

Waterplus

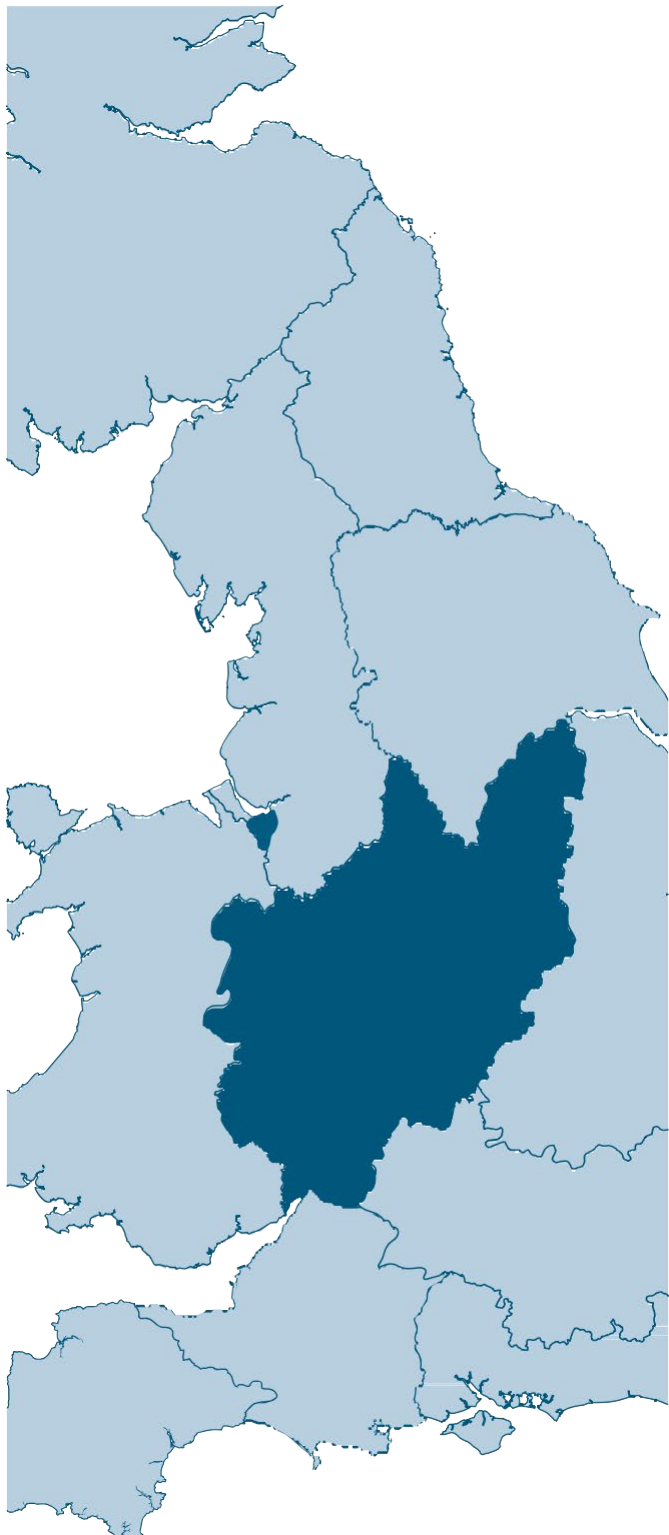
Scheme of charges

How we calculate your bills

From April 2022

(Until otherwise stated)





About this document

Water Plus Select Limited Scheme of Charges (applicable for the Severn Trent Water Limited ("STW") wholesale region) from 1 April 2022.

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

This document is split into three parts:

- **The first part (A)** gives a quick and easy guide to how we calculate your bills, along with contact details and other useful information.
- **The second part (B)** provides a description of the charges and contains more technical information.
- **The third part (C)** sets out our specific rates from 1st April 2022.
- This document relates to sites connected to the Severn Trent water supply or sewerage collection network in the area shown on page 2.

Customer information

Customers planning to move to a different property, will be provided on request with information regarding the charges for that property, subject to any consent that may be required from the current occupier of the property. Information will also be provided on any options and alternatives for charges that may be available.

Changes to the Scheme of Charges

If there is a change in Relevant Laws or Regulatory Guidance that has an impact on this Scheme of Charges, or if there are any changes

to the STW Wholesale Charges that impact this Scheme of Charges, we may amend this Scheme of Charges as a result.

Any questions?

If you have a question about any aspect of this document, take a look at our Frequently Asked Questions section on our website water-plus.co.uk or call us, using the contact details in section A1.7.

Contents

About this document	2
Contents	3
A: General overview	6
A1 Overview	6
A1.1 How we charge you	9
A1.2 VAT.....	9
A1.3 Why we can charge.....	9
A1.4 Charging and payment arrangements	9
A1.4.1 Liability for charges.....	9
A1.4.2 Timing of payment	10
A1.4.3 Security deposits	10
A1.4.4 Interest on outstanding charges and late payment charge	10
A1.4.5 Legal services charge	10
A1.4.6 Pre-payment devices	10
A1.4.7 Billing adjustments.....	10
A1.4.8 Group billing arrangements	10
A1.4.9 Billing frequency.....	11
A1.5 Payment.....	11
A1.6 What to do if you are unhappy with our service	11
A1.7 Useful contact numbers and addresses	11
A2 Measured charges for businesses and other organisations.....	12
A2.1 Water supply charge.....	12
A2.2 Wastewater charge.....	12
A2.3 Drainage charges.....	12
A2.4 Standby charges.....	13
A3 Unmeasured charges for businesses and other organisations	13
A3.1 Changing to measured charges	13
A4 Assessed charges.....	13
A5 Trade effluent	14
A6 Other information.....	14
A6.1 Leakage allowances.....	14
A6.2 Water meter.....	14
A6.3 Water meter testing.....	14
A6.3.1 Change in water meter size or position	14
A6.3.2 General site visit charge relating to metering.....	14
A6.3.3 Access to a water meter	14
A6.4 Disconnection and reconnection charges	15
A6.4.1 Arising from non-payment	15
A6.4.2 Permanent disconnection	15
A6.4.3 Temporary disconnection.....	15
A6.4.4 Reconnection following disconnection for non-compliance with the fitting's regulations.....	15
A6.5 Other water supply charges.....	15
A6.5.1 Charges for water used for improvements to existing premises	15
A6.5.2 Inspection of plumbing work	15
A6.5.3 Car Parks with no supply of water	15

B: Charges description	16
B1 Introduction	16
B1.1 Context	16
B1.2 General principles	16
B2 Measured charges	16
B2.1 Measured water charges	16
B2.1.1 Choice of tariff	16
B2.1.2 Standby tariffs	17
B2.1.3 Water meter reading	17
B2.1.4 Charging for water used for fire-fighting purposes	18
B2.2 Measured sewerage charges: wastewater	18
B2.2.1 Choice of tariff	18
B2.2.2 Standby.....	18
B2.2.3 Non-return to sewer assumption.....	18
B2.2.4 Trade effluent	18
B2.2.5 Premises with a private water supply	19
B2.2.6 Temporary discharges.....	19
B2.3 Measured sewerage charges:.....	19
B2.3.1 surface water drainage.....	19
B2.3.2 Chargeable area for measured premises.....	19
B2.3.3 Concessionary drainage scheme	19
B2.3.4 Transitional scheme	20
B2.3.5 Reductions in surface water drainage charges	20
B2.3.6 Premises served by a septic tank that drains into a public sewer.....	20
B2.4 Compulsory metering	20
B2.4.1 New premises	20
B3 Unmeasured charges.....	20
B3.1 Unmeasured water charges	20
B3.2 Unmeasured sewerage charges	21
B3.3 Meter installation	21
B3.3.1 Requesting a meter.....	21
B3.3.2 Ownership of the meter	21
B3.3.3 Protection of and damage to the meter	21
B4 Assessed volume charges	21
B4.1 Surface water charges for assessed sites	22
B5 Trade effluent charges.....	22
B5.1 Responsibility for charges	22
B5.2 Basis of charge.....	22
B5.3 Calculation of charges payable	22
B5.3.1 Definitions of terms	23
B5.3.2 Choice of tariff	23
B5.3.3 Trade effluent metering	24
B5.3.4 Temporary discharges.....	24
B5.4 Application of the scheme in particular cases.....	24
B6 Miscellaneous charges	25

C: Primary charges from 1st April 2022	26
C1 Introduction	26
C2 Measured charges	26
Table 1: Base water tariff -charges	26
Table 2: Intermediate and large volume water volumetric charges.....	26
Table 3: Meter based fixed charges	27
Table 4: Measured wastewater charges	27
Table 5: Additional Sewerage site fixed charges	28
Table 6: Surface water drainage charges – site surface area charges	28
Table 7: Standby tariff capacity charges	29
Table 8: Standby tariff volume charges	29
Table 9: Standby tariff premium charges (where notified volume is zero)	29
C3. Unmeasured Charges	30
Table 10: Unmeasured water charges.....	30
Table 11: Unmeasured fixed charges.....	30
Table 12: Assessed Volume water and wastewater charges	30
Table 13: Trade effluent charges – base tariff.....	31
Table 14: Trade effluent charges – intermediate user tariff.....	31
Table 15: Trade effluent charges – large user tariff	31
Table 16: Fixed charges for trade effluent.....	32
Table 17: Assessed volume charge for trade effluent.....	32
Table 18: Non potable water charges zone 10	32
D. Other Charges	32

A: General overview

A1 Overview

- (i) Unless defined in this section A1, words used in this Scheme of Charges have the same meaning as under the Interpretation Act 1978 as applied to the interpretation of an Act of Parliament.
- (ii) Clause and sub-clause headings are for convenience only and shall not affect the interpretation of this Scheme of Charges.
- (iii) In this Scheme, unless the context requires a different interpretation:

The Act – the Water Industry Act 1991 (as amended from time to time).

Assessed volume charge – applies when a meter cannot be installed, no charging value for the premises is available or where a charging value exists and the wholesaler has deemed it inappropriate.

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

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

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

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

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

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

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

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

Community group – for surface water drainage charges, this is a group which provides benefit to the local community and meets criteria as determined by the wholesaler.

Competent authority – any body or organisation, including government department and regulatory, statutory and other entity, committee, or ombudsman that has a relevant regulatory or supervisory role including the Water Services Regulation Authority (Ofwat), the Department for Environment, Food & Rural Affairs, the Drinking Water Inspectorate, the Environment Agency, the Health and Safety Executive and Market Operator Services Limited.

The Company – Water Plus Select Limited.

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

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

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

Fittings regulations – the Water Supply (Water Fittings) Regulations 1999.

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

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

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

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

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

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

Intermediate volume user – a non-household customer who:

For water receives between 10,000m³ and 49,999m³ of potable water per year from the Severn Trent wholesale supply, for wastewater discharges between 10,000m³ and 49,999m³ of chargeable sewerage per year and/ or for Trade Effluent discharges between 10,000m³ and 49,999m³ of chargeable effluent per year.

Large volume used - a non-household customer who:

For water receives 50,000m³ or more of potable water per year from the Severn Trent wholesale supply, for wastewater discharges 50,000m³ or more of chargeable sewerage per year and/ or for Trade Effluent discharges 50,000m³ or more chargeable effluent per year.

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

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

Where the non-household customer has less than ten employees, the written confirmation shall be in the form of a template issued by Ofwat.

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

Meter – the water undertaker's meter

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

Meters regulations – The Water (Meters) Regulations 1988.

Non-household customer – a person who is the occupier of premises other than a house or who we have identified as being responsible for water services charges provided to the occupier. For example, this includes all charges that relate to the provision of one-off or discrete services.

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

Occupier – any person in actual occupation of the premises, or any person who:

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

See also definition for customer

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

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

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

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

Rateable value – the value of premises designated by the wholesaler, often based on a list maintained under section 41 (local rating lists), 52 (central rating lists) of the Local Government Finance Act 1988 or the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990.

Regulatory guidance – means guidance from a Competent Authority.

Relevant laws – means:

- (a) any statute, regulation, bylaw, ordinance or subordinate legislation which is in force for the time being or which may be introduced from time to time to which you or we are subject;
- (b) the common law as applicable to you or us;
- (c) any binding court order, judgment or decree applicable to you or us;
- (d) any binding order, decision, determination or direction of a Competent Authority which applies generally or applies to you or us in respect of your or our rights or obligations relating to the

Scheme of Charges;

- (e) any and all relevant licences, consents or permissions from a Competent Authority; and
- (f) any applicable industry code, policy, guidance, standard or accreditation terms enforceable by law or Regulatory Guidance, in all cases relevant for England and Wales.

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

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

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

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

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

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

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

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

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

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

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

- (a) there is no physical occupation by any person, for any purpose, other than for the sole purpose of providing security services for the premises;
- (b) the premises is not open or available to the public or visitors;
- (c) there is no stock left in the premises, except where these items have been abandoned by a former tenant and the premises is not in use;
- (d) there are no moveable items left on the premises such as furniture, equipment, tools or moveable equipment or machinery; and
- (e) any fixtures and fittings have been abandoned by a former tenant and the premises is not in use.
- (f) There is no recorded consumption on the meter

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

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

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

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

Water supply – water supplied by us to a non- household customer.

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

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

Wholesale Charges – the charges which the wholesale supplier for water and sewerage services within the region applies in accordance with its tariff document.

You, your – a non-household customer.

A1.1 How we charge you

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

- **Measured**
- **Unmeasured**
- **Assessed**

Whichever of these methods applies to you, the charges cover up to **five elements**

- **Water supply** – this covers the costs of supplying clean water to your property.
- **Wastewater** – this covers the cost of removing, treating and/or disposing of the wastewater from your property
- **Surface Water Drainage** – this covers the cost of draining rainwater from your property. If no rainwater from your property drains to the public sewer then you will not have to pay this charge.
- **Highway Drainage** – this covers the cost of draining water from the public highways
- **Trade effluent charges** – if your wastewater discharge contains more than just a domestic type of effluent, we will charge you according to the strength of the effluent. For more information, see section B5. Our current rates are set out in tables 14 to 18 in section C.

A1.2 VAT

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

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

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

A1.3 Why we can charge

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

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

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

A1.4 Charging and payment arrangements

A1.4.1 Liability for charges

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

In most owner and occupier situations, it is normally the occupier who is charged and not the owner. Exceptions include holiday lets and some bedsits and student accommodation as well as other short-term accommodation where the occupation of the tenants is temporary. In these cases, the owner will usually be charged. If no occupier can be identified, the owner will be liable for the charges.

Where multiple premises are supplied by a single metered water supply, we reserve the right to regard the occupier of one set of premises as the occupier of all the premises served. This will occur when both the site area and consumption of all but one of those premises is, in our opinion, insignificant in relation to the total of the combined premises.

If you take on the services of a third party to act as your billing agent, we will require a written Letter of Authority from you, before making and recovering charges through your billing agent. If there are any additional dealings between us and your billing agent, the Letter of Authority must detail the authority to partake in such dealings on your behalf. Any Letter of Authority must have been signed and currently active (i.e. has not expired). The involvement of a billing agent does not affect your liability for charges.

If a site becomes vacant, you must provide us with 30 days notice to ensure no charges for consumption are applied from the date on which the site became vacant. If a wholesaler continues to apply any charges relating to the site, then these will be passed on to the occupier or owner as appropriate.

Please note, if consumption continues to be recorded at the site following the vacancy date, further consumption charges may apply.

A1.4.2 Timing of payment

All charges are payable as stated on your bill. If you do not pay on time it will result in recovery action and you may need to pay additional costs because of this (see section B6).

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

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

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

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

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

A1.4.3 Security deposits

We may require you to provide a security deposit for payment of future charges.

Interest will be payable on deposits at a rate determined us. The value of the security deposit can be up to the equivalent value of your annual charges for water and sewerage services (including trade effluent).

A1.4.4 Interest on outstanding charges and late payment charge

We may require you to pay interest on overdue accounts; this will be calculated at the rate detailed in your Water Plus contract. If you are on a Water Plus Deemed Contract, you can find your terms and conditions [here](#).

We may also charge you an administration charge for payments that have not been received on time (see section B6).

A1.4.5 Legal services charge

We reserve the right to charge you for the costs we incur when we use legal services to recover outstanding water services charges, or any other charge referred to in this Scheme of Charges (see section B6).

A1.4.6 Pre-payment devices

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

A1.4.7 Billing adjustments

Any adjustment to charges will normally be applied from the date we are notified of the change of circumstances, unless retrospective adjustments are agreed with the water or sewerage undertaker.

Whilst we make every effort to make sure that all bills are correct, in the case of error we reserve the right to make retrospective adjustments.

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

If your charges are based on Business Rateable Value (see sections A3 and B3), and there is a change to this value, you may apply for the charge to be recalculated. Where the wholesaler determines that your Rateable

Value has changed, your future charges will be adjusted.

Where a recalculation of charges has resulted in a refund being due (based on the difference between what has been paid by the customer and the newly calculated charges for both wholesale and retail charges) the refund will be made via a credit adjustment to the customer's account.

We reserve the right to recover from you or your agent any costs that we have reasonably incurred in investigating claims associated with our charging mechanisms, where we subsequently establish that the charges under review were correct (see section B6).

A1.4.8 Group billing arrangements

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

A1.4.9 Billing frequency

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

A1.5 Payment

Payments may be made:

- by direct debit (at no extra charge). You can set up a direct debit online at: **water-plus.co.uk**
- by debit or credit card by ringing: **0345 072 6072**;
- by cash at a PayPoint outlet (at no extra charge). Take your bill or Watercard and cash payment to a PayPoint store;
- over the counter of any bank. Cheques should be made payable to Water Plus Limited. Service is free if you pay by cheque at any branch of Natwest and may be free if you pay at your own bank. Some banks may charge for this service;
- at a Building Society (ask your own society for details);
- by post to the address on your bill;
- by internet banking, using e-payment facilities of your bank or building society
- electronically via our website: **www.water-plus.co.uk**

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

We will make a charge for dishonoured payments (see section B6).

A1.6 What to do if you are unhappy with our service

We aim to deliver a high standard of service and to deal with your complaint speedily and satisfactorily. If you feel we have not met these standards, please contact us using the contact details in section A1.7.

According to the Water Plus complaints handling process, we should reply to any written complaint within 10 working days.

If we fail to do this, you may be entitled to an automatic payment under the statutory Guaranteed Standards Scheme. This forms part of our standards of service that have been agreed with Ofwat.

If, following correspondence with us, you remain unhappy with the outcome of your complaint you can refer your complaint to: CCW - The Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ.

After your complaint has been through our complaints procedure and has been considered by CCW, if you remain unhappy with the outcome of your complaint you may be eligible to take your concerns to our water redress scheme.

You can find out more information about our complaints procedure, including details of our current water redress scheme, by accessing our website at: **water-plus.co.uk/complaints**

A1.7 Useful contact numbers and addresses

General customer enquiries and requests

Website: **water-plus.co.uk**

Email: **service@water-plus.co.uk**

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

Call: **0345 072 6072** for all customer enquiries.

Business address: Water Plus, South Court, Riverside Park, Campbell Road, Stoke-On-Trent, ST4 4DA.

Write to us at – Correspondence: **WaterPlus Correspondence, PO Box 337, Sheffield, S98 1BZ.**

Payments: **Water Plus Payments, PO Box 336, Sheffield, S98 1DY** or email to:

Paymentservices@water-plus.co.uk

Office hours: 8:30 am to 5:30pm Monday to Friday (excluding English bank holidays and company holidays, see our website for more details).

Emergencies and queries on water quality, pressure, supply, sewerage or leaks

During office hours call: 0345 072 6072 as above.

Outside office hours: (emergency only).

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

Complaints

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

Please visit the following page for the Water Plus complaints handling process:

water-plus.co.uk/complaints

Address: See "Correspondence" address above.

Other useful contacts

Ofwat email: mailbox@ofwat.gov.uk

Telephone: **0121 644 7500**

Website: ofwat.gov.uk

Consumer Council for Water

Email: enquiries@ccwater.org.uk Telephone (Customers in England): **0300 034 2222**.

Website: ccwater.org.uk

Wholesaler emergency lines:

Severn Trent Area: **0800 783 4444**

South Staffs Water Area: **0800 389 1011**

A2 Measured charges for businesses and other organisations

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

A2.1 Water supply charge

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

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

Our charges include a meter fixed charge, based on the size of your meter, and a site fixed charge based on the volume band of water supplied to the site. Our current rates are set out in tables 1, 2 and 3 in section C.

Where you opt to pay intermediate or large user tariffs our charges in table 2 will be applied. See section B2.1.1 for further details.

A2.2 Wastewater charge

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

To work out the charge, the volume of used water (actual or estimated) will be multiplied by the appropriate rate and adjusted for any non-return allowance. Our current rates are set out in table 4 in section C.

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

We assume that the volume of 'water in' is the same as the volume of 'water out', i.e. returned to sewer. However, if you believe that you have more than 'normal losses', you may be able to reduce these charges by installing a meter. Contact us using the details in section A1.7 and we will contact the sewerage undertaker on your behalf.

Our charges also include a site fixed charge per service based on the volume band of water supplied to your premises. Our current rates are set out in tables 4 & 5 in section C.

Trade effluent charges may also apply, these are covered separately, see section A5.

A2.3 Drainage charges

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

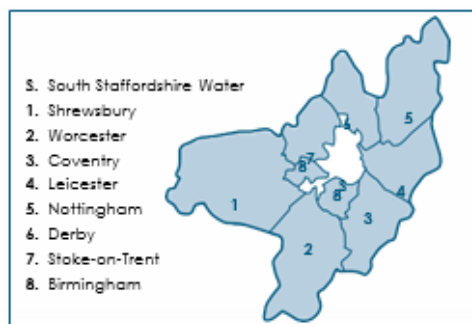
If you can show that some or all of your property does not have any surface water draining to the sewerage undertaker's sewer, you may be eligible for a reduction in surface water drainage charges. Get in touch with us to find out more using the contact details in section A1.7.

Our charges also include a site fixed charge per service based on the volume band of water supplied to your premises. Our current rates are set out in table 5 in section C.

A fixed highway drainage charge will also be payable.

A2.4 Standby charges

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



A3 Unmeasured charges for businesses and other organisations

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

Unmeasured non-household customers are charged for:

- Water supply
- Wastewater
- Drainage (Surface water and highway drainage)

The charge for each of these services is calculated by multiplying the chargeable value of your property by the rates for the services that you receive. There are different rates across the region depending on the charging zone applied, see A3.1 for more details. In addition, fixed charges for each service may also be applicable. Our current rates are set out in tables 10 and 11 in section C.

A3.1 Changing to measured charges

If you are currently paying unmeasured charges and would prefer to pay for your actual consumption, you can choose to have a water meter installed by phoning or emailing us, using the contact details in section A1.7. We will then raise a request on your behalf to the water undertaker.

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

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

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

If either you or a previous occupier of your premises have applied for a meter in the past, but installation was not then possible, it may be worth re-applying due to changes in technology. Contact us using the details in section A1.7 for more information.

Water meters and any associated equipment will be positioned in accordance with the Meters Regulations and must record the total volume of water used. The water meter will ordinarily be sited inside your premises but may be outside if this is necessary for operational or access reasons. You can request an alternative location providing it is accepted by the water undertaker. Contact us, and we will make the arrangements with the water undertaker. You may be liable for any additional costs (see section B6).

A4 Assessed charges

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

Assessed volume charges cover both water and wastewater charges and are based on the water undertaker and the sewerage undertaker's assessment of the water used. Our current rates are set out in table 12 in section C.

You will also be charged for surface water drainage, which will be based on the chargeable site area of the property as well as a fixed charge for highway drainage.

A5 Trade effluent

If your wastewater discharge contains more than just a domestic type of effluent, you may be charged according to the strength of this effluent under a Trade Effluent Consent. The charges applicable are Trade Effluent Charges.

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

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

R Reception and conveyance

V Preliminary and primary treatment

B Biological treatment

S Sludge treatment and disposal

A more detailed explanation of Trade Effluent is available in section B5 and our current rates are set out in tables 13 to 18 in section C.

A6 Other information

A6.1 Leakage allowances

On measured premises, where a leak is found an allowance may be available to adjust the charges payable, this allowance will be in line with the wholesaler's policy and must satisfy their criteria.

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

A6.2 Water meter

It is an offence to tamper with or remove a water meter without permission, see section 175 and 176 of the Act. You will be liable for additional charges if a meter is tampered with (see section B6).

A6.3 Water meter testing

You can request that the water meter is tested in accordance with regulation 6 of the Meters Regulations, and we will contact the water undertaker to arrange this test. We reserve the right to charge an administration charge for arranging water meter accuracy tests.

The water meter will be removed for testing. A charge for the test will apply if it shows that the accuracy of the water meter falls within the prescribed limits of error. No charge remains payable to the water undertaker if the meter accuracy fails the prescribed limits of error.

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

A6.3.1 Change in water meter size or position

Upon you or your agent's request we will contact the water undertaker on your behalf to:

- carry out a survey to confirm if a water meter can be repositioned in accordance with regulation 5 of the Meters Regulations; or
- carry out a survey to assess your likely water requirements and whether the existing
- water meter is of the appropriate size; or
- fit and remove a data logger where possible; or
- reposition the water meter or replace it with one of the appropriate size.

All such work will be at your expense.

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

A6.3.2 General site visit charge relating to metering

If a visit has been requested in relation to carrying out work on a meter and it is determined that no work is required, you will be charged for any resulting costs (see section B6).

A6.3.3 Access to a water meter

You must allow access to the water meter at all reasonable times. If you fail to allow reasonable access to read or maintain a water meter it may result in legal proceedings (see sections 162 and 172 of the Act) and you may be liable for any costs incurred, including associated legal costs (see section B6). This also includes any costs associated with accessing or re-siting a covered or obstructed meter.

A6.4 Disconnection and reconnection charges

A6.4.1 Arising from non-payment

Where we arrange for a site visit to take place to disconnect a supply for non-payment of charges in accordance with section 61 of the Act, a charge will be payable, and an additional charge will apply for each subsequent visit.

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

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

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

Where our representative or agent visits premises to disconnect the supply as above and the disconnection does not go ahead, a charge for the visit may be payable (see section B6).

A6.4.2 Permanent disconnection

Charges will be applied for disconnections as per our non-primary charging policy, see section B6.

A6.4.3 Temporary disconnection

If you have an unmeasured water supply, you may request that the supply is temporarily disconnected provided the premises has a separate service pipe and this can be done without affecting supplies to other properties. We reserve the right to charge for this.

Charges for surface water drainage and highway drainage services remain payable.

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

A6.4.4 Reconnection following disconnection for non-compliance with the fitting's regulations

Where a water supply has been disconnected for non-compliance with the Fittings Regulations and you request reconnection, we will charge you for reconnection. There will be additional charges applied to your account for the disconnection and reconnection work (see section B6).

A6.5 Other water supply charges

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

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

A6.5.2 Inspection of plumbing work

Where an inspection is required at premises to confirm that plumbing works comply with the Fittings Regulations, there is no charge for initial inspections. If works do not comply with the Regulations, we will make a charge for each necessary re-inspection visit (see section B6).

We will also make a charge where you request a visit to:

- locate a stop tap or stop valve for work on private pipework; or
- provide advice about or assistance with private pipework; or
- carry out a pressure/flow test (see section B6).

A6.5.3 Car Parks with no supply of water

Car parks built from 1 April 2010 that do not have a water connection or a water meter will be charged based on site area (see table 6 in section C)

B: Charges description

B1 Introduction

B1.1 Context

This Scheme of Charges contains the charges of Water Plus Select Limited and applies from 1st April 2022. It is our description of the methodologies used in calculating our charges.

B1.2 General principles

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

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

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

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

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

B2 Measured charges

B2.1 Measured water charges

Potable water supplied through a meter is charged on one of our measured water tariffs,

You are responsible for paying charges for all water registered on the meter. No allowance will be given against water charges for water lost due to a leak except in defined circumstances (see section A6.1).

The charges for potable water are made up of the following:

- a fixed charge based on the size of the meter (where no meter size is shown on the water meter a meter size will be assessed by reference to the nominal flow through the water meter);
- a volumetric charge per m³ of water consumed;
- a fixed charge per site based on the band of water volume supplied;
- a fixed charge for optional intermediate and large tariffs

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

B2.1.1 Choice of tariff

Our base water tariff is most suitable for any site consuming less than 10,000 m³ of potable water per year and you will usually be charged on the base tariff unless you choose to pay on one of our optional tariffs

You can apply to change to an optional tariff by contacting us using the details in section A1.7.

On receipt of your application the tariff will normally be applied from the date the request is received by the wholesaler. We will only allow you to change tariff once in a twelve-month period. current rates are set out in table 2.

- Intermediate: This will benefit sites which use more than 10 but less than 50 megalitres (10,000 – 50,000 cubic metres) of potable water per annum.
- Large: This will benefit sites which use more than 50 megalitres (50,000 cubic metres) of potable water per annum.

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

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

If you become ineligible for the optional tariffs, then the base tariff will be applied to all consumption.

B2.1.2 Standby tariffs

Where a non-household customer has an alternative water supply that – both legally and practically – can provide them with more than 10,000m³ of water in a year, the non-household customer may apply to be charged on the basis of a standby tariff instead.

The standby tariffs in this section apply:

- (i) Where we supply water through one or more meters to the occupier of a single premises and that premises also has access to an alternative source of water, other than the water we supply, which is capable (both legally and physically) of supplying at least 10,000m³, the occupier of that premises will be charged on the standby tariff (instead of the base tariff, intermediate user or large user tariff above) and may elect to secure a standby supply.
- (ii) Where a standby supply applies, the occupier of the premises must notify us in writing of the maximum required volume of water ("the notified volume") for the year by 1 April and will pay the following charges:
 - (a) The capacity charges shown in table 7 in section C, payable irrespective of whether we supply any water.
 - (b) The volume charges shown in table 8 in section C, payable for all water we supply, irrespective of the notified volumes.
 - (c) Meter size standing charges: the appropriate fixed charges related to size of the meter measuring the supply to the premises (see table 3 in section C).
 - (d) Fixed charge: the appropriate fixed charges relating to the volume of water we supply to the premises (see tables 7 and 8 in section C).
 - (e) Premium charges: in addition to the charges under (a), (b) (c) and (d) above, the following charges shall apply in the circumstances described below.
 - Where the pro-rated notified volume is exceeded for a billing period, we will make a charge of twice the capacity charge as determined in table 7 for each m³ of water supplied in excess of the notified volume for the relevant period.
 - Where the occupier elects for a maximum volume of zero, or in circumstances where it is taken to have been notified as zero (see below), the occupier must give us at least twenty-four hours' notice before using our supply. In addition to the appropriate charges set out in (b) and (c) above they will pay the premium charges in table 9 in section C.
 - (f) The above charges will be due on demand (unless agreed otherwise) from the first relevant meter reading on or after 1 April 2022.
 - (g) Our decision about the excess over and above the notified maximum volumes will be binding on the person liable to pay the charges.
 - (h) Where the occupier of a single premises as described above does not elect to secure a standby supply, or does not provide the information as specified in section (ii) above by 1 April 2022, the maximum volume required for the year shall be taken to be zero.
 - (i) If the water undertaker considers that they could not supply the notified volumes and revised notified volumes cannot be agreed by 15 April 2022, the occupier will be advised and the notified volumes will be taken to be zero.
 - (j) If the water undertaker identifies that an operational network problem may occur in circumstances where a notified volume (including circumstances where it is taken to be zero) is exceeded, the water undertaker will reserve the right to downsize the relevant meter or meters to an appropriate size for the notified volume.
 - (k) Where it can be shown to the water undertaker's satisfaction that none of the water we supply through a meter or meters could be used to increase the supply of water to any part of the premises to which water from the alternative source is supplied, the occupier of the premises will pay the appropriate charges relating to those meters and any water supplied through them as set out in B2.1 or section B2.1.1 above, as appropriate, instead of the standby tariff.

B2.1.3 Water meter reading

The meter reading is evidence of consumption.

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

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

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

Charges will be apportioned and billed on a pro-rata basis between the current and previous charging year for the first meter reading taken after 1 April 2022.

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

In accordance with section 147 of the Act, where a valid application is received, no charge will be made for water used for fire-fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire-fighting. The validity of an application is determined at the sole discretion of the wholesaler.

B2.2 Measured sewerage charges: wastewater

B2.2.1 Choice of tariff

Our base wastewater tariff is most suitable for any site discharging less than 10,000 m³ of chargeable sewerage per year and you will usually be charged on the base tariff unless you choose to pay on one of our optional tariffs.

You can apply to change to an optional tariff by contacting us using the details in section A1.7.

On receipt of your application the tariff will normally be applied from the date the request is received by the wholesaler. We will only allow you to change tariff once in a twelve-month period. Current rates are set out in table 4.

- Intermediate: This will benefit sites which have more than 10 but less than 50 megalitres (10,000 – 50,000 cubic metres) of chargeable sewerage.
- Large: This will benefit sites which have more than 50 megalitres (50,000 cubic metres) of chargeable sewerage.

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

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

If you become ineligible for the optional tariffs, then the base sewerage tariff will be applied to all chargeable sewerage.

B2.2.2 Standby

For sites with a water meter, our charges for wastewater will normally consist of:

Sewerage fixed charge- dependent on the band of water volume supplied

Used water volumetric charges per m³, and will normally be based on the amount of water registered on the water meter. However, in certain circumstances charges for wastewater may be based on readings from meters measuring such discharges. Where wastewater is discharged directly into a sewerage treatment works as agreed with the sewerage undertaker, there will be a reduced rate available.

Surface water drainage charges- based on the rateable value of the premises or the chargeable site area

Highway drainage- a fixed charge per site

B2.2.3 Non-return to sewer assumption

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

Where the process on site results in more than five percent of the water supplied not being returned to the sewer, you may apply for the volume of wastewater to be measured. This will require the installation and maintenance of a meter or other gauge for which you will be liable for the costs.

B2.2.4 Trade effluent

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

If you are consented to discharge trade effluent, the consented volumes will have charges applied as set out in section B5.

Wastewater charges will be applied as appropriate for any additional wastewater.

Our base trade effluent tariff is most suitable for any site discharging less than 10,000 m³ of chargeable trade effluent per year and you will usually be charged on the base tariff unless you choose to pay on one of our optional tariffs.

You can apply to change to an optional tariff by contacting us using the details in section A1.7.

On receipt of your application the tariff will normally be applied from the date the request is received by the wholesaler. We will only allow you to change tariff once in a twelve-month period. Current rates are set out in tables 13, 14 & 15.

Intermediate: This will benefit sites which have more than 10 but less than 50 megalitres (10,000 – 50,000 cubic metres) of chargeable trade effluent.

Large: This will benefit sites which have more than 50 megalitres (50,000 cubic metres) of chargeable trade effluent.

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

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

If you become ineligible for the optional tariffs, then the base trade effluent tariff will be applied to all effluent discharge.

B2.2.5 Premises with a private water supply

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

B2.2.6 Temporary discharges

For any temporary discharge to a public sewer or sewage disposal works, an appropriate charge will be made, which will be based on wholesaler charges with an additional administration fee.

B2.3 Measured sewerage charges:

B2.3.1 surface water drainage

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

The charges consist of a fixed charge based on the band of water volume consumed, and a charge based on chargeable site area, unless a reduction is in place, see B2.2.1. Our current rates are set out in tables 5 & 6 in section C.

B2.3.2 Chargeable area for measured premises

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

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

We reserve the right to recover from you or your agent, any costs that have been reasonably incurred in cases where you or your agent dispute either the site area charging band to which your premises have been allocated or seek to demonstrate that your premises does not drain any surface water or groundwater either directly or indirectly to the sewerage undertaker's sewer, and it is subsequently demonstrated that our original assessment of your premises was correct (see section B6).

You must provide us with notification of any change that may affect the site area charging band that has been given to your premises.

Once confirmed by the sewerage undertaker, any adjustment resulting from a change in a site area charging band will normally be applied from the start of the charging year in which we are notified of the change, unless the change is made during the charging year when the adjustment will be applied from the date of the change.

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

B2.3.3 Concessionary drainage scheme

The Flood and Water Management Act 2010 gives sewerage undertakers the discretion to provide for community groups to be given a concession for surface water drainage charges that are based on a chargeable area, if they meet specified criteria. Eligible measured community groups will be charged on a site area charging band 3 for surface water drainage services.

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

- Scout and guide hall
- Sea cadet unit
- Community amateur sports club
- Village hall or community centre
- Cemetery
- Local authority park

If your premises is considered a place of religious worship, the charge payable will be based upon a notional rateable value of zero rather than the chargeable area of the premises.

If you feel you are entitled to the wholesaler's concessionary scheme, please contact us and we will contact the undertaker on your behalf.

B2.3.4 Transitional scheme

Transitional Scheme premises will be charged based on the notional band T, as seen in table 6 in section C. These charges will be applicable until the earlier of the following:

- I. The occupier elects to pay the charge based on the premises chargeable area;
- II. There is a change of occupier of the premises; or
- III. We notify the non-household customer that the relevant charge based on the premises' chargeable area would be lower than the charge currently paid based on Band T.

B2.3.5 Reductions in surface water drainage charges

Where the non-household customer can provide evidence to the sewerage undertaker's satisfaction that no surface water or ground water drains from their property into the public sewer, either directly or indirectly, they will not be liable for any charges for surface water drainage charges. This excludes discharges under a trade effluent agreement.

If a non-household customer can provide evidence to the sewerage undertaker's satisfaction that the chargeable area for which they are being charged is too large, they may be entitled to a reduction in their sewerage charge to reflect this. This reduced charge would take effect from the 1 April in the year in which the claim is made.

The wastewater undertaker may impose a charge for any inspection which takes place, in the event that a claim for a reduction in the drainage charge is unsuccessful and the current charge is found to be correct (see section B6).

The reduction in charge for a successful claim may be backdated in certain circumstances as governed by Ofwat and the relevant laws.

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

Any claim must be submitted via phone or email (see contact details in section A1.7).

As set out in section B2.3.1 we reserve the right to recover from you or your agent any costs reasonably incurred in dealing with such a claim where we establish that the claim is not valid (see section B6).

B2.3.6 Premises served by a septic tank that drains into a public sewer

Where there is no discharge of wastewater from premises to a public sewer other than from a properly maintained septic tank, surface water drainage charges remain payable as per table 6 in section C.

B2.4 Compulsory metering

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

The cost of installing a water meter to a new water supply connection will be payable by the person requesting the supply (see section 148 of the act).

If a non-household customer transfers from a private water supply to a water supply provided by us, we will normally charge for water based on a water meter but may use an unmeasured or assessed volume charge, where a meter cannot be installed.

B2.4.1 New premises

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

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

B3 Unmeasured charges

B3.1 Unmeasured water charges

Unmeasured water supply charges apply to sites which receive a water supply, but which do not have a meter and are made up of two parts:

- a fixed charge; and
- a charge per pound of the charging value (£CV) of the premises based on its charging zone.

Our current rates are set out in tables 10 and 11 in section C.

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

B3.2 Unmeasured sewerage charges

For premises that do not have a water meter, along with farms and other agricultural premises and some existing measured premises which have previously been determined, sewerage charges consist of both a fixed charge per property and a charge per pound of the charging value, varying by charging zone. Our current rates are set out in table 10 and 11 in section C.

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

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

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

A charging value is assessed using the business rateable value or rateable value and set by the water undertaker.

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

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

B3.3 Meter installation

B3.3.1 Requesting a meter

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

If the water undertaker considers that it is not reasonably practicable, or it would involve unreasonable expense, they may not install a meter. In such cases, including those where a shared meter agreement is not possible or appropriate, the occupier may opt to pay the appropriate assessed volume charges detailed in section B4 instead of a charge based on the rateable value of the premises.

We will accept requests for a meter made by email or telephone using the contact details in section A1.7.

B3.3.2 Ownership of the meter

Unless you have received permission and arranged for your own approved meter to be installed, the meter will remain the property of the water undertaker. Once the meter has been installed, if the occupier wishes to have it re-sited, we will arrange for the work to be carried out and there will be an additional charge (see section B6).

B3.3.3 Protection of and damage to the meter

The water undertaker owns and is responsible for the maintenance of the meter and any equipment associated with it.

You must take all reasonable care of the meter and must not cover or obstruct the meter in any way. You must allow us, our agents or the water undertaker reasonable access to your premises in order to access the meter. If a cost is incurred in accessing or re-siting the meter because you have covered or obstructed it, then we will charge you for these costs (see section B6).

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

B4 Assessed volume charges

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

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

A fixed annual charge is applied to both water and sewerage based on this assessment. Our current rates are set out in table 12 in section C.

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

The site assessment can be reviewed at any time by the wholesaler.

B4.1 Surface water charges for assessed sites

This assessed volume charge does not include surface water drainage charges. These will be charged separately based on a site area charging band for the chargeable area of the premises. This charge will be applied in the same way as for a measured site, based on the chargeable area (see section B2.3).

Our current rates are set out in table 6 in section C.

B5 Trade effluent charges

If your wastewater discharge contains more than just a domestic type of effluent, you may be charged according to the strength of this effluent under a trade effluent consent. The charges applicable are trade effluent charges.

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

B5.1 Responsibility for charges

As a non-household customer, you will be liable for trade effluent charges if any of the following criteria are met:

- (a) any person making a discharge of trade effluent in accordance with a trade effluent consent (whether directly or indirectly through any intermediate sewer or drain) to a public sewer or sewage treatment works at any time during the period to which this scheme relates; or
- (b) any person to whom a trade effluent consent applies or has been given and, who at the time the trade effluent is or is authorised to be discharged described in (a) above, occupies the premises from which the discharge is made; or
- (c) any person making a discharge of effluent, which is however not deemed a trade effluent to be received (whether directly or indirectly through any intermediate sewer or drain) to a public sewer or sewage treatment works at any time during the period to which this scheme relates (any such persons above being referred to below as "the discharger").

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

B5.2 Basis of charge

Our trade effluent charges have four elements, "R", "V", "B" and "S", shown in tables 13 to 16 in section C in addition to a fixed charge related to the band of volume discharged.

The charges in table 17 (in section C) include the cost of routine sampling and monitoring of trade effluent discharges.

Where the trade effluent does not receive the conveyance or treatment process giving rise to any of the charging elements in tables 13 to 16, that charging element will not be included in the charge to the discharger.

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

This charge will be in respect of the additional costs incurred in the installation or operation of such pipes, plant or machinery, the use of such chemical treatment or the carrying out of any associated research and development work.

B5.3 Calculation of charges payable

The charge to be paid by the discharger for trade effluent discharged to the public foul water sewer or sewage treatment works will be calculated as the sum of:

- I the volume of trade effluent discharged in m³ multiplied by the charges per m³ for R and V in tables 13 to 16; and
- II the biological load of the trade effluent discharged in kilogrammes multiplied by charge per kg for B in tables 13 to 16; and
- III the suspended solids load of the trade effluent discharged in kilogrammes multiplied by charge per kg for S in tables 13 to 16.

These are then subject to the calculations below and to the discharge fixed charges in table 17 in section C.

B5.3.1 Definitions of terms

"R" is the charge for the reception and conveyance of the trade effluent in the public foul water sewer

"V" is the charge for the volumetric treatment of the trade effluent comprising the provision of all necessary

- (a) pumping stations with rising mains we consider to form part of our sewage treatment works;
- (b) inlet works, including screening, comminution, grit removal and pre- aeration facilities;
- (c) primary settlement units (other than storm treatment works), together with in cases where biological treatment is provided, the financing costs associated with biological treatment final settling tanks;
- (d) tertiary treatment facilities; and
- (e) outfalls for crude or treated sewage

Where no biological treatment is provided, the charge per m³ to the discharger for volumetric treatment will be based on a proportion of the element of charge reflecting the exclusion of all financing costs associated with biological treatment final settling tanks.

"B" is the charge for the biological treatment of the trade effluent comprising:

- (a) the provision of all necessary biological filtration plants (including humus sludge removal and pumping facilities);
- (b) the provision of all necessary activated sludge plants, including settled sludge removal and returned sludge pumping facilities; and
- (c) the proportion of total sludge treatment and disposal costs associated with secondary sludge treatment and disposal.

The biological load is derived from a calculated average of the Chemical Oxygen Demand from acidified dichromate (COD) in milligrams per litre of the trade effluent determined on a sample or samples taken after one hour of quiescent settlement.

In cases where it is deemed appropriate after joint investigation with the discharger, the wastewater undertaker may make the assessment of COD on a different basis.

"S" is the charge for the treatment and disposal of primary sludges arising from the reception and treatment of the trade effluent, comprising the provision of all facilities necessary for:

- (a) the pumping or otherwise conveying (e.g. by tanker) of primary sludge to treatment and disposal; and
- (b) the dewatering and treatment of primary sludge (including its conditioning, consolidation, drying, storage, incineration and disposal).

The suspended solids load is calculated from a calculated average of the amount in milligrams per litre of the Total Suspended Solids (SS) in the trade effluent determined on a shaken sample or samples.

B5.3.2 Choice of tariff

Our base trade effluent tariff is most suitable for any trade effluent discharge point discharging less than 10,000 m³ of chargeable effluent per year and you will usually be charged on the base tariff unless you choose to pay on one of our optional tariffs.

You can apply to change to an optional tariff by contacting us using the details in section A1.7.

On receipt of your application the tariff will normally be applied from the date the request is received by the wholesaler. We will only allow you to change tariff once in a twelve-month period. Current rates are set out in tables 13, 14 & 15.

Intermediate: This will benefit sites which have more than 10 but less than 50 megalitres (10,000 – 50,000 cubic metres) of chargeable trade effluent.

Large: This will benefit sites which have more than 50 megalitres (50,000 cubic metres) of chargeable trade effluent.

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

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

If you become ineligible for the optional tariffs, then the base trade effluent tariff will be applied to all effluent discharge.

A site based fixed charge shown in table 17 (Section C) will apply to each single premises that has one or more consents to discharge.

In addition, the fixed charges shown immediately below tables 14 and 15 (in section C) will apply for each individual trade effluent consent that has been given or applies to the discharger at a single premises. Unless we agree otherwise these will be due on demand and apportioned to the billing period. Where there are multiple sources of discharge to a single consented point of discharge, the fixed charges will apply to each source of discharge that has its own sampling point at any time during the period to which this scheme relates.

Where a discharge is legally considered a trade effluent discharge, but it is assessed by the wastewater undertakers to be insignificant in volume and strength and is therefore unlikely to require any further action after the initial application is processed, the wastewater charges will be applied.

The charge to be paid by the discharger, unless agreed otherwise, will be determined using operational parameters derived from the analytical results of samples taken from the trade premises in the previous calendar year. Operational parameters are generally fixed for the charging year, however in exceptional circumstances data may be modified if it is not considered to be typical of the effluent quality.

Agreed fixed strengths may be used for the calculation of charges in certain circumstances such as low risk and consistent effluent. Where applied, these will be based on samples taken in previous charging periods

B5.3.3 Trade effluent metering

For the purposes of calculating the charge, the volume of trade effluent deemed to be discharged from any trade premises will be calculated on the basis of the volumes of water taken at or supplied to, or wastewater or trade effluent discharged from the premises as recorded by the meter, meters, gauge recorder or other apparatus. These must be installed in a manner and location approved by the wastewater undertaker in accordance with the terms of the relevant trade effluent consent.

The discharger shall provide full details of the recordings and readings of the volumes of water, wastewater or trade effluent at the trade premises on or before such dates and in accordance with such arrangements as we may require in order to calculate the volume of trade effluent discharged.

Where:

- (a) the wastewater undertaker is no longer satisfied that the meter, meters, gauge recorder or other apparatus is or are accurately recording the volumes to be measured; or
- (b) the discharger fails to provide the wastewater undertaker with full details in accordance with the wastewater
- (c) undertaker's requirements, the charge will be based on the wastewater undertaker's assessment of the volume of trade effluent discharged after considering all relevant information. Such assessment will be binding on the discharger.

Where the quantities of trade effluent authorised to be discharged are expressed in any trade effluent consent only in gallons, charges will be levied on the quantities actually discharged converted at the rate of 4.546 m³ to one thousand gallons.

B5.3.4 Temporary discharges

For any temporary discharge to a public sewer or sewage disposal works, an appropriate charge will be made, which may be based on the wastewater or trade effluent charges we receive in respect of this temporary discharge from the wastewater undertaker along with an administration fee.

B5.4 Application of the scheme in particular cases

For sites where the trade effluent meets the descriptions in table 17 in section C, assessed volume charges will be applied. These are based on sampled standard strength figures for such effluents in terms of chemical oxygen demand and suspended solids.

These charges will apply for these trade effluents unless the discharger, after giving notice in writing prior to 1 April 2022, opts to have the trade effluent discharged from their premises sampled individually to determine its strength, and provides in due time a sampling point which is satisfactory to us in order to enable samples to be taken.

B6 Miscellaneous charges

Water Plus reserves the right to apply other charges to its customers outside of the standard charges set aside in this scheme. These charges include but are not exclusive to:

Late Payment Fees - Water Plus reserves the right to charge for late payment fees when payments are delayed, and the charges are not validly disputed in accordance with the terms and conditions of the contract between us. These amounts are set by late payment legislation and are as detailed below.

Amount of Debt	Late Payment Fee Amount
Up to £999.99	£40
£1,000 to £9,999.99	£70
£10,000 or more	£100

Non-Primary Services – Water Plus offers a range of services outside of the standard Water and Wastewater services, upon customer request. Whilst these services are arranged by Water Plus, often the work is carried out by the area wholesale providers, agents or companies acting on their behalf, or our behalf.

Examples include but are not exclusive to:

- Meter Relocation
- Meter Accuracy Testing (subject to terms)
- Conducting site surveys for the purpose of changing a site area banding

There are other services available upon request.

Whether the service is supplied by us or a third party, a reasonable administration charge will also be applied, which shall be payable upon request.

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

Value Added Tax will be added to each of the above services for all customers, including those with exemptions on other Water and Waste services

C: Primary charges from 1 April 2022

C1 Introduction

This section of the document sets our water and sewerage charges from 1 April 2022

Section references correspond to the relevant sections of the Scheme of Charges set out in section B. For example, unmeasured charges explained in section B2 relate to the unmeasured charges tables set out in section C2 below.

C2 Measured charges

Measured charges for water are shown below.

The volumetric element is charged per m³ with a fixed charge also being applied to the water services charges based on the size of the water meter (see table 3), and an annual fixed charge per site (see tables 1 & 2).

Table 1: Base water tariff -charges

A) Zones 1 to 8

Base Tariff - Fixed Charge £67.03	Charge £ per m ³ of water supplied
First 500m ³	£1.6429
Volume above 500m ³	£1.7537

B) Zones 9 to 10

Fixed Charge £33.37	Zone 9	Zone 10
Base tariff	£1.4228	£1.4648
Large User tariff	£1.4188	£1.4599

Table 2: Intermediate and large volume water volumetric charges

Zones 1 to 8

Annual volume of water supplied	Fixed charge £ per year	Rate in £ per m ³ of water supplied
Intermediate user tariff	£4,352.35	£1.3196
Large user tariff	£23,792.35	£0.9308

Table 3: Meter based fixed charges**A) Zones 1 to 8**

Meter size not exceeding	Water supply £ per year
15mm	£12.48
22mm	£12.48
30mm	£15.76
42mm	£39.14
50mm	£44.78
80mm	£59.78
100mm	£65.41
150mm	£132.45
200mm	£159.86
250mm	£168.48
300mm	£175.05

B) Zones 9 to 10

Size of Meter up to	Water supply £ per year
15mm	£12.48
22mm	£12.48
30mm	£25.20
35mm	£58.40
42mm	£70.46
54mm	£84.98
80mm	£96.64
100mm	£162.82
150mm	£202.78
200mm	£216.33

Table 4: Measured wastewater charges

	Base tariff	Intermediate user tariff	Large user tariff
For the first 500 m ³	£1.1867	£1.1719	£1.1291
Over 500 m ³	£1.2980	£1.1719	£1.1291
Fixed charge	£36.40	£1,241.29	£3,381.29
Volumes discharged directly to a sewerage treatment works	£0.9682	N/A	N/A

Table 5: Additional Sewerage site fixed charges

	Surface water £ per year	Highway drainage £ per year
All Customers	£36.40	£15.25

Measured charges for sewerage services are shown above. The volumetric element is charged per m³ (see table 4) with annual fixed charges also being applied for each service provided (see table 5). Measured sewerage charges also include an annual fixed charges for surface water drainage and highway drainage, surface water drainage charges are usually based on the site area, as shown in table 6 below, though a small number of sites with pre-existing arrangements are charged based on rateable value, as shown in table 10.

Table 6: Surface water drainage charges – site surface area charges

Band	Chargeable area in m ² (all figures are inclusive)	Charge £ per year
Band 1	up to 20	£8.95
Band 2	21 – 99	£49.00
Band 3	100 – 199	£98.24
Band 4	200 – 299	£163.76
Band 5	300 – 499	£262.14
Band 6	500 – 749	£409.81
Band 7	750 – 999	£573.84
Band 8	1,000 - 1,499	£819.68
Band 9	1,500 - 1,999	£1,147.10
Band 10	2,000 - 3,999	£1,966.51
Band 11	4,000 - 7,499	£3,839.61
Band 12	7,500 - 9,999	£5,831.76
Band 13	10,000 - 14,999	£8,320.96
Band 14	15,000 - 19,999	£11,639.49
Band 15	20,000 - 24,999	£14,957.93
Band 16	25,000 - 29,999	£18,276.44
Band 17	30,000 - 34,999	£21,594.76
Band 18	35,000 - 39,999	£24,915.25
Band 19	40,000 - 44,999	£28,235.75
Band 20	45,000 - 49,999	£31,556.43
Band 21	50,000 - 99,999	£49,794.55
Band 22	Over 100,000	£116,139.96
Band T	Transitional charge	£428.34

Table 7: Standby tariff capacity charges

Total peak & off peak notified volumes (m ³)	Fixed charge £ per year	Rate in £ per m ³
Base tariff	£0.00	£0.8323
Intermediate user tariff	£2,176.175	£0.6598
Large user tariff	£11,896.18	£0.4655

Table 8: Standby tariff volume charges

Total volume supplied (m ³)	Fixed Charge £ per year	Rate in £ per m ³
Base tariff	£0.00	£0.8323
Intermediate user tariff	£2,176.175	£0.6598
Large user tariff	£11,896.18	£0.4655

Table 9: Standby tariff premium charges (where notified volume is zero)

Total volume supplied (m ³)	Rate in £ per m ³
All Tariffs	£1.6446

C3. Unmeasured Charges

Table 10: Unmeasured water charges

Charging zone	Rate per pound of rateable value (£/£RV)			
	Water supply	Wastewater and surface water	Wastewater only	Surfacewater only
1	£1.3186	£1.0945	£0.8110	£0.2835
2	£1.1794	£0.9147	£0.7145	£0.2002
3	£1.1405	£1.0612	£0.8197	£0.2415
4	£1.1923	£1.0603	£0.7768	£0.2835
5	£1.3756	£1.2259	£0.9250	£0.3009
6	£1.4232	£1.1839	£0.9091	£0.2748
7	£1.4338	£1.1515	£0.8857	£0.2658
8	£1.1405	£1.0627	£0.8187	£0.2440
9	£0.9416	n/a	n/a	n/a
10	£0.9957	n/a	n/a	n/a

Table 11: Unmeasured fixed charges

Fixed charge per property	Water supply	Wastewater	Surface water	Highway drainage
Zones 1 to 8	£46.98	£32.97	£27.17	£15.25
Zone 9	£66.24	n/a	n/a	n/a
Zone 10	£116.98	n/a	n/a	n/a

C4. Assessed Volume Charges

Table 12: Assessed Volume water and wastewater charges

A) Zones 1 to 8

	Water supply	Wastewater	Surface water	Highway drainage
Fixed charge p.a.	£67.03	£36.40	£36.40	£15.25
Volume charge (per m ³ water assessed by the wholesaler)	£1.6429	£1.1867	n/a	n/a

B) Zones 9 to 10 (water only)

	Annual fixed charge (£pa)	Rate in £ per m ³ of water assessed
9	£66.24	£1.4240
10	£116.98	£1.4666

C5. Trade effluent charges

Table 13: Trade effluent charges – base tariff

Charging element	Charge in £ per m ³	Charge in £ per kg
Volume discharged (m ³)		
R – (Reception and conveyance in the public foul water sewer)	£0.2952	-
V – (Volumetric treatment)	£0.2983	-
B – (Biological treatment) based on Chemical Oxygen Demand of 351mg/l	£0.1799	£0.5126
S – (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works) based on Suspended solids of 343mg/l	£0.1406	£0.4098
Discharge to a public sewer under a consent	£0.1554	-

Table 14: Trade effluent charges – intermediate user tariff

Charging element	Charge in £ per m ³	Charge in £ per kg
Volume discharged (m ³)		
R – (Reception and conveyance in the public foul water sewer)	£0.2847	-
V – (Volumetric treatment)	£0.2983	-
B – (Biological treatment) based on Chemical Oxygen Demand of 351mg/l	£0.1799	£0.5126
S – (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works) based on Suspended solids of 343mg/l	£0.1406	£0.4098
Discharge to a public sewer under a consent	£0.1554	-

Fixed charge per discharge point: £105.00

Table 15: Trade effluent charges – large user tariff

Charging element	Charge in £ per m ³	Charge in £ per kg
Volume discharged (m ³)		
R – (Reception and conveyance in the public foul water sewer)	£0.2254	-
V – (Volumetric treatment)	£0.2983	-
B – (Biological treatment) based on Chemical Oxygen Demand of 351mg/l	£0.1799	£0.5126
S – (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works) based on Suspended solids of 343mg/l	£0.1406	£0.4098
Discharge to a public sewer under a consent	£0.1554	-

Fixed Charge per discharge point: £3,070.00

Table 16: Fixed charges for trade effluent

Volume of trade effluent discharged (m ³)	Annual charge
Per site	£111.95

Table 17: Assessed volume charge for trade effluent

Assessed trade effluent	Charge in £ per m ³ of trade effluent discharged
Launderette	£1.0456
Car wash	£0.6872
Gas holder seal water	£0.6873
Paint stripping	£0.8770
Swimming pool backwash	£0.6369

Table 18: Non potable water charges zone 10

Volume supplied (m ³)	£ per m ³
Base tariff	£0.8403
Large user tariff	£0.8245

D. Other Charges

Unmeasured Animal Troughs	£215.46
---------------------------	---------