

Charges scheme 2023/2024

Wholesale sewerage

Our charges schemes

We have published the following four charges schemes to show our charges for the year beginning 1 April 2023.



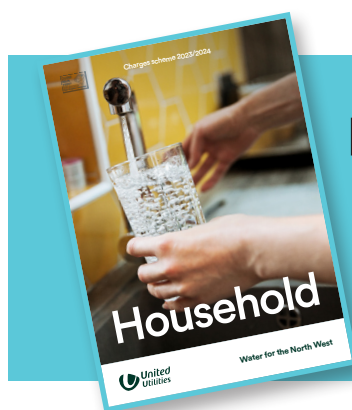
Wholesale sewerage charges scheme (this document)

This charges scheme sets out our charging policies and charges for the wholesale sewerage services we provide.



Wholesale water charges scheme

This charges scheme sets out our charging policies and charges for the wholesale water services we provide.



Household charges scheme

This charges scheme sets out our charging policies and the charges our household customers must pay for our services.



New connections and developer services charges scheme

This charges scheme sets out our charging policies and charges for the water supply and sewerage connections and developer services we provide.

All of the charges schemes shown above, and our **Charges statement for new appointments & variations**, are available to download from our website at [unitedutilities.com](https://www.unitedutilities.com)

Where we provide our water and sewerage services



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1. Introduction

Please see the definitions are in [section 12](#) for an explanation of some of the terms used in this scheme.

We have developed this charges scheme under section 143 of the Water Industry Act 1991 (as amended) (the Act). The scheme sets the wholesale charges for the sewerage services we provide, for the period 1 April 2023 to 31 March 2024.

We will bill and recover the specific charges for our wholesale services (primary and non-primary) that we provide on request, in line with the terms of your agreement.

We split the services that we provide into two categories:

- Primary services related to the removal and treatment of foul effluent, trade effluent, surface water drainage and highway drainage;
- Non-primary services are for activities that are not directly related to the on-going provision of primary services.

The amount or value of each standard charge made under this scheme is detailed in schedules [4](#), [6](#) and [8](#), and does not include VAT. Where any service is not provided for in this scheme, we may fix an appropriate charge.

The charges in this document, where applicable, are in line with the requirements of our Instrument of Appointment.

If you have a legal agreement with us outside of this charges scheme, the charges detailed in the agreement will apply until the agreement ends or we tell you about any changes.



Water for the North West

2. General Provisions

2.1 Liability for charges

Sewerage services consist of foul effluent, trade effluent, surface water drainage and highway drainage.

You are liable for charges applied to connected supply points where you receive a service from us, or where a premises has the benefit of facilities that drain to a public sewer (see section 144(1)(b) of the Act), and any other wholesale services you receive from us. Where the premises (or site in the case of site area based charges) are vacant, no charges will apply.

Where we establish retrospectively that you are in receipt of services from us, we will make full charges in line with non-household market settlement rules.

You must tell us about any changes made at your customer's premises that may affect your charges.

During the 2023/24 charging year, we may introduce volumetric charges for water and sewerage services provided to premises marked as vacant in the Central Market Operating System (CMOS). If these charges are to be introduced, we will provide six months' notice to retailers.

2.2 Payment terms

All charges must be paid in accordance with our agreement with you, where applicable. If you do not pay on time we will take action to recover the debt from you. You may need to pay extra costs because of this.

2.3 Value Added Tax (VAT)

Charges in schedules [4](#), [6](#) and [8](#) are stated exclusive of VAT; however, we will charge VAT in line with relevant legislation.

2.4 Charges related to supply points without a water meter

If your customer does not have a water meter at their premises, to measure the volume of water being used, we call this an unmeasured supply. We will charge for unmeasured supply points based on either a charging value (CV) (a rateable value or a charging value assessed from a business rateable value) or an assessed charge for each supply point (sections [4.1](#) and [4.5](#)).

2.5 Unmeasured charges based on rateable value or business rateable value

We will charge based on the rateable value for sewerage services for unmeasured supply points that existed before 1 April 1990, where a valid rateable value still exists. For unmeasured non-household supply points, we may calculate a charging value using the business rateable value or rateable value for the premises.

Where we use a business rateable value to assess a charging value, we will calculate it by dividing the business rateable value by the appropriate rating list divisor as shown in the table below.

Business rateable value	Rating list divisor
Value became effective between 1 April 1995 – 31 March 2000 (inclusive) (This will only apply to premises that have been given a business rate assessment effective from 1998)	9.12
Value became effective between 1 April 2000 – 31 March 2005 (inclusive)	11.32
Value became effective between 1 April 2005 – 31 March 2010 (inclusive)	13.09
Value became effective on or after 1 April 2010	15.48

We will also apply this basis of charge to car parks in existence before 1 April 2010, which do not have a water supply or a meter but have a surface water drainage connection.

Where we have assessed a charging value for any charging year, we will use this value for that year and following years until we are notified otherwise and we agree that the charging value should be amended.

2.6 Charges for supply points with a water meter

For supply points with a water meter we will base foul drainage charges on the volume of water used as recorded by the water meter(s) (sections [4.3](#) and [4.7](#)).

2.7 Charges relating to site area

We will charge for surface water drainage and highway drainage services based on site area, for non-household premises with a measured supply point (section [4.3.2](#)).

We will also charge in this way for car parks built from 1 April 2010 that do not have a meter or a water supply but have a surface water drainage connection.

We will allocate a site area charging band to a premises based on the chargeable area, including a percentage of any communal or shared areas. We calculate the size of the communal areas by using the same percentage of the individual site measurement of each separate premises supplied by the supply point. If we are unable to calculate the floor area of the individual premises, we will use the percentage of the individual charging value (decided by us) of each premises. For buildings in multiple occupation, communal areas may include areas both inside and outside of the buildings.

Where we have calculated the chargeable area by reference to charging values, and there is a change to one of these values, we will review the chargeable area relating to the affected premises.

We will allocate a single chargeable area/site area charging band where a single business rating assessment is available. Where an eligible premises is not liable for a business rate assessment, or a single business rating assessment covers more than one site we will allocate an individual chargeable area for each site.

Normally, we will allocate shared car parks (which may include car park spaces) to separately occupied premises on the above principles.

More information about site area is available on our website at:

unitedutilities.com/site-area

2.8 Concessionary schemes

We operate two concessionary schemes for surface water drainage and highway drainage charges. Concessions may apply to community groups and eligible schools who pay surface water charges based on site area.

Full details of the schemes can be found on our website at:

unitedutilities.com/concessionary-for-community-groups

2.8.1 Charges for community groups

The Flood and Water Management Act 2010 provided for community groups to be given a concession for surface water drainage and highway drainage charges that are based on a chargeable area, if they meet specific criteria.

We will charge supply points supplying eligible community groups on a site area charging band 1 for surface water drainage and highway drainage services.

Your premises will be eligible for our concessionary scheme if the principal use is as a:

- Place of worship
- Scout and guides hall
- Sea cadets unit
- Community amateur sports club (as defined by HM Revenue & Customs)
- Village hall or community centre
- Cemetery
- Local authority park

2.8.2 Charges based on site area for schools

Premises that fall within the scope of the following definition are eligible for a concession for surface water and highway drainage charges, where we base these charges on a chargeable area.

An educational establishment which:

- is used exclusively or nearly exclusively for delivering education and tuition of students for any or all of Key Stages 1 – 5 or equivalent; and also
- has a playground facility attached.

We will charge supply points supplying eligible premises on a site area charging band as described in [4.3.2 C](#) for surface water drainage and highway drainage services.

2.9 Adjustments to charges

We make every effort to make sure that all of the data relating to your property, water supply and all associated charges are correct; in the case of error we have the right to backdate any adjustments that are necessary to correct this.

The detail of any adjustment will vary depending on the charge affected and the reason for adjustment. Adjustments are made in line with Market codes and contracts.

Full details can be found on our website at: unitedutilities.com/retailers/adjustments

We will not backdate adjustments that are in our favour if there is clear evidence that we have undercharged you, due to our failure or mistake.

We have the right to backdate adjustments that are needed where access is prevented or refused for the installation, inspection or exchange of a meter, or you have given us incorrect information, you withheld information or caused delays that affected charges.

2.10 Leakage allowances

2.10.1 Leakage allowances for household customers

We operate a leakage code of practice for household customers occupying domestic properties. Full details of our leakage code of practice can be found on our website at: unitedutilities.com/leaflets

2.10.2 Leakage allowances for non-household customers

We consider leakage allowances against sewerage charges for non-household customers for leaks from water supply pipework providing;

- the leak is repaired within 30 days of discovery of the leak or within 30 days of when the leak could have reasonably been discovered; and
- the leak was not due to faulty machinery or equipment; and
- the leak was not caused by a defective water fitting, such as a faulty cistern overflow; and
- there has been no negligence in allowing the leak to occur.

We will make a maximum of one adjustment for an internal leak and one adjustment for an external leak per customer every 24 months.

We may consider allowances for any additional leaks, for sewerage volumetric charges if you provide sufficient evidence that the water did not return to the public sewer, and the same conditions above are met.

3. Primary charges

3.1 Primary charges for unmeasured supply points

Unmeasured sewerage charges (section [4.1](#) and [4.5](#)) are based on the charging value of the premises in the following circumstances:

- Where no water meter is installed;
- Farms and other agricultural premises, decided by us; and
- Some existing measured non-household premises agreed by us. However where there is a change of occupier at these premises, we will apply volumetric charges for foul drainage and site area charges for surface water drainage and highway drainage services.

We will apply a standing charge for sewerage services for places of worship without a water meter or a charging value (section [4.4.1](#)).

If there is no charging value or we consider the charging value is no longer relevant, we will either say that a meter needs to be installed, calculate a charging value or apply an assessed charge. We may assess the charging value for each non-household premises as set out in section [2.5](#).

3.2 Assessed charges for sewerage services where a water meter cannot be installed

3.2.1 Household properties

Where it is not reasonably possible to install a water meter at a household property, we may charge based on an assessed charge for sewerage services (see [4.6](#)). The assessed charge is a fixed annual charge and is based on the typical use for different types of property.

For household properties where we require a meter is installed, if installation, replacement or maintenance of a meter is prevented or delayed, we have the right to use the assessed charge for a larger property (see [4.6](#)) until we can carry out the work.

These types of properties are listed in the United Utilities Wholesale water charges scheme (section [2.8.1](#)).

unitedutilities.com/wholesale-charges

3.2.2 Non-household premises

Where it is not reasonably possible to install a water meter at non-household premises and there is no charging value, or we consider the charging value is no longer relevant, we may assess a charging value until we can meter the premises, or we may use an assessed charge based on an assumed meter size (section [4.2](#)). Assessed charges will not be available where we believe the assumed meter size will be greater than 22mm.

We can review an assessed charge at any time.

3.3 Primary charges for supply points with a water meter

3.3.1 Measured sewerage charges: household properties

We charge household properties with a water meter (including those served by a shared water meter) for sewerage services as follows (section [4.7](#)):

- Foul drainage; a charge per cubic metre based on the readings from your water meter; and
- a fixed charge for surface water drainage and/or highway drainage, as appropriate.

3.3.2 Measured sewerage charges: non-household premises

We charge non-household premises with a water meter for sewerage services as follows:

- Foul drainage; a charge per cubic metre based on the readings from your water meter (section [4.3.1](#)). If premises discharge foul effluent directly to our wastewater treatment works but not through our public sewer, we will charge a reduced amount;
- Surface water drainage and highway drainage; based on a site area charging band relating to the chargeable area of the premises or for eligible community groups a site area charging band 1 (section [4.3.2](#)).

3.4 Select sewerage charge

If the combined trade effluent and foul effluent discharge from a premises is more than 50 megalitres (50,000 cubic metres) each year, you can apply for our select sewerage charge (section [4.3.1](#)). Where applied, we will review eligibility for the reduced charge periodically.

3.5 Swimming pool effluent charge

Where the effluent from a public or commercial swimming pool largely consists of the filter backwash water, we will apply the swimming pool effluent charge (section [4.3.1](#)) and a non-return allowance (section [3.6](#)) instead of our standard volumetric sewerage charge for foul drainage.

This tariff is only available where the water meter only records the water used for a public or commercial swimming pool and any other facilities directly associated with the use of the swimming pool such as changing rooms.

3.6 Non-return to sewer assumption

We assume that on average five per cent of the metered water supplied does not return to the sewer. For non-household premises we adjust the volume recorded on the water meter, and bill ninety-five percent of this, to account for volumes not returned to sewer.

For household properties, we include a five per cent adjustment in the volumetric sewerage charge and therefore do not make any adjustment to billed volumes.

Where more than five per cent of the water supplied is not returned to the sewer, we may give an allowance against the total volumetric charge payable, either expressed as a percentage not returned, or a value decided by us.

3.7 Sewerage charges for premises served by a private water supply

Sewerage charges for premises with a private supply of water and without a metered water supply point, are based on a charge per £ of the charging value (section [3.1](#)).

For premises with a private supply of water that is metered, sewerage charges are based on the total volume of water as recorded by both the private water meter(s) and our water meter(s), less five percent (section [3.3](#)).

3.8 Temporary disconnection of water supply

Where the water supply at occupied premises is temporarily disconnected, including disconnection for non-payment, charges for surface water drainage and highway drainage services remain payable.

3.9 Reductions in surface water drainage charges

Surface water charges are payable when surface water enters the public sewer network, either directly or indirectly (other than as trade effluent).

3.9.1 Surface water discharged to watercourse

For a household property or an unmeasured non-household premises, where some of the surface water from the premises goes directly to a watercourse and payment is made to a third party – we will reduce the surface water charge by the amount paid to a third party for that service (up to a maximum of the amount we charge you for that service).

3.9.2 Partial surface water connections – measured non-household premises

Customers who occupy measured non-household premises can make a claim for a reduction in surface water charges where the surface water from an area equivalent to 10% or more of the chargeable area does not drain to a public sewer; or a proportion of the drainage is charged as trade effluent. We allocate a new charging band for surface water based on the revised applicable chargeable area for surface water drainage.

A reduction in surface water drainage charges for partial drainage is only applied to those customers who pay for this service based on site area. Our calculation of the surface water drainage charge for customers who are not charged based on chargeable site area, assumes that, for an average customer, the full site area of the premises does not drain to a sewer. Therefore, the charge already includes an allowance for partial surface water drainage. We do not consider it appropriate to measure the site area of individual household properties and unmeasured non-household premises, due to the high volume of administrative activities this would involve.

Where you make a change to your surface water connection during a charging year we will apply the reduction from the date of the change.

Where we establish that a partial surface water connection claim made by you is invalid, we may make a charge (section [8.5](#)).

If we cannot fully establish the connectivity of a site during a site visit due to the action or inaction of the occupier, you will be charged for any subsequent site visits requested.

3.9.3 Sustainable drainage systems

For measured non-household customers, who can demonstrate that surface water from an area equivalent to at least 10% of the site is drained to a public sewer via an appropriately designed, built and maintained sustainable drainage system, we will apply a reduction to the chargeable area for surface water charges.

Qualifying systems are decided by us and have been assessed with regard to the Construction Industry Research and Information Association (CIRIA) C753, The SuDS Manual.

Qualifying sustainable drainage systems

- green roof
- infiltration system
- bio-retention system
- detention basin
- ponds & wetlands

Swales that are used to convey surface water will also be considered where they are used as part of a holistic SuDS strategy.

In order to qualify for the reduction in the chargeable area, you must apply using the appropriate market form or request, and include:

- drawing to show connectivity, including areas drained via the sustainable drainage system; and
- as built drawings, to confirm that the system has been designed in accordance with the CIRIA SuDS Manual, with evidence of flow control devices if appropriate; and
- a copy of the maintenance schedule, with proof of maintenance being completed in accordance with the schedule (e.g. invoice) for a minimum of 12 months.

We apply a reduction in chargeable area of 80% for the area of the site drained via the sustainable drainage system. We will calculate a new surface water band based on the applicable chargeable area for surface water drainage.

We have the right to request evidence of effective maintenance of a sustainable drainage system periodically. Where this is not provided, we will remove the reduction to chargeable area.

Where a qualifying sustainable drainage system is installed, we will apply the reduction from the date of the change up to a maximum of 12 months from receipt of your claim.

A reduction in surface water drainage charges for sustainable drainage is only applied to those customers who pay for this service based on site area.

No adjustment to the chargeable area will be made for highway drainage charges.

In certain circumstances we offer a full or partial reduction in surface water drainage charges for areas covered by a rainwater harvester where:

- There is no overflow to our network; and
- The additional sewerage volume can be measured and charged for. This may involve the customer installing a private meter on the rainwater harvesting system. The meter must meet the regulations and standards that we specify.

Further details and full terms can be found on our website at:

unitedutilities.com/sustainable-drainage-systems

Partial reductions are for those customers who pay for this service based on site area only. We will not adjust the chargeable area or charges for the highway drainage service.

3.10 Highway drainage charges

The highway drainage charge is payable by all premises connected to our public sewer network.

Highway drainage charges (section [4.3.2](#)) will not be reduced under the circumstances set out in section [3.9](#). We will adjust the chargeable area for highway drainage to exclude any permanently grassed, cultivated or landscaped areas where no surface water or groundwater drains directly or indirectly to a public sewer. Retailers should notify us of any changes.

You can find more information on highway drainage charges on our website at:

unitedutilities.com/site-area

4. Schedule of primary sewerage charges 2023/2024

This schedule lists our primary sewerage charges and forms part of our wholesale sewerage charges scheme for 2023/2024.

All charges apply from 1 April 2023. Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT. Primary wastewater removal services are currently zero rated for VAT purposes.

Non-household primary sewerage charges

4.1 Unmeasured sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£0.441	£0.278	£0.120	£0.839
No surface water drainage	£0.441	n/a	£0.120	£0.561
Surface water drainage and highway drainage only	n/a	£0.278	£0.120	£0.398
CMOS code	UU_US_01	UU_SW_02	UU_HD_02	n/a

4.2 Assessed charges for foul sewerage

The assessed charges for sewerage services payable under section [3.2](#) are shown below.

Non-household premises where we decide the water meter size would be 15mm	£395.90
Non-household premises where we decide the water meter size would be between 15mm and 22mm	£988.43
CMOS code	UU_AS_01

Note: The non-household sewerage charge quoted above relates to foul drainage; it does not include surface water drainage and highway drainage charges. These will be charged separately based on a site area charging band for the chargeable area of the premises as shown in the tables at [4.3.2](#).

4.3 Measured sewerage charges

4.3.1 Sewerage charges (foul drainage)

	Charge	CMOS code
Standard volumetric charge – per cubic metre (m3)	£1.284	UU_MS_01
Swimming pool effluent – per cubic metre (m3)	£1.102	UU_MS_02
Charge for direct discharge to wastewater treatment works – per cubic metre (m3)	£0.892	UU_MS_03
Select sewerage charge – per cubic metre (m3)	£1.247	UU_MS_04

4.3.2 Surface water drainage and highway drainage charges

A. Charges for measured non-household premises				
Site area charging band	Chargeable area m2	Surface water drainage only charge	Highway drainage only charge	Surface water drainage and highway drainage charge
Band 1	Up to 124	£93.65	£40.14	£133.79
Band 2	125–299	£232.64	£99.69	£332.33
Band 3	300–649	£518.44	£222.18	£740.62
Band 4	650–1,499	£1,173.01	£502.71	£1,675.72
Band 5	1,500–2,999	£2,453.51	£1,051.51	£3,505.02
Band 6	3,000–6,999	£5,454.96	£2,337.85	£7,792.81
Band 7	7,000–11,999	£10,363.81	£4,441.63	£14,805.44
Band 8	12,000–17,999	£17,122.38	£7,338.17	£24,460.55
Band 9	18,000–24,999	£24,542.33	£10,518.14	£35,060.47
Band 10	25,000–49,999	£42,806.79	£18,345.77	£61,152.56
Band 11	50,000 –74,999	£71,345.06	£30,576.45	£101,921.51
Band 12	75,000 – 99,999	£99,883.29	£42,807.12	£142,690.41
Band 13	100,000–124,999	£128,421.55	£55,037.80	£183,459.35
Band 14	125,000–149,999	£156,959.81	£67,268.47	£224,228.28
Band 15	150,000 or more	£185,498.60	£79,499.39	£264,997.99
CMOS code		UU_SW_01	UU_HD_01	n/a

B. Charges for eligible community groups

A charge based on site area charging band 1 as shown in table [4.3.2 A](#).

C. Charges for eligible schools

Site area charging band	Chargeable area m2	Surface water drainage only charge	Highway drainage only charge	Surface water drainage and highway drainage charge
Band 1s	Up to 124	£93.65	£40.14	£133.79
Band 2s	125 - 299	£116.32	£49.85	£166.17
Band 3s	300 - 649	£259.22	£111.09	£370.31
Band 4s	650 - 1,499	£586.51	£251.36	£837.87
Band 5s	1,500 - 2,999	£1,226.76	£525.76	£1,752.52
Band 6s	3,000 - 6,999	£2,727.48	£1,168.92	£3,896.40
Band 7s	7,000 - 11,999	£5,181.92	£2,220.81	£7,402.73
Band 8s	12,000 - 17,999	£8,561.19	£3,669.07	£12,230.26
Band 9s	18,000 - 24,999	£12,271.17	£5,259.06	£17,530.23
Band 10s	25,000 - 49,999	£21,403.40	£9,172.88	£30,576.28
Band 11s	50,000 - 74,999	£35,672.53	£15,288.23	£50,960.76
Band 12s	75,000 - 99,999	£49,941.65	£21,403.56	£71,345.21
Band 13s	100,000 - 124,999	£64,210.76	£27,518.90	£91,729.66
Band 14s	125,000 - 149,999	£78,479.89	£33,634.23	£112,114.12
Band 15s	150,000 or more	£92,749.31	£39,749.68	£132,498.99
CMOS code		UU_SW_01_S	UU_HD_01_S	n/a

4.4 Other sewerage charges

4.4.1 Places of worship

Places of worship that do not have a water meter or a charging value will pay a standing charge for sewerage services as follows:

	Foul drainage standing charge	Surface water drainage standing charge	Highway drainage standing charge	Total charge
All services	£134.65	£93.65	£40.14	£268.44
CMOS code	UU_US_02	UU_SW_03	UU_HD_03	n/a

4.4.2 Car parks

Car parks (in existence before 1 April 2010) without a water connection and without a water meter but with a connection for surface water drainage will pay a charge per £ of the charging value for the premises (section [4.1](#)) for surface water drainage and highway drainage services.

Car parks built from 1 April 2010 without a water connection and without a water meter but with a connection for surface water drainage will pay a charge based on their chargeable area (section [4.3.2 A](#)) for surface water drainage and highway drainage services.

Household primary sewerage charges

4.5 Unmeasured sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£1.006	£0.443	£0.190	£1.639
No surface water drainage service	£1.006	n/a	£0.190	£1.196
Surface water drainage and highway drainage services only	n/a	£0.443	£0.190	£0.633

4.6 Assessed charges for household sewerage services - where a water meter cannot be installed

The assessed charges for sewerage services payable under section [3.2.1](#) (where a water meter cannot be installed at household property) will include a fixed annual amount varying according to occupancy and the nature of the property as detailed below:

Single person household (does not apply to any property with a swimming pool larger than 10,000 litres)	£155.81
Detached (includes houses, link detached and detached bungalows, but does not include properties which meet the criteria for larger properties) (see note below)	£250.67
Semi-detached (includes houses and semi-detached bungalow, but does not include properties which meet the criteria for larger properties)	£235.28
Other household property (includes flats and terraced houses, but does not include properties which meet the criteria for larger properties)	£197.26
Larger property - a property which either: <ul style="list-style-type: none"> has a swimming pool, which can hold more than 10,000 litres of water or; covers a surface area bigger than 250m² in area, (including any separate residential buildings on the site) and has six or more bedrooms 	£398.54

If properties are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge for each type of premises will be reduced by **£67.55**.

4.7 Measured sewerage charges

	Foul drainage volumetric charge per m3	Surface water drainage standing charge	Highway drainage fixed charge
All services	£1.188	£67.55	£28.98
No surface water drainage service	£1.188	n/a	£28.98

These charges will also be applied to each household property served by a shared water meter (see section [4.8](#)).

4.8 Household property served by a shared water meter

A fixed charge of **£96.53** for surface water drainage and highway drainage services may be applied to each household property served by a shared water meter.

If property is not connected to the public sewer system for surface water drainage, either directly or indirectly, a fixed charge of **£28.98** for highway drainage will apply.

5. Primary charges for trade effluent

If a premises is connected directly or indirectly to the public sewer or to one of our wastewater treatment works, and trade effluent is discharged (whether on a permanent or temporary basis), a trade effluent consent or agreement is required under Chapter III of Part IV of the Act. You are responsible for trade effluent charges in addition to sewerage charges.

The trade effluent charge is payable during the period of discharge of the effluent or at the date payment is due.

We will make charges for the reception, conveyance, treatment and disposal components of trade effluent as is appropriate for the type of discharge. Trade effluent charges are payable for all premises consented to discharge trade effluent into public sewers. Any trade effluent charges payable are taken into account in the calculation of any volumetric sewage and sewage disposal charge. However, if in our view the costs of calculating and recovering trade effluent charges will exceed the income we may, at our discretion, waive the trade effluent charge and charge you for sewerage services as if the effluent was not subject to a trade effluent consent.

5.1 Mogden formula

The charge is based on a standard unit charge per cubic metre of trade effluent discharged to a public sewer (section [6.1](#)). The standard unit charge is based on the Mogden formula using the following factors:

R	Reception and conveyance
V	Preliminary and primary treatment
B1 & B2	Biological treatment
S	Sludge treatment and disposal

The charge per cubic metre of a particular trade effluent is calculated by adding the standard unit charge(s) for each of the above factors which are applicable to the treatment and disposal of that particular effluent, having first adjusted where necessary items B2 and S. This is to take account of the relative strengths for chemical oxygen demand and suspended solids of the particular effluent and the average effluent (mixed sewage and trade effluent) received at our wastewater treatment works in long-term average rainfall conditions. Refer to table below for full description of trade effluent charges:

The Mogden formula by which this calculation is made is:

$$C = (R + V + B^1) + (B^2 \times Ot/Os) + (S \times St/Ss)$$

Where:	
C	is the unit charge per cubic metre of trade effluent discharged
R	is the unit cost of £0.3633 per cubic metre for the reception and conveyance of sewage
V	is the unit cost of £0.1903 per cubic metre of the preliminary and primary treatment of the sewage in our wastewater treatment works
B	is the unit cost per cubic metre of the biological oxidation treatment of settled sewage. It consists of two elements: B ₁ is the unit charge of £0.0552 per cubic metre relating to volume related secondary treatment costs and B ₂ is the unit cost of £0.1521 per cubic metre relating to all other biological oxidation treatment costs
S	is the cost of £0.1888 per cubic metre of treatment and disposal of primary sewage sludge
Ot	is the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage
Os	is the chemical oxygen demand (COD) of 350 mg/l of average strength settled sewage
St	is the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage
Ss	is the suspended solids of 230 mg/l of average strength crude sewage

If the combined foul effluent and trade effluent discharge from a premises is more than 50 megalitres (50,000 cubic metres) each year, a reduction in the standard charge for the reception and conveyance of sewage can apply upon receipt of a valid application (section [6.1](#)). Where applied, we will review eligibility for the reduced charge periodically. This reduction also applies if a premises has a private supply of water.

5.1.1 Modification of Mogden formula

If new environmental requirements are introduced, we have the right to make a charge for the chemical oxidation of sewage or trade effluent carried out in lieu of biological oxidation, and to include additional elements in the Mogden formula to recover the cost of additional treatment processes (such as phosphate or ammonia removal or sulphate treatment) on a regional basis.

5.1.2 Minimum charge

If after applying the charging formula (section [5.1](#)) the total annual charge for the discharge point falls below the minimum charge of **£202.26**, then the minimum charge will be payable.

We will assess and apportion the charge on a daily basis in line with market requirements.

Where a consent is in place for part of a charging year we will apportion the minimum charge to the effective dates.

5.1.3 Volume of trade effluent

Your customer may be required to provide and maintain flow recording equipment to BS 3680 (or equivalent) and to ensure proper maintenance and calibration of this equipment. It is your customer's responsibility to provide details following installation, exchange or repair of such equipment.

If exempted in writing from the requirement to provide flow reading equipment, we will assess the volume from the volume of water supplied or by a method agreed by us.

We will confirm the method of calculating the volume of trade effluent discharged in writing to you and your customer.

All premises discharging trade effluent are required to have a water meter installed to measure the incoming water, for water balance estimation purposes.

In the absence of discharge readings we may estimate a volume. If actual and reliable data becomes available for the period of estimation, we may adjust estimates later if necessary.

We may estimate trade effluent charges from the date of application for a consent or from the date we decide that a consent is required.

5.1.4 Strength of trade effluent

Trade effluent operational parameters (Ot and St) used to establish effluent strength will be based on the analytical results of samples taken from the non-household premises in the previous calendar year. Operational parameters are generally fixed for the charging year however we may in exceptional circumstances modify data which we do not consider 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, we will base these on samples taken in previous charging periods. We may also calculate a regional fixed strength for particular effluent types where appropriate.

We will provide you with notification of the operational parameters to be used for charging purposes before the start of the charging year. You should make any requests for modification of the operational parameters proposed within six weeks of us supplying the data.

We will consider requests for modifications to operational parameters within the charging year and if agreed by us this will be applied from the date that we receive the application.

Where we become aware that the operational parameters being used for charging are no longer representative of the effluent strength across the charging year we may reassess the strengths from the date we become aware.

We will decide the operational parameters to use for charging purposes for new discharges, or where limited or no sampling data is available, based on the following:

- (i) representative data from similar discharges; or
- (ii) samples taken over a different period but which can be shown to be representative.

5.1.5 Variation of consent

Where the nature of a trade effluent discharge is changed you should inform us as soon as you are aware of the change.

Where the consent requires modification, application charges may be payable, and we will update operational parameters accordingly.

5.1.6 Termination of consent

Where you notify us that you wish to terminate a consent, we will adjust charges as appropriate.

5.2 Discharges direct to treatment works

Where trade effluent is discharged from premises by a private pipe directly into the treatment works, without passing through our sewerage network, we will not charge the 'R' factor of the charging formula.

5.3 Allowances

Where the domestic sewage is discharged independently of the trade effluent discharge, we will make an allowance for the volume of domestic sewage (section [5.3.1](#)).

An allowance may also be applied for any water supplied to the premises that is not returned to sewer (section [5.3.2](#)).

For any allowance, you must apply using the appropriate market form or request and include any supporting information to enable us to decide if any allowances are justified, otherwise no allowance will be given. We may require the installation of sub meters at your expense for this purpose.

You must inform us of any changes that affect an allowance and we have the right to backdate any adjustments where information that may affect charges is withheld. We may review existing allowances at any time at our discretion.

5.3.1 Domestic sewage

Where domestic sewage and trade effluent are discharged from a premises and the trade effluent is not independently metered, we will assess the amount of domestic sewage based on the number of employees, based on 25 litres per head per working day, or 50 litres per head per working day where canteen facilities are available, or by any other

agreed method including direct measurement. We may require your customer to install meter(s) for this purpose.

Any change to a domestic sewage allowance is effective from the date that we receive a valid application from a retailer.

Where trade premises include living accommodation which is supplied through the water meter(s), an allowance of 180 litres per head per day is made for each person normally living in the accommodation.

We will charge the domestic volume at the non-household standard sewerage volumetric rate charge (section [4.3](#)) and not by using the Mogden formula.

We will review these figures as appropriate. For the purposes of this provision you may advise which days are working days. In the absence of any alternative information “working day” will be interpreted in accordance with section 144(7) of the Act.

5.3.2 Water used in products or lost during manufacturing processes

Where we assess the volume of trade effluent from the volume of water supplied, and water is used in products, evaporates or is otherwise not discharged to the sewer, we will grant an allowance for that volume of water against the trade effluent charge where we can confirm this.

You must provide accurate calculations detailing water usage as part of the supporting information for an allowance application. We will need to verify any allowance before it is applied.

Where suitable evidence of a change to these allowances is provided, we will apply the change from the date of the change, up to a maximum of the start of the charging year in which the application is received by us.

5.4 Accuracy of meters

Under the conditions of your customer’s trade effluent consent (or agreement), they are required to make sure that any measuring equipment is maintained and calibrated according to manufacturer specifications or relevant standards. Where a private meter has been found to either under-record or over-record the amount of effluent discharged, we will amend charges from the last meter reading but one before the matter was brought to our attention.

Where the volume of effluent discharged is calculated from the volume of water supplied, as registered on a water meter, and the meter is found on testing to be registering volumes incorrectly, we will amend charges from the last meter reading but one before the matter was brought to our attention.

6. Schedule of primary charges for trade effluent 2023/2024

This schedule lists our primary trade effluent charges and forms part of our wholesale sewerage charges scheme for 2023/2024.

All charges apply from 1 April 2023.

Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT. Primary wastewater removal services are currently zero rated for VAT purposes.

6.1 Trade effluent charges

Standard unit charges per cubic metre (m3) for effluent of average strength based on the following Mogden formula elements:

Mogden formula elements	Volume charge per m3
R = Reception and conveyance – standard tariff	£0.3633
V = Preliminary and primary treatment ¹	£0.1903
B ₁ = Biological treatment (volume related secondary treatment costs) ¹	£0.0552
B ₂ = Biological oxidation (based on chemical oxygen demand of 350mg/l) ¹	£0.1521
S = Sludge treatment and disposal (based on suspended solids of 230mg/l) ¹	£0.1888
Total charge for conveyance and full treatment of average strength effluent	£0.9497
R = for annual discharges of more than 50 megalitres (50,000 m3) from premises – per m3	£0.3110
CMOS codes	
Standard Tariff	UU_TE_01
Large User Tariff	UU_TE_02
Minimum annual charge – per discharge point	£202.26

¹ Applicable to CMOS codes UU_TE_01 and UU_TE_02

7. Non-primary charges

Charges for the services are listed below. All services are subject to availability and may be subject to terms and conditions. We will charge more if the service is required outside of the standard business day.

We make an abortive site visit charge when we are unable to carry out any scheduled activity because of the actions or non-attendance of you or your customer. This charge will also apply where this is because of incorrect information provided by you or your customer.

7.1 Non-household enquiries - site visit charges

We will make the site visit charge when you request a site visit from us, the level of charge depends on the scheduled activity and will be based on a cost per hour (section [8.1](#)).

If you request a visit from us in relation to carrying out work and from that visit, we confirm that we do not need to do any work, site visit charges will apply and will be based on an hourly rate (section [8.1](#)).

7.2 Data amendment requests

Where you ask us to apply a data amendment to a discharge point, we will carry out an investigation to confirm that the change is needed:

Examples include:

- Application to de-register a supply point
- Application for an allowance
- Tariff change request
- Amendment to valuation office assessment business authority reference (VOA BA)
- Amendment to unique property reference number (UPRN)

Charges include a single site visit and a desktop study. Where it is possible to do so, we will verify the data by a desktop study. Where this is the case, we will make the desktop study charge.

Charges apply where, as a result of our investigation we do not need to amend the market data (section [8.2](#)).

If we have started to investigate at your request and you fail to provide information that we reasonably requested to enable us to complete that investigation, we will make the appropriate charge.

7.3 Vacant site administration charge

If we believe a non-household premises is incorrectly marked as vacant within the Central Market Operating System, we may submit a vacancy change application to the market operator to have the occupancy status corrected. Where we are correct and the changes are made we will make a charge for this (section [8.3](#)).

7.4 Provision of additional information

We may be able to provide additional information or data at your request over and above that which we share with you in accordance with your agreement, market codes or that covered by the Environmental Information Regulations. Where this is the case, we charge for this information. Our charges will be based on a cost per hour of collating and providing this information (section [8.4](#)).

7.5 Charge for surface water drainage inspections

We will charge for surface water drainage inspections where the current site area charging band is proven to be correct (section [8.5](#)). Where scheduled activity cannot be carried out due to the actions or non-attendance of you or your customer, full charges as stated in section [8.5](#) will apply.

7.6 Dealing with the contents of cesspools or septic tanks

We will charge for receiving the contents of cesspools or septic tanks directly at our wastewater treatment works. Charges are payable by the person making the delivery (section [8.6](#)).

7.7 Repairs for damage to our assets

We will charge for repairs for damage to our assets (e.g. water main and other apparatus) to whoever is responsible for damaging them (section [8.7](#)).

7.8 Temporary discharges

If your customer wishes to discharge wastewater to a public sewer for less than six months, approval for the temporary discharge will be required from us. Applications should be made using the appropriate market form or request. Where we confirm that the discharge is acceptable, we will issue a time limited temporary discharge authorisation.

An application charge is payable and the standard trade effluent charges (sections [8.9](#) and [6.1](#)) apply to the discharge to the extent that it consists of or includes trade effluent.

For a discharge of wastewater made to a public sewer under the authority of a provision in a local enactment or in an order under the Transport and Works Act 1992, we will grant consent subject to terms and conditions that we may reasonably impose (and may not unreasonably withhold such consent). Wastewater discharged in this way (which must be as free as possible from solid substances, oil or matter in suspension) will normally be charged for on a volumetric basis, or as otherwise agreed with us.

7.9 Recovery of costs associated with an unauthorised or non-compliant discharge of trade effluent

If trade effluent is discharged to the public sewer network or treatment works and that discharge results in additional costs (not recovered through trade effluent charges as described in this charges scheme) for its reception, conveyance, treatment and disposal by us, we will recover those costs from the discharger.

The additional costs may relate to physical damage to assets or clean-up costs which occur as a result of an unauthorised or non-compliant discharge and costs necessary to mitigate the effect of the discharge (section [8.8](#)).

7.10 Application and variation charges for discharging trade effluent

An application charge is payable (section [8.9](#)) by you when a notice is served on us containing an application for a consent to discharge trade effluent into a public sewer under section 119 of the Act.

We will give consent in accordance with section 121 of the Act. The application charge is payable on completion of the application. It will vary depending on the volume of flow and the chemical composition of the discharge.

Where you ask us to vary your customer's existing consent to discharge trade effluent, a variation charge (section [8.9](#)) is payable. The charge will vary depending upon the volume and chemical composition of the discharge.

Where substances defined under Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended) are identified as part of your customers' application, additional assessment of the discharge may be required. We have the right to recover the cost of this assessment. We will discuss these costs with you and your customer before we commence any work (section [8.9](#)).

7.11 Provision of trade effluent meter data

Where we have collected meter data for your customer's premises as part of our routine activity, we may be able to provide you with an electronic copy of this data, subject to agreement with our terms and conditions.

We will charge a fee for this service see [8.10](#).

8. Schedule of non-primary charges 2023/2024

This schedule lists our non-primary other services charges and forms part of our wholesale sewerage charges scheme for 2023/2024.

All charges apply from 1 April 2023. Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT. VAT will be applied to charges as required by relevant legislation.

8.1 Site visit charges

Charges for inspections - per hour	£140.88
Abortive site visit charge - per hour	£140.88

8.2 Data amendment

Where you ask us to apply a data amendment to a supply point, we will carry out an investigation to confirm that the change is required. We will charge when our investigation shows that no amendment to the market data is needed (see section [7.2](#)).

	Desktop study only	Site visit required	Abortive visit
Deregistration of a supply Amendment to VOA BA reference or UPRN at supply point	£76.63	£200.68	£127.06
Allowance/Assessment request - not charged elsewhere Review of tariff Application for change in tariff applied to service component Invalid claim for incentive schemes (section 9)	£38.31	£162.27	£80.57

8.3 Vacant site administration charge

Vacant site administration charge	£182.07
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8.4 Provision of additional information

Provision of additional information - per hour	£38.31
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8.5 Charges for surface water drainage and site area band inspections

Non-household with a site area charging band 1-5 full connection claim where the current charge is proven to be correct	£176.21
Non-household with a site area charging band 6 and above full connection claim where the current charge is proven to be correct	£883.79
Non-household partial connection claims for measured premises where the current charge is proven to be correct	£883.79
Site area charging band changes including changes to surface types where the current charge is proven to be correct	£179.52

8.6 Cesspool and septic tank waste

Charge made to the Local Authority/customer delivering contents of cesspools and septic tanks to our wastewater treatment works.

Charge for reception, treatment and disposal of the contents (per m3) Note: a minimum charge of one cubic metre will be applied	£11.49
Standing charge to cover the cost of reception and administration (per visit)	£19.00

8.7 Repairs for damage to our assets

Repairs to sewers and apparatus	Recovery of direct and indirect costs
We will charge all costs incurred (UU and contractor) for investigation, administration, issuing any statutory notices, repair and reinstatement of the asset. We will also charge for any other costs we incur as a result of the damage.	

8.8 Costs associated with unauthorised or non-compliant discharges of trade effluent

Non-standard costs	Recovery of direct and indirect costs
We will charge all costs incurred (UU and contractor) for investigation, administration and clean-up. We will also charge for any other costs we incur as a result of the discharge including costs for dealing with the effect of the discharge.	

8.9 Trade effluent - application and variation charges

Application charge	
Low risk and consistent discharges requiring a preliminary assessment only	£174.95
Low impact discharges for our network and treatment assets	£472.11
Discharges that require detailed assessment against our network and treatment assets	£681.37
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended) - initial assessment	£1,136.21
Additional assessment - Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended)	Recovery of costs
Variation charge	
Low risk and consistent discharges requiring a preliminary assessment only	£108.15
Low impact discharges for our network and treatment assets	£254.58
Discharges that require detailed assessment against our network and treatment assets	£414.34
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contains substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£755.59
Additional assessment - Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended)	Recovery of costs

8.10 Trade effluent meter data provision

Charge per data item	£7.63
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9. Incentive schemes

Our gap site and vacancy incentive schemes operate in line with the Market Codes and associated incentive scheme guidance.

Details are available on the MOSL (the market operator for the non-household retail market in England) website: www.mosl.co.uk

9.1 Gap site incentive

Our gap site incentive scheme incentivises business retailers to make sure that all eligible premises are registered correctly in the Central Market Operating System, to support fairness of charging for all customers.

We offer a gap-site incentive payment where you identify a gap site that we then successfully register in the Central Market Operating System.

The scheme is subject to qualifying criteria and we may limit the maximum number of incentive payments that we make each year.

Full details of qualifying criteria are contained in the standard industry Gap Site Incentive Scheme. Further details are available on our website at:

unitedutilities.com/incentive-schemes

We make the initial incentive once the SPID has a status of tradeable in the Central Market Operating System.

Gap site incentive payment (per site)
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£250.00

We will make a further allowance against the first year's primary wholesale sewerage charges for qualifying SPIDs. Full terms and conditions are available on our website.

We may make an administration charge where, as a result of our investigation, there is no amendment to the market data (section [8.2](#)).

9.2 Vacancy incentive

Our vacancy incentive scheme incentivises business retailers who work in our area to identify and help bring into charge premises that are showing as vacant within the Central Market Operating System, to support fairness of charging for all customers.

We will offer a vacancy incentive payment where you tell us about a site that is incorrectly identified as vacant within the Central Market Operating System and this premises is then brought into charge in accordance with the terms of the standard industry Vacancy Incentive Scheme Guidance.

The scheme is subject to qualifying criteria and we may limit the maximum number of incentive payments that we make each year.

Full details of qualifying criteria are contained in the standard industry Vacancy Incentive Scheme Guidance. Further detail are available on our website at:

unitedutilities.com/incentive-schemes

We will make the incentive payment when the occupancy status flag for the SPID has been amended to show that the SPID is occupied and the 'effective from date' shows the full period that we are expecting, in the Central Market Operating System.

Vacancy incentive payment (per site)	£200.00
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We may make an administration charge where as a result of our investigation there is no amendment to the market data (section [8.2](#)).

9.3 Disputes in relation to incentive schemes

Any disputes arising in relation to these incentive schemes will be resolved in accordance with the dispute resolution provisions within the Market Codes.

10. Payment options

Payment terms are set out in your agreement or on your bill.

11. Further information

Further information on wholesale services can be found on our website at:

unitedutilities.com/Business-services

You can contact us at: WholesaleServiceDesk@uuplc.co.uk

12. Definitions

The Act - the Water Industry Act 1991 (as amended).

Agreement - is a legally enforceable contract between us and you. It covers the water or sewerage services that we agree to provide to you, and the commercial terms on which we provide those services.

Assessed charge - applies when a water meter cannot be installed, no charging value for the premises is available or where a charging value exists we have decided it is not appropriate (section [3.2](#)).

Business Day - 08:00 to 18:00 Monday to Friday, excluding Bank Holidays.

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.

Change of occupier - means a change in the occupier of a premises or where, if the owner pays the charges, a change in the ownership of the premises.

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

Charging bands - a range of bands used to charge for surface water drainage and highway drainage services based on the chargeable area of premises.

Charging value - the rateable value or a charging value assessed by us (based on either a rateable value, or a business rateable value where rateable value is not appropriate), or an assessed charge used for charging purposes. Also referred to as CV.

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

Community group - for surface water drainage and highway drainage charges, is a group which provides benefit to the local community and meets criteria we decide in accordance with our powers under the Flood and Water Management Act 2010.

The Company - United Utilities Water Limited - registered number 2366678.

Connection - a connection to our network from which you receive one of our services. Connections are regulated by the Act and other relevant legislation.

Customer - the end consumer of the water and sewerage service that we provide.

CV - see Charging value.

Domestic sewage - the contents of toilets, water which has been used for cooking or washing, and surface water. It does not include water used for the business of a laundry or for a business preparing food or drink which will be eaten or drunk somewhere other than on the premises (see section 117 of the Act).

Eligible premises - premises other than household property and that may be identified as eligible for the non-household market in line with industry published eligibility guidance.

Foul drainage - water discharged from premises as domestic sewage excluding surface water.

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

Gap site - an eligible premises which is in receipt of water services and/or sewerage services where no supply points are registered in relation to such eligible premises in the supply point register.

Green roof - for surface water drainage purposes is an organic roof cover consisting of all or some of the following features:

- a root resistant waterproof layer;
- a protection/moisture mat;
- a drainage layer;
- a fines layer or filter sheet;
- a growing medium or substrate;
- vegetation, as we determine.

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

House - any building or part of a building (including a flat) occupied or likely to be occupied as a private dwelling.

Household property - any property that is mainly used as a home, which a person lives in any part and which may be identified as such in line with any industry eligibility guidance.

Instrument of Appointment - the document which appointed us to carry out water and sewerage duties under the Act. (Our Instrument of Appointment was issued on 24 August 1989, when we were known as North West Water Limited.

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

Meter reading - a reading from a water meter to show how much water has been used at a premises or property or, if there is no actual reading, our market estimate of how much water has been used.

Meters Regulations - The Water (Meters) Regulations 1988.

Non-household premises - premises other than household property.

Non-primary charge - any wholesale charges which are not primary charges and to avoid doubt this includes all charges that relate to us providing one-off or discrete services performed while carrying out our obligations under the operational terms or as otherwise set out in this scheme in relation to specific circumstances or events.

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

- owns the premises;
- has enough control over premises to have a duty of care towards lawful visitors to the premises
- maintains a property which is used or intended to be used as a home
- maintains a property or premises that has shared facilities (including houses in multiple occupation, such as blocks of flats and houses that have been converted into flats, office blocks or shopping centres, or as holiday or other household accommodation and is usually let (whether let wholly or in part), for less than 12 months
- develops or owns any new premises that are empty or not furnished.

See also definition for a customer.

Operational Parameters - analytical results used to determine effluent strength:

- Ot - the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage;
- St - the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage.

Premises/Property - includes any building or part of a building which is occupied or intended to be occupied separately, including land or an interest in land.

Primary charges - all charges in this scheme relating to the supply of sewerage services both on a long-term or temporary basis, and including:

- (i) fixed and volumetric charges and allowances;
- (ii) any other charges set out in this scheme relating to specific circumstances or events, but not including;
- (iii) all charges relating to the provision of one-off or discrete services we perform while carrying out our obligations under the operational terms.

Together with all such charges calculated in relation to a special agreement by reference to the relevant factor(s) and tariff(s) as set out in the published special agreements charges.

Private meter - a meter that is installed, owned and maintained by the customer. We may use a private meter to assess charges when agreed by us in specific circumstances.

Private supply - a supply of water that is not from a water supply that we currently own or operated from a licensed water supplier.

Public or commercial swimming pool - a swimming pool maintained for, or used by, the general public with its own metered water supply.

Rateable value (RV) - the value of premises as shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990.

Rating list divisor - the factor by which, on average, values in a business rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973 (section [2.5](#)).

Services - any service we provide relating to supplying foul drainage, surface water drainage, highway drainage and trade effluent services.

Sewerage services - any services we provide that are related to providing, altering or disconnecting sewerage pipes and receiving, carrying and treating sewage including surface water drainage and highway drainage.

Shared water meter - a water meter that serves two or more premises.

Site - means 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 has had major physical alterations. This may include, for example changing the way the premises is used, splitting into separate non-household premises or homes, merging with other premises, partially demolishing part of it, or otherwise altering in such a way that we decide the current charging value is no longer appropriate; “substantial alteration” will be interpreted accordingly.

Supply point - the point at which we supply sewerage services in relation to any eligible premises.

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).

Vacant Premises/Property - premises are considered to be vacant if all of the following criteria are met:

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

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

Water and sewerage undertaker - the Company appointed to carry out water and sewerage duties under the Act.

Water services charges - charges for water supply services or sewerage services or both.

We, us or our - United Utilities Water Limited (registered number 2366678) or our representative(s).

Wholesale services - sewerage services that we provide to a customer.

You, your - our customer (a water supply licensee, another wholesaler or any other recipient of our wholesale products and services).