

Wholesale Charges

Non-Household

Hafren Dyfrdwy 2018/2019

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About this document

Wholesale Non-Household Scheme of Charges

1 April 2018 to 31 March 2019

From 1 July 2018, **we** separated **our** regulated businesses, which comprised Severn Trent Water and Dee Valley, so that **we** now have one in **England** (Severn Trent) and another in Wales called **Hafren Dyfrdwy** which translates as 'Severn Dee' – named after the two main rivers in its area.

This charging document **deals with charges for those customer in Wales** who receive their water or sewerage services from **Hafren Dyfrdwy**.

Our Wholesale Non-Household Scheme of Charges explains how **we** calculate wholesale bills and how different charges apply. This document is split into three:

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

This scheme is primarily for **Retailers** holding a **Licence** to operate in the non-household market. Customers should refer to the scheme operated by their **Retailer**.

Any reference to numbered Forms or Processes relates to the transactions described in **Market Codes** which can be found on the **MOSL** website: <https://www.mosl.co.uk/open-water/codes/>

Water services

This section is broken down into information for properties that are *metered*, *unmetered* or those whose volume of water usage is *assessed*. Wholesale charges for water **we** supply are subject to VAT at the standard rate. Non-primary charges are also subject to VAT.

We usually **do not provide sewerage services** for customers in Zones B and C. Dwr Cymru (Welsh Water) and United Utilities provide sewerage services in these areas. A map of our Zones is shown on page 5.

Developers

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

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

Any questions?

Check out **our** *Frequently Asked Questions* on page 9. If you can't find the answer there, then please get in touch with **us** – See our **Contacts section** on page 11.

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Section A: Guide to wholesale bills

A1: Retail overview

This section is for **retailers** supplying any **non-household** property, 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 in section B1.2.

A1.1 How we charge

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

- Unmetered
- Metered
- Assessed volume

Whichever of these applies, the charges cover up to four elements:

Water supply

This covers the costs of supplying **water** to the property.

Used water

This covers the cost of removing, treating and/or disposing of the **used** water from the property.

Surface water drainage

This covers the cost of draining **rainwater** from the property. If no rainwater from the property drains to the public sewer then customers will not have to pay this charge.

Trade effluent charges

If customers deposit more than just a domestic type of effluent into **our** sewers, **we'll** charge according to the strength of the effluent. For more information, see section B4.2 of **our** Wholesale Scheme of Charges. The basis of charges is set out in tables 14, 15 and 16.

VAT

Wholesale charges for water **we** supply are subject to VAT at the standard rate. Wholesale charges for waste water services are zero-rated for VAT.

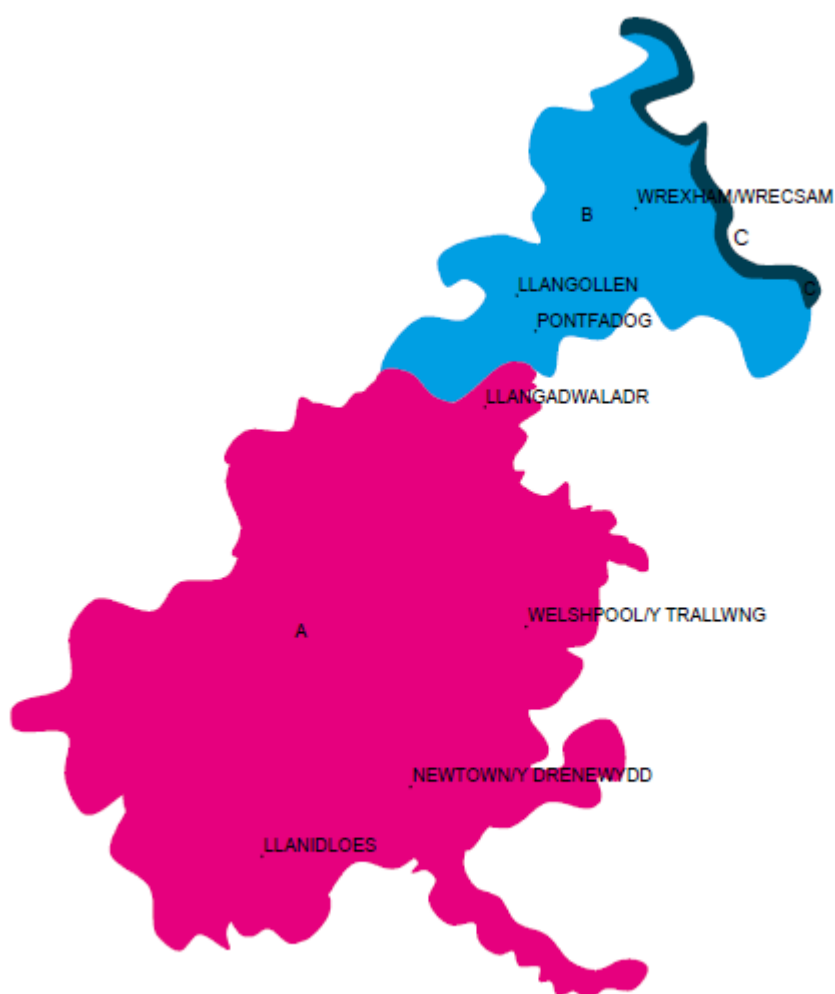
A1.2 Unmetered charges for businesses and other organisations

If a property was built before April 1989, and it has not been practical to install a **meter**, it is possible that it could be paying unmetered charges. These are based on the 1989/90 **rateable value** of the property and are also known as unmeasured charges.

Charging zones for unmetered charges

We vary **our** charges according to the zone the property is in. There are four geographical zones in the area covered by **Hafren Dyfrdwy**. The **map** below 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.

Area Map for Hafren Dyfrdwy



Unmetered business properties are charged for:

- Water supply
- Used water
- Surface water drainage

The charges for each of these services is calculated by multiplying the **rateable value** of the property by the rates for the services that it receives. The rates **we** use are set out in table 1. In addition, there is a fixed charge for each service (water supply, used water and surface water drainage) provided and this is shown on table 2.

If the customer can show that their property does not have any surface water draining to the public sewer, they will not have to pay surface water drainage charges. If they pay someone else for part of their surface water drainage (for example the Canal and River Trust), they may be entitled to claim a reduction from **us**. **Retailers** should submit applications for an adjustment to **us** using Market Code Process H5, form H/04, using the contact details on page 11.

A1.3 Requesting a meter

Applying for a meter

Most businesses and other organisations in **our** region already have a **meter** or **meters** installed. If they don't, they can choose to have a water **meter** installed. **Retailers** asking **us** to install a **meter** on behalf of their customers should submit **Market Code** Form B/01 (**Process B1**) to **us**, using the methods set out on page 11 at the start of the '**Contacts**' section. For standard installation there is no charge - **we** explain what **we** mean by "standard installation" in the Metering Standard document on **our** website: <https://www.hdcymru.co.uk>

For non-standard installations **we** will provide a quotation for the work.

When a meter can't be fitted

Where metering is not reasonably practicable or involves unreasonable expense, **we** will inform you of **our** reasons.

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

If the customer already pays assessed volume charges, you can ask **us** to reassess whether it would be practical to install a **meter** now. If it remains impractical, you can arrange for the necessary alterations to the pipework so that a **meter** can be fitted and apply for a contribution using **Market Code** Process H2.

A1.4 Metered charges for businesses and other organisations

If they have a water **meter** for their premises, their 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 the property. The charges have the following parts;

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 (waste) water charge

As with the water supply charge, this is based on the volume of water (using an actual or estimated **meter** reading) used at their premises.

For most customers, **we** assume that the volume of 'water in' is the same as the volume of 'water out', i.e. returned to sewer.

To work out the charge, **we** multiply the volume of water (actual or estimated) by the appropriate rate. For non-household customers, the wholesale rates **we** use are in table 6.

The unit charge reflects 'normal losses'. This covers water that doesn't actually reach the sewer because of things like evaporation.

If the customer believes that they have more than ‘normal losses’, and can prove this by measurement, they can claim a reduction in the volume of used water. Contact us using the details on **page 11**.

Standing charge

As well as water supply and used water charges, **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 tables 5(a) and 5(c).

Surface water drainage charge

For non-household properties, **our** charge is normally based on the size of the area that drains into the public sewer. These charges are set out in table 7(b). Please note that we do not usually provide surface water drainage services for customers in **Zones B and C** as Dwr Cymru (Welsh Water) and United Utilities provide sewerage services in these areas.

If the customer can show that their property does not have any surface water draining to the public sewer, they will not have to pay surface water drainage charges. If they pay someone else for part of their surface water drainage (for example the Canal and River Trust), they may be entitled to claim a reduction from **us**. **Retailers** should submit applications for an adjustment to **us** using **Market Code** Form H/01, using the contact details on page 11.

Fixed charge

In Zones A and D there are separate fixed charges for each service provided (water supply, used water and surface water drainage). These charges are set out in table 5(b).

Intermediate and large volume users

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 8(a).

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 are set out in table 8(b).

Standby charges

For **premises** in Zones A and D that also have their own water supply which – both legally and practically – is capable of providing them with more than 10,000 cubic metres of water in a year, **we** can charge what is known as a standby tariff. The user has to tell **us** how much water they need from **us** in the coming year and are charged at the appropriate rate. Other terms and conditions apply and are detailed in section B3.3 of this document.

There are also a range of other charges and tariffs that could apply to business customers including tariffs for trade effluent. These can be found in sections B4 and B5.

A1.5 Charges assessed by volume

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

Assessed volume charges cover:

- Water supply charges
- Used water charges

We also charge for surface water drainage. This is based on the chargeable site area of the property.

Water supply charges and used water 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 for customers who use up to 10,000 cubic metres of water each year are shown in **table 13**.

Surface water drainage charges

For non-household properties, **our** charge is normally based on the size of the area that drains into the public sewer. These charges are set out in **table 7(b)**.

Fixed Charge

There are separate fixed charges for each service provided (water supply, used water and surface water drainage). These charges are set out in **table 5(b)**.

A2 Frequently asked questions

Does the customer 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.

The customer has moved property. Will it be metered?

If a customer moves into a property that is already metered, **we** will charge them on a metered basis. If the previous **occupier** of the new property was charged on an unmetered basis or on an assessed volume basis, **we** will normally continue to charge them on this basis. If the new property is not metered, a customer can apply to have a **meter** installed and **we** will assess whether it is practical to do so.

The customer would like to have a meter installed

Retailers can request the installation of a **meter** at a property following the process set out in **Market Code Process B1, using Form B/01**.

What happens if a property is altered?

If a non-household property that **we** charge on the basis of **rateable value** is substantially altered, this will make the **rateable value** invalid. There is a more detailed explanation of what **we** mean by substantial alterations in section B1.2 (the Glossary). If a **meter** cannot be installed, **we** will base charges on an assessed volume charge, based on the number of Full Time Employees (FTE's) or the equivalent and the nature of the business. Where **we** need to install separate service pipes, a **meter** will need to be installed.

Will the customer 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 the customer and is called a private supply pipe. Usually, the stop tap is at the boundary of the premises. If it is on the customer's 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 the customer's private supply pipe.

If there is a leak on a private supply the **retailer** will have to pay for the water that has leaked unless the **occupier** qualifies for a leakage allowance. A leakage allowance will be given, and charges adjusted, provided the **occupier** has the leak repaired within 28 days and provided the leak was not caused by their negligence or by the act of a third party. Where logger data is available we will use this to calculate the charge adjustment, if not we will use Average Daily Consumption (ADC).

If the leak is on **our** supply pipe, **we** will not charge 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 in **our** standard on *Allowances, Assessment Requests and Incentive Payments* at www.hdcymru.co.uk

The property is not connected for surface water drainage. Is the customer entitled to pay lower charges? Can these lower charges be backdated to previous years?

If the property has no connection at all to the public sewer for rainwater, the customer will only be charged for used water. For unmetered customers **we** will reduce the sewerage charge as set out in section C2. For metered customers **we** will cancel the **rateable value** or site area-based surface water drainage charge. **We** will normally backdate this to 1 April 2014. However, for properties occupied for the first time on or after 1 April 2014 **we** will backdate this to the date that the customer occupied the property.

Can a customer be billed for more than one year's charges?

In the case of billing error **we** reserve the right to make retrospective adjustments. In line with Ofwat's Customer Code of Practice for non-household retailers, **we** will not seek to recover charges for any period for which a **Final Settlement Report** has been provided by the **Market Operator** (a maximum of 16 months). In the case of surface water drainage, if incorrect bills have been submitted the adjustment will be limited to 1 April of the charging year in which the mistake is identified.

My customer has been overcharged

If a customer has been overcharged, excess wholesale charges can be recovered through the market settlement process. In the case of surface water drainage (where the customer has been charged according to the wrong site area band) this will be limited to 1 April of the charging year in which the mistake is identified.

If a property is empty, will the customer have to pay any charges?

Normal water and sewerage charges will continue to apply, until you tell **us** that the customer does not need a water supply for the property and ask us to disconnect the supply. There will be no charge for water supply or for used water after the date the disconnection has been made.

As **we** will continue to provide the service of surface water drainage for the property, **we** may charge for this. Where it would not be economic for **us** to charge for this service, **we** will not do so.

Retailer requests for disconnection of a supply are described in Process I1 of the **Market Code** and **our** *Disconnection* standard is published at www.hdcymru.co.uk/businesses/retailers.

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 www.hdcymru.co.uk. If you can't find the service you are looking for then please contact **us** (for contact details, see below, in section A3).

A3 Contacts

Hafren Dyfrdwy Retail Portal

Information and resources for Retailers can be found at www.hdcymru.co.uk/businesses/retailers/

Retailers should submit bilateral forms for service requests by email to WMU@hdcymru.co.uk

New Licensees seeking to supply customers within Hafren Dyfrdwy's area of wholesale supply should contact our Wholesale Market Unit by email to WMU@hdcymru.co.uk to initiate contract set up and to arrange an induction.

If you are a wholesaler for a New Appointment or Variation (NAV), please contact us by email at WMU@hdcymru.co.uk

Account Managers

Each retailer will be assigned an account manager within the Wholesale Market Unit (WMU). If you already have an account manager, you can contact them directly or email WMU@hdcymru.co.uk

You can also write to us at:

Hafren Dyfrdwy
Wholesale Market Unit
c/ o Severn Trent Water
PO Box 5309, Coventry, CV3 9FH

Finance Service Centre (FSC)

You can contact the FSC for enquiries about your invoice.

- By email: arteam@hdcymru.co.uk By phone: 02477 715904

Emergencies and incidents

Our operational and **emergency contact number is 08000 858033**. The Operational Service Centre is open 24 hours a day 7 days a week. You should use this number to report the following (not exhaustive):

- no water
- low pressure
- water leak/burst
- sewage leak
- taste and odour

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

To contact Aquam by telephone: **0330 058 5038**

Section B: Scheme of Charges for 2018-19

B1. Introduction to the Wholesale Scheme of Charges

B1.1 Introduction

This “Scheme of Charges” contains the Wholesale 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**;

“*cesspool*” includes a settlement tank or other tank or closet for the reception or disposal of foul matter other than trade effluent;

“*common area*” means any area (including a roof) where several **occupiers** of a number of premises, (including their employees, licensees or visitors), have because of their occupation, lawful rights of access to or over that area but excluding:

- any area of public highway or public open space; and
- any area rated as a separate **rateable value** premises for the purposes of the 1967 Act or the Local Government Finance Act 1988 and a common area is next to a premises where **we** are satisfied that such rights of access are enjoyed;

“*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;

“*community premises*” means:

- village halls,
- community centres,
- scout, guide or cadet huts,
- or other premises that in **our** view are similar to the five categories above;

“final settlement report” or *“RF”* means the final Settlement Report provided by Market Operator Services Limited and has the same meaning as described in the **Market Code**;

“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;

“licensee” has the same meaning as **Retailer**, defined below;

“market code” means the Wholesale-Retail Code set by **Ofwat** and published by Market Operator Services Limited;

“meter” means **our** meter;

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

“non-household premises” means any supply which does not meet the definition of a household and which has been deemed to be eligible for the non-household retail market in line with guidance issued by **Ofwat**;

“non-primary charges” has the same meaning as defined in the **Market Code**;

“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**;

“primary charges” has the same meaning as defined in the **Market Code**;

“public sewer” means a sewer that is owned by **us**;

“public foul water sewer” means any foul water or combined sewer (or surface water sewer communicating directly with such a foul water or combined sewer) that is owned by **us**, including any pumping station **we** consider to be part of that sewer;

“public surface water sewer” means any surface water sewer that is owned by **us**, including any pumping station **we** consider to be part of that sewer, which at no point discharges into a **public foul water sewer**;

“rainwater harvesting system” means a system where surface water is collected and recycled so as to reduce the volume of water supplied by **us** and used at the **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);

“retailer” or *“licensee”* means an entity to which **Ofwat** has granted a Water Supply Licence or Sewerage Supply Licence, exercising its powers under section 17 of the **Act**;

“selective metering programme” refers to **our** pilot exercise requiring that all unmetered **premises** that are located in the trial area will, following a change of **occupier**, require a meter to be installed by **us** for the purposes of calculating charges;

“settlement” means the process defined in the **Market Code**;

“sewage treatment works” means any works or facility for sewage treatment or disposal that is owned by **us**;

“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;

“trade effluent” and *“trade premises”* have the meanings given to them by section 141 of the Act;

“trade effluent consent” means any consent given or agreement entered into by **us** or any of **our** predecessor bodies where the discharge of trade effluent to the public sewer or a sewage disposal works (whether directly or indirectly through any intermediate sewer or drain) is authorised or approved;

“transitional scheme premises” means:

- **premises** principally used for the provision of day care as defined in section 79A(6) of the Children Act 1989,
- a children’s home as defined in section 1 of the Care Standards Act 2000 and registered under section 11 of that Act,
- **premises** used as a care home as defined in section 3 of the Care Standards Act 2000 and registered under section 11 of that Act;

occupied for the first time prior to 1st April 2016;

“used water” does not include trade effluent discharged under the terms of a trade effluent consent or agreement and *“used water meter”* means a meter installed under section B3.1 (viii) below;

“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 **Ofwat Charging Rules**. This Scheme fixes the charges for the services or facilities provided by **us** and in connection with the following:

- the supply of water;

- 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 **Retailers** and **Bulk Supplies** to New Appointments and Variations (**NAVs**). It does not apply to other **Bulk Supplies** of water. The provision of wholesale services to **Retailers** is governed by the terms set out in the Wholesale Contract between **us** and the **Retailer**, incorporating the **Market Code**. For the purpose of the **Market Code**, this Scheme is a “Wholesale Tariff Document”. The provision of **Bulk Supplies** will be made under the terms of the written agreement for each site. If **we** have entered into a written agreement relating to a **Bulk Supply** that is in conflict with this Scheme, the terms of the agreement will continue to apply.

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 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.
- (ii) For unmetered supplies, liability accrues on a daily basis by virtue of occupation of the **premises**. 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). Charges after a change of **occupier** will be payable from the next day of occupation or the day after the insolvency date.
- (iii) 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**.
- (iv) Where the surface water drainage element of sewerage charges are based on chargeable area, this area will be deemed to be correct unless the **occupier** can demonstrate to **our** satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes. Where the

occupier 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.

- (v) 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**).
 - 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**).
- (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).
- (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 in **table 1**, 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** by 17% of the **rateable value** of the **premises** unless **we** agree otherwise.

B2.3 Free meter option

- (i) If a property receives an unmetered supply you can, 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 selected by **us**, 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** using the methods set out in section A3.

Meter location

- (ii) **Our** preferred **meter** location is external, but **we** will consider installing the **meter** internally if this is practicable. Where an alternative to **our** preferred location has been requested, **we** will provide a quotation for any additional expenses incurred, which will be payable to **us** by the **Retailer**.
- (iii) The **meter** and any equipment and assets associated with it will remain **our** property. Once the **meter** has been installed any request to have it re-sited will incur an additional charge and **we** must carry out the work.

Protection of and damage to the meter

- (iv) **We** own and are responsible for the maintenance of the **meter** and any equipment associated with it. The **occupier** must take all reasonable care of the **meter** and must not cover or obstruct the **meter** in any way. The **occupier** must allow **us** reasonable access to their **premises** in order for **us** to access the **meter**. If **we** incur a cost in accessing or re-siting the **meter** because they have covered or obstructed it, then **we** will charge these costs to the **retailer**.
- (v) It is a criminal offence under section 175 of the Act to interfere with, wilfully damage or remove the **meter**. This means that the **occupier** must not remove it or instruct anyone to remove it for them. If the **occupier** is convicted of doing any of these things, they could face a fine imposed by the Magistrates Court.

Meter installation time

- (vi) **We** aim to install a **meter** within 22 **normal working days**, in accordance with the **Market Code** (Operational Terms – B1). Where **we** are unable to do so, **our** charges for the period from 22 **normal working days** after **we** received the request notice to the date the **meter** is installed will be based upon on the average daily consumption from installation to the first **meter** reading.

Meter installation not reasonably practicable or unreasonably expensive

- (vii) 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.

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 for water and sewerage

Compulsory metering policy

- (i) Unless we have specifically agreed otherwise in writing, or it is impractical to install a **meter** at the property, all water we supply to **non-household premises** will be metered.

Liability for metered charges

- (ii) Where the supply to a **premises** is metered and the charges are volume based, the **retailer** may continue to be liable for the payment of wholesale charges associated with that **premises** after the property has become vacant. This applies where the **retailer** has failed to notify **us** that the property will become vacant at least two **normal working days** before the customer does so. The charges for which the **retailer** will be liable will be those for the period ending whichever of the following first occurs after the **premises** becomes vacant:

- a. where the **retailer** informs **us** that the **premises** will be vacant less than two **normal working days** before, or at any time after, 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.

The charges for metered **premises** are set out in the sub-sections below.

Water supply charge

- (iii) Water **we** supply through one or more **meters** to any **premises** will be charged at the standard water supply charge in **table 4** 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).

Water supply standing charges

- (iv) 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(c)**.

Water supply fixed charge

- (v) For Zones A and D, a fixed charge related to the volume of water **we** supply to the **premises** also applies - see **table 5(b)**.

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

- (vi) Where **we** provide sewerage services to a single **premises** whose water supply is metered, sewerage and sewage disposal charges will have the elements described in sections (vii) to (ix) below.

Used water charges

- (vii) 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 B4.2), a charge per cubic metre of used water discharged directly or indirectly to a public sewer is payable at the rates shown in **table 6**.

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 at a reduced rate as shown in the last row of **table 6**.

Surface water drainage charges

Charges will be based on:

- a. the **rateable value** of the **premises** as specified in section B2.1 - see **table 7(a)**; or
- b. the chargeable area as specified in B3.1(xiii) - see **table 7(b)**

Sewerage fixed charge

- (ix) A fixed charge or charges related to the services provided and volume of water supplied to the **premises** (**see table 6b**).

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

- (x) **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 **retailer**).

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(xi)** below.

Measurement of water out

(xi) If the **occupier** is not satisfied that the volume of used water should be based on the reading from their water **meter**, they may arrange for the installation and maintenance of meter(s), gauge recorder or other apparatus to determine a more accurate measurement, provided that:

- a. **we** will not bear the cost of installing or maintaining the equipment;
- b. **we** must approve the water fitting in question and the location where it is to be installed;
- c. the **retailer** must provide full details of the volumes of water or used water recorded.

As long as **we** are satisfied as to the accuracy of the volume of water or used water recorded by the apparatus installed, 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 **retailer** fails to provide full details of the relevant volumes to **us**, **we** will base the used water charge on the volume of used water discharged as described in section (x) above.

Rainwater harvesting systems

(xii) 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.
- b. The volume of “water-out” will be charged at the rates shown in **table 6** and will be in addition to any charges calculated on the basis of “water in” measured by the water meter as per (x) above.
- c. Where surface water drainage charges apply, as specified in section (viii) above (including where the **premises** does not receive a water supply), we will reduce the chargeable area as defined in section B3.1 (viii) by the area from which rainwater is harvested.
- d. 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.

Site area surface water

(xiii) The **retailer** must pay **us** surface water drainage charges as specified in section (viii) above, or section B3.5(ii) (including where the **premises** does not receive a water supply), using the rates set out in **table 7** if:

- a. The **occupier** opts 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. The **occupier** opts, 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 **retailer** prior to this Scheme coming in to effect that the **premises** will be charged on this basis.

The charge will apply from:

- in the case of (a), the date **we** receive the notification from the **retailer** 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 B4.2 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

(xiv) **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 (xiii)(a) above) the charge payable is based upon a notional **rateable value** of zero rather than the chargeable area of the **premises**.

We will charge **transitional scheme premises** on the basis of the notional Band T. The charge will apply until such time as:

- a. the **retailer** notifies **us** that the **occupier** wishes to pay the charge based on the **premises** chargeable area; or
- b. the **retailer** notifies **us** that there has been a change of **occupier** at the **premises**; or
- c. we notify the **retailer** 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 a **non-household premises** that includes an element of residential accommodation within the site, including access between buildings on the site (apart from by a highway), the charge payable for such **premises** shall be calculated by aggregating the total site area and applying the charges for **non-household premises**.

(xvii) Where the **occupier** claims that the **premises** does not drain to the **public sewer**, the **retailer** should submit Form H/04 to **us** under **Market Code** Process H5. Provided **we** are satisfied **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(iii) above).

(xviii) Where the **occupier** claims that the chargeable area for the **premises** should be reduced, the **retailer** should submit Form H/04 to **us** under **Market Code** Process H5. If **we** are satisfied that chargeable area should be modified, **we** will reflect the new chargeable area in wholesale sewerage charges to the **premises**. 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(iv) above).

B3.2 Intermediate and large user tariffs

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

(i) In **Zones A and D** where **we** provide:

- A single **premises**, or a number of **premises** located within a single boundary under **common occupation**, with between 10,000 cubic metres and 49,999 cubic metres per year (inclusive), then we will apply the intermediate user tariff;
- A single **premises**, or a number of **premises** located within a single boundary under **common occupation**, with 50,000 cubic metres of water per year or more, then we will apply the large user tariff;

unless the standby tariff applies (see section B3.3) or **we** agree otherwise.

For the 12 consecutive monthly billing periods after 1 April, **we** will charge:

- a. standing charges related to **meter** size as set out in **table 5(a)**;
- b. the fixed charge related to the volume of water **we** supply as detailed in **table 5(b)**;
- c. the relevant additional fixed charge in **table 8(a)** and
- d. the relevant water supply charges in **table 8(a)**.

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.

For the purposes of the above intermediate and large user tariffs, **retailers** must assess in advance the volume of water expected to be supplied to the **premises**. The **retailer** will pay **us** 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 in tables 5(a) and 5(b) and tables 8(a) as part of the **settlement** process.

(ii) In **Zones B and C** where **we** provide:

- A single **premises**, or a number of **premises** located within a single boundary under **common occupation**, with 250,000 cubic metres of water per year or more, then we will apply to the large user tariff.

For the 12 consecutive monthly billing periods after 1 April, **we** will charge:

- a. the relevant water supply charges in **table 8(b)**.

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.

For the purposes of the above large user tariff, **retailers** must assess in advance the volume of water expected to be supplied to the **premises**. The **retailer** will pay **us** the appropriate 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 in **tables 5(c) and 8(b)** as part of the **settlement** process.

B3.3 Standby tariffs

- (i) Where **we** supply water in Zones A and D through one or more **meters** to a single **premises** 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, **we** will be charge the standby tariff (instead of the standard metered, intermediate user or large user tariff above). The **occupier** may elect to secure a standby supply.
- (ii) Where a standby supply applies, the **retailer** 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. standing charges related to **meter** size as set out in **table 5(a)**;
 - b. the fixed charge related to the volume of water **we** supply, as detailed in **table 5(b)**;
 - c. the capacity charges shown in **table 9**, payable irrespective of whether **we** supply any water.
 - d. The volume charges shown in **table 10**, payable for all water **we** supply, irrespective of the notified volumes.

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.

For the purposes of the fixed charge and the fixed component of the capacity charge, **retailers** must advise **us** in advance the volume of water expected to be supplied to the **premises**. The **retailer** will pay **us** the appropriate fixed charges throughout the period. At the end of the period, **we** will reconcile the volume of water actually supplied with the rates set out in **table 5(b) and table 9** as part of the **settlement** process.

We may share information on the “notified volume” with other **retailers**.

Premium charges

- e. 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 9** (excluding the fixed component) for each cubic metre of water supplied in excess of the notified volume for the relevant period.

For **premises** where the **retailer** has provided **us** with a notified volume of zero, or in circumstances where it is taken to have been notified as zero (see below), the **retailer** must give

us at least twenty-four hours' notice before **our** supply is used at the **premises**. In addition to the appropriate charges set out in (a), (b), (c) and (d) above the **retailer** will pay the premium charges in **table 11**.

- (iii) The above charges will be due from the first relevant **meter** reading on or after 1 April.
- (iv) Where the **retailer** does not secure a standby supply, or does not provide **us** with the information as specified in section B3.3(ii) above by 1 April of the charging year, the maximum volume required for both the peak and off-peak periods shall be taken to be zero.
- (v) 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 **retailer** and the notified volumes will be taken to be zero.
- (vi) 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 or to restrict the flow through one or more supplies to the through the installation of a suitable valve or valves.
- (vii) 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 **retailer** will pay the appropriate charges relating to those **meters** and any water supplied through them as set out in B3.1 or section B3.2 above, as appropriate, instead of the standby tariff.
- (viii) The "notified volume" in (ii) above will apply to the **premises** for the duration of the **year**. Where the **occupier** of the **premises** selects a different **retailer** during the course of a **year**, **we** will inform the new **retailer** of the "notified volume" and the annual fixed charges that will apply for the remainder of the billing period.
- (ix) Where **we** identify a **premises** where standby charges should apply after the start of the **year**:
 - a. **we** will inform the **retailer** of the supply which is available to the **premises** as a standby supply;
 - b. within one month of this notification, the **retailer** must inform **us** of the peak and off-peak volume required as described in (ii) for the remainder of the **year**;
 - c. where the **retailer** does not provide notification within the specified time, or the required supply cannot be agreed, **we** will inform the **retailer** and the "notified volume" will be considered to be zero;
 - d. Standby charges will apply to the **premises** two months after **our** first notification in (a).

B3.4 New Appointments and Variations

- (i) Where **we** provide a **bulk supply** to a **New Appointment** or Variation (**NAV**), the operator will pay the **NAV** charge, provided the area of appointment is for a new development site not currently served by **us**. For the avoidance of doubt, this **NAV** charge will not apply to **Inset Appointments** granted under the two other qualifying criteria (a) customers using more than 50 Ml/a or (b) variations by consent.

- (ii) **We** will charge **bulk supplies** to the operator of a qualifying **NAV** that serves a new development site comprising ten **plots** or fewer:
- the volume charges shown in **tables 12(a) or 12(b)** for all water **we** supply.

Where the **NAV** also covers waste water services, **we** will charge:

- the volume charges shown in **table 12(a)** for all **used water** draining from the site to the **public sewer**; and
- the site area charges shown in **table 7b** for **surface water** draining from the site to the **public sewer**.

- (iii) **We** will charge bulk supplies to the operator of a qualifying **NAV** that serves a new development site comprising more than ten **plots**:

- standing charges related to the size of the **meter** at the boundary of **our** network as set out in **tables 5(a) and 5(c)**; and
- the volume charges shown in **tables 12(a) or 12(b)** for all water **we** supply.

Where the **NAV** also covers waste water services, **we** will charge:

- the volume charges shown in **table 12(a)** for all **used water** draining from the site to the **public sewer**; and
- the site area charges shown in **table 7b** for **surface water** draining from the site to the **public sewer**.

Site area charges under (d) above will be capped at the sum of the wholesale charges for **surface water** that would be paid by the properties on the **NAV** site if these were billed directly by **us**.

To apply for a capped charge, the **NAV** operator must supply **us** with details of the types of **household premises**, chargeable area of **non-household premises**, and the charges that it would be able to make to those **premises**.

- (iv) The volume charges in **tables 12(a) and 12(b)** are based upon a discount to the standard wholesale volumetric rates for water and used water. Where the customers on a **NAV** site qualify for any other charge (such as the Intermediate and Large User or **Standby** Tariffs in B3.2 and B3.3):
- the **NAV** operator must supply **us** with the volumes and charges made to the customers on its site;
 - we** will apportion the volume of the bulk supply according to the volumes that the **NAV** operator has supplied to **us**;
 - We** will apply an equivalent discount to the bulk supply based on the charges which the **NAV** operator has made to its customers.
- (v) The level of the discount is based on the supply of treated water and reception of untreated waste water on “normal” sites. We consider a “normal” site to have a mains connection less than 25 metres in length, with no on-site pumping or water storage. Where in **our** opinion the cost of serving the site could be higher than normal, **we** will assess the specific costs that would have been incurred if **we** had served the site directly and calculate a discount to the wholesale rate sufficient to cover those costs.

B3.5 Metered supplies – miscellaneous matters

Meter reading not obtained

- (i) If the **retailer** does not provide an actual **meter** reading, charges will be based on estimates until **final settlement** as described in the **Market Code**.

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 **retailer** on an unmetered basis unless the **retailer** has agreed in writing 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 within 28 days, was not caused by the **occupier's** negligence, 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. Where logger data is available **we** will use this to calculate the charge adjustment, if not **we** will use Average Daily Consumption (ADC).
- (iv) **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.

Our approach on leakage and non-return allowances is set out in **our** standard on *Allowances, Assessment Requests and Incentive Payments* at <https://www.hdcymru.co.uk/businesses/retailers>

Temporary disconnection

- (v) Where a **retailer** requests that a metered supply be temporarily disconnected and then request 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.

Our approach on disconnections is set out in **our** standard on *Disconnections* at <https://www.hdcymru.co.uk/businesses/retailers>

Meter downsizing

- (vi) Where **we** supply water through a **meter** or **meters** greater than 15mm in size, **retailers** 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 **retailer** 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

- (vii) Unless the **premises** has been **substantially altered**, 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**.

Non-potable supplies

- (viii) **For connections** to non-potable mains or supplies on **our** network that are not covered by a separate agreement, we will charge:
- a. for premises supplied with less than 10,000 cubic metres of water in Zones A and D, a rate 25% less than the standard metered water supply charge as set out in **Table 4(a)**;
 - b. for premises supplied with 10,000 cubic metres of water or more in Zones A and D, a rate 25% less than the relevant Intermediate or Large User metered water supply charge as set out in **Table 8a**;
- rounding** the unit rate to the nearest 4 decimal places in pounds per cubic metre.
- c. for premises in Zone B and Zone C the standard metered water supply charge as set out in **Table 4(b)**.

B4 Assessed volume charges**B4.1 Assessed volume charges**

- (i) The assessed volume charges in **table 13** will apply per year. They will accrue on a daily basis and be payable for each billing period in the following circumstances:
- a. where a **retailer** 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 **retailer** opts to pay **us** 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 **retailer** opts to pay **us** 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**.

B4.2 Trade effluent charges

Who we will charge

- (i) Charges shall be payable by **licensees** providing retail services to Dischargers, which are defined below:
- a. any person who makes 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.
- 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 **table 14**.
- (iii) The charges in **table 14** 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 **table 14**, that particular charging element will not be included in the charge.
- (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 **retailer** for trade effluent discharged to the **public foul water sewer** or **sewage treatment works** will be calculated as the sum of:
 - a. the volume of **trade effluent** discharged in cubic metres multiplied by the charges per cubic metre for R and V in **table 14**; and
 - b. the biological load of the **trade effluent** discharged in kilogrammes multiplied by charge per kg for B in **table 14**; and
 - c. the suspended solids load of the **trade effluent** discharged in kilogrammes multiplied by charge per kg for S in **table 14**;

subject to (viii) below and to the fixed charges in **table 16**.

“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 for volumetric treatment will be based on a proportion of the element of the 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) Where a discharger makes a discharge of **trade effluent** to a **public surface water sewer** in accordance with a **trade effluent consent**, the **retailer** will pay the charge shown in **table 15** 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 16** 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 (xvi) below, **we** will determine the charge to be paid by the **retailer**, unless **we** agree otherwise, 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 **retailer** 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** through the processes laid out in the **Market Code** 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 **retailer** fails to provide **us** with full details in accordance with **our** requirements;

we may require the charge to be based on **our** assessment of the volume of **trade effluent** discharged after taking into account all relevant information. The revision to volumes will be subject to the process set out for error rectification as set out in **Market Code** Subsidiary Document 0105.
- (xiv) Where **we** are not satisfied that the recording of volumes is accurate (xiii)(a), **we** will require the discharger to test, repair or replace the meter, meters, gauge recorder or other apparatus that is not owned by **us** before the volumes recorded using the apparatus may be used for charging purposes. The discharger must provide **us** with photographic evidence that the apparatus is recording accurately or has been rectified, in line with the process laid out in **Market Code** Process B12. If **we** are not satisfied that the photographic evidence is sufficient to confirm the meter details **we** may visit the **premises** to inspect the apparatus. Until **we** are satisfied that the apparatus is recording accurately, **we** may continue to base charges on **our** assessment of volume as set out in (xiii) above.
- (xv) 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

- (xvi) For the **trade effluents** shown in **table 15** 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 **retailer** gives **us** notice in writing prior to 1 April 2018, that the discharger's **trade effluent** should be sampled individually to determine its strength, and the discharger provides in due time a sampling point which is satisfactory to **us** in order to enable samples to be taken.

B5 Other charges

B5.1 Charges for water supplies for building or civil engineering purposes

- (i) For water supplied by **us** for building **household premises** or other **premises** through a service pipe with an external diameter of 25 mm or less the charge in **table 17** will apply.
- (ii) All other supplies of water for building or civil engineering purposes will be metered and charges in accordance with section B3.1(iii), (iv) and (iv) will apply.

B5.2 Sewerage charges (other companies)

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

Sewerage charges cover the cost of providing and operating the public sewers, storm water drains and sewerage treatment works. Sewerage charges in Zones B and C are set by the sewerage company concerned and not Hafren Dyfrdwy.

B6 Miscellaneous non-primary charges

B6.1 General Principles

- (i) These charges apply where:
 - a. a **retailer** asks **us** to carry out work at a **premises**;
 - b. an individual asks **us** to carry out work at a **premises** other than via a **retailer**;
 - c. **we** are required by statute or regulation to carry out work at a **premises**;
 and are payable by the **retailer**, individual requesting that service, or the person responsible under statute or regulation for the charges incurred.
- (ii) **We** will apply the regular charges at the rates set out in section C where a “**Standard Job**” is required at the **premises**. In addition to any extra conditions described for the specific service, a **standard job** must meet the following criteria:
 - a. the job will take place within **normal working hours**;
 - b. the job will take place in an accessible location such as an external boundary box or a location on the **premises** with reasonable access; and
 - c. the job can be carried out in line with **our** Health and Safety criteria and does not involve working in a carriageway.
- (iii) Where a **retailer** has requested a **standard job** on the required bilateral form under the **Market Code**, we will carry out the requested work without further confirmation from the **retailer** and the standard charge for that service will apply.
- (iv) If the task does not meet the definition of a **standard job**, we will provide a quotation for “non-standard” jobs. The quotation will be valid for a period of 3 months unless otherwise specified. **We** will not proceed with the work unless the **retailer** or individual requesting the work accepts the quotation.
- (v) **We** will agree an **appointment window** to carry out the job with the **retailer**. We will agree the **appointment window** directly with the **occupier** if we have the **retailer’s** consent. Where contacting the occupier is not unsuccessful we will set the appointment date & advise the Retailer.
- (vi) The **retailer** must pay **us** an abortive visit charge if:
 - a. we attend the **premises** to carry out the work within the arranged **appointment window**, but are unable to gain access to carry out the work requested through no fault of **ours**; or
 - b. the **retailer** cancels the request while the job is in progress.

A job will be considered to be in progress on the day of the **appointment window** or when **we** have ordered any materials necessary to complete the work, whichever is sooner. If the job concerned was of a non-standard nature, **we** will charge the **retailer** for the costs incurred in addition to the standard abortive visit charge.
- (vii) Where requests from **retailers** for desktop based services are cancelled, an Administration Fee will be charged if the work has been substantially completed before cancellation.

- (viii) Where a fixed price cannot be given but a charge needs to be made we have denoted this with the word 'Quote' in the tables of section C. A quote will enable the work required to be costed accurately.
- (ix) In certain circumstances, a survey may need to be undertaken before a quote can be properly drawn up. **We** will not charge for straightforward surveys, but **we** reserve the right to charge for more complicated surveys. **We** will inform the **retailer** of any survey charges before any work is undertaken.
- (x) Where work undertaken is not of a standard nature and the circumstances relating to the work does not allow a quote to be drawn up before work commences all costs will be recovered retrospectively. Where charges may be applied retrospectively, this is stated in the service description and the corresponding tables in section C.

B6.2 Meter installation

- (i) In addition to the conditions set out in B6.1 above, in respect of a meter installation a **standard job** must satisfy the following criteria:
 - a. the **meter** to be installed is a **meter** from **our** published **meter** catalogue;
 - b. the existing installation of the **meter** comprises:
 - (i) an accessible working stop cock;
 - (ii) a "screw in" **meter** fitting appropriate to the size of **meter** to be installed; and
 - c. no major pipework modifications are required in excess of 1 metre of copper pipework.
 - d. the meter to be installed is in our preferred location
- (ii) Where the installation meets the criteria for the Free Meter Option as set out in B2.3, **we** will make no charge for a **standard job** as described in (i) above.
- (xi) If the installation does not meet the definition of a **standard job** and does not qualify for the Free Meter Option, **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the **retailer** agrees to pay for these additional costs.
- (xii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **retailer** cancels the request, the **retailer** must pay **us** the abortive visit charge in **table 18**.

B6.3 Charges for meter accuracy testing

- (i) If **we** are asked to prove the accuracy of a **meter**, and the **meter** is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, **we** will charge the **retailer** for carrying out the test:
 - a. for a **standard job** that satisfies the requirements set out in B6.1 and B.6.2, **we** will apply the charge set out **table 19** for meters up to and including 28mm in diameter;
 - b. for a **standard job** where the **meter** has a diameter greater than 28mm and is one of those listed in **our** meter catalogue, the charge in **table 19**;
 - c. where the standard job criteria are not met **the job** will be considered to be **non-standard** and **we** will quote for the actual cost of removing, testing and installing a replacement **meter**.

- (ii) Where **we** are asked to test the accuracy of a **meter** and a fault exceeds the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, **we** will make no charge.
- (iii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **retailer** cancels the request, the **retailer** must pay **us** the abortive visit charge in **table 19**.

B6.4 Meter repair, replacement, re-sites & pulse unit installations

- (i) If a **meter** belonging to **us** is faulty and needs to be replaced **we** will not make a charge for replacing it provided the fault was not caused by the **occupier's** negligence, or by the negligence of any third parties acting on their behalf.
- (ii) Where a meter has been become faulty due to the negligence of the **occupier**, or by the negligence of any third parties acting on their behalf, **we** will charge the cost of replacement to the **retailer** as described under B6.14 (Damage to Apparatus).
- (iii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **retailer** cancels the request, the **retailer** must pay **us** the abortive visit charge in **table 20**.
- (iv) If a **retailer** asks **us** to replace or re-site a **meter** that is not faulty, then **we** will charge the rate set out in **table 20(b)** provided the installation meets the definition of a **standard job**. In addition to the conditions set out in B6.1 above, a **standard job** must satisfy the following criteria:
 - a. the **meter** to be installed is a **meter** from **our** published **meter** catalogue;
 - b. the existing installation of the **meter** comprises:
 - (i) an accessible working stop cock;
 - (ii) a "screw in" **meter** fitting appropriate to the size of **meter** to be installed; and
 - c. no major pipework modifications are required in excess of 1 metre of copper pipework.
- (v) If the installation does not meet the definition of a **standard job** in (iv), **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the **retailer** agrees to pay for these additional costs.
- (vi) **Pulse unit installations**
 - a. Retailers may request that **we** provide a pulse output from our meter, to allow the retailer or NHH customer to install their own data logging device.
 - b. The installation of pulse units should be requested by the retailer using the B7 process. In order to provide a pulse output **we** may need to fit either a) a pulse unit OR b) pulse unit and splitter OR c) pulse unit and RF splitter - this will depend on what equipment is already installed or needs to be installed to satisfy our own requirements.
 - c. The charges vary according the equipment required and size of meter.
 - d. Where the fitted meter is already capable of providing a pulse output and the standard job definition is satisfied, **we** will attempt to fit the equipment on the first visit and the charges in **Table 20c** will apply.
 - e. Where the standard job criteria is not satisfied (for example if a meter exchange is necessary) then a quotation will be provided. **We** will not proceed with the work until the retailer accepts the quotation.
 - f. Abortive charges apply as set out in **Table 20(c)** will apply.

Our approach on **meter** installation, testing, repair and replacement is set out in **our** standard on *Metering* at www.hdcymru.co.uk

B6.5 Meter read for a non-market meter pending transfer

- (i) For a monthly, quarterly or half-yearly read on a non-market meter, **we** will charge the rate set out in **Table 21**, provided it meets the definition of a **standard job** set out in B6.1 above.
- (ii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **retailer** cancels the request, the **retailer** must pay **us** the abortive visit charge in **Table 21**.

B6.6 Confirmation of meter details or supply

- (i) Where a **retailer** wishes to confirm information relating to a **non-household customer's** private meter, and no site visit is necessary:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a desktop study as set out in **Table 22**;
 - b. where the request is cancelled by the **retailer** after **we** have undertaken work, **we** will apply the administration fee in **Table 22**;
 - c. where the information on **our** systems is incorrect, no charge will be made.
- (ii) Where a **retailer** wishes to confirm information relating to a **non-household customer's** private meter, and a site visit is necessary:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a site visit as set out in **Table 22**;
 - b. where the request is cancelled by the **retailer** or **we** are unable to gain access to the **premises** as described in B6.1(ii), **we** will charge the **retailer** the abortive visit charge in **Table 22**;
 - c. where the information on **our** systems is incorrect, no charge will be made.

B6.7 Verification of supply arrangements

- (i) Where a **retailer** wishes to verify the supply arrangements to a **premises**, and no site visit is necessary:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a desktop study as set out in **Table 23**;
 - b. where the request is cancelled by the **retailer** after **we** have undertaken work, we will apply the administration fee in **Table 23**;
 - c. where the information on **our** systems is incorrect, no charge will be made.
- (ii) Where a **retailer** wishes to verify the supply arrangements to a **premises**, and a site visit is necessary:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a site visit as set out in **Table 23**;
 - b. where the request is cancelled by the **retailer** or **we** are unable to gain access to the **premises** as described in B6.1(ii), **we** will charge the **retailer** the abortive visit charge in **Table 23**;
 - c. where the information on **our** systems is incorrect, no charge will be made.

B6.8 Application for a trade effluent consent

- (i) Where a **retailer**, on behalf of its customer, applies for a **trade effluent consent** that is either:
 - a. A “**Small Volume Letter**” as described in B6.8(ii) below; or
 - b. A “**Short Term Discharge Consent**” as described in B6.8(iii) below;

We will charge the **retailer** the relevant amounts set out in **Table 26**.
In addition charges shall apply related to the volume and strength of the discharge as described in section B4 Trade Effluent Charges and **Tables 14 – 16**.

 - c. **Where an organisation**, other than the retailer, applies directly to us for a “**Short Term Discharge Consent**” as described in B6.8(iii) below but of a duration < 6 months, **we** will charge the applicant the relevant amounts set out in **Table 26**. In addition charges shall apply related to the volume and strength of the discharge as described in section B4 Trade Effluent Charges and **Tables 14 – 16**.
- (ii) A “**Small Volume Letter**” will apply to small volume discharges, typically but not confined to discharges below 10m³. Authorisation will be granted in the form of a **small volume letter** for a period not exceeding 5 years. A full Trade Effluent Consent may be issued if **we** deem this more appropriate dependant on the nature and strength of the discharge and the risk posed to **our** assets.
- (iii) A “**Short Term Discharge Consent**” will apply where an end date is provided not exceeding 12 months in duration and will typically be granted by means of a short term discharge authorisation. Short Term Discharge Authorisations in excess of 12 months may be issued for groundwater discharges. A full Trade Effluent Consent may be issued if deemed more appropriate dependant on the nature and strength of the discharge and the risk posed to **our** assets.
- (iv) **We** will make no charge for any other type of application for a **trade effluent consent**.
- (v) If a **retailer or other organisation** cancels a request for a **Short Term Discharge Consent** or **Small Volume Letter** then:
 - a. if the cancellation request is received after **we** have begun work on the application then we will charge the requester an administrative fee as set out in **Table 26**;
 - b. if a legal document has been produced, **we** will charge the full cost to the **requester**.

B6.9 Assessment requests

- (i) Where a **retailer** wishes **us** to change a tariff applied to a service or discharge component at a **premises**:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a desktop study as set out in **Table 27**;
 - b. where the request is cancelled by the **retailer** after **we** have undertaken work, we will apply the relevant charges in **Table 27**;
 - c. where the information on **our** systems is incorrect, no charge will be made.

- (ii) Where a **retailer** wishes **us** to change a tariff applied to a service or discharge component at a **premises** and a site visit is necessary to verify whether the correct tariff or tariff components have been applied:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a site visit as set out in **Table 27**;
 - b. where the request is cancelled by the **retailer** after **we** have undertaken work, we will apply the abortive visit charges in **Table 27**;
 - c. where the information on **our** systems is incorrect, no charge will be made.

B6.10 Disconnections

- (i) Where a **retailer** or **non-household customer** asks **us** to disconnect a **premises**, then in addition to the conditions set out in B6.1(ii) above, a **standard job** must satisfy the following criteria:
 - a. a **standard job** must be a temporary disconnection;
 - b. the **premises** to be disconnected has its own supply with an independent connection to **our** main which does not supply any other **premises**;
 - c. there is an accessible external stop tap whose location conforms to **our** Health and Safety criteria;
 - d. the **premises** being disconnected (and surrounding **premises** if necessary) can be accessed to allow “flow testing” to confirm that disconnection will only affect the **premises** which is to be disconnected; and
 - e. the disconnection can be completed by a single operative on a single visit
- (ii) For a **standard job** as defined in (i) above, the standard charge set out in **Table 28** will apply. The charge must be paid by the person that has requested the disconnection, whether this is the **retailer** or non-household customer.
- (iii) If the disconnection does not meet the definition of a **standard job** in (i), **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the person requesting disconnection agrees to pay for these additional costs.
- (iv) Where a **retailer** has submitted a bilateral **market code** form asking **us** to use powers of entry to gain access to a **premises**, all costs incurred in completing the disconnection will be recovered from the **retailer** as set out in **Table 28**.
- (v) All permanent disconnections shall be deemed as non-standard. **We** will carry out an initial visit where **we** will survey the **premises** and specify the work required. Providing the supply can be isolated, the pipework will be cut and capped when the person requesting the disconnection has agreed to pay for the additional costs.
- (vi) Where **we** are unable to gain access to the **premises** in order to carry out the disconnection within the **appointment window** agreed, or the **retailer** cancels the request, the person requesting disconnection must pay **us** the abortive visit charge in **Table 28**.
- (vii) Where the **retailer** has asked **us** to use powers of entry to gain access to the **premises** in order to carry out the disconnection and the **retailer** cancels the request, the retailer must pay **us** the abortive visit charge in **Table 28**.

B6.11 Reconnections

- (i) In addition to the conditions set out in B6.1(ii) above, a **standard job** must satisfy the following criteria:
 - a. there is an accessible external stop tap whose location conforms to **our** Health and Safety Criteria;
 - b. the premises being reconnected (and surrounding properties if necessary) can be accessed to allow “flow testing” to confirm only the required **premises** has been affected by the reconnection when required;
 - c. the physical reconnection can be carried out by a single operative on a single visit
 - d. the disconnection of the **premises** was a temporary disconnection as described in B6.10 above.
- (ii) For a **standard job** as described in (i), where the **premises** to be reconnected:
 - a. has been turned off for under 30 days; or
 - b. uses water for “domestic” **non-household** purposes such as toilets or sinks;

and **we** do not consider a Water Regulations visit to be necessary, **we** will charge the **retailer** or non-household customer requesting reconnection the rate set out in **Table 29**.
- (iii) For a **standard job** as described in (i), where the **premises** to be reconnected:
 - a. has been turned off for over 30 days; or
 - b. uses water for a process for which **we** deem a Water Regulations visit is necessary;

we will reconnect the **premises** provided **we** deem it is safe to do so and will charge the **retailer** or non-household customer requesting reconnection the rate set out in **Table 29**.
- (viii) For any reconnection that does not meet the definition of a **standard job** in (i), including any reconnection following a permanent disconnection, **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the person requesting disconnection agrees to pay for these additional costs.
- (ix) Where **we** are unable to gain access to the **premises** in order to carry out the reconnection within the **appointment window** agreed, or the **retailer** cancels the request:
 - a. if a Water Regulations visit has not been required, the person requesting reconnection must pay **us** the abortive visit charge in **Table 29**;
 - b. if a Water Regulations visit has been required, the person requesting reconnection must pay **us** the abortive visit charge in **Table 29**.

B6.12 Replacement of lead service pipes

- (i) Where **we** are requested to replace lead pipes for a **non-household** supply **we** will require it to follow our Developer Services process and charge for this service. The charge will be subject to quotation dependent on, but not limited to, the following factors:
 - a. the surface material under which the pipe will be replaced;
 - b. the diameter and length of the pipe;
 - c. Traffic Management Act costs (if **we** are required to work in a carriageway);
 - d. administration costs, company overheads and margin.

- (ii) Where **we** are unable to gain access to the **premises** in order to carry out the lead pipe replacement within the **appointment window** agreed, or the **retailer** cancels the request, the person requesting the service must pay **us** the abortive visit charge in **Table 30**.

B6.13 Provision and maintenance of fire hydrants

- (i) Where **we** are asked to undertake work on fire hydrants and the work is a **standard job** in line with the conditions set out in B6.1(ii), the work will be charged at the relevant rate for the categories below, as set out in **Table 31**. These charges exclude any additional fees imposed by individual councils under the Traffic Management Act costs, which will be payable in addition to the standard charges set out in **Table 31**. Where works require road closures and the relevant local authority charges **us** for doing so, these additional costs will be payable by the Fire and Rescue Services.
- (ii) Where the Fire and Rescue Service asks **us** to repair fire hydrants situated on its property, charges will be in line with the standard charge repair categories as outlined in (i) above and **Table 31**.
- (iii) The Fire and Rescue Service will pay for any damage arising from its use of fire hydrants. Where **we** have given permission for any other person to use a fire hydrant, **we** will be responsible for repairing any damage caused. **We** will seek to recover the costs of the repair from the person responsible, in line with our general approach as set out in B6.14 below.
- (iv) Subject to **our** formal agreement, the Fire and Rescue Service or its approved contractors may carry out repairs on fire hydrants that do not require work on the inner workings of the hydrant, the pipe work or excavation of the public highway (including pavements and verges). All other repairs must be carried out by **us**.
- (v) The Fire and Rescue Service is responsible for ensuring any repair work undertaken by itself or its approved contractors complies with the provisions of the New Roads and Street Works Act 1991, Traffic Management Act 2004 and any other legislation which applies at that time.
- (vi) The Fire and Rescue Service and **Hafren Dyfrdwy** must inform each other of any alleged defect on a fire hydrant as soon as possible.
- (vii) **We** will not undertake repairs until:
 - a. the alleged defect has been inspected by the Fire and Rescue Service;
 - b. the repair category agreed;
 - c. a Fire and Rescue Service order number has been submitted to **us**, including an accurate address and the X/Y coordinates of the hydrant;

unless **we** believe leaving a defect unrepaired would place **us** in a position of risk. In this case the repair will be carried out without agreement and both parties will work together to decide whether the work was necessary and the repair charge applicable.
- (viii) **We** will notify the Fire and Rescue Service when repairs are completed. The Fire and Rescue service will confirm the repair is satisfactory within 14 calendar days and **we** will issue an invoice within 28 days of receipt of the confirmation.

- (ix) **We** will guarantee workmanship and materials on fire hydrants for one year, and any reinstatement required under the New Roads and Street Works Act for two years. Guarantees will be effective from the date on which the Fire and Rescue Service accepts that the fire hydrant is fit for purpose following installation, repair or rectification of unsatisfactory work.
- (x) Where a fire hydrant defect is not repaired within:
 - a. 60 calendar days of receipt of a correctly specified Fire and Rescue Service order; or
 - b. 60 calendar days from the start from the date of a road closure required for the work;
 (whichever is later), **we** will not charge for the work provided the Fire and Rescue Service has not submitted more than 5 orders in a single day.
- (xi) Where the Fire and Rescue Service attends a fire hydrant and:
 - a. **we** have not completed work specified correctly in an order as described in (vii) above;
 - b. **we** have provided an incorrect address or location;
 - c. **we** agree that work is incomplete or unsatisfactory;

we will pay the Fire and Rescue Service a fee equal to the charge for either a Category 1 installation (i.e. for Zones A and D) or a 80mm installation (i.e. for Zones B and C) as set out in **Table 31**. The Fire and Rescue Service should send an invoice to **us** for these fees within 30 days of the end of each quarter of the charging year.

B6.14 Damage to apparatus

- (i) Where a third party damages **our** equipment **we** will recover the cost of repair or replacement. The cost recovered will be dependent on the equipment damaged and will be calculated as the total cost of the repair or replacement plus company overhead and margin.
- (ii) Our charge arrangements regarding damages to apparatus are set out in **Table 32** (including those for an abortive call).

B6.15 Site inspections for misuse of water or water fittings

- (i) Where **we** carry out an inspection and identify a contravention of the Water Supply (Water Fittings) Regulations 1999 **we** will issue an enforcement notice to the **occupier**.
- (ii) Where the remedial work is not completed by the agreed upon date, or date stipulated in a subsequent notice served under section 75 (2) (b) of the Water Industry Act 1991, **we** will arrange for the work to be carried out. In such cases **we** will recover from the **occupier** all costs reasonably incurred in carrying out the remedial work including, labour materials and plant. **We** will not produce a quotation for this work before work commences and will charge these costs to the **occupier** once the work is complete.
- (iii) Where it is necessary for **us** to obtain a 'Warrant of Entry' from the Magistrates Court in order to carry out the work, **we** will also recover the costs associated with this.
- (iv) **Our** charge arrangements regarding site inspections (misuse of water or water fittings) are set out in **Table 33(a)** - including those for an abortive call.

B6.16 Provision and use of standpipes

- (i) Standpipes to be used on **our** network must meet **our** standards and must be hired from us or **our** designated contractor. Contact details are under the Standpipe Hire heading in section A3.
- (ii) Standpipes can be delivered anywhere within **our** network (a delivery cost will be quoted). Alternatively customers may prefer to collect a standpipe from their nearest available distribution point; for locations use the Standpipe Hire contact details on page 11.
- (iii) Meter readings for standpipes must be provided to **us** on a monthly basis either directly by the standpipe user or via their **retailer**, using the methods set out under Standpipe Hire in A3.
- (iv) **Our** charge arrangements regarding provision and use of standpipes are set out in **Table 34**.

B6.17 Site inspections

- (i) Where **we** are requested to carry out a site inspection **we** may charge for this service. As a site inspection can vary in duration and equipment may be needed the charge may be subject to quotation. Where a site inspection is for a purpose that has not already been described in the sections above:
 - a. Confirmation of meter details in B6.6;
 - b. Verification of supply arrangements in B6.7;
 - c. Assessment requests in B6.9;
 - d. Surveys to provide a quotation for a non-standard disconnection as required in B6.10;
 - e. Surveys of fire hydrants in B6.13; or
 - f. Inspections for misuse of water or water fittings in B6.15;

The charge quoted will be based upon the expected total cost of the inspection plus company overhead and margin. Our charge arrangements regarding site inspections are set out in **Table 33(b)** - including those for an abortive call.

B6.18 Provision of Logger Data

- (i) **We** will provide historical consumption data from our loggers for monthly periods, either for a specified period or on an ongoing, rolling monthly basis where we have that data available. **We** do not have loggers fitted to all Non Household meters, so **we** will not be able to provide data for all meters. Where a logger is fitted, **we** may not have data available for every data point or for every period.
- (ii) The **retailer** requesting the data must clearly state the meters and the period for which consumption data is required, referencing the meter Service Point Identification number.
- (iii) Subject to the relevant consumption data being available, **we** will charge the requester the amounts set out in **Table 35**. Other charges, relating to the provision of logger data, are shown in **Table 35**.
- (iv) Charges apply to each month of data and for each meter for which data is requested. If the request is for continuous, open ended provision of monthly data, the **retailer** will be liable for charges until the request is terminated. The service will end:
 - a. If the **retailer** gives us 5 business days written notice to terminate
 - b. Automatically if the **retailer** ceases to provide retail services for the Supply Point.

We will cease to provide consumption data from the time that the termination notice is received.

- (v) If **we** are not able to provide at least 25% of the data points for 15 or more days in a calendar month, **we** will not charge for that month's data.
- (vi) **We** will use reasonable skill and care in providing the consumption data service, but make no warranty or guarantee as to the availability, accuracy or suitability of any consumption data for the purposes of the **retailer** or for any other purpose. Our total liability to the **retailer** for any losses is limited to the greater of the applicable tariff paid for the consumption data service in the previous year or £100.
- (vii) The requesting **retailer** shall be liable for and shall indemnify **us** against liabilities, costs, expenses, damages and losses, including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses, suffered or incurred by us, arising out of or in connection with:
 - a. The **retailer's** use of the consumption data and/or meter read, howsoever arising;
 - b. any action brought against us by the non-household customer or any third party with respect to the consumption data; and/or
 - c. any matter with respect to provision of consumption data services.
- (viii) The **retailer** must comply with (and on request provide **us** with evidence of compliance with):
 - a. all relevant data protection legislation including (but not limited to) the Data Protection Act (1998), the General Data Protection Regulations and the Data Protection Bill when they come into force; and
 - b. all codes of practice, guidance and standards issued by the Information Commissioner's Office from time to time.

The **retailer** must advise **us** of any breach of data protection legislation with immediate effect and no later than eight hours after becoming aware of a breach or potential breach.
- (ix) **We** are not obliged to disclose any consumption data and /or information to if **we** are of the view that to do so would be a breach of any law or regulation.

Further details, including how to request the service, are provided in our Metering Standards document available on our website at www.hdcymru.co.uk

B6.19 Cross Border Meters

- (i) Where a **retailer** requests work to be undertaken on a cross border meter under processes B15, B16 and B17 of the **market code**, our charge to the **retailer** will be based on the cross-border wholesaler's published scheme of charges for providing that service.
- (ii) We will invoice these charges at cost plus overhead.

B7 Charging and payment arrangements

B7.1 Charges to retailers

Payments from **retailers** to **us** are made under section 9 of Business Terms in the **Market Code**.

B7.2 Payment arrangements – other services and supplies

Where wholesale payments are due for any other service or supply such as a **bulk supply**, if a person is liable to pay to **us** charges for that service or supply, those charges shall be due on demand unless **we** agree otherwise.

Section C: Wholesale charges for 2018-19

C1 Introduction

This section of the document sets **our** wholesale charges for 2018-19. Section references correspond to the relevant sections of the Wholesale Scheme of Charges set out in section B. For example, unmetered charges explained in section B2 relate to the unmetered charges tables set out in section C2 below.

NB: Where we provide the relevant service the following charges apply.

C2 Unmetered charges

Table 1: Unmetered water supply and sewerage charges

| Charging Zone | Rate per pound of rateable value (p/£RV) | | | |
|---------------|--|------------------------|-----------------|---------------------|
| | Water supply | Used and surface water | Used water only | Surface water only* |
| A | 105.92 | 107.31 | 80.88 | 26.43 |
| B | 68.45 | N/A | N/A | N/A |
| C | 63.99 | N/A | N/A | N/A |
| D | 94.42 | 89.39 | 68.37 | 21.02 |

* Subject to a maximum charge of £111,270.32

Please note that in Zones B and C, used and surface water services are mainly provided by Welsh Water or United Utilities.

Table 2: Unmetered water supply and sewerage fixed charges

| Charging Zone | Fixed charge per property £ | Fixed charge per property £ | Fixed charge per property £ |
|---------------|--------------------------------|--------------------------------|--------------------------------|
| Zone | Water Supply | Used Water | Surface Water only |
| A | £2.66 | £1.50 | £1.50 |
| B | £69.27 | N/A | N/A |
| C | £27.26 | N/A | N/A |
| D | £2.66 | £1.50 | £1.50 |

Table 3: Unmetered cattle trough

| | £ per annum |
|--|-------------|
| Fixed charge for a supply to a cattle trough | 148.39 |

C3 Metered charges**Table 4: Metered water supply volumetric charges***Table 4(a) Metered water supply volumetric charges for Zones A, B, C and D*

| Zone | Water Supply Charge | Charge in £ per m ³ |
|--------------|--|--------------------------------|
| Zone A and D | Standard water supply charge 0 to 4,999m ³ | 1.4559 |
| Zone A and D | Standard water supply charge 5,000 to 9,999m ³ | 1.4559 |
| Zone B | Standard water supply charge 0 – 49,999 m ³ | 1.1744 |
| Zone B | Standard water supply charge 50,000 – 249,999 m ³ | 1.1601 |
| Zone C | Standard water supply charge 0 – 49,999 m ³ | 1.0853 |
| Zone C | Standard water supply charge 50,000 – 249,999 m ³ | 1.0721 |

Table 4(b) Metered non-potable water supply volumetric charges for Zones B & C

| Non-Potable Water Volume | Charge in £ per m ³ |
|--------------------------|--------------------------------|
| Volumetric (0-50MI) | 0.7347 |
| Volumetric (50+ MI) | 0.7309 |

Table 5: Metered Standing and Fixed charges*(a) Meter charges (standing charges) for Zones A and D*

| Meter size not exceeding | Water Supply £ per year |
|--------------------------|-------------------------|
| 15 mm | 5.65 |
| 22 mm | 6.90 |
| 30 mm | 11.23 |
| 42 mm | 20.65 |
| 50 mm | 41.40 |
| 80 mm | 105.37 |
| 100 mm | 120.97 |
| 150 mm | 310.19 |
| 200 mm | 400.32 |
| 250 mm | 490.73 |
| 300 mm | 565.13 |

(b) Fixed charges for Zones A and D

| Volume of water supplied/sewage discharged | Water Supply £ per year | Used Water £ per year | Surface Water £ per year |
|--|----------------------------|--------------------------|-----------------------------|
| 0 to 4,999 m ³ | 2.66 | 1.50 | 1.50 |
| 5,000 to 9,999 m ³ | 2.66 | 1.50 | 1.50 |
| 10,000 to 49,999 m ³ | 2.66 | 1.50 | 1.50 |
| 50,000 to 250,000 m ³ | 2.66 | 1.50 | 1.50 |
| 250,000 m ³ or greater | 2.66 | 1.50 | 1.50 |

(c) Meter charges (standing charges) for Zones B and C

| Meter Standing Charges | |
|------------------------|------------|
| Meter size up to: | £ per year |
| 15 mm | - |
| 22 mm | - |
| 30 mm | 54.74 |
| 35 mm | 88.24 |
| 42 mm | 150.13 |
| 54 mm | 94.55 |
| 80 mm | 294.75 |
| 100 mm | 443.55 |
| 150 mm | 639.56 |
| 200 mm and above | 790.46 |

Table 6: Metered used water charges for Zones A and D*Volumetric charges (charge per m³ of used water discharged)*

| Volume discharged directly or indirectly to a public sewer | Volume of Water Supplied - Charge £ per m ³ | | | | |
|--|--|---------------|-----------------|------------------|-------------|
| | 0-4.999 MI | 5-9.999 MI | 10-49.999 MI | 50-249.999 MI | > 250 MI |
| For the first 9,999 m ³ | 0.9601 | 0.9601 | 0.9601 | 0.9601 | 0.9601 |
| From 10,000 to 49,999 m ³ | 0.9561 | 0.9561 | 0.9561 | 0.9561 | 0.9561 |
| From 50,000 to 249,999 m ³ | 0.9216 | 0.9216 | 0.9216 | 0.9216 | 0.9216 |
| 250,000 m ³ and over | 0.8762 | 0.8762 | 0.8762 | 0.8762 | 0.8762 |
| Volumes discharged directly to our sewage treatment works | 0.6955 | 0.6955 | 0.6955 | 0.6955 | 0.6955 |

Table 7: Metered non-household surface water drainage charges for Zones A and D*(a) Rateable Value charges*

| Charging Zone | Rate per pound of rateable value (p/£RV) |
|---------------|--|
| A | 26.43 |
| D | 21.02 |

Subject to a maximum charge of £111,270.15

(b) Site area surface water charges (Zones A and D only)

| Band | Chargeable area in m2 (all figures are inclusive) | Charge £ per year* |
|------|---|--------------------|
| 1 | up to 20 | 8.69 |
| 2 | 21-99 | 47.52 |
| 3 | 100-199 | 95.25 |
| 4 | 200-299 | 158.78 |
| 5 | 300-499 | 254.16 |
| 6 | 500-749 | 397.33 |
| 7 | 750-999 | 556.37 |
| 8 | 1,000-1,499 | 794.72 |
| 9 | 1,500-1,999 | 1,112.18 |
| 10 | 2,000-3,999 | 1,906.63 |
| 11 | 4,000-7,499 | 3,654.76 |
| 12 | 7,500-9,999 | 5,561.96 |
| 13 | 10,000-14,999 | 7,945.59 |
| 14 | 15,000-19,999 | 11,124.18 |
| 15 | 20,000-24,999 | 14,302.65 |
| 16 | 25,000-29,999 | 17,481.23 |
| 17 | 30,000-34,999 | 20,659.60 |
| 18 | 35,000-39,999 | 23,840.05 |
| 19 | 40,000-44,999 | 27,020.52 |
| 20 | 45,000-49,999 | 30,201.08 |
| 21 | 50,000-99,999 | 47,680.48 |
| 22 | Over 100,000 | 111,270.32 |

(c) Surface water charges - transition to site area (Zones A and D only)

| Band | Charge £ per year |
|------|-------------------|
| T | 158.95 |

Table 8: Intermediate and large user tariffs*(a) Intermediate and large user tariffs for Zones A and D*

| | Volume of water supplied during the year m ³ | Additional fixed charge £ per year | Rate in £ per m ³ of water supplied in the period | |
|-------------------|---|---------------------------------------|--|--------------------------------------|
| | | | From 1 October to 30 April inclusive | From 1 May to 30 September inclusive |
| Intermediate User | 10,000 – 49,999 | £3,166.58 | 0.8513 | 1.5369 |
| Large User | 50,000 or greater | £22,384.46 | 0.5535 | 1.0330 |

(b) Large user tariffs for Zones B and C

| Volume | Charge £ per m3 of water supplied |
|------------------------------|-----------------------------------|
| Up to 250 mega litres | 1.1658 |
| In excess of 250 mega litres | 0.9285 |

Table 9: Standby tariff capacity charges for Zones A & D

| Total peak and off peak notified volumes (m ³) | Fixed charge £ per year | Rate in £ per m ³ of water supplied in the period | |
|--|----------------------------|--|--------------------------------------|
| | | From 1 October to 30 April inclusive | From 1 May to 30 September inclusive |
| 0 – 9,999 | - | 0.5417 | 1.4286 |
| 10,000 – 49,999 | 2,005.46 | 0.4257 | 1.1113 |
| 50,000 or greater | 13,778.56 | 0.2768 | 0.7563 |

Table 10: Standby tariff volume charges for Zones A & D

| Total volume supplied (m ³) | Rate in £ per m ³ of water supplied | Fixed charge £ |
|---|--|----------------|
| 0 – 9,999 | 0.5417 | N/A |
| 10,000 – 49,999 | 0.4257 | 1,160.00 |
| 50,000 or greater | 0.2768 | 8,605.00 |

Table 11: Standby tariff premium charges where the notified volume is zero for Zones A & D

| Rate in £ per m ³ of water supplied in the period | |
|--|--------------------------------------|
| From 1 October to 30 April inclusive | From 1 May to 30 September inclusive |
| 1.0834 | 2.8572 |

Table 12: Supplies to New Appointments and Variations (NAVs)*(a) Supplies to New Appointments & Variations (NAVs) for Zones A and D*

| Charges in £ per m ³ | Up to 10 plots | More than 10 plots | References |
|--|----------------|--------------------|----------------|
| Water supply charge | 1.4227 | 1.1331 | |
| Used water discharged to public sewer* | 0.9382 | 0.9360 | |
| Standing charges - water supply (based on size of meter at boundary) | None | Apply | See Table 5(a) |
| Surface water drainage* | Apply | Apply | See Table 7(b) |
| Fixed charges (based on consumption) | None | None | See Table 5(b) |

* For NAVs that also cover waste water services

These charges apply to new appointments for unserved sites. They do not apply to new appointees serving large non-household customers using more than 50 Ml/a or variations by consent.

(b) Supplies to New Appointments & Variations (NAVs) for Zones B and C

| Charge in £ per m ³ | Up to 10 plots | More than 10 plots | References |
|---|----------------|--------------------|--------------|
| Water supply charge (Zone B) | 1.0410 | 0.9141 | |
| Water supply charge (Zone C) | 0.9620 | 0.8447 | |
| Standing charges - Zone B - water supply (based on size of meter at boundary) | None | Apply | See Table 5c |
| Standing charges - Zone C - water supply (based on size of meter at boundary) | None | Apply | See Table 5c |
| Fixed charges (based on consumption) | None | None | |
| Fixed charges (based on consumption) | None | None | |

These charges apply to new appointments for unserved sites. They do not apply to new appointees serving large non-household customers using more than 50 Ml/a or variations by consent.

C4 Assessed volume charges

Table 13: Assessed volume charges

Charges calculated by using the appropriate m³ charge listed in the table below and multiplying it by the volume water that we assess is supplied to such premises plus a fixed charge (also shown in table below).

| | Zones A & D | Zone B | Zone C |
|--------------|--------------------------------|--------------------------------|--------------------------------|
| Charge Type | Charge in £ per m ³ | Charge in £ per m ³ | Charge in £ per m ³ |
| Water Supply | 1.4559 | 1.1744 | 1.0853 |
| Used Water | 0.9601* | N/A | N/A |
| | Fixed charge of £ | Fixed charge of £ | Fixed charge of £ |
| Water Supply | 2.66 | N/A | N/A |
| Used Water | 1.50 | N/A | N/A |

*Plus the appropriate charge for surface water drainage (see table 7)

C5 Trade effluent charges

Table 14: Trade effluent charges for Zones A and D

(a) 0 to 4.999 Ml of water supplied

| Charging element | Volume discharged | Charge in £ per m ³ | Charge in £ per kg |
|---|--------------------------------------|--------------------------------|--------------------|
| R (Reception and conveyance in the public foul water sewer) | Up to 9,999m ³ | 0.2647 | - |
| | From 10,000 to 49,999m ³ | 0.2606 | - |
| | From 50,000 to 249,999m ³ | 0.2261 | - |
| | 250,000m ³ and over | 0.1807 | - |
| V (Volumetric treatment) | | 0.2396 | - |
| B (Biological treatment) | | - | 0.4117 |
| S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works) | | - | 0.3133 |
| Discharge to a public surface water sewer under a consent | | 0.1324 | - |

(b) 5 to 9.999 Ml of water supplied

| Charging element | Volume discharged | Charge in £ per m ³ | Charge in £ per kg |
|---|--------------------------------------|--------------------------------|--------------------|
| R (Reception and conveyance in the public foul water sewer) | Up to 9,999m ³ | 0.2647 | - |
| | From 10,000 to 49,999m ³ | 0.2606 | - |
| | From 50,000 to 249,999m ³ | 0.2261 | - |
| | 250,000 m ³ and over | 0.1807 | - |
| V (Volumetric treatment) | | 0.2396 | - |
| B (Biological treatment) | | - | 0.4117 |
| S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works) | | - | 0.3133 |
| Discharge to a public surface water sewer under a consent | | 0.1324 | - |

(c) 10 to 49.999 Ml of water supplied

| Charging element | Volume discharged | Charge in £ per m ³ | Charge in £ per kg |
|---|--------------------------------------|--------------------------------|--------------------|
| R (Reception and conveyance in the public foul water sewer) | Up to 9,999m ³ | 0.2647 | - |
| | From 10,000 to 49,999m ³ | 0.2606 | - |
| | From 50,000 to 249,999m ³ | 0.2261 | - |

| | | | |
|---|--------------------|--------|--------|
| | 250,000m3 and over | 0.1807 | - |
| V (Volumetric treatment) | | 0.2396 | - |
| B (Biological treatment) | | - | 0.4117 |
| S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works) | | - | 0.3133 |
| Discharge to a public surface water sewer under a consent | | 0.1324 | - |

(d) 50 to 249.999 Ml of water supplied

| Charging element | Volume discharged | Charge in £ per m3 | Charge in £ per kg |
|---|--------------------------|--------------------|--------------------|
| R (Reception and conveyance in the public foul water sewer) | Up to 9,999m3 | 0.2647 | - |
| | From 10,000 to 49,999m3 | 0.2606 | - |
| | From 50,000 to 249,999m3 | 0.2261 | - |
| | 250,000m3 and over | 0.1807 | - |
| V (Volumetric treatment) | | 0.2396 | - |
| B (Biological treatment) | | - | 0.4117 |
| S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works) | | - | 0.3133 |
| Discharge to a public surface water sewer under a consent | | 0.1324 | - |

(e) Greater than 250 Ml of water supplied

| Charging element | Volume discharged | Charge in £ per m3 | Charge in £ per kg |
|---|--------------------------|--------------------|--------------------|
| R (Reception and conveyance in the public foul water sewer) | Up to 9,999m3 | 0.2647 | - |
| | From 10,000 to 49,999m3 | 0.2606 | - |
| | From 50,000 to 249,999m3 | 0.2261 | - |
| | 250,000m3 and over | 0.1807 | - |
| V (Volumetric treatment) | | 0.2396 | - |
| B (Biological treatment) | | - | 0.4117 |
| S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works) | | - | 0.3133 |
| Discharge to a public surface water sewer under a consent | | 0.1324 | - |

Table 15: Assessed trade effluent charges for Zones A and D

| Assessed trade effluent | Charge in £ per m ³ |
|-------------------------|--------------------------------|
| Car wash | 0.5500 |
| Laundrette | 0.8245 |
| Surface water | 0.1324 |
| Swimming pool backwash | 0.5117 |
| Paint stripping | 0.6946 |
| Gas holder seal water | 0.5504 |

Table 16: Fixed charges for Zones A and D

| Volume of Trade Effluent discharged | Charge £ per year |
|-------------------------------------|-------------------|
| 0 to 9,999 m ³ | 24.39 |
| 10,000 to 49,999 m ³ | 24.39 |
| 50,000 to 249,999 m ³ | 24.39 |
| 250,000 m ³ or greater | 24.39 |

C6 Other charges

Table 17: Charges for water supplies for building or civil engineering purposes

| Charge for water supplies for building or civil engineering purposes, per unit of property |
|--|
| Zones A, B, C and D |
| £80.33 |

C7 Miscellaneous non-primary charges

Table 18: Meter installation

| Meter installation | Charge £ |
|--|---------------------------|
| 1. Standard meter installation | Free of charge |
| 2. No access or process cancelled by retailer (abortive charge for standard job) | 60.00 |
| 3. Non-standard job – subject to quotation | Quote |
| 4. No access or process cancelled by retailer (abortive charge non-standard job) | 60.00 plus costs incurred |

Table 19: 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 retailer | 60.00 |
| 6. No access or process cancelled by retailer (abortive charge non-standard job) | 60.00 plus costs incurred |

Table 20: Meter repair, replacement, re-sites, pulse units and splitters

| a. Meter repair or replacement | Charge £ |
|--|-----------|
| 1. Repair or replacement of a Hafren Dyfrdwy owned meter (through no fault of retailer/customer) | No Charge |
| 2. No access or process cancelled by retailer (abortive charge for standard job) | 60.00 |

| b. Change meter size, location or model | Charge £ |
|--|---------------------------|
| 1. Standard job completed as per request | 115.00 |
| 2. No access or process cancelled by retailer (abortive charge for standard job) | 60.00 |
| 3. Non-standard job | Quote |
| 4. No access or process cancelled by retailer (abortive charge non-standard job) | 60.00 plus costs incurred |

| c. Pulse Unit, Splitter and RF splitter installations (to provide pulse output) | Charge £ |
|--|---------------------------|
| 1. For meters less than 42mm diameter (standard jobs), installation of :- | |
| a. Pulse Output Only (no splitter or RF required) | 95.00 |
| b. Pulse Unit + Splitter | 190.00 |
| c. Pulse Unit + 3 Way RF Splitter | 265.00 |
| 2. For meters greater than 42mm diameter (standard jobs), installation of :- | |
| a. Pulse Output Only (no splitter or RF required) | 205.00 |
| b. Pulse Unit + Splitter | 305.00 |
| c. Pulse Unit + 3 Way RF Splitter | 380.00 |
| 3. No access or process cancelled by retailer (abortive charge for standard job) | 60.00 |
| 4. Non-standard job | Quote |
| 5. No access or process cancelled by retailer (abortive charge non-standard job) | 60.00 plus costs incurred |

Table 21: Meter read for a non-market meter pending transfer

| Carry out a meter read for a non-market meter pending transfer | Charge £ |
|--|----------|
| 1. Standard job - one off charge for meter read | 60.00 |
| 2. No access or process cancelled by retailer (abortive charge for standard job) | 60.00 |

Table 22: Confirmation of meter details or supply

| Confirmation of meter details | Charge £ |
|---|----------|
| 1. Admin charge to process data supplied by meter owner when requested by retailer - no site visit required | 17.50 |
| 2. Where process is cancelled by retailer - no site visit | 15.00 |
| 3. Admin charge to process data supplied by meter owner when requested by retailer - site visit necessary | 61.50 |
| 4. No access or process cancelled retailer - site visit necessary (abortive charge for standard job) | 60.00 |

Table 23: Verification of meter details or supply arrangements

| Verification of meter details or supply arrangements | Charge £ |
|--|----------|
| 1. Where our data is correct - desktop investigation only | 23.50 |
| 2. Process cancelled by retailer - where no site visit | 15.00 |
| 3. Where our data is correct - site visit | 83.00 |
| 4. No access or process cancelled by retailer - site visit necessary | 60.00 |

Table 24: Deregistration of a supply or discharge point

| a. Application to deregister a supply / discharge point – desktop investigation only | Charge £ |
|--|----------|
| 1. Where deregistration goes ahead | 23.50 |
| 2. Where deregistration does not go ahead (aborted) | 15.00 |
| b. Application to deregister a supply / discharge point – site visit required | Charge £ |
| 3. Where deregistration goes ahead | 83.00 |
| 4. Where deregistration does not go ahead (abortive charge for standard job) | 60.00 |

Table 25: Amendment to VOA BA reference or UPRN at supply point

| Application to amend VOA BA reference or UPRN – desktop investigation only | Charge £ |
|--|----------|
| 1. Where amendment goes ahead | 23.50 |
| 2. Where amendment does not go ahead (abortive charge for standard job) | 15.00 |

Table 26: Application for a trade effluent consent (Zones A to B)

| Application for a trade effluent consent | Charge £ |
|--|----------------|
| 1. Grant of Trade Effluent consent or reactivation of discontinued consent - small volume letter | 200.00 |
| 2. Grant of Trade Effluent consent or reactivation of discontinued consent - short term consent | 175.00 |
| 3. Aborted Trade Effluent application | 15.00 |
| 4. Retailer withdraws request to discharge Trade Effluent on behalf of non-household customer and a legal document has been produced | Costs incurred |

Table 27: Assessment requests

| Retailer application for change in tariff applied to a service/discharge component or application for allowance and volumetric adjustment | Charge £ |
|---|----------|
| 1. Retailer application for change in tariff applied to a service/discharge component - desktop investigation only | 23.50 |
| 2. Aborted retailer application for change in tariff applied to a service/discharge component – desktop investigation only | 15.00 |
| 3. Retailer application for change in tariff applied to a service/discharge component - existing tariff correct - site visit necessary (excludes SWD site area/connectivity assessment surveys – see charges below) | Quote |
| 4. Aborted retailer application for change in tariff applied to a service/discharge component - existing tariff correct – site visit necessary (abortive charge standard job) | 60.00 |
| 5. Retailer application for change in surface water drainage tariff – Zones A and D only – site visit necessary to undertake site area assessment and / or connectivity survey: | |
| a. application for change in tariff applied to SWD current band 1 to 9 | 50.00 |
| b. application for change in tariff applied to SWD current band 10 to 15 | 310.00 |
| c. application for change in tariff applied to SWD current band 16 to 19 | 405.00 |
| d. application for change in tariff applied to SWD current band 20 to 22 | 495.00 |
| e. where no access or process cancelled by retailer – band 1 to 9 survey (abortive charge) | 60.00 |
| f. where no access or process cancelled by retailer – band 10 to 22 survey (abortive charge) | 120.00 |

Table 28: Disconnections

| a. Disconnection | Charge £ |
|--|-----------------|
| 1. Standard job completed as per request | 95.00 |
| 2. Where no access or process cancelled by retailer (abortive charge for standard job) | 60.00 |
| 3. Non-standard job - subject to quotation | Quote |
| b. Gaining entry to premises for disconnection where costs recoverable | Charge £ |
| 4. Disconnection completed as per request | Costs recovered |
| 5. Where no access or process cancelled by retailer | 60.00 |

Table 29: Reconnections

| a. Reconnection request (without water fittings visit) | | Charge £ |
|---|---|-----------------|
| 1. | Standard job completed as per request | 105.00 |
| 2. | Where no access or process cancelled by retailer (abortive charge for standard job) | 60.00 |
| 3. | Non-standard job – charge equal to disconnection value | Quote |
| b. Reconnection request (with water fittings visit) | | Charge £ |
| 4. | Standard job completed as per request | 123.50 |
| 5. | Where no access or process cancelled by retailer (abortive charge for standard job) | 60.00 |
| 6. | Non-standard job - subject to quotation | Quote |

Table 30: Replacement of lead service pipes

| Replacement at request of retailer or customer | | Charge £ |
|---|--|-----------------|
| 1. | Replacement of lead service pipes owned by us | Quote |
| 2. | Replacement of customer-owned lead service pipes | Quote |
| 3. | Survey costs (where applicable) to enable accurate quote | Quote |
| 4. | Where no access or process cancelled by retailer | 60.00 |

Table 31: Provision and maintenance of fire hydrants*(a) Provision and maintenance of fire hydrants for Zones A and D*

| Provision and maintenance of fire hydrants | | Charge £ |
|---|---|-----------------|
| 1. | Category 1 - partial replacement or installation | 320.21 |
| 2. | Category 2 - rebuild, replacement or partial installation | 481.86 |
| 3. | Category 3 - removal, renewal or installation | 1,153.11 |
| 4. | Category 4 - installation of new fire hydrant as main laying proceeds | 759.58 |
| 5. | Category A - repair work that does not require any excavation | 65.41 |
| 6. | Where no access or process cancelled by retailer (standard job abortive charge) | 62.33 |

(b) Provision and maintenance of fire hydrants for Zones B and C

| Partial replacement or installation of fire hydrants | | Charge £ |
|---|--|-----------------|
| 80mm | | 487.81 |
| 100mm | | 488.61 |
| 150mm | | 580.30 |
| 200mm | | 692.74 |
| 250mm | | 1,055.19 |
| 300mm | | 964.79 |

Notes for above tables: These charges exclude additional fees imposed under the Traffic Management Act which will be payable in addition to the above charges. If a road closure is required and we are charged for this, the charges will also be payable. If we are unable to gain access to the premises (if necessary) in order to carry out the work within the agreed appointment window, or the retailer cancels the work request, the other party will pay the abortive visit fee of £60 plus VAT.

Table 32: Damage to apparatus

| Damage to apparatus | | Charge £ |
|---------------------|---|----------|
| 1. | All work relating to repair and replacement of apparatus | Quote |
| 2. | Where no access or process cancelled by retailer (abortive charge for standard job) | 60.00 |

Table 33: Site inspections

| a. Misuse of water or water fittings | | Charge £ |
|---|---|---------------------------------|
| 1. | If enforcement process becomes necessary | Costs recovered retrospectively |
| 2. | Where no access or process cancelled by retailer (abortive charge for enforcement) | 250.00 |
| b. Inspections – other than under water regulations | | Charge £ |
| 3. | Site inspection requested by retailer or customer | Quote |
| 4. | Where no access or process cancelled by retailer (abortive charge for standard job) | 60.00 |

Table 34: Provision and use of standpipes

| Charge Description | | Charge £ | Deposit £ |
|-------------------------------|-----------------|----------|-----------|
| 22mm Metered Standpipe Rental | Per week | 31.85 | 200.00 |
| 40mm Metered Standpipe Rental | Per week | 53.95 | 200.00 |
| Delivery and collection | Fixed | Quote | - |
| Water Usage | Per cubic metre | 1.46 | - |

Note: Standpipe customers are required to provide a meter reading on a monthly basis.

Table 35: Provision of Logger Data

| Activity | Charge £ |
|--|--------------------|
| 1. Provision of logger data for each period requested and for each meter | 20.00 |
| 2. Process cancelled by retailer | 15.00 |
| 3. Non-standard job – subject to quotation | Quote |
| 4. Process cancelled by retailer (abortive charge) | All costs incurred |