



Standard Terms and Conditions

SME Business Water and Sewerage Services – Version 6.0



1. Words and phrases

- 1.1 In these terms and conditions, where we use the words:
 - (a) "you" or "your" we are referring to you, our customer;
 - (b) "we", "us" or "our", we are referring to Water Plus Limited (company number 04141390).
- 1.2 In these terms and conditions, we have used ordinary, easy to understand language. In places we have used abbreviations and have given certain words particular meanings. Where we have done this, the words and abbreviations start with capital letters and you can find out more information about them in the Glossary at clause 18.

2. Our responsibilities to each other

- 2.1 We will supply one or more of the following Services for each of your Sites, as set out in the Contract Agreement:
 - water supply services;
 - sewerage services (including surface water drainage); and/or
 - trade effluent services.
- 2.2 We will provide the relevant Services to the Sites only where a water SPID or a waste SPID respectively is set out in the Site Data Sheet section of the Contract Agreement.
- 2.3 You agree and confirm that: (i) you are the owner or occupier of the Sites; (ii) all of the Sites are Eligible Sites; and (iii) you are authorised to enter into this Contract for the provision of the Services.

3. The Contract period

- 3.1 This Contract will be binding from the date that we accept your signed Contract Agreement or, if you agreed your Contract over the phone, the date that we accept your confirmation of acceptance. Your and our rights and obligations under this Contract come into effect on that date and will continue for the Contract Term stated in the Contract Agreement, and any subsequent period after the end of the Contract Term while we continue to supply Services to your Sites (see clause 10.3).
- 3.2 Provided we are able to complete the Switching Process, we will provide the Services from the beginning of the Contract Term stated in the Contract Agreement.
- 3.3 At the end of the Contract Term the provisions of clause 10 will apply.
- 3.4 Subject to Clause 7, each of us has the right to terminate the Contract before the end of the Contract Term in the circumstances set out in clause 9 below.
- 3.5 In addition to your rights under clause 9, you have the right to cancel this Contract within 7 days of the date on which you signed the

Contract Agreement or otherwise confirmed to us in writing that you agreed to this Contract. Should you wish to do this, you should email us at contractsupport@water-plus.co.uk to let us know.

4. Standards of service

- 4.1 We will provide the Services in accordance with Good Industry Practice and in a manner that complies with all Relevant Laws.

5. Our charges and invoices

- 5.1 We may provide you with an invoice or a statement at any time informing you of the charges payable by you. As a minimum, we will provide the number of invoices stated in the billing frequency section of the Contract Agreement.
- 5.2 Our invoices or statements may contain adjustments to our charges set out in previous invoices or statements including any unbilled charges in previous periods.
- 5.3 We may send you requests for payment in advance on invoices, statements, or payment plans based on estimated future consumption.
- 5.4 You agree to pay the amount requested by the due date stated and we will reconcile the advance payment with actual charges due in our invoices and statements.
- 5.5 If you request a copy of a bill, invoice, or statement that we have already issued to you we reserve the right to charge you for each document provided. This charge is detailed in the Scheme of Charges as updated from time to time.
- 5.6 If you request additional off cycle bills, invoices or statements, we reserve the right to charge you for each document provided. This charge is detailed in the Scheme of Charges as updated from time to time.

Calculation of our charges

- 5.7 You will pay our charges for providing the Services without deduction or set off at the rates set out in the Contract Agreement, we will be able to vary these charges as set out in these Ts&Cs.
- 5.8 In the event that the Contract is terminated during the Contract Term or any extension or if you fail to make payment of our charges or you fail to make payment of our charges by the method agreed in the Contract Agreement, you agree that:
 - (a) we may charge you a reasonable sum as compensation for our costs of installing any AMR or other equipment at your Site(s). Further detail on the nature of these charges may be included in the Contract Agreement;
 - (b) the price stated in your Contract Agreement will no longer apply and you will be charged the Standard Variable Tariff

or Default Maximum Retail Tariff (as applicable depending if your Site is in Scotland or England);

(c) our charges for the Services provided during the entire Contract Term (or if the Contract has been extended from the date of the extension) shall be payable by you at the Standard Variable Tariff or Default Maximum Retail Tariff (as applicable depending if your Site is in Scotland or England);

(d) we will be able to adjust our charges retrospectively to give effect to the change in the applicable charging rate; and

(e) we may charge you and you agree to pay any previously unbilled amounts as a result of this change in charging rate.

5.9 Where our charges are based on the volume of water used:

(a) if AMR services are provided, this will be used to calculate the volume of water used; (b) if AMR services are not provided:

i. we will use reasonable endeavours to read the water meter at your Sites to calculate the volume of water used, or we will accept meter reads that you provide to us;

ii. we will endeavour to take at least one actual reading in each year of the Contract or more if required by Relevant Laws; and

iii. if we do not obtain an actual meter reading, we will be entitled to estimate the volume of water used at our discretion and may use an estimated meter reading as the basis for calculating our charges;

(c) where accurate meter readings are not available (e.g. due to a fault with the meter), we may calculate our charges by reference to average daily consumption recorded at the relevant Site during periods that we reasonably believe to best reflect consumption over the affected period and during which accurate meter readings are available; and

(d) where estimated meter readings are used to calculate our charges, an adjustment will be made to our charges when an actual meter reading is next used to calculate the charges.

5.10 Where our charges are based on the rateable value of a Site or the chargeable area of the Site, you will inform us of any change to the Site area or any change in the assessment of the rateable value of the Site and the date the change came into effect, within 30 days of that change. We will be entitled to adjust our charges to take into account any change of

this assessment from the date the change came into effect. Any refunds relating to a decrease in charges as a result of such a change will be provided in accordance with the relevant Regional Wholesaler's policy.

5.11 This Contract is based on information available to us at the time that we sign the Contract Agreement and any other information about you that we receive from third parties as part of our normal processes, such as credit ratings. If any of this information is incorrect or changes during the term of the Contract, we reserve the right to reassess and amend the charges, the payment method and/or the terms and conditions of this Contract to reflect the new information. This will include (but is not limited to) information about site usage, number of sites, meter sizes, rateable value and your credit rating. We may also recover any reasonable costs that we incur as a result of incorrect details being provided, we also reserve the right to terminate the Contract and/or not proceed with the Switching Process at our sole discretion, including if we assess your credit rating to be unfavourable.

5.12 Unless otherwise restricted or prohibited by a Relevant Law, we may charge you, and you agree to pay our charges incurred under this Contract, where your Site is Vacant.

5.13 We may charge you and you agree to pay the reasonable costs incurred by us as a result of you breaching your obligations under the Contract including relating to recovering unpaid charges, failing to allow us access to Sites at agreed times and damage to our meter reading equipment.

5.14 Our charges set out in the Contract Agreement do not include any applicable VAT. We will add VAT on top of our charges in our invoices at the rates that apply which may change from time to time.

5.15 Unless the Contract Agreement states otherwise, the retail element of your charges will increase by the consumer prices index including owner occupiers' housing costs as published by the Office for National Statistics (or its nearest equivalent if this index is changed) ('CPIH') on an upward only basis annually on each anniversary of the Contract Start Date by the percentage increase in CPIH in the relevant 12 month period prior to the date on which each annual adjustment is to apply. For the purposes of calculating the change in the CPIH, the parties shall use the latest available data published by the UK Office for National Statistics (compared to a date 12 months prior to such date).

Regulatory Changes and Charges from Regional Wholesalers

- 5.16 If there is a change in Relevant Laws or Regulatory Guidance that has an impact on our costs, or if costs imposed on us by Regional Wholesalers or Competent Authorities increase, we may change your prices as a result. Subject to clause 5.17, if we do make changes we will give you notice of these changes as soon as we reasonably can after the changes have taken effect either through the Schedule of Charges or otherwise.
- 5.17 If your Contract Agreement states that you have a Tracker product, you accept that where the wholesale charges paid by us to the Regional Wholesaler change and/or charges are imposed by Competent Authorities (such as environmental levies or costs or charges relating to interim supply or similar), this will cause your prices to change. Wholesale charges generally change on 1 April each year and will be available on your Regional Wholesaler's website. We will not notify you each time that your prices change under this clause, but any change in your prices will be shown on your next invoice and you cannot end this Contract due to such increases.
- 5.18 Regional Wholesalers may from time to time impose one off charges or claim money from us. For example, a Regional Wholesaler may charge us if you request a change of meter or it may claim money from us if damage is caused to their meter. You agree to reimburse us for any charges or claims that a Regional Wholesaler may impose on us in relation to the Services provided to your Sites.
- 5.19 Regional Wholesalers may, from time to time, recalculate their charges in accordance with their charging policies, resulting in a refund or allowance to be applied against your Site or account. Subject to clause 5.22, we shall pass the benefit of any such refund or allowance granted to us directly on to you as received during the term of your Contract or afterwards.

Allowances from Regional Wholesalers

- 5.20 Some Regional Wholesalers have a policy of providing a reduction in charges to customers where leakage occurs in customer pipes. Where a Regional Wholesaler agrees to provide a reduction in its wholesale charges to us for this leakage allowance in respect of your Sites, we will apply an adjustment to our charges to you.
- 5.21 If you use water for the purposes of fire-fighting or testing fire-fighting equipment you may be entitled to a reduction in your charges for the water used. Where a Regional Wholesaler agrees to provide a reduction in its wholesale charges to us for fire-fighting related use at your Sites, we will apply an adjustment to our

charges to you. In order to obtain this allowance, you must notify us in writing:

- (a) within 15 days of use if the use occurred for the purpose of fire-fighting or, if this is not possible, as soon as reasonably possible; or
- (b) no later than 15 days after the date of use if the use occurred for the purposes of testing fire-fighting equipment.

Applying payments against your Sites

- 5.22 We reserve the right to apply the payment or any credit balance to the outstanding charges in respect of any Sites and for any periods we think appropriate for any accounts that you might have with us, including applying the payment to the oldest debt first.
- 5.23 Where payment is received or a credit balance is held by us in respect of the Services and other services provided by our Group Companies and you have not provided us with instructions on which of these services the payment or any credit balance is to be applied against within 30 days of the payment being made, we may apply the payment or any credit balance to these services for any accounts and sites that you might have with us in any way we think appropriate.
- 5.24 If you make a payment to us in full and final settlement of an amount due and the payment is less than the actual amount due, you agree that:
- (a) we may accept the payment in part payment;
 - (b) acceptance of the payment will not be in full and final settlement of the amount due;
 - (c) we are entitled to payment of the balance of the actual amount due; and
 - (d) there is no requirement for us to notify you of the points mentioned in sub paragraphs (a) to (c) above on each occasion a payment is made on this basis.

Payment of our charges

- 5.25 You agree to pay us the amounts specified in each invoice, statement or payment plan we send you by the dates specified in the relevant documents or, if no date is specified, within 30 days from the date of the relevant document. We must issue a claim in respect of any unpaid invoices within 6 years of our invoice being due, not from the date the services were provided. If we have issued replacement invoices after an original invoice was issued (for example because of a later reconciliation, estimate being replaced by an invoice reflecting actual consumption or similar) then we must issue a claim in respect of any such unpaid invoices within 6 years of those replacement invoices being due, and not from the date the services were provided or the original invoice. You will pay our charges using the method of payment stated in the Contract Agreement.

- 5.26 If you pay our charges by direct debit, we may specify and you agree to pay the amounts of the periodic payments that we estimate is required to cover our charges.
- 5.27 If the payment method stated in your Contract Agreement is direct debit, or something else, where that direct debit fails or is cancelled, or the method of payment otherwise changes, we reserve our right to: (a) remove any direct debit or other such discount stated in your Contract Agreement, and (b) charge your account the amount set out in the Scheme of Charges.
- 5.28 If you do not agree with the amount specified as due from you in an invoice, you have the right to dispute all or part of the invoice. Please contact us to let us know the amount in dispute and the reasons why you do not agree with it. You must raise a dispute within 14 days of the date of the invoice. If you do dispute any part of an invoice, you must still pay the undisputed amount by the due date.
- 5.29 In certain circumstances, Relevant Laws, allow us to disconnect your water supply if you do not pay our charges. If this action is required, you will reimburse us for any costs associated with disconnecting or reconnecting your supply.
- 5.30 We may charge you interest on any sums payable by you and not paid by the due date for payment (whether or not disputed) at the rate of 8% per annum above the base lending rate of the Bank of England that applies from time to time (to be applied on a daily basis) from the due date or from such later date as we may determine, until payment of the overdue sum, whether before or after judgment.

Security Deposits

- 5.31 We may ask you to pay a Security Deposit either at the start of the Contract or during the term of the Contract. If we ask you to pay this, we will explain the reason why when we contact you. You must pay the Security Deposit within 14 days of our request. If you do not pay the Security Deposit within 14 days, this will be a Material Breach and we will be entitled to terminate this Contract in accordance with clause 9.1.
- 5.32 We will hold and repay any Security Deposit in the way explained in our request to you. We may use this Security Deposit, including any outstanding interest generated on such deposit, to pay any outstanding charges owed by you.

6. What we will need from you

- 6.1 You will provide us with reasonable assistance to enable us to carry out the Services.
- 6.2 Where a Site is supplied with water through a water pipe owned by a Regional Wholesaler

that also supplies other third party premises that are not Sites to be supplied under the Contract and charges are to be calculated on a volume basis, you will allow us to install a sub meter at a position we think appropriate to calculate the volume of water supplied to the Site and will pay our reasonable charges for this.

- 6.3 You will provide us with full rights of access to the Sites on Business Days for any purpose connected with the carrying out of the Services as long as we comply with all reasonable safety and security rules that we are made aware of. In particular, where necessary, you will:
- (a) allow us access to the Sites to take meter readings or to install, repair, maintain, inspect, test, replace, disconnect or reconnect meters or meter reading equipment; (b) allow us to take samples of trade effluent; and (c) meet us at the Sites at agreed times.
- 6.4 You will take reasonable care to keep the Regional Wholesaler's meters or any other meter or meter reading equipment (whether it belongs to us or not) free from damage or interference. If you do not, and we need to repair or replace the relevant meter in order to provide the Services, you will pay us our reasonable costs for doing this. The readings and any data from meters and any AMR devices shall be owned by us.
- 6.5 You will ensure that we have access to the Regional Wholesaler's meters and any other meter or meter reading equipment (whether it belongs to us or not) at the Sites. If this is not provided, we may remove any obstruction preventing us from obtaining access, and:
- (a) you will pay us our reasonable costs for doing this; and
 - (b) will reimburse us for any third party claims that arise as a result of us removing the obstruction (e.g. from the landlord).

7. The Switching Process and Eligible Sites

- 7.1 We will require certain information from you in order to complete the Switching Process for your Sites. We will request and you will provide all required information within a reasonable period of time to enable each Site to be Switched to us at the beginning of the Contract Term.
- 7.2 Please note that Relevant Laws govern the Switching Process. These may prevent us from Switching the supply of a Site or sites at the beginning of the Contract Term or Switching a Site to another supplier at the end of the Contract. These circumstances include (but are not limited to) where:
- (a) there are outstanding charges;

- (b) the new supplier's application to Switch a Site was made by mistake; or
- (c) you have told the existing supplier to object to the application to Switch a Site.

7.3 You agree that our obligations under the Contract do not apply in respect of any Site where the application of Relevant Laws prevent us from Switching that Site and becoming the supplier.

7.4 You agree that we can object and/or prevent the transfer to another supplier as set out in Clause 7.2 above and particularly where you owe us outstanding charges which are more than 90 days old under our Contract and you will assist us with this where appropriate.

7.5 Customers are not allowed by Relevant Laws to Switch their supplier of water and/or sewerage services for all types of sites. For example, customers are not permitted to Switch suppliers for premises that are predominantly used as household premises. We will provide the Services in relation to a Site only if and for as long as it remains an Eligible Site. You agree to inform us if any Site is used for household purposes or if there is any material change in the use of any Site so that we may check if it remains an Eligible Site.

7.6 Unless otherwise agreed, if any Site is metered, you agree to submit a transfer read to us up to 5 days in relation to each Eligible Site before your Contract Start Date. If you do not, we will estimate a transfer read and will obtain a visual read at a later date.

8. The point at which water is supplied to you

8.1 Where a Regional Wholesaler's water supply pipe is used to serve only your Site, the water is supplied to you at the point at which it leaves the Regional Wholesaler's water supply pipe.

8.2 Where a Regional Wholesaler's water supply pipe is used to supply a privately owned network of pipes that serves your Site together with other premises (that may be owned or occupied by third parties), it is more difficult to identify who owns the water after it leaves the Regional Wholesaler's water supply pipe as the supply is shared. The Regional Wholesaler may attribute water use through this joint supply to your Sites and these other premises in any proportion it thinks appropriate. You agree to pay our charges based on the water that the Regional Wholesaler considers to be supplied to your Sites.

9. Ending the Contract early

9.1 Either of Us may terminate the whole or part of the Contract (e.g. in respect of one Site but not all of them) without payment of compensation or damages caused to the other solely due to such termination after the Contract End Date (your rights in this clause are subject to clause 7):

(a) immediately upon written notice if:

- i. the Other One of Us commits a Material Breach of the Contract which is capable of remedy and fails to remedy it within 30 days of written notice giving particulars of the Material Breach and requiring the breach to be remedied; or
- ii. if the Other One of Us commits a Material Breach of the Contract that is not capable of being remedied or repeatedly breaches the Contract in a way that itself gives rise to a Material Breach of the Contract; or
- iii. if Either of Us goes into liquidation, receivership or administration or any other similar or analogous event.

9.2 We may terminate the whole or any part of the Contract immediately upon written notice without payment of compensation or damages to you solely due to such termination if:

- (a) we are no longer permitted to supply the Services under Relevant Laws;
- (b) you fail to pay our charges using the method of payment stated in the Contract Agreement;
- (c) you do not pay our outstanding charges, within 10 Business Days of being notified that the due date for payment has passed;
- (d) you are unable to pay your debts as they fall due; or
- (e) you make a proposal for voluntary arrangement within Part I Insolvency Act 1986 or a proposal for any other composition scheme or arrangement with creditors.

9.3 If you notify us that you wish to terminate the Contract after the 7 day period permitted by clause 3.5 but prior to the Switching Process to us being completed (for example if you sign a contract with another supplier who then blocks the Switch) we may charge you a fee, payable on demand, of up to £200 in respect of administration costs we incur up to the date of or arising out of the termination.

Leaving a Site or moving into a new Site

9.4 If you leave a Site or wish to end one or more Services at a Site:

- (a) you will need to end the Contract for the relevant Services at the Site by giving us at least 45 days prior written notice (please see clause 16.9 on how to provide notice). The notice must set out:
 - i. the relevant Site details;
 - ii. the Services you wish to end (if you do not specify the type of Services you wish to end, you agree that this means we can end the supply of all Services to the Site);

- iii. the date you are leaving the Site or wish the Services to end; and
- iv. if you are leaving the Site, your future contact details and the name and contact details of the future owner and/or occupier of the Site;

(b) if you are ending our water or sewerage services at the Site and the Site is charged on a volume basis, you must take a final meter reading on each meter at the Site on the date that you are leaving the Site or wish our Services to end and provide these meter readings to us on the same date.

9.5 If you do not follow the process under clause 9.4, the Contract will continue to apply to the relevant Site and you will continue to be responsible for our charges.

9.6 If you would like to add further Sites to the Contract please let us know as this can be easily done by Both of Us agreeing to this in writing.

10. What happens at the end of the Contract Term

10.1 If your Contract Agreement states that you have a Fixed or Tracker product, we will give you at least 30 days' written notice before the end of the Contract Term. This notice will include details of the Standard Variable Tariff or Default Maximum Tariff that will apply following the end of the Contract Term if you choose not to enter into a new contract, it may also include details of other offers or contracts that you may wish to agree with us.

10.2 At the end of the Contract Term, or if the Contract is terminated or comes to an end for any reason either in whole or in part (e.g. only in respect of certain Sites), if we continue to supply the Services to the Sites, you agree that the Services will be provided to you under the same terms as this Contract (unless otherwise agreed), except that:

- (a) for Sites in Scotland our charges payable for the Services will be at Default Maximum Retail Tariff;
- (b) for Sites in England or Wales our charges payable for the Services shall be Relevant Regulated Tariff, and;
- (c) all charges issued to you by us will be payable within 14 days from the date of issue, that will begin on the next day and will continue until such time as you enter into another contract with us or until you Switch supplier; and
- (d) you can terminate the Contract at any time on giving not less than 20 Business Days notice without payment of compensation or damages caused by such termination.

10.3 At the end of the Contract:

- (a) Both of Us shall return any property owned by the Other One of Us that Either of Us hold unless agreed otherwise;
- (b) we may remove from the Sites, any meters or meter reading equipment that we own or lease;
- (c) neither you nor us shall lose any rights that you or we have already gained; and
- (d) clauses in the Contract which by implication have effect after termination shall continue in full force and effect, including the following clauses: clause 10 (What happens at the end of the Contract), clause 13 (Our legal responsibility), clause 14 (Information handling), clause 16.9 (notices) and clause 16.10 (governing law and jurisdiction).

11. AMR Equipment

11.1 On occasion we may provide you with AMR equipment, unless otherwise agreed:

- (a) we own the automated meter reading equipment hardware that we use. At the end of the Contract we will give you the option to either:
 - i. buy this equipment at a price to be agreed;
 - ii. continue to receive the AMR service under a new contract; or
 - iii. request the equipment to be removed.

11.2 Unless otherwise agreed, we will remain the owner of the AMR equipment hardware until we have sold it.

11.3 Please note that we do not own the software or any intellectual property rights relating to this AMR equipment. For this reason, we are not able to sell or licence this to you and you may need to obtain a licence from the manufacturer in order to use it.

12. Rights and obligations under Relevant Laws

12.1 Unless otherwise stated, nothing in the Contract shall:

- (a) prevent or restrict either you or us from exercising your or our rights under Relevant Laws; or
- (b) affect your or our obligations under Relevant Laws.

13. Our legal responsibility

13.1 We are only legally responsible to you as set out in the Contract. Unless otherwise stated in the Contract, all other implied legal responsibilities will not apply as far as this is allowed by law.

13.2 We will not be legally responsible to you if we are prevented or delayed from performing our obligations under the Contract by any breach of your obligations under the Contract.

13.3 We will not be legally responsible to you if we cannot provide the Services because of

something outside of our reasonable control provided we have taken reasonable precautions or steps to continue to provide the Services. For example, a Regional Wholesaler may interrupt the supply of water or sewerage services to your Sites. In such circumstances we will have no liability to you in relation to such interruption as we are not in control of the Regional Wholesaler's actions.

13.4 Except for the types of liability mentioned in clause 13.6, we shall have no liability to you for any direct or indirect loss of profits, loss of income, loss of business, loss of water, defective quality of water or any loss or damage, that is not directly caused by us, or any loss or damage which we could not reasonably expect to arise at the time we entered into the Contract with you.

13.5 Except for the types of liability mentioned in clause 13.6, our total aggregate liability to you under the Contract (including claims based on breach of contract, tort (including negligence) and breach of statutory duty) and for claims made on any other basis shall be limited in any one calendar year for any incident or series of incidents (whether related or unrelated) to the greater of (a) the total charges paid by you to us in that calendar year under the Contract or (b) £500.

13.6 Nothing in this Contract limits or excludes our liability:

- (a) for death or personal injury resulting from our negligence; or
- (b) for fraud or fraudulent misrepresentation committed by us.

14. Information handling

14.1 You agree to give us all information that we reasonably require in order to provide the Services.

14.2 We may share your account information with our Group Companies and other reputable organisations so you can be contacted about other water related goods and services and for water efficiency purposes or analysis. If you do not wish to be contacted please let us know. We may also share your account information and other information you share with us with and obtain information about you from other utilities, local authorities, Regulators and other Competent Authorities, government departments, the police, credit reference agencies and other companies for making credit decision, to recover unpaid charges and to prevent fraud. We use Group Companies and third party service providers in the UK and abroad (including outside of the EEA) to help us to provide our services to you and may need to share your information with them for this purpose.

14.3 Both of Us will ensure that all information of a confidential nature received from each other

in the course of the negotiation, implementation or performance of the Contract shall not be disclosed to any third party unless:

- (a) required for the proper operation of the Contract;
- (b) this is allowed under clause 14.2;
- (c) this information is already in the public domain other than as a result of a breach of this clause;
- (d) disclosure is required in order to comply with Relevant Laws, or
- (e) this is agreed in writing.

14.4 Neither we nor you shall make any press announcement or otherwise publicise the details of this Contract, except with the prior written consent of the other party. However, we may refer to you as a customer and use your logo or business name in connection with our marketing activities.

15. Your responsibility for the Sites

15.1 The Sites might not always be occupied by you. For example, they might be occupied by another business with your consent, they may lie empty or you may have moved out of one of the Sites and someone else has moved in without the Contract being terminated in respect of that Site. We need to be sure that we are able to deliver the Services to the Sites and that we will be paid for all Services that we provide in relation to the Sites. You agree that until such time as the Contract comes to an end in respect of the Services provided to a Site, you are responsible for complying with all of your obligations under this Contract in respect of that Site, for and on behalf of the owner or occupiers of that Site and where such obligations require the assistance of the owner or occupier of the Site, you will ensure that this assistance is provided.

16. General

16.1 We may transfer all or any of our rights under the Contract (including the right to demand that you pay our charges) without your permission. Your rights and responsibilities under the Contract are personal to you and you are not entitled to transfer them to anyone else unless we provide our written consent.

16.2 We may use subcontractors to deliver the Services without needing your permission.

16.3 If any provision of this Contract (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of the Contract, and the validity and enforceability of the other provisions of the Contract shall not be affected.

16.4 Unless otherwise stated in the Contract, apart from you or us, no person, company or other corporate body or organisation shall have any rights under or in connection with the Contract whether under the Contracts (Rights of Third Parties) Act or otherwise.

16.5 The Contract sets out the whole agreement between the Both of Us and no other discussions or documents are relevant or will form part of it unless set out in writing and signed by Both of Us.

16.6 We may update the terms and conditions applicable to your Contract at any time including if we are required to do so by Relevant Laws or Regulatory Guidance and the amended terms and conditions shall apply to your Contract from the date that we either a. update the website or b. otherwise change the terms and conditions and let you know.

16.7 You agree that if you continue to receive the Services, you will have accepted the new terms and conditions and they will apply to the provision of the Services from that date. Apart from this, no changes to the Contract will be valid unless set out in writing and signed by Both of Us.

16.8 If we do not immediately exercise any of our rights under the Contract, this will not affect our ability to exercise these rights at a later date.

16.9 Any notice to be given under the Contract must be in writing, signed, and sent to the contact of the recipient stated in the Contract Agreement (or an employee in an equivalent position if they no longer work for the relevant business) either via e-mail to the e-mail address stated in the Contract Agreement, by delivering the notice by hand to that person or by sending the notice to that person by first class pre-paid post to the address of the recipient set out in the Contract Agreement (the contact and address for service for the relevant party may be changed by serving notice under this clause). A notice served under this clause will be deemed to have been received:

- (a) if delivered by hand before 17:00 hours on a Business Day, on that day, or in any other case, on the next Business Day; or,
- (b) if sent by pre-paid first class post, two days after it was posted if that day is a Business Day, or in any other case, on the next Business Day; or,
- (c) If the e-mail is sent before 17:00 on a Business Day, on that day, or in any other case, on the next Business Day.

These notice requirements will not apply to service of legal process.

16.10 Where:

- (a) Services are provided to Sites in England and Wales, the Contract shall be governed

in accordance with the laws of England and Wales and Both of Us will submit to the exclusive jurisdiction of the English and Welsh courts;

- (b) Services are provided to Sites in Scotland, the Contract shall be governed by Scots law and Both of Us will submit to the exclusive jurisdiction of the Scottish courts.

17. Responsible sourcing

17.1 In performing your obligations under this Agreement, you will not, except in compliance with applicable Sanctions:

17.2 knowingly engage in any transactions with any person or company that appears on:

- (a) the list of "Specially Designated Nationals and Blocked Persons" maintained by the United States Treasury Department or similar lists held by the United Kingdom or European Union;
- (b) the Consolidated List of Financial Sanctions Targets maintained by Her Majesty's Treasury; or
- (c) the Consolidated List of Persons, Groups and Entities subject to European Union Sanctions maintained by the European External Action Service.

17.3 You agree with us that you shall, and that you shall procure that its employees and officers, shall:

- (a) comply with all applicable laws, statutes, regulations and codes relating to slavery and human trafficking including the Modern Slavery Act 2015 ("Anti-Slavery Requirements");
- (b) not knowingly take or knowingly permit any action to be taken that would cause us to be in violation of any Anti-Slavery Requirements;
- (c) comply with our codes of practice in relation to Anti-Slavery Requirements, anti bribery and other 'right ways of working' policies as notified to you or accessible on our website from time to time; and
- (d) at our reasonable request, provide us with any reasonable assistance and information to enable it to perform any activity in connection with this Agreement that is required by any relevant government or agency for the purpose of complying with Anti-Slavery Requirements or similar legislative requirements.

17.4 You represent and warrant to us that neither you nor any other person in your supply chain uses trafficked, bonded, child or forced labour within its supply chain.

17.5 You shall comply with all laws related to bribery and corruption applicable to you including the UK Bribery Act 2010; and, without limiting the generality of the foregoing, you shall not, directly or indirectly, (i) give any type of

payment or anything of value to any private individual or Foreign Official where the intent is to improperly influence such private individual or Foreign Official to obtain or retain business or some other commercial advantage for or on behalf of us or yourself, or (ii) accept any type of payment or anything of value from any private individual or Foreign Official where the intent of the giver is to influence you to act improperly.

17.6 You warrant and confirm both now and on an ongoing basis that you are and will continue to be compliant with this clause 17.

17.7 You shall keep us fully indemnified against all costs, claims, actions, expenses, losses or liabilities resulting directly or indirectly from your failure to comply with the terms set out in this clause 17.

17.8 You agree that in addition to our termination rights set out elsewhere in this Agreement, we may (without prejudice to any other right available to it) immediately terminate the Contract Agreement without payment of damages or compensation in relation to such termination in the event of any breach of this clause 17 by you.

17.9 You agree that you will maintain accurate books and records in reasonable detail that relate to the performance of your obligations contemplated by this Agreement.

18. Glossary

18.1 **AMR** means automatic meter reading equipment including optical meter readers, limpet readers and data logging devices for meters.

Both of Us means both you and us.

Business Day means any day from Monday to Friday inclusive excluding statutory holidays and other public holidays.

CMA means the Central Market Agency Ltd, the organisation that administers the market for water and sewerage retail services in Scotland.

Competent Authority means 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 a Regulator, the Drinking Water Inspectorate, the Environment Agency, the Health and Safety Executive, MOSL and the CMA.

Contract means the documents stated in the Contract Agreement as forming the Contract between us as amended, supplemented, varied, modified, renewed, replaced or extended from time to time in accordance with the Contract and the Ts&Cs including our Privacy Policy <https://www.water-plus.co.uk/policies-and-reports/privacy->

[policy/ and Complaints Procedure https://www.water-plus.co.uk/complaints](https://www.water-plus.co.uk/complaints).

Contract Agreement means the document bearing this title signed by you and us relating to the provision of the Services to the Sites.

Contract Term means the period stated as the Contract Term in the Contract Agreement.

Either of Us means either you or us.

Eligible Sites means premises used for business purposes in respect of which customers are permitted to Switch their supplier of water and/or sewerage services under Relevant Laws and Regulatory Guidance.

Foreign Official means an official of any government department or agency or their family members; officials of any public international organization (such as the United Nations); political parties and party leaders; candidates for public office; executives and employees of government-owned or government-run companies; anyone acting on behalf of any of these officials; or an individual holding a legislative, administrative or judicial position of any kind, whether appointed or elected, who exercises a public function on behalf of any country or territory or any public agency or public enterprise of that country or territory, or who is an official or agent of any public international organization.

Good Industry Practice means using a reasonable degree of skill, care, diligence and prudence and using such reasonable standards, methods and practices reasonably and/or ordinarily exercised or used by experienced and competent organisations engaged in similar activities under similar circumstances and conditions.

Group Companies means in relation to a company, that company, any subsidiary or holding company from time to time of that company and any subsidiary from time to time of a holding company of that company as defined in section 1159 of the Companies Act 2006.

Material Breach means a breach of the Contract which in all the circumstances is one which, if not remedied, is likely to have a serious effect on a significant benefit which the innocent party would otherwise derive from the performance of the Contract in accordance with its terms.

MOSL means Market Operator Services Limited, the organisation that administers the market for water and sewerage retail services in England.

Other One of Us when referring to us means you and when referring to you means us.

Regional Wholesaler means the statutory water and/or sewerage undertaker appointed by the Government as the provider of

wholesale water and/or sewerage services in the area in which a Site is located that owns or operates the network through which water and/or sewerage services are supplied to that Site.

Regulator means the Water Services Regulation Authority (Ofwat) in England and Wales or the Water Industry Commission for Scotland (WICS) in Scotland.

Regulatory Guidance means guidance from a Regulator or other Competent Authority.

Relevant Laws means:

- (a) any statute, regulation, bylaw, ordinance, subordinate legislation or any sanctions imposed by any relevant authority 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 Contract;
- (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 or Scotland as appropriate.

Sanction means an embargo or economic sanction imposed by the United Kingdom or by the European Union; or economic sanctions or embargoes under any lists maintained by the United Kingdom Government Office of Financial Sanctions Implementation or similar lists maintained by the European Union.

Scheme of Charges means the document of that name published yearly by us that contains our default tariff rates.

Security Deposit means a sum of money which we may ask you for at any point during the Contract Term which we will return in full providing we have no reason to deduct any amount from the initial sum provided to us.

Services means the services relating to water supply and/or sewerage provided in relation to the SPIDs referred to in the Site Data Sheet or any part of them and/or other things agreed between us.

Site means any Eligible Site specified in the Site Data Sheet.

Site Data Sheet means the section of the Contract Agreement with this title.

SPID means the supply point identification number for the location at which water and/or sewerage services are provided that is held by the Competent Authority responsible for recording the supplier of water and/or sewerage services at that location.

Standard Variable Tariff means our standard variable tariff applicable to your Sites for the Regional Wholesaler's area in which your Sites are located, which may go up or down from time to time.

Switching Process means the process of switching supplier for the provision of the relevant Services under Relevant Laws. References to "Switch" and "Switched" in this Contract refer to this process.

Ts&Cs means, this document, our Standard Terms and Conditions for SME Business Water and Sewerage Services.

Vacant means any Site:

- (a) where there is no physical occupation by any person, other than for providing security services;
- (b) which is not open or available to the public or visitors;
- (c) which has no stock left within it, except abandoned items;
- (d) which has no moveable items left within it; and
- (e) where any fixtures and fittings have been abandoned and the Site is no longer in use, for a period of more than two calendar days.

WICS means the Water Industry Commission for Scotland, the regulator of the water industry in Scotland.

18.2 A reference to an organisation (apart from you or us) includes any replacement organisation or organisation that substantially serves the same purpose.

18.3 A reference to a statute or statutory provision shall be construed as including a reference to any subordinate legislation and any future modification or amendment to, or, any reenactment or replacement of that legislation.

19. Scotland only

The following clauses apply only to Sites in Scotland:

- (a) Under clause 5.1 we must give you at least 2 invoices per year;
- (b) You may cancel or terminate a newly agreed Contract in relation to your Scottish Sites at no cost within 10 Business Days of entering into the Contract so: clause 3.5 shall be amended accordingly; clause 5.8 shall not apply; and clause 3.1 shall be modified to take account of this right;

- (c) We will provide you a copy of the Contract on request and free of charge within 5 Business Days of your request.
- (d) Clause 5.16 or other clauses dealing with changes to your Contract other than clauses 5.17-5.19 will take effect after 20 Business Days;
- (e) Clause 5.25 is 5 years in Scotland rather than 6 years;
- (f) In variation of clause 7.6: you are not required to provide transfer reads, instead, we will obtain any necessary reads in accordance with the Scottish Code of Practice and market rules and where a read is unavailable, we will estimate consumption in line with market guidance
- (g) The period in clause 9.3 shall be 10 Business Days and any such change shall be free of charge;
- (h) Under clause 9.4 you can give notice for any reason and at any time for Sites in Scotland (which can include your transfer notice) not just because you are leaving

that Site (but you may be liable for additional charges and liabilities under clause 5.8); and

- (i) Under clause 11.1 d you can give notice for any reason and at any time after the Contract End Date for Sites in Scotland (which can include your transfer notice)..

20. Greener Fix

If you are on a 'Greener Fix' tariff then the following are additional provisions that you must comply with:

- (a) You must have been signed up to a contract via our online broker portal;
- (b) You must pay your invoices by monthly Variable Direct Debit;
- (c) View and manage your bills/account online via our MyAccount portal;
- (d) Supply monthly meter reads via the our MyAccount portal;
- (e) At all times ensure that we have your current mobile number and email address so that we can contact you.