Scheme of charges

How we calculate your bills

2018-2019

Non-household

Waterplus

with you every drop of the way
About this document
Water Plus Select Limited Scheme of Charges (applicable for the Severn Trent wholesale region) – 1 April 2018 to 31 March 2019.

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

This document is split into three:

- **The first part (A)** gives a quick and easy guide to how we calculate your bills, 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 2018-19.

This document relates to sites connected to the Severn Trent water supply or sewerage collection network in the area shown on page 2.

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

Any questions?
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 or call us, using the contact details on page 9.

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 Severn Trent Wholesale Charges that impact this Scheme of Charges, we may amend this Scheme of Charges as a result.

Table of contents

<table>
<thead>
<tr>
<th>A: General overview</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1 Overview</td>
<td>4</td>
</tr>
<tr>
<td>A1.1 How we charge you</td>
<td>6</td>
</tr>
<tr>
<td>A1.2 VAT</td>
<td>7</td>
</tr>
<tr>
<td>A1.3 Why we can charge</td>
<td>7</td>
</tr>
<tr>
<td>A1.4 Charging and payment arrangements</td>
<td>7</td>
</tr>
<tr>
<td>A1.4.1 Liability for charges</td>
<td>7</td>
</tr>
<tr>
<td>A1.4.2 Timing of payment</td>
<td>7</td>
</tr>
<tr>
<td>A1.4.3 Security deposits</td>
<td>8</td>
</tr>
<tr>
<td>A1.4.4 Interest on outstanding charges and late payment charge</td>
<td>8</td>
</tr>
<tr>
<td>A1.4.5 Legal services charge</td>
<td>8</td>
</tr>
<tr>
<td>A1.4.6 Pre-payment devices</td>
<td>8</td>
</tr>
<tr>
<td>A1.4.7 Billing adjustments</td>
<td>8</td>
</tr>
<tr>
<td>A1.4.8 Group billing arrangements</td>
<td>8</td>
</tr>
<tr>
<td>A1.4.9 Billing frequency</td>
<td>8</td>
</tr>
<tr>
<td>A1.5 Payment</td>
<td>8</td>
</tr>
<tr>
<td>A1.6 What to do if you are unhappy with our service</td>
<td>8</td>
</tr>
<tr>
<td>A1.7 Useful contact numbers and addresses</td>
<td>9</td>
</tr>
<tr>
<td>A2 Measured charges for businesses and other organisations</td>
<td>9</td>
</tr>
<tr>
<td>A2.1 Water supply charge</td>
<td>9</td>
</tr>
<tr>
<td>A2.2 Wastewater charge</td>
<td>9</td>
</tr>
<tr>
<td>A2.3 Drainage charges</td>
<td>10</td>
</tr>
<tr>
<td>A2.4 Standby charges</td>
<td>10</td>
</tr>
<tr>
<td>A3 Unmeasured charges for businesses and other organisations</td>
<td>10</td>
</tr>
<tr>
<td>A3.1 Changing to measured charges</td>
<td>10</td>
</tr>
<tr>
<td>A4 Assessed charges</td>
<td>11</td>
</tr>
<tr>
<td>A5 Trade effluent</td>
<td>11</td>
</tr>
<tr>
<td>A6 Other information</td>
<td>11</td>
</tr>
<tr>
<td>A6.1 Leakage allowances</td>
<td>11</td>
</tr>
<tr>
<td>A6.2 Water meter</td>
<td>11</td>
</tr>
<tr>
<td>A6.3 Water meter testing</td>
<td>11</td>
</tr>
<tr>
<td>A6.3.1 Change in water meter size or position</td>
<td>11</td>
</tr>
<tr>
<td>A6.3.2 General site visit charge relating to metering</td>
<td>12</td>
</tr>
<tr>
<td>A6.3.3 Access to a water meter</td>
<td>12</td>
</tr>
<tr>
<td>A6.4 Disconnection and reconnection charges</td>
<td>12</td>
</tr>
<tr>
<td>A6.4.1 Arising from non-payment</td>
<td>12</td>
</tr>
<tr>
<td>A6.4.2 Permanent disconnection</td>
<td>12</td>
</tr>
<tr>
<td>A6.4.3 Temporary disconnection (unmeasured premises)</td>
<td>12</td>
</tr>
<tr>
<td>A6.4.4 Reconnection following disconnection for non-compliance with the fittings regulations</td>
<td>12</td>
</tr>
<tr>
<td>A6.5 Temporary sewer supply charges</td>
<td>12</td>
</tr>
<tr>
<td>A6.5.1 Charges for water used for improvements to existing premises</td>
<td>12</td>
</tr>
<tr>
<td>A6.5.2 Inspection of plumbing work</td>
<td>12</td>
</tr>
<tr>
<td>B: Charges description</td>
<td>13</td>
</tr>
<tr>
<td>B1 Introduction</td>
<td>13</td>
</tr>
<tr>
<td>B1.1 Introduction</td>
<td>13</td>
</tr>
<tr>
<td>B1.2 General principles</td>
<td>13</td>
</tr>
<tr>
<td>B2 Measured charges</td>
<td>13</td>
</tr>
<tr>
<td>B2.1 Measured water charges</td>
<td>13</td>
</tr>
<tr>
<td>B2.1.1 Water Supply Tariffs</td>
<td>13</td>
</tr>
<tr>
<td>B2.1.2 Standby tariffs</td>
<td>13</td>
</tr>
<tr>
<td>B2.1.3 Water meter reading</td>
<td>14</td>
</tr>
<tr>
<td>B2.1.4 Charging for water used for fire-fighting purposes</td>
<td>14</td>
</tr>
<tr>
<td>B2.2 Measured sewerage charges: wastewater</td>
<td>14</td>
</tr>
<tr>
<td>B2.2.1 Non-return to sewer assumption</td>
<td>15</td>
</tr>
<tr>
<td>B2.2.2 Trade effluent</td>
<td>15</td>
</tr>
<tr>
<td>B2.2.3 Premises with a private water supply</td>
<td>15</td>
</tr>
<tr>
<td>B2.2.4 Temporary discharges</td>
<td>15</td>
</tr>
<tr>
<td>B2.3 Measured sewerage charges: surface water drainage</td>
<td>15</td>
</tr>
<tr>
<td>B2.3.1 Chargeable area for measured premises</td>
<td>15</td>
</tr>
<tr>
<td>B2.3.2 Concessionary drainage scheme</td>
<td>15</td>
</tr>
<tr>
<td>B2.3.3 Transitional scheme</td>
<td>16</td>
</tr>
<tr>
<td>B2.3.4 Reductions in surface water drainage charges</td>
<td>16</td>
</tr>
<tr>
<td>B2.3.5 Premises served by a septic tank that drains into a public sewer</td>
<td>16</td>
</tr>
<tr>
<td>B2.4 Compulsory metering</td>
<td>16</td>
</tr>
<tr>
<td>B2.4.1 New premises</td>
<td>16</td>
</tr>
<tr>
<td>B3 Unmeasured charges</td>
<td>16</td>
</tr>
<tr>
<td>B3.1 Unmeasured water charges</td>
<td>16</td>
</tr>
<tr>
<td>B3.2 Unmeasured sewerage charges</td>
<td>17</td>
</tr>
<tr>
<td>B3.3 Meter installation</td>
<td>17</td>
</tr>
<tr>
<td>B3.3.1 Requesting a meter</td>
<td>17</td>
</tr>
<tr>
<td>B3.3.2 Ownership of the meter</td>
<td>17</td>
</tr>
<tr>
<td>B3.3.3 Protection of and damage to the meter</td>
<td>17</td>
</tr>
<tr>
<td>B4 Assessed volume charges</td>
<td>17</td>
</tr>
<tr>
<td>B4.1 Surface water charges for assessed sites</td>
<td>18</td>
</tr>
<tr>
<td>B5 Trade effluent charges</td>
<td>18</td>
</tr>
<tr>
<td>B5.1 Responsibility for charges</td>
<td>18</td>
</tr>
<tr>
<td>B5.2 Basis of charge</td>
<td>18</td>
</tr>
<tr>
<td>B5.3 Calculation of charges payable</td>
<td>18</td>
</tr>
<tr>
<td>B5.4 Application of the scheme in particular cases</td>
<td>20</td>
</tr>
<tr>
<td>B6 Miscellaneous charges</td>
<td>20</td>
</tr>
<tr>
<td>C: Primary charges for 2017-18</td>
<td>21</td>
</tr>
<tr>
<td>C1 Introduction</td>
<td>21</td>
</tr>
<tr>
<td>C1 Measured charges</td>
<td>21</td>
</tr>
<tr>
<td>C2 Unmeasured charges</td>
<td>25</td>
</tr>
<tr>
<td>C2.1 Table 12: Unmeasured water charges</td>
<td>25</td>
</tr>
<tr>
<td>C2.1.1 Table 13: Unmeasured fixed charges</td>
<td>26</td>
</tr>
<tr>
<td>C2.2 Trade effluent charges</td>
<td>26</td>
</tr>
</tbody>
</table>
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 volume charge – applies when a meter cannot be installed, no charging value for the premises is available or where a charging value exists and we have deemed it inappropriate.

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.

Business rateable value – a rateable value in a list maintained under section 41 (local rating lists) or S2 (central rating lists) of the Local Government Finance Act 1988.

Capacity charge – the charges applicable to a non-household customer’s premises and the capacity element of a standby supply, based on the notified volume.

CCWater – the Consumer Council for Water, a statutory consumer body for the water industry in England and Wales, established under Section 27A of the Water Industry Act 1991.

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 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 applicable), or a charge assessed by us for charging purposes.

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

Charging zone – one of the eight geographical areas within the region designated as being served by Severn Trent pursuant to their Instrument of Appointment, detailed further in section A3.1.

Community group – for surface water drainage charges, this is a group which provides benefit to the local community and meets criteria as determined in accordance with the sewerage undertaking’s 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 Department for Environment, Food & Rural Affairs, the Drinking Water Inspectorate, the Environment Agency, the Health and Safety Executive and Market Operator Services Limited.

The Company – Water Plus Select 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 198B and 219 of the Act).

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).


Furnished – containing furniture or sufficient fixtures which is not an empty or unfurnished dwelling.

Gap site – a non-household customer’s premises which is in receipt of water and/or sewerage services but where no supply points or insufficient supply points are registered in the market.

Gap site allocation process – the process of allocating identified gap sites to water retail companies, as detailed in the relevant laws.

Guaranteed standards scheme (GSS) – a series of guaranteed minimum standards of service a non-household customer is entitled to receive from its water retail company, that requires specified payments to be made to affected non-household customers if the minimum standard is not met.

Intermediate volume user – a non-household customer whose site receives between 10,000m³ and 49,999m³ of potable water per year from the Severn Trent wholesale supply.

Large volume used – a non-household customer whose site receives greater than 50,000m³ of potable water per year from the Severn Trent wholesale supply.

Letter of authority – written confirmation from a non-household customer, confirming:

(a) the named third party is acting on their behalf;
(b) the extent of the third party’s authority; and
(c) how the third party’s fees are being paid.

Licensed water supplier – a company which is the holder for the time being of a water supply licence (see section 178(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-primary service – services that are not directly related to the water or sewerage services. For example, this includes all charges that relate to the provision of one-off or discrete services.

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 the premises, or any person who:

• owns the premises; or
• has sufficient control over the premises to put them 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 a holiday, student, hostel or other accommodation for short term occupation (whether let wholly or in part), usually for less than 12 months; or
• develops or owns any new premises that are empty or unfurnished.

See also definition for customer.

Ofwat – the Water Services Regulation Authority, responsible for the regulation of the water and sewerage industry in England and Wales, established by section 1A of the Water Industry Act 1991.

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

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.

Regulatory guidance – means guidance from a Competent Authority.

Relevant laws – means:

(a) any statute, regulation, bylaw, 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.

Seasonal rate – a rate payable by intermediate users and large users, which varies depending on the time of year. Further detail of this rate can be found in table 2 in section C of this Scheme of Charges.

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

Sewerage – for the purposes of this scheme, sewerage consists of all services related to the wholesale sewerage network which includes wastewater, surface water drainage and trade effluent.

Sewerage charge – a charge due for any service relating to the sewerage network of the wholesaler.

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).

Trade effluent consent – a consent of the type described in section 118 of the Water Industry Act 1991 including, for the avoidance of doubt, temporary or time limited consents or letters of authorisation and consents in relation to low risk discharges.

Transitional scheme – a scheme relating to a notional band within surface water drainage, to allow previously under charged properties to be smoothly transitioned to the correct pricing band.

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 another tenant and the premises is not in use;

(iv) there are no moveable items left on the premises such as furniture, equipment, tools or moveable 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, it also considered to be a vacant premises.

Volume band – an allocated banding representing the annual volume of water supplied to a premises which certain tariffs within this scheme use to calculate the relevant rates payable by the customer.

Wastewater – for the purposes of this scheme, wastewater consists of both domestic sewage and trade effluent but excludes surface water drainage.

Water and sewerage undertaking – the company appointed to carry out water and/or sewerage duties under the Water Industry Act 1991. Also referred to as water undertaker or wastewater 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 non-household 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).

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.

• Wastewater – this covers the cost of removing, treating and/or disposing of the wastewater from your property.

• Drainage – this covers the cost of draining wastewater from your property. If no wastewater from your property drains to the public sewer then you will not have to pay this charge.

• Trade effluent charges – if your wastewater discharge contains more than just a domestic type of effluent, we will charge you according to the strength of the effluent. For more information, see section B5. Our current rates are set out in tables 16 to 21 in section C.

A1.2 VAT

We apply VAT to charges for water we supply to non-household 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 sewerage services and for water supplied to non-household customers whose main business activities are outside the relevant SIC classifications are zero-rated for VAT.

A1.3 Why we can charge

The Company is acting as agent of Severn Trent Water Limited (“STW”) for the purpose of providing the Services. Although there is no contract between you and STW, water charges are payable under “their powers to charge”, detailed in the Water Industry Act 1991. As agent of STW, we are entitled to charge you for the Services in accordance with this Scheme of Charges.

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

Where a site is vacant, the owner will become liable for the charges from the date of vacancy, unless the site is disconnected.

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

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 Charging and payment arrangements

A1.4.1 Liability for charges

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

In most owner and occupier situations, it is normally the occupier who is charged and not the owner. Exceptions include holiday lets and some bedsits and student accommodation as well as other short term accommodation where the occupation is temporary. In these cases the owner will be charged.

Where a site is vacant, the owner will become liable for the charges from the date of vacancy, unless the site is disconnected.

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

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 in time, we may take recovery action and you may need to pay additional cost because of this (see section B6).

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 your bill. We may allow you to pay your charges on a payment plan.

We reserve the right to re-assess and amend the payment schedule and/or payment method where your circumstances change. This will include (but is not limited to) your credit rating. We also reserve the right to re-assess and amend the payment schedule and/or payment method where you do not make payments by their due dates.
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 (see section B6).

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 (see section B6).

A1.4.6 Pre-payment devices
We may, where appropriate, install a pre-payment device on 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 sewerage 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. Where the wholesaler determines that your Rateable Value has changed, your future charges will be adjusted.

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 incorrect (see section B6). 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.

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

A1.4.9 Billing frequency
We reserve the right to change the billing frequency and we will ensure appropriate and timely information is provided when this occurs.

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
- by cash at a PayPoint outlet (at no extra charge). Take your bill or Watercard and cash payment to a PayPoint store.
- over the counter of any bank. Cheques should be made payable to Water Plus Limited. Service is free if you pay by cheque at any branch of Natwest and may be free if you pay at your own bank. Some banks may charge for this service.
- 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 disallowed payments (see section B6).

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.

According to the Water Plus complaints handling process, 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 contract 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 7). The appointment of an independent 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.

Apart from what we can see, we cannot be responsible for all your sewerage undertaker.

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

A1.7 Useful contact numbers and addresses

General customer enquiries and requests
Website: water-plus.co.uk
Email: service@water-plus.co.uk

For specific queries, please see our website for further contact details.

Call: 0345 072 6072 for all customer enquiries.

Business address: Water Plus, Two Smithfield, Leonard Coates Way, Stoke-On-Trent, ST1 4FD

Write to us at – Correspondence: WaterPlus Correspondence, PO Box 12460, Harlow, CM20 9PJ

Remittances: Water Plus Payments, PO Box 12459, Harlow, CM20 9PH

Office hours: 8:30 am to 5:30 pm Monday to Friday (excluding bank holidays).

Emergencies and queries on water quality, pressure, supply, sewerage or leaks during office hours call: 0345 072 6072 as above.

Outside office hours: (emergency only).

Contact the wholesaler emergency line, these can be found on our website or below.

Complaints
Call: 0800 316 2126 to speak to our complaints team.

Please visit the following page for the Water Plus complaints handling process: water-plus.co.uk/complaints

Address: See “Correspondence” address above.

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 and 2 in section C.

Our charges include a meter fixed charge, based on the size of your meter, and a site fixed charge based on the volume band of water supplied to the site. Our current rates are set out in tables 3 and 4 in section C.

Where you qualify as an intermediate or large volume user, an additional site based fixed charge may be applied. See section B2.1.1 for further details.

A2.2 Wastewater charge
The wastewater charge is based on the volume of wastewater (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`, you may be able to reduce these charges by installing a meter. Contact us using the details on page 9 and we will contact the sewerage undertaker on your behalf.

Our charges also include a site fixed charge per service based on the volume band of water supplied to your premises. Our current rates are set out in table 6 in section C.

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 sewerage undertaker’s sewer. Our current rates are set out in table 7 in section C.

If you can show that some or all of your property does not have any surface water draining to the sewerage 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 9.

Our charges also include a site fixed charge per service based on the volume band of water supplied to your premises. Our current rates are set out in table 6 in section C.

A2.4 Standby charges
For intermediate and large users who also have their own private water supply that – both legally and practically – is capable of providing them with more than 10,000 m³ of water in a year, you may elect to be charged instead by what is known as a standby tariff. The user has to inform us how much water they may need from us in the coming year as a reserve, and this will be charged as described in section B2.1.2 of this document.

A3 Unmeasured charges for businesses and other organisations
If your site does not have a water meter, and you are paying unmeasured charges, these are based on the 1989/90 rateable value of the property and its charging zone. An overview of these charges is provided below. For a more detailed explanation see section B3 and for the current rates, see section C3.

Unmeasured non-household customers are charged for:

- Water supply
- Wastewater
- Drainage

The charge for each of these services is calculated by multiplying the chargeable value of your property by the rates for the services you accords. There are different rates across the region depending on the charging zone applied, see A3.1 for more details.

In addition fixed charges for each service are applicable. Our current rates are set out in tables 12 and 13 in section C.

A3.1 Charging zones
Due to differences in the average levels of rateable value throughout the area, charges are varied according to the area (or zone) your property is in. There are eight geographical zones in this region. The map below provides a guide to the area covered by each zone. The area marked ‘S’ is where the sewerage services are provided by us, and the water supply is provided by South Staffs Water Plc.

1. South Staffordshire Water
2. Shrewsbury
3. Worcester
4. Coventry
5. Leicester
6. Nottingham
7. Stoke-on-Trent
8. Birmingham

A3.2 Leakage
If your site does not have a water meter, and you are paying unmeasured charges, 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 9.

A3.3 Fixed charges
Our charges also include a site fixed charge per service based on the volume band of water supplied to your premises. Our current rates are set out in table 6 in section C.

A3.4 Volumetric 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 9. 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 can choose to stay on unmeasured charges or 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 volume 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 9 for more information.

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 15 in section C.

You will also be charged for surface water drainage, which will be based on the chargeable site area of the property.

A5 Trade effluent
If your wastewater discharge contains more than just a domestic type of effluent you may be charged according to the extent 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 and S.

R Reception and conveyance
V Preliminary and primary treatment
B 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 16 to 21 in section C.

A6 Other information
A6.1 Leakage allowances
On measured premises, where a leak is found an allowance may be available to adjust the charges payable for the supply of water provided:

- it is shown that the leak is repaired within 28 days of detection;
- there has been no negligence in allowing the leak to occur; and

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 sited 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 (see section B6).

A6.2 Water meter
If an offence to tamper with or remove a water meter is committed with intent, see section 175 and 176 of the Act. You will be liable for additional charges if a meter is tampered with (see section B6).

A6.3 Water meter testing
You can request that the water meter is tested in accordance with regulation 6 of the Meters Regulations. Before doing so, we recommend that you contact the water undertaker to carry out this test. The water meter will always be removed from the premises for testing under the Meters Regulations. 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 sections 8 and 9 of the Meters Regulations.
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 (see section B6).

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 (see section B6). This also includes any costs associated with accessing or re-siting a covered or obstructed meter.

A6.4 Disconnection and reconnection charges

A6.4.1 Aising from non-payment
Where we arrange for a site visit to take place to disconnect a supply for non-payment of charges in accordance with section 61 of the Act, a charge will be payable, and 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 the 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 (see section B6).

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 supplies to other properties. Charges for surface water drainage services remain payable.

We reserve the right to make a charge for reconnection following temporary disconnection (see section B6).

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. There will be additional charges applied to your account for the disconnection and reconnection work (see section B6).

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 unmetered 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 (see section B6).

We will also make a charge where you request a visit 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 (see section B6).

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 supplies to other properties. Charges for surface water drainage services remain payable.

We reserve the right to make a charge for reconnection following temporary disconnection (see section B6).

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. There will be additional charges applied to your account for the disconnection and reconnection work (see section B6).

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 unmetered 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 (see section B6).

We will also make a charge where you request a visit 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 (see section B6).

B1 Introduction

B1.1 Introduction
This Scheme of Charges contains the charges of Water Plus Select Limited and applies for the period 1 April 2018 until 31 March 2019. It is our description of the methodologies used in calculating our charges.

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 that agreement and this Scheme, the terms of the agreement will continue to apply.

We apply the 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 one of our standard measured tariffs, unless you consume more than 10,000m³ of water a year.

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 A6.1).

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 meter a meter size will be assessed by reference to the nominal flow through the water meter):
  - a volumetric charge per m³ of water consumed;
  - a fixed charge per site based on the band of water volume supplied;
  - a fixed charge for intermediate and large volume users (only applicable to sites consuming above 10,000m³ of water).

Our current rates are set out in tables 1, 2, 3 and 4 in section C.

B2.1.1 Water Supply Tariffs
Our standard water tariffs will be applied for any site consuming less than 10,000m³ of potable water per year.

Standard water tariffs will vary depending on your annual consumption (details of volumetric bands are provided in Section C).

Sites which receive between 10,000m³ and 49,999m³ (inclusive), will be considered under the Intermediate User tariff. Non-household customers who receive 50,000m³ or above will be considered under the Large User Tariff.

Where you qualify as either an intermediate or large user, a fixed charge will be applied to your site and you will be charged a seasonal charge per m³ of potable water supplied rather than the standard charge. These fixed charges can be found on table 2 in section C.

We will apportion the annual fixed charges for each billing period on a daily basis.

For the purposes of the above Intermediate and large user tariffs, we will assess in advance the volume of water expected to be supplied to the premises. At the end of the period we will reconcile the volume of water actually supplied with the rates set out by the wholesaler as part of the settlement process.

B2.1.2 Standby tariffs
Where a non-household customer has an alternative water supply that – both legally and practically – is capable (both legally and physically) of supplying at least 10,000m³, the occupier of that premises will be charged on the standby tariff (instead of the standard metered, intermediate user or large user tariff above) and may elect to
secure a standby supply.

(ii) Where a standby supply applies, the occupier of the premises must notify us in writing of the maximum volume of water (“the notified volume”) for the period from 1 May to 30 September (“peak”) and for the period from 1 October to 30 April (“off-peak”) by 1 April and will pay the following charges:

a. The capacity charges shown in table 9 in section C, payable irrespective of whether we supply any water.

b. The volume charges shown in table 10 in section C, payable for all water we supply, irrespective of the notified volumes.

c. Meter size standing charges: the appropriate fixed charges related to size of the meter measuring the supply to the premises (see table 4 in section C).

d. Fixed charge: the appropriate fixed charges relating to the volume of water we supply to the premises (see tables 9 and 10 in section C).

e. Premium charges: in addition to the charges under (a), (b), (c) and (d) above, the following charges shall apply in the circumstances described below.

- Where the notified volume is exceeded for either or both of the periods we will make twice the appropriate capacity charge in table 9 in section C (excluding the standing charge) for each m³ of water supplied in excess of the notified volume for the relevant period.

- Where the occupier elects for a maximum volume of zero, or in circumstances where it is taken to have been notified as zero (see below), the occupier must give us at least twenty-four hours notice before using our supply to the premises and any water supplied during this period may be charged at a zero charge. Where no meter reading has been obtained, usage will be estimated based on the actual usage shown on the meter. Where no meter reading has been obtained, usage will be estimated 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 2018. If you are consented to discharge trade effluent, the consented volume will have charges applied as set out in section B5. Wastewater charges will be applied as appropriate for any additional wastewater.

B2.1.1 Above, as appropriate, instead of the standby tariff.

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, 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.

B2.2.2 Trade effluent

Where your wastewater discharge contains more than just a domestic type of effluent you may require to gain consent from the wastewater undertaker.

B2.2.3 Premises with a private water supply

For premises with a private water supply, which is metered, the standard wastewater charges will apply. For premises receiving a measured water supply charged on our standard, intermediate or large user tariffs which also have a private water supply, the measured charges payable for wastewater will be based on the total volume of water supplied via both supplies (estimated where appropriate).

B2.2.4 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 wastewater or trade effluent charges.

B2.3 Measured sewerage charges: surface water drainage

Charges for surface water drainage apply to all sites which are connected to the public sewer for surface water drainage, including those which are not connected for wastewater.

The charges consist of a fixed charge based on the billed volume of water, and a charge based on chargeable site area, unless a reduction in place, see B2.2.2. Our current rates are set out in tables 6 to 8 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 chargeable areas are set out in table 7 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 sewerage undertaker will determine each chargeable area for each site.

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 does not fall within the chargeable area, either directly or indirectly to the sewerage undertaker’s sewer, and it is subsequently demonstrated that our original assessment of your premises was incorrect (see section B4).

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 informed by the sewerage undertaker, any adjustment resulting from a change in the 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 adjustments where it is believed 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 gives the water undertaker the discretion to provide for community groups to be given a concession for surface water 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 3 for surface water drainage services.

Your premises may be eligible for a concessionary scheme at the wholesalers discretion if the principal use is as a:

- Scout and guide hall
- Sea cadet unit
the reduction will be applied from the date of
Where a change to a surface water
may be backdated in certain circumstances as
The reduction in charge for a successful claim
section B6).
In the event that a claim for a reduction in
charge for any inspection which takes place,
The wastewater undertaker may impose a
charge currently paid on the basis of Band T.
I.  The occupier elects to pay the charge
applicable until the earlier of the following:
II. There is a change of occupier of the
premises; or
III. We notify the non-household customer that
the relevant charge based on the premises’
chargeable area would be lower than the
charge currently paid on the basis of Band T.
B2.3.4 Reductions in surface water
drainage charges
Where the non-household customer can
provide evidence to the sewerage undertaker’s satisfaction that the areas where water drains from their property into the public sewer, either directly or indirectly, they will not be liable for any charges for surface water drainage charges. This excludes discharges under a trade effluent agreement.
If a non-household customer can provide evidence to the sewerage undertaker’s satisfaction that the areas where water drains from their property into the public sewer, either directly or indirectly, they will not be liable for any charges for surface water drainage charges. This excludes discharges under a trade effluent agreement.
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 non-household 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 charge where the water
charge per property, as well as a charge
per pound of the charging value, varying by
charging zone. Our current rates are set out in
tables 12, 13 and 14 in section C.
These charges apply for the sewerage
connection and surface water drainage
connection and will be applied for each
service provided.
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. We assess the charging value
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 period, this value will apply
as the basis of the charge for that year (and
following years unless 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 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 based on its
charging zone.
Our current rates are set out in tables 12, 13 and
14 in section C.
If there is no charging value or the charging
value is no longer relevant, as determined
by either us or the water undertaker (e.g. due
to the site being substantially altered), either a
meter will be installed and charged or
the site will be moved to the assessed volume
charges (see section B4), as advised by the water undertaker.
For unmeasured farm trough supplies, a fixed
charge is payable for each animal trough
within the water supply area.
B3.2 Unmeasured sewerage charges
For premises that do not have a water meter
along with farm and other agricultural
premises and some existing measured premises
which have previously been determined,
sewerage charges consist of both a fixed
charge per property, as well as a charge
per pound of the charging value, varying by
charging zone. Our current rates are set out in
tables 12 and 13 in section C.
These charges apply for the sewerage
connection and surface water drainage
connection and will be applied for each
service provided.
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. We assess the charging value
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 period, this value will apply
as the basis of the charge for that year (and
following years unless 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
B3.1 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 and charged 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 practicable or if it would involve
unreasonably expensive 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.
B3.2 Ownership of the meter
Unless you have received permission and
arranged for your own approved meter to be
installed, the meter will be owned by 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 (see section B6).
B3.3 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, our agents or the water
undertaker reasonable access to your premises
in order to access the meter. If a meter is in
accessing in acquiring or re-siting the meter because
you have covered or obstructed it, then we will
charge you for these costs (see section B6).
It is a criminal offence under section 175 of
the Act to interfere with, willfully 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 any of these actions, you could face a fine imposed by the
Magistrates Court.
B4 Assessed volume charges
Assessed volume 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 not relevant.
The assessed volume 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 associated with it.
A fixed annual charge is applied to both water
and sewerage based on this assessment. Our
current rates are set out in tables 15 in section C.
In some circumstances where the water
undertaker determines that an assessed
volume charge is not suitable, they will instead assess
a charging value which may apply the unmeasured
charges (see section B3) until the premises can
be measured.
The site assessment can be reviewed at any
time.
B4.1 Surface water charges for assessed sites
This assessed volume charge does not include surface water 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 B2.3). Our current rates are set out in tables 7 and 8 in section C.

B5 Trade effluent charges
If your wastewater discharge contains more than just a domestic type of effluent you may be charged accordingly at 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 the results will be advised to you.

B5.1 Responsibility for charges
As a non-household customer, you will be liable for trade effluent charges if any of the following criteria are met:
(a) any person making a discharge of trade effluent in accordance with a trade effluent consent (whether directly or indirectly through any intermediate sewer or drain) to a public sewer or sewage treatment works at any time during the period to which this scheme relates;
(b) any person to whom a trade effluent consent applies or has been given and, who at the time the trade effluent is or is authorised to be discharged described in (a) above, occupies the premises from which the discharge is made; or
(c) any person making a discharge of effluent, which is however not deemed a trade effluent to be received (whether directly or indirectly through any intermediate sewer or drain) to a public sewer or sewage treatment works at any time during the period to which this scheme relates (any such persons above being referred to below as “the discharger”).

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

B5.2 Basis of charge
Our trade effluent charges have four elements, “R”, “V”, “B” and “S”, shown in tables 16 to 19 in section C in addition to a fixed charge related to the band of volume discharged. The charges in table 20 (in section C) include to the band of volume discharged.

Where the trade effluent does not receive the conventional treatment processes for volatile, to any of the charging elements in tables 16 to 19, that particular charging element will not be included in the charge to the discharger.

Where, at or in connection with a sewage treatment works, the wastewater undertaker has installed particular pipes, plant or machinery, operated it in a particular manner or has used particular chemical treatment to specifically deal with the composition of a trade effluent discharged from trade premises, an appropriate additional charge may be applied. This charge will be in respect of the additional costs 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.

B5.3 Calculation of charges payable
The charge to be paid by the discharger for trade effluent discharged to the public foul water sewer or sewage treatment works will be calculated as the sum of:
(i) the volume of trade effluent discharged in m³ multiplied by the charges per m³ for R in tables 16 to 19; and
(ii) the biological load of the trade effluent discharged in kilograms multiplied by charge per kg for B in tables 16 to 19; and
(iii) the suspended solids load of the trade effluent discharged in kilograms multiplied by charge per kg for S in tables 16 to 19.

These are then subject to the calculations below and to the fixed charges in table 20 in section C.

B5.3.1 Definitions of terms
“R” is the charge for the reception and conveyance of the trade effluent to the public foul water sewer
“V” is the charge for the volumetric treatment of the 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 primary settling tanks;
(c) primary settlement units (other than storm treatment works), together with in cases where biological treatment is specified, the financing costs associated with biological treatment final settling tanks;
(d) tertiary treatment facilities; and
(e) outfalls for crude or treated sewage.

Where no biological treatment is provided, the carrying or treatment of volatiles will be based on a proportion of the element of charge reflecting the exclusion of all financing costs associated with biological treatment final settling tanks.

“B” is the charge for the biological treatment of the trade effluent comprising:
(a) the provision of all necessary biological filtration plants (including humus sludge removal and pumping facilities);
(b) the provision of all necessary activated sludge plants, including 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 it is deemed appropriate after joint investigation with the discharger, the wastewater undertaker may make the assessment of COD on a different basis.

“S” is the charge for the treatment and disposal of primary sludge comprising the provision of all facilities necessary for:
(a) the pumping or otherwise conveying (e.g. transfer to the 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 amount of the Total Suspended Solids (TSS) in the trade effluent determined on a shaken sample.

B5.3.2 Application of charges
A discharger who in accordance with a trade effluent consent makes a discharge of trade effluent to a public surface water sewer, will pay the charge shown in tables 16 to 19 in section C in addition to a fixed charge related to the band of volume discharged.

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

Where:
(a) the wastewater undertaker is no longer satisfied that the meter, gauges, recorder or other apparatus is or are accurately recording the volumes to be measured; or
(b) the discharger fails to provide the wastewater undertaker with full details in accordance with the wastewater undertaker’s requirements, the charge will be calculated on the meter readings and the wastewater undertakers’ assessment of the volume of trade effluent discharged after taking into account all relevant information. Such assessment will be binding on the discharger.
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 m$^3$ to one thousand gallons.

**B5.4 Application of the scheme in particular cases**

For sites where the trade effluent meets the descriptions in table 21 in section C, assessed volume charges will be applied. These are based on sampled standard strength figures for such effluents in terms of chemical oxygen demand and suspended solids.

These charges will apply for these trade effluents unless the discharger, after giving notice in writing prior to 1 April 2018, opts to have the trade effluent discharged from their premises sampled individually to determine its strength, and provides in due time a sampling point which is satisfactory to us in order to enable samples to be taken.

**B6 Miscellaneous charges**

From time to time, additional non-primary services may be provided by Water Plus upon request. These services will be arranged by us, but often the work will be carried out by the water or sewerage 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 water or sewerage undertaker, plus a reasonable administration charge to cover our costs.

Where the service is provided solely by Water Plus, a reasonable administration charge will be applied.

Full details can be found on our website, at: water-plus.co.uk

---

**C: Primary charges for 2018-19**

**C1 Introduction**

This section of the document sets our water and sewerage charges for 2018-19. 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 m$^3$ with a fixed charge also being applied to the water services charges based on the size of the water meter (see table 4), and for large and intermediate users, an annual fixed charge per site (see table 2).

**Table 1: Standard water volumetric charges**

<table>
<thead>
<tr>
<th>Volumetric Banding</th>
<th>Charge £ per m$^3$ of water supplied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sites supplied between 0 and 4,999 m$^3$ water annually</td>
<td>£1.5264</td>
</tr>
<tr>
<td>Sites supplied between 5,000 and 9,999 m$^3$ water annually</td>
<td>£1.5251</td>
</tr>
</tbody>
</table>

**Table 2: Intermediate and large volume water volumetric charges**

<table>
<thead>
<tr>
<th>Annual Volume of Water Supplied</th>
<th>Fixed Charge £ per year</th>
<th>Rate in £ per m$^3$ of water supplied in the period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sites supplied between 10,000 and 49,999 m$^3$ water annually</td>
<td>£3,278.76</td>
<td>£0.8794 £1.5876</td>
</tr>
<tr>
<td>Sites supplied above 50,000 m$^3$ water annually</td>
<td>£23,049.00</td>
<td>£0.5699 £1.0637</td>
</tr>
</tbody>
</table>

**Table 3: Water site fixed charges**

<table>
<thead>
<tr>
<th>Annual Volume of Water Supplied</th>
<th>Water supply £ per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 4,999 m$^3$</td>
<td>£46.16</td>
</tr>
<tr>
<td>5,000 to 9,999 m$^3$</td>
<td>£45.52</td>
</tr>
<tr>
<td>10,000 to 49,999 m$^3$</td>
<td>£369.81</td>
</tr>
<tr>
<td>50,000 to 249,999 m$^3$</td>
<td>£489.41</td>
</tr>
<tr>
<td>Greater than 250,000 m$^3$</td>
<td>£489.41</td>
</tr>
</tbody>
</table>
Table 4: Meter based fixed charges

<table>
<thead>
<tr>
<th>Meter size not exceeding</th>
<th>Water supply £ per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>15mm</td>
<td>£5.65</td>
</tr>
<tr>
<td>22mm</td>
<td>£6.90</td>
</tr>
<tr>
<td>30mm</td>
<td>£11.23</td>
</tr>
<tr>
<td>42mm</td>
<td>£20.65</td>
</tr>
<tr>
<td>50mm</td>
<td>£41.40</td>
</tr>
<tr>
<td>80mm</td>
<td>£105.37</td>
</tr>
<tr>
<td>100mm</td>
<td>£120.97</td>
</tr>
<tr>
<td>150mm</td>
<td>£310.19</td>
</tr>
<tr>
<td>200mm</td>
<td>£400.32</td>
</tr>
<tr>
<td>250mm</td>
<td>£490.73</td>
</tr>
<tr>
<td>300mm</td>
<td>£565.13</td>
</tr>
</tbody>
</table>

Measured charges for sewerage services are shown below. The volumetric element is charged per m³ (see table 5) with annual fixed charges also being applied for each service provided (see table 6). Measured sewerage charges also include an annual fixed charge for surface water drainage, these are usually based on the site area, as shown in table 7 below, though a small number of sites with pre-existing arrangements are charged based on rateable value, as shown in table 9.

Table 5: Measured wastewater charges

<table>
<thead>
<tr>
<th></th>
<th>Sites supplied with 0-5,000m³ water p.a.</th>
<th>Sites supplied with 5-10,000m³ water p.a.</th>
<th>Sites supplied with 10 - 50,000m³ water p.a.</th>
<th>Sites supplied with 50 - 250,000m³ water p.a.</th>
<th>Sites supplied with over 250,000m³ water p.a.</th>
</tr>
</thead>
<tbody>
<tr>
<td>For the first 9,999 m³</td>
<td>£1.0031</td>
<td>£0.9925</td>
<td>£0.9925</td>
<td>£0.9791</td>
<td>£0.9772</td>
</tr>
<tr>
<td>From 10,000 m³ to 49,999 m³</td>
<td>£0.9989</td>
<td>£0.9884</td>
<td>£0.9884</td>
<td>£0.9751</td>
<td>£0.9732</td>
</tr>
<tr>
<td>From 50,000 to 249,999 m³</td>
<td>£0.9602</td>
<td>£0.9526</td>
<td>£0.9526</td>
<td>£0.9399</td>
<td>£0.9380</td>
</tr>
<tr>
<td>Above 250,000 m³</td>
<td>£0.9129</td>
<td>£0.9062</td>
<td>£0.9062</td>
<td>£0.8936</td>
<td>£0.8918</td>
</tr>
<tr>
<td>Volumes discharged directly to a sewerage treatment works</td>
<td>£0.7246</td>
<td>£0.7239</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Table 6: Sewerage site fixed charges

<table>
<thead>
<tr>
<th>Annual volume of water supplied</th>
<th>Wastewater £ per year</th>
<th>Surface water £ per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 4,999 m³</td>
<td>£24.59</td>
<td>£24.59</td>
</tr>
<tr>
<td>5,000 to 9,999 m³</td>
<td>£22.66</td>
<td>£22.66</td>
</tr>
<tr>
<td>10,000 to 49,999 m³</td>
<td>£399.13</td>
<td>£399.13</td>
</tr>
<tr>
<td>50,000 to 249,999 m³</td>
<td>£466.99</td>
<td>£466.99</td>
</tr>
<tr>
<td>greater than 250,000 m³</td>
<td>£638.99</td>
<td>£638.99</td>
</tr>
</tbody>
</table>

Table 7: Surface water drainage charges – site surface area charges

<table>
<thead>
<tr>
<th>Band</th>
<th>Chargeable area in m² (all figures are inclusive)</th>
<th>Charge £ per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Band 1</td>
<td>up to 20</td>
<td>£13.92</td>
</tr>
<tr>
<td>Band 2</td>
<td>21 - 99</td>
<td>£55.71</td>
</tr>
<tr>
<td>Band 3</td>
<td>100 - 199</td>
<td>£106.49</td>
</tr>
<tr>
<td>Band 4</td>
<td>200 - 299</td>
<td>£172.71</td>
</tr>
<tr>
<td>Band 5</td>
<td>300 - 499</td>
<td>£270.08</td>
</tr>
<tr>
<td>Band 6</td>
<td>500 - 749</td>
<td>£418.79</td>
</tr>
<tr>
<td>Band 7</td>
<td>750 - 999</td>
<td>£579.94</td>
</tr>
<tr>
<td>Band 8</td>
<td>1,000 - 1,499</td>
<td>£823.24</td>
</tr>
<tr>
<td>Band 9</td>
<td>1,500 - 1,999</td>
<td>£1,146.45</td>
</tr>
<tr>
<td>Band 10</td>
<td>2,000 - 3,999</td>
<td>£1,951.42</td>
</tr>
<tr>
<td>Band 11</td>
<td>4,000 - 7,499</td>
<td>£3,719.60</td>
</tr>
<tr>
<td>Band 12</td>
<td>7,500 - 9,999</td>
<td>£5,648.44</td>
</tr>
<tr>
<td>Band 13</td>
<td>10,000 - 14,999</td>
<td>£8,058.48</td>
</tr>
<tr>
<td>Band 14</td>
<td>15,000 - 19,999</td>
<td>£11,271.43</td>
</tr>
<tr>
<td>Band 15</td>
<td>20,000 - 24,999</td>
<td>£14,484.26</td>
</tr>
<tr>
<td>Band 16</td>
<td>25,000 - 29,999</td>
<td>£17,697.19</td>
</tr>
<tr>
<td>Band 17</td>
<td>30,000 - 34,999</td>
<td>£20,909.92</td>
</tr>
<tr>
<td>Band 18</td>
<td>35,000 - 39,999</td>
<td>£24,124.75</td>
</tr>
<tr>
<td>Band 19</td>
<td>40,000 - 44,999</td>
<td>£27,339.59</td>
</tr>
<tr>
<td>Band 20</td>
<td>45,000 - 49,999</td>
<td>£30,554.60</td>
</tr>
<tr>
<td>Band 21</td>
<td>50,000 - 99,999</td>
<td>£48,211.40</td>
</tr>
<tr>
<td>Band 22</td>
<td>Over 100,000</td>
<td>£112,441.66</td>
</tr>
<tr>
<td>Band T</td>
<td>Transitional Charge</td>
<td>£171.67</td>
</tr>
</tbody>
</table>
**Table 8: Surface water drainage charges – rateable value charges**

<table>
<thead>
<tr>
<th>Charging Zone</th>
<th>Rate per pound of rateable value (£/£RV)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£0.2696</td>
</tr>
<tr>
<td>2</td>
<td>£0.2144</td>
</tr>
<tr>
<td>3</td>
<td>£0.2322</td>
</tr>
<tr>
<td>4</td>
<td>£0.2566</td>
</tr>
<tr>
<td>5</td>
<td>£0.3140</td>
</tr>
<tr>
<td>6</td>
<td>£0.3010</td>
</tr>
<tr>
<td>7</td>
<td>£0.2912</td>
</tr>
<tr>
<td>8</td>
<td>£0.2322</td>
</tr>
</tbody>
</table>

**Table 9: Standby tariff capacity charges**

<table>
<thead>
<tr>
<th>Total peak &amp; off peak notified volumes (m³)</th>
<th>Fixed Charge £ per year</th>
<th>From 1 October to 30 April Inclusive</th>
<th>From 1 May to 30 September inclusive</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 4,999</td>
<td>£0.00</td>
<td>£0.5677</td>
<td>£1.4976</td>
</tr>
<tr>
<td>5,000 – 9,999</td>
<td>£0.00</td>
<td>£0.5678</td>
<td>£1.4975</td>
</tr>
<tr>
<td>10,000 - 49,999</td>
<td>£2,076.51</td>
<td>£0.4397</td>
<td>£1.1479</td>
</tr>
<tr>
<td>50,000 or greater</td>
<td>£14,187.97</td>
<td>£0.2850</td>
<td>£0.7788</td>
</tr>
</tbody>
</table>

**Table 10: Standby tariff volume charges**

<table>
<thead>
<tr>
<th>Total volume supplied (m³)</th>
<th>Fixed charge £ per year</th>
<th>Rate in £ per m³ of water supplied in the period</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 4,999</td>
<td>£0.00</td>
<td>£0.5677</td>
</tr>
<tr>
<td>5,000 – 9,999</td>
<td>£0.00</td>
<td>£0.5678</td>
</tr>
<tr>
<td>10,000 - 49,999</td>
<td>£1,201.17</td>
<td>£0.4397</td>
</tr>
<tr>
<td>50,000 or greater</td>
<td>£8,860.69</td>
<td>£0.2850</td>
</tr>
</tbody>
</table>

**Table 11: Standby tariff premium charges (where notified volume is zero)**

<table>
<thead>
<tr>
<th>Total volume supplied (m³)</th>
<th>From 1 October to 30 April inclusive</th>
<th>From 1 May to 30 September inclusive</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 4,999</td>
<td>£1.1354</td>
<td>£2.9952</td>
</tr>
<tr>
<td>5,000 – 9,999</td>
<td>£1.1357</td>
<td>£2.9950</td>
</tr>
<tr>
<td>10,000 - 49,999</td>
<td>£1.1115</td>
<td>£2.9305</td>
</tr>
<tr>
<td>50,000 or greater</td>
<td>£1.1113</td>
<td>£2.9334</td>
</tr>
</tbody>
</table>

**C3 Unmeasured charges**

**Table 12: Unmeasured water charges**

<table>
<thead>
<tr>
<th>Charging zone</th>
<th>Water supply</th>
<th>Wastewater and surface water</th>
<th>Wastewater only</th>
<th>Surface water only</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£1,0902</td>
<td>£1.1037</td>
<td>£0.8241</td>
<td>£0.2775</td>
</tr>
<tr>
<td>2</td>
<td>£0.9760</td>
<td>£0.9194</td>
<td>£0.6966</td>
<td>£0.2207</td>
</tr>
<tr>
<td>3</td>
<td>£0.9438</td>
<td>£0.9724</td>
<td>£0.7313</td>
<td>£0.2390</td>
</tr>
<tr>
<td>4</td>
<td>£0.9860</td>
<td>£1.0596</td>
<td>£0.7933</td>
<td>£0.2642</td>
</tr>
<tr>
<td>5</td>
<td>£1.1470</td>
<td>£1.2479</td>
<td>£0.9226</td>
<td>£0.3232</td>
</tr>
<tr>
<td>6</td>
<td>£1.1970</td>
<td>£1.2072</td>
<td>£0.8952</td>
<td>£0.3099</td>
</tr>
<tr>
<td>7</td>
<td>£1.2058</td>
<td>£1.1735</td>
<td>£0.8716</td>
<td>£0.2998</td>
</tr>
<tr>
<td>8</td>
<td>£0.9438</td>
<td>£0.9644</td>
<td>£0.7235</td>
<td>£0.2390</td>
</tr>
</tbody>
</table>
### Table 13: Unmeasured fixed charges

<table>
<thead>
<tr>
<th></th>
<th>Water supply</th>
<th>Wastewater</th>
<th>Surface water only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed charge per property</td>
<td>£21.66</td>
<td>£17.23</td>
<td>£17.23</td>
</tr>
</tbody>
</table>

### Table 14: Unmeasured animal troughs

Annual charge per animal trough where the supply is unmeasured: £151.48

### C4 Assessed volume charges

### Table 15: Assessed volume water and wastewater charges

<table>
<thead>
<tr>
<th></th>
<th>Water supply</th>
<th>Wastewater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Charge p.a.</td>
<td>£21.66</td>
<td>£17.23</td>
</tr>
<tr>
<td>Volume Charge (per m³ water assessed by the wholesaler)</td>
<td>£1.5262</td>
<td>£1.0003</td>
</tr>
</tbody>
</table>

### C5 Trade effluent charges

### Table 16: Trade effluent charges – 0 to 4,999m³ of water supplied

<table>
<thead>
<tr>
<th>Charging element</th>
<th>Volume discharged (m³)</th>
<th>Charge in £ per m³</th>
<th>Charge in £ per kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>R – (Reception and conveyance in the public foul water sewer)</td>
<td>0 – 9,999</td>
<td>£0.2758</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>10,000 – 49,999</td>
<td>£0.2715</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>50,000 – 249,999</td>
<td>£0.2356</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Greater than 250,000</td>
<td>£0.1883</td>
<td>-</td>
</tr>
<tr>
<td>V – (Volumetric treatment)</td>
<td></td>
<td>£0.2496</td>
<td>-</td>
</tr>
<tr>
<td>B – (Biological treatment)</td>
<td></td>
<td></td>
<td>£0.4290</td>
</tr>
<tr>
<td>S – (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)</td>
<td></td>
<td></td>
<td>£0.3264</td>
</tr>
<tr>
<td>Discharge to a public sewer under a consent</td>
<td></td>
<td>£0.1419</td>
<td>-</td>
</tr>
</tbody>
</table>

### Table 17: Trade effluent charges – 5,000 to 49,999m³ of water supplied

<table>
<thead>
<tr>
<th>Charging element</th>
<th>Volume discharged (m³)</th>
<th>Charge in £ per m³</th>
<th>Charge in £ per kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>R – (Reception and conveyance in the public foul water sewer)</td>
<td>0 – 9,999</td>
<td>£0.2736</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>10,000 – 49,999</td>
<td>£0.2694</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>50,000 – 249,999</td>
<td>£0.2337</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Greater than 250,000</td>
<td>£0.1868</td>
<td>-</td>
</tr>
<tr>
<td>V – (Volumetric treatment)</td>
<td></td>
<td>£0.2477</td>
<td>-</td>
</tr>
<tr>
<td>B – (Biological treatment)</td>
<td></td>
<td></td>
<td>£0.4256</td>
</tr>
<tr>
<td>S – (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)</td>
<td></td>
<td></td>
<td>£0.3239</td>
</tr>
<tr>
<td>Discharge to a public sewer under a consent</td>
<td></td>
<td>£0.1419</td>
<td>-</td>
</tr>
</tbody>
</table>

### Table 18: Trade effluent charges – 50,000 to 249,999m³ of water supplied

<table>
<thead>
<tr>
<th>Charging element</th>
<th>Volume discharged (m³)</th>
<th>Charge in £ per m³</th>
<th>Charge in £ per kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>R – (Reception and conveyance in the public foul water sewer)</td>
<td>0 – 9,999</td>
<td>£0.2699</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>10,000 – 49,999</td>
<td>£0.2658</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>50,000 – 249,999</td>
<td>£0.2306</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Greater than 250,000</td>
<td>£0.1843</td>
<td>-</td>
</tr>
<tr>
<td>V – (Volumetric treatment)</td>
<td></td>
<td>£0.2443</td>
<td>-</td>
</tr>
<tr>
<td>B – (Biological treatment)</td>
<td></td>
<td></td>
<td>£0.4199</td>
</tr>
<tr>
<td>S – (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)</td>
<td></td>
<td></td>
<td>£0.3195</td>
</tr>
<tr>
<td>Discharge to a public sewer under a consent</td>
<td></td>
<td>£0.1412</td>
<td>-</td>
</tr>
</tbody>
</table>
Table 19: Trade effluent charges – greater than 250,000m³ of water supplied

<table>
<thead>
<tr>
<th>Charging element</th>
<th>Volume discharged (m³)</th>
<th>Charge in £ per m³</th>
<th>Charge in £ per kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>R – (Reception and conveyance in the public foul water sewer)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 – 9,999</td>
<td>£0.2694</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>10,000 – 49,999</td>
<td>£0.2652</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>50,000 – 249,999</td>
<td>£0.2301</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Greater than 250,000</td>
<td>£0.1839</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>V – (Volumetric treatment)</td>
<td>£0.2439</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>B – (Biological treatment)</td>
<td>-</td>
<td>£0.4190</td>
<td></td>
</tr>
<tr>
<td>S – (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>£0.3189</td>
<td></td>
</tr>
<tr>
<td>Discharge to a public sewer under a consent</td>
<td>£0.1403</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Table 20: Fixed charges for trade effluent

<table>
<thead>
<tr>
<th>Volume of trade effluent discharged (m³)</th>
<th>Charge in £ per m³</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 49,999</td>
<td>£  56.17</td>
</tr>
<tr>
<td>50,000 - 249,999</td>
<td>£ 469.02</td>
</tr>
<tr>
<td>Greater than 250,000</td>
<td>£ 657.93</td>
</tr>
</tbody>
</table>

Table 21: Assessed volume charges for trade effluent

<table>
<thead>
<tr>
<th>Assessed trade effluent</th>
<th>Charge in £ per m³ of Trade Effluent Discharged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sites supplied with 0 - 4,999m³ of water annually</td>
<td>Sites supplied with 5,000 - 49,999m³ of water annually</td>
</tr>
<tr>
<td>Laundry</td>
<td>£0.8426</td>
</tr>
<tr>
<td>Car wash</td>
<td>£0.5621</td>
</tr>
<tr>
<td>Gas holder seal water</td>
<td>£0.5625</td>
</tr>
<tr>
<td>Paint stripping</td>
<td>£0.7099</td>
</tr>
<tr>
<td>Swimming pool backwash</td>
<td>£0.5230</td>
</tr>
</tbody>
</table>
This publication is available in alternative formats, including large print and Braille.

For more information:
Call 0345 072 6072
customerservice@water-plus.co.uk

Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.