

Charges scheme 2023/2024



Wholesale water

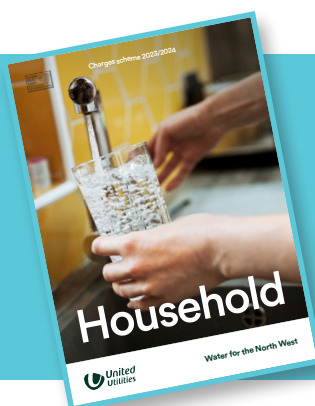
Our charges schemes

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



Wholesale water charges scheme (this document)

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.



Wholesale sewerage charges scheme

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



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

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1. Introduction

Please see the definitions in [Section 10](#) 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 water services we provided 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 with us.

We split the services that we provide into two categories:

- Primary services related to the supply of water to non-household premises;
- Non-primary services are for activities that are not directly related to the on-going provision of primary services.

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 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

You are liable for charges applied to every connected supply point where you receive services from us and charges for any other wholesale service 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.

We will charge retailers that are allocated supply points under the 'Interim Supply Allocation Process' in line with the market codes.

During the 2023/24 charging year, we may introduce volumetric charges for water and sewerage services that we provide to premises marked as vacant in the Central Market Operating System (CMOS). If we decide to introduce these charges, 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](#) and [6](#) are stated exclusive of VAT; however, we will charge VAT in line with relevant legislation.

2.4 Charges for 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 (sections [4.1](#), [4.2](#), [4.6](#) and [4.7](#)).

2.5 Unmeasured charges based on rateable value or business rateable value

We will charge based on the rateable value for water 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 calculate 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

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 primary charges on the volume of water used as recorded by the water meter(s) (section [4.3.a](#) and [4.8](#)).

In addition we charge a fixed charge for each water meter, based on the size of the meter (section [4.3.b](#) and [4.8](#)).

You are responsible for paying charges for all water passing through the water meter(s).

In certain circumstances, you will be able to apply for an allowance against water charges for water lost due to a leak, for further details see section [2.9](#).

2.7 Adjustments to charges

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

The detail of any adjustment to charges will vary depending on the charge affected and the reason for the 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 charges where access is prevented or refused for the installation, inspection or exchange of a meter, or you have given us incorrect information or you withheld information or caused delays that affected charges.

2.7.1 Concessionary supplies

If premises have a concessionary supply of water (a piped supply that we provide, but not through our mains network) which becomes connected to our mains network, we will charge in accordance with this charges scheme. We may phase the introduction of such charges over a period of time decided by us.

2.8 Metering

All new supply points must have a water meter installed to measure water consumption.

For household properties that do not have a water meter and are currently charged unmeasured charges we will install a meter free of charge on application, providing:

- it is reasonably possible and,
- the cost to do so is not unreasonably expensive.

Details can be found on our website at: unitedutilities.com/meters

We will, at our expense, install a water meter at any existing unmeasured, non-household premises, with the exception of an animal trough, unless it is not reasonably possible to do so or the cost of doing this would be unreasonably expensive.

2.8.1 Connections which require a water meter

We will require the following connections to have a water meter:

- bulk supplies to another wholesaler, or any other recipient of a bulk supply of water;
- new business and non-household premises;
- household properties that were built on or after 1 April 1990, including flats (there should normally be a separate meter for each flat) and including properties which were previously non-household premises and which have been converted to household property on or after 1 April 1990;
- premises which have been split into a larger number of individual premises or merged into a smaller number of premises or substantially altered, except household properties where the occupier has received an unmeasured bill for those properties (see section 144B of the Act);
- business and non-household premises where metering is possible;
- premises which do not have a charging value, except household properties where the occupier has received a bill showing unmeasured charges for those properties (see section 144B of the Act);

- household properties where there is likely to be high water use (as defined by Regulation 2(b) of the Water Industry (Prescribed Conditions) Regulations 1999), namely where water is used:
 - (i) for watering a garden using an automatic watering device (such as a garden sprinkler);
 - (ii) for automatically filling a pond or swimming pool which can hold more than 10,000 litres of water;
 - (iii) in a bath that can hold more than 230 litres of water (measured to the centre line of overflow);
 - (iv) in a shower unit which uses a lot of water, as specified in paragraph 4(c) of the Table in regulation 5 of the Fittings Regulations; or
 - (v) in a water-purifying unit which incorporates reverse osmosis (where a membrane is used to separate unwanted molecules and larger particles from drinking water).
- household properties where there is a new occupier, as long as we have not already sent an unmeasured bill to that occupier (see section 144B(2)(b) of the Act);
- household properties where water is used for business purposes (for example, to fill storage tankers for cleaning drains and washing wheelie bins)
- properties which are a mixture of household and non-household where the principal use is non-household (e.g. a combined flat and shop);
- caravan sites and similar premises; and
- properties or parts of properties which contain shared facilities that use water (for example a shared laundry in a block of flats).

The plumbing arrangement for all new supply points must allow individual water meters to be easily installed, and we may require you to meet the conditions set out in section 47(2) and 64(3) of the Act before the connection is made, and we may recover costs as set out in section 45(6) of the Act.

2.8.2 Water meter installation

We will install the water meters and any associated equipment in line with the Meters Regulations, and it must record all of the water used at the premises. The water meter will usually be inside a premises but may be outside if we need it to be for operational access or aesthetic reasons.

We will consider a request to fit a meter in a different place to where we say we will fit it or to move a meter and fit it where you request us to. If we agree to this, you must agree to pay any survey and relocation costs.

2.8.3 Access to the water meter

You must allow us, or other authorised parties for example your water retailer, access to the water meter at all reasonable times. If you do not provide reasonable access to read or maintain the water meter we may take legal action (see sections 162 & 172 and part 2

schedule 6 of the Act), and you may be responsible for any of our costs, including legal costs.

2.9 Leakage allowances

2.9.1 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 in our leaflet at: unitedutilities.com/leaflets

2.9.2 Leakage allowances for non-household customers

We will consider leakage allowances against water charges for leaks from water supply pipework for non-household customers, 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 non-household customer every 24 months.

3. Primary charges

3.1 Primary charges for unmeasured supply points

For each unmeasured supply point, charges are made up of two parts:

- a fixed standing charge; and
- a charge per £ of the charging value of the premises (sections [4.1](#) and [4.6](#)).

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

3.1.1 Animal troughs without a water meter

We make a fixed charge for each animal trough that does not have a water meter (section [6.8](#)).

If you ask for the supply to an animal trough to be metered, you will be responsible for the cost of meter installation.

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

3.2.1 Household properties

Where it is not reasonably possible to install a meter at a household property, we may charge based on an assessed charge (section [4.7](#)). The assessed charge is a fixed annual charge and is based on the typical use for different types of property.

For household properties listed in section [2.8.1](#), where installation, replacement or maintenance of a meter is prevented or delayed, we have the right to use the assessed charge for a larger property (section [4.7](#)) until we can carry out the work.

3.2.2 Non-household premises

Where it is not reasonably possible to install a 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 are not 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

We charge for potable water supplied through a water meter on our standard measured potable water volumetric tariff (sections [4.3.a](#) and [4.8](#)), unless you choose one of our Select tariffs (section [4.4](#)).

3.3.1 Standard potable water volumetric tariff

The charges for potable water are made up of two parts (section [4.3](#)):

- a charge per cubic metre, based on readings from your water meter; and
- a fixed standing charge per water meter based on its size.

In each case, where no meter size is visible on the water meter, we will decide the size of the meter by reference to the meter inlet / outlet diameter, volumetric rating of the meter, serial number markings, or a combination of these.

For household properties, the standing charge assumes a 15mm diameter water meter is installed (section [4.8](#)). Where the water meter is larger than 15mm diameter we may apply the appropriate standing charge applicable to non-household properties (section [4.3.b](#)).

We consider a 15mm water meter is suitable for household properties and will normally insist that this size meter is installed.

3.3.2 Select 50 water tariff

This will be beneficial if more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [4.4.a](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

3.3.3 Select 180 water tariff

This will be beneficial if more than 180 megalitres but less than 750 megalitres (180,000 – 750,000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [4.4.b](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

3.3.4 Select 750 water tariff

This will be beneficial if more than 750 megalitres (750,000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [4.4.c](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

3.3.5 Non-potable water volumetric tariff

Where supplies of non-potable water are made available for non-domestic purposes, the charges are made up of two parts:

- a charge per cubic metre (section [4.5.a](#)); and
- a standing charge per water meter based on its size (section [4.3.b](#)).

3.4 Charges for water used for improvements to existing premises

If a premises is unoccupied and water is needed while improvement work is carried out, full charges continue to be due at the appropriate standard unmeasured or measured rate while we are providing a water supply to the premises (section [4](#)).

3.5 Use of water for fire-fighting purposes

In line with section 147 of the Act, if we receive a valid application, we will not charge for water supplied to your supply points, which is used for fire-fighting, for testing apparatus installed for putting out fires, or for fire-fighting training purposes.

3.6 Supply partially used for fire-fighting: notional downsizing of a water meter

Where a metered supply serves fire-fighting equipment as well as water fittings for normal use, on receipt of a valid application, we will decide the appropriate water meter size needed for normal water use and the appropriate size of water meter for the combined requirements. Where we install a water meter for the combined requirements we will apply a reduced standing charge, if appropriate, based on normal use requirements.

Where a water meter of the appropriate size for the combined requirements is not in place, you must ask us (within 3 months of that decision) to replace the water meter with one of the correct size and for a reduced standing charge to be applied, based on normal use requirements. In such circumstances, we will apply the reduced charge from the date of that request or the date that we install the new water meter and you must pay for the cost of the work.

4. Schedule of primary water charges 2023/2024

This schedule lists our primary wholesale water charges and forms part of our wholesale water charges scheme for 2023/2024. All charges apply from 1 April 2023.

Charges are annual unless we state otherwise.

Non-household primary water charges

4.1 Unmeasured water charges

Standing charge	Charge per £CV	CMOS code
£57.41	£0.553	UU_UW_01

4.2 Assessed water charges

The assessed charges for water services payable under section [3.2.2](#) are shown below:

Non-household premises where we decide the water meter size would be 15mm	£588.31
Non-household premises where we decide the water meter size would be greater than 15mm but equal to or less than 22mm	£1,469.64
CMOS code	UU_AW_01

4.3 Measured water charges

4.3.a Volumetric charge	
Standard volumetric charge – per cubic metre (m3)	£1.814
CMOS code	UU_MPW_01

Plus

4.3.b Standing charges	
Meter size	Standing charge
12/15mm	£15.12
20/22mm	£15.31
25/28mm	£32.57
30/32/35mm	£32.57
40/42mm	£52.63
50/54mm	£68.80
75/80mm	£91.42
100mm	£102.60
150mm+	£111.73
Animal troughs	£15.12
CMOS code	Applicable to all UU_MPW tariffs

4.4 Optional water tariffs

4.4.a. Select 50 water tariff	Charge	CMOS code
Annual fixed charge (in addition to the normal meter standing charges (section 4.3.b))	£21,500.00	UU_MPW_02
Plus volumetric charge – per cubic metre (m3)	£1.384	UU_MPW_02 UU_MPW_03

4.4.b Select 180 water tariff	Charge	CMOS code
Annual fixed charge (in addition to the normal meter standing charges (section 4.3.b))	£41,300.00	UU_MPW_04
Plus volumetric charge – per cubic metre (m3)	£1.274	UU_MPW_04 UU_MPW_05

4.4.c Select 750 water tariff	Charge	CMOS code
Annual fixed charge (in addition to the normal meter standing charges (section 4.3.b))	£303,050.00	UU_MPW_06
Plus volumetric charge – per cubic metre (m3)	£0.925	UU_MPW_06 UU_MPW_07

4.5 Non-potable water (where available)

4.5.a Measured non-potable water charges	
Non potable volumetric charge – per cubic metre (m3)	£0.234
CMOS code	UU_MNPW_01

Plus

4.5.b Standing charges	
As per table for measured premises (section 4.3.b).	
CMOS code	Applicable to all UU_MNPW tariffs

Household primary water charges

These charges relate to the supply of water for domestic purposes to household properties.

4.6 Unmeasured water charges

Standing charge	Charge per £CV
£61.59	£1.085

4.7 Assessed charges for household properties where a water meter cannot be installed

Single person household (does not apply to any property with a swimming pool larger than 10,000 litres)	£88.93
Detached (includes houses, link detached and detached bungalows, but does not include properties which meet the criteria for larger properties) (see note below)	£231.22
Semi-detached (includes houses and semi-detached bungalow, but does not include properties which meet the criteria for larger properties)	£208.12
Other household property (includes flats and terraced houses, but does not include properties which meet the criteria for larger properties)	£151.09
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 (including any separate residential buildings on the site), and has six or more bedrooms 	£453.02

4.8 Measured water charges

Standing charge	Volumetric charge per m³
£15.16	£1.783

Assumes a 15mm meter is installed.

5. Non-primary charges

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

Retailers should apply for any of these non-primary services using the appropriate market form or request where available.

We will 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. The level of charge will depend on the scheduled activity (sections [6.1](#), [6.7](#) & [6.13](#)).

5.1 Non-household enquiries - site visit charge

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 [6.1](#)).

This could be for reasons including but not limited to:

- location of a stop tap or stop valve for work on private pipework; or
- providing advice about or assistance with private pipework; or
- carrying out water quality investigations; or
- visit to provide a quotation; or
- carrying out a pressure and flow test.

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.

5.2 Data amendment requests

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 needed.

Examples include:

- application to de-register a supply point
- application for an allowance
- tariff change request
- amendment to valuation office assessment business authority (VOA BA) reference
- 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 will apply where as a result of our investigation we do not need to amend the market data (section [6.7](#)).

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

5.3 Metering services

5.3.1 Water meter accuracy testing

You can ask us to test a water meter for accuracy in line with regulation 6 of the Meters Regulations. We will always remove the water meter from the premises to test that it is giving accurate readings. The test is carried out by an independent company of our choice. If the test shows that the meter is providing readings that are within the allowed limits of accuracy, specified in the Meters Regulations, we will make the charge for a meter test (section [6.12.a](#) and [6.13.c](#)). We will not charge if the accuracy is outside of the allowed limits of accuracy.

If the test shows the water meter is registering incorrect readings, we will adjust the charges in line with regulations 8 & 9 of the Meters Regulations. We will adjust your charges from the date of the reading before the reading that brought the matter to our attention and led to the test (unless it can be shown that it became faulty at a later date).

5.3.2 Change of water meter size

Where you ask us to:

- (i) carry out a survey to check if a water meter can be replaced with one of a different size (in which case you must provide us with enough information to allow us to calculate the size of the meter that will be needed); or
- (ii) carry out a survey to check if a water meter can be replaced with one of a different size and ask us to arrange for meter data logging to allow us to calculate the size of the meter that will be needed; and
- (iii) carry out the work to replace the water meter with one of a different size if the survey proves that a different size is needed.

All work will be at your expense (section [6.13.c](#)). We will decide which type of replacement meters to use. We may make additional charges if you ask for different meter types and we agree to this.

If you ask us to replace the water meter with a different size water meter without us having carried out the survey in (ii) above, and that size proves to be unsuitable, we will charge for any necessary further works.

5.3.3 Change of water meter position

Where you ask us to:

- (i) carry out a survey to check if a water meter can be moved to a different place; and/or

- (ii) carry out works to move a water meter if a survey proves a different place is acceptable to us.

All work will be chargeable (section [6.13.c](#)). We will decide which type of replacement meters to use. We may make additional charges if you ask for different meter types and we agree to this.

5.3.4 Water meter exchange

Where you ask us to exchange a water meter for a different meter of the same size in the same place, we will make a charge. Where we agree to exchange a water meter for a different size and/or in a different place, we will make a charge (section [6.13.c](#)).

If we need to exchange a meter 40mm or smaller for the sole purpose of data logging, and the new meter is the same size in the same place, we will not charge for exchanging the meter.

We will allow Accredited Entities to exchange manifold meters of less than 25mm that are inside the premises (section [6.13.c](#)).

We will decide which type of replacement meters to use. We may make additional charges if you ask for different meter types and we agree to this.

5.3.5 Verification of water meter supply arrangements / water meter details

Where you believe that the following information held by the Central Market Operating System is incorrect, you can ask us to investigate:

- the supply point that a water meter serves and / or
- the physical characteristics of the meter (e.g. meter size, meter serial number)

We will charge if our site investigations confirm that the details in the Central Market Operating System are correct (section [6.13.c](#)). We will not charge if our investigations prove that the details are incorrect.

If we can, we will verify the information by a desktop study. When we do this, we will make the desktop study charge if our information is correct.

5.3.6 Access to network management data logger information

Where we have a data logging device fitted to a meter for our network management purposes we may be able to give you electronic access to this information via a website (subject to you agreeing to our terms and conditions). We will charge for each data logger for access to this information (section [6.13.c](#)).

Where we provide this service, you can also ask us to transfer data directly into your system, using secure file transfer procedures. We make a single charge to set-up this process, which covers all data loggers requested at that time. If you subsequently ask us to include additional data loggers, we will charge for each new data logger added (section [6.13.c](#)).

You can ask us to do this either via the retailer, a third party or directly to us.

5.3.7 Temporary data logging

You can ask us to temporarily fit a data logger to a meter. We will usually fit the data logger for one week then remove it and provide you with the information in electronic format by email. We will charge for each supply point for this service (section [6.13.c](#)).

5.3.8 Access to pulsed output on a water meter

You can ask us to provide a permanent pulsed output to a water meter. This can be either:

- (i) Pulse unit / splitter;
- (ii) Pulse unit / splitter and outreader.

We will charge for each one that we fit and they are subject to agreement with our terms and conditions.

Where a water meter is non automated meter reading (AMR) enabled, we may agree to the installation of a pulse unit. This will be subject to agreement with our terms and conditions.

5.3.9 Passive automated water meter reading data provision

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

We will charge yearly for each meter where we provide information (see section [6.13.c](#)).

Where a retailer has entered into a separate meter reading agreement with us, we will provide this information as part of that agreement.

5.3.10 Equipment tests

You can ask us to carry out an inspection of the water meter if you believe that our equipment attached to the meter (e.g. network data logger, pulse unit and/or splitter) is faulty, and we will investigate the cause of the fault. Where we find that the fault is not due to a failure of our equipment, we will charge you for the visit (section [6.13.c](#)).

We will not make any charge for the inspection visit when we find that our equipment has failed.

5.3.11 Testing of pulsed output capability of water meter

Where you believe that there is a fault with the pulsed output capability of the water meter, you can ask us to test that the pulsed output facility on that water meter is working correctly. Where we find that the pulsed output facility is working correctly, we will charge you for the visit (section [6.13.c](#)). This is not a test of any additional equipment attached to the meter.

We will not make a charge when we find that the pulsed output facility is not working correctly.

5.3.12 Clearing of meter chamber

We will make a charge if you ask us to pump a meter chamber clear of water (section [6.13.c](#)).

5.3.13 Chamber lid replacement

You can ask us to replace a standard meter chamber lid with a different type of lid. We will only agree to this where we believe that the replacement lid will not cause us any future operational issues, or result in damage to our equipment.

The level of charge will depend on the size of lid to be replaced (section [6.13.c](#)).

We will make an abortive visit charge where, we arrive to carry out this work but are unable to do so because of circumstances outside our control (e.g. traffic loading requirements).

5.3.14 Installation of additional below ground data logger housing

Where there is not enough space in an existing water meter chamber or housing to allow you to install a data logger, you can ask us to install additional below ground logger housing. Where we agree to this, we will make a charge (section [6.13.c](#)).

5.3.15 Provision of non-market meter reading

We will charge for each non-market meter reading you ask us to carry out (section [6.13.c](#)).

5.4 Disconnection

5.4.1 Permanent disconnection

You can ask us to permanently disconnect the water supply to a premises if it is no longer required.

Requests for permanent disconnection of a supply to a household property must be made in writing.

You should apply to permanently disconnect a supply to a non-household premises using the appropriate market form or request.

We do not charge for this service (section [6.2](#)).

5.4.2 Temporary disconnection at retailer request

You may wish to consider temporary disconnection of a water supply to a non-household premises to protect against bursts or leakage where a premises is likely to be vacant for some time.

We will charge for this disconnection and any subsequent reconnection (section [6.13.a](#) and [6.13.b 6.2](#)). We will charge for water and foul sewerage where consumption is recorded on the meter.

5.4.3 Temporary disconnection for non-payment of charges

You can ask us to disconnect the water supply to a non-household premises for non-payment of charges. We will charge for the disconnection and any subsequent reconnection of the same supply. The amount that we charge depends on the meter size (section [6.13.a](#) and [6.13.b](#)).

Disconnections outside of the business day will be subject to availability and we will make additional charges (section [6.13.a](#)). We will charge for any monitor visits you request to verify that the supply remains disconnected.

We will charge you for any associated legal costs that we incur.

5.4.4 Complex disconnection

Where we successfully obtain a Magistrates Warrant of Entry (section [6.13.a](#)), on gaining access to the premises we will remove the meter and cap the water supply to enforce the disconnection. We will only do this if you ask to and agree the costs ahead of us taking any action.

We will charge for the disconnection and any subsequent reconnection of the same supply. The level of charge will depend on the meter size (section [6.13.a](#) and [6.13.b](#)).

5.4.5 Unsuccessful disconnection of supply

We will charge when we are unable to disconnect the supply due to the actions of, or incorrect information provided by, you or your customer (section [6.13.a](#)).

5.4.6 Reconnection charge

Where you ask us to reconnect the water supply (including water supplies disconnected by an accredited entity), we will make a reconnection charge (section [6.13.b](#)).

5.4.7 Obtaining of a warrant

You can ask us to obtain a Warrant of Entry for you to gain access into a non-household premises. Where we obtain the Warrant of Entry, we will provide court enforcement support to execute the warrant. We will charge you for obtaining the Warrant of Entry and enforcement support.

If we are not able to obtain the Warrant of Entry, we will charge you for our costs and legal charges incurred.

If you ask us to obtain a Warrant of Entry, and subsequently ask us to cancel the process, we will charge you for our costs and legal charges incurred (section [6.13.a](#)).

5.4.8 Illegal connections

Where we find an illegal connection to our water mains we will discuss corrective actions with you, and would normally expect you to correct at your cost. If we need to correct this on your behalf, we will charge you for this.

We will charge for all our direct and indirect costs relating to investigation, administration and correction (including materials).

If you or your customer do not allow us access to complete this work we may use legal processes to obtain access and complete the work. We may charge you for our costs, including any legal costs.

We may prosecute for any illegal connection to our water mains even if corrective actions are in progress or complete, and we may charge you for any costs that we incur, including legal costs.

5.5 Fittings Regulations inspections

We have a duty to enforce the Fittings Regulations under sections 73 to 75 of the Act and have power to take steps to prevent contamination, waste and misuse of water. If we need to carry out an inspection at a non-household premises to confirm that a plumbing installation meets the Fittings Regulations, there is no charge for the initial inspection. If the work does not meet the Fittings Regulations, we may charge for further visits if we need to inspect the work again (section [6.1](#)).

5.5.1 Contravention of the Fittings Regulations

If we find plumbing that does not meet the requirements of the Fittings Regulations, we will discuss corrective action with you, and will normally expect you to correct at your cost.

We will issue you with a notice for completion of any such corrective work, if necessary, under section 75 of the Act. If the required work is not completed within the specified timescale, we will complete the work, and charge for all our direct and indirect costs for the investigation, administration and corrective work (including materials).

If you or your customer do not allow us access to complete this work we may use legal processes to obtain access and carry out the work. We may charge you for our costs, including associated legal costs.

5.5.2 Defective fittings

Where we identify a defective fitting, we will serve a defective fittings notice (under section 75 of the Act) on any premises for the repair of or disconnection of any fittings (including underground supply pipes) that are not working properly or are not in line with the Fittings Regulations. If the work stated in the notice is not carried out within the timescales we set, we will carry out the work and charge you for it.

If necessary, we may disconnect the supply under section 75 of the Act, and may charge you the costs associated with this work.

We will charge for all our direct and indirect costs associated with investigation, disconnection and administration.

5.5.3 Reconnection following disconnection for non-compliance with the Fittings Regulations

If we have disconnected a water supply at a non-household premises, because it did not meet the Fittings Regulations and you ask us to reconnect it, we will charge for this work.

5.6 Vacant site administration charge

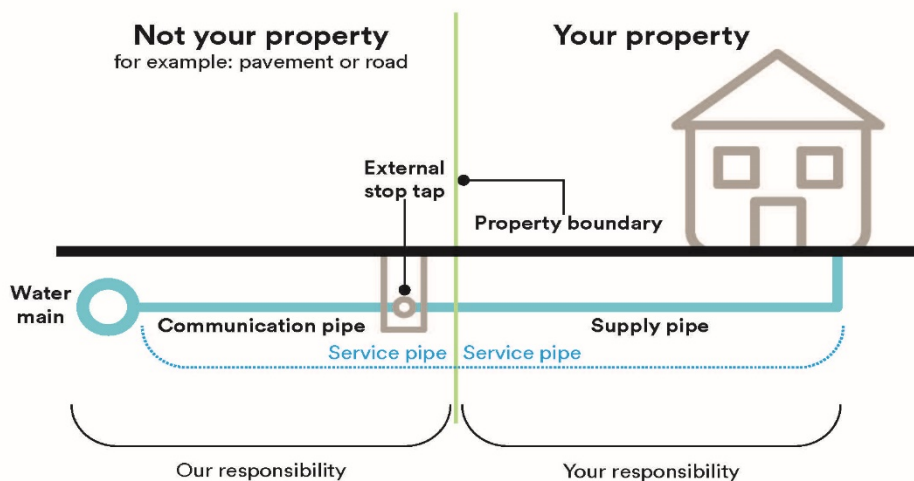
We may submit a vacancy change application to the market operator, to have the occupancy status corrected, if we believe a non-household premises is incorrectly marked as vacant within the Central Market Operating System. If we are correct and the changes are made we will make a charge for this (section [6.4](#)).

5.7 Replacing service pipes

We have a scheme to replace lead service pipes. Not all properties are suitable for this scheme and it is subject to acceptance by us. If we accept your application, you will need to replace your lead supply pipe within the boundary of your property. We will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main free of charge. Further detail and an application form can be found at:

unitedutilities.com/lead-pipes

If you ask us to rejoin a supply pipe (up to 32mm) to our communication pipe, and neither pipe was lead there will be a charge for this service (section [6.5](#)).



Your service pipe is made up of two parts:

- a communication pipe outside your property boundary; and
- a supply pipe within your property boundary

5.8 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 line 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 are based on a cost per hour of collating and providing this information (section [6.6](#)).

5.9 Repairs for damage to our assets

We will charge for repairs for damage to our assets (e.g. water mains and other apparatus) including, where appropriate, under section 174 of the Act, to whoever is responsible for damaging them (section [6.10](#)).

5.10 Water drawn from hydrants

We will only allow you to draw water from hydrants in line with our standpipe hire scheme, unless we agree otherwise. We will only allow metered standpipes approved by us to connect to our network (section [6.9](#)).

You are required to provide monthly meter readings; in the absence of a meter reading, we may estimate consumption. We may adjust estimates later if necessary.

We will charge the standpipe hire charge until you return or report the standpipe to us as lost.

You must notify us of any damage to equipment, including meters. We will charge for loss or damage of equipment.

5.11 Fire hydrants

Where appropriate, in line with sections 57 and 58 of the Act, we will make standard charges for the installation, removal or maintenance of a fire hydrant (section [6.11](#)).

6. Schedule of non-primary charges 2023/2024

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

All charges apply from 1 April 2023.

All charges published in this schedule exclude VAT. We apply VAT to charges as required by relevant legislation.

6.1 Site visit charges

Site visit charges - per hour	£58.25
Abortive site visit charge - per hour	£58.25

6.2 Permanent disconnections at the customer's request

Permanent disconnection	No charge
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6.3 Reconnection following disconnection for non-compliance with the Fittings Regulations

We have the right to charge for reconnection following disconnection resulting from plumbing not meeting the Fittings Regulations (see [5.5.3](#)).

6.4 Vacant site administration charge

Vacant site administration charge	£182.07
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6.5 Rejoining non-lead service pipes

Rejoin a non-lead service pipe (up to 32mm) - unsurfaced	£417.00
Rejoin a non-lead service pipe (up to 32mm) - surfaced	£735.00

6.6 Provision of additional information

Provision of additional information – per hour	£38.31
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6.7 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 needed. We will charge when our investigation shows that no amendment to the market data is needed (see section [5.2](#)).

	Desktop study only	Site visit required	Abortive visit
Deregistration of a supply Amendment to VOA BA reference or UPRN at a supply point	£76.63	£200.68	£127.06
Allowance/Assessment request – not charged elsewhere Review of tariff Application for change in tariff applied to a service component Invalid claim for incentive schemes (see section 7)	£38.31	£162.27	£ 80.57

6.8 Animal trough without a water meter

Charge per trough for water	£168.31
CMOS code	UU_UW_03

6.9 Use of metered standpipes for drawing water from our mains

Annual hire charge – 22mm	£432.05
Annual hire charge – 50mm	£490.64

In addition we will charge **£1.814** per cubic metre (m3) for all water recorded as used through the standpipe meter.

The minimum hire period for a metered standpipe is four weeks.

The minimum charge for a four week hire period – 22mm	£33.14
The minimum charge for a four week hire period – 50mm	£37.64
Lost or damaged standpipe equipment	Recovery of direct and indirect costs
We will charge all costs incurred (UU and contractor) for investigation, administration, repair or replacement of the equipment.	

6.10 Repairs for damage to our assets

Repairs to services, mains 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.	

6.11 Fire hydrants

Repair, installation and maintenance	Charge
Category 1	
a) Repairs made without disturbance to the original surface (no dig)	£403.05
b) Repairs made by excavation from the original surface up to the cover and frame depth level, including to replace lid and/or re-set cover and frame including permanent reinstatement (any surface category)	£620.41
Category 2	
a) Repairs involving excavation below the original surface i.e. greater depth than category 1(b)	£918.03
b) Complete hydrant replacement, and permanent reinstatement on completion (any surface category)	£1,557.02
c) Complete hydrant removal, and permanent reinstatement on completion (any surface category)	£1,358.41
d) Installation of fire hydrant including associated pipework, connection, valves, chamber, cover and frame, permanent reinstatement (any surface category) (mains over 100mm up to 150mm)	£1,614.59
Mains over 150mm	Quote on request
A quote will be based on recovering all costs incurred associated with investigation, administration, issue of any statutory notices and repair/installation.	
Category 3	
a) Relates to work involving the following activities: adoption including install/replace marker post(s), plates and numerals	£372.57

We may recharge the costs of Highways Authority permits associated with the repair, installation and maintenance of fire hydrants.

Where we can resolve the issue during the initial assessment the following charge will apply	£154.92
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6.12 Household meter charges

Charges relating to household meters are set out in the United Utilities household charges scheme.

unitedutilities.com/my-account/your-bill

6.12.a Household water meter accuracy testing

Our charges for testing a household water meter are set out in the United Utilities household charges scheme (section 17.b.1).

6.12.b Installation of an optional water meter in a position other than that stated in our meter location policy (household)

Our charge for installing a meter in another position is set out in the United Utilities household charges scheme (section 17.b.2).

6.12.c Relocation of a household water meter

Our charges for relocating a household water meter are set out in the United Utilities household charges scheme (section 17.b.3).

6.13 Non-household water meter charges

6.13.a Disconnection for non-payment or temporary disconnection at customer request	
Disconnection of supply	
Up to 40mm meter	£82.10
50mm meter and above	£164.19
Disconnection outside the business day (up to 40mm)	£272.47
Disconnection of supply – monitor visit	£39.65
Unsuccessful disconnection/abortive visit	
Up to 40mm meter	£36.22
50mm meter and above	£109.79
Out of hours unsuccessful disconnection/abortive visit	£272.47
Disconnection of supply – complex (includes Warrant costs)*	
Up to 40mm meter	£2,200.26
50mm meter and above	£2,507.07
Gaining entry for purpose of disconnection*	
Obtaining a Warrant – successful application	£2,118.79
Obtaining a Warrant – unsuccessful application	£1,222.46

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Aborted Warrants process	£284.07
*Prices quoted include attendance at court to obtain a Warrant of Entry. A Warrant of Entry obtained via telephone may be available on request.	

6.13.b Reconnection at customer request or following disconnection for non-payment (subject to availability)	
Reconnection of supply (same business day, request received before 2.59pm) – up to 40mm meter	£79.70
Reconnection of supply (same business day, request received between 3.00pm and 6.00pm) – up to 40mm meter	£143.74
Reconnection of supply (within one business day of request) up to 40mm meter	£63.36
Reconnection of supply (within one business day of request) 50mm meter and above	£138.99
Unsuccessful reconnection of supply/abortive visit	£37.68
Complex reconnection of supply	
15-20mm meter	£258.49
25mm meter	£355.07
40mm meter	£432.57
50mm meter and above	£1,271.01

6.13.c Non-household water meter charges					
Job description	15 – 20mm	25mm	40mm	50 – 80mm	100mm +
Water meter exchange					
With excavation	£437.05	£904.26	£973.73	£1,777.24	Quote on request
Without excavation	£129.34	£232.39	£302.42	£979.59	Quote on request
Accredited entity meter exchange manifold <u>payment to retailer</u>	£47.97	n/a	n/a	n/a	n/a
<i>Note: There is no charge where the meter accuracy is outside the prescribed limits of the Meter Regulations</i>					
Meter box lid replacement	£233.39	£233.39	£400.44	£594.40	Quote on request
Clear meter box (pump out)	£171.86				
Water meter resize survey (no data logging)	£132.09	£160.10	£160.10	£269.25	Quote on request
Water meter resize survey (data logging)	£282.45	£282.45	£282.45	£416.76	Quote on request
Water meter resizing activity (no excavation)	£130.53	£277.66	£277.66	£699.97	Quote on request
Water meter resizing activity (excavation)	£436.18	£1,028.59	£1,028.59	£1,884.64	Quote on request
Water meter relocation survey	£96.49				
Water meter relocation activity	£461.48	£894.93	£1,116.58	£1,997.63	Quote on request
Missed appointment/aborted works (meter install/maintenance)	£85.92				
Meter installation activity					
New meter installation to an existing unmeasured Animal trough	£437.05				
New meter installation at an existing unmeasured premises	No charge				
Water meter test (two point)					
With excavation	£651.60	£1,161.89	£1,235.66	£2,174.10	Quote on request
Without excavation	£345.75	£465.62	£535.64	£1,375.82	Quote on request
Accredited entity - meter test passed - charge to retailer	£266.87	n/a	n/a	n/a	n/a

Accredited entity - meter test failed - <u>payment to retailer</u>	£47.97	n/a	n/a	n/a	n/a
Note: There is no charge where the meter accuracy is outside the prescribed limits of the Meter Regulations					
Job Description	15 – 20mm	25mm	40mm	50 – 80mm	100mm +
Meter verification					
Verification of meter supply arrangements / meter details – desktop study (per meter)	£20.70				
Verification of meter supply arrangements / meter details – site visit (per meter)	£71.76			£129.85	
No access or aborted visit charge for verification activity	£38.84			£113.31	
Note: There is no charge where verification proves incorrect					
Data activity					
Temporary data logger installation/removal	£232.13				
Provision/installation of pulse unit/splitter by us	£303.43	£231.60	£231.60	£253.26	£253.26
Provision/installation of pulse unit/splitter/outreader by us	£407.11	£335.25	£335.25	£356.91	£356.91
Installation of additional logger housing – below ground	£859.95				
Investigation into Wholesale data logger failure	£140.80				
Note: There is no charge where failure is found to be due to wholesale equipment					
Test of pulse output capability of water meter	£234.19				
Provision of network management data from UUW Wholesale data loggers – where installed	£116.47				
Missed appointments/aborted works (meter technician visit)	£78.35				
Provision of exported data	£278.04				
Provision of exported data – new logger added	£76.08				
Provision of passive AMR data – per meter (where available)	£1.14				

Job description	
Other charges (applicable to all meter sizes)	
General site visit (re-programme data logger etc.)	£140.80
Provision of quote on request	£126.21
Provision of non-market meter reading	£22.07

7. 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

7.1 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 will 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 detail are available on our website at:

unitedutilities.com/Business-services/retailers/incentive-schemes

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

Gap site incentive payment (per site)	£250.00
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We will make a further allowance against the first year's primary wholesale water 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 (see [6.7](#)).

7.2 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. Further detail are available on our website at:

unitedutilities.com/Business-services/retailers/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 (see [6.7](#)).

7.3 Water efficiency incentive

We offer a water efficiency incentive to support you in assisting your non-household customers to make water efficiency interventions on their sites.

We will calculate the incentive payments based on the amount of water saved as a direct result of the water efficiency intervention. We will measure the savings by comparing at least three months of consumption data before and after any water efficiency interventions are made. We will base the appropriate time for comparison on the type of customer.

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

We require evidence of the interventions made and water savings achieved as a direct result of these interventions.

Every SPID is eligible for the incentive a maximum of once in a two year period.

We will calculate the one off payment on completion of a valid application, based on the number of litres per day saved multiplied by the incentive payment, up to a maximum of £3,000 for a single application.

Incentive payment (per litre per day saved)	£0.05
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We may carry out audits at your customer's premises in order to verify any savings achieved before we make the payment.

Where water efficiencies are not maintained over a two year period, we may recover the water efficiency incentive payment from you.

Further details, including which type of interventions we would consider, can be found on our website at:

unitedutilities.com/Business-services/retailers/incentive-schemes

7.4 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.

8. Payment options

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

9. 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

10. 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 if the owner pays the charges, a change in the ownership of the 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.

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

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.

Defective fitting – a water fitting which is installed, connected and used to carry water from our water main to premises that breaks or is likely to break the Fittings Regulations.

Defective fittings notice – a notice we serve where there is, or is likely to be damage, contamination, waste, misuse, or an unnecessarily high volume of water used as a result of any equipment or apparatus at the premises (including underground supply pipes) not meeting the Fittings Regulations

Domestic purposes – refers to water used for drinking, washing, cooking, central heating and sanitary purposes (for example flushing the toilet) as explained in section 218 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.

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 – 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.

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 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-potable water – water that is not fit for supply for domestic or food production purposes.

Non-primary charge – any wholesale charges which are not primary charges, and to avoid doubt this includes all charges relating to the provision of 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 property;
- 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 of customer.

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

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 water 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 performed 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 supply – a supply of water that is not from a water supply that we currently own or operate, or from a licensed water supplier.

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 potable or non-potable water.

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, demolishing part of it, or otherwise altering it 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 water services are provided in relation to any eligible premises.

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, sewerage services or both.

Water supply – the water we supply to a customer.

Water supply services – any services we provide relating to providing, altering or disconnecting a water supply.

We, us or our – United Utilities Water Limited (registered number 2366678) or our representatives.

Wholesale services – water 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).