

# **CHARGES SCHEME**

## **2017/18**

## Contents

<b>DEFINITION OF TERMS</b>	1
<b>1 INTRODUCTION</b>	3
<b>2 COMPLAINTS</b>	4
<b>3 VALUE ADDED TAX</b>	5
<b>4 LIABILITY FOR PAYMENT OF CHARGES</b>	5
4.1 General	5
4.2 Using a third party to pay your water bills	6
4.3 Order for Bankruptcy or Debt Relief Order	7
4.4 Change of occupancy	7
4.5 Claiming suspension of charges on unoccupied properties	7
<b>5 OPTIONAL METERING</b>	7
<b>6 LEAKAGE ALLOWANCE</b>	9
<b>7 HOW WE CHARGE YOU</b>	10
7.1 Measured charges	10
7.2 Unmeasured charges	14
7.3 Assessed measured charges	15
7.4 Here2Help Social Tariff scheme	16
7.5 WaterSure charge	17
7.6 Large User Tariff	18
7.7 Sewerage charges	19
<b>8 TIMINGS AND METHODS OF PAYMENT</b>	20
8.1 Payment options	20
8.2 Payment methods	21
8.3 Payment difficulties	23
<b>9 ADDITIONAL CHARGES</b>	24
9.1 Standby Charges	24
<b>10 DEVELOPER SERVICES</b>	24
<b>11 WATER INFRASTRUCTURE CHARGES</b>	25
11.1 Water infrastructure charges	25
11.2 Sewerage infrastructure charges	28
11.3 Infrastructure credits	28
<b>12 CONTACT DETAILS</b>	28
<b>A1 ADDITIONAL CHARGES</b>	31
A1.1 Reconnection/Call out Fee	31
A1.2 Customer Service Charges	31
A1.3 Standpipe Hire Charge – non-domestic	32
A1.4 Copying of Title Deeds/Relevant Documents	32
A1.5 Property surveys (water only)	32
A1.6 Flow and pressure test	32
<b>A2 METER TESTING</b>	32
<b>A3 RELOCATION OF METERS</b>	33
<b>A4 RESIZING OF METERS</b>	33
<b>A5 DEVELOPER SERVICES</b>	33
A5.1 Pre-development Enquiries	33
A5.2 Requisitioned or Self-laid water mains	34
A5.3 Charges for requisitioned or self-lay schemes	36
A5.4 Design Charges	37
A5.5 Charges for the self-laying of water mains and/or service connections	37
A5.6 Diversionary works	38
A5.7 Notes on VAT	38
A5.8 New or replacement metered connections	38
<b>A6 NEW CONNECTIONS FOR NON-HOUSEHOLD</b>	40

## DEFINITION OF TERMS

In relation to this document, **“us”** or **“we”** or **“our”** means Dee Valley Water plc.

**“Act”** means the Water Industry Act 1991, 1999, 2003 and 2014 and amendments thereto.

**“CCWater Wales”** means Consumer Council for Water Wales.

**“Connection”** means the installation of a pipe, meter and fittings provided by us to bring water from our water main to the boundary of the customer’s property, regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of our services.

**“Customer or potential customer”** means a person receiving a service from us or who is liable to pay charges in accordance with our Charges Scheme, or a person who might become such a person on making an application for the purpose to us.

**“Fixed term tenancy”** means any tenancy other than a periodic tenancy.

**“Household”** means any building or part of a building which is occupied as a dwelling house, whether or not a private dwelling house, or which, if unoccupied, is likely to be so occupied (as described in Section 219 of the Act). In particular, a house includes a flat but not a caravan or mobile home, which is temporarily situated.

**“Household purposes”** generally means a supply for drinking, washing, cooking, central heating and sanitary purposes and is defined in Section 218 of the Act.

**“Measured charges notice”** means the request from the customer to us to fix charges in respect of the supply by reference to the volume of water supplied (as described in Section 6 of the Water Industry Act 1999). We will accept a request in writing only.

**“Non-household”** means a premises/customer other than a household premises/customer – for definition of household see above.

**“Non-household purposes”** refers to a supply for any use except for domestic purposes; for example supplies for manufacturing purposes, to building sites and to field troughs are for non-domestic purposes.

**“Premises”** means a building, its grounds or any facility for which a supply of water is made available. A building includes a house, a part of a building capable of separate occupation, a temporary structure providing shelter, a building partly constructed or demolished and a permanently sited caravan or mobile home.

**“Rateable value”** (RV) means the value shown in the valuation list maintained by a rating authority under Part V of the General Rate Act 1967 on 31 March 1990, and

includes Rateable Values which were proposed at that date and were subsequently directed to become effective from a date on or before 31 March 1990.

**“Redevelopment”** is a site where connections are changed or their use is changed. Redevelopment includes, for example, replacement of old houses with new houses, alteration of a large house into flats, replacement of a factory with offices, extension of a factory or offices and the change of a building water supply to a house connection.

**“Replacement connection”** includes all necessary works to relocate an existing supply, including decommissioning existing infrastructure. Common examples include replacing a lead supply pipe, moving or separating a supply.

**“Service pipe”** means the pipe (or part of the pipe) to supply water from our water main to any premises and is defined in section 219 of the Act.

**“Single site”** refers to premises within one location.

**“Supply pipe”** means any part of a service pipe which we could be, or have been required to lay under Section 46 of the Act.

**“Treated water”** means water that is fit for human consumption.

**“Untreated water”** means water that is suitable for industrial use only.

## 1 INTRODUCTION

This document explains our charges and policies for the period 1 April 2017 – 31 March 2018, it also includes the sewerage charges we collect on behalf of Dwr Cymru Welsh Water and United Utilities.

Our powers to charge for water supplies are contained in the relevant parts of Dee Valley Water's Instrument of Appointment and the Water Industry Acts 1991, 1999, 2003 and 2014 together with any regulations set by the National Assembly for Wales.

This charges scheme complies with the Charges Scheme Rules issued in November 2015 by the Water Services Regulation Authority under Sections 143(6A) and 143B of the Water Industry Act 1991.

We have taken steps to ensure that the charges do not unduly discriminate against, or show undue preference to, any class of persons.

We provide water services to homes, offices, businesses and factories in the area shown on the map below.



Customers who are planning to move to a new property can contact us on 01978 833200 or email [customer.services@deevalleygroup.com](mailto:customer.services@deevalleygroup.com) in order to ascertain the basis on which they would pay charges for the property.

We produce customer information publications about the services we provide. Details of these and copies can be obtained free of charge by telephoning 01978 846946 or by visiting our website, [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

A copy of this charges scheme is also available in Welsh and can be obtained by contacting our Customer Support Team on 01978 833200.

Some of the charges in this Charges Scheme are regulated by Ofwat and others are unregulated. Unregulated charges are shown separately in Annex A.

## **2 COMPLAINTS**

We are committed to providing a high standard of service. If you are not satisfied with the way in which we have acted, you can use our formal complaints procedure. When a complaint is received we will act promptly and at the highest level in our efforts to resolve the matter to your satisfaction.

The fastest way to have your complaint resolved is to phone us. If you have a complaint, please contact our Customer Support Team on 01978 833200, between Monday – Friday 8am and 6pm. For operational issues outside of these times please contact our Control Room on 01978 846946.

Alternatively you can write to Customer Complaints at:

Dee Valley Water plc  
Packsaddle  
Wrexham Road  
Rhostyllen  
Wrexham  
LL14 4EH

Or e-mail your complaint to [customer.complaints@deevalleygroup.com](mailto:customer.complaints@deevalleygroup.com)

If you remain dissatisfied with how your complaint was handled you can pursue the matter with the Consumer Council for Water:

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

Tel: 0300 034 3333

Website: [www.ccwater.org.uk](http://www.ccwater.org.uk)

Email: [enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)

CCWater will normally only investigate complaints that have already been referred to us.

If you remain dissatisfied with how your complaint was handled, you can pursue the matter through CCW's appeals process. Use the above contact details for further information on the process.

We run a Guaranteed Standards Scheme which sets out our minimum service standards and provides details of the compensation available to customers. For further details please contact us on 01978 846946 or visit our website [www.deealleywater.co.uk](http://www.deealleywater.co.uk).

### **3 VALUE ADDED TAX**

VAT will be added to water supply charges (including water for construction) raised to industrial customers who are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). Water supply charges to all other customers are zero rated for VAT purposes. A questionnaire is sent to new industrial customers asking them to declare the nature of their business and to identify the appropriate SIC code from a guidance booklet that is also sent. VAT is charged by default if the questionnaire is not returned and the VAT liability is not known. Further information is available for developers in section A5.7.

### **4 LIABILITY FOR PAYMENT OF CHARGES**

#### **4.1 General**

Water service charges are payable for all premises to which a supply of water is made available, whether or not such supplies are actually used.

**The person(s) named on the bill or the occupier(s) of any premises will be responsible for making payment in full on the due date of water service charges unless a separate agreement has been made with us.**

Any change in circumstances must be notified in writing to us promptly.

Where there is more than one person occupying premises then any occupant can be asked by the Company to pay the whole bill if the others do not. Where two or more separately occupied premises are supplied through one meter, charges are to be paid by the person identified by the Company as being responsible for the meter.

The occupier(s) of premises receiving a supply of unmeasured or measured water shall pay the associated charges. Where a single metered supply is provided to premises which is divided into a number of separate units with shared water facilities such as cooking, washing and toilets, charges will be payable by the owner(s) of the premises or his agent.

Whilst we strive to ensure that all bills for charges are correct, in the case of error we reserve the right to make retrospective adjustments. This will always happen if the adjustment is in the customer's favour. We will not make retrospective adjustments in our favour if there is clear evidence of a failure or error by us.

Regulations came in to effect on the 1 January 2015 which require landlords, with properties in Dee Valley Water's area of water supply, to advise us who occupies their rental properties and to provide us with information of changes of tenancy. This information has to be provided within 21 days of the date on which an occupier begins to occupy the property. There is a web based portal called the Landlord Tap which should be used to inform us of any changes, the portal can be accessed at <https://www.landlordtap.com>. Under Section 144C(3) of the Act, if an owner fails to provide the information, they will become jointly and severally liable with the occupiers for water and sewerage charges.

The regulations are called the Water Industry (Information about Non-Owner Occupiers) (Undertakers Wholly or Mainly in Wales) Regulations 2014 and they can be viewed via the website link

<http://wales.gov.uk/consultations/environmentandcountryside>

**For multi-occupied premises it may be possible to provide a single metered supply to the premises, subject to signing of a written agreement between us and the person or body who has control of the premises or the water supply (ie landlord, owner or management company). A security deposit will be required where we reasonably believe that there may be a financial risk.**

A deposit will be required where we consider it reasonably appropriate, having regard to the customer's payment history, financial resources and any other material factor(s) which may influence the customer's ability or willingness to pay for services provided. The requirement for security or the amount held may be reviewed by us or at the request of the customer to reflect changes in the volume of services provided or changes in financial standing or changes in any other material factor(s)

We recognise that there may be difficulties in apportioning a single metered bill for multi-occupied premises and this is for the customers concerned to consider.

**We must be satisfied that appropriate arrangements governing payment of the bill have been made before agreeing to a request.**

## **4.2 Using a third party to pay your water bills**

Some third party companies may offer to act as your agent with your water company, so that you pay the third party and the third party pays your water company. If the third party stops paying the water company, you are still responsible for paying your water bill, even if you have already paid the third party. We do not regulate the relationship between you and the third party. You should carefully consider the terms and conditions of the contract offered by any third party company.



#### **4.3 Order for Bankruptcy or Debt Relief Order**

Where an Order for Bankruptcy or a Debt Relief Order has been made in respect of a person liable to pay water and sewerage charges and that person remains resident in the premises for which a debt for water and sewerage charges was subject to the Order for Bankruptcy, or Debt Relief Order, that debt will be limited to charges outstanding up to the date of the Order for Bankruptcy, or Debt Relief Order. Any charges outstanding in respect of the current financial year will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy, or Debt Relief Order. Any charges for services provided after the Order for Bankruptcy, or Debt Relief Order, shall become due on the next day of occupation after the Order for Bankruptcy, or Debt Relief Order, and will be payable by the person responsible for the payment of water and sewerage charges in respect of the premises in question on the same terms as to payment as would apply had the premises been newly occupied on that day.

#### **4.4 Change of occupancy**

Customers must inform us about any changes of occupancy in writing **two** working days in advance of any change. For unmetered premises we will generate the final bill based on the date advised. For metered premises, the bill remains the responsibility of the persons vacating the premises, until a final meter reading can be taken.

#### **4.5 Claiming suspension of charges on unoccupied properties**

Water service charges will remain payable whilst premises contain furnishings and/or fittings, is being renovated or is otherwise occupied. Charges to unoccupied premises will remain payable as normal until such time that a request is received to disconnect the water supply.

On production of reasonable evidence (eg a letter from medical practitioner) we will grant a discretionary waiver of the rateable charge element for sole occupants of unmetered properties where the sole occupier has died or they are hospitalised or enter a nursing home for more than one month, for the period that they remain away from their premises.

Where metered supply is made to unoccupied premises, the full charge remains payable unless the supply is disconnected. However water volume charges will reflect the actual usage recorded by the meter.

Where tenanted, furnished premises are unoccupied, the landlord shall be responsible for charges whilst the premises are unoccupied or until such time that the landlord provides details of any new tenancy.

### **5 OPTIONAL METERING**

Household customers, (except household tenants with fixed term tenancies of less than six months who may require their landlord's consent in accordance with the terms of

their tenancy agreement) can request a meter to be fitted to their supply. Requests to have a meter installed can be made by contacting us on 01978 833200 or via the website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

Following receipt of a signed Measured Charges Notice, we will fit a meter free of charge, providing it is reasonably practicable to do so and doing so will not incur unreasonable expense. Unreasonable expense would include the cost of separating the customer's shared supply pipe, the cost of substantial alterations to existing plumbing to enable the meter to be installed or the cost of additional meters if the customer is served by more than one supply.

We undertake to install a meter within 3 months of receipt of a completed application form. Prior to meter installation, for a period of up to 3 months from receipt of a completed application form, water and sewerage charges will continue to be assessed on the basis of the Rateable Value of the property and are due for prompt payment.

If the meter is not installed by the end of 3 months from receipt of the application, an assessed charge will be payable unless the unmeasured charge is lower than the assessed charge, in which case the lower charge will remain payable. The assessed charge is based on the average water usage of customers who have opted to have a meter installed. Once the meter is installed, charges will be based on meter readings thereafter. No adjustment will be made in respect of the period of assessed charge (or continuation of the unmeasured charge as described above). If a customer chooses to cancel two appointments as part of the meter installation process, the meter application will be cancelled and the supply will revert back to unmeasured charges.

Our preferred location for the installation of the meter is inside the property. Where practicable, we will make simple pipe work alterations to facilitate the installation of the meter. We will fit a Smart meter which sends meter readings to us and avoids the need for access to the property for the purpose of obtaining actual meter readings. The customer may request that the meter be fitted in another location as long as we consider it practicable to do so. However, this could incur an additional charge payable by the customer. Details of the charge will be given on request. We will consider waiving this charge for customers who have difficulty in reading their meter, for example, through age or illness.

Any disputes between us and the customer about any aspect of the meter installation can be referred to Ofwat.

Optional metering installation charges that do not require Ofwat's approval are stated in Annex A.

Customers who have meters installed after the 1<sup>st</sup> April 2016 will have up to 24 months to decide to switch back to unmeasured (non-metered) charges, provided that we are notified in writing any time up to one month after the date of the fourth bi-annual bill. Customers will remain liable for all metered charges prior to switching back to an unmeasured supply.

## 6 LEAKAGE ALLOWANCE

Customers are entitled to a “first time leakage allowance”. This allowance is for excess water passed through a meter compared to average consumption. Household customers and customers with mixed-use premises are entitled to a 100% excess over average usage allowance and non-household customers are entitled to a 50% excess over average usage allowance. To qualify for an allowance:

- you must have a meter and
- you must ensure that any leak has been repaired in a timely manner (normally within 21 days from the date the leak was detected) and
- you must as soon as reasonably practicable inform us, but always within six months of the leak being detected and
- only one allowance can be claimed per customer per premises.

We will not provide an allowance if:

- the leak occurred on internal pipework as this is the responsibility of home owner
- the leak was caused by negligence
- there was excess water use as a result of faulty fixtures or fittings eg dripping taps or faulty cistern overflows.

We will backdate the allowance to the earliest time it can be identified that the leak occurred.

The allowance will be based upon the customer’s past normal consumption. Where there is no record of past consumption, the adjustment will be based upon typical usage for premises of a similar type and the customer’s measured charges shall be further adjusted if the customer’s subsequent actual usage is significantly different.

All household customers and customers with mixed-use premises are entitled to a sewerage allowance where the water lost due to leakage has not returned to the sewer. Depending on circumstances, non-household customers may be entitled to a sewerage allowance. The allowance must be claimed within 6 months of the leak being repaired. Customers should contact us in the first instance and we will pass on the request to the relevant sewerage provider for consideration.

**No allowances will be given if the leak has been caused through the carelessness of the customer or someone acting on behalf of the customer.**

Further details can be found in our Leakage Code of Practice, available on request or from the website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

## **7 HOW WE CHARGE YOU**

### **7.1 Measured charges**

It is our practice to read and bill household meters twice in each financial year. Where a bill has been based on an estimated meter reading, customers can choose to provide their own meter reading by completing and returning the yellow self-reading card enclosed with every estimated bill, or by submitting their meter reading via our website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk), or by contacting our Customer Support Team on 01978 833200. Any discrepancy with estimated meter readings will be corrected when we obtain a meter reading.

If a customer moves into premises that are metered, the method of payment cannot be changed back to an unmeasured basis. The measured bill is based on the amount of water used. All properties built since 1 April 1990 are metered.

Where we have encountered consistent difficulty in accessing and reading a meter installed inside premises, we reserve the right to charge on the basis of an unmeasured assessed charge. Prior to initiating this change we will make repeated attempts to contact the customer to arrange a mutually acceptable appointment when access to the premises.

Meter reading charges that do not require Ofwat's approval are stated in Annex A.

Failure to allow us reasonable access to install, exchange or maintain a water meter may result in court action resulting in us obtaining a warrant to obtain access. The customer may be liable for any costs incurred by us in applying for a warrant and any other costs set out in this scheme.

It is an offence to tamper with a water meter without our express permission (in accordance with the Water Industry Act 1999).

Premises that have a swimming pool or use automated watering devices (ie not hand held hosepipes) must be metered. Household measured bills are sent biannually and are based on the actual usage shown on the meter or an estimate of the usage. We seek to read meters at least once every 12 months. However, in the event that the meter is not read we may ask the customer to provide a reading, make a convenient appointment with the customer to obtain a reading, or estimate the usage.

In general terms, the more water used the higher the bill. Where applicable, sewerage is normally charged on the assumption that 95% of the water used returns to the sewer. Where a meter bill spans a period before and after 1 April 2017, we will charge for the water used before 1 April 2017 at 2016/2017 rates and water used after that date at 2016/2017 rates.

All non-households are required to be metered.

The measured charge for metered customers is made up as follows:

**Volumetric charge** – based on the water used as measured by the meter in cubic metres. From 1 January 2017 Welsh Government regulations require new properties in Wales to have in-built fire-sprinkler systems. Customers will not be charged for water used by these systems.

**Standing charge** – calculated on a daily basis and based on the size of the meter. The standing charge covers the cost of reading and maintaining the meter and replacing it when it becomes necessary.

Where applicable sewerage charges will be based on the water used as measured by the meter in cubic metres and will be subject to a standing charge dependent on the size of the meter.

If for any reason a measured bill is estimated, the bill is based on the volume of water consumed during the same period of the previous year. If this information is not available an estimated bill will be raised based on a daily average.

Where we cannot obtain an actual reading in instances where a meter has stopped, usage will be estimated based on previous consumption until such time as the meter is replaced. If there is no previous consumption profile we will estimate consumption based on future consumption patterns once the meter has been replaced and backdate the appropriate charges.

If a faulty meter has led to the customer under-paying, we may adjust our charges to a value not exceeding the amount the customer would ordinarily have paid (excluding standing charges) during a six month period. Any monies already paid by the customer during this period would be deducted from the total amount payable.

**For the Area Formerly Supplied by Wrexham Water plc – household customers**

<b>Measured Water Services</b>	
Size of meter up to:	<b>£</b>
15mm	32.56
22mm	32.56
28mm	86.20
35mm	119.02
42mm	179.67
54mm	251.55
Volumetric charge - per cubic metre treated	1.1732

**For the Area Formerly Supplied by Wrexham Water plc – non-household customers  
(forecast consumption less than 50 megalitres)**

<b>Measured Water Services</b>	
Size of meter up to:	£
15mm	33.28
22mm	33.28
28mm	85.30
35mm	117.54
42mm	177.12
54mm	238.00
80mm	430.72
100mm	573.97
150mm	762.66
200mm and above	907.93
Volumetric charge - per cubic metre treated	1.1529

**For the Area Formerly Supplied by Wrexham Water plc – non-household customers  
(forecast consumption between 50 and 250 megalitres)**

<b>Measured Water Services</b>	
Size of meter up to:	£
15mm	33.28
22mm	33.28
28mm	85.30
35mm	117.54
42mm	177.12
54mm	238.00
80mm	430.72
100mm	573.97
150mm	762.66
200mm and above	907.93
Volumetric charge - per cubic metre treated	1.1529

**For the Area Formerly Supplied by Chester Waterworks Company – household customers**

<b>Measured Water Services</b>	
Size of meter up to:	£
15mm	32.56
22mm	32.56
28mm	86.20
35mm	119.02
42mm	179.67
54mm	251.55
Volumetric charge - per cubic metre treated	1.0839

**For the Area Formerly Supplied by Chester Waterworks Company – non-household customers (forecast consumption less than 50 megalitres)**

<b>Measured Water Services</b>	
Size of meter up to:	<b>£</b>
15mm	33.28
22mm	33.28
28mm	85.30
35mm	117.54
42mm	177.12
54mm	238.00
80mm	430.72
100mm	573.97
150mm	762.66
200mm and above	907.93
Volumetric charge - per cubic metre treated	1.0651

**For the Area Formerly Supplied by Chester Waterworks Company – non-household customers (forecast consumption between 50 and 250 megalitres)**

<b>Measured Water Services</b>	
Size of meter up to:	<b>£</b>
15mm	33.28
22mm	33.28
28mm	85.30
35mm	117.54
42mm	177.12
54mm	238.00
80mm	430.72
100mm	573.97
150mm	762.66
200mm and above	907.93
Volumetric charge - per cubic metre treated	1.0651

**All Measured Untreated (non-potable) water (forecast consumption less than 50 megalitres)**

<b>Measured Water Services</b>	
Size of meter up to:	<b>£</b>
15mm	33.19
22mm	33.19
28mm	85.89
35mm	117.54
42mm	177.12
54mm	417.00
80mm	609.71
100mm	752.97
150mm	941.65
Volumetric charge - per cubic metre untreated	0.7300

**All Measured Untreated (non-potable) water (forecast consumption between 50 and 250 megalitres)**

<b>Measured Water Services</b>	
Size of meter up to:	<b>£</b>
15mm	33.19
22mm	33.19
28mm	85.89
35mm	117.54
42mm	177.12
54mm	417.00
80mm	609.71
100mm	752.97
150mm	941.65
Volumetric charge - per cubic metre untreated	0.7255

**7.2 Unmeasured charges**

Unmeasured bills are calculated based on the Rateable Value of the property multiplied by the pence per pound rate plus an annual fixed charge. Rateable Values were calculated by the Valuation Office until 1990 and were based on the rentable value of the premises. After 1990 no further updates have been made.

Where a property does not have a Rateable Value and where it is impracticable to install a meter, the charge will be an assessed charge for water (and sewerage where applicable) in accordance with this Charges Scheme.



**For the Area Formerly Supplied by Wrexham Water plc – household customers**

<b>Unmeasured Water Services</b>	<b>£</b>
Annual standing charge	98.47
RV based charge - per poundage of RV	0.6833

**For the Area Formerly Supplied by Wrexham Water plc – non-household customers**

<b>Unmeasured Water Services</b>	<b>£</b>
Annual standing charge	95.22
RV based charge - per poundage of RV	0.6720

**For the Area Formerly Supplied by Chester Waterworks Company – household customers**

<b>Unmeasured Water Services</b>	<b>£</b>
Annual standing charge	57.31
RV based charge – per poundage of RV	0.6397

**For the Area Formerly Supplied by Chester Waterworks Company – non-household customers**

<b>Unmeasured Water Services</b>	<b>£</b>
Annual standing charge	54.78
RV based charge – per poundage of RV	0.6292

**7.3 Assessed measured charges**

If a household customer requests us to install a meter and it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter the customer may choose to have an assessed measured charge. Where an assessed charge applies it will be charged from the date of the premises survey, which shall not be longer than 3 months from receipt of the completed application form.

The assessed charge is based on the average consumption of customers who have previously opted for a measured supply. To be eligible for a lower single occupancy rate, customers will need to submit evidence, such as a council tax bill.

**Unmeasured water service charges will remain payable up to the date the meter is installed or up to the date the assessed charge is applied.**

	<b>£</b>
Assessed charge – single occupancy	88.85
Assessed charge – multi-occupancy	122.62

## 7.4 Here2Help Social Tariff scheme

Dee Valley's Here2Help scheme helps household customers who are struggling to pay by reducing their annual bill.

### Eligibility criteria

Applicants will need to demonstrate that their total household income is less than £15,500 per year. Applicants will also be required to provide details of household expenditure to allow us to identify the appropriate level of assistance to provide. We will work with customers not currently metered to identify if this would help reduce their charges. Where this is the case the customer will be expected to accept the installation of a meter (where possible) for charging purposes. Customers who have meters installed as part of the scheme have up to 24 months to decide to switch back to unmeasured (non-metered) charges. The principal use of the customer premises must be for domestic purposes. The Applicant may be required to discuss their circumstances and application with us and/or a third party if required.

### Application process

Applications must be submitted by the occupier/tenant, owner or any other person of the premises who may be responsible jointly or otherwise to pay the water bill. Evidence of income and expenditure can be submitted in a number of ways but customers may wish to utilise support of an independent approved debt advice agency, such as Citizens Advice Bureau, Debt Advice Centres, or utilise self-help income calculations tools. Customers who are unsure of how to provide evidence or cannot access any of the above can contact our Customer Support Team who will assist them.

Applicants can find more information or help on how to apply:

**Online at:** [www.deevalleywater.co.uk/Here2Help](http://www.deevalleywater.co.uk/Here2Help)

**By emailing our team:** [customer.support@deevalleygroup.com](mailto:customer.support@deevalleygroup.com)

**By phone:** Call our Customer Support Team on 01978 833200.

**By post:** Write to our Customer Support Team at:

Dee Valley Water plc  
Packsaddle  
Wrexham Road  
Rhostyllen  
Wrexham  
LL14 4EH

## **Outcome**

We will take into account income and expenditure and if successfully validated will apply a reduction to their bill for the following 12 months. The level of assistance offered will be determined based on the financial circumstances of the household.

## **Unsuccessful applications**

If unsuccessful we will let customers know in writing within 5 days of applying. Further applications within 6 months will only be considered where there has been a significant change in circumstance.

## **Length of eligibility and re-application process**

Customers accepted onto the scheme must re-apply annually on the anniversary of their first successful application. We will notify the customer on the anniversary due date. We reserve the right to remove the scheme or replace it with an alternative tariff if customers do not provide proof of eligibility or confirmation that there has been no material change in the household's financial circumstances.

## **7.5 WaterSure charge**

There are a number of reasons why some customers may need to use a larger amount of water than average. In these cases, qualifying customers may be entitled to a reduction in their water charges. The WaterSure tariff is set at the average charge for a household customer for water and sewerage. In cases where the standard charges for the household are lower than the charges calculated using the WaterSure tariff, the lower charging rate will be applied.

In order to be eligible, customers or a member of the household must be responsible for 3 or more children up to the age of nineteen who reside at the premises and are in full time education AND be in receipt of one of the following benefits or tax credits:

- Council Tax Benefit
- Housing Benefit
- Income Support
- Income Related Employment and Support Allowance
- Income based Job Seekers Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Pension Credit
- Universal Credit.

OR

Customers or a member of the household must be in receipt of one of the benefits or tax credits listed above AND be diagnosed as suffering from one of the following medical conditions:

- Renal failure, requiring dialysis at home, except where the health authority contributes to the water consumed
- Crohn's disease
- Ulcerative colitis
- Abdominal stomas, requiring treatment at home
- Desquamation (flaky skin loss)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Any other conditions resulting in significant additional water use.

If the household is on a metered supply and the water supplied to the premises is not used for watering a garden, other than by hand, or to replenish a pond or swimming pool with a capacity greater than 10,000 litres, you will be entitled to a reduction on both your water and sewerage charges.

Customers may also request a free meter installation in order to take advantage of the greater savings achievable by having a metered supply.

Supporting documentation, such as a doctor's letter or a copy of the benefit notification will be required. Further information and an application form can be requested from the Customer Support Team or by visiting our website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk). On receipt of the completed application form and supporting documentation we may carry out validation checks with the appropriate bodies. The effective date of any claim will be 1 April of the charge year in which the application was received. Customers will be required to confirm details of their eligibility on an annual basis. Towards the expiry of the 12 month period, we will write to eligible customers informing them of their need to re-apply for the tariff and providing an application form for completion.

	£
WaterSure charge – metered supply	152.71

## 7.6 Large User Tariff

**System Charge** (replaces normal measured standing charge)

	£
System charge	2,518.37

## Consumption Charge

	£
Up to 250 megalitres	1.1524
In excess of 250 megalitres	0.9217

The Large User tariff applies to customers using 250 megalitres 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 megalitres in each financial year from 1 April to 31 March.

### 7.7 Sewerage charges

We are a water only company and do not provide any sewerage services. The company that provides sewerage services will depend on the area in which you live. The following companies provide sewerage services in our area: Dwr Cymru Welsh Water, United Utilities and 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 sewerage company and not Dee Valley Water.

If you wish to apply for a concessionary drainage scheme in respect of surface water drainage, you can contact our Customer Support Team on 01978 833200 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 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. If you are a Severn Trent customer, you will receive a separate sewerage bill.

If you need to contact Dwr Cymru Welsh Water their address is:

Dwr Cymru Welsh Water  
Customer Services  
PO Box 690  
Cardiff  
CF3 5WL

Billing Enquiries: 0800 052 0145

Operational Issues: 0800 085 3968

Website: [www.dwrcymru.com](http://www.dwrcymru.com)

If you need to contact United Utilities their address is:

United Utilities plc  
PO Box 450  
Warrington  
WA55 1WA  
Billing Enquiries: 0800 912 7237  
Operational Issues: 0345 672 3725  
Website: [www.unitedutilities.com](http://www.unitedutilities.com)

If you need to contact Severn Trent their address is:

Severn Trent  
Customer Relations  
Sherbourne House  
St Martin's Road  
Finham  
Coventry  
CV3 6SD

Billing Enquiries: 08457 500 500  
Operational Issues: 0800 783 4444  
Website: [www.stwater.co.uk](http://www.stwater.co.uk)

For full details of sewerage charges see Charges Scheme available from Dwr Cymru Welsh Water or United Utilities.

Where applicable, trade effluent charges are billed directly by Dwr Cymru Welsh Water or United Utilities.

## **8 TIMINGS AND METHODS OF PAYMENT**

### **8.1 Payment options**

The table below sets out the payment frequencies that both measured and unmeasured customers may choose. Measured charges are billed in arrears and bills are sent out on a bi-annual basis. Unmeasured charges are billed in advance and bills are sent out on an annual basis, to be paid either in full or in two instalments (April and October). If you wish to pay at a different frequency call our Customer Support Team on 01978 833200 Monday to Friday, 8.00am to 6.00pm. The different payment frequencies are shown below.

	Unmeasured	Measured
Annually by 1 Apr	✓	
Biannually by 1 Apr & 1 Oct	✓	
Quarterly by 5 Apr, 5 Oct, 5 Jul, 5 Jan	✓	
Monthly 12 payments Apr – Mar	✓	✓
Monthly 10 payments Apr – Jan	✓	
Fortnightly 22 payments Apr – Jan	✓	✓
Weekly 52 payments Apr – Mar		✓
Weekly 44 payments Apr - Jan	✓	

If you are experiencing difficulties paying your bill, please contact us as soon as possible and we will arrange a mutually acceptable personal payment plan.

## 8.2 Payment methods

Direct Debit payments:

If you would like to pay by direct debit, please fill in the form on the back of your bill or contact our Customer Support Team on 01978 833200 Monday to Friday, 8.00am to 6.00pm.

Please note that customers already paying by Direct Debit need not re-apply each year.

Payment frequencies for direct debit:

	Unmeasured	Measured
Annually 5, 15, 25 of month	✓	
Biannually 5, 15, 25 of month	✓	
Quarterly 5, 15, 25 of month	✓	
Monthly 5, 15, 25 of month	✓	✓
Weekly Thursdays only	✓	✓

Standing Order:

- Contact our Customer Support Team on 01978 833200 Monday to Friday, 8.00am to 6.00pm if you would like to set up a standing order.
- Please note it is your responsibility to ensure that the standing order payments match the billed amount in each charging period.
- If paying by standing order, you will need our bank account details, which are: Sort Code 40-47-26, Account Number 91708864 and your billing reference which can be found on your bill.

## Other payment methods:

	Cash	Cheque	Credit/ debit card #	Is counterfoil needed?	Is Billing Reference needed?	Make cheques payable to	Are charges payable?
By post		✓		✓		Dee Valley Water	No
Automated card payment 0330 333 4350			✓		✓		No
By telephone 01978 833200 Mon-Fri 8am – 6pm			✓		✓		No
Bank	✓	✓	✓	✓		Dee Valley Water	Free at your own bank, counter charge at other banks
Paypoint	✓##						Free
Telephone banking			✓		✓###		Free
Internet banking			✓		✓###		Free
Post Office	✓	✓		✓		Post Office Counters	Free for Santander customers, otherwise counter charge
Our website			✓		✓		Free

# We may pass on any charges and fees levied by your credit/debit card company.

## A PayPoint card is required for this method of payment, they are available on request.

### Our bank account details are: Sort Code 40-47-26, Account Number 91708864



If paying by post, please use our FREEPOST address (no need for a stamp):

Dee Valley Water plc  
FREEPOST WX60  
Packsaddle  
Wrexham Road  
Rhostyllen  
Wrexham  
LL14 4BR

### **8.3 Payment difficulties**

Water services must be paid for, but we understand that some customers may find paying bills difficult. Any customers experiencing difficulties in paying their bill should contact us immediately. The earlier you contact us, the easier it will be for us to help you. In most cases, where customers are having difficulty paying their water bill, we manage to reach a solution that is satisfactory to both parties, such as fixed weekly or monthly amount to clear the current charges as they fall due plus an amount off any arrears.

If your account is in arrears and you receive benefits, you may be eligible for the Water Direct scheme. Water Direct enables JobCentre Plus (Department for Work and Pensions) to pay some of your benefit allowance directly to us. The scheme ensures that payments do not exceed a specified proportion of your benefit allowance.

Customers may also be able to reduce their water bills by joining either a WaterSure or social tariff scheme. Contact our Customer Support Team on 01978 833200 or visit our website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

In the event of any agreed payment arrangement not being maintained you will be notified accordingly and the outstanding balance on your account will immediately become due for payment.

We have a Code of Practice for Collection of Unpaid Charges – Household Customers. Details are available on request or from the website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

Customers may find that their water bill decreases if they opt for a free meter installation, this may be particularly true if the premises have a high rateable value and or a low occupancy level, ie you live on your own.

We reserve the right to employ third party agencies to collect payments on our behalf.

Customer service charges that do not require Ofwat's approval are stated in Annex A.

## 9 ADDITIONAL CHARGES

### 9.1 Standby Charges

Where we are not the primary supplier of water to premises within our licensed area, under certain circumstances it may be appropriate to apply a standby charge based on the customer's demand. Where such a charge is applied it will reflect the cost to us and will be determined in individual cases.

## 10 DEVELOPER SERVICES

Other charges for Developer Services are in Annex A.

<b>Mainlaying</b>	For diversion or off-site (non-requisition mains)	Price on application
<b>Requisitioning charge</b>	For providing a requisition main	Price on application
	For abortive visit to site by gang if planned works cannot be completed	£638.44 plus VAT plus costs associated with Local Authority TMA and signing if applicable
	Remobilisation for additional phase of mains installation	£482.28 plus VAT plus additional site costs if applicable
	For providing off-site reinforcement or additional capacity for earlier requisitioned mains. Applies to either requisitioned or self-lay schemes.	Price on application
<b>Building water</b>	Fixed charge per individual unit for building purposes, unless <u>all</u> site water use is metered	£ 56.19 plus VAT (see note below)
	For water if meter is damaged or unreadable (until replaced)	£ 13.32 plus VAT per day
<b>Service connection charge</b>	For abortive visit to site by gang	£124.51 plus VAT plus costs associated with Local Authority TMA and signing if applicable
	Stop tap chamber inspection	£10.53
<b>Water fittings inspection</b>	Revisit following initial inspection finding non-compliance with Water Fittings Regulations	£ 42.98 per hour or part hour plus VAT

Once any meter has been installed on a building site, the developer will be charged for all consumption registered on the meter plus the associated standing charges until such time as he notifies us of the sale of the property. The developer shall be responsible for

providing us with details of the new occupier(s) and the correct meter readings upon change of ownership.

### **Charges for the Provision and Installation of Fire Hydrants during the Laying of New Mains**

<b>Diameter (nb)</b>	<b>£</b>
80mm	473.85 plus VAT
100mm	474.63 plus VAT
150mm	563.70 plus VAT
200mm	672.92 plus VAT
250mm	1025.01 plus VAT
300mm	937.19 plus VAT

#### **Notes on VAT**

1. Standard rate VAT will be applied to all developer services provided except for "design and build" packages for connections and new mains required for new dwellings for which zero rate VAT will be applied and "design and build" packages for connections and new mains required for some conversions for which reduced rate VAT may be applied (but see note 2 below). See HMRC VAT Notice 708 - Buildings and Construction for more detail.
2. Standard rate VAT will be applied to all Infrastructure Charges and Building Water charges including for new dwellings. See HMRC VAT Notice 701/16 - Water and Sewerage Services for more detail.

## **11 WATER INFRASTRUCTURE CHARGES**

### **11.1 Water infrastructure charges**

These are fixed charges permitted under section 146 of the Water Industry Act 1991 and regulated by Ofwat.

The Water Infrastructure Charge is payable for the connection to a water supply of premises which have never at any previous time been connected to a supply of water provided for domestic purposes by a water undertaker or by any other authority or body which at that time provided supplies of water in the course of carrying out functions under any enactment. The Water Infrastructure Charge may also be payable where a site is redeveloped including by means of conversion of a building or buildings on it and the redevelopment results in a greater demand from the site than in the previous 5 years.

The Water Infrastructure Charge shall be applied in accordance with the provisions of Conditions C and D of the Instrument of Appointment.

Options for payment of infrastructure charges are as follows:

1. the relevant charge shall be paid in full, within 28 days after the connection in respect of which those charges are payable is made; or
2. at the option of the person liable to pay the relevant charge an amount equal to the Instalment Amount shall be paid in equal instalments in each of the twelve years following the relevant connection being made subject to that person giving such undertaking to that effect.

#### Notes on infrastructure charge payments made in instalments

1. The "Instalment Amount" means the aggregate amount which would fall to be paid in the relevant year by way of payments of interest and repayments of capital if an amount equal to the Water Infrastructure Charge payable for the relevant connection had been borrowed by Dee Valley Water.
2. The amount of interest included in the Instalment Amount is to be calculated at such a rate and in accordance with such other provisions, as may have been determined by Dee Valley Water with the approval of Ofwat.
3. Payment of an amount equal to the Instalment Amount shall be due and payable within 28 days of the connection being made with further such amounts being due and payable on the subsequent eleven anniversaries of the connection being made subject only to that person giving such undertakings to that effect as Dee Valley Water may reasonably require.

Examples when a Water Infrastructure Charges will apply include:

- Building of new domestic premises, including permanent caravans.
- Additional new premises on the site of demolished premises.
- New single dwelling on the site of demolished premises.
- Conversion of existing building into additional units/dwellings.
- First time connection of an existing property.
- Domestic premises subject to a common billing agreement
- New commercial and industrial units for domestic use.
- New supply i.e. cattle trough.

	£
Infrastructure charge	362.49

Separate charges are applicable to both water and wastewater. Dee Valley Water collects wastewater infrastructure charges, location dependant, on behalf of United Utilities or Welsh Water. Any disputes regarding wastewater infrastructure charges can be referred to the relevant authority after payment has been made.

Standard infrastructure charges will apply to all domestic premises not exceeding the flow rate through a 15mm meter, this is known to be one relevant multiplier.

Non-standard infrastructure charges will be applied to premises with domestic water usage that exceeds the flow rate through a 15mm meter and will depend on the loading units that the premises demands, see the table below for further information. Infrastructure charges will be based on the amount of loading units of the premises and will be calculated by the relevant multiplier.

#### Loading units for non-standard infrastructure charges

Water Fitting	Loading Unit (a)	Nr of fittings (b)	Total Load (a*b)
WC flushing system	2		
Wash basin in a dwelling	1.5		
Wash basin elsewhere	2		
Bath (tap nominal size 20mm)	10		
Bath (tap larger than nominal size 20mm)	22		
Shower	3		
Sink (tap nominal size 15mm)	3		
Sink (tap larger than nominal size 15mm)	10		
Spray tap	0.5		
Bidet	1.5		
Domestic appliance (subject to minimum 6 Loading Unit per house)	3		
Communal or commercial appliance	10		
Any other water fittings or outlet (incl. A tap but excluding a urinal/water softener)	3		

#### Notes on table

1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
2. "Bath" includes a whirlpool bath and a jacuzzi.
3. "Domestic appliance" means an appliance (including a dishwasher, washing machine and waste disposal unit) in a house and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).
4. In any calculation, a minimum of 6 loading units shall be included, in respect of each house, for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet dedicated space or planning or other provision for either appliance) in the house.

The average number of units per property is taken as 24 (industry standard) and therefore, the total loading units is divided by 24 to obtain a relevant multiplier of 1, provided that if the resulting number is less than 1, the relevant multiplier will be 1.

### Example

A Care Home with total load units = 240  
240 divided by 24 = 10  
Relevant multiplier = 10  
Infrastructure charge = Standard Amount x 10

If loading units are not available, the relevant multiplier will be calculated based on the required flow rate. Please refer to the table in A6 to calculate the relevant multiplier

Any dispute regarding relevant multipliers calculated using loading units may be referred to Ofwat for resolution.

## 11.2 Sewerage infrastructure charges

Details of sewerage infrastructure charge are given in the Charges Schemes of the relevant sewerage provider. Contact details can be found in section 7.6 Sewerage Charges.

Liability for payment of infrastructure charges is with the customer requesting the new connection and is due and payable when a domestic water supply is available.

## 11.3 Infrastructure credits

If a live connection has existed on the site and has been billed by us within five years immediately preceding the development or re-development began, an allowance for the previous water demand will be made.

## 12 CONTACT DETAILS

Dee Valley Water plc  
Packsaddle  
Wrexham Road  
Rhostyllen  
Wrexham,  
LL14 4EH

Billing enquiries: Tel. 01978 833200  
General enquiries & Emergencies: Tel. 01978 846946

Email address for billing enquiries: [customer.services@deevallygroup.com](mailto:customer.services@deevallygroup.com)  
Email address for developer enquiries: [developer.services@deevalleygroup.com](mailto:developer.services@deevalleygroup.com)  
Website: [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk)

By visiting our website, customers can give notification of change of address or personal details or make general enquiries, specific account enquiries or new development enquiries. Additionally, application forms for our Free Meter Option Scheme, Additional Services, WaterSure and setting up Direct Debit collections are available on the website.

If you need to contact Dwr Cymru Welsh Water their address is:

Welsh Water Dwr Cymru  
Customer Services  
PO Box 690  
Cardiff  
CF3 5WL

Billing Enquiries: 0800 052 0145  
Operational Issues: 0800 085 3968  
Website: [www.dwrcymru.com](http://www.dwrcymru.com)

If you need to contact United Utilities their address is:-

United Utilities plc  
PO Box 450  
Warrington  
WA55 1WA

Billing Enquiries: 0845 746 1100  
Operational Issues: 0845 746 2200  
Website: [www.unitedutilities.com](http://www.unitedutilities.com)

If you need to contact Severn Trent their address is:-

Severn Trent  
Customer Relations  
Sherbourne House  
St Martin's Road  
Finham  
Coventry  
CV3 6SD

Billing Enquiries: 0845 7500 500  
Operational Issues: 0800 783 4444  
Website: [www.stwater.co.uk](http://www.stwater.co.uk)

If you need to contact Ofwat their address is:

Ofwat  
City Centre Tower  
7 Hill Street  
Birmingham  
B5 4UA

Enquiries: 0121 644 7500  
Website: [www.ofwat.gov.uk](http://www.ofwat.gov.uk)  
Email: [mailbox@ofwat.gsi.gov.uk](mailto:mailbox@ofwat.gsi.gov.uk)



**ANNEX A CHARGES NOT SUBJECT TO OFWAT'S APPROVAL****A1 ADDITIONAL CHARGES****A1.1 Reconnection/Call out Fee**

<b>Reconnection/call out fee</b>	<b>£</b>
During normal working hours	39.96 plus VAT
Out of normal working hours (for the first two hours, which includes travelling time)	148.06 plus VAT
Out of normal working hours for each hour or part hour thereafter	44.31 plus VAT

**A1.2 Customer Service Charges**

<b>Customer Service Charges</b>	<b>£</b>
Fee for credit card transactions as levied by banking institutions	As applicable
Uncleared cheque	10.00
Unpaid direct debit	10.00
Administration fee (where legal proceedings are instigated)	20.00
Court or Third Party Costs as incurred by us	As applicable
Copy document (per bill or document). Normally waived for first request	15.00
A security deposit from non-household customers may be required. See Note 1 below	Equivalent to one billing cycle plus 3 months charges

**Note on Charges**

1. A security deposit may be requested where a non-household customer is deemed to be a financial risk by us. A deposit may be required where we consider it reasonably appropriate, having regard to the customer's payment history, financial resources and any other material factor which may influence the customer's ability or willingness to pay for services provided. The requirement for security or amount held may be reviewed by us or at the request of the customer to reflect changes in the volume of services provided or changes in financial standing.

**A1.3 Standpipe Hire Charge – non-domestic**

Customers who wish to take water from our mains by means of their own standpipe will be charged the following:

<b>Charge for water usage using a Standpipe</b>	<b>£</b>
1 week	30.00 plus VAT
26 weeks	760.00 plus VAT
52 weeks	1,500.00 plus VAT

The standpipe must be presented for inspection by our staff at our headquarters prior to a permit to draw water being issued.

Customers wishing to hire a standpipe from us will also be required to pay a deposit of £100 plus VAT. This deposit will be refunded on return provided the standpipe is in good condition. An additional £5.00 plus VAT per week hire charge is required.

**A1.4 Copying of Title Deeds/Relevant Documents**

When formally requested by a solicitor, licensed conveyancer or any other party who has satisfied us that they are entitled to a copy, we will copy a title deed and/or relevant document at a standard charge of £26.76 plus VAT per document.

**A1.5 Property surveys (water only)**

Information relating to property surveys is supplied by the appropriate sewerage company. We do not provide information directly to customers.

**A1.6 Flow and pressure test**

The charge for the provision of flow and pressure information where requested for information purposes, such as for the installation of power showers/combi-boiler will be £39.96 plus VAT.

**A2 METER TESTING**

On request, we will remove a revenue meter and test its accuracy. If the meter is found to be recording correctly, any associated costs plus carriage costs are payable by the customer. This will include the cost of removing the meter and replacing it, packing and postage costs, independent testing costs, return postage and packing and associated administration costs. Typical cost of testing a 15mm meter is £70.00 plus VAT. Costs for other sized meters will be quoted individually.

### Notes on Meter Testing

1. Meters shall be tested in accordance with Regulation 6(2) & (4) of the 1988 Water Meter Regulations.
2. If the meter is faulty, we will adjust your water charges to account for any under or over recording of water use by the meter. The adjustment will apply from the date of the last but one meter reading, unless it can be proved that the fault occurred at a later date. If the meter has been under-recording, the adjustment will not exceed the average amount used in a six month period.

### A3 RELOCATION OF METERS

Where customers wish to relocate meters serving their premises, they must make an application in writing giving reasons for the request. If we agree to such a request, the occupier will be notified in writing with details of the associated costs, which will be borne by the customer. If we do not agree to move the meter, the occupier will be given details of the reasons in writing.

Customers on our Additional Services Register are offered an additional meter reading service in instances where they are unable to read their own meter. However, we will consider waiving the meter relocation charge for customers who have difficulty in reading their meter, for example, through age or illness.

### A4 RESIZING OF METERS

	£
Application fee for meter re-sizing – non refundable	75.23plus VAT

We will provide you with a quotation to enable us to carry out the necessary work.

### A5 DEVELOPER SERVICES

#### A5.1 Pre-development Enquiries

Pre-development enquiry charges are payable in advance at the time of making your application and are non-refundable.

<b>Pre-development - enquiries</b>		<b>£</b>
Record Plans	Location plan of water mains and other equipment including up to 5 copies (size A4/A3)	26.76 plus VAT
	Location plan of water mains and other equipment including up to 2 copies (size A0)	33.12 plus VAT
Diversion, Abandonment or Removal of Company assets Application Fee	Assessment of feasibility for diverting or abandoning or removing Company assets	101.64 plus VAT
	Design of layout and cost estimate for schemes consisting diversion, abandonment or removal of Company assets	436.42 plus VAT
New Water Mains including Self lay Initial Enquiry (PoC) Application Fee	Assessment of feasibility and budget estimate Under 11 properties	351.62 plus VAT
	Assessment of feasibility and budget estimate 11 properties and above	615.73 plus VAT
	Assessment of feasibility and budget estimate for schemes where substantial off-site reinforcement is required or for non-household supplies	Scheme specific

## A5.2 Requisitioned or Self-laid water mains

If a development requires a new water main for domestic purposes the developer may ask Dee Valley Water to install the infrastructure. This is often known as requisitioning. Alternatively the developer may choose their own contractor to do the work, which is known as self-lay. If the latter is the case we will subsequently take over the responsibility ie adopt all the self-laid infrastructure where the construction is in accordance with the terms of an agreement which Dee Valley water will enter into with the developer.

Costs for new mains are calculated using the same information for both requisitioned and self-laid schemes.

Sections 42-43A and 51C of the Water Industry Act set out methods for calculating requisition and self-lay charges/ payments. They allow for the income that will be generated from new domestic properties being connected to the water network to be offset against the costs reasonably incurred in providing that infrastructure. These methods of calculation are known as the statutory commuted sum and asset value respectively. For clarity, the cost of off-site reinforcement required as a consequence of a requisition or self-laid main will be offset against proposed income.

Dee Valley Water provides 4 payment options for the requisition or self laying of water mains.

### **Option 1 – Discounted Aggregate Deficit (DAD)**

The Act permits developers to pay for water mains by a discounted aggregate deficit method which is a single payment known as a **Discounted Aggregate Deficit (DAD)**.

The Act states that the DAD is an amount equal to the sum of the estimated relevant deficit. This is the amount, if any, by which water charges payable during that year exceed the annual borrowing cost of a hypothetical loan at a rate of interests as defined by Ofwat for the installation of water mains.

Our estimate of the DAD is required to be paid in advance of any work commencing, as a security payment.

Upon completion of construction, actual project outturn costs will be calculated and if different to the initial assessment of costs, the DAD will be re-calculated. Where the re-calculated sum is lower than the estimate we will refund the difference. However, where it is higher the developer will be required to pay the extra amount.

In accordance with the Act we will apply interest on secured payments up until the time of construction every three months.

### **Option 2 – Commercial Commuted Sum (“CCS”)**

This option is not included in the Act, and is therefore subject to terms which will be agreed between Dee Valley Water and the developer. Any disputes which arise prior to the signing of an agreement can be referred to Ofwat for resolution.

The CCS is calculated in the same way as the DAD.

Our estimate of the CCS is required to be paid in advance of any work commencing in the form of a fixed payment.

If the CCS is less than the design fees set out in section A5.4 then the design fee is applicable. No further payment will be requested, except where variations to the scheme are made by the developer, prior to, or after, work has commenced. Any increase in costs resulting from variations will be charged at full cost.

Except for such variations we will not re-visit the cost of the works after completion or make any subsequent adjustment to the commercial commuted sum.

This option therefore has the benefit of fixed costs for developers.

The commercial commuted sum is offered at our discretion and may not be offered where schemes attract engineering difficulties.

### Option 3 – Self-Lay

The Section 51C of the Act sets out provisions for charges applicable to self-lay schemes. Spur connection costs are required to be paid in advance upon the signing of the Self-lay Agreement, and prior to the construction of on-site water mains.

### Option 4 – Relevant Deficit

With this option, and based on the estimated cost of the development, Dee Valley Water will calculate a guaranteed annual amount payable for 12 years. This amount will be equal to the sum which we would need to receive from relevant water charges from the premises at the development every year for 12 years in order to recover the capital cost and the annual borrowing costs of a loan to provide the water main.

In general, the 12 year period will commence on the commissioning date of the water main. A legal agreement will be drawn up wherein you agree to reimburse to us on an annual basis for a 12 year period any shortfall between the guaranteed annual amount and the revenue actually received from the relevant water charges from the development in that year.

In addition you will be required to provide a bond. Should you not pay the shortfall amount in any of the 12 years then we will call on the bond for reimbursement of that amount. The provider of the bond must comply with our minimum requirements applicable at the time of the requisition. The costs we incur in setting up the legal agreement will be payable by you.

The amount of interest is included in the cost to be calculated at such a rate and in accordance with such other provisions, as may have been determined by Dee Valley Water with the approval of Ofwat.

## A5.3 Charges for requisitioned or self-lay schemes

Requisitioning Water mains		
Option 1	Security payment equal to the statutory commuted sum, however, no less than the design fee set out in A5.4	Price on application
Option 2	Fixed payment equal to the Commercial Commuted Sum, however, no less than the design fee set out in A5.4	Price on application
Option 3	Charges can be found in Annex A5.5	
Option 4	Payment by twelve annual instalments following a security payment equal to the design fee set out in A5.4	Price on application

Road opening or closure charges and traffic management permit costs, as required by the Traffic Management Act 2004 or Road Traffic Regulations Act 1984, will be added

separately to requisition and self-lay charges. These charges are not subject to the discounted options above.

#### A5.4 Design Charges

Design charges determine the minimum upfront payment when requisitioning.

<b>Charges for design</b>		<b>£</b>
Design of new mains layout for a new development	Design of layout and cost estimate for standard housing 1-10 properties	650.96 plus VAT
	11-100 properties	865.46 plus VAT
	101 – 500 properties	1168.77 plus VAT
	For schemes that are non-standard for reasons of complexity etc, and for non-household requirements	Price on application
Amendment to valid quote including layout	Redesign of layout and / or cost estimate	42.30/hour plus VAT (minimum of 1 hour)

#### A5.5 Charges for the self-laying of water mains and/or service connections

<b>Option 3 – Self Lay</b>		<b>£</b>
<b>Non-contestable work</b>	Respond to Initial Enquiry (Point of Connection) to be paid with SL1 application	Refer to Section A5.1 Pre-Development Enquiries
	Application fee for a New Connection quotation per plot (if SLO is to lay new connection)	3.53 plus VAT
	Stop tap chamber inspection	10.53 per self-laid service pipe
	Provide spur connection off existing water distribution main	Price on application

#### Notes on Charges

- Charges quoted may not apply if any aspect of the work is non-standard for any reason. In these circumstances, a price will be provided on application. Work could be non-standard for reasons such as: difficult ground conditions, uncertain water demand, complexity, involvement of other agencies, supply difficulties etc.

**A5.6 Diversionary works**

Diversion, abandonment or removal of Company assets	Price on application
---	----------------------

**A5.7 Notes on VAT**

1. Standard rate VAT will be applied to all services provided except for "design and build" packages for connections and new mains required for new dwellings for which zero rate VAT will be applied and "design and build" packages for connections and new mains required for some conversions for which reduced rate VAT may be applied (but see Note 2). See HMRC VAT Notice 708 - Buildings and Construction for more detail.
2. Standard rate VAT will be applied to all Infrastructure Charges and Building Water charges including for new dwellings. See HMRC VAT Notice 701/16 - Water and Sewerage Services for more detail.
3. Proportionate VAT will be applied to schemes where both requisitioned mains (zero rated) include for off-site reinforcement (standard rate).

**A5.8 New or replacement metered connections**

All connections referred to in the following table will be 32mm in diameter and are suitable for domestic fire sprinkler systems.

Standard charges for a metered water connection via a new communication pipe including temporary building supply are as follows:

	£
Application fee per plot for a New or Replacement Connection quotation (up to and including 20mm meter) – non refundable	75.23 plus VAT
Application fee per plot for a New or Replacement Connection quotation at the same location (upto and including 20mm meter) – non-refundable. Note this fee applies to second and subsequent connections at the same location contained in the same application.	46.30 plus VAT
Application fee for New or Replacement Internal Meter quotation for multi-occupancy premises (upto and including 20mm meter) – non-refundable.	3.53 plus VAT



<b>New connections including supervision</b>	<b>Un-contaminated land</b>	<b>Contaminated land</b>
<b>Work on development sites</b>	<b>£</b>	<b>£</b>
Short side (no road crossing) excl excavation backfill & reinstatement	308.01	394.78
Long side (road crossing) excl excavation backfill & reinstatement	325.86	449.38
<b>Work in highways</b>		
Type 3 or 4: highway long side (road crossing) incl excavation backfill & reinstatement	1051.86	1168.58
Footpath short side (no road crossing) incl excavation, backfill & reinstatement	558.52	645.28
<b>Unmade ground</b>		
Unmade ground short side (no road crossings) incl excavation, backfill & reinstatement	489.91	576.67

In addition to the above connection charges an internal meter will be charged at the following rate:

<b>Internal meters</b>	
Internal RMR meter (upto and including 20mm) incl supply of manifold by us	140.25

#### **Notes on new or replacement connection charges**

1. The above charges assume the work will be completed in one site visit during normal working hours (Monday to Friday 7.30am to 5.30pm).
2. Where work is carried out for which there is no standard charge, the work will be quoted individually and actual cost will be charged.
3. The above charges exclude any out of hours working, road closure costs, work in type 1 and 2 highways (as defined by highway authorities), unusual surface features, connections involving meter sizes greater than 20mm and any other non-standard situation.
4. An additional charge will be made if the developer fails to meet the conditions specified on the connection quotation resulting in abortive time for our workforce (ie any abortive charge will be recovered from the developer).
5. For notes on VAT, refer to section A5.7
6. New or Replacement Connection quotations are valid for three months from date of issue. If a quotation remains unpaid after three months a re-quote will be required and the application fee will be charged again.

7. Road opening or closure charges, as required by the Traffic Management Act 2004 or Road Traffic Regulation Act 1984, will be added separately to new connection or replacement charges as applicable in our operating area.
8. An additional charge will be made for the internal meter as per A5.8.

## A6 NEW CONNECTIONS FOR NON-HOUSEHOLD

For a new connection to premises for non-domestic use, we are entitled to make network charges. This is in addition to a connection charge and is intended to cover costs incurred in enhancing the water and wastewater network.

The following table is to be used to identify the relevant multiplier for a supply for non-domestic use when loading units are not available.

Meter nominal size (mm)	Type	Permanent flow rate l/s	Overload flow rate l/s	Relevant multiplier
15	V200/V210	0.28	0.56	1
20	V200/V210	0.69	1.39	2.5
25	V210	0.97	1.94	3.5
30	V100	1.67	3.33	6
40	S2000	2.78	5.56	10
50	S2000	4.17	8.33	15
65	S2000	5.56	11.11	20
50	C4000	6.94	13.90	25
80	S2000	8.33	16.67	30
40	H4000	13.89	25.00	47
50	H4000	13.89	25.00	47
65	H4000	18.06	33.30	62
80	H4000/C4000	33.33	55.60	110
Larger than 80	On request			

The water and wastewater network charge is calculated as follows:-

Network charge = Standard Amount x Relevant multiplier

Liability for payment of network charges is with the customer requesting the new connection and is due and payable when a non-domestic water supply is available.

The Water Industry Act does not control non-domestic Network Charges. Section 56(1) WIA91 provides that any terms and conditions shall be a matter of agreement between the customer and Dee Valley Water. Where agreement is not possible Ofwat will determine the dispute.

New water mains for non-domestic use	Price on application
--------------------------------------	----------------------