works**, **we** have installed particular pipes, plant or machinery, operated it in a particular manner or have used particular chemical treatment to specifically deal with the removal of a residual of a **trade effluent** discharged from **trade premises**, **we** may make an appropriate additional charge. This charge will be in respect of the additional costs **we** have incurred in the installation or operation of such pipes, plant or machinery, the use of such chemical treatment or the carrying out of any associated research and development work.

#### *Calculation of charges payable*

- (vi) Subject to section B1.1, section B1.2, section B1.4 and below the charge to be paid by the discharger for **trade effluent** discharged to the **public foul water sewer** or **sewage treatment works** will be calculated as the sum of:
- the volume of **trade effluent** discharged in cubic metres multiplied by the charges per cubic metre for R and V in tables 15 to 18; and
  - the biological load of the **trade effluent** discharged in kilogrammes multiplied by charge per kg for B in tables 15 to 18; and
  - the suspended solids load of the **trade effluent** discharged in kilogrammes multiplied by charge per kg for S in tables 15 to 18.

subject to (viii) below and to the **fixed charges** in table 19.

“R” is the charge for the reception and conveyance of the **trade effluent** in the **public foul water sewer**

“V” is the charge for the volumetric treatment of the **trade effluent** comprising the provision of all necessary

- (a) pumping stations with rising mains **we** consider to form part of **our sewage treatment works**
- (b) inlet works, including screening, comminution, grit removal and pre-aeration facilities
- (c) primary settlement units (other than storm treatment works), together with in cases where biological treatment is provided, the financing costs associated with biological treatment final settling tanks
- (d) tertiary treatment facilities

and



- (e) outfalls for crude or treated sewage

Where **we** provide no biological treatment the charge per cubic metre to the discharger for volumetric treatment will be based on a proportion of the element of charge reflecting the exclusion of all financing costs associated with biological treatment final settling tanks.

"B" is the charge for the biological treatment of the **trade effluent** comprising:

- (a) the provision of all necessary biological filtration plants (including humus sludge removal and pumping facilities)
- (b) the provision of all necessary activated sludge plants, including settled sludge removal and returned sludge pumping facilities
- and
- (c) the proportion of total sludge treatment and disposal costs associated with secondary sludge treatment and disposal.

The biological load is calculated from the arithmetic mean of the Chemical Oxygen Demand from acidified dichromate (COD) in milligrams per litre of the **trade effluent** determined on a sample or samples taken after one hour of quiescent settlement.

In cases where **we** decide it is appropriate after joint investigation with the discharger, **we** may make the assessment of COD on a different basis.

"S" is the charge for the treatment and disposal of primary sludges arising from the reception and treatment of the **trade effluent**, comprising the provision of all facilities necessary for:

- (a) the pumping or otherwise conveying (e.g. by tanker) of primary sludge to treatment and disposal
- and
- (b) the dewatering and treatment of primary sludge (including its conditioning, consolidation, drying, storage, incineration and disposal).

The suspended solids load is calculated from the arithmetic mean of the amount in milligrams per litre of the Total Suspended Solids (SS) in the **trade effluent** determined on a shaken sample.

- (vii) A discharger who in accordance with a **trade effluent consent** makes a discharge of **trade effluent** to a **public surface water sewer**, will pay the charge shown in tables 15 to 18 per cubic metre of **trade effluent** discharged.
  - (viii) Where the whole **trade effluent** volume or one of its separate components contains an unbalanced concentration of ammonia, a revised chargeable COD value will be calculated and used in the calculation detailed in (vi) above.
- We** consider a **trade effluent** volume or one of its components to be imbalanced where the ammonia concentration exceeds 5% of the average settled COD concentration.
- (ix) The fixed charges shown in **table 19** will apply for each **trade effluent consent** that has been given or applies to the discharger. Unless **we** agree otherwise these will be due on demand and apportioned to the billing period. Where there are multiple sources of discharge to a single consented point of discharge,

the fixed charges will apply to each source of discharge that has its own sampling point at any time during a half **year** period.

- (x) Where a discharge is legally a **trade effluent** discharge but in **our** opinion is insignificant in volume and strength and is therefore unlikely to require any further action by **us** after the initial application is processed, **we** will charge for the discharge as if it was **used water**.
- (xi) Subject to (ix) and (xv) below, **we** will determine the charge to be paid by the discharger, unless **we** agree otherwise with the discharger, based on samples of the **trade effluent** discharged from the discharger's **trade premises**. Samples will be taken either by the discharger or **us** and analysed by **us** during the period for which charges are levied or earlier results will be used where **we** believe sufficient information already exists for charging purposes.
- (xii) Subject to (xiii) below, for the purposes of calculating the charge, the volume of **trade effluent** deemed to be discharged from any **trade premises** will be calculated by **us** on the basis of the volumes of water taken at or supplied to, or **used water** or **trade effluent** discharged from the **premises** as recorded by the **meter, meters**, gauge recorder or other apparatus. These must be installed in a manner and location **we** approve in accordance with the terms of the relevant **trade effluent consent**.
- (xiii) The discharger shall provide **us** with full details of the recordings and readings of the volumes of water, **used water** or **trade effluent** at the **trade premises** on or before such dates and in accordance with such arrangements as **we** may require in order to calculate the volume of **trade effluent** discharged. Where:
  - (a) **we** are no longer satisfied that the meter, meters, gauge recorder or other apparatus is or are accurately recording the volumes to be measured;
  - or
  - (b) the discharger fails to provide **us** with full details in accordance with **our** requirements;

the charge will be based on **our** assessment of the volume of **trade effluent** discharged after taking into account all relevant information. Such assessment will be binding on the discharger.
- (xiv) Where the quantities of **trade effluent** authorised to be discharged are expressed in any **trade effluent consent** only in gallons, charges will be levied on the quantities actually discharged converted at the rate of 4.546 cubic metres to one thousand gallons.

*Application of the Scheme in particular cases*

- (xv) For the **trade effluents** shown in table 20 in Section C6 of this document **we** have assessed trade effluent charges determined on sampled standard strength figures for such effluents in terms of chemical oxygen demand and suspended solids. These charges will apply for these **trade effluents** unless the discharger, after giving **us** notice in writing prior to 1 April 2016, opts to have the **trade effluent** discharged from their **premises** sampled individually to determine its strength and provides in due time a sampling point which is satisfactory to **us** in order to enable samples to be taken.

## B6 Charging and payment arrangements

### B6.1 Charging and payment arrangements - unmetered supplies

#### *Charges payable by the occupier*

- (i) Unless **we** agree otherwise, all unmetered charges under this Scheme for water supplied or sewerage services provided by **us** shall be payable by the **occupier**.

#### *Unmetered charge due 1 April*

- (ii) Subject to section B1.4(iv) above and as appears below all unmetered charges shall be due and payable on 1 April 2018, unless the person responsible for the unmetered charges is also responsible for a metered water supply charge and / or sewerage charge or sewage disposal charge not based on **rateable value** for the same **premises** (or **premises** of which the same **premises** forms a part).

#### *Instalment arrangements*

- (iii) The person liable to pay any such charge based on **rateable value** may, except where that person is also liable as described in (ii) immediately above, elect to pay the charge in a manner **we** approve, either:
  - (a) in two as near as may be equal amounts on 1 April and 1 October 2018 respectively
  - (b) in eight consecutive as near as may be equal amounts commencing on 1 April 2018 or such date after this as **we** may agree and continuing on the corresponding day of each of the seven following months; or
  - (c) by such other number of amounts and/or upon such other dates as **we** may from time to time approve (for example, people experiencing difficulty with payment can ask to pay weekly or fortnightly).

and in these circumstances the charge shall be due and payable in the amounts and on the dates so prescribed or approved.

- (iv) If liability for any charge based on **rateable value** begins after 1 April 2018 the proportionate part of the charge for the remainder of the **year**, calculated on a daily basis, shall unless **we** have approved any alternative payment arrangements, be due and payable immediately. However, if liability first occurs prior to 1 October 2018 and the proportion of the charge due up to that date is paid on demand, the remainder of the charge may, subject to any approved alternative arrangements, be paid on 1 October 2018.
- (v) If immediately before the coming into operation of this Scheme a person has not paid to **us** all outstanding arrears of charges due to **us** under any prior Charges Scheme, that person shall pay the outstanding charges in such amounts and on such dates as **we** may specify. Such outstanding charges shall then be due and payable in the amounts and on the dates specified.
- (vi) Where a person paying charges by instalments fails to pay any amount on the date on which it became due and payable **we** shall be entitled after giving written notice of such failure to treat the outstanding amount as immediately due and payable and recover all such amounts which have not yet fallen due.

## B6.2 Charging and payment arrangements - metered supplies

### *Charges payable by the occupier*

- (i) Unless **we** agree otherwise, all metered charges under this Scheme for water supplied or sewerage services provided by **us** shall be payable by the **occupier**.

### *Metered charge due on demand*

- (ii) Where **we** directly bill, collect and recover charges, if a person is liable to pay to **us** a measured element of charge for a **premises**, that charge shall, in addition to any charge based on **rateable value** which that person is also liable to pay in respect of any **rateable value premises** forming part of that **premises**, unless **we** agree otherwise, be due on demand.
- (iii) Non-household **premises** will usually receive a bill every month, every three months or every six months.

Payments can be made in a number of amounts and/or upon such dates as **we** may from time to time and including where appropriate a monthly budget payment arrangement.

## B6.3 Payment

### *Where to pay*

- (i) Payments may be made:
- by direct debit (at no extra charge). You can set up a Direct debit by calling 0330 678 0646
  - by debit or credit card by ringing 0330 678 0646 (at no extra charge).
  - by cash at a PayPoint outlet (at no extra charge). Take your bill or Watercard and cash payment to a PayPoint store where you can pay your bill free of charge
  - at Barclays Bank (at no extra charge for payments by cheque but a charge may be made for cash payments) or at your own bank (ask the bank if a charge is payable)
  - at a Post Office using the payment slip on a bill or a reminder notice (the Post Office will make a charge for this)
  - at a Building Society (ask your own society for details)
  - by post to the address on your bill
  - by internet banking, using e-payment facilities of your bank or building society

None of these organisations referred to above acts as **our** agent.

We will make the charges shown in table 21 for dishonoured payments.

## Section C: Non-household charges for 2018-19

### C1 Introduction

This section of the document sets **our non-household** water and sewerage charges for 2018-19.

### C2 Unmetered charges

**Table 1: Unmetered water supply charges**

(a) For Zones A to D – Rateable value charges

Charging Zone	Rate per pound of rateable value (£/£RV)			
	Water supply	Used and surface water	Used water only	Surface water only*
A	1.0902	1.1037	0.8241	0.2775
B	0.6978	n/a	n/a	n/a
C	0.6532	n/a	n/a	n/a
D	0.9760	0.9194	0.6966	0.2207

\*Subject to a maximum charge of £112,441.66

(b) Fixed charges for Zones A and D

	Water	Used water only	Surface water only
Fixed charge per property £	21.66	17.23	17.23

(c) Fixed charges for water supply - Zones B and C

Charging Zone	Fixed charge £ per year
B	97.70
C	55.69

**Table 2: Assessed volume water charges**

Charging Zone	Water	Water	Used water	Used water
	Fixed Charge £ per year	£/m <sup>3</sup> of water assessed	Fixed Charge £ per year	£/m <sup>3</sup> of water assessed
A	21.66	1.5262	17.23	1.0003
B	97.70	1.1857	n/a	n/a
C	55.69	1.0954	n/a	n/a
D	21.66	1.5262	17.23	1.0003

**Table 3: Unmeasured animal troughs**

Charge in £ per annum	
Charge per trough	151.48

### C3 Metered charges – Water supplies

**Table 4: Metered water supply standard volumetric charges**

*Table 4.a. Potable water supplies Zones A and D*

Volume supplied (m <sup>3</sup> ) p.a.	Zone A Charge in £ per m <sup>3</sup>	Zone D Charge in £ per m <sup>3</sup>
0 – 4,999	1.5264	1.5264
5,000 – 9,999	1.5251	1.5251

*Table 4.b. Potable water supplies Zones B and C*

Volume supplied (m <sup>3</sup> ) p.a.	Zone B Charge in £ per m <sup>3</sup>	Zone C Charge in £ per m <sup>3</sup>
0 – 49,999	1.1857	1.0954
50,000 – 250,000	1.1644	1.0763

*Table 4.c. Non-potable water supplies (Zones B and C only)*

Volume supplied (m <sup>3</sup> ) p.a.	Charge in £ per m <sup>3</sup>
0 – 49,999	0.7470
50,000 – 250,000	0.7317

**Table 5: Metered Standing Charges**

*Table 5.a. Potable water supplies for Zones A and D*

Size of Meter up to	Charge £ per annum
15mm	5.65
22mm	6.90
30mm	11.23
42mm	20.65
50mm	41.40
80mm	105.37
100mm	120.97
150mm	310.19
200mm	400.32
250mm	490.73
300mm	565.13

*Table 5.b. Potable water supplies for Zones B and C*

Size of Meter up to	Up to 50 MI £pa	50 to 250 MI £pa
15mm	33.79	38.75
22mm	33.79	38.75

28mm	87.83	92.70
35mm	121.33	126.20
42mm	183.22	188.09
54mm	243.76	265.68
80mm	443.96	465.88
100mm	592.76	614.68
150mm	788.78	810.70
200mm	939.68	961.60

Table 5.c. Non-potable water supplies for Zones B and C

Size of Meter up to	Up to 50 MI £pa	50 to 250 MI £pa
15mm	33.86	2.46
22mm	33.86	2.46
28mm	88.60	57.20
54mm	429.44	238.44
80mm	629.62	438.62
100mm	778.44	587.44
150mm	974.44	783.44

Table 6: Water supply - site fixed charges for Zones A and D

Annual Volume of Water Supplied	Water supply £ per year
0 to 4,999 m3	46.16
5,000 to 9,999 m3	45.52
10,000 to 49,999 m3	369.81
50,000 to 249,999 m3	489.41
Greater than 250,000 m3	489.41

Table 7: Intermediate and large user potable water tariffs

Table 7.a. Intermediate and large user tariff for Zones A and D

Annual Volume of Water Supplied	Fixed Charge £ per year	Rate in £ per m <sup>3</sup> of water supplied in the period	
		From 1 October to 30 April Inclusive	From 1 May to 30 September Inclusive
10,000m3 to 49,999m3 water supplied per annum	3,278.76	0.8794	1.5876
Over 50,000m3 water supplied per annum	23,049.00	0.5699	1.0637

Table 7.b. Large user tariff for Zones B and C

System Charge	Annual Volume of Water Supplied 0 m <sup>3</sup> – 250,000 m <sup>3</sup>	Annual Volume of Water Supplied in excess of 250,000 m <sup>3</sup>
£ per annum	Rate in £ per m <sup>3</sup> of water supplied in the period	Rate in £ per m <sup>3</sup> of water supplied in the period
2615.45	1.1855	0.9482

The Large User tariff applies to customers using 250,000 m<sup>3</sup> of treated water per annum or more. An automatic retrospective credit/refund will be applied to all accounts where consumption is in excess of 250,000 m<sup>3</sup> in each financial year from 1 April to 31 March.

## C4 Metered charges – Sewerage services

Measured charges for sewerage services are shown below and apply to Zones A and D only.

The volumetric element is charged per m<sup>3</sup> (see table 8) with annual fixed charges also being applied for each service provided (see table 9). Measured sewerage charges also include an annual fixed charges for surface water drainage, these are usually based on the site area, as shown in table 10 below, though a small number of sites with pre-existing arrangements are charged based on rateable value, as shown in table 11.

Table 8: Measured wastewater charges

	Sites supplied with 0-5,000m <sup>3</sup> water p.a.	Sites supplied with 5-10,000m <sup>3</sup> water p.a.	Sites supplied with 10 - 50,000m <sup>3</sup> water p.a.	Sites supplied with 50-250,000m <sup>3</sup> water p.a.	Sites supplied with over 250,000m <sup>3</sup> water p.a.
For the first 9,999 m <sup>3</sup>	1.0031	0.9925	0.9925	0.9791	0.9772
From 10,000 m <sup>3</sup> to 49,999 m <sup>3</sup>	0.9989	0.9884	0.9884	0.9751	0.9732
From 50,000 to 249,999 m <sup>3</sup>	0.9602	0.9526	0.9526	0.9399	0.9380
Above 250,000 m <sup>3</sup>	0.9129	0.9062	0.9062	0.8936	0.8918
Volumes discharged directly to a sewerage treatment works	0.7246	0.7239	N/A	N/A	N/A

Table 9: Sewerage Site Fixed Charges

Annual Volume of Water Supplied	Wastewater £ per year	Surface water £ per year
0 to 4,999 m <sup>3</sup>	24.59	24.59
5,000 to 9,999 m <sup>3</sup>	22.66	22.66
10,000 to 49,999 m <sup>3</sup>	399.13	399.13
50,000 to 249,999 m <sup>3</sup>	466.99	466.99
greater than 250,000 m <sup>3</sup>	638.99	638.99



**Table 10: Surface water drainage charges - Site Surface Area charges**

Band	Chargeable area in m <sup>2</sup> (all figures are inclusive)	Charge £ per year
Band 1	up to 20	13.92
Band 2	21 – 99	55.71
Band 3	100 – 199	106.49
Band 4	200 – 299	172.71
Band 5	300 – 499	270.08
Band 6	500 – 749	418.79
Band 7	750 – 999	579.94
Band 8	1,000 - 1,499	823.24
Band 9	1,500 - 1,999	1,146.45
Band 10	2,000 - 3,999	1,951.42
Band 11	4,000 - 7,499	3,719.60
Band 12	7,500 - 9,999	5,648.44
Band 13	10,000 - 14,999	8,058.48
Band 14	15,000 - 19,999	11,271.43
Band 15	20,000 - 24,999	14,484.26
Band 16	25,000 - 29,999	17,697.19
Band 17	30,000 - 34,999	20,909.92
Band 18	35,000 - 39,999	24,124.75
Band 19	40,000 - 44,999	27,339.59
Band 20	45,000 - 49,999	30,554.60
Band 21	50,000 - 99,999	48,211.40
Band 22	Over 100,000	112,441.66
Band T	Transitional Charge	171.67

**Table 11: Surface water drainage charges - Rateable value charges**

Charging Zone	Rate per pound of rateable value (£/£RV)
A	0.2696
D	0.2144

## C5 Standby Charges

**Table 12: Standby tariff capacity charges**

Total peak & off peak notified volumes (m <sup>3</sup> )	Fixed Charge £ per year	Rate in £ per m <sup>3</sup> of water supplied in the period	
		From 1 October to 30 April Inclusive	From 1 May to 30 September Inclusive
0 - 4,999	0.00	0.5677	1.4976
5,000 – 9,999	0.00	0.5678	1.4975
10,000 - 49,999	2,076.51	0.4397	1.1479
50,000 or greater	14,187.97	0.2850	0.7788

**Table 13: Standby tariff volume charges**

Total volume supplied (m <sup>3</sup> )	Fixed Charge £ per year	Rate in £ per m <sup>3</sup> of water supplied in the period
0 - 4,999	0.00	0.5677
5,000 – 9,999	0.00	0.5678
10,000 - 49,999	1,201.17	0.4397
50,000 or greater	8,860.69	0.2850

**Table 14: Standby tariff premium charges (where notified volume is zero)**

Total volume supplied (m <sup>3</sup> )	From 1 October to 30 April Inclusive	From 1 May to 30 September Inclusive
0 - 4,999	1.1354	2.9952
5,000 – 9,999	1.1357	2.9950
10,000 - 49,999	1.1115	2.9305
50,000 or greater	1.1113	2.9334

## C6 Trade Effluent charges

**Table 15: Trade effluent charges - 0 to 4,999m<sup>3</sup> of water supplied**

Charging element	Volume discharged (m <sup>3</sup> )	Charge in £ per m <sup>3</sup>	Charge in £ per kg
<b>R</b> - (Reception and conveyance in the public foul water sewer)	0 – 9,999	0.2758	-
	10,000 – 49,999	0.2715	-
	50,000 - 249,999	0.2356	-
	Greater than 250,000	0.1883	-
<b>V</b> - (Volumetric treatment)		0.2496	-
<b>B</b> - (Biological treatment)		-	0.4290
<b>S</b> - (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3264
Discharge to a public sewer under a consent		0.1419	-

**Table 16: Trade effluent charges – 5,000 to 49,999m<sup>3</sup> of water supplied**

Charging element	Volume discharged (m <sup>3</sup> )	Charge in £ per m <sup>3</sup>	Charge in £ per kg
<b>R</b> - (Reception and conveyance in the public foul water sewer)	0 – 9,999	0.2736	-
	10,000 – 49,999	0.2694	-
	50,000 - 249,999	0.2337	-
	Greater than 250,000	0.1868	-
<b>V</b> - (Volumetric treatment)		0.2477	-
<b>B</b> - (Biological treatment)		-	0.4256
<b>S</b> - (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3239
Discharge to a public sewer under a consent		0.1419	-

**Table 17: Trade effluent charges – 50,000 to 249,999m<sup>3</sup> of water supplied**

Charging element	Volume discharged (m <sup>3</sup> )	Charge in £ per m <sup>3</sup>	Charge in £ per kg
<b>R</b> - (Reception and conveyance in the public foul water sewer)	0 – 9,999	0.2699	-
	10,000 – 49,999	0.2658	-
	50,000 - 249,999	0.2306	-
	Greater than 250,000	0.1843	-
<b>V</b> - (Volumetric treatment)		0.2443	-
<b>B</b> - (Biological treatment)		-	0.4199
<b>S</b> - (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3195
Discharge to a public sewer under a consent		0.1412	-

**Table 18: Trade effluent charges - greater than 250,000m<sup>3</sup> of water supplied**

Charging element	Volume discharged (m <sup>3</sup> )	Charge in £ per m <sup>3</sup>	Charge in £ per kg
<b>R</b> - (Reception and conveyance in the public foul water sewer)	0 – 9,999	0.2694	-
	10,000 – 49,999	0.2652	-
	50,000 - 249,999	0.2301	-
	Greater than 250,000	0.1839	-
<b>V</b> - (Volumetric treatment)		0.2439	-
<b>B</b> - (Biological treatment)		-	0.4190
<b>S</b> - (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.3189
Discharge to a public sewer under a consent		0.1403	-

**Table 19: Fixed charges for trade effluent**

Volume of Trade Effluent discharged (m <sup>3</sup> )	Charge in £ per m <sup>3</sup>
0 - 49,999	56.17
50,000 - 249,999	469.02
Greater than 250,000	657.93

**Table 20: Assessed volume charges for trade effluent**

Assessed trade effluent	Charge in £ per m <sup>3</sup> of Trade Effluent Discharged			
	Sites supplied with 0 - 4,999m <sup>3</sup> of water annually	Sites supplied with 5,000 - 49,999m <sup>3</sup> of water annually	Sites supplied with 50,000 - 249,999m <sup>3</sup> of water annually	Sites supplied with greater than 250,000 m <sup>3</sup> of water annually
Launderette	0.8426	0.8426	0.8408	0.8392
Car wash	0.5621	0.5621	0.5609	0.5598
Gas holder seal water	0.5625	0.5625	0.5613	0.5602
Paint stripping	0.7099	0.7099	0.7084	0.7070
Swimming pool backwash	0.5230	0.5230	0.5218	0.5208

## C7 Other charges

**Table 21: Charges for dishonoured payments**

Charge for each dishonoured payment by cheque £	Charge for each dishonoured payment by direct debit £
4.00	4.00

**Table 22: Meter accuracy testing**

Meter accuracy testing	Charge £
1. Meter accuracy test - meters up to 28mm – no fault found	70.00
2. Meter accuracy test - meters over 28mm – no fault found	475.00
3. Non-standard meter test – meters over 28mm	Quote
4. When a fault is found – all meter sizes (abortive charge for standard job)	No charge
5. No access or process cancelled by customer	60.00
6. No access or process cancelled by customer (abortive charge non-standard job)	60.00 plus costs incurred