



## Scheme of Charges 2022-23 Affinity Water Customers

### 1. Introduction

This Scheme of Charges sets out the Default Charges applicable to Non-Household water customers in the Affinity Water area for 2022-23 for water services (waste services are set out in the applicable Scheme of Charges). This Scheme of Charges is published by Castle Water Limited and Castle Water (Southern) Limited (together "Castle Water") and has effect from 1 April 2022. Castle Water Limited and Castle Water (Southern) Limited are licensed by Ofwat as a retailer of water and sewerage services in England.

All charges are shown excluding VAT.

### 2. Central Region

#### 2.1. Measured

The following charges apply from 1 April 2022 and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April 2022. This will be shown on the bill as two separate calculations.

#### Half Yearly

##### Fixed charge (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£70.18
19-21mm	£81.10
25mm	£32.15
30-32mm	£35.57
38-40mm	£37.67
50mm	£45.94
65mm	£82.55

75-80mm	£118.25
100mm	£118.25
150mm	£118.25
200mm	£118.25

Metered Field Supply	£18.37
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### Volumetric (charge per m<sup>3</sup>)

Meter Size below 25mm	Meter Size of 25mm and above
£1.0299	£1.0890

### Monthly

#### Fixed charges (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£70.18
19-21mm	£81.10
25mm	£32.15
30-32mm	£35.57
38-40mm	£37.67
50mm	£45.94
65mm	£82.55
75-80mm	£118.25
100mm	£118.25
150mm	£118.25
200mm	£118.25

Metered Field Supply	£18.37
Large User Fixed Charge (Over 50ML)	£17,704.61

## Volumetric (charge per m<sup>3</sup>)

Charge (£/m <sup>3</sup> )	
Standard 0-0.5ML	£1.0299
Standard 0.5-3ML	£1.0890
Mid User 3-50ML	£1.0148
Large User Over 50ML	£0.6804

## 2.2 Unmeasured

Charge (£/year)		
RV Standing Charge (All Areas)		£83.93
Metered Field Supply		£18.37
		Charge (£/m <sup>3</sup> )
RV Charge	Colne	£0.5682
RV Charge	Lee	£0.7100
RV Charge	Rickmansworth	£0.5529
RV Charge	North Surrey	£0.5852

## 2.3 Assessed

### Standing charge (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£70.18
19-21mm	£81.10
25mm	£32.15
30-32mm	£35.57
38-40mm	£37.67
50mm	£45.94

### Volumetric (charge per m<sup>3</sup>)

Meter Size below 25mm	Meter Size of 25mm and above
£1.0299	£1.0890

## 3. East Region

### 3.1. Measured

The following charges apply from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

#### Half Yearly

#### Fixed charges (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£70.18
20mm	£81.10
25mm	£32.15
40mm	£37.67
50mm	£45.94
80mm	£118.25
100mm	£118.25
150mm	£118.25

### Volumetric (charge per m<sup>3</sup>)

Meter Size below 25mm	Meter Size of 25mm and above
£1.7469	£1.8473

## Monthly

Meter Size (mm)	Charge (£/year)
12-15mm	£70.18
20mm	£81.10
25mm	£32.15
40mm	£37.67
50mm	£45.94
80mm	£118.25
100mm	£118.25
150mm	£118.25

Mid User Fixed Charge (25-50ML)	£9,449.57
Large User Fixed Charge (50-100ML)	£18,669.05
Large User Fixed Charge (Over 100ML)	£34,199.56

## Volumetric (charge per m<sup>3</sup>)

	Charge (£/m <sup>3</sup> )
Standard 0-0.5ML	£1.7469
Standard 0.5-5ML	£1.8473
Mid User 5-25ML	£1.6440
Mid User 25-50ML	£1.2661
Large User 5-100ML	£1.1099
Large User Over 100ML	£0.9546

## 3.2 Unmeasured

	Charge
RV Standing Charge (£/year)	£83.93
RV Charge (£/m <sup>3</sup> )	£1.1536

### 3.3 Assessed

#### Standing charge (charge per year)

Meter Size below 25mm	Meter Size of 25mm and above
£70.18	£18.37

#### Volumetric (charge per m<sup>3</sup>)

Meter Size below 25mm	Meter Size of 25mm and above
£1.7469	£1.8473

## 4. South East Region

### 4.1. Measured

The following charges apply from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

#### Half Yearly

#### Fixed charges (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£70.18
20mm	£81.10
25mm	£32.15
30mm	£35.57
40mm	£37.67
50mm	£45.94
80mm	£118.25
100mm	£118.25
150mm	£118.25
Metered Field Supply	£18.37

### Volumetric (charge per m<sup>3</sup>)

Meter Size below 25mm	Meter Size of 25mm and above
£1.8580	£1.9647

### Monthly

### Fixed charges (charge per year)

Meter Size (mm)	Charge (£/year)
12-15mm	£70.18
20mm	£81.10
25mm	£32.15
30mm	£35.57
40mm	£37.67
50mm	£45.94
80mm	£118.25
100mm	£118.25
150mm	£118.25

### Volumetric (charge per m<sup>3</sup>)

	Charge (£/m <sup>3</sup> )
Standard 0-0.5ML	£1.8580
Standard 0.5-3ML	£1.9647
Mid User 3-50ML	£1.8403
Large User Over 50ML	£1.4050

## 4.2 Unmeasured

	Charge
RV Standing Charge (£/year)	£83.93
RV Charge (£/m <sup>3</sup> )	£1.7772

### 4.3 Assessed

#### Standing charge (charge per year)

Meter Size below 25mm	Meter Size of 25mm and above
£70.18	£18.37

#### Volumetric (charge per m<sup>3</sup>)

Meter Size below 25mm	Meter Size of 25mm and above
£1.8580	£1.9647

## 5. Other charges

Other charges may apply in line with Affinity Water wholesale charges.

Castle Water may charge a reasonable administration cost in connection with services provided by Affinity Water or procured for customers by Affinity Water, where there is no specified Retail charge. Charges will be made at the higher rate of 3.5% or an hourly rate of £82.68.

Castle Water may charge a failed direct debit charge of £48.24 if there is any failure in any direct debit payment (other than as a result of the act or omission of Castle Water).

Castle Water may charge:

- A debt collection charge of £182.00 in respect of any invoice where Castle Water passes the account to an external debt collection agency for collection activity (including telephone, postal, email contract and visits to the relevant premises);
- A visit charge of £182.00 in respect of any invoice where Castle Water arrange a visit to the relevant premises for collection and/or disconnection activity by Castle Water employees; and
- A recoveries charge of £140.00 in respect of any invoice which remains unpaid in where Castle Water has undertaken legal action to recover such sums

These charges are in addition to:

1. charges in connection with disconnection as set out in the Affinity Wholesale Tariff document; and



2. third party costs incurred by Castle Water in connection with debt recovery action including without limitation court fees and the costs of instructing solicitors to pursue outstanding invoices.

Castle Water may charge a meter reading charge of £29.75 for any meter reads requested by a customer in addition to the minimum number of meter reads required to be undertaken by Castle Water under the market codes. Where the Customer requests a specific appointment for the reading of meters, there will be an additional charge for such appointment of an amount to be notified to the customer by Castle Water.

Castle Water may charge an additional invoice charge of £2.76 for each copy invoice issued to a customer by post.

Castle Water may charge a replacement invoice charge of £27.56 where:

1. a customer has switched to another retailer and Castle Water has issued a final invoice based on estimated readings due to the failure of the incoming retailer to provide a meter read for the transfer date within 7 days of the date on which the customer has transferred to a new retailer;  
and
2. the customer subsequently requests a replacement invoice based on an actual meter read on the transfer date rather than the previous estimated read.

## 6. Emergency Tariff

Where charges cannot be calculated in line with the Wholesale tariff determined by the Wholesaler for the customer, (for example due to a dispute over Wholesale parameters in the Market Data Set, a broken meter), the Retailer may, at its discretion, charge for water and sewerage services on the Emergency Tariff. This charges customers in line with typical Business Assessed prices. Where this tariff is used, a reconciliation can be undertaken when it is subsequently replaced by another tariff, with any refund paid to the customer, or further charges payable by the customer.

Where previous annual charges are lower than the Emergency Tariff, charges shall be calculated on the relevant fixed charges for that supply, and not on the Emergency Tariff.

Infrastructure charges	Charge
Water	£ 275.63