Scheme of charges

How we calculate your bills

2017-2018
About this document

Water Plus Limited Scheme of Charges (applicable for the United Utilities wholesale region) – 1 April 2017 to 31 March 2018

Our Scheme of Charges explains how we calculate your bill and how different charges apply to you. You can also use this document to see how we can help you if you are having difficulties paying your bills for water and sewerage.

This document is split into three:

- **The first part (A)** gives a quick and easy guide to how we calculate your bills, along with contact details and other useful information.
- **The second part (B)** provides a description of the charges and contains more technical information.
- **The third part (C)** sets out our charges for 2017-18.
- This document relates to sites connected to the United Utilities water supply or wastewater collection network in the area shown on page 2.

Developers

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

water-plus.co.uk

Customer Information

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

Legal Disclaimer

If there is a change in relevant laws or regulatory guidance that has an impact on this Scheme of Charges, or if there are any changes to the United Utilities wholesale charges that impact this Scheme of Charges, we may amend this Scheme of Charges as a result.

Any questions?

If you have a question about any aspect of this document, take a look at our Frequently Asked Questions section on our website water-plus.co.uk
A1 Overview

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

(ii) Clause and sub-clause headings are for convenience only and shall not affect the interpretation of this Scheme.

(iii) In this Scheme, unless the context requires a different interpretation:


Assessed charge – applies when a meter cannot be installed, no charging value for the premises is available or where a charging value exists we have deemed it inappropriate (see 3.2.2 and 4.3).

Bib tap – a tap used mainly for garden watering or vehicle washing.

Billing agent – a person(s) or company with valid written authority from a customer to act on their behalf in relation to our water services charges. The customer remains liable for charges.

Building water – water used in the construction or renovation of premises, including testing of water fittings.

Business Day – 08:00 to 18:00 Monday to Friday, excluding Bank Holidays.

Business rateable value – a rateable value in a list maintained under section 41 (local rating lists) or 52 (central rating lists) of the Local Government Finance Act 1988.

Change of occupier – means a change in the occupier of the premises or where charges are paid by the owner, a change in the ownership of the premises.

Chargeable area – for surface water drainage and highway drainage this is the total site area of premises including the boundary and all land held within that boundary but excludes any permanently grassed, cultivated or landscaped areas where no surface water or groundwater drains either directly or indirectly to a public sewer.

Charging bands – a range of bands which we use to charge for surface water drainage and highway drainage services based on the chargeable area of premises.

Charging value – the rateable value or a charging value assessed by us (based on either a rateable value or a business rateable value where rateable value is not appropriate), or a charge assessed by us for charging purposes.

Charging year – the period of one year commencing on 1st April.

Common billing agreement – an agreement between us and any person(s) or company who has agreed to pay charges for our services for two or more non-household premises.

Common supply pipe – a water supply pipe that serves two or more premises.

Common water meter – a water meter that serves two or more premises.

Community group – for surface water drainage and highway drainage charges, is a group which provides benefit to the local community and meets criteria we determine in accordance with our powers under the Flood and Water Management Act 2010.

Competent Authority – any body or organisation, including government department and regulatory, statutory and other entity, committee, or ombudsman that has a relevant regulatory or supervisory role including the water services regulation authority (OFWAT), the Drinking Water Inspectorate, the Environment Agency, the Health and Safety Executive and Market Operator Services Limited.

Concessionary supply – a piped supply of water we provide other than by means of our mains network.

The Company – Water Plus Limited.

Connection – a connection to our network regulated by the Act and other relevant legislation through which you receive the benefit of one of our services.

Customer – a person for or to whom we provide services or who applies to become such a person and who is liable to pay charges for our services (see sections 150B and 219 of the Act).

Defective fittings notice – a notice served by us where there is actual or likely damage, contamination, waste, misuse, or undue consumption due to any defective fitting (including underground supply pipes) at premises.

Domestic premises – any premises used wholly or partly as a dwelling or intended for such use. This definition relates only to leakage allowances (see Section A6.1).

Domestic sewage – the contents of toilets, water which has been used for cooking or washing, and surface water but not including water used for the business of a laundry or for a business preparing food or drink for consumption otherwise than on the premises (see section 117 of the Act).

Foul drainage – water discharged from premises as domestic sewage excluding surface water.

Furnished – containing furniture or sufficient fixtures and fittings that allows immediate use or used for storage purposes.

Green roof – for surface water drainage purposes, an organic roof cover consisting of all or some of the following features:
• a root resistant waterproof layer;
• a protection/moisture mat;
• a drainage layer;
• a fines layer or filter sheet;
• a growing medium or substrate;
• vegetation, as we determine.

Highway drainage – is water which drains from streets and roads into a public sewer.

House – any building or part of a building (including a flat) occupied or likely to be occupied as a private dwelling.

Interim duty tariff – most appropriate tariff where we have an interim duty under section 63AC of the Act to continue the supply of water to premises which was previously made by a licensed water supplier.

Licensed water supplier – a company which is the holder for the time being of a water supply licence (see section 17B(9) of the Act).

Meter – the water undertaker's meter

Meter reading – a reading of a water meter to determine consumption or in the absence of such reading our estimate of consumption.


Non-household customer – a person who is the occupier of premises other than a house or who we have identified as being responsible for water services charges provided to the occupier.

Non-household premises – any premises where the principal use is not a house or a dwelling.

Non-potable water – water which is not fit for supply for domestic or food production purposes.

Notification – the provision of information relating to a change to a charging value, any other change affecting charging, or other relevant information (including details of any change to a rateable value or business rateable value) necessary to verify and support that change.

Occupier – any person in actual occupation of premises, or any person who:
• owns the premises; or
• has sufficient control over premises to put him under a duty of care towards lawful visitors; or
• maintains premises used or intended for use as a dwelling or non-household premises furnished and ready for occupation; or
• maintains premises for occupation (including multiple occupation) with shared facilities or as holiday, student, hostel or other accommodation for short term occupation (whether let wholly or in part), usually less than 12 months; or
• develops or owns any new premises that are empty or unfurnished.

See also definition for customer.

Operational Parameters – analytical results used to determine effluent strength:
• Ot – the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage;
• St – the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage.

Potable water – water fit for supply for domestic or food production purposes.

Premises – includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land.

Private supply – a supply of water that is neither from a water supply currently owned and/or operated by us, nor a licensed water supplier.

Public or commercial swimming pool – a swimming pool maintained for or used by the general public with its own measured supply.

Rateable value – the value of premises shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990.

Rating list divisor – the factor by which, on average, values in a business rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973.

Regulatory Guidance – means guidance from a Competent Authority.

Relevant Laws – means:
(a) any statute, regulation, by law, ordinance or subordinate legislation which is in force for the time being or which may be introduced from time to time to which you or us are subject;
(b) the common law as applicable to you or us;
(c) any binding court order, judgment or decree applicable to you or us;
(d) any binding order, decision, determination or direction of a Competent Authority which applies generally or applies to you or us in respect of your or our rights or obligations relating to the Scheme of Charges;
(e) any and all relevant licences, consents or permissions from a Competent Authority; and
(f) any applicable industry code, policy, guidance, standard or accreditation terms.
enforceable by law or Regulatory Guidance, in all cases relevant for England and Wales.

Services – any service provided by us related to water supply and sewerage services.

Sewerage services – any services provided by us related to the provision, alteration or disconnection of sewerage and the reception, conveyance and treatment of sewage.

Site – premises in the same curtilage or adjoining each other receiving the benefit of our services, occupied and operated as a single economic unit.

Substantially altered – a site or premises which are substantially physically altered, including being subjected to a material change of use, split into different and separate occupations, merged with other premises, partially demolished, or otherwise altered in such a manner that the recorded charging value is in our opinion no longer appropriate; “substantial alteration” will be interpreted accordingly.

Surface water drainage – collection of rainwater that falls on premises and then drains directly or otherwise to public sewers.

Trade effluent – any liquid, either with or without particles of matter in suspension in it, which is wholly or in part produced in the course of any trade or industry carried on at trade premises, but not including domestic sewage (see section 141 of the Act).

Vacant – premises are considered to be vacant if all of the following criteria are met:

(i) there is no physical occupation by any person, for any purpose, other than for the sole purpose of providing security services for the premises;

(ii) the premises is not open or available to the public or visitors;

(iii) there is no stock left in the premises, except where these items have been abandoned by a former tenant and the premises is not in use;

(iv) there are no moveable items left on the premises such as furniture, equipment tools or movable equipment or machinery; and

(v) any fixtures and fittings have been abandoned by a former tenant and the premises is not in use.

A property that is prohibited by law from being occupied, for example an unsafe property, is also considered to be a vacant Premises.

Water and sewerage undertaker – the Company appointed to carry out water and/or sewerage duties under the Water Industry Act 1991. Also referred to as water undertaker or waste water undertaker.

Water services charges – a charge or any combination of charges for water supply services or sewerage services or both.

Water supply – water supplied by us to a customer.

Water supply services – any services provided by us related to the provision, alteration or disconnection of a water supply.

We, us or our – the Company or our representative(s).

You, your – a customer.

A1.1 How we charge you

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

- Measured
- Unmeasured
- Assessed

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

- Water supply – This covers the costs of supplying clean water to your property.
- Used water – This covers the cost of removing, treating and/or disposing of the used water from your property.
- Drainage – This covers the cost of draining rainwater from your property. If no rainwater from your property drains to the public sewer then you will not have to pay this charge.
- Trade effluent charges – If you deposit more than just a domestic type of effluent into the sewers of the wholesale undertaker, we will charge you according to the strength of the effluent. For more information, see Section B5. Our current rates are set out in table 14 in Section C.

A1.2 VAT

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

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

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

A1.3 Why we can charge

Our charges are payable under the deemed contract that is formed between you and Water Plus Limited by you accepting the provision of water and/or wastewater services at your premises.

Where we have an interim duty under section
63AC of the Act to continue the supply of water to premises previously supplied by a licensed water supplier, charges will be based on the interim duty tariff, as appropriate.

Where a site is allocated to us under the gap site allocation process, the charges contained within this document will apply.

A1.4 Charging and payment arrangements

A1.4.1 Liability for charges

The occupier of premises is liable for charges except where another person, other than a billing agent, has agreed with us to accept responsibility.

In most landlord and tenant situations, it is normally the tenant who is charged as the occupier and not the landlord. Exceptions include holiday lets and some bed and breakfasts and student accommodation as well as short term accommodation where the occupation of the tenants is temporary. In these cases the landlord will usually be charged as the occupier.

Charges will be made unless the water and wastewater services are permanently disconnected.

Section 144C of the Act (when it is brought into force and subject to any transitional provisions) will require the owner of residential premises which are occupied by one or more persons other than the owner, and not by the owner, to arrange for Water Companies to be given information about the occupiers. If the owner fails to supply the required information they become jointly and severally liable for water and sewerage charges.

In preparation for the legislation coming into force, landlords are requested to use the water industry’s tenant address portal (www.landlordtap.com) to register details of new tenancies and those liable for water and sewerage charges at their properties.

If you take on the services of a third party to act as your billing agent, we will require a written Letter of Authority from you, which can be sent to us by you or your billing agent, before making and recovering charges through your billing agent. For any additional dealings between us and your billing agent the Letter of Authority must have been signed and dated within the previous 12-month period. The involvement of a billing agent does not affect your liability for charges.

We reserve the right to apply the following arrangement where a single metered water supply serves more than one premises. Where the size of, and water use at all but one of those premises is, in our opinion, insignificant in relation to the total served under such an arrangement, we may regard the occupier of that one set of premises as the occupier of all the premises served.

A1.4.2 Timing of payment

All charges are payable as stated on your bill. If you do not pay on time it will result in recovery action and you may need to pay additional cost because of this.

Unmeasured charges are due in advance and can be paid annually, half yearly, quarterly or by instalments. If you choose to pay by instalments and you do not pay on time then all outstanding charges on your account become due immediately.

Measured charges are payable on demand as stated on the bill. By agreement, we may allow you to pay your charges on a payment plan.

All fixed and unmeasured charges will be apportioned on a daily basis if you enter into any formal insolvency procedure.

Any apportioned charges after the insolvency date will be payable by the occupier of the premises in question and fall due on the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be calculated according to the basis of charge that was applicable on the insolvency date.

If your sewerage charges are collected by another water company on our behalf, the charges will be payable in accordance with their payments schedule.

A1.4.3 Security deposits

We may require you to provide a security deposit for payment of future charges. Interest will be payable on deposits at a rate determined by us.

The value of the security deposit can be up to the equivalent value of your annual charges for water and sewerage services (including trade effluent).

A1.4.4 Interest on outstanding charges and late payment charge

We may require you to pay interest on overdue accounts; this will be calculated at a rate which will be published on our website.

We may charge you an administration charge for payments that have not been received on time.

A1.4.5 Legal services charge

We reserve the right to charge you for the costs we incur when we use legal services to recover outstanding water services charges or any other charge referred to in this Scheme of Charges.

A1.4.6 Pre-payment devices

We may, where appropriate, install a pre-payment device at premises except those described in schedule 4A of the Act.

A1.4.7 Billing adjustments

Any adjustment to charges will normally be applied from the date we are notified of the change of circumstances, unless retrospective adjustments are agreed with the water or wastewater undertaker.
Whilst we make every effort to make sure that all bills are correct, in the case of error we reserve the right to make retrospective adjustments.

We reserve the right to make retrospective adjustments where access to install, exchange or read the meter has been prevented or refused, or information has been incorrectly provided or withheld that may affect your charges.

If your charges are based on Business Rateable Value (see sections A3 and B3), and there is a change to this value, you may apply for the charge to be recalculated. We will calculate the charges payable from the date that the change in the Business Rateable Value took effect. Where appropriate, you will be entitled to a refund.

We reserve the right to recover from you or your agent any costs that we have reasonably incurred in investigating claims associated with our charging mechanisms, where we subsequently establish that the charges under review were correct.

A1.4.8 Group billing arrangements
We may agree to group billing arrangements for owners of multiple premises upon request.

A1.5 Payment
Payments may be made:

- by direct debit (at no extra charge). You can set up a direct debit online at water-plus.co.uk
- by debit or credit card by ringing 0345 072 6072 (at no extra charge).
- by cash at a PayPoint outlet (at no extra charge). Take your bill or Watercard and cash payment to a PayPoint store where you can pay your bill free of charge.
- at Barclays Bank (at no extra charge for payments by cheque but a charge may be made for cash payments) or at your own bank (ask the bank if a charge is payable).
- at a Building Society (ask your own society for details).
- by post to the address on your bill.
- by internet banking, using e-payment facilities of your bank or building society.
- electronically via our website: water-plus.co.uk

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

We will make a charge for dishonoured payments, details are available on our website water-plus.co.uk

A1.6 What to do if you are unhappy with our service
We aim to deliver a high standard of service and to deal with your complaint speedily and satisfactorily. If you feel we have not met these standards, please contact us using the contact details below.

We should reply to any written complaint within 10 working days. If we fail to do this you may be entitled to an automatic payment under the statutory Guaranteed Standards Scheme. This forms part of our standards of service that have been agreed with Ofwat.

If you wish to discuss our response, you can contact us and your complaint will be further reviewed (our contact details are on page 8). The appointed case owner will pass your complaint to a case manager who will contact you.

If, following correspondence with us, you are still not happy you can refer your complaint to: The Consumer Council for Water (CCWater) 1st Floor Victoria Square House, Victoria Square, Birmingham B2 4AJ.

After your complaint has been through our complaints procedure and has been considered by CCWater, if you remain unhappy with the outcome of your complaint you may be eligible to take your concerns to the Water Redress Scheme (WATRS) who can provide an independent binding decision.

You can find out more information about our complaints procedure by accessing our website at: water-plus.co.uk

A1.7 Useful contact numbers and addresses

General Customer Enquiries and Requests
Web-site: water-plus.co.uk
Email: customerservice@water-plus.co.uk
Call 0345 072 6072 for all customer enquiries (office hours 8:30 am to 5:30pm Mon to Fri)
Business Address: Water Plus, Two Smithfield, Leonard Coates Way, Stoke-On-Trent, ST1 4FD
Write to us at: WaterPlus Correspondence, PO Box 12460, Harlow, CM20 9PJ
For remittances: WaterPlus Payments, PO Box 12459, Harlow, CM20 9PH
For specific queries, please see our website for further contact details.

Emergencies and queries on water quality, pressure, supply, sewerage or leaks
Call 0345 072 6072 for all customer enquiries
Outside office hours (Emergency only) Contact, United Utilities Emergency line (24 Hour): 0345 6723 723

Complaints
Call 0800 316 2126 for the complaints procedure only
Website: water-plus.co.uk/complaints
Address: See “Correspondence” address above.
A2 Measured charges for businesses and other organisations

If you have a water meter for your premises, your water bills are based on measured charges. The charges are based on the volume of water supplied to your property. An overview of these charges is provided below. For a more detailed explanation see section B2 and for the current rates, section C2.

A2.1 Water supply charge

The water supply charge is based on the volume of water you use, measured by a meter or meters. If an actual meter reading is not available, we may use an estimated meter reading. Any estimate would be based on your average daily consumption, calculated from previous actual meter readings.

To work out the charge, the volume of water (actual or estimated) is multiplied by the appropriate rate. Our current rates are set out in tables 1, 2 and 3 in section C.

Our charges may also include a site based fixed charge, and a meter fixed charge, based on the size of your meter. Our current rates are set out in tables 2 and 4 in section C.

A2.2 Used (waste) water charge

The used water volume is based on the volume of water (using an actual or estimated meter reading) used at your premises, and allowing for any losses (see below).

To work out the charge, the volume of used water (actual or estimated) will be multiplied by the appropriate rate, and adjusted for any non-return allowance. Our current rates are set out in table 5 in section C.

The unit charge reflects ‘normal losses’. This covers water that does not actually reach the sewer, for example due to evaporation.

We assume that the volume of ‘water in’ is the same as the volume of ‘water out’, i.e. returned to sewer. However, if you believe that you have more than ‘normal losses’, and can prove this by measurement, you can claim a reduction in the volume of used water. Contact us using the details on page 8 and we will contact the wastewater undertaker on your behalf.

Trade Effluent charges may also apply for some sites, these are covered separately, see section A5.

A2.3 Drainage charges

For measured sites, our drainage charges are normally based on the size of the area that drains into the wastewater undertaker’s sewer. Our current rates are set out in table 6 in section C.

If you can show that some or all of your property does not have any surface water draining to the wastewater undertaker’s sewer, you may be eligible for a reduction in surface water drainage charges. Get in touch with us to find out more using the contact details on page 8.

A3 Unmeasured charges for businesses and other organisations

If your property was built before April 1989, it is possible that you could be paying unmeasured charges, based on the 1989/90 rateable value of the property. An overview of these charges is provided below. For a more detailed explanation see section B3 and for the current rates, section C3.

Unmeasured business customers are charged for:

- Water supply
- Used (waste) water
- Drainage

The charge for each of these services is calculated by multiplying the chargeable value of your property by the rates for the services that you receive. In addition a fixed charge may also be applicable. Our current rates are set out in tables 7 and 8 in section C.

A3.1 Changing to measured charges

If you are currently paying unmeasured charges and would prefer to pay for your actual consumption, you can choose to have a water meter installed by phoning or emailing us, using the contact details on page 8. We will then raise a request on your behalf to the water undertaker.

Where the water undertaker determines that metering is not reasonably practicable or involves unreasonable expense, they may decide not to install a meter. In this event we will inform you of their reason.

Where a meter cannot be installed - and you currently pay unmeasured charges - you may be able to choose to pay assessed volume charges.

When you opt for assessed volume charges, the start date for the new way of charging will be the date of your original application for a meter. See section A4 for more details regarding assessed charges.

If either you or a previous occupier of your premises have applied for a meter in the
past, but installation was not then possible, it may be worth re-applying due to changes in technology. Contact us using the details on page 8 for more information.

Water meters and any associated equipment will be positioned in accordance with the Meters Regulations and must record the total volume of water used. The water meter will ordinarily be sited inside your premises but may be outside if this is necessary for operational or access reasons. You can request an alternative location providing it is accepted by the water undertaker. Contact us, and we will make the arrangements with the water undertaker. You may be liable for any additional costs.

A4 Assessed charges

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

Assessed volume charges cover both water and wastewater charges and are based on the water undertaker and the sewerage undertaker’s assessment of the water used. Our current rates are set out in table 9 in section C.

A5 Trade effluent

If you deposit more than just a domestic type of effluent into the sewer you may be charged according to the strength of this effluent under a Trade Effluent Consent. The charges applicable are Trade Effluent Charges.

A site charged for trade effluent will have regular samples taken by the wastewater undertaker in order to determine the strength of the effluent and you will be advised of these results.

These readings will then be used to adjust the final charge using the Mogden formula, which contains four elements $R$, $V$, $B_1$ and $B_2$.

$R$   Reception and conveyance
$V$   Preliminary and primary treatment
$B_1$ and $B_2$  Biological treatment
$S$   Sludge treatment and disposal

A more detailed explanation of Trade Effluent and the Mogden formula is in section B5 and our current rates are set out in tables 19 and 11 in section C.

A6 Other information

A6.1 Leakage allowances

If you have a water meter, no allowance for leakage will be given against water charges. However an allowance may be given against sewerage volumetric charges if:

- it can be shown that the leaked water did not return to the wholesale undertaker’s sewer
- it is shown that the leak is repaired within two weeks of detection, and
- there has been no negligence in allowing the leak to occur.

For subsequent leaks, further allowances may be granted for sewerage volumetric charges if the water did not return to the public sewer provided the same conditions are met.

For mixed premises (part domestic and part non-household) the water undertaker may also consider an allowance for water lost due to leakage if evidence can be provided that the leak was on the part of the supply pipe that serves only the domestic element of the premises. If this is the case, we will pass on any refund they issue.

If you have a leak and feel you are entitled to allowance as above, please contact us, and we will contact the water undertaker on your behalf.

A6.2 Water meter

It is an offence to tamper with or remove a water meter without permission (see section 175 and 176 of the Act). You will be liable for additional charges if a meter is tampered with.

A6.3 Water meter testing

You can apply for the water meter to be tested in accordance with regulation 6 of the Meters Regulations, and we will arrange for the water undertaker to carry out a test. The water meter will always be removed from the premises for testing to ensure accuracy. A charge for the test will apply if it shows that the accuracy of the water meter falls within the prescribed limits of error. No charge is payable if the meter accuracy is outside the prescribed limits of error.

If the test shows the water meter is registering incorrectly, we will adjust your charges in accordance with regulations 8 and 9 of the Meters Regulations.

A6.3.1 Change in water meter size or position

Upon you or your agent’s request we will contact the water undertaker on your behalf to:
• carry out a survey to confirm if a water meter can be repositioned in accordance with regulation 5 of the Meters Regulations; or
• carry out a survey to assess your likely water requirements and whether the existing water meter is of the appropriate size; or
• fit and remove a data logger; or
• reposition the water meter or replace it with one of the appropriate size.

All such work will be at your expense.

If you request us to replace the water meter with one of a different size without a survey as above, and that requested size is proved to be inappropriate, you will be required to pay for any necessary further works.

A6.3.2 General site visit charge relating to metering

If a visit has been requested in relation to carrying out work on a meter and it is determined that no work is required, you will be charged for any resulting costs.

A6.3.3 Access to a water meter

You must allow access to the water meter at all reasonable times. If you fail to allow reasonable access to read or maintain a water meter it may result in legal proceedings (see sections 162 and 172 of the Act) and you may be liable for any costs incurred, including associated legal costs.

A6.4 Disconnection and reconnection charges

A6.4.1 Arising from non-payment

Where we arrange for a site visit to place to disconnect a supply for non-payment of charges in accordance with section 61 of the Act, a charge will be payable (see schedule 9 B.1).

An additional charge will apply for each subsequent visit.

Where a supply is disconnected for non-payment of charges, the supply will not be reconnected until all outstanding water services charges and an additional charge for reconnection have been paid.

Where premises have been deemed to have been illegally reconnected, we reserve the right to charge for each subsequent visit to re-disconnect the supply.

We may require security to be provided for future payment of charges if you fail to pay and are subsequently disconnected.

Where our representative or agent visits premises to disconnect the supply as above and the disconnection does not go ahead, a charge for the visit may be payable.

A6.4.2 Permanent disconnection

No charge will be made if you ask us to permanently disconnect your water supply.

A6.4.3 Temporary disconnection (unmeasured premises)

If you have an unmeasured water supply, you may request that the supply is temporarily disconnected provided the premises has a separate service pipe and this can be done without affecting other customers. Charges for surface water drainage and highway drainage services remain payable.

We reserve the right to make a charge for reconnection following temporary disconnection.

A6.4.4 Reconnection following disconnection for non-compliance with the Fittings Regulations

Where a water supply has been disconnected for non-compliance with the Fittings Regulations and you request reconnection, we will charge you for reconnection.

A6.5 Other water supply charges

A6.5.1 Charges for water used for improvements to existing premises

In the case of improvements to existing premises that are unoccupied, full charges continue to be due at the appropriate standard unmeasured or measured rate where the premises receives the benefit of services.

A6.5.2 Inspection of plumbing work

Where an inspection is required at premises to confirm that plumbing works comply with the Fittings Regulations, there is no charge for initial inspections. If works do not comply with the Regulations, we will make a charge for each necessary re-inspection visit.

We will also make a charge where you request a visit from us to:
• locate a stop tap or stop valve for work on private pipework; or
• provide advice about or assistance with private pipework; or
• carry out a pressure/flow test.

Details of these charges are available on our website.

A6.5.3 Car Parks with no supply of water

Car parks built from 1 April 2010 that do not have a water connection or a water meter will be based on site area.
B1 Introduction

B1.1 Introduction
This Scheme of Charges contains the charges of Water Plus Limited and applies for the period 1 April 2017 until 31 March 2018.

Our Scheme of Charges explains how we calculate your bill and how different charges apply to you.

B1.2 General principles
This Scheme of Charges fixes the charges for the services or facilities provided by us and in connection with the following:

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

This Scheme of Charges applies to eligible non-household premises as determined by Ofwat’s eligibility guidance.

If you are a non-household customer and we have entered into a written agreement with you, if there is any conflict between the terms of the agreement and this Scheme, the terms of the agreement will continue to apply.

We apply charges contained in this Scheme of Charges and any taxes imposed by law on these charges shall be recoverable by us in addition.

B2 Measured charges

B2.1 Measured water charges
Potable water supplied through a meter is charged on our standard measured tariff, unless you have chosen to pay charges on one of our Select tariffs.

You are responsible for paying charges for all water registered on the meter. No allowance will be given against water charges for water lost due to a leak except in defined circumstances (see section A6). The charges for potable water are made up of the following:

- a fixed charge based on the size of the meter (where no meter size is shown on the water meter a meter size will be assessed by reference to the nominal flow through the water meter);
- a volumetric rate per m³ of water consumed;
- a fixed charge per site (only applicable to select tariffs).

Our current rates are set out in tables 1 to 4 in section C.

B2.1.1 Choice of tariff
Our standard water tariff is most suitable for any site consuming less than 50,000 m³ of potable water per year and you will be charged on the standard tariff unless you choose to pay on one of our Select tariffs.

You can apply to change to a Select tariff by contacting us using the details on page 8. On receipt of your application the tariff will normally be applied from the date of the last meter reading. We will only allow you to change tariff once in a twelve month period.
The options available are shown below. Our current rates are set out in table 2 in section C.

- **Select 50**: This will benefit sites which use more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water per annum.
- **Select 180**: This will benefit sites which use more than 180 megalitres but less than 750 megalitres (180,000 – 750,000 cubic metres) of potable water per annum.
- **Select 750**: This will benefit sites which use more than 750 megalitres but less than 3,000 megalitres (750,000 – 3,000,000 cubic metres) of potable water per annum.
- **Select Plus**: This will benefit sites which use more than 3,000 megalitres (3,000,000 cubic metres) of potable water per annum.

You will become ineligible for our Select tariffs if any service charges are overdue for a period of 30 days starting from the bill date stated on your bill unless:

- we have agreed a payment arrangement with you; or
- there is a dispute on substantial grounds about the provision of the service which the charge relates to; or
- there is a failure on our part relating to charging or billing errors.

If you become ineligible for the Select tariff then the standard measured tariff will be applied to all consumption.

**B2.1.2 Non-potable water**

Where supplies of non-potable water are available for non-domestic purposes, the charges consist of a fixed charge based on the size of the meter and a volumetric charge per m³ of water used. Our current rates are set out in table 3 in section C.

If you currently have a historical agreement with United Utilities for a concessionary supply of water and you become connected to the potable network, you will be charged in accordance with the potable charges within this Scheme of Charges.

**B2.1.3 Water meter reading**

The meter reading is evidence of consumption.

Your water meter will be read at specific intervals throughout the year as determined by us, and bills are normally based on the actual usage shown on the water meter. If we cannot read the water meter during a billing period, we may ask you to provide a meter reading.

Where no meter reading has been obtained, usage will be estimated based on previous consumption (or assumed usage for any period prior to meter installation or where there is no record of previous consumption).

In the unlikely event that a meter stops recording consumption or fails to register correctly, we will estimate usage based on the most reliable data available. Estimates may be adjusted later if necessary.

Charges will be apportioned and billed on a pro-rata basis between the current and previous charging year for the first meter reading taken after 1 April.

**B2.1.4 Charging for water used for fire-fighting purposes**

In accordance with section 147 of the Act, where we receive a valid application, no charge will be made for water used for fire-fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire-fighting.

**B2.1.5 Supply partially used for fire-fighting: notional downsizing of meter**

Where a measured supply serves fire-fighting equipment as well as water fittings for normal use, we will (at your written request), arrange for the water undertaker to determine the appropriate meter size required for normal water use and indicate the appropriate size of meter for the combined requirements. Where a larger meter than that required for normal use is installed we will apply a reduced fixed charge, based on normal use requirements.

Where the water undertaker determines that a meter of the appropriate size for the combined requirements is not in place, you must ask us (within three months of that determination) to replace the meter with one of the appropriate size for a reduced fixed charge to be applied, based on normal use requirements. In such circumstances the reduced charge will apply from the date of that request and a charge will be applied for the meter change.

**B2.2 Measured sewerage charges: wastewater**

For sites with a water meter, our charges for wastewater will normally be a volumetric rate per m³, and will normally be based on the amount of water registered on the water meter. However in certain circumstances charges for sewerage may be based on readings from meters measuring such discharges.

Standard charges for wastewater apply except where:

- you discharge more than 50,000 m³ per annum from a site and have opted for our Sewerage Select tariff; or
- are eligible for the swimming pool effluent charge; or
- discharge waste directly into a wastewater treatment works as agreed with the wastewater undertaker.

Our current rates are set out in table 5 in section C.
B2.2.1 Choice of tariff
If you discharge more than 50,000 m³ per annum you can opt for our Select Sewerage tariff by contacting us using the details on page 8. On receipt of your application the tariff will normally be applied from the date of the last meter reading. We will only allow you to change tariff once in a twelve month period.

You will become ineligible for our Select Sewerage tariff if any service charges are overdue for a period of 30 days starting from the bill date stated on your bill unless:

- we have agreed a payment arrangement with you; or
- there is a dispute on substantial grounds about the provision of the service which the charge relates to; or
- there is a failure on our part relating to charging or billing errors.

If you become ineligible for the Select Sewerage tariff then the standard measured tariff will be applied.

Existing customers who are being charged under our Select sewerage tariff and no longer meet the required threshold of discharging more than 50 megalitres annually will become ineligible for this tariff. The standard rate will be applied.

Where the effluent from a public or commercial swimming pool largely consists of the filter backwash water, the swimming pool effluent charge and a non-return allowance will be applied instead of our standard volumetric sewerage charge. You must apply for this tariff and upon receipt of a valid application we will confirm your eligibility with the wastewater undertaker and if approved by them apply the tariff from the date the application is received.

We will accept applications for this tariff where the water meter only records the water used for a public or commercial swimming pool and any other facilities directly associated with the use of the swimming pool such as changing rooms.

B2.2.2 Non-return to sewer assumption
The volumetric sewerage charge is set with the assumption that on average five per cent of the measured water supplied is not returned to the sewer. No adjustment is made to the billed volume because the five per cent non-return is accounted for in the rate.

Where the process on site results in more than five percent of the water supplied not being returned to the sewer, an additional allowance against the total volumetric charge payable may be claimed.

You can make any claim by contacting us, and we will arrange for the wastewater undertaker to determine and confirm any such allowance on the basis of the evidence available. The allowance will be given from the date the application is received.

B2.2.3 Trade effluent
If you are consented to discharge trade effluent, the consented volumes will have charges applied as set out in section B3. Standard of Select sewerage charges will be applied as appropriate for any additional sewerage.

B2.2.4 Premises with a private water supply
For premises with a private supply, which is metered, the standard sewerage charges will apply. For premises receiving a measured water supply charged on our standard or Select charges and which also have a private supply, the measured charges payable for sewerage will be based on the total volume of water received via both supplies (estimated where appropriate).

B2.2.5 Temporary discharges
For any temporary discharge to a public sewer or sewage disposal works, an appropriate charge will be made, which may be based either on our sewerage or trade effluent charges.

B2.3 Measured sewerage charges: surface water & highways drainage
Charges for surface water drainage and highway drainage apply to all sites which are connected to the public sewer for surface water drainage, including those which are not connected for wastewater, and consist of:

- a charge for surface water drainage
- a charge for highway drainage

The charges for surface water and highways drainages are based on the chargeable site area, see B2.3.1, unless a reduction is in place, see B2.3.3. Our current rates are set out in table 6 in section C.

B2.3.1 Chargeable area for measured premises
For charging purposes, your premises will be allocated to a site area charging band on the basis of the chargeable area, including the allocation of any common areas as described below. The bands and applicable charges are set out in table 6 in section C.

Where there is a common area (internal or external) belonging to a number of separately occupied premises or buildings in multiple occupation, the wastewater undertaker will determine each chargeable area for each site.

Where a party acting on behalf of all the occupiers agrees with us to receive and pay all water services charges for a group of individual premises served by a common water meter (B2.4.3), a single chargeable area may be assessed for surface water drainage and highway drainage charges for the whole group.
We reserve the right to recover from you or your agent, any costs that have been reasonably incurred in cases where you or your agent dispute either the site area charging band to which your premises have been allocated or seek to demonstrate that your premises do not drain any surface water or groundwater either directly or indirectly to a public sewer and it is subsequently demonstrated that our original assessment of your premises was correct.

You must provide us with notification of any change that may affect the site area charging band that has been given to your premises. Once confirmed by the wastewater undertaker, any adjustment resulting from a change in a site area charging band will normally be applied from the start of the charging year in which we are notified of the change, unless the change is made during the charging year when the adjustment will be applied from the date of the change.

We reserve the right to make retrospective adjustment in cases where you or your agent withhold or fail to provide information that may affect your site area charging band.

**B2.3.2 Concessionary drainage scheme**

The Flood and Water Management Act 2010 provided for community groups to be given a concession for surface water drainage and highway drainage charges that are based on a chargeable area, if they meet specified criteria. Eligible measured community groups will be charged on a site area charging band 1 for surface water drainage and highway drainage services.

Your premises may be eligible for our concessionary scheme if the principle use is as a:

- Place of worship
- Scout and guide hall
- Sea Cadet unit
- Community amateur sports club
- Village Hall or Community Centre
- Cemetery
- Local Authority park

You can find more details about the concessionary scheme and how to apply on our website at: [water-plus.co.uk](http://water-plus.co.uk)

**B2.3.3 Reductions in surface water drainage charges**

A reduction can be claimed in the surface water drainage charges (excluding highway drainage) in the circumstances below. If we are satisfied that the claim is valid, we will reduce or adjust the surface water drainage charge as follows:

- if none of the surface water from the premises enters the public sewer network (other than as trade effluent) no charge will be made.
- in the case of measured premises, by deduction from the chargeable area of any area(s) that constitutes 10% or more of the total chargeable area and from which no surface water enters the public sewer network. Upon confirmation of the wastewater undertaker we will then allocate a different site area charging band (for surface water drainage only as set out in the table 6 in section C) based on the applicable chargeable area.
- For premises with a green roof, we may allow a 50% discount for the chargeable area of the green roof.

The wastewater undertaker may impose a charge for any inspection which takes place and in the event a claim for a reduction in the drainage charge is unsuccessful, and the current charge is found to be correct.

The reduction in charge for a successful claim may be backdated in certain circumstances as governed by the regulator and market codes.

Where a change to a surface water connection is made during a charging year the reduction will be applied from the date of the change.

Any claim must be submitted via phone or email (see contact details on page 8).

As set out in section B2.3.1 we reserve the right to recover from you or your agent any costs reasonably incurred in dealing with such a claim where we establish that the claim is not valid.

**B2.3.4 Highway drainage charges**

The highway drainage charge has to be paid by all customers whose premises are connected to the public sewer network.

Highway drainage charges will not be reduced as indicated in the circumstances set in section B2.3.3. We will adjust the chargeable area for highway drainage where you can demonstrate that changes have been made to the chargeable area for any permanently grassed, cultivated or landscaped areas; these will be excluded from the chargeable area.

**B2.3.5 Premises served by a septic tank that drains into a public sewer**

Where there is no discharge of wastewater from premises to a public sewer other than from a properly maintained septic tank, surface water drainage and highway drainage charges are payable on the same basis as above.

**B2.4 Compulsory metering**

We require all non-household premises (as determined by Ofwat’s Eligibility guidance) to be measured where metering is practicable.

The cost of installing a water meter to a new water supply connection will be payable by the person requesting the supply (see section 148 of the Act).
If a customer transfers from a private water supply to a water supply provided by us, we will normally charge for water based on a water meter but may use an unmeasured or assessed charge, where a meter cannot be installed.

**B2.4.1 New premises**
All new premises must be capable of being separately measured and we may require you to meet the conditions set out in sections 47(2) and 64(3) of the Act before the connection is made, and we will recover costs as set out in section 45(6).

For further details, see our website water-plus.co.uk

**B3 Unmeasured charges**

**B3.1 Unmeasured water charges**
Unmeasured water supply charges apply to sites which receive a water supply but which do not have a meter and are made up of two parts:
- a fixed charge; and
- a charge per pound of the charging value (£CV) of the premises.

Our current rates are set out in tables 7 in section C.

If there is no charging value or the charging value is no longer relevant, as determined either by us or the water undertaker (e.g. due to substantial site alteration), either a meter will be installed or the site will be moved to the assessed charges (see section B4), as advised by the water undertaker.

For unmeasured farm trough supplies, a fixed charge is payable for each animal trough where the water used is not measured. Our current rate is set out in table 9 in section C. If you ask for the supply to an animal trough to be measured, you will be responsible for the cost of the meter installation.

**B3.2 Unmeasured sewerage charges**
For premises that do not have a water meter along with farms and other agricultural premises and some existing measured premises which have previously been determined, sewerage charges are based on a charge per pound of the charging value. Our current rates are set out in table 8 in section C.

These charges apply for the sewerage connection, surface water drainage connection and highways drainage connection and will be applied for each service provided.

If a place of worship does not have a water meter nor a charging value, a fixed charge for sewerage services will be applied. Our current rate is set out in table 10 in section C.

For premises with a private supply of water and without a measured supply, sewerage charges are based on a charge per pound of the charging value (£CV) for unmeasured premises.

We may require you to have a water meter fitted or we may assess a charging value if a meter cannot be fitted for premises where there is no charging value or where the charging value is no longer considered appropriate, for example where premises have been substantially altered.

A charging value may be assessed using the business rateable value or rateable value, as advised by the water undertaker.

Where a charging value has been assessed for any charging year, this value will apply as the basis of the charge for that year (and following years until we are notified otherwise and we agree that the charging value should be changed).

Any change to that charging value will be effective from the date notified.

**B3.3 Meter installation**

**B3.3.1 Requesting a meter**
The occupier of any property receiving an unmeasured supply can, if after obtaining any necessary consents of third parties, ask us for a meter to be installed and for charges to be calculated on the basis of the volume of water supplied instead of rateable value. This meter will be installed in a location and manner approved by the water undertaker, and the charges applied will be the metered charges as described in section B2.

If the water undertaker considers that it is not reasonably practical or it would involve unreasonable expense they may 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 instead of a charge based on the rateable value of the premises.

We will accept requests for a meter made on email or telephone using the contact details on page 8.

**B3.3.2 Ownership of the meter**
Unless you have arranged for your own approved meter to be installed, the meter will remain the property of the water undertaker. Once the meter has been installed, if the occupier wishes to have it re-sited, we will arrange for the work to be carried out and there will be an additional charge.

**B3.3.3 Protection of and damage to the meter**
The water undertaker owns and is responsible for the maintenance of the meter and any equipment associated with it.
You must take all reasonable care of the meter and must not cover or obstruct the meter in any way. You must allow us, our agents or the water undertaker reasonable access to your premises in order to access the meter. If a cost is incurred in accessing or re-siting the meter because you have covered or obstructed it, then we will charge you for these costs.

It is a criminal offence under section 175 of the Act to interfere with, wilfully damage or remove the meter, i.e. you must not remove it or instruct anyone to remove it for you. If you are convicted of doing any of these actions, you could face a fine imposed by the Magistrates Court.

**B4 Assessed charges**

Assessed charges for water and sewerage will be applied where it is not practicable to fit a meter and there is no charging value or the water undertaker considers the charging value is no longer relevant.

The assessed charge is a fixed annual amount which reflects the level of consumption that the water undertaker estimates you would use if a meter was installed, and the size of meter you would require. This assessment is based on a combination of the nature of the business and the number of full-time (or equivalent) employees.

The undertaker will assign the required meter size (larger or smaller than 15mm) and a fixed annual charge is then applied to both water and sewerage based on this. Our current rates are set out in table 11 in section C.

In some circumstances where the water undertaker determines that an assessed volume is not suitable, they will instead assess a charging value and apply the unmeasured charges (see section B3) until the premises can be measured.

We can review the site assessment at any time.

**B4.1 Surface water & highways drainage charges for assessed sites**

The sewerage charge quoted does not include surface water drainage and highway drainage charges. These will be charged separately based on a site area charging band for the chargeable area of the premises. This charge will be applied in the same way as for a measured site, based on the chargeable area (see section B2.4). Our current rates are set out in table 6 in section C.

**B5 Trade effluent charges**

If you deposit more than just a domestic type of effluent into the sewer you may be charged according to the strength of this effluent under a Trade Effluent Consent. The charges applicable are Trade Effluent Charges.

A site charged for trade effluent will have regular samples taken by the wastewater undertaker in order to determine the strength of the effluent and these will be advised to you.

Our standard trade effluent tariffs apply to sites which discharge less than 50 Megalitres (50,000 m$^3$) per annum; a lower rate of charges apply to sites which discharge more than 50 megalitres. Our current rates are set out in tables 12 in section C.

If you have a private supply of water you must apply if you wish to have the reduction and it will be reviewed annually.

You will become ineligible for these reduced rates if any service charges are overdue for a period of 30 days starting from the bill date stated on your bill unless:

- we have agreed a payment arrangement with you; or
- there is a dispute on substantial grounds about the provision of the service which the charge relates to; or
- there is a failure on our part relating to charging or billing errors.

If you become ineligible for the reduced rates, the standard rates will be applied.

**B5.1 Calculation of charge**

The charge is based on a standard unit charge per m$^3$ of trade effluent discharged to the wastewater undertaker’s sewer. The standard unit charge is based on the following factors:

- **R** Reception and conveyance
- **V** Preliminary and primary treatment
- **B1 and B2** Biological treatment
- **S** Sludge treatment and disposal

The charge per m$^3$ of a particular trade effluent is calculated by adding the standard unit charge(s) for each of the above factors which are applicable to the treatment and disposal of that particular effluent, having first adjusted where necessary items B2 and S. This is to take account of the relative strengths for chemical oxygen demand and suspended solids of the particular effluent and the average effluent (mixed sewage and trade effluent) received at the wastewater undertaker’s treatment works in long-term average rainfall conditions.

The Mogden formula by which this calculation is made is

$$C = (R + V + B1) + (B2 \times Ot/Os) + (S \times St/Ss)$$
Where:

C is the unit charge per m³ of trade effluent discharged

R is the unit cost of per m³ to receive and convey sewage

V is the unit cost per m³ of the preliminary and primary treatment of the sewage in our wastewater treatment works

B is the unit cost per m³ of the biological oxidation treatment of settled sewage. It consists of two elements: B1 is the unit cost of per m³ relating to the capital costs associated with secondary treatment and B2 is the unit cost per m³ relating to all other costs

S is the cost per m³ of treatment and disposal of primary sewage sludge

Ot is the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage

Os is the chemical oxygen demand (COD) of 350 mg/l of average strength settled sewage

St is the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage

Ss is the suspended solids of 230 mg/l of average strength crude sewage

B5.1.1 Modification of Mogden formula

If new environmental requirements are introduced, we reserve the right to alter the charges (e.g. for the chemical oxidation of sewage or trade effluent carried out in lieu of biological oxidation), and to include additional elements in the Mogden formula to recover the cost of additional treatment processes (such as phosphate or ammonia removal or sulphate treatment) on a regional basis.

B5.1.2 Minimum charge

If after applying the charging formula the total annual charge falls below the minimum charge, then the minimum charge will be payable (see table 12 in section C).

Where you only have a consent for part of a charging year the minimum charge may be apportioned.

B5.1.3 Volume of trade effluent

The method of determining the volume of trade effluent discharged will be agreed in writing with you. You may be required to provide and maintain flow recording equipment to BS 3680 (or equivalent) and to ensure proper maintenance and calibration of this equipment. We will confirm this in writing when this is required.

If exempted in writing from this requirement, the volume will be assessed from the volume of water supplied or by any other means at our discretion.

All dischargers of trade effluent are required to have a water meter installed to measure their incoming water, for water balance estimation purposes.

In the absence of discharge readings we may estimate a volume. If actual and reliable data becomes available for the period of estimation, estimates may be adjusted later if necessary.

We may estimate trade effluent charges from the date of application for a consent or from the date we determine that a consent is required.

B5.1.4 Strength of trade effluent

Trade effluent operational parameters (Ot and St) used to determine effluent strength will be derived from the analytical results of samples taken from the trade premises in the previous calendar year. Operational parameters are generally fixed for the charging year, however in exceptional circumstances data may be modified if it is not considered to be typical of the effluent quality.

Agreed fixed strengths may be used for the calculation of charges in certain circumstances such as low risk and consistent effluent. Where applied, these will be based on samples taken in previous charging periods. A regional fixed strength may also be determined for particular effluent types where appropriate.

Notification of the operational parameters to be used for charging purposes will be supplied to you prior to the start of the charging year. Requests for modification of the operational parameters proposed should be made within six weeks of the data being supplied.

Where it becomes apparent that the operational parameters being used for charging are no longer representative of the effluent strength across the charging year then there may be a reassessment of the strengths from the date this becomes apparent. Requests for modifications to operational parameters within the charging year will be considered and if agreed by us will be applied from the date of application.

For new discharges, or where limited or no sampling data is available, the wastewater undertaker will determine operational parameters to be used for charging purposes based on the following:

• representative data from similar discharges; or
• samples taken over a different period but which can be shown to be representative.

All sampling and analysis will be carried out by the wastewater undertaker and we will notify you of their findings.
B5.1.5 Modification of consent
Where a trade effluent discharge is terminated or modified you should inform us as soon as you are aware of the change.

Where the consent requires modification, application charges may be payable, and operational parameters will be updated accordingly.

Where a consent is terminated, charges will be adjusted as appropriate.

B5.1.6 Temporary discharges
Where you wish to discharge wastewater to a public sewer, for less than six months, a temporary discharge consent is required. We will issue time limited temporary discharge consent at your written request following consultation with the wastewater undertaker.

You will be required to pay an application charge (see section B6); and the standard trade effluent charges will be applied to the discharge to the extent that it consists of or includes trade effluent.

B5.3 Discharges direct to treatment works
Where trade effluent is discharged by a private pipe from premises directly into the treatment works and not via the wastewater undertakers sewers, we will not charge for the ‘R’ factor of the charging formula.

B5.4 Discharges that are not received at a treatment works
Where trade effluent is discharged into the public sewerage network which is not received at a treatment works, we will charge the ‘R’ factor of the charging formula.

For discharges that are not received at a treatment works where we incur additional costs to the R factor charging formula element, an additional charge per m³ will apply and may vary on a site by site basis having regard to any additional costs that we incur.

B5.5 Allowances
Where the domestic sewage is discharged independently and charged separately, of the trade effluent discharge, an allowance will be made for the volume of domestic sewage which will be charged separately at the appropriate sewerage charge. An allowance may also be applied for any water supplied to the premises that is not returned to sewer.

You must provide accurate records when requested to enable us to calculate any such allowances otherwise no allowance will be given. We may require the installation of submeters at your expense for this purpose.

You must inform us in writing of any changes that affect an allowance. Any change in the allowance is effective from the date on which we are informed of the change. We may review existing allowances at any time at our discretion.

Where domestic sewage and trade effluent are discharged from your premises and the trade effluent is not independently measured, we will assess the amount of domestic sewage on a per capita basis of 50 litres per head per working day (or 60 litres per head per working day, where canteen facilities are available) or by any other agreed method including direct measurement.

Where trade premises include living accommodation which is supplied through the water meter(s), an allowance of 180 litres per head per day is made for each person normally living in such accommodation.

The domestic volume will be charged at the standard sewerage volumetric rate and not by using the Mogden formula.

We will review these figures as appropriate. For the purposes of this provision you may stipulate which days are working days. In the absence of such stipulation “working day” will be interpreted in accordance with section 144(7) of the Act.

B5.4.2 Water used in products or lost during manufacturing processes
Where the volume of trade effluent is assessed from the volume of water supplied, and water is used in products, evaporates or is otherwise not discharged to the sewer, we will grant an allowance for that volume of water against the trade effluent charge.

You must provide in writing accurate calculations detailing water usage.

B5.5 Accuracy of trade effluent meter
Under the conditions of your trade effluent consent (or agreement), you are required to make sure that any measuring equipment is maintained and calibrated. Where a meter has been found to either under-record or over-record the amount of effluent discharged, we will amend charges from the last meter reading but one before the matter was brought to our attention.

B5.6 Accuracy of the water meter
Where the volume of effluent discharged is calculated from the volume of water supplied, as registered on a water meter, and the meter is found on testing to be registering incorrectly, charges will be amended from the last meter reading but one before the matter was brought to our attention.

B5.7 Trade effluent reservation charges
You can choose to pay a reservation charge based upon the volume and loads specified in your consent or agreement. Our current rates are set out in table 13 in section C.

Where applied, the charge will be made in two parts:
• a daily element to reflect the cost of infrastructure capacity reserved, based on the volume and loads specified in your consent or agreement;

• a variable element based on the actual flow and loads discharged.

Reservation charges are based on limits for each of the elements of volume (m$^3$/day), chemical oxygen demand (kg/day) and suspended solids (kg/day) specified in trade effluent consents and agreements. Where these limits do not exist, or in cases of dispute, values for these elements will be estimated by us and used for charging purposes. Such estimates will be adjusted later if necessary.

We reserve the right to charge for any shortfall in the capital elements of the charge, where more than the reserved volume or strength of effluent is discharged.

You are eligible for a reduction in the charge for discharges from a site of more than 50 megalitres (50,000 m$^3$) per annum.

**B5.8 Application and direction charges**

An application charge is payable (see section B6) when a notice is served on us containing an application for a consent to discharge trade effluent into a public sewer under section 119 of the Act.

The wastewater undertaker will give consent in accordance with section 121 of the Act. The application charge is payable by whoever consent is given to on completion of the application. It will vary depending upon the volume of flow and the chemical composition of the discharge.

Where you ask us to vary your existing consent to discharge trade effluent, a direction charge will be payable (see section B6) which will vary depending upon the volume and chemical composition of the discharge.

**B6 Miscellaneous charges**

From time to time, additional services may be provided by Water Plus upon request. Usually these services will be arranged by us, but the work will be carried out by the water or wastewater undertaker, or by another agent acting on their, or our behalf.

Examples include exchanging or testing a meter, or conducting a site survey for the purposes of changing a site area charging band (see section B2.3). For these services, we will charge you the rate published by the undertaker, plus an administration charge to cover our costs.

Full details, and current rates can be found on our website, at water-plus.co.uk
C: Primary charges for 2017-18

C1 Introduction
This section of the document sets our water and sewerage charges for 2017-18. Section references correspond to the relevant sections of the Scheme of Charges set out in section B. For example, unmeasured charges explained in section B2 relate to the unmeasured charges tables set out in section C2 below.

C2 Measured charges
Measured charges for water are shown below. The volumetric element is charged per m³ with a fixed charge also being applied to the water charges based on the size of the water meter (see table 4), and for the select water tariffs, an annual fixed charge per site (see table 2).

Table 1: Standard water volumetric charges

| Standard volumetric charge – per cubic metre (m³) for the first five megalitres | £1.752 |
| Standard volumetric charge – per cubic metre for volumes in excess of five megalitres | £1.727 |

Table 2: Select water volumetric charges

<table>
<thead>
<tr>
<th>Select</th>
<th>Annual fixed charge (in addition to the meter fixed charge – see table 4)</th>
<th>Volumetric rate (per m³)</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>For sites expecting to use 50 to 180 Ml of water per year</td>
<td>£19,473.30</td>
</tr>
<tr>
<td>180</td>
<td>For sites expecting to use 180 to 750 Ml of water per year</td>
<td>£63,482.96</td>
</tr>
<tr>
<td>750</td>
<td>For sites expecting to use 750 to 3,000 Ml of water per year</td>
<td>£130,016.73</td>
</tr>
<tr>
<td>Plus</td>
<td>For sites expecting to use over 3,000 Ml of water per year</td>
<td>£130,016.73</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 Ml (Megalitre) = 1,000m³
Table 3: Non-potable water charges

| Standard volumetric charge – per cubic metre (m³) | £0.205 |

In addition to the volumetric rates above, meter fixed charges will apply to each meter as shown in table 4 below.

Table 4: Meter fixed charges

<table>
<thead>
<tr>
<th>Water meter size</th>
<th>Fixed charge (per annum)</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/15mm</td>
<td>£41.14</td>
</tr>
<tr>
<td>20/22mm</td>
<td>£41.90</td>
</tr>
<tr>
<td>25/28mm</td>
<td>£46.51</td>
</tr>
<tr>
<td>30/32/35mm</td>
<td>£46.51</td>
</tr>
<tr>
<td>40/42mm</td>
<td>£60.63</td>
</tr>
<tr>
<td>50/54mm</td>
<td>£90.61</td>
</tr>
<tr>
<td>75/80mm</td>
<td>£90.61</td>
</tr>
<tr>
<td>100mm</td>
<td>£108.91</td>
</tr>
<tr>
<td>150mm+</td>
<td>£108.91</td>
</tr>
<tr>
<td>Animal troughs</td>
<td>£41.14</td>
</tr>
</tbody>
</table>

Table 5 Measured sewerage charges

| Standard volumetric charge – per cubic metre (m³) for the first five megalitres | £1.178 |
| Standard volumetric charge – per cubic meter for volumes in excess of five megalitres | £1.151 |
| Swimming pool effluent – per cubic metre (m³) | £1.002 |
| Charge for direct discharge to a wastewater treatment works – per cubic metre (m³) | £0.751 |
| Select sewerage charge – per cubic metre (m³) | £1.077 |
Measured Sewerage charges compromise a charge per m$^3$ as shown in table 5 above and an annual fixed charges for surface water and highways drainage, based on the site area, as shown in table 6 below.

### Table 6: Surface water & highways drainage charges

<table>
<thead>
<tr>
<th>Site area charging band</th>
<th>Chargeable area m$^2$</th>
<th>Surface water drainage only charge</th>
<th>Highway drainage only charge</th>
<th>Surface water drainage and highway drainage charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site area charging band 1</td>
<td>Up to 124</td>
<td>£92.09</td>
<td>£43.85</td>
<td>£135.95</td>
</tr>
<tr>
<td>Site area charging band 2</td>
<td>125 – 299</td>
<td>£228.76</td>
<td>£108.92</td>
<td>£337.67</td>
</tr>
<tr>
<td>Site area charging band 3</td>
<td>300 – 649</td>
<td>£509.82</td>
<td>£242.75</td>
<td>£752.56</td>
</tr>
<tr>
<td>Site area charging band 4</td>
<td>650 – 1,499</td>
<td>£1,153.48</td>
<td>£549.24</td>
<td>£1,702.72</td>
</tr>
<tr>
<td>Site area charging band 5</td>
<td>1,500 – 2,999</td>
<td>£2,412.70</td>
<td>£1,148.80</td>
<td>£3,561.50</td>
</tr>
<tr>
<td>Site area charging band 6</td>
<td>3,000 – 6,999</td>
<td>£5,364.19</td>
<td>£2,554.15</td>
<td>£7,918.34</td>
</tr>
<tr>
<td>Site area charging band 7</td>
<td>7,000 – 11,999</td>
<td>£10,191.35</td>
<td>£4,852.57</td>
<td>£15,043.92</td>
</tr>
<tr>
<td>Site area charging band 8</td>
<td>12,000 – 17,999</td>
<td>£15,632.34</td>
<td>£7,176.33</td>
<td>£22,808.68</td>
</tr>
<tr>
<td>Site area charging band 9</td>
<td>18,000 – 24,999</td>
<td>£22,406.58</td>
<td>£10,286.19</td>
<td>£32,692.77</td>
</tr>
<tr>
<td>Site area charging band 10</td>
<td>25,000 – 49,999</td>
<td>£39,081.64</td>
<td>£17,941.21</td>
<td>£57,022.84</td>
</tr>
<tr>
<td>Site area charging band 11</td>
<td>50,000 – 74,999</td>
<td>£65,136.41</td>
<td>£29,902.17</td>
<td>£95,038.58</td>
</tr>
<tr>
<td>Site area charging band 12</td>
<td>75,000 – 99,999</td>
<td>£91,191.18</td>
<td>£41,863.14</td>
<td>£133,054.32</td>
</tr>
<tr>
<td>Site area charging band 13</td>
<td>100,000 – 124,999</td>
<td>£117,245.94</td>
<td>£53,824.10</td>
<td>£171,070.04</td>
</tr>
<tr>
<td>Site area charging band 14</td>
<td>125,000 – 149,999</td>
<td>£143,300.73</td>
<td>£65,785.06</td>
<td>£209,085.79</td>
</tr>
<tr>
<td>Site area charging band 15</td>
<td>≥ 150,000</td>
<td>£169,356.01</td>
<td>£77,746.26</td>
<td>£247,102.27</td>
</tr>
</tbody>
</table>
## C3 Unmeasured charges

### Table 7: Unmeasured water charges

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed charge</strong></td>
<td>£66.69</td>
</tr>
<tr>
<td><strong>Charge per £CV</strong></td>
<td>£0.601</td>
</tr>
</tbody>
</table>

### Table 8: Unmeasured sewerage charges

<table>
<thead>
<tr>
<th></th>
<th>Wastewater charge per £CV</th>
<th>Surface water drainage charge per £CV</th>
<th>Highway drainage charge per £CV</th>
<th>Total charge per £CV</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All services</strong></td>
<td>£0.512</td>
<td>£0.274</td>
<td>£0.165</td>
<td>£0.951</td>
</tr>
<tr>
<td><strong>No surface water drainage service</strong></td>
<td>£0.512</td>
<td>N/a</td>
<td>£0.165</td>
<td>£0.677</td>
</tr>
<tr>
<td><strong>Surface water drainage and highway drainage services only</strong></td>
<td>N/a</td>
<td>£0.274</td>
<td>£0.165</td>
<td>£0.439</td>
</tr>
</tbody>
</table>

### Table 9: Unmeasured animal troughs

| **Annual Charge per animal trough where the supply is unmetered** | £122.00 |

### Table 10: Unmeasured place of worship sewerage

<table>
<thead>
<tr>
<th></th>
<th>Wastewater standing charge</th>
<th>Surface water drainage standing charge</th>
<th>Highway drainage standing charge</th>
<th>Total charge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All services</strong></td>
<td>£70.58</td>
<td>£37.77</td>
<td>£22.75</td>
<td>£131.10</td>
</tr>
</tbody>
</table>
## C4 Assessed charges

### Table 11: Assessed water charges

<table>
<thead>
<tr>
<th>Type of premises</th>
<th>Water</th>
<th>Sewerage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premises where we determine the water meter size would be 15mm</td>
<td>£594.18</td>
<td>£403.07</td>
</tr>
<tr>
<td>Premises where we determine the water meter size would be &gt;15mm but ≤22mm</td>
<td>£1,482.04</td>
<td>£1,005.43</td>
</tr>
</tbody>
</table>

In addition surface water and highways drainage charges will be applied as shown in table 6 based on the site area.

## C5 Trade effluent charges

### Table 12: Trade effluent charges

<table>
<thead>
<tr>
<th>Mogden formula elements</th>
<th>Sites discharging less than 50,000 m$^3$ per annum</th>
<th>Sites discharging more than 50,000 m$^3$ per annum</th>
</tr>
</thead>
<tbody>
<tr>
<td>R = Reception and conveyance</td>
<td>£0.3388</td>
<td>£0.2863</td>
</tr>
<tr>
<td>V = Preliminary and primary treatment</td>
<td>£0.1775</td>
<td>£0.1753</td>
</tr>
<tr>
<td>B1 = Biological treatment (capital element)</td>
<td>£0.0515</td>
<td>£0.0509</td>
</tr>
<tr>
<td>B2 = Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)</td>
<td>£0.1418</td>
<td>£0.1400</td>
</tr>
<tr>
<td>S = Sludge treatment and disposal (based on Suspended Solids of 230mg/l)</td>
<td>£0.1758</td>
<td>£0.1736</td>
</tr>
<tr>
<td>For discharges not received at a treatment works where we incur additional costs to the R factor charging formula element.</td>
<td></td>
<td>£0.3793</td>
</tr>
</tbody>
</table>

Minimum charge: £258.77
### Table 13: Trade effluent reservation charges

**a) Sites discharging under 50,000 m³ per annum**

<table>
<thead>
<tr>
<th>Mogden formula elements</th>
<th>Reservation charge per m³ per day</th>
<th>Volume charge per m³</th>
</tr>
</thead>
<tbody>
<tr>
<td>R = Reception and conveyance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V = Preliminary and primary treatment</td>
<td>£0.2590</td>
<td>£0.0798</td>
</tr>
<tr>
<td>B1 = Biological treatment (capital element)</td>
<td>£0.1015</td>
<td>£0.0760</td>
</tr>
<tr>
<td>B2 = Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)</td>
<td>£0.0515</td>
<td>N/A</td>
</tr>
<tr>
<td>S = Sludge treatment and disposal (based on Suspended Solids of 230mg/l)</td>
<td>£0.0457</td>
<td>£0.0961</td>
</tr>
<tr>
<td>Standard volumetric charge – per cubic metre (m³) for the first five megalitres</td>
<td>£0.1142</td>
<td>£0.0616</td>
</tr>
</tbody>
</table>

### b) Sites discharging over 50,000m³ per annum

<table>
<thead>
<tr>
<th>Mogden formula elements</th>
<th>Reservation charge per m³ per day</th>
<th>Volume charge per m³</th>
</tr>
</thead>
<tbody>
<tr>
<td>R = Reception and conveyance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V = Preliminary and primary treatment</td>
<td>£0.2174</td>
<td>£0.0689</td>
</tr>
<tr>
<td>B1 = Biological treatment (capital element)</td>
<td>£0.1002</td>
<td>£0.0751</td>
</tr>
<tr>
<td>B2 = Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)</td>
<td>£0.0509</td>
<td>N/A</td>
</tr>
<tr>
<td>S = Sludge treatment and disposal (based on Suspended Solids of 230mg/l)</td>
<td>£0.0451</td>
<td>£0.0949</td>
</tr>
<tr>
<td>Standard volumetric charge – per cubic metre (m³) for the first five megalitres</td>
<td>£0.1128</td>
<td>£0.0608</td>
</tr>
</tbody>
</table>
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customerservice@water-plus.co.uk

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