

**Business Stream  
charging scheme for  
Yorkshire Water  
Wholesale Region  
2022/23**

Primary & Non Primary  
Charges



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# **SECTION 1: INTRODUCTION**

- 1.1 This Charging Scheme is made by Scottish Water Business Stream (Business Stream) in compliance with requirements placed upon it under Section 29 of the Water and Sewerage Undertakers (Exit from Non-household Retail Market) Regulations 2016, and shall come into effect from 1st April 2022.
- 1.2 This Charging Scheme shall apply to those non-household premises for which Business Stream is, or is deemed to be, the licensed supplier of water and/or sewerage services and are located within the area for which Yorkshire Water is the appointed water and/or sewerage wholesaler. It shall not apply to premises outside that region.
- 1.3 This Charging Scheme should be read in conjunction with Business Stream's Standard Terms and Conditions, which can be found <https://www.business-stream.co.uk/terms-and-conditions/> and which together form the Scheme of Terms and Conditions.
- 1.4 The amounts now fixed by Business Stream in respect of the charges provided for in this Charging Scheme are those shown in the Schedules.
- 1.5 All charges stated in this document are exclusive of Value Added Tax (VAT).
  - (a) VAT is chargeable at the standard rate on clean water charges for all customers whose main business activity falls within divisions 1 to 5 of the Standard Industrial Classifications (SIC) as used by Companies House.
  - (b) Customers whose activities do not fall into one of these 5 divisions are not liable for VAT on their water charges. For those customers whose business does fall into one of the divisions, VAT is only applicable on clean water charges. Waste water and drainage charges have zero rated VAT liability.
  - (c) All other elective services provided by Business Stream have a standard rated VAT liability. Elective services are any services that fall out with the primary water, waste water and drainage charges that every business is required to pay. The only exception to this is infrastructure charges for new water connections, which are outside the scope of UK VAT.
- 1.6 Nothing in this Charging Scheme shall affect Business Stream's powers or rights to enter into or be bound by agreements with persons to be charged, whether made before or after the coming into operation of this Scheme.

## **SECTION 2: PRIMARY CHARGES**

## Part 1 **The unmeasured water supply charge**

### **1.1 Chargeable supplies**

- 1.1.1 The unmeasured water supply charge is applied to every piped supply of water to or habitually used in eligible premises and which is not charged on a measured basis for the period of occupation. Where a period of occupation of the premises is less than the full year, charges shall be apportioned on a daily basis.
- 1.1.2 Where water is supplied separately for a house within the curtilage of premises otherwise used for non-domestic purposes and which has a separate supply for those purposes, the house shall be treated as if it were a separate hereditament.
- 1.1.3 Where water is supplied by a common pipe for eligible premises or parts of eligible premises in the occupation of different persons they will be charged an unmeasured water supply charge for the supply to each as if supplied by a separate pipe.
- 1.1.4 Where water is supplied to two or more hereditaments on an unmeasured basis and such hereditaments merge to form a single property the Customer may opt to pay for the newly formed single hereditament on the basis of the total sum of the rateable values for the separate hereditaments or on a metered basis.
- 1.1.5 Where the hereditament has undergone a material physical change or material change of use, Yorkshire Water may assess or adopt a value equivalent to a rateable value, subject at the option of the Customer to assessment by an individual arbitrator, whose appointment shall be agreed by Yorkshire Water and the Customer, and who shall have the power to award costs within his award.
- 1.1.6 Subject to the provisions of this scheme, the annual assessed water charge is payable by Customers who elect to pay the annual assessed charge for the supply of water, where Yorkshire Water determines that it is impractical or unreasonably expensive to install a meter as per the scale of charges in Section 3 Non Primary Charges.
- 1.1.7 Field supplies will be charged on the same basis as a non-household charge.

### **1.2 The scale of charges**

- 1.2.1 For the year commencing 1 April 2022, the charge for unmetered customers is the sum of the standing charge and a rateable value charge per pound of the rateable value of the hereditament.

<b>Water Supply charges (excluding York Waterworks)</b>	
Unmeasured non-household	
Standing charge	£67.95
Rateable Value charge (p per £RV)	171.21
Fixed charge (low consumption)	£72.96
<b>Water supply charges York Waterworks</b>	
Unmeasured non-household	
Standing charge	£46.35
Rateable Value charge (p per £RV)	98.94
Fixed charge (low consumption)	£50.18

Note: The York Waterworks poundage item referred to above shall be calculated on 100% of the rateable value of the hereditament. The charge for mixed use and other premises which remain to be charged on the unmeasured basis shall not be eligible for charging on an abated rateable value.

1.2.2 Assessed charges are due annually for the period 1 April to 31 March

<b>Water assessed non-household charges (excluding York Waterworks)</b>	
Property Size	
Fixed charge (low consumption)	£72.96
Small (145 m <sup>3</sup> )	£258.59
Medium (255 m <sup>3</sup> )	£432.22
Large (550 m <sup>3</sup> )	£897.72
Extra Large (1,000 m <sup>3</sup> )	£1,607.64
<b>Water assessed non-household charges York Waterworks</b>	
Property size	
Fixed charge (low consumption)	£50.18
Small (145 m <sup>3</sup> )	£160.36
Medium (255 m <sup>3</sup> )	£259.37
Large (550 m <sup>3</sup> )	£525.02
Extra Large (1,000 m <sup>3</sup> )	£930.19

1.2.3 The charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.

1.2.4 The charge for Customers who are liable for York Waterworks charges shall be no more than they would have been if the York Waterworks appointment had remained in place. Customers receiving bills which they believe are of higher value should contact Business Stream.

## Part 2    **The sewerage charge on an unmeasured basis**

### **2.1    Chargeable supplies**

- 2.1.1    Subject to the provisions of this scheme the sewerage charge is payable on an unmeasured basis in respect of the period of occupation of any eligible premises which has the benefit of an unmeasured supply of water. Where a period of occupation of the premises is less than the full year, charges shall be apportioned on a daily basis.
- 2.1.2    Subject to the provisions of this scheme the unmeasured sewerage charge is payable, for the period of occupation, where there is no water supply and no foul effluent connection to sewer, but the premises are connected either directly or through an intermediate sewer or drain to a public sewer for surface water drainage.
- 2.1.3    Subject to the provisions of this scheme a reduced rate will be applied for the period of occupation where a property is drained via a private septic tank and then to an intermediate sewer or drain. For non-household customers paying the reduced rate Business Stream shall, on request, facilitate the emptying of the said private septic tank once per year.
- 2.1.4    Business Stream shall have the power to apply the sewerage charge on the unmeasured basis to any hereditament which has the benefit of a measured supply of water or access to facilities where there is a measured supply of water if the Customer of that measured supply of water does not agree with Business Stream to accept liability for measured sewerage charges for such hereditament.
- 2.1.5    Subject to the provisions of this scheme, the annual assessed sewerage charge is payable by Customers who elect to pay the annual assessed charge for the supply of water, where Yorkshire Water determines that it is impractical or unreasonably expensive to install a meter as per the scale of charges in Section 3 Non Primary Charges.
- 2.1.6    Surface Water Drainage – In respect of non-household premises, the sewerage charge shall be subject to surface water and/or groundwater drainage based on the chargeable area of the eligible premises.
- (a)    In this part of the scheme “chargeable area” includes:
- (i)    the total site area of premises
  - (ii)   the curtilage thereof and all land held together therewith
  - (iii)  even if the surface area is not permeable
  - (iv)  or where it is separated at any point by a highway or other public right of way;



- (v) chargeable area excludes;
  - a. any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland,
  - b. an area of land on which by law no building is permitted,
  - c. or an area of land which must exceed 10% of the total area of the property and Yorkshire Water deems there is no surface or groundwater which drains either directly or indirectly to the public sewer.
- (b) For the purposes of (a) above:
  - (i) where there is a common area belonging to a number of separately occupied premises, the charge relating to the common area, will be apportioned on a pro rata basis of the area of each individual premise;
  - (ii) where there is communication, other than by a highway, between a household premises and any other premises, being non-household premises, occupied by the same person, the charge for both such premises shall be determined by aggregating the total site areas of both such premises and applying to such total area in accordance with this paragraph the scale of charges for premises other than household premises.
- (c) Where the customer can demonstrate to Yorkshire Water's satisfaction that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains from that hereditament
  - (i) directly or indirectly to a public sewer or
  - (ii) from any common area appurtenant to that hereditament, the charge shall cease to be payable from 1st April in the year in which the claim is made.
- (d) The maximum rebate that will be given will be limited to six years, or from the date of customer occupation of the property if for less than six years. A rebate application form can be obtained by contacting Business Stream.
- (e) Where the customer makes an application with supporting evidence and can demonstrate to Yorkshire Water's satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes such that it places the premises into a lower band for charging purposes, the lower charge shall apply from 1 April in the year in which the application with supporting evidence is provided.

## 2.2 The scale of charges

2.2.1 For the year commencing 1 April 2022, the charge for unmetered customers is the sum of a standing item, a rateable value charge per pound of the rateable value of the hereditament, and a surface water charge based on the area of the hereditament.

<b>Sewerage supply charges</b>	
Unmeasured non-household	
Standing charge	£23.53
Rateable Value charge (p per £RV)	196.68
Fixed charge (low consumption)	£82.39
<b>Surface water charge</b>	
Band (Surface area in square metres)*	
A ( $0 \leq 500 \text{ m}^2$ )	£51.38
B ( $> 500 \leq 750 \text{ m}^2$ )	£108.50
C ( $> 750 \leq 1,000 \text{ m}^2$ )	£162.75
D ( $> 1,000 \leq 2,000 \text{ m}^2$ )	£217.01
E ( $> 2,000 \leq 15,000 \text{ m}^2$ )	£434.02
F ( $> 15,000 \leq 35,000 \text{ m}^2$ )	£3,255.15
G ( $> 35,000 \leq 150,000 \text{ m}^2$ )	£7,595.36
H ( $> 150,000 \text{ m}^2$ )	£32,551.54

Assessed charges are due annually for the period 1 April to 31 March.

<b>Sewerage assessed non-household charges</b>	
Property size	
Fixed charge (low consumption)	£82.39
Small (145 m <sup>3</sup> )	£279.29
Medium (255 m <sup>3</sup> )	£475.89
Large (550 m <sup>3</sup> )	£1,047.07
Extra Large (1,000 m <sup>3</sup> )	£1,886.35

## Part 3 The metered water supply charge

### 3.1 Chargeable supplies

- 3.1.1 Subject to the provisions of this scheme the metered water supply charge is applied to every metered piped supply of water where the installation, type and size of the meter in question has been approved or accepted by Yorkshire Water.
- 3.1.2 Unless and until the installation, type and size of the meter in question is approved or accepted by Yorkshire Water, one of the following bases of charging appropriate to the circumstances shall be applied by Business Stream:
- (a) charge on the unmeasured basis (see Part 1); or
  - (b) charge on the fixed water supply charge basis (see Part 5); or
  - (c) charge on the metered basis by reference to a volume that is assessed by Yorkshire Water by reference to the bands set out in the Table sections 2 and 8 below.

<b>Water assessed non-household charges (excluding York Waterworks)</b>	
Property Size	
Fixed charge (low consumption)	£72.96
Small (145 m <sup>3</sup> )	£258.59
Medium (255 m <sup>3</sup> )	£432.22
Large (550 m <sup>3</sup> )	£897.72
Extra Large (1,000 m <sup>3</sup> )	£1,607.64
<b>Water assessed non-household charges York Waterworks</b>	
Property size	
Fixed charge (low consumption)	£50.18
Small (145 m <sup>3</sup> )	£160.36
Medium (255 m <sup>3</sup> )	£259.37
Large (550 m <sup>3</sup> )	£525.02
Extra Large (1,000 m <sup>3</sup> )	£930.19

- 3.1.3 Where two or more metered supplies feed the same premises occupied by the same Customer, the standing item charge will be made separately for each supply unless:
- (a) the supplies in question are field supplies; or
  - (b) such arrangement is for Business Stream's own convenience.
- 3.1.4 The volume item is applied to all consumption including water lost by leakage, waste or otherwise (with the exception only of water used in accordance with Section 147

of the Water Industry Act 1991), subject to Yorkshire Water's Code of Practice on leakage for domestic customers and the Water (Meters) Regulations 1988.

- 3.1.5 Where a premise receives a metered piped supply of water and one or more piped supplies of water to those premises are either unmetered or the meter is damaged then a charge shall be raised in relation to such piped supplies using the principles in paragraph 3.1.2 above.
- 3.1.6 Business Stream shall have the power to estimate the consumption in respect of any metered piped supply of water provided that the meter shall be read at least once in any metered supply charging year (unless circumstances outside the company's control prevent such a reading from being obtained). A Customer has the right to provide his own reading upon receipt of an estimated bill.
- 3.1.7 It is the policy of Yorkshire Water to provide all new supplies and all existing metered supplies of water to non-household premises by measure. Other than in accordance with the provisions of Section 5.1.4 where the premises are served by a metered supply of water the Customer shall not have the right to be charged on an unmeasured basis. In addition, it is the policy of Yorkshire Water to require Customers with sprinklers or swimming pools or other conditions prescribed by regulations made under the Water Industry Act 1991 to pay for the supply on the basis of the metered water supply charge. Subject to the requirements of this latter policy where the hereditament is used in part only as a house and in part for non-household purposes (mixed use) and the maximum anticipated consumption of the water used in the course of any non-household activity at the hereditament is assessed by Yorkshire Water to be 30 cubic metres or less per annum then the supply shall be treated as if it were a household premises and shall remain being charged on an unmeasured basis.
- 3.1.8 Where a new water supply is created by any person in contravention of the policy referred to in paragraph 3.1.7 above and/or Yorkshire Water conditions of connection resulting in no meter being provided, then a charge shall be levied in relation to such piped supply on either:
- (a) the fixed water supply charge basis, if appropriate; or
  - (b) charge on the metered basis by reference to a volume that is assessed by Yorkshire Water unless and until a meter is installed, the type and size of which is approved or accepted by Yorkshire Water.

## **3.2 The scale of charges**

- 3.2.1 For the year commencing 1 April 2022 the charges are as stated below. The charge consists of the sum of a standing item, and a volume item which varies in accordance with Table sections 1 and 7 below.

- 3.2.2 The volume item applies to the period 1 April 2022 to 31 March 2023 and an apportionment shall be made on a daily basis in respect of meter readings which are outside of the period. The charge will be payable in respect of the whole of any period of occupation of premises. Where a period of occupation of premises is less than the full year, charges shall be apportioned on a daily basis.
- 3.2.3 For the purposes of assessing the volume range the charge shall be applied to the total consumption at any separately metered individual set of premises in common ownership which is in receipt of a metered supply of water to those premises and which is not currently subject to a separate agreement with respect to payment of water supply charges.
- 3.2.4 The charge for Customers who are liable for York Waterworks charges shall be no more than they would have been if the York Waterworks appointment had remained in place. Customers receiving bills which they believe are of higher value should contact Business Stream.
- 3.2.5 The Customer shall become ineligible to the reduction in the standard charge for consumption in excess of 50 thousand cubic metres if the metered water supply charges are overdue for a period of 56 days unless the Customer has a payment arrangement agreed with Business Stream or there is a dispute on substantial grounds as to provision of the service in respect of which the charge relates. In the case of such ineligibility the standard charge shall be applied to all consumption for the remainder of the metered supply charging year from the date of ineligibility and a meter reading shall be taken by Business Stream for such purposes.
- 3.2.6 The charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.
- 3.2.7 Where:
- (a) the Customer of a supply from one or more meters has the benefit of the use of an alternative source of water which is not delivered under the terms of a common carriage agreement and which is interchangeable with a Yorkshire Water supply; and
  - (b) the Customer occupies a single site and in respect of which consumes in excess of 50MI/year; and
  - (c) in any year the Customer either i) wishes to have the facility to substitute a Yorkshire Water supply for all or part of the alternative source, or ii) uses that facility; and
  - (d) Where the use of the facility referred to under paragraph (c) ii) is made without prior notification to Yorkshire Water of the wish to access the same then the Customer shall be deemed to have given notice of its wish to have the facility open to it in future years unless the Customer is disconnected from Yorkshire Water's supply network.

<b>Water Supply charges (excluding York Waterworks)</b>	
Measured non-household	
Standing charge	£29.59
Volumetric charge.	
0 ≤ 500 cubic metres p.a. (p/m <sup>3</sup> )	154.08
500m <sup>3</sup> ≤ 50 thousand cubic metres p.a. (p/m <sup>3</sup> )	157.74
> 50 ≤ 250 thousand cubic metres p.a. (p/m <sup>3</sup> )	101.61
> 250 thousand cubic metres p.a. (p/m <sup>3</sup> )	85.78
<b>Water supply charges York Waterworks</b>	
Measured non-household	
Standing charge	£29.59
Volumetric charge	
0 ≤ 500 cubic metres p.a. (p/m <sup>3</sup> )	86.99
500m <sup>3</sup> ≤ 50 thousand cubic metres p.a. (p/m <sup>3</sup> )	87.45
> 50 thousand cubic metres p.a. (p/m <sup>3</sup> )	77.45

## Part 4    **The sewerage charge on a metered basis**

### **4.1    Chargeable supplies**

- 4.1.1    Subject to the provisions of this scheme, sewerage charges are payable on a metered basis where:
- (a)    a metered supply of water from Yorkshire Water or any other water undertaker has been recorded; or
  - (b)    where the volume of a supply from any other source is provided to Yorkshire Water's satisfaction; or
  - (c)    where water is charged on an assessed basis.
- 4.1.2    The sewerage charge is not made on a metered basis where the quantity of the water supplied for two or more hereditaments is measured by a single meter, unless the Customer of the metered water supply charge for that supply agrees arrangements with Business Stream for payment also of the sewerage charge on a metered basis for those hereditaments. Where an agreement is not in operation for both water and sewerage charges, an unmeasured basis of charging will be applied to each hereditament based on rateable value or a fixed basis by agreement.
- 4.1.3    A reduced rate will be applied for the period of occupation where a private septic tank is drained, and then put to an intermediate sewer or drain. For Customers paying the reduced rate Business Stream shall on request facilitate the emptying of the private septic tank by Yorkshire Water once per year.
- 4.1.4    Surface Water Drainage – In respect of non-household premises, the sewerage charge shall be subject to surface water and/or groundwater drainage based on the chargeable area of the eligible premises.
- (a)    In this part of the scheme “chargeable area” includes: the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but excludes: any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected, or an area of land which must exceed 10% of the total area of the property and Business Stream deems there is no surface or groundwater which drains either directly or indirectly to the public sewer.
  - (b)    For the purposes of (a) above:
    - (i)    where there is a common area belonging to a number of separately occupied premises, the charge relating to the common area, will be apportioned on a pro rata basis of the area of each individual premise;

- (ii) where there is communication, other than by a highway, between a household premises and any other premises, being non-household premises, occupied by the same person, the charge for both such premises shall be determined by aggregating the total site areas of both such premises and applying to such total area in accordance with this paragraph the scale of charges for premises other than household premises.
  - (c) If in the case of any premises the customer incurs expense in order to satisfy Business Stream as to the site area of the premises, resulting in the application of a lower charge, Business Stream will reimburse to such Customer the professional surveyor's fees reasonably so incurred.
  - (d) Where the customer can demonstrate to Business Stream's satisfaction that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains from that hereditament a) directly or indirectly to a public sewer or b) from any common area appurtenant to that hereditament or c) all surface water and groundwater drainage forms part of measured trade effluent volume, the charge shall cease to be payable from 1st April in the year in which the claim is made.
  - (e) The maximum rebate that will be given will be six years plus the current year's charges, or from the date of customer occupation of the property if for less than six years. A rebate application form can be obtained by contacting Business Stream.
  - (f) Where the customer makes an application with supporting evidence and can demonstrate to Business Stream's satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes such that it places the premises into a lower band for charging purposes, the lower charge shall apply from 1 April in the year in which the application with supporting evidence is provided to Business Stream.
- 4.1.5 For the purposes of assessing the volume range the charge shall be applied to the total discharge at any separately metered individual set of premises in common ownership which is in receipt of a metered supply of water to those premises and which is not currently subject to a separate agreement with respect to payment of sewerage charges.
- 4.1.6 The Customer shall become ineligible to the reduction in the standard charge for discharges in excess of 50 thousand cubic metres if the sewerage charges on a metered basis are overdue for a period of 56 days unless the Customer has a payment arrangement agreed with Business Stream or there is a dispute on substantial grounds as to provision of the service in respect of which the charge relates. In the case of such ineligibility the standard charge shall be applied to all discharges for the remainder of the metered supply charging year from the date of ineligibility and a meter reading shall be taken by Business Stream for such purposes.



- 4.1.7 The standing item is settled annually calculated according to the use of the premises or if Business Stream so determines, where a statutory trade effluent consent or direction or trade effluent agreement is in force in respect of the premises, according to the maximum permissible hourly discharge rate of any matter other than trade effluent as assessed by Business Stream.
- 4.1.8 The volume item is calculated as 95% of the volume of water (after first deducting any quantity of water received which is discharged separately as trade effluent) for the period 1 April to 31 March, unless:
- (a) Business Stream assesses that in relation to a particular class of premises or any individual premises that a figure in excess of 95% of the water received at the premises is being returned to sewer on an average long-term basis in which circumstances the volume item shall be applied to an increased total volume percentage representing that average long-term return; or
  - (b) Business Stream assesses or the Customer can show to Business Stream's satisfaction that in relation to a particular class of premises or any individual premises that a figure less than 95% of the water received at the premises is being returned to sewer on an average long-term basis in which circumstances the volume item shall be applied to a reduced total volume percentage representing that average long-term return.
- 4.1.9 Such increase or reduction to the standard 95% volume percentage will be a current year adjustment only and will not be applied to earlier years except:
- (a) Where a Customer receives the first measured account after the completion of a charging year, the increase or reduction to the volume will apply from the date of occupation or meter installation and approval; or
  - (b) Where a Customer lodges a written application for a reduction to the standard volume percentage and this is accepted by Business Stream, the reduction will apply from the date of receipt of the application.
- 4.1.10 Where discharging via a septic tank the 95% assumption of volume return to sewer will be reduced to 70%.

## **4.2 The scale of charges**

- 4.2.1 For the year commencing 1 April 2022 the charges are as stated below. The charge consists of the sum of a standing item, and a volume item which varies in accordance with Table sections 3 and 4 below.
- 4.2.2 The volume item applies to the period 1 April 2022 to 31 March 2023 and an apportionment shall be made on a daily basis in respect of meter readings which are outside of the period.

<b>Sewerage supply charges</b>	
Measured non-household	
Standing charge	£33.48
Volumetric charge	
0 ≤ 500 cubic metres p.a. (p/m <sup>3</sup> )	182.44
500m <sup>3</sup> ≤ 50 thousand cubic metres p.a. (p/m <sup>3</sup> )	200.20
> 50 ≤ 250 thousand cubic metres p.a. (p/m <sup>3</sup> )	160.70
> 250 thousand cubic metres p.a. (p/m <sup>3</sup> )	147.63
<b>Surface water charge</b>	
Band (Surface area in square metres)*	
A (0 ≤ 500 m <sup>2</sup> )	£51.38
B (> 500 ≤ 750 m <sup>2</sup> )	£108.50
C (> 750 ≤ 1,000 m <sup>2</sup> )	£162.75
D (> 1,000 ≤ 2,000 m <sup>2</sup> )	£217.01
E (> 2,000 ≤ 15,000 m <sup>2</sup> )	£434.02
F (> 15,000 ≤ 35,000 m <sup>2</sup> )	£3,255.15
G (> 35,000 ≤ 150,000 m <sup>2</sup> )	£7,595.36
H (> 150,000 m <sup>2</sup> )	£32,551.54

## Part 5    **The fixed water supply charge**

### **5.1    Chargeable supplies**

- 5.1.1    Business Stream shall have the power to apply the fixed water supply charge to any piped supply of water which satisfies the following criteria:
- (a)    the premises served are not used wholly or in part as a house; and
  - (b)    the maximum anticipated consumption of water at the premises is 30 cubic metres or less per annum.
- 5.1.2    Business Stream shall have the power to apply the fixed water supply charge to premises to which there is no piped supply of water but which have access to communal facilities with a piped supply of water which satisfy the criterion in paragraph 5.1.1 above unless one Customer accepts charges on the metered basis of charging for both water and sewerage services.
- 5.1.3    Where Business Stream exercises its power under 5.1.1 or 5.1.2 above and where the Customer is subject to the imposition of Value Added Tax on the piped supply of water, the fixed water supply charge shall be applied in the circumstances of paragraphs 5.1.1 and 5.1.2 above from 1 July 1990 or the date of occupation whichever shall be the later. Where the Customer is not subject to the imposition of Value Added Tax the fixed water supply charge shall be applied from 1st April of the year following the date of the survey by Business Stream.
- 5.1.4    Subject to the provisions of paragraph 5.1.1 above the Customer of any unmeasured or metered supply of water may apply to Business Stream to take it as a fixed water supply charge supply of water. Under such circumstances, the fixed water supply charge shall apply from 1st April of the year following the date of any agreement with Business Stream.
- 5.1.5    Once applied the fixed water supply charge shall apply until the end of the current year of charge and subject to (a) and (b) below shall be apportioned on a daily basis where a period of occupation of the premises is less than the full year. However:
- (a)    where there is a change in the use of the supply of water to the premises; or
  - (b)    where there is a change which results in the consumption of water in accordance with paragraph 5.1.1 above being in excess of 30 cubic metres Business Stream shall have the power to require the supply to be metered. In such circumstances the fixed water supply charge shall be apportioned on a daily basis until the date that the installation, type and size of the meter is approved by Business Stream.
- 5.1.6    Consumption due to leakage, waste, misuse or otherwise lost are subject to additional charges.

## 5.2 The scale of charges

5.2.1 For the year commencing 1 April 2022 the charge shall be per Table 1 and 7 below.

5.2.2 The charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.

<b>Water Supply charges (excluding York Waterworks)</b>	
Unmeasured non-household	
Fixed charge (low consumption)	£72.96
<b>Water supply charges York Waterworks</b>	
Unmeasured non-household	
Fixed charge (low consumption)	£50.18

## Part 6 The sewerage charge on a fixed basis

### 6.1 Chargeable supplies

- 6.1.1 Subject to the provisions of this scheme the sewerage charge is payable on a fixed basis in respect of every period of occupation of any premises which has the benefit of a supply of water or access to communal facilities with a piped supply of water and which is subject to the fixed water supply charge.
- 6.1.2 Once applied the fixed sewerage charge shall apply until the end of the current year of charge and subject to (a) and (b) below shall be apportioned on a daily basis where a period of occupation of the premises is less than the full year. However:
- (a) where there is a change in the use of the supply of water to the premises; or
  - (b) where there is a change which results in the consumption of water in accordance with paragraph 6.1.1 above being in excess of 30 cubic metres, Business Stream shall have the power to require the premises to be metered. In such circumstances the fixed sewerage charge shall be apportioned on a daily basis until the date that the installation, type and size of the meter is approved by Business Stream.
- 6.1.3 Surface Water Drainage – In respect of non-household premises, the sewerage charge shall be subject to surface water and/or groundwater drainage based on the chargeable area of the eligible premises.
- (a) In this part of the scheme “chargeable area” includes: the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but excludes: any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected, or an area of land which must exceed 10% of the total area of the property and Business Stream deems there is no surface or groundwater which drains either directly or indirectly to the public sewer.
  - (b) For the purposes of (a) above:
    - (i) where there is a common area belonging to a number of separately occupied premises, the charge relating to the common area, will be apportioned on a pro rata basis of the area of each individual premise;
    - (ii) where there is communication, other than by a highway, between a household premises and any other premises, being non-household premises, occupied by the same person, the charge for both such premises shall be determined by aggregating the total site areas of both such

premises and applying to such total area in accordance with this paragraph the scale of charges for premises other than household premises.

- (c) If in the case of any premises the customer incurs expense in order to satisfy Business Stream as to the site area of the premises, resulting in the application of a lower charge, Business Stream will reimburse to such Customer the professional surveyor's fees reasonably so incurred.
- (d) Where the customer can demonstrate to Business Stream's satisfaction that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains from that hereditament
  - (i) a) directly or indirectly to a public sewer or
  - (ii) b) from any common area appurtenant to that hereditament, the charge shall cease to be payable from 1st April in the year in which the claim is made.

6.1.4 The maximum rebate that will be given will be six years plus the current year's charges, or from the date of customer occupation of the property if for less than six years. A rebate application form can be obtained by contacting Business Stream.

- (a) Where the customer makes an application with supporting evidence and can demonstrate to Business Stream's satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes such that it places the premises into a lower band for charging purposes, the lower charge shall apply from 1 April in the year in which the application with supporting evidence is provided to Business Stream.

## 6.2 The scale of charges

6.2.1 For the year commencing 1 April 2022 the charge shall be per Table section 3 below.

Sewerage supply charges	
Unmeasured non-household	
Fixed charge (low consumption)	£82.39

## Part 7 The trade effluent charge

### 7.1 The charge

7.1.1 The trade effluent charge is payable in respect of the control, reception, treatment and disposal of trade effluent from eligible premises received into a public sewer or where the Customer has the benefit of a trade effluent agreement where the discharge of trade effluent is to a Yorkshire Water waste water treatment works.

7.1.2 In this part of the scheme:

“the effluent” means trade effluent discharged (whether directly or indirectly) into a public sewer under a statutory consent of Yorkshire Water or received at a Yorkshire Water waste water treatment works;

“regional” refers to Yorkshire Water’s area of appointment as a sewerage undertaker as defined in the Instrument of Appointment;

References to “foul sewage” and “sludge” are to those at Yorkshire Water’s waste water treatment works.

7.1.3 Trade effluent charges are made and are subject to either:

- (a) minimum charge; or
- (b) charges calculated using the mogden formula.

7.1.4 The mogden formula is as follows:

$$\text{Unit charge} = R + V + \frac{O_t * B}{O_s} + \frac{S_t * S}{S_s}$$

Where:

R The charge per cubic metre for the reception and conveyance of trade effluent

V the cost per cubic metre of the preliminary treatment of foul sewage (including such preliminary treatment as is appropriate to the circumstances of the receiving waste water treatment works in question)

O<sub>t</sub> the Chemical Oxygen Demand of the effluent

O<sub>s</sub> the Chemical Oxygen Demand of the foul sewage

- B the cost per cubic metre of biological oxidation of foul sewage, together with such proportion of the sludge cost as may be attributable to the treatment and disposal of sludge arising from the said biological oxidation
- St settleable solids in the effluent
- Ss settleable solids in the foul sewage
- S such proportion as is not included in B of the average cost, per cubic metre of foul sewage received, of the treatment and disposal of sludge (the whole of such cost being referred to above as “the sludge”)
- (a) Ot, St, Os and Ss are derived after one hour’s quiescent settlement. Ot and St are adjusted to a pH of 7.
- (b) Ot and St are derived from the average strength of all chargeable samples taken over the previous 12-month period and fixed prior to the settlement calculation or according to the assessed strength of the effluent or the standard regional strength of the relevant type of trade effluent.
- (i) Where preliminary treatment, biological oxidation or sludge treatment is not normally provided or is provided only in part for the effluent, the whole or due proportion of the respective component V, B or S is omitted.
- (ii) Each of those values, and the due proportion under B and S, are ascertained by Yorkshire Water. Costs are as calculated by Yorkshire Water for the ensuing year.
- (iii) Different values and proportions may apply by agreement between Yorkshire Water and the customer.

7.1.5 For the purposes of assessing the volume range the charge shall be applied to the total trade effluent discharge at any separately metered individual set of eligible premises in common ownership which discharges trade effluent and which are not currently subject to a separate agreement with respect to payment of the reception charge.

- (a) Where effluent is discharged from premises which do not fulfil the statutory criteria for the definition of trade premises then Yorkshire Water shall, at its discretion, assess the proportion of effluent that shall be charged as trade effluent where it is not possible or practicable to measure that effluent by meter.
- (b) The customer shall become ineligible to the reduction in the standard charge in respect of the reception charge for discharges in excess of 50 thousand cubic metres if the Customer fails to comply with Yorkshire Water’s Code of Practice for the Control of Trade Effluent Draining to Public Sewers. In the case of such



ineligibility the standard charge shall be applied to all discharges for the remainder of the year of charge from the date of ineligibility and a meter reading shall be taken by Yorkshire Water for such purposes.

7.1.6 Where the non-household customer makes a contribution to the reception and conveyance costs in relation to a discharge of trade effluent by way of separate agreement direct with Yorkshire Water then Yorkshire Water shall make an appropriate allowance as assessed by Yorkshire Water in its total discretion to the basic unit R charge.

7.1.7 The standard strength for launderette effluent is: -

(a) Ot – Biological strength of launderette effluent – 750 mg/litre COD

(b) St – Sludge strength of launderette effluent – 50 mg/litre StS

7.1.8 Pro rata charges apply to the minimum charge as appropriate.

## 7.2 The scale of charges

7.2.1 For the year commencing 1 April 2022 the basic unit charges and strength values are shown in Table section 6 below:

Trade effluent charges	
Reception and Conveyance	
Volumetric charge	
0 ≤ 50 thousand cubic metres p.a. (p/m <sup>3</sup> )	55.83
> 50 ≤ 250 thousand cubic metres p.a. (p/m <sup>3</sup> )	32.58
> 250 thousand cubic metres p.a. (p/m <sup>3</sup> )	21.88
(V) Preliminary Treatment Charge (p/m <sup>3</sup> )	56.81
(Bv) Biological Treatment (p/m <sup>3</sup> )	51.52
(S) Sludge Treatment (p/m <sup>3</sup> )	34.03
Minimum Charge (Annual)	£533.53
Standing charge	£30.58
<b>(Os) Biological strength of combined sewage (COD)</b>	840 mg/litre
<b>(Ss) Sludge strength of combined sewage (StS)</b>	335 mg/litre

## **SECTION 3: NON PRIMARY CHARGES**

## Part 1 **Relaying/repairing/renewing pipes (incl. replacement of lead pipes)**

### 1.1 **Introduction**

- 1.1.1 The Wholesaler is responsible for the section of the service pipe that runs from the water mains to the boundary of the customer's premises. This is known as the communication pipe.
- 1.1.2 The Customer owns and is responsible for the section of the service pipe that runs from the boundary of the premises to where it enters the building, including any stop taps fitted along its length. This is known as the supply pipe.

### 1.2 **Charges**

Activity	Charge	Abortive visit charge
Relaying/repairing private mains/ communication pipes and associated assets.	Quotation on request	Recovery of direct and indirect costs

- 1.2.1 Where a customer requests a repairs to a private main, communication or supply pipe and associated a charge will be applied to recover all costs incurred associated with investigation, administration, statutory noticing, repair and re-instatement of the asset.

## Part 2 Fire Hydrant Services

### 2.1 Introduction

- 2.1.1 On behalf of a Customer, Business Stream will request that the Wholesaler:
- (i) install a new fire hydrant;
  - (ii) relocate an existing fire hydrant; and
  - (iii) repair or renew an existing fire hydrant.

### 2.2 Fire hydrant charges

Activity	Charge	Abortive visit charge
The provision and maintenance of fire hydrants	Quotation on request	Recovery of direct and indirect costs

- 2.2.1 Where a Customer requests that the installation of a new fire hydrant or relocates an existing fire hydrant, Business Stream will provide the customer with a quotation from the Wholesaler for the cost of the work.
- 2.2.2 Where a Customer requests repairs or renewal of an existing fire hydrant, Business Stream will provide the Customer with a quotation from the Wholesaler for the cost of the work.

### 2.3 Abortive visits

- 2.3.1 If the site visit is aborted at the request of the customer a charge will be applied to recover all costs if this is due to:
- (a) actions of the Customer, or
  - (b) erroneous information provided by the Customer.

## Part 3    **Damage to assets and apparatus**

### **3.1    Introduction**

- 3.1.1    Where, due to the actions of the Customer, or any third party associated with the Customer, an asset or apparatus belonging to the Wholesaler is damaged, the Customer shall be liable for paying for the repair or replacement of the asset or apparatus.
- 3.1.2    Repairs to Wholesaler assets and apparatus will be carried out by the Wholesaler’s staff or the Wholesaler’s approved contractor.

### **3.2    Charges for damage to Wholesaler assets and apparatus**

<b>Activity</b>	<b>Charge</b>	<b>Abortive visit charge</b>
Damages and remedial work	Recovery of direct & indirect costs	Recovery of direct & indirect costs

- 3.2.1    For any damage to an asset or apparatus belonging to the Wholesaler under this Part, the Customer shall pay all costs incurred associated with investigation, administration, statutory noticing, customer service loss or repair and reinstatement of the asset.
- 3.2.2    Where there is evidence that a third party has introduced fat, oil, grease or any other material that interrupts the free flow of the network, Business Stream may recharge all reasonable costs associated with the clearance of that blockage.

## Part 4 Inspections in respect of Water Industry Act 1991 contraventions

### 4.1 Introduction

- 4.1.1 The Wholesaler may be required to undertake an inspection to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened.
- 4.1.2 Following a water fittings regulations inspection where the Wholesaler has recorded breaches, the Wholesaler will issue a written report.
- (a) This report will outline the work required to ensure compliance and a timescale for completion.
  - (b) If compliance is not achieved upon our revisit a notice will be issued under Section 75 of the Water Industry Act 1991.

### 4.2 Site Visits

Activity	Charge	Abortive visit charge
Single Visit	£184.80	£138.88
Extended Visit	£369.60	

- 4.2.1 A charge will be applied where:
- (a) The Wholesaler has to make any further visits following the Section 75.
  - (b) The customer requests a visit to a non-household premises to provide a water fittings inspection or on-site advice, then the charge will be applied.

### 4.3 Abortive visits

- 4.3.1 For all site inspections under this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking any associated work and this is due to:
- (a) actions of the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate; or
  - (b) erroneous information provided by the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate.

## Part 5 Standpipe Services

### 5.1 Introduction

5.1.1 On behalf of the Customer, Business Stream will apply for the hire of a standpipe.

### 5.2 Charges for Standpipe Hire

Activity	Charge	Abortive visit charge
Hire charge	On application	On application
Unit volume charge	On application	On application

5.2.1 A charge is made for the hire and for the volume of water consumed.

## Part 6 Metering Services

### 6.1 Introduction

- 6.1.1 Business Stream is able to arrange the following metering services on behalf of a Customer:
- (a) meter accuracy testing,
  - (b) meter installation,
  - (c) meter exchange,
  - (d) meter repair and replacement,
  - (e) meter survey, and
  - (f) assistance with meter data logging.
- 6.1.2 The services are carried out by the Wholesaler.
- 6.1.3 It will be the responsibility of the Customer to ensure the required access to carry out the works.

### 6.2 Meter accuracy testing

Size of meter, mm.	Internal	External
15	£548.05	£682.18
20	£720.24	£821.43
25	£801.18	£890.60
30	£1,029.46	£1,111.82
40	£1,202.56	£1,260.21
50	£1,577.26	£1,776.12
> 50	quotation will be supplied	quotation will be supplied
Aborted Visit	Full meter test charge	Full meter test charge

- 6.2.1 If the Customer believes a water meter is not registering accurately, they must notify Business Stream as soon as reasonably practicable.
- 6.2.2 If requested by the Customer, Business Stream will arrange a meter accuracy test and confirm the test results to the Customer.
- 6.2.3 Where the meter being tested is found to exceed the prescribed limits of error, no charge for the meter accuracy check will be made to the Customer, and
- 6.2.4 Where the meter being tested falls within the prescribed limits of error, the Customer there will be a charge to recover the cost of removing the meter,



transporting it to the externally accredited organisation and providing a report on the meter's accuracy.

- 6.2.5 There will also be a charge for the installation of a replacement meter while the original meter is tested.

### 6.3 Meter installation – standard meter

Activity	Charge	Abortive visit charge
Installation of internal standard meter	£184.24	£184.24
Installation of external standard meter	£189.77	£189.77

- 6.3.1 Where a Customer requests the installation of a standard meter on a registered or potential SPID, a charge will be applied based on the cost of installation based on a standard meter size of 15mm installed in an existing standard MSM type chamber.

### 6.4 Meter installation – non -standard meter

Activity	Charge	Abortive visit charge
No excavation required	Quotation on request	Full quotation charges applicable
Excavation required	Full quotation charges applicable	

- 6.4.1 Where the meter exchange is non-standard, the cost will be based on a quotation of the reasonable costs incurred by the Wholesaler.

(a) Where the quote is not accepted the Meter Survey fee of £92.60 will be chargeable

### 6.5 Meter exchange

Activity	Charge	Abortive visit charge
Change of Meter: size, model or location	Quotation on request	Full quotation charges applicable

- 6.5.1 Where a Customer requires the exchange of the size, model or location of an existing meter, there will be a charge based on the meter size and type and any associated civil/plumbing work required.
- 6.5.2 Business Stream will provide a quotation for the works and will only commence work once the quotation has been accepted by the Customer. Where the quote is not accepted the Meter Survey fee will be chargeable.
- 6.5.3 In the event the planned work cannot take place through no fault of Business Stream then the full quoted cost of the installation will be charged.

## 6.6 Meter replacement and repair

Activity	Charge	Abortive visit charge
Meter repair/ replacement	£105.54	£105.54

- 6.6.1 Customers are responsible for the due care of a meter installed at the supply point to which they are registered.
- 6.6.2 If the Customer believes a meter is faulty or damaged, they must notify Business Stream as soon as reasonably practicable.
- 6.6.3 Where the water meter needs to be replaced or repaired and Business Stream or the Wholesaler deems the fault or damage to have been caused by an act or omission of the Customer, the Customer must pay the applicable replacement or repair charge.
- 6.6.4 Where the meter is found to be faulty no charge will be made.

## 6.7 Meter survey

Activity	Charge	Abortive visit charge
Meter survey	£105.54	£105.54

- 6.7.1 A Customer may request that a survey is undertaken in relation to an existing meter or to facilitate the installation, removal or relocation of a meter associated with the supply to a registered or potential SPID.
- 6.7.2 A charge will be made for the meter survey.

## 6.8 Meter data logging

Activity	Charge	Abortive visit charge
Survey	£92.15	£92.15
Logger cable installation (Standard)	£302.40	£88.98
Logger cable installation (Non-Standard)	Quotation on request	£88.98

- 6.8.1 Where a Customer requests the installation of meter data logging equipment a Survey will be undertaken to establish whether is practicable.
- 6.8.2 Where a Customer requests a logger to be fitted to a compatible meter, a charge will be applied to install a pulse splitter unit and provide a pulsed output cable connector.
- 6.8.3 Where a Customer requests a logger to be fitted to a compatible meter and this requires modification of the existing set up, a quotation will be provided for the works, which will only commence work once the quotation has been accepted by the Customer.

6.8.4 The logger will be attached once the pulsed cable connection is available.

## 6.9 Meter logging Data

Activity	Charge
Provision to logger data (per annum)	£50.40
Provision to historic snapshot data (one off fee)	£35.00

6.9.1 Where a Customer requests access to data from data logging equipment attached to a non-household meter, subject to an application being approved, an annual charge will apply.

(a) Access will be provided for one year, after this period applicants will be required to re- apply should they wish to continue receiving access to the data.

6.9.2 Where a Customer requests a historic snapshot of data for a single meter from data logging equipment attached to a non-household meter, subject to an application being approved, a charge will be applied.

## 6.10 Abortive visits

6.10.1 For all metering services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking a survey or any work and this is due to:

(a) actions of the Customer, or

(b) erroneous information provided by the Customer.

6.10.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 7 Supply arrangements confirmation & verification

### 7.1 Introduction

- 7.1.1 Where a Customer considers that the meter details held in respect of a supply point are not correct, the Customer can request that the meter details are verified.
- 7.1.2 At the request of the Customer, Business Stream will request the Wholesaler for information.
- 7.1.3 Any data provided at Business Stream's discretion and in accordance with the market codes and Data Protection legislation.

### 7.2 Verification and confirmation of supply

Activity	Charge	Abortive visit charge
Desktop assessment for verification of services/ allowances and meter supply arrangements. Price is per service or supply point	£42.69	£42.69
Site visit for verification of services / allowances and meter details or meter supply arrangements	£105.54	£105.54
Complex verification of services / allowances and meter details or meter supply arrangements.	£184.32	£184.32
Request that results in no data change in the market	£42.69	n/a
Provision of Information (Standard)	£42.69	n/a
Provision of Information (Non-standard)	Quotation on request	n/a

- 7.2.1 Following the request of a Customer to confirm services, allowances or meter details associated with a registered SPID and this can be carried out using historic data and asset records without requiring a site visit, there will be a charge for the processing time associated with responding to the request.
- 7.2.2 Where the investigation has been carried out via a site visit, a site visit charge will apply.
- 7.2.3 Where the investigation requires a complex site survey spread across more than one premise or involving more than one meter, a charge will be applied
- 7.2.4 Where data is found to be inaccurate then a charge will not be made.
- 7.2.5 A charge will be applied if no market data changes as a result of certain Customer requests, these request include:
- (a) A gap site request and addition of service components.
  - (b) A de-registration of a supply point or removal of service component request.

- (c) An update to a third party reference (ie VOA BA reference or UPRN) at supply point request.
  - (d) A change to the address at a supply point.
- 7.2.6 Where a Customer makes a request for standard information that is easily available relating to a single SPID/DPID a charge will be made.
- 7.2.7 Where a Customer makes a request for information relating to multiple SPID/DPIDs, or makes a complex request ie where the information is not easily available a quote will be provided. Work will only commence once the quote has been agreed by the customer.

### **7.3 Abortive visits**

- 7.3.1 For all verification and confirmation of supply arrangements covered by this Part, if the survey must be aborted at the request of the customer the full charge will still be made when the Wholesaler is prevented from undertaking a survey or any work and this is due to:
- (a) actions of the Customer, or
  - (b) erroneous information provided by the Customer.
- 7.3.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 8 Disconnection Services

### 8.1 Introduction

- 8.1.1 A Customer may request that the water supply in respect of a Supply Point for which it is responsible is disconnected.
- 8.1.2 Business Stream may instigate disconnection for non-payment by the Customer of charges due.

### 8.2 Disconnection survey

- 8.2.1 Prior to a disconnection, a site survey will be conducted to determine:
  - (a) if the disconnection requested is practicable to carrying out a temporary isolation, where possible install a temporary lock or remove the meter whilst on-site;
  - (b) whether the work associated with undertaking the disconnection requested is standard or non-standard;
  - (c) the cost of the disconnection.

### 8.3 Standard and non-standard disconnection processes

- 8.3.1 Standard disconnections are those disconnections where the disconnection can be executed on the first visit that requires no enabling works.
- 8.3.2 Non-standard disconnections are those disconnections which are charged by reference to a quotation for the work to be done.

### 8.4 Disconnection

Activity	Charge	Abortive visit charge
Perform standard disconnection (temp isolation)	£317.02	£212.35
Perform non-standard disconnection (temp isolation)	Quotation on request	Full charge applicable
Obtain warrant	£920.62	£896.07

- 8.4.1 Where there is a disconnection from the water supply, a charge will be applied for the installation of the lock or removal of the meter.
- 8.4.2 The disconnection charge will vary depending on whether it is a standard or non-standard disconnection.
- 8.4.3 Where a warrant must be obtained as part of a disconnection from the water supply, a charge will be applied to recover of any costs incurred to secure access to allow the work to be undertaken, including, but not limited to, legal costs

## **8.5 Abortive visits**

- 8.5.1 An abortive visit charge will apply when the Wholesaler is prevented from undertaking a site survey or any work in connection with the provision of disconnection services and this is due to:
- (a) actions of the Customer, or
  - (b) erroneous information provided by the Customer.
- 8.5.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 9 Reconnection Services

### 9.1 Introduction

9.1.1 Where the water supply has been disconnected, the Customer may request that the supply is reconnected.

9.1.2 A reconnection charge is payable by the Customer regardless of whether the disconnection was:

- (i) standard or non-standard; or
- (ii) undertaken at the request of a Customer, or by Business Stream (for non-payment reasons).

### 9.2 Standard and non-standard disconnection processes

9.2.1 Standard reconnections are those reconnections that can be executed on the return visit and requires no enabling works.

9.2.2 Non-standard disconnections are those disconnections which are charged by reference to a quotation for the work to be done.

### 9.3 Reconnection

Activity	Charge	Abortive visit charge
Standard reconnection (remove temp isolation)	£237.52	£237.52
Non-standard reconnection (remove temp isolation)	Quotation on request	Full charge applicable
Urgent reconnection	£332.52	£332.52

9.3.1 Where there is a reconnection to the water supply, a charge will be applied for the removal of the lock or re installation the meter.

9.3.2 The reconnection charge will vary depending on whether it is a standard or non-standard process.

### 9.4 Abortive visits

9.4.1 An abortive visit charge will apply when the Wholesaler is prevented from undertaking any work in connection with the provision of reconnection services and this is due to:

- (a) actions of the Customer, or
- (b) erroneous information provided by the Customer.



9.4.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 10 Trade effluent

### 10.1 Introduction

- 10.1.1 In addition to the main trade effluent services that attract Primary Charges covered in Part 7 of Section 1, there are a number of other trade effluent services that attract Non-Primary Charges.
- 10.1.2 In this part of the Scheme “harmful substances” means: Chemical constituents of the trade effluent discharge which may have a deleterious effect on the fabric of the sewerage system, sewage treatment processes, the disposal of treated sewage effluent or sewage sludge or which pose a threat to the health and safety of sewer workers or the public.

### 10.2 Consent applications

- 10.2.1 Business Stream will assist Customers with the submission of an application for a trade effluent consent to the Wholesaler.

### 10.3 Temporary consents

Activity	Charge	Abortive visit charge
Application for 1 temporary discharge consent	£280.65 per application	£210.49
Additional charge for discharge above 5 m <sup>3</sup>	£2.05 per m <sup>3</sup> discharged	N/A

- 10.3.1 Customers may apply for a temporary trade effluent consent (temporary consent) for a short term discharge of effluent, defined as being of no longer than six months duration.
- (a) A temporary consent issued by the Wholesaler will be valid for six months, after which the consent will automatically terminate.
- (b) A temporary consent cannot be extended. Should a temporary discharge extend beyond six months duration then the Customer must submit a new temporary consent application.
- 10.3.2 Where the Wholesaler issues temporary consent, a charge will be applied.
- 10.3.3 In addition to the temporary consent charge, an additional charge will apply where the discharge is greater than 5 cubic metres

### 10.4 Consent application fee

Activity	Charge	Abortive visit charge
Application charge	£102.05	£76.54

10.4.1 Where a Customer applies for a trade effluent consent, a consent application fee will be applied, which is payable at the time of application.

## 10.5 Consent charge

Activity	Charge	Abortive visit charge
For consented flows, up to 5 cubic metres a day with no harmful substances	£249.49	£187.12
For consented flows, up to 5 cubic metres a day with harmful substances	£337.38	£253.03
For consented flows of more than 5 cubic metres a day with no harmful substances	£388.40	£291.30
For consented flows of more than 5 cubic metres a day with harmful substances	£527.32	£395.49

10.5.1 When a Customer is granted a trade effluent consent, a consent charge will be applied, which shall vary in accordance with the table above. It is payable when the consent is given.

## 10.6 Consent variation fee

Activity	Charge	Abortive visit charge
Variation charge – any discharge with no harmful substances	£263.66	£197.75
Variation charge – any discharge with harmful substances	£351.55	£263.66

10.6.1 Where a Customer applies for a variation to an existing trade effluent consent, a consent variation fee will be applied. It is payable when the request is made.

## 10.7 Provision of trade effluent information

Activity	Charge	Abortive visit charge
Provision of information relating to trade effluent	£87.89per enquiry	n/a

10.7.1 A charge will be applied for enquiries relating to sample testing, consent information, network information/ enquiries and waste water treatment.

## 10.8 Site Visits to assess and verify application

Activity	Charge	Abortive visit charge
Standard site visit within normal working hours (8am to 5pm)	£153.08per visit	£114.81
Non-standard site visit within normal working hours (8am to 5pm)	Recovery of direct and indirect costs	Recovery of direct and indirect costs

- 10.8.1 A site visit to assess the sample point and related equipment is included in the Consent fee.
- 10.8.2 Where an additional site visit is required to establish that all requirements have been met to enable a trade effluent consent to be given or an amendment to a current trade effluent consent, a standard site visit charge will be applied where:
- (a) the trade effluent consent requires more than one visit;
  - (b) a site visit is requested by the Customer;
  - (c) an assessment of the meter details is required;
  - (d) an assessment of the equipment is required;
  - (e) an assessment of the trade effluent discharge point is required.
- 10.8.3 Where an additional site visit is required to establish that all requirements have been met to enable a trade effluent consent to be given or an amendment to a current trade effluent consent, a non-standard site visit charge will be applied where:
- (a) there is a need for a more complex investigation;
  - (b) a visit in conjunction with a member of either the Trade Effluent team or the Network Services team is required.

## 10.9 Unauthorised or non-compliant discharge of trade effluent

Activity	Charge	Abortive visit charge
Non-standard costs charge due to non compliance: <ul style="list-style-type: none"> <li>• Effluent tankering via road tanker</li> <li>• Hire of temporary Equipment/additional treatment equipment</li> <li>• Increased energy and chemical costs</li> <li>• Associated Clean up costs</li> <li>• Associated manpower requirements</li> </ul>	Recovery of direct and indirect costs	Recovery of direct and indirect costs
Increased Sampling activity	£928.55per sample taken	N/A
Mitigation charge	Recovery of direct and indirect costs	N/A

- 10.9.1 A non-standard costs charge will be applied where there is additional activity outside of normal operations due to non-compliance with Trade Effluent Consent conditions, such as:
- (a) additional compliance meetings with Customers,

- (b) Investigation activity,
  - (c) administrative activities relating to non-compliance with Trade effluent consent conditions,
  - (d) enforcement letters.
- 10.9.2 An increased sampling charge will be applied for increased additional sampling due to activity outside of normal operations due to non-compliance with Trade Effluent Consent conditions.
- 10.9.3 The increased sampling charge is inclusive of the sample analysis, associated manpower and processing costs.
- 10.9.4 There will be a mitigation charge applied where there is a need for mitigating activity outside of normal operations due to non-compliance with Trade Effluent Consent conditions to protect Wholesaler Assets from failure. These activities may include but are not limited to:
- (a) tankering of effluent due to non-compliant discharge via Road tanker;
  - (b) hire of temporary equipment/additional treatment equipment to treat non-compliant Trade effluent discharges.;
  - (c) increased energy and chemical costs associated with treating non-compliant discharges;
  - (d) associated clean-up costs relating to any non-compliant Trade effluent discharge;
  - (e) associated manpower requirements to deal with non-compliant trade effluent breaches.
- 10.9.5 All charges in Section 10.9 will cover costs incurred as a result of non-compliant discharges of trade effluent.

## **10.10 Abortive visits**

- 10.10.1 An abortive visit charge will apply when the Wholesaler is prevented from undertaking any work in connection with trade effluent services and this is due to:
- (a) actions of the Customer, or
  - (b) erroneous information provided by the Customer.
- 10.10.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 11 Other charges

### 11.1 Water quality Report

Activity	Charge	Abortive visit charge
Bespoke water quality report	£62.84	n/a

11.1.1 An annual water quality report will be provided on the Wholesaler's website free of charge from its website. Where a Customer requests bespoke information such as a regular/scheduled water quality report or an ad hoc report, a charge will be applied.

### 11.2 Building Water Fixed Charge

Activity	Charge	Abortive visit charge
Building Water Fixed Charge	£50.96	n/a

11.2.1 The building water fixed charge covers the supply of water for use in construction where the water is used pre-occupation of a household property for tasks such as testing fittings, boilers and cleaning purposes.

11.2.2 A building water charge will be applied per plot to properties being built for household purpose. Properties built for non-household purposes will be charged via a temporary metered supply.

### 11.3 Other goods and services

11.3.1 The main services that Business Stream supplies are stated in this charging statement. Any other services will be provided at reasonable cost and these will be explained to you.

## **SECTION 4: DEFINITIONS**

In this scheme, except where the context otherwise requires, words in the singular include the plural, and words in the plural include the singular.

“Business Stream” means Scottish Water Business Stream Limited;

“contracting retailer” per the Wholesale Retail Code;

“council” means a district council;

“Customer” means a person who is for the time being the person on whom liability to pay charges in respect of a supply of water would fall;

“eligible premises” per the Wholesale Retail Code;

“hereditament” means a unit of property which would have been shown as a separate item in the valuation list prepared under Part V of the General Rate Act 1967, and shall include a unit of property assessed as such by Yorkshire Water and includes a hereditament deemed to be a single hereditament by virtue of the Rating (Caravan Sites) Act, 1976;

“house” means any building or part of a building which is occupied as a dwelling-house, whether or not a private dwelling-house, or which, if unoccupied, is likely to be so occupied (as defined under Section 219(1) of the Water Industry Act 1991);

“Instrument of Appointment” means the Instrument of Appointment as from time to time amended dated August 1989 made under the provisions of the Water Act 1989 whereby the Secretary of State for the Environment appointed Yorkshire Water as the Water and Sewerage Undertaker for the areas described therein as from time to time applying;

“lock-up garage” means a hereditament having a floor space not exceeding 240 square feet and used as a lock-up garage, other than a hereditament which:

- (c) forms part of the premises in which a business of providing services for motor vehicles is carried on; or
- (d) is provided by the keeper of a hotel, inn, guest-house or boarding house and is used wholly or mainly for motor vehicles of guests therein; or
- (e) is used as a garage for a motor vehicle chargeable with duty under Schedules 2, 3 or 4 to the Vehicles (Excise) Act, 1971 (which Schedules comprise hackney carriages, tractors and goods vehicles), whether it is also used for any other vehicle or not;

“measured” means where the context permits both the metered and the fixed bases of charging in accordance with this scheme;

“non-household premises” means eligible premises;



“occupier” includes

- (a) any person who carries on a trade, business, manufacturing or other activity at such premises;
- (b) the person who is the occupier for the purpose of holding a licence to sell alcoholic drinks on such premises;

“person” includes anybody of persons corporate or unincorporated;

“premises” includes any interest in land and any easement or right in, to or over land and includes where the context permits “house” and “hereditament”;

“rateable value” means

- (a) where a hereditament appears in the Valuation List then the value so appearing unless that value is £1 or the hereditament has subsequently undergone a material physical change or material change of use; or
- (b) where either a) the hereditament appears in the Valuation List but the value is £1 or b) the hereditament has subsequently undergone a material physical change or material change of use or c) the hereditament does not appear at all in the Valuation List then such value as assessed or adopted by Yorkshire Water as equivalent to a rateable value, subject at the option of the Customer to assessment by an individual arbitrator whose appointment shall be agreed by Yorkshire Water and the Customer and who shall have the power to award costs within his award; or
- (c) where the hereditament was first occupied after 31 March 1990 and was supplied on or prior to 31 March 2000 with water by The York Waterworks Limited on an unmeasured basis then such value as assessed or adopted by
- (d) The York Waterworks Limited as equivalent to a rateable value;

References in this scheme to rateable value will be deemed to refer also to net annual value;

“scheme” refers to the charges set in conjunction with the ‘Wholesale charging rules issued by the Water Services Regulation Authority under sections 66E and 1171 of the Water Industry Act 1991’.

“the sewerage charge” means

- (a) The charge for standard sewerage and sewage treatment and disposal where premises

- (i) are drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer provided for foul water or surface water or both, or
  - (ii) are eligible premises which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting, or
  - (iii) drain directly to a receiving waste water treatment works; and
- (b) the proportionate cost of Yorkshire Water providing sewers by virtue of its duty under section 101A (1) of the Water Industry Act 1991; and
- (c) in respect of any eligible premises falling within (a) above the charge for surface water or groundwater drainage;

“sprinkler” means a rigid or flexible pipe or similar apparatus and accessories (including for the avoidance of doubt trickle irrigation systems) drawing water directly or indirectly from the mains whether by permanent or temporary connection and which is used attended or unattended for dispersing water from more than one outlet in such pipe or apparatus or in more than one direction whilst being operated externally to any house otherwise supplied;

“trade effluent” bears the same meaning as in Section 141 of the Water Industry Act 1991;

“valuation list” means the valuation list prepared under Part V of the General Rate Act 1967 as it stood at 31 March 1990;

“year” and “metered supply charging year” mean a period of twelve months commencing on 1 April