

Wholesale Charges Household and Non-household 2025/26

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Section 1 - Charges 2025/26

South West Water (SWW) is the water and wastewater service provider for a population of around 1.8 million in Cornwall, Devon, and parts of Somerset and Dorset. Since 2016 it has been providing water-only services in the Bournemouth Water (BW) region to a population of 0.5 million and in 2020 it became the water and wastewater services provider to the Isles of Scilly (IoS).

South West Water and Bournemouth Water are part of the South West Water Limited, which is a member of Pennon Group PLC.

Published below is a schedule of South West Water's wholesale charges for the provision of water and sewerage services. They come into effect on 1 April 2025.

In addition, for continuity and ease of reference for licensees, we have separately published our wholesale charges in the 'standard schedule' format previously required by Ofwat.

'Licensee' is the holder of a water supply licence and/or a sewerage licence granted by the Water Services Regulation Authority (Ofwat) under section 17A and/or under section 17BA of the Water Industry Act 1991. Charges are set in accordance with revenue control limits determined by Ofwat. To comply with Condition E of our licence to operate, charges must not show undue preference to, or discriminate against, any class of person.

Charges are subject to the addition of any VAT chargeable.

This document is one of five charging documents as set out below:

Wholesale charges document	Non- Household – Wholesale Charges Schedule	Household Charges Scheme	New Connections and Developer Services Charging Arrangements	NAV Charges Schedule
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Section 2 - Wholesale non-household unmeasured water supply charges 2025/26

Water supply charges	£
Unmetered fixed charges (£ per annum)	198.66
Unmetered variable charges (£ per RV)	2.5643
Other unmetered charges (£ per annum)	
Assessed per employee	75.06
Single lock-up garage	10.12
Banded Assessed Charge	
Band 1 (Assumed 20m3 per employee)	
Band 2 (Assumed 50m3 per employee)	
Band 3 (Assumed 100m3 per employee)	
Band 4 (Assumed 200m3 per employee)	
Band 5 (By inspection per employee)	
Banded Assessed Water variable charge (£ per m3)	2.7129
Banded Assessed Water fixed charge (£ per annum)	28.94

*Examples of business types for each band:

- Band 1 Retail, accountants, legal services, doctors.
- Band 2 Dentists, hairdressers, schools.
- Band 3 Hotels, nightclubs, licensed bars, restaurants, cafes.
- Band 4 Public houses, sport and recreation facilities, photographic processing.
- Band 5 Laundries, concrete production, brewing.

Please note this list is not exhaustive.

Section 3 - Wholesale non-household measured water supply charges 2025/26

Water supply charges	£
Metered fixed charges (£ per annum)	
<22mm	28.94
23mm - 28mm	54.41
29mm - 42mm	77.04
43mm - 65mm	146.73
66mm - 80mm	163.16
81mm - 100mm	179.60
101 - 201mm and above	196.22
Metered variable charges (£ per m3)	2.7129

Large User Tariff

Large User Tariffs (LUTs) are a series of tariffs available to non-household customers who use more than 50,000 cubic metres of water a year on a single operational site and/or who return more than 50,000 cubic metres of sewage or 50,000 cubic metres of Trade Effluent a year to our sewers from such a site.

The Retailer of the property may provide non-household customers likely to qualify for a LUT with information about the tariffs to assist them in choosing which tariff to use.

There are three wholesale tariffs for water in addition to the basic rate tariff:

- HW1 this tariff is available to customers using above 50,000 and up to 100,000 cubic metres of water a year.
- HW2 this tariff is available to customers using between 100,000 and 150,000 cubic metres of water a year.
- HW3 this tariff is available to customers using above 150,000 cubic metres of water a year.

The water Large User Tariff comprises three parts:

1. An Annual Meter Charge – a fixed charge based on the size of the meter (or where there is more than one meter used for measuring water use, the total of all the Annual Meter Charges for all meters installed based on their sizes);
2. A (new) LUT Capacity Charge, payable in addition to the Annual Meter Charge. This fixed charge is set to recover the costs of providing the capacity to meet customer demands. The level of this fixed charge is dependent on the volume characteristics of customers in each LUT tariff category.
3. A Volume Charge – for each cubic metre of water supplied. This volume charge applies to all cubic meters of water supplied in each billing period.

SWW's LUTs have previously been based on a falling block tariff, which was introduced when there were spare water resources, but circumstances have changed with increased tourism and climate change. Falling block tariffs are not progressive as they do not provide the incentives now required to conserve water. The structure of LUTs has been updated to reflect the revised cost base and water resources circumstances.

SWW recognises that the impact of this change on some LUT customers may be significant, and we therefore propose phasing in the impact of the new structure of water Large User Tariffs over several years, as cost reflectivity is kept under review.

The customer must select the tariff in advance of the Charging Year:

Water supply charges	Metered Fixed Charge ¹ £ per annum	Volumetric Charge £
HW1 (50MI-100MI)	24,740.00	2.0983
HW2 (100MI-150MI)	45,195.00	1.8938
HW3 (150+MI)	99,908.00	1.5291

1 A fixed charge based on meter size is also chargeable

Section 4 - Wholesale non-household measured wastewater charges 2025/26

Abated charges are for foul and highway drainage (excluding surface water drainage).

Highway drainage charges are shown separately from foul only and foul and surface water drainage charges but apply to standard wholesale charge arrangements as part of the above service charges. Highway drainage charge elements are only shown separately as part of an Ofwat requirement.

Waste Water supply charges						
	£					
Metered fixed charges (£ per annum)	Full (Foul, Surface water drainage and highway drainage)	Abated	Foul only	Highway drainage only	Surface Water drainage only	Surface Water Drainage and Highway Drainage
<22mm	36.69	11.50	11.50	0.00	25.19	25.19
23mm - 28mm	47.27	22.08	22.08	0.00	25.19	25.19
29mm - 42mm	57.61	32.42	32.42	0.00	25.19	25.19
43mm - 65mm	89.35	64.16	64.16	0.00	25.19	25.19
66mm - 80mm	99.70	74.51	74.51	0.00	25.19	25.19
81mm - 100mm	110.28	85.09	85.09	0.00	25.19	25.19
101mm and above	120.86	95.67	95.67	0.00	25.19	25.19
Metered variable charges (£ per m3)	4.6316	3.5240	2.9990	0.5250	1.1076	1.6326

In setting surface water drainage charges for 2024/25 SWW reviewed the cost reflective balance between non-household and household customer charges for surface water drainage services. Based on this review the metered variable charge for surface water drainage for non-households has increased relative to the same charge for households. SWW recognises that the impact of this change on some non-household customers may be significant and therefore the changes will be phased in over several years, as cost reflectivity is kept under review. 2025/26 is the second stage of this adjustment.

Large User Tariffs

Large User Tariffs (LUTs) are a series of tariffs available to NHH customers who use more than 50,000 cubic metres of water a year on a single operational site and/or who return more than 50,000 cubic metres of sewage or 50,000 cubic metres of Trade Effluent a year to our sewers from such a site.

The Retailer of the property may provide non-household customers likely to qualify for a LUT with information about the tariffs to assist them in choosing which tariff to use.

Additionally, a Retailer whose customer is paying a large user sewerage tariff whose property also has a surface water drainage connection to a Company-owned sewer will pay an annual surface water drainage site charge.

For 2025/26 the sewerage LUTs have been restructured to align with the changes to the water LUTs.

There are two tariffs for sewerage in addition to the basic rate tariffs:

- HS1 – this tariff is available to customers using between 50,000 and 100,000 cubic metres a year
- HS2 – this tariff is available to customers using above 100,000 cubic metres a year.

The sewerage LUT comprises three parts:

1. An Annual Meter Charge – being a fixed charge based on the size of the meter (or where there is more than one meter used for measuring water use, the total of all the Fixed charges due on the meters based on their sizes); and
2. A (new) LUT Capacity Charge, payable in addition to the Annual Meter Charge. This fixed charge is set to recover the costs of providing the capacity to meet customer foul drainage demands. The level of this fixed charge is dependent on the volume characteristics of customers in each LUT tariff category.
3. A Volume Charge for each cubic metre of used water returned to our sewers. This volume charge applies to all cubic meters of used water returned to our sewers in each billing period.

Large User Tariffs	Fixed Charge £/annum	Volume Charge £	Surface Water Standing Charge
HS1 (50MI – 100MI)	11,903.00	3.1628	110,760.00
HS2 (100MI+)	20,221.00	3.0795	110,760.00

Section 5 - Wholesale non-household unmeasured wastewater charges 2025/26

Waste Water supply charges						
	£					
Unmetered fixed charges (£ per annum)	Foul only	Highway drainage only	Surface Water drainage only	Foul and Highway drainage	Surface Water Drainage and Highway Drainage	Full (Foul, Surface water drainage and highway drainage)
RV min<£50	N/A	0.00	25.19	126.17	25.19	151.36
RV £50-£1001	N/A	0.00	25.19	155.32	25.19	180.51
RV £1001-£5,000	N/A	0.00	25.19	155.32	25.19	180.51
RV £5,001-£50,000	N/A	0.00	25.19	155.32	25.19	180.51
RV>£50,000	N/A	0.00	25.19	155.32	25.19	180.51
No / Zero RV	N/A	0.00	25.19	126.17	25.19	151.36
Unmetered variable (£ per unit)	3.0187	1.1045	1.1076	4.1232	2.2121	5.2308

In setting surface water drainage charges for 2024/25 SWW have reviewed the cost reflective balance between non-household and household customer charges for surface water drainage services. Based on this review the metered variable charge for surface water drainage for non-households has increased relative to the same charge for households. SWW recognises that the impact of this change on some non-household customers may be significant and therefore the changes will be phased in over several years, as cost reflectivity is kept under review. 2025/26 is the second stage of this adjustment.

Other unmetered charges (£ per annum)	Foul only	Highway drainage only	Surface Water drainage only	Foul and Highway drainage	Surface Water Drainage and Highway Drainage	Full (Foul, Surface water drainage and highway drainage)
Single lock up garage	N/A	0.00	15.15	10.12	15.15	25.27
General access to supplies: per employee charge	N/A	0.00	N/A	111.49	N/A	111.49
Surface water only fixed charge	N/A	0.00	75.73	N/A	75.73	N/A

Banded Assessed Charge*	£
Band 1 (Assumed 20m3 per employee)	
Band 2 (Assumed 50m3 per employee)	
Band 3 (Assumed 100m3 per employee)	
Band 4 (Assumed 200m3 per employee)	
Band 5 (By inspection per employee)	
Banded Assessed Wastewater inc SWD fixed charge	36.69
Banded Assessed Wastewater inc SWD variable charge	4.2711
Banded Assessed Wastewater exc SWD fixed charge	11.50
Banded Assessed Wastewater exc SWD variable charge	3.1635

*Examples of business types for each band:

Band 1 Retail, accountants, legal services, doctors.

Band 2 Dentists, hairdressers, schools.

Band 3 Hotels, nightclubs, licensed bars, restaurants, cafes.

Band 4 Public houses, sport and recreation facilities, photographic processing.

Band 5 Laundries, concrete production, brewing.

Please note this list is not exhaustive.

Section 6 - Wholesale non-household trade effluent charges 2025/26

The following tables contain the wholesale charges for trade effluent for non-household customers. R volume rates above 50MI and 100MI relate to two falling block tariffs. Customers select this tariff prior to the start of the Charging Year. The minimum charge will be applied where the total annual cost as calculated using the Mogden Formula is less than £366.98.

Where charge per m³ of effluent = $R + [V + M] + B(Ot/Os) + S(St/Ss)$

Customer discharging (m3 per annum) of trade effluent	<0.5MI	0.5-5MI	5-25MI	25-50MI	50-100MI	100-250MI	>250MI
R = reception and conveyance charge [p/m³]	0.6773				0.5825	0.5141	
V = Primary treatment (volumetric) charge [p/m³]	0.6513						
M = treatment and disposal charge where effluent goes to sea outfall [p/m³]	0.1030						
B = biological oxidation of settled sewage charge [p/m³]	1.2871						
S = treatment and disposal of primary sewage sludge charge [p/m³]	0.6984						
Os = chemical oxygen demand (COD) of crude sewage on hour quiescent settlement	744						
Ss = total suspended solids of crude sewage [mg/litre]	449						
Ot = Chemical oxygen demand (COD) of effluent after one hour quiescent settlement at ph 7	Customer Specific						
St = total suspended solids of effluent at ph 7 [mg/litre]	Customer Specific						
Minimum charge	366.98						

The exemption charge is applied following a risk based assessment and is typically for low volume strength discharges. Its application is determined by South West Water.

Exemption charge	126.43
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Section 7 - Wholesale household water supply charges 2025/26

The following charges are subject to the addition of any VAT chargeable.

Description of Charge	Costs of delivery, treatment charge		
Unmeasured Domestic Water Tariff			
Fixed charge:			198.66
Variable charge (per £ RV)			2.5643
Assessed Charge	<u>One Person</u> 178.15	<u>Two Person</u> 256.83	<u>Multi- Occupancy</u> 327.36
WaterCare Tariff Assessed Charge Band			
Band 1	89.08	128.42	163.68
Band 2	133.61	192.62	245.52
Band 3	151.43	218.31	278.26
Band 4	44.54	64.21	81.84
Band 5	26.72	38.52	49.10
Unmeasured Assist Charge			
Assist Band 1 - 0% discount			261.62
Assist Band 2 - 15% discount			222.37
Assist Band 3 - 25% discount			196.21
Assist Band 4 - 50% discount			130.81
Assist Band 5 - 75% discount			65.40
Assist Band 6 - 85% discount			39.24
Measured Domestic Water Tariff			
Fixed charge (Meter size):			
up to and incl. 22mm			28.94
23mm to 28mm			54.41
29mm to 42mm			77.04
43mm to 65mm			146.73
66mm to 80mm			163.16
81mm to 100mm			179.60
101mm and above			196.22
Volume charge (per cubic metre)			2.7129
WaterCare Tariff (Fixed charge)			
WaterCare Band 1			14.47
WaterCare Band 2			21.71
WaterCare Band 3			24.60
WaterCare Band 4			7.24
WaterCare Band 5			4.34

WaterCare Tariff Volume Charge (per cubic metre)	
WaterCare Band 1	1.3565
WaterCare Band 2	2.0347
WaterCare Band 3	2.3060
WaterCare Band 4	0.6783
WaterCare Band 5	0.4070
WaterSure Tariff annual charge	232.02

Section 8 - Wholesale household wastewater charges 2025/26

The following charges are subject to the addition of any VAT chargeable.

Description of Charge	Costs of delivery, treatment charge		
Unmeasured Domestic Sewerage Tariff	Surface water : No surface water		
Fixed charge:			
Properties up to £50 RV – with surface water	151.36 : 126.17		
Properties over £50 RV – with surface water	180.51 : 155.32		
Variable charge (per RV)	4.6055 : 4.1232		
Surface Water Only Charge	75.73		
	<u>One Person</u>	<u>Two Person</u>	<u>Multi-Occupancy</u>
Assessed Charge (surface water : no surface water)	260.92 : 210.41	377.52 : 313.84	483.02 : 407.43
WaterCare Tariff Assessed Charge			
Band 1	130.46 : 105.21	188.76 : 156.92	241.51 : 203.72
Band 2	195.69 : 157.81	283.14 : 235.38	362.27 : 305.57
Band 3	221.78 : 178.85	320.89 : 266.76	410.57 : 346.32
Band 4	65.23 : 52.60	94.38 : 78.46	120.76 : 101.86
Band 5	39.14 : 31.56	56.63 : 47.08	72.45 : 61.11
Unmeasured Assist Charge Band			
Assist Band 1 - 0% discount	353.66		
Assist Band 2 - 15% discount	300.61		
Assist Band 3 - 25% discount	265.25		
Assist Band 4 - 50% discount	176.83		
Assist Band 5 - 75% discount	88.42		
Assist Band 6 - 85% discount	53.05		
Measured Domestic Sewerage Tariff	Surface water : no surface water		
Fixed charge (Meter size):			
up to and incl. 22mm	36.69 : 11.50		
23mm to 28mm	47.27 : 22.08		
29mm to 42mm	57.61 : 32.42		
43mm to 65mm	89.35 : 64.16		
66mm to 80mm	99.70 : 74.51		
81mm to 100mm	110.28 : 85.09		
101mm and above	120.86 : 95.67		
Volume charge	4.2711 : 3.7888		

	Surface water : no surface water
WaterCare Tariff (Fixed charge)	
WaterCare 1	18.34 : 5.75
WaterCare 2	27.52 : 8.63
WaterCare 3	31.19 : 9.77
WaterCare 4	9.17 : 2.88
WaterCare 5	5.50 : 1.73
WaterCare Tariff Volume Charge (per cubic metre)	
WaterCare 1	2.1355 : 1.8944
WaterCare 2	3.2033 : 2.8416
WaterCare 3	3.6304 : 3.2204
WaterCare 4	1.0678 : 0.9472
WaterCare 5	0.6407 : 0.5683
WaterSure Tariff annual charge	322.75

Section 9 – Special Agreement wholesale charges 2025/26

The Water Industry Act 1991 allows water and sewerage undertakes to enter into a special agreement instead of charging in accordance with a charges schedule. This agreement specifies the charges for supplies of water and sewerage services to business premises. These charges may be different to those laid out in the charges schedule.

There are a number of non-household wholesale consumers where wholesale charges are charged under a special agreement, generally at a discount to the standard wholesale charge. A summary of these agreements is published on the southwestwater.co.uk website.

Section 10 – Other miscellaneous charges 2025/26

Description of charge	£
Search Fees and Environmental Reporting	
Search fee (Residential CON29DW excluding VAT, other searches available – see sourceforsearches.co.uk)	53.00
Environmental Information Reporting	Quotation issued where necessary
Environmental Information Reporting – charge per staff hour	25.00
Photocopying / printing – black and white A4 (per sheet)	0.085
Photocopying / printing – black and white A3 (per sheet)	0.17
Photocopying / printing – colour A4 (per sheet)	0.85
Photocopying / printing – colour A3 (per sheet)	1.70
Where more than 40 sheets provided – time charge per hour (1 hour minimum)	12.50
Postage charge	At cost
Disconnection and Reconnection	
Reconnection charge (at the company stopcock)	95.00
Reconnection charge (not at the company stopcock)	Actual cost
Reconnection charge outside of normal working hours	138.00
Disconnection at customer's request	95.00
Disconnection for non-payment at retailer's request	95.00
Emergency disconnection	No charge
Disconnection for breach of water fitting regulations	Actual cost
Disconnection otherwise than at boundary stopcock	Actual cost
Abortive visit charge (disconnection)	50.00
Trade Effluent	
Obstructed sample visit	Actual cost
Variation of consent (applies to second and subsequent requests)	Actual cost
Sampling service	By quotation
Alternative structure trade effluent charge – standing charge (<50l/day)	126.43
Alternative structure trade effluent – minimum charge	366.98
Multi-site flushing (by agreement)	By quotation

Section 11 – Other miscellaneous charges supporting information

Water meter installation

- 1.1. Only meters provided by the Company will be accepted for charging purposes and regardless of where they are installed, meters remain the property and responsibility of the Company.
- 1.2. The Company has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 1.3. The Company requires water supplies to properties other than dwelling houses to be metered. Additionally where water is supplied to a property which is not used solely as a single private residence and the other use is the principle use of the property, in accordance with The Water Industry (Prescribed Conditions) Regulations 1999 the Company requires the supply to be metered. The Company has a programme to meter such properties which will be undertaken in a way it considers best allows it to carry out required installations in a cost effective manner. It will not meter commercial properties on demand under its commercial metering programme.
- 1.4. The Company cannot charge for meter installation where it requires a meter to be installed.
- 1.5. However occupiers of commercial properties may choose to have a meter installed at their convenience, provided that it is practical to install a meter and the actual cost of installation will not be unreasonably greater than the fixed price. Rateable Value charges will continue to apply until a meter is fitted.
- 1.6. Quotations for all meter sizes and non-standard locations can be provided on request and will include the cost of a site survey, materials and other overheads as appropriate. Quotations will be appropriate to the site in question.
- 1.7. The current technical specifications for meters are:

Type of Meter	Meter Size	AMR Meter	Capable of capturing and transmitting usage data	Capable of having an external logger (or similar devices for data capture and transmission) applied to it
Diehl Altair V3	Up to 20mm	Yes	Yes	Yes
Diehl Altair V4	Up to 20mm	Yes	Yes	Yes
Diehl Altair R4	Up to 20mm	Yes	Yes	Yes
Elster V100	Up to 42mm	AMR can be installed	No but can if AMR installed	Yes
Diehl Altair	Up to 42mm	Yes	Yes	Yes
Elster H4000 / H5000	Up to 150mm and above	AMR can be installed	No but can if AMR installed	Yes
ABB Aquamaster	Up to 150mm and above	AMR can be installed	No but can if AMR installed	Yes
Diehl Aquila	Up to 150mm and above	Yes	Yes	Yes

- 1.8. Where a Retailer requests the Company to change a water meter that serves a Supply Point(s)

registered to them, the Company may undertake a site survey to establish if the exchange is viable and will provide a quotation to the Retailer for the meter exchange, the quotation will include the cost of the site survey, materials and other overheads as appropriate. Quotations will be appropriate to the site in question. For the avoidance of doubt, the Retailer will be liable for the cost of the site survey regardless of the viability of the exchange or whether the Retailer chooses to proceed with the request to exchange the water meter.

Timescale to install a meter

- 1.9. The Company will install the meter within 22 business days of a request being received or receipt. If it does not, following a substantiated claim by the Retailer, credit the Retailers account to the amount of the value of the water supply from the end of the 22 business day period to the date the water meter is fitted, unless the delay is at the request of the Retailer or the relevant non-household customer.

Cases where the cost of installing a meter would be unreasonable or installation would be impractical

- 1.10. Where the cost of installation is considered to be unreasonably greater than the fixed price or it is impractical to install a meter the Company will only install meters where customers arrange to alter their plumbing so that meters can be installed. Customers will be responsible for this work and the costs. Rateable value based charges will be payable until a meter is installed.
- 1.11. When carrying out a meter survey, the Company will advise the customer of any work that needs to be done before a meter can be installed.
- 1.12. Reasonable costs for installing a meter are:
- cost of installation of that meter in the Company's preferred location
 - cost of minor alterations to a customer's plumbing to allow installation
 - cost of reinstatement in the case of a meter situated outside a property
 - provision of an outreader for a meter located inside a property
- 1.13. Unreasonable costs include the costs of separation of joint supplies and significant changes to customers' plumbing.
- 1.14. In terms of practicality, the Company will consider it impractical to install a meter where:
- a single meter will not record all water used in a property; or
 - a meter will also record water used in another property
- 1.15. A meter must be installed in accordance with the Water (Meters) Regulations 1988 at a position where it records all use within the property for which it has been installed. It must also be accessible for meter reading.
- 1.16. Where a meter is installed outside a property it will be installed as close as is reasonably practicable to the boundary of that property. For internal meters the meter will be sited as close as possible to the point at which water enters the building.
- 1.17. Usually, the Company will require a meter to be installed externally for a property which is not used solely as a single private residence. Only where an external meter will not record the use of water in the property to be metered alone will an internal location be offered.
- 1.18. Where the Company has used its right to decide a meter location, but a customer requires the meter to be located in a different place, subject to the requirements in paragraphs 1.20 to 1.21, the customer may have the meter located in their preferred location provided that they pay any additional costs of installing the meter in the location requested rather than the location identified by the Company.
- 1.19. Similarly, if the Company decides to fit an out-reader for an internal meter and a customer requires it to be fitted in a different location, the Company may require the customer to pay any additional costs of complying with the customer's requirements.

- 1.20. Requests to alter the position of a meter or out-reader must be made in writing to the Retailer of the property. The Company will provide a quote to the customer for the additional work requested and payment will be required in advance of installing the meter.
- 1.21. Any dispute about meter location; requests for alternative positioning of a meter or outreader; or the cost of an alternative position may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

Reverting to Rateable Value charges

- 1.22. Once a meter has been installed in a property which is not used solely as a single private residence, measured charges will be payable for the property. There is no right to revert to unmeasured charges.

Occupiers of properties with no water supply but for which a supply of water is provided elsewhere

- 1.23. A building may be divided into a number of separately rated units which while they do not have water supplies within the units, have access to a supply of water – for example communal washing and toilet facilities. If the supply is unmeasured, the occupier of each of the units is legally liable to pay unmeasured charges based on the rateable value of the unit occupied.
- 1.24. The supply may be metered but the Company will only agree to this where one person signs an agreement to pay the metered bill which will result. It will then be up to that person to apportion the metered charges between all persons with access to supply and collect monies from them. Should the person who has agreed to pay the charges default, or request to be released from the agreement without another person confirming in writing that she or he will take over responsibility for payment, the Company reserves the right to cancel the metered charging agreement and revert to charging the individual occupiers on an unmeasured basis.
- 1.25. A single bill will be issued for the installation charge: the Company will not agree to apportion the price between all customers applying for the meter.
- 1.26. If in the case of shops or offices with no water supply to the actual premises and the Company agrees that it is not feasible to set up a joint metered account, the relevant customers will be offered an assessed charge based on the number of persons working on the premises.

Meter Reading Services

- 1.27. The company may be able to offer meter reading services on a contract or ad-hoc basis, you can contact us at retail_meter_contracts@southwestwater.co.uk.

Retailer Equipment on Meters

- 1.28. Should a Retailer wish to install its own Retailer Equipment on a Company meter at a Supply Point for which they are registered, they must provide the Company with written notification according to the terms of the Wholesale-Retail Code. Any such installation will be subject to the terms and conditions set out in the 'South West Water Policy and Terms in respect of Retailer Equipment' which the Retailer will be deemed to have accepted upon providing such written notification. For further information, please contact wholesaleaccountmanagement@southwestwater.co.uk.
- 1.29. At the time of notification, the Retailer should provide the Company with details of any charges which may be levied in respect of data sharing.
- 1.30. The Company may withhold its consent for the installation of Retailer Equipment on its meter where there are practical factors existing at the meter location which may prohibit installation of the Retailer Equipment, or where installation of the Retailer Equipment on the meter may interfere with the Company's ability to comply with its statutory obligations or licence or result in interference with the Company's network or for leakage management purposes.
- 1.31. The Company may need to undertake a site survey prior to issuing consent for Retailer Equipment to be installed, the cost of which will be charged to the Retailer. The Retailer should ensure that the Company will have reasonable access to the Customer's premises if necessary to carry out a site survey and/or any water supply checks considered necessary by the Company.

- 1.32. Any damage caused to the Company's network or meter due to the installation of Retailer Equipment will be dealt with according to paragraph 1.62.
- 1.33. Any installed Retailer Equipment must not obstruct or hinder the Company in carrying out its statutory obligations. If the Retailer Equipment obstructs or hinders or is believed to be interfering with meter readings or being used for non-legitimate purposes, the Company reserves the right to remove the equipment without notice and to charge the Retailer for any costs arising from that removal.
- 1.34. Any Retailer Equipment installed on a meter by the Retailer must be clearly labelled with the Retailer's name and contact number.
- 1.35. The Retailer is responsible for its Retailer Equipment and any liabilities and costs associated with the installation and ongoing maintenance.
- 1.36. Subject to its service guarantees for Non-households, the Company is not responsible for any interruption or impediment to the supply of water to a Customer's premises as a result of any activity by the Retailer or the functioning of the Retailer's Equipment.
- 1.37. Where possible, the Company will give reasonable notice to the Retailer of work to be undertaken on the Company's network or meter which may require the removal of the Retailer Equipment in order to provide the opportunity for the Retailer to remove its Retailer Equipment if necessary. Should the Retailer fail to remove its Retailer Equipment prior to the Company undertaking notified works, the Company reserves the right to charge the Retailer for reconnection of the Retailer Equipment.
- 1.38. The Company reserves the right to remove without notice any Retailer Equipment it finds has been installed without permission and reserves the right to charge the Retailer for the costs of doing so.
- 1.39. The Retailer must inform the Company immediately, in writing, on discovering any equipment or logging devices already installed on the meter.

Meter Testing

- 1.40. In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying her or his property is faulty may require the Company to test the accuracy of a meter. However there will be a charge for this if the test shows that the meter is correctly recording use.
- 1.41. Retailers are responsible for the due care of a water meter existing on a Supply Point to which they are registered. If the Retailer believes a water meter is faulty or damaged, they must notify the Company.
- 1.42. Non-Household customers are asked to call the Retailer of the property if they consider that their meter is incorrectly recording use. The Company will investigate the matter. If the Company considers that the meter is correctly recording use, the Retailer may ask to have the meter tested and should submit the relevant form set out in the Wholesale-Retail Code.
- 1.43. The meter will be sent to a Trading Standards approved test centre for testing and a new meter will be installed.
- 1.44. A copy of the test results will be sent to the customer. If these confirm that the meter which was tested falls within the prescribed limits of error as set out in the Measuring Equipment (Cold-water Meters) Regulations 1988 the following charges will be payable:

- For meters of size up to and including 22mm £ 277.00¹
- For meters of size between 23mm and 42mm £ 375.00²

^{1,2} and ³ Subject to VAT at the current rate

- For meters of size 43 mm and above £473.00³

- 1.45. If the meter is found to have been over-recording use in accordance with The Water (Meters) (Amendment) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by the Company (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date on the basis of meter readings taken by the Company from the meter installed when the faulty meter was removed for testing.
- 1.46. If a meter serving a property other than a dwelling is found to have under-recorded use the Company reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed and use any other historical data to calculate what the level of use was in the period in question.
- 1.47. Any dispute about any matter arising from this section about meter testing may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

Abortive Visits

- 1.48. For all metering services including, but not exclusively, changing a meter, replacing or repairing a faulty or damaged meter, meter accuracy tests, installation of meters, abortive visit charges (£50.00) will apply when the Company is prevented from undertaking a survey

Miscellaneous wholesale charges and incentives

- 1.49. *Animal drinking troughs* – The annual charge for an existing outside unmeasured animal drinking trough system will be £725.00. (irrespective of consumption and the number of troughs served). The charge will be payable by each customer benefiting from a connection, subject to the Company retaining the right to charge on a measured basis.
- 1.50. *Surface water drainage charge* - Where a property benefits only from a connection for surface water drainage; and is not liable to a water supply charge; and does not have the benefit of facilities which drain foul effluent to the Company's sewerage system, the occupier may opt to pay an annual sewerage charge.

Disconnection and Reconnection Charges

- | | |
|---|--------|
| 1.51. Disconnection at the Company's stopcock (following non-payment at Retailers request) | £95.00 |
| Reconnection at the Company's stopcock (following non-payment and subsequent disconnection of a wholly commercial property) | £95.00 |

Where disconnection/reconnection cannot be made at the Company's stopcock the actual cost will be payable, we will invoice the Retailer, who will be responsible for ensuring the customer will pay for the quotation.

- | | |
|---|---------|
| Disconnection at a customer's request | £95.00 |
| Disconnection for breach of Water Fitting Regulations | at cost |

These charges also apply to the disconnection of properties served by a self-supply retailer.

- 1.52. An *abortive visit charge* of £50.00 will be payable where a Retailer cancels a request to the Company to disconnect a Non-Household Customer's supply for non-payment of charges and fails to give a minimum of 24 hours notice of the cancellation.

- 1.53. An *abortive visit charge* of £50.00 will also be payable where the Retailer has requested the Company to disconnect a Non-Household Customer's supply for non-payment of charges, but the Company is unable to undertake the activity due to act or omission of the Retailer or the Customer.
- 1.54. *Hydrant Standpipes* - Portable hydrant standpipes for use on specified hydrants are available for hire from the Company's nominated contractor. The standard size will be 25mm and the hire will be subject to the nominated contractor's terms and hire rates.
- 1.55. Water used through a portable standpipe will be charged on a measured basis at the rate of £2.7129 per cubic metre. Charges will be billed by, and be payable to, the nominated contractor.
- 1.56. *Building Water charge*: A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household property where this is taken past the external stop tap. Any water used at household premises taken past the external stop tap will be subject to a 'pre-occupation' volumetric charge. The charge for Building Water is £3.6057 per cubic metre.
- 1.57. *Pre-Occupation charge*: A supply connected during construction which is intended for the purpose of providing a service to a Household premises that is not yet occupied, and that is not a building water supply. Please see Household Charges Scheme.
- 1.58. *Non-Domestic Supplies* - The charges for water supplied for any non-domestic purposes authorised by the Company shall be the same as for water supplied for domestic purposes except that no charges are payable for water used for extinguishing fires, testing fire-fighting equipment or training people for fire-fighting.
- 1.59. *RPZ Valve testing* By Quotation

Exceptions

- 1.60. In the absence of any special agreement:
- in any rating district, the water hereditaments of any statutory water undertaker; or
 - any hereditament which any company responsible for gas pipelines is to be treated as occupying in a rating area by virtue of Section 53 of the Local Government Finance Act 1988 and regulations made thereunder; or
- 1.61. No charge shall be made in respect of hereditaments occupied by a telecommunications company comprising:
- posts, wires, underground cables and ducts, telephone kiosks and other equipment not within a building, being property used for the purposes of telecommunication services.

Damage to South West Water Apparatus

- 1.62. Where the Company incurs costs in relation to repairing damage to its apparatus, for example its network or meters, as a result of an act or omission by a Retailer, Customer or the agents or sub-contractors of a Retailer or Customer, then the Company will charge the Retailer an amount equal to the total cost of the work involved in repairing or replacing the damaged apparatus. All charges will be based on actual costs inclusive of overheads. Where such damage has caused a meter to under-record consumption, the Company will recover any additional charges due.

Work undertaken outside normal working hours

- 1.63. Where a Retailer or a Retailer on behalf of a customer requests the Company to carry out work outside of our normal operational working hours; Monday – Friday, 0800 – 1630, and South West Water agrees to meet this request an additional charge of £75.00 per hour will be levied to reflect the increased costs incurred by South West Water.

Special Agreements

- 1.64. The Water Industry Act 1991 allows water and sewerage undertakers to enter into a special agreement instead of charging in accordance with a charges schedule. This agreement specifies the charges for supplies of water and sewerage services to business premises. These charges may be different to those laid out in the charges schedule.
- 1.65. There are a number of non-household wholesale consumers where wholesale charges are charged under a special agreement, generally at a discount to the standard wholesale charge. A summary of these agreements is published on the southwestwater.co.uk website.

Operational visits

- 1.66. Operational visits to customers at the Retailers request which are in addition to the standard requirements necessary for the wholesale provision of water and sewerage services will be charged £50.00 per hour within normal working hours, and at £75.00 per hour outside of normal working hours.

Abortive visits

- 1.67. For all operational visits to Non-household Customers, abortive visit charges of £50.00 for visits in normal hours and £75.00 for those arranged for outside normal hours will apply when the Company is prevented from undertaking the visit or associated work due to actions of the Retailer, Customer, or their agents or sub-contractors or erroneous information provided by the same.

Replacing Lead Service Pipes

- 1.68. If a Non-Household Customer replaces lead pipework for which they are responsible, the Company will replace any lead service pipe for which they are responsible free of charge. See our Wholesale Service Standards document for further details.

Other Goods and Services

- 1.69. Any other goods and services provided by the Company will be charged at the reasonable actual cost of providing the service (inclusive of overheads as appropriate).

Verification of Meter Details or Meter Supply Arrangement – C1 Process Requests

- 1.70. We may charge £24.00 for any C1 process requests.
- 1.71. Where a site visit is required to confirm supply arrangements or meter details the charge will be £115.00. Where the information in our systems is incorrect, no charge will be made.

Gap Site Incentive

- 1.72. Effective from 1 April 2021 the Company will operating a Gap Site Incentive Scheme in line with the industry-wide scheme. Details will be published on our website when available. For further information please contact the Wholesale Account Management Team at wholesaleaccountmanagement@southwestwater.co.uk.

Access Pricing

- 1.73. Indicative access prices are published in our Access Code each year. They provide an indication of the prices that water supply licensees will be charged if they are successful in applying for access to a water company's supply system. The actual price may differ, depending on individual circumstances and subsequent negotiations.
- 1.74. The wholesale price used in the SWW indicative price calculations in the Access Code is the best tariff available for a customer for the appropriate volume. Ofwat's expectations are that companies will base access prices initially on wholesale charges consistent with the wholesale revenue controls.
- 1.75. At the time of this preparing this Charging Schedule, indicative combined supply Access Prices have been calculated based on the Costs Principle. The Costs Principle still exists in legislation at the time of preparing this Charges Schedule. Under the Water Act 2014 provisions exist that, once enacted, will

remove it from legislation and replace it with a new charging regime based on Ofwat charging rules developed in the light of Government charging guidance. Ofwat guidance was not available at the time of drafting this Charging Schedule.

- 1.76. Any changes to our access prices will be communicated through an update to our Access Code.
- 1.77. For the avoidance of doubt, the charging arrangement between the Company and a Licensee does not determine the arrangements that a customer makes with a licensee on charging amounts, methods and payment terms.

Value added tax

- 1.78. All charges in the scheme are shown exclusive of VAT unless stated.
- 1.79. This section is a description of the VAT liability of charges and is subject to changes in VAT registration and rates of VAT.
- 1.80. The supply of water from the wholesaler to the retailer is subject to VAT at the standard rate.
- 1.81. Measured and unmeasured sewerage and sewage disposal charges and trade effluent charges from the wholesaler to the retailer are subject to VAT at the zero rate.

Engineering and construction services

- 1.82. Charges for engineering and construction services, excluding infrastructure charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings (in which case they are zero rated).
- 1.83. Infrastructure charges are outside the scope of VAT.

Appendix 1 – Examples

Examples of calculations for rainwater harvesting

Example 1 – Rainwater harvesting

A customer has a rainwater harvesting system installed. For a billing period (month), meter readings show 30 cu.m. of water recorded by the main meter and 15 cu.m. of water discharged from the rain water holding tank which surface water drains to sewer for toilet flushing etc. The wholesale charge to the retailer will be:

Water charge			
Fixed charge -		Meter Charge	£ 2.41
		Volume charge - 30 x £2.7129	£81.38
Sewerage charges			
Main meter -	Fixed charge	Meter Charge	£0.95
		Volume charge – 30 x £3.5240 x 95%	£100.43
Rainwater meter-	Fixed charge	Meter Charge	£0.00
		Volume charge – 15 x £4.6316	<u>£69.47</u>
Total due			£254.64

Example 2 – Greywater recycling

A customer has a grey water recycling system installed. For a billing period (month), meter readings show 40 cu.m. of water recorded by the main meter and 20 cu.m. of water discharged from the grey water holding tank. The bill will be:

Water charge			
Fixed charge -		Meter Charge	£2.41
		Volume charge - 40 x £2.7129	£108.52
Sewerage charges			
Main meter -	Fixed charge -	Meter Charge	£0.95
		Volume charge – (40 – 20) x £4.6316 x 95%	£88.00
Grey water meter	Fixed charge -		£0.00
		Volume charge – 20 x £4.6316	<u>£92.63</u>
Total due			£292.51

Example 3 – Large User Tariff

A customer uses 18,000 cubic metres of water in a month supplied through a single 150mm meter; is liable to pay for surface water drainage; and who pays sewerage charges on 75% of the water used on site, opts to pay the HW2 tariff for water and the HS1 tariff for sewerage. Wholesale Charges for this premises will be:

Water:			
Fixed Charges -		Meter Charge	£16.35
		Large User Fixed Charge	£3,766.25
Volumetric Charge		HW2 tariff (18,000 x £1.8938)	<u>£34,088.40</u>
			£37,871.00
Sewerage:			
Fixed Charges		Meter Charge	£10.07
		Large User Fixed Charge	£991.92
Volumetric Charge		HS1 tariff (18,000*0.75 x £3.1628)	£42,697.80
		Surface water site charge	<u>£9,230.00</u>
			£52,929.79

Appendix 2 – Progressive Charge Trials

South West Water Non-household Trials

This appendix sets out the charges we will apply, should we decide to introduce trials of progressive charges in 2025/26. The charges included in this scheme may be introduced within the 2025/26 charging year.

Including these charges within this Scheme allows us to introduce these charges but does not oblige us to introduce these charges.

The alternative tariffs that we may trial with metered non-household customers are:

- Seasonal Charges, with a summer winter differential of 1.5
- Seasonal Charges, with a summer winter differential of 3

We expect NHH retailers to support the operation of tariff trials.

- We will work with NHH Retailers to ensure that our selection of participants is robust and unbiased, using objective criteria to select trial cohorts.
- NHH Retailers will need to ensure that customers selected to participate in any trial pay charges according to the charges set out in the appropriate schedule.

We will work with NHH retailers to provide them with guidance on the approach we are taking with HH customers so that a common approach can be adopted, should NHH retailers believe this to be appropriate.

To ensure that the trials are unbiased and represent our NHH customer population, opt out requests will not be considered.

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Non-household Seasonal charges, with a summer winter differential of 1.5x

We may ask NHH retailers to designate identified premises within the SWW water and wastewater area as being subject to metered charges on a seasonal tariff trial.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2025/26 Charges	Variable per cubic metre
Water Only	2.7129

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The 'winter' or 'low season' period will apply between 1 October and 31 March of the Charging Year.
- The 'summer' or 'high season' period will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' or 'high season' period, the volumetric rate payable will be 1.5 times higher than the 'winter' rate.

Fixed charges will be determined by meter size, as set out here:

Fixed charges – Seasonal metered charges

Category of charge	Charge (per annum)
Meter Size <22 mm	28.94
Meter Size 23-28 mm	54.41
Meter Size 29-42 mm	77.04
Meter Size 43-65 mm	146.73
Meter Size 66-80 mm	163.16
Meter Size 81-100 mm	179.60
Meter Size >101 mm	196.22

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC1 (below).

Schedule NHHSC1 – Seasonal metered charges

2025/26 Charges	Fixed charge	Variable per cubic metre
Water Only	28.94	2.7129
Seasonal metered variable charges - low season 'winter'		2.1501
Seasonal metered variable charges - high season 'summer'		3.2252

To demonstrate how this charge works in practice, an example is shown below.

- **Customer A** uses 500m³ annually - Consumption is low and evenly spread throughout the year. For **customer A**, the NHH retailer will be charged a fixed charge of **£28.94** (based on meter size) and a volumetric charge (over the year) of:

$$\text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume}))$$

$$\begin{aligned} &£28.94 + (£2.1501 \times 250\text{m}^3) + (£3.2252 \times 250\text{m}^3) \\ &£28.94 + (£537.53 + £806.30) \\ &£28.94 + £1,343.83 \end{aligned}$$

- Were **Customer A** to use 200m³ in winter and 300m³ in summer, the NHH retailer would be charged:

$$\begin{aligned} &\text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\ &£28.94 + (£2.1501 \times 200\text{m}^3) + (£3.2252 \times 300\text{m}^3) \\ &£28.94 + (£430.02 + £967.56) \\ &£28.94 + £1,397.58 \end{aligned}$$

- Were **Customer A** to use 300m³ in winter and 200m³ in summer, the NHH retailer would be charged:

$$\begin{aligned} &\text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\ &£28.94 + (£2.1501 \times 300\text{m}^3) + (£3.2252 \times 200\text{m}^3) \\ &£28.94 + (£645.03 + £645.04) \\ &£28.94 + £1290.07 \end{aligned}$$

- Were **Customer A** on the standard tariff, the NHH retailer would be charged:

$$\begin{aligned} &\text{Fixed charge} + (\text{standard metered rate} \times \text{volume}) \\ &£28.94 + (£2.7129 \times 500\text{m}^3) \\ &£28.94 + £1,356.45 \end{aligned}$$

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.

Non-household Seasonal charges, with a summer winter differential of 3x

We may ask NHH retailers to designate identified premises within the SWW water and wastewater area as being subject to metered charges on a seasonal tariff trial.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2025/26 Charges	Variable per cubic metre
Water Only	2.7129

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The 'winter' or 'low season' period will apply between 1 October and 31 March of the Charging Year.
- The 'summer' or 'high season' period will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' or 'high season' period, the volumetric rate payable will be 3 times higher than the 'winter' rate.

Fixed charges will be determined by meter size, as set out here:

Fixed charges – Seasonal metered charges

Category of charge	Charge (per annum)
Meter Size <22 mm	28.94
Meter Size 23-28 mm	54.41
Meter Size 29-42 mm	77.04
Meter Size 43-65 mm	146.73
Meter Size 66-80 mm	163.16
Meter Size 81-100 mm	179.60
Meter Size >101 mm	196.22

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC2 (below).

Schedule NHHSC2 – Seasonal metered charges

2025/26 Charges	Fixed charge	Variable per cubic metre
Water Only	28.94	2.7129
Seasonal metered variable charges - low season 'winter'		1.3254
Seasonal metered variable charges - high season 'summer'		3.9762

To demonstrate how this charge works in practice, an example is shown below.

- **Customer B** uses 500m³ annually - Consumption is low and evenly spread throughout the year. For **customer B**, the NHH retailer will be charged a fixed charge of **£28.94** (based on meter size) and a volumetric charge (over the year) of:

$$\text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume}))$$

$$\begin{aligned} &£28.94 + (£1.3254 \times 250\text{m}^3) + (£3.9762 \times 250\text{m}^3) \\ &£28.94 + (£331.35 + £994.05) \\ &£28.94 + £1,325.40 \end{aligned}$$

- Were **Customer B** to use 200m³ in winter and 300m³ in summer, the NHH retailer would be charged:

$$\begin{aligned} &\text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\ &£28.94 + (£1.3254 \times 200\text{m}^3) + (£3.9762 \times 300\text{m}^3) \\ &£28.94 + (£265.08 + £1192.86) \\ &£28.94 + £1,457.94 \end{aligned}$$

- Were **Customer B** to use 300m³ in winter and 200m³ in summer, the NHH retailer would be charged:

$$\begin{aligned} &\text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\ &£28.94 + (£1.3254 \times 300\text{m}^3) + (£3.9762 \times 200\text{m}^3) \\ &£28.94 + (£397.62 + £795.24) \\ &£28.94 + £1192.86 \end{aligned}$$

- Were **Customer B** on the standard tariff, the NHH retailer would be charged:

$$\begin{aligned} &\text{Fixed charge} + (\text{standard metered rate} \times \text{volume}) \\ &£5.11 + (£2.7129 \times 500\text{m}^3) \\ &£5.11 + £1,356.45 \end{aligned}$$

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.