

Anglian Water Services Limited

Charges Scheme

for the year commencing 1st April 2010

This Charges Scheme is made under Section 143 of the Water Industry Act 1991 and sets out the tariffs and charges fixed by Anglian Water Services Limited as water and sewerage undertaker for the 12 months commencing 1st April 2010.

The Scheme applies to our customers within the Anglian, Finningley and Hartlepool areas.

All tariffs and charges are subject to the addition of Value Added Tax where this is payable under the relevant legislation.

Charges contained in the Charges Scheme have been approved by the Water Services Regulation Authority (Ofwat).

Dated 2010

The common seal of Anglian Water Services Limited was hereunto affixed in the presence of:

Authorised Signatory.

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PART A: GENERAL

1: Interpretation

1.1 Words and phrases set out below shall be given their respective definitions:

Act	Water Industry Act 1991
Anglian area	the area included within our Instrument of Appointment for water supply and wastewater purposes, excluding the Finningley and Hartlepool areas, but including any cross border supplies or wastewater services provided from the Anglian area to premises within the area of another water or sewerage undertaker.
Assessed Measured Charge	An assessed charge where it is impracticable to fit a meter or to fit a meter would involve unreasonable expense.
Billing Period	the period stated to be covered by a Customer's account.
Bulk Meter	a Meter which serves more than one premises.
Bulk Meter Agreement	A written agreement with a person who has agreed to pay all the charges for the premises served by a Bulk Meter.
Bulk Meter Assessed Measured Charge	An assessed charge, payable in the event of a Bulk Meter Agreement coming to an end or becoming unenforceable, which is assessed on the basis of the readings taken from the Bulk Meter.
Charging Year	the period from 1 April to 31 March in the following year.
Code Practice	of Anglian Water's Codes of Practice for Household Customers, which are approved by Ofwat under Conditions G, H and I of our Instrument of Appointment.
Consent	a consent or agreement relating to the discharge of trade effluent into a public sewer.
Customer	a person liable to pay charges under this Charges Scheme.
Finningley area	the area at Finningley, South Yorkshire, which is included within our Instrument of Appointment for Sewerage services only, together with any cross border services provided from the Finningley area to premises in the area of another undertaker.

Hartlepool area	the Hartlepool area served by Anglian Water Services Ltd trading as Hartlepool Water, which is included within our Instrument of Appointment for water supply purposes only, together with any cross border supplies provided from the Hartlepool area to premises in the area of another undertaker.
Household Customer	a Customer occupying premises used or intended for use as a dwelling or otherwise liable for charges in respect of such premises. Non-Household Customer is construed accordingly.
Household Premises	Premises used or intended for use as a dwelling. Non-Household Premises is construed accordingly.
Industrial Tariffs	collectively, the Industrial 25 Tariff, the Industrial Potable Tariff, the Industrial Non-Potable Tariff, the Industrial Plus Non-Potable Tariff, and the Industrial Interruptible Tariff.
Instrument of Appointment	our Instrument of Appointment as water and/or sewerage undertaker for the Anglian, Finningley and Hartlepool areas, which takes effect under the Act.
Maximum Daily Demand Charge	an annual charge expressed in £'s per cubic metre payable in respect of the Peak Requirement.
Measured Charges Notice	A notice under section 144A of the Act requesting a Meter to be fitted free of charge under that section.
Meter	a meter installed by us or in accordance with a specification approved by us or another water undertaker for charging purposes, or such meters as shall in individual cases have been approved by us for charging purposes.

For new connections, the position of the Meter must be agreed in advance and must be reasonably accessible.

In the case of existing connections, we will generally install the Meter:

- (i) in an accessible part of the premises - usually the front garden;
- (ii) if that is not feasible, in the highway at the front of the premises;
- (iii) if that is not feasible, either inside the building or

elsewhere on the premises with an outreader fitted in an accessible position externally - usually on the front of the property.

We will consider an alternative location at the survey stage provided that it is still reasonably accessible, does not involve additional expense and meets the requirements of the Water Supply (Water Fittings) Regulations 1999. You will be liable for any extra cost, but we will advise you of the amount before we proceed.

Occupier

includes any person who,

- (i) owns premises, which are left unoccupied for periods of time but are left with bedding, a desk or other furniture so that they may be used as a dwelling or as office or commercial premises;
- (ii) owns premises for multiple occupation with shared facilities;
- (iii) owns premises for use as holiday, student, hostel or other accommodation;
- (iv) owns premises used for short term occupation or letting where the occupation or term of the tenancy is for less than 6 months;
- (v) has agreed with us to pay water supply and/or wastewater charges in respect of any premises (eg. a Bulk Meter Agreement);
- (vi) is the owner of premises whilst renovation or building work is being undertaken in or at the premises; or
- (vii) is the owner of, or responsible for, premises which are not normally occupied, such as cattle troughs and car parks; or
- (viii) is the owner of premises occupied by an employee of the owner under the terms of a contract of employment;

and, where appropriate, words such as "occupy", "occupied" and "occupation" shall be construed accordingly.

Ofwat

Water Services Regulation Authority

Peak Requirement the peak rate of flow per 24 hour period likely to be taken or required by the Customer during the Charging Year excluding water likely to be taken or required for the purpose of:

- (a) extinguishing fires or, if used by a fire authority, for any other emergency purpose;
- (b) testing apparatus installed or equipment used for extinguishing fires; or
- (c) training persons for fire fighting.

Potable drinking water compliant with the Water Supply (Water Quality) Regulations 2000. "Non-Potable" shall be construed accordingly.

premises (a) in the case of Household Premises which are connected (directly or indirectly) to Anglian Water's water and/or wastewater network, includes the following if they are or are intended to be separately occupied:

- (i) any flat, maisonette or other part of a building;
- (ii) any chalet, caravan or mobile home; or
- (iii) a boat or similar structure designed or adapted for use as a place of habitation.

(b) in the case of the Industrial Tariffs, premises which are connected (directly or indirectly) to Anglian Water's water and/or wastewater network and are:

- (i) located within a single boundary where a single Customer occupies the premises and is liable for water and/or wastewater charges in respect of those premises (single boundary premises);
- (ii) consist of co-located buildings, other similar structures and/or land which have adjoining boundaries or which are separated only by transport infrastructure where a single Customer occupies the premises and is liable for water and/or wastewater charges in respect of those premises (common occupation co-located premises); or

- (iii) consist of a single building or co-located, separately occupied buildings, other similar structures and/or land with all four of the following characteristics:
- common landlord or managing agent for all the premises;
 - adjoining boundaries or separated only by transport infrastructure;
 - served by a self-contained common water supply or wastewater system that does not belong to us; and
 - a single Customer is liable for all water and/or wastewater charges for the premises (common management co-located premises).

Sewerage includes, where appropriate, the terms wastewater, surface water and trade effluent. Likewise, "wastewater" includes, where appropriate, the terms sewerage, surface water and trade effluent.

- 1.2 If not defined above, words and expressions used in this Scheme shall be given the meaning used in the Act.
- 1.3 References to the Act or to any other Act or regulations shall include its or their amendment or replacement.
- 1.4 Where appropriate, references to the singular shall include the plural and references to the masculine shall include the feminine.

2: Applicable to all Tariffs

1. Determination of Relevant Tariff

- 1.1 Customers within the Anglian, Finningley (wastewater only) and Hartlepool (water only) areas will be charged on the appropriate tariffs for their area.
- 1.2 Measured Charges will apply to all Non-Household Premises unless it is impracticable to fit a Meter or the premises only receive a wastewater service, in which case they will be charged the appropriate unmeasured tariff.
- 1.3 Measured charges will apply to Household Premises when a Meter has been fitted and measured charges have been fixed in respect of those premises. Otherwise, unless it has been impracticable to fit a Meter and charges have been assessed, unmeasured tariffs will apply.
- 1.4 Where we provide both water supply and wastewater services the same tariff will apply to both services, except in the case of the Industrial Tariffs (see below) or where alternative arrangements exist for historical reasons.

2. Mixed Use Premises

- 2.1 Mixed use premises are premises used partly as a person's home or dwelling and partly for business purposes which receive a single supply of water, eg. a supply serving both a farmhouse occupied as a sole or principal dwelling and a farm; or, a shop and a flat occupied as a sole or principal dwelling.
- 2.2 If the principal use of the premises is for business purposes, measured charges will apply as if the whole of the premises were Non-Household Premises.
- 2.3 If the principal use of the premises is as a person's home, measured charges will apply when fixed in respect of those premises. Otherwise, as per 1.3 above, Customers will be charged unmeasured tariffs.
- 2.4 Occupiers of Mixed Use premises may choose whether the premises are charged under Household Charges or Non-Household Charges. However, if the principal use of the premises is for business purposes, the SoLow, Watersure and Aquacare Plus tariffs will only apply to that part of the premises occupied as your home. In which case, we will assess the volume of water supplied for that purpose and charge the remainder on the Non-Household Charges.
- 2.5 Choosing to pay Non-Household Charges will not affect your statutory rights if you are occupying the premises as your home, but may affect your entitlement to certain benefits, eg. for a leakage allowance.

3. Liability of Occupier

- 3.1 Water and wastewater charges are payable by the Occupier of premises to which we supply water and/or provide wastewater services or such other person as may be made liable under the Act or under any other Act of Parliament (including any Act of Parliament which is enacted during the Charging Year), as the case may be, unless specified otherwise in this Charges Scheme or agreed separately by us in writing.
- 3.2 Wastewater services are provided to premises if they are connected directly or indirectly (eg. through an intermediate sewer or drain), with a public sewer or sewage treatment works or any other pipe, outfall or other apparatus belonging to us.
4. Charges for Vacant Premises
 4. Household and Non-Household charges will apply to vacant premises in the following circumstances:
 - 4.1 premises which are left unoccupied for periods of time but are left with bedding, a desk or other furniture so that they may be used as a dwelling or as office or commercial premises;
 - 4.2 premises used for multiple occupation with shared facilities;
 - 4.3 premises used as holiday, student, hostel or other accommodation;
 - 4.4 premises used for short term occupation or letting where the occupation or term of the tenancy is for less than 6 months;
 - 4.5 premises in respect of which renovation or building work is being undertaken; or
 - 4.6 premises which are not normally regarded as being occupied such as cattle troughs, car parks, etc.
5. Choice of Tariffs
 5. Where you satisfy the relevant criteria and choose a particular tariff, we will notify you of the date when the new tariff will take effect. No further choice can be made during the same Charging Year.
6. Wastewater Services to Premises which have been disconnected.
 6. If the water supply to any premises is disconnected for any reason but there remains a connection, direct or indirect, with a public sewer, we will charge the appropriate wastewater Unmeasured Tariff unless the discharge is measured separately or we are satisfied that the premises have been unoccupied whilst the premises were disconnected.)
7. Terms and Conditions for Water Supplies and WasteWater Services

- 7.1 Water supplied for “domestic purposes” and wastewater services provided for “domestic sewerage purposes” are provided on the terms set out in the Act. (“Domestic purposes” and “domestic sewerage purposes” are defined in the Act and “non-domestic purposes” are to be construed accordingly.)
- 7.2 If you are a Household Customer you should also refer to our Code of Practice which explains our services in more detail.
- 7.3 Water supplies for “non-domestic” purposes are governed by the terms we have agreed with you. In the absence of a written agreement, the supply will be governed by our standard terms and conditions (small or large user), a copy of which can be provided on request. Discharges of trade effluent are governed by the Consent. Other wastewater services provided for “non-domestic” sewerage purposes are provided by agreement.
8. **Fixed Charges**
 8. Fixed charges are payable whether or not water is supplied or any discharge is made from the premises.
 9. Customers entering into any formal insolvency procedure
 9. Where a customer enters into any formal insolvency procedure (including, but not limited to, liquidation, administration, receivership, bankruptcy, company or individual voluntary arrangement or equivalent procedure) we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective (“the insolvency date”). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question or such other person who may be responsible for charges, will fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water and sewerage charges for the property in question on the same payment terms as would apply if the property had been newly connected on that day.
10. **Access prices**
 10. Where we enter into an agreement under sections 66A – C of the Act for either a wholesale supply or the introduction of water into our water supply system, the prices will be set out in that agreement or a schedule to that agreement. Indicative prices have been published in our Access Code, which is published separately.

3. Applicable to all Measured Tariffs

1. Fixed Charge

- 1.1 Each tariff (other than the SoLow Tariff) includes a fixed charge, which is payable for the Charging Year or, if appropriate, on a proportionate basis for any part thereof.
- 1.2 In the case of the wastewater tariffs, the fixed charge differs according to whether the discharge is for foul and surface water or for foul or surface water only.

2. Volumetric Charge

- 2.1 Each tariff (other than the Watersure tariff) includes a volumetric charge, which is payable according to the Meter reading or, where there is an Assessed Measured Charge, the Assessed volume or, where there is no reading from the Meter, the estimated reading.
- 2.2 The volumetric part of our water supply charges are payable on the basis of the Meter readings or, if appropriate, our estimates of the water supplied.
- 2.3 Subject to 2.4 – 2.8 below, volumetric charges for wastewater are based on 90% of the volume of the water supplied to the premises.
- 2.4 The volumetric part of trade effluent charges is payable on the basis of readings from a meter recording the volume of trade effluent discharged or, in the absence of such a meter or a reading from such a meter, our estimate of the volume of trade effluent discharged.
- 2.5 If water is derived from another source (eg. a private borehole, well or a rainwater harvesting or effluent recycling scheme) or if other circumstances result in an increased discharge from the premises to the public sewer the additional volume will also be taken into account. This may be measured by means of a meter measuring the volume of wastewater which has been discharged or by assessing the volume of wastewater which is likely to have been discharged by reference to the particular circumstances or similar properties.
- 2.6 If under 2.5 above the volume of wastewater likely to be discharged has been assessed, such assessment will continue until we make a re-assessment. The volume of wastewater likely to be discharged may be re-assessed by us at any time. However, you may not ask for a re-assessment within 2 years of us having assessed or re-assessed the volume of wastewater being discharged unless it can be demonstrated that there has been a material change of circumstances which could significantly affect the assessment.

2.7 If demonstrated to our satisfaction that the volume of sewage discharged from any premises for any Billing Period is less than 90% of the volume of water supplied to the premises, an allowance will be made to reflect the lesser volume. In doing so, we will take account of:

- the volume of trade effluent (if any);
- the volume of wastewater disposed of elsewhere; and
- any other material consideration;

but no account will be taken of leaks on the Customer's pipes since they are already taken into account in part in the 10% allowance and are otherwise dealt with through our leakage policy as set out in our Code of Practice.

2.8 Any allowance in excess of 10% may be reviewed at any time and shall continue for a maximum period of 2 years only. You will then need to re-apply.

3. Two or more premises served by a single meter

3.1 Where:

- the water supply to two or more premises (in separate occupation) is measured by a Bulk Meter; and
- there is no written agreement with us that the charges payable in respect of those premises are to be paid by any particular person;

then, the Occupiers or such other persons who shall be liable for charges in respect of each of the premises supplied through that Bulk Meter shall be jointly and severally liable for the whole of the charges calculated by reference to the volume of water passing through the Bulk Meter.

3.2 Notwithstanding 3.1 above, if one or more persons taking a supply through a Bulk Meter appears to be the principal user or, having taken a supply from us, then supplies water to other premises or persons (classified as a "water re-sale"), we may choose to bill that person or those persons for the charges payable in respect of all premises supplied through the Bulk Meter.

3.3 Alternatively, at our discretion, we may apportion the charges between the Occupiers or such other persons who are liable for charges in respect of each of the premises supplied through the Bulk Meter on such basis as we think fit.

4. Multiple Supplies to Premises

4. Except in the case of the Industrial Tariffs, where premises have two or more separate supplies the water supply charges will be calculated separately and a separate fixed charge will be payable for each supply. Wastewater charges will also be calculated separately and the customer will be charged the same number of fixed charges as have been charged by the water supplier in

respect of the water supply to the premises, regardless of the number of drainage connections.

5. Water usage prior to Meter becoming operational.

5. In general, measured charges will apply from the date of installation of the Meter. However, if measured tariffs already apply, but a Meter has yet to be installed or become operational, charges for the period prior to the Meter's installation or operation shall be calculated according to the appropriate fixed charge and an assessment based upon the volume recorded by the first Meter reading. If, in response to a Measured Charges' Notice, the Meter is not installed within 50 days, we will only charge the fixed charge for the period prior to installation of the Meter and the volumetric charges will apply from the date of installation of the Meter.

6. Liability after occupation ceases

6.1 Unless you have informed us at least 2 working days in advance that the premises are to be vacated, you will continue to be liable to pay water supply and wastewater charges after the premises have been vacated until the first of the following dates:-

- 28 days after we have been notified by you; or
- the date when the Meter would normally have been read next; or
- the date when we are notified by someone else that they have become the Occupier.

6.2 For this purpose, 2 working days means a period of 48 hours disregarding any time on a Saturday or, Sunday, or a bank or public holiday.

7. Emergency use of water

7.1 If the premises have their own fire fighting systems you are encouraged to arrange a separate supply to the premises, designed so that it cannot be used for any other purpose, or, if that is not possible, to install a sub-meter so that any claim for a rebate for water used for fire fighting purposes can be verified.

7.2 If the fire fighting supply is not separate, you may apply for a rebate in respect of water that has been used for fire fighting or for testing apparatus used, or for training personnel, for fire fighting purposes within 21 days of receipt of the bill for the Billing Period when the water was used. (You will need to provide full details and evidence of the volume of water used.)

8. Meter Loggers

8. No data logger may be fitted to a Meter without our consent. Anyone wishing to fit a data logger will need to apply for consent and pay an administration charge.

9. Meter Readings/Estimated Charges

- 9.1 We aim to read the Meter annually (for Non-Household Customers this may be more frequent), but we are not obliged to do so. If no Meter reading is available, you may provide your own reading or we will calculate the charges based upon an estimate.
- 9.2 If the Meter does not appear to us to provide an accurate record of the water supplied to the premises, we will estimate the consumption based on what we consider to be the most reliable data available, including the average consumption for earlier comparable periods. Estimated charges may be adjusted subsequently if more reliable data becomes available.

4. Unmeasured Tariffs

1. Fixed Charge

- 1.1 Each tariff includes a fixed charge, which is payable for the Charging Year or, if appropriate, on a proportionate basis for any part thereof.
- 1.2 In the case of the wastewater tariffs, the fixed charge differs according to whether the discharge is for foul and surface water, foul water only or surface water only.

2. Variable Charge

2. Each tariff also includes a variable charge, which is payable according to the Rateable Value of the premises.

3. Definition of Rateable Value

3. For the purposes of the Unmeasured Tariffs, Rateable Value means in relation to any premises:
 - 3.1 in the Finningley area, the Rateable Value shown in relation to those premises in the 1973 Dwelling House Revaluation Schedules held by the Valuation Office Agency (Crown Property Unit) as adjusted by the Valuation Statutory Deductions Order 1973 with effect from 1 April 1974
 - 3.2 the value shown in relation to the premises in a valuation list as at 31 March 1990. "Valuation List" means a valuation list maintained prior to 31 March 1990 for rating purposes under section 67 of the General Rate Act 1967 and in force as at 31 March 1990;
 - 3.3 where no such value is shown but a proposal for inclusion in a valuation list was made on or before 31 March 1990, the value shown in that proposal;
 - 3.4 where no value is shown and no proposal was made but the local rating authority levied rates in relation to the premises by reference to an assessed or estimated Rateable Value, that assessed or estimated value;
 - 3.5 where a Rateable Value has become inappropriate for any reason (including re-development, conversion or modernisation of the premises, the merger of two or more former premises or parts of former premises, the sub-division of one or more former premises, a change in use of the premises so that the premises have become or have ceased to be a non-domestic hereditament for the purposes of Part III, Local Government Finance Act 1988, or because the premises were not liable to be separately rated under the General Rate Act 1967) a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990; or

3.6 where none of the above apply because the property was not constructed on 1 April 1990, a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990.

3.7 References to "premises having a Rateable Value" or to "premises not having a Rateable Value" shall be construed accordingly.

4 Our Assessment of Rateable Value

4.1 Where a Rateable Value has been assessed by us in relation to premises, any charges to be calculated in relation to those premises (both in relation to periods before (if appropriate) and after the date of the assessment) shall be calculated by reference to that Rateable Value.

4.2 If, within 3 months of notification of our assessment, you notify us in writing that you dispute that assessment, the dispute shall be referred to the decision of a valuer (who shall act as an expert and not as arbitrator) appointed, in default of agreement, by the President of the Royal Institution of Chartered Surveyors whose decision shall be final and binding and whose costs shall be payable as they decide.

4.3. In the event of a dispute, we shall use our original assessment until the dispute is resolved. We will then re-calculate the charges using the Rateable Value (as agreed or determined) and will adjust the next account accordingly.

4.4 If two or more separate dwellings have a single Rateable Value, a separate fixed charge will be payable in respect of each dwelling.

5. Metering of Household Premises

1. New connections to be metered

1.1 All new water supply connections to Household premises must have a Meter fitted to measure the volume of water supplied.

1.2 To enable us to perform our functions and charge efficiently, the Meter must be fitted to a separate service pipe serving premises which are, or may be, occupied separately.

2. Existing Connections to be metered

2. Unless we consider it impracticable to fit a Meter or it would involve unreasonable expense, we will require a Meter to be fitted to existing Household Premises in the following circumstances:

2.1 if the premises are not used solely as a person's home and the other use is the principal use of the premises (For the purposes of assessing whether premises are used principally as a person's home or for other purposes, account will be taken of whether a business is registered for V.A.T. purposes at the premises.); or

2.2 if water is or is to be used at the premises for any of the following purposes:

2.2.1 for watering a garden, other than by hand, by means of any apparatus;

2.2.2 for automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres;

2.2.3 in a bath with a capacity (measured to the centre line of overflow) greater than 230 litres;

2.2.4 in a shower unit of a type specified under paragraph 4(c) of the Table to regulation 5 of the Water Supply (Water Fittings) Regulations 1999; or

2.2.5 in a unit which incorporates reverse osmosis; or

2.3 if the premises are in an area which has been determined by the Secretary of State to be an area of water scarcity for the purposes of the Water Industry (Prescribed Conditions) Regulations 1999; or

2.4 if the premises are in an area which has been determined by the Secretary of State to be an area of serious water stress and are subject to a programme for the fixing of charges by reference to volume, as specified in our Water Resources Management Plan published under section 37 of the Act; or

2.5 if an existing connection is used to supply a new building following demolition of the previous premises; or

- 2.6 if the use has changed so that they have become Non-Household premises; or
- 2.7 if the premises are not (and have not been for a period of 6 months or more) premises in which, or in any part of which, a person has had their home; or
- 2.8 a building has been split, merged or converted so that it or they have effectively become new premises and the Rateable Value of the former premises has become or will be inappropriate for the new premises (for example, a building converted into self-contained flats); or
- 2.9 we consider that the present Rateable Value is inappropriate for charging purposes, having regard to other Rateable Values in the locality.

3. Meter Optants

- 3.1 Any unmeasured Household Customer receiving a water supply and wishing to be charged on a measured basis may apply for a Meter to be fitted free of charge by completing and submitting a Measured Charges Notice.
- 3.2 On receipt of a Measured Charges Notice, we will arrange for a survey to be undertaken and, provided that it is practicable to fit a Meter at reasonable cost, we will do so free of charge within 50 working days of receipt of the Notice
- 3.3 We are not obliged to fit a Meter if it is not reasonably practicable to do so or to do so would involve unreasonable expense. For further guidance, please see our Code of Practice. Any dispute as to whether or not it is practicable to fit a meter or would involve unreasonable expense may be referred to Ofwat for determination.
- 3.4 A Measured Charges Notice may only be revoked by notice in writing served within either 24 months of the date when the measured tariffs became applicable to the premises (i.e. the date of Meter installation) or one month of the date of the 4th Meter reading which, taken together with the earlier Meter readings, gives you consumption data for a period of 24 months, whichever is the longer.
- 3.5 The right to revoke the Measured Charges Notice can only be exercised once by either the person who served the Measured Charges Notice or a person in occupation of the premises when the Measured Charges Notice was served. Following revocation of a Measured Charges Notice, the Meter will remain in place and measured charges will apply following the next change of occupation.
- 3.6 The right to revoke will not be available following a change of occupation or if measured tariffs would apply to the premises in any event.

4. Application of Measured Tariffs to New and Existing Connections and to Meter Optants
 - 4.1 Subject to the following, measured charges will apply from the date the Meter is fitted.
 - 4.2 If the Meter is being fitted in response to a Measured Charges Notice and access has been made available when required to carry out the installation, but the Meter has not been fitted within 50 working days, we will apply measured charges from the end of that 50 working day period and we will only charge you the fixed charge up to the date of installation. Volumetric charge will apply from the date of installation.
 - 4.3 Household Measured Tariffs will apply automatically to:
 - 4.3.1 all premises with a new connection; and
 - 4.3.2 all premises with an existing connection where the circumstances set out in 2.1, 2.2 and 2.6 above apply; and
 - 4.3.3 all premises in respect of which a Measured Charges Notice has been served (unless that Measured Charges Notice is validly revoked under 3.4 – 3.6 above).
 - 4.4 Where the circumstances set out in 2.3 or 2.4 above apply, we reserve the right to decide when measured charges will apply and be fixed and, at our discretion, may fix measured charges at different times in respect of premises in different areas or in certain circumstances, but not others.
 - 4.5 Where the circumstances set out in 2.5 and 2.7–2.9 above apply, measured charges will apply as soon as the Meter has been fitted provided always that:
 - 4.5.1 if any person was in occupation of the premises as their home before and remains in occupation of the premises as their home after the event in question; or
 - 4.5.2 if the person who has become the Customer occupies the premises as their home and has received an unmeasured bill;

measured charges shall not be fixed in respect of such premises until there is a further change in occupation.
 - 4.6 If, despite a Meter having been fitted, measured charges do not yet apply to the premises because:
 - 4.6.1 the proviso set out in 4.5 applies; or
 - 4.6.2 a Measured Charges Notice has been validly revoked; or

4.6.3 for any other reason:

measured charges will apply and be fixed in respect of the premises on the next change of occupation in respect of those premises.

4.7 Once measured charges apply, they will apply to both the water supply and the wastewater services provided to the premises. Where we are the water undertaker only, we will notify the sewerage undertaker accordingly. Where we are the sewerage undertaker only, we will be notified by the water undertaker.

5. Assessed Measured Charges in respect of single premises

5.1 Assessed Measured Charges will be offered to you if:

5.1.1 you have served a Measured Charges Notice, but it is not practicable to fit a Meter or would involve unreasonable expense; or

5.1.2 we only provide wastewater services to the premises and the water supply cannot be metered because it does not come from a water undertaker or water supply licensee; or

5.1.3 the premises have previously been fitted with an Aquadapt Meter and we consider the cost of fitting an alternative Meter would be unreasonable;

5.2 Assessed Measured Charges will be based on the appropriate measured tariff (i.e. Standard Measured or SoLow) which would have applied if a Meter had been fitted, taking account of the likely occupancy of the premises and our assessment of the likely consumption.

5.3 In the circumstances set out in 5.1.1 or 5.1.2 above, Assessed Measured Charges will take effect from the date they are agreed. If not agreed within 50 working days of receipt of the Measured Charges Notice (or any agreed extension thereof), unmeasured charges shall continue to apply until agreement is reached or a meter is fitted. In the circumstances set out in 5.1.3 above, we will consult you prior to notifying you of our decision as to the amount of the Assessed Measured Charge which will be payable in respect of the premises.

5.4 If you are paying Assessed Measured Charges, you should inform us immediately if there is a material change in consumption at the premises (e.g. because of a change in the number of occupants) so that the charges can be re-assessed.

5.5 From time to time, we may choose to inspect the premises to see whether circumstances have changed so that a Meter could be fitted at reasonable cost. If so, measured charges will replace the Assessed Measured Charge.

- 5.6 From time to time we may, and whenever there is a change in occupation of the premises we will, re-assess the data used to assess the amount of the Assessed Measured Charges. Having done so, we will notify you of the revised assessment.
6. Bulk Meter Assessed Measured Charge for circumstances where a Bulk Meter Agreement comes to an end or becomes unenforceable
- 6.1 Where a Bulk Meter Agreement exists, the Customer will be the person who has agreed to pay the Charges so that the Occupier of part of the premises will not be entitled to request a particular tariff for their part of the premises.
- 6.2 In the event that a Bulk Meter Agreement comes to an end or becomes unenforceable for any reason and nobody is willing to take on the payment obligations, the individual Occupiers or such other persons who may be liable for charges will become jointly and severally liable for the water supply and wastewater charges in respect of the premises. However, it is unlikely to be practicable to fit Meters to one or more parts of the premises without incurring unreasonable expense because either the supplies would need to be separated or Meters would need to be fitted to all other parts of the premises which are capable of being occupied separately.
- 6.3 In such circumstances, subject to 6.5 below we will apply a Bulk Meter Assessed Measured Charge to all premises occupied or capable of being occupied separately by apportioning the reading taken from the Bulk Meter between all premises served by that Bulk Meter.
- 6.4 However, it will remain the case that each Occupier or such other persons who may be liable for charges in respect of any part of the building or premises will not be entitled to the SoLow or Aquacare Plus tariffs.
- 6.5 The Bulk Meter Assessed Measured Charge will not be applied to premises if one or more persons taking a supply through the Bulk Meter then supplies the water to other premises or persons ("water re-sale") or if, for other reasons, we consider it inappropriate to apply a Bulk Meter Assessed Measured Charge to the premises.
7. VAT
7. Water supply and wastewater charges for Household Customers are zero rated.

6. Criteria for the Different Household Tariffs

1. Standard Tariffs

- 1.1 The Standard Measured Tariffs apply to all Household Premises in respect of which measured charges are fixed unless any relevant criteria are satisfied and you choose another tariff.
- 1.2 The Household Unmeasured Tariffs apply to Household Premises in respect of which measured charges are not fixed.

2. Criteria for the SoLow Tariffs

- 2.1 The SoLow tariffs apply to Household Premises where measured charges apply, provided the premises are occupied by you as your only or principal home and the premises are not supplied via a Bulk Meter. (This includes mixed use premises where, for example, a house or flat is occupied by you as your only or principal home together with a shop, provided that the principal use is not for business purposes.)
- 2.2 Premises used as a place of worship, village hall, scout or guide hut, or other community building occupied by a charity which are not used for commercial or trade purposes, may also choose to pay under the SoLow Tariff as if the premises were Household Premises. However, all other terms for such premises shall be those which apply to Non-Household Premises or to Non-Household Customers.

3. Criteria for the Watersure Tariffs (previously known as Aquacare)

3.1 Introduction

- 3.1.1 The Watersure tariffs comply with the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 made under section 143A of the Act and apply to Household Premises where measured charges would otherwise apply.
- 3.1.2 You will be entitled to be charged under the Watersure Tariffs if you fall within the class of persons specified in 3.2 below and satisfy the conditions listed in 3.3 below.

3.2. Class of Persons

- 3.2.1 You fall within the specified class of persons if one of the persons residing in the premises is entitled to receive one of the benefits or tax credits listed below:
 - council tax benefit,
 - housing benefit
 - income support;

- income based job seeker's allowance;
- income - related Employment and Support allowance;
- child tax credit (except families in receipt of the family element only);
- working tax credit; or
- state pension credit

AND either the person in question or another person residing in the premises

3.2.2 is entitled to receive child benefit for 3 or more children under the age of 19; or

3.2.3 is diagnosed as suffering from any of the medical conditions listed below and as a result of that condition is obliged to use a significant additional volume of water;

- desquamation;
- weeping skin disease;
- incontinence;
- abdominal stoma;
- Crohn's disease;
- ulcerative colitis;
- renal failure requiring dialysis at home (but this shall not apply if the health authority has made a contribution to the cost of water used); or

(b) is diagnosed as suffering from another medical condition which necessitates the use of significant additional water.

3.3 Other Conditions

3.3 In addition:

3.3.1 you must occupy the premises as your only or principal home;

3.3.2 the principal use of the premises must be as your home;

3.3.3 water supplied to the premises must not be used for watering a garden (other than by hand), or automatically replenishing a pond or a swimming pool, with a capacity greater than 10,000 litres.

3.4 Applications

3.4.1 If you think you qualify you may request an application form together with a comparison of your current charges compared with the Watersure Tariff.

3.4.2 The completed form should be returned to us together with:

- (a) in the case of any of the benefits and tax credits, a copy of the order book or a recent notice of entitlement. (We reserve the right to see the original order or notice of entitlement.)

- (b) in the case of one of the listed medical conditions, sufficient information regarding the condition and the need for increased water consumption.
 - (c) in the case of a non-listed medical condition, a signed certificate from a registered medical practitioner setting out the diagnosis of the condition and the reason why it obliges the person to use significantly more water
- 3.4.5 We aim to deal with applications within 10 working days of receipt of a correctly completed application form and all supporting documents.
- 3.4.6 When your entitlement to the Watersure Tariff has been accepted, the tariff will be applied from the start of the Billing Period in which the application was made.
- 3.4.7 Once accepted, you will pay the charges due under the Watersure Tariff until the end of the Billing Period in which the earliest of the following occurs:
- (a) you ask us to change to another tariff;
 - (b) you no longer qualify for the tariff;
 - (c) one year after the date the Watersure Tariff took effect unless you have applied for a renewal.
- 3.4.8 At the end of the Charging Year in question the charges will be adjusted, if necessary, so that your charges do not exceed the amount you would have paid under the Standard Measured Tariff or such other tariff for which you would have qualified if you had not applied for the Watersure tariff.
- 3.4.9 We may check entitlement to the tariff through visits, periodic requests for renewed proofs of benefit entitlement and medical condition and periodic checks with the Jobcentre Plus, Department for Work and Pensions, Inland Revenue, The Pension Service or by contacting your medical practitioner.
- 3.4.10 If you are unable to prove your entitlement you will be liable to pay the Standard Measured Tariff or other appropriate tariff.
- 3.4.11 A tariff option accepted by us in reliance upon false or misleading information provided by you will be void and you will be liable to pay the Standard Measured Tariff for the period in question as if no application had been made or accepted.
- 3.4.12 You must inform us immediately if you cease to qualify for the Watersure tariff.

4. Criteria for the Aquacare Plus Tariff

- 4.1 You will be entitled to be charged under the Aquacare Plus Tariff if:

- 4.1.1 you are in receipt of council tax benefit, housing benefit, income support, income based job-seeker's allowance, income based employment and support allowance, child tax credit (except families in receipt of the family element only), the Working Tax Credit or State Pension Credit and continue to be so entitled for the period to which the tariff option applies; or
- 4.1.2 having previously been granted support by the Anglian Water Trust Fund or Anglian Water Assistance Fund, the Trust or Charis Grants Ltd (which runs the Anglian Water Assistance Fund) have recommended to us that you should qualify for the Aquacare Plus tariff on the basis that if you did not qualify there would be a probability that you would again fall into arrears with your account through no fault of your own. (Entitlement to the Aquacare Plus tariff on the basis of this sub-paragraph will be limited to 12 months.).
- 4.2 Subject to 4.1 above, all other provisions and procedures which apply to the Watersure Tariff (see above) will apply, subject to any necessary modifications, to the Aquacare Plus Tariff as they do to the Watersure Tariff.
- 4.3 For the avoidance of doubt, this tariff will not be available to a person who is in occupation or otherwise liable for charges in respect of premises where water is supplied through a Bulk Meter or where a Bulk Meter Assessed Measured Charge applies.

7. Metering of Non-Household Premises

1. New connections to be metered
 - 1.1 All new water supply connections to premises must have a Meter fitted to measure the volume of water supplied for charging purposes.
 - 1.2 To enable us to perform our functions and charge premises efficiently, the Meter must be fitted to a separate service pipe serving premises which are, or may be, occupied separately.
2. Existing Connections to be metered
 2. Unless we consider it impracticable to fit a Meter, we will require a Meter to be fitted to all Non-Household premises and to any mixed use premises where the principal use of the premises is not as a person's home. (For the purposes of assessing whether the principal use of the premises is otherwise than as a person's home, account will be taken of whether any business is registered for V.A.T. purposes at the premises.)
3. Costs of fitting a meter
 3. Non-Household Customers will be charged for fitting a Meter.
4. Application of Measured Charges to New and Existing Connections
 4. Non-Household Measured Tariffs will automatically apply and be fixed in respect of all Non-Household Premises to which a Meter has been fitted to our specification to measure the volume of water supplied for charging purposes. Otherwise, the Unmeasured Tariffs will apply.

8. Criteria for the different Non-Household Tariffs

1. Introduction to the Anglian Non-Household Measured Tariffs

1.1 A Non-Household Customer in the Anglian Area who takes less than 0.2 megalitres of water per day or less than 25 megalitres of water per annum and does not wish to reserve a supply of 0.2 megalitres or more of water per day will be charged on the Streamline Green tariff unless they opt for one of the alternative tariffs, namely:

- Streamline Orange (Potable and Non-Potable);
- Streamline Blue (Potable and Non-Potable);
- Industrial 25 (Potable and Non-Potable);
- Industrial Potable;
- Industrial Non-Potable;
- Industrial Plus Non-Potable; or
- Industrial Interruptible Potable.

1.2 A Non-Household Customer in the Anglian Area who takes 0.2 megalitres or more (but less than 0.4 megalitres) of water per day or 25 megalitres or more (but less than 50 megalitres) of water per annum or wishes to reserve the availability of a supply of 0.2 megalitres or more (but less than 0.4 megalitres) of water per day will be charged on the Industrial 25 Tariff unless they meet the criteria and opt for one of the alternative tariffs, namely:

- Industrial Potable;
- Industrial Non-Potable;
- Industrial Plus Non-Potable; or
- Industrial Interruptible Potable.

1.3 A Non-Household Customer in the Anglian Area who takes 0.4 megalitres or more of water per day or 50 megalitres or more of water per annum or wishes to reserve the availability of a supply of 0.4 megalitres or more of water per day will be charged on the Industrial Potable Tariff unless they meet the criteria and opt for one of the alternative tariffs, namely:

- Industrial Non-Potable;
- Industrial Plus Non-Potable; or
- Industrial Interruptible Potable.

1.4 Where we provide wastewater services as well as water to the premises and you are charged under the Industrial 25 Tariff, your wastewater services will be charged under the Streamline Blue Tariff unless you choose an alternative wastewater tariff in accordance with 1.5 below.

1.5 Where water is charged under any of the Industrial Tariffs, you may choose any of the wastewater tariffs (including any of the Streamline Tariffs) to apply to the wastewater service.

2. Introduction to the Hartlepool Non-Household Measured Tariffs

2.1 A Non-Household Customer in the Hartlepool Area who takes less than 0.4 megalitres of water per day or less than 50 megalitres of water per annum and does not wish to reserve a supply 0.4 megalitres or more per day will be charged on the Commercial tariff unless they opt for the Industrial Potable Tariff.

2.2 A Non-Household Customer in the Hartlepool Area who takes more than 0.4 megalitres of water per day or more than 50 megalitres of water per annum or wishes to reserve the availability of a supply of 0.4 megalitres or more per day will be charged on the Industrial Potable Tariff.

3. Other provisions applicable to the Non-Household Measured Tariffs

3.1 If you wish to choose an alternative tariff you must give notice on our standard form specifying your choice of tariff.

3.2 If accepted, the new tariff will take effect from the date we receive the notice unless we receive the notice within 30 days of the end of the last Billing Period in which case we will backdate the revised charges to that date.

3.3 A tariff notice will take effect for a minimum period of 12 months and no further tariff notice can be served until after that 12 month period has expired.

3.4 A tariff option will cease to apply sooner than the time specified in 3.3 above when the first of the following events occurs:

3.4.1 you no longer occupy the premises in question;

3.4.2 you no longer qualify for the relevant tariff at the premises in which case the tariff will cease to apply from the start of the next Billing Period;

3.4.3 it is found that the application for the tariff included false or misleading information, in which case the tariff will be deemed never to have applied and your account will be revised accordingly and back-dated, if necessary; or

3.4.4 the water supply to any premises is disconnected for any reason.

3.5 Unless the Meter is read by us or on our behalf or you provide your own Meter reading taken within 2 days of the date when the tariff notice would take effect, we shall use an estimated Meter reading for the purposes of calculating the final balance under the old tariff and the opening balance under the new tariff.

- 3.6 If you change tariff, any higher fixed charge which has been paid already will be apportioned and the balance credited against future water and/or wastewater charges. Any additional fixed charge payable as a result of the tariff change will be payable immediately from the date the change takes effect.
- 3.7 All Customers paying under the Streamline Blue Tariff or the Industrial Tariffs will be billed monthly.
- 3.8 For monthly billed accounts, the volumetric charges will apply to water supplied and sewage discharged during the period commencing with the first monthly Meter reading taken after the commencement of the Charging Year and ending with the first monthly Meter reading taken after the end of the Charging Year.
- 3.9 The trade effluent element of the relevant Integrated Wastewater Tariff will apply to the first trade effluent billing period commencing on or after the commencement of the Charging Year and continue until the start of the first trade effluent Billing Period commencing in the following Charging Year.
- 3.10 In the case of premises used as a place of worship, village hall, scout or guide hut, or other community building occupied by a charity which are not used for commercial or trade purposes, you may also choose to pay under the SoLow Tariff as if the premises were Household Premises. However, all other terms for such premises shall be those which apply to Non-Household Premises or to Non- Household Customers.
4. Provisions applicable to all of the Industrial Tariffs
 - 4.1 The Industrial Tariffs include a fixed charge, Maximum Daily Demand Charge and volumetric charge.
 - 4.2 When the Industrial Tariffs apply, the water supply charges will be calculated regardless of the number of connections as follows:
 - 4.2.1 one fixed charge for the Potable supply to the premises and one fixed charge for the Non-Potable supply to the premises;
 - 4.2.2 the Maximum Daily Demand will be calculated separately on the aggregate Peak Requirement for the Potable supply to the premises and the aggregate Peak Requirement for the Non-Potable supply to the premises; and
 - 4.2.3 the volumetric charges shall be calculated on the aggregate volumes of potable water supplied and the aggregate volumes of non-potable water supplied.
 - 4.3 The Peak Requirement, once set, will continue to apply until it is changed.

- 4.4 If you were not previously on the Industrial Tariffs, you will be asked to supply your Peak Requirement before the relevant tariff takes effect. If this is not provided and you have become liable to pay the Industrial Tariffs by virtue of 1.2, 1.3, or 2.2 above, we will:
- 4.4.1 assess the Peak Requirement by taking the maximum volume of water taken per month during the previous 12 month period and dividing that by 22; or
 - 4.4.2 if that information is not available, by using other available information; or
 - 4.4.3 if you are liable to pay the Industrial Tariffs because you have reserved a supply of 0.2 megalitres or more per day, by taking the volume of water reserved per day as the Peak Requirement.
- 4.5 Subject to the following provisions, once set, the Maximum Daily Demand Charge (based upon the Peak Requirement determined in accordance with 4.4 above) will be fixed for the Charging Year in question;
- 4.6 You are not entitled to take water in excess of the Peak Requirement at any time during the Charging Year except in accordance with a written supply agreement regulating total volumetric and peak demand requirements or you have received written consent from us (such consent not to be unreasonably withheld or delayed).
- 4.7 Notwithstanding 4.6 above, if you take water at a rate of flow in excess of the Peak Requirement over any 24 hour period during the Charging Year, the Peak Requirement shall be revised upwards accordingly and that revised Peak Requirement shall then apply from the date of the exceedance for a minimum of 12 months subject to any further revision upwards or any revision downwards, provided that a downwards revision may only be made in accordance with 4.8 below. Where the Peak Requirement is revised by us under this provision, you may then take water up to the amount of that revised Peak Requirement if it is available but you will have no entitlement to any water in excess of your previous entitlement.
- 4.8 If, during the Charging Year, you take water at a rate of flow less than your current Peak Requirement, you may submit a lower Peak Requirement which, if accepted, would take effect from the next Billing Period for the purposes of calculating the Maximum Daily Demand Charge, but this shall not be lower than the highest daily rate of flow recorded during the preceding 12 month period unless you can demonstrate to our reasonable satisfaction that there has been or will be a sustained long term reduction of your water demand requirements which will reduce your Peak Requirement to a level below the highest daily rate of flow recorded during the preceding 12 month period.
- 4.9 If you have a supply agreement with us regulating total volumetric and peak demand requirements and you have provided a demand profile for your

future water supply requirements which we have accepted, we will plan our water resources to supply you with water to meet that Peak Requirement and your future demand profile subject to and in accordance with the terms and conditions of our supply agreement with you. In the absence of a supply agreement, you may find that you cannot take water in accordance with the Peak Requirement.

5. Provisions applicable to the Industrial Non-Potable and Industrial Plus Non-Potable Tariffs only

5. Water supplied under this Tariff will not meet the requirements of the Water Supply (Water Quality) Regulations and will be non-potable.

6. Provisions Applicable to the Industrial Interruptible Tariff only

6.1 If you wish to be charged under the Industrial Interruptible Tariff you must give written notice to us on our standard form.

6.2 To qualify:

6.2.1 the water supply must be used predominantly for non-domestic purposes;

6.2.2 you must at all times have in use at the premises to which the supply is made, storage facilities for not less than 6 hours non-domestic water consumption (excluding fire fighting purposes) at your average rate of consumption;

6.2.3 you must undertake not to take water anywhere on the premises, whether by means of the same or another supply pipe, except for domestic or fire fighting purposes, during the operative period of a Supply Interruption Notice; and

6.2.4 you must undertake to allow us to enter your premises for the purpose of verifying that a Supply Interruption Notice has been or is being observed and to install and maintain telemetry or other apparatus on the supply pipe or any other supply pipe for verification purposes.

6.3 We reserve the right not to accept an application for the Industrial Interruptible Tariff where we consider an interruptible supply to be inappropriate having regard to the use of water for "domestic purposes" on the premises or for other reasons.

6.4 Where the Tariff applies, a Supply Interruption Notice may be served by us at any time and may:

6.4.1 specify any period up to 4 hours duration during which water may not be taken by anyone at the premises except for domestic or fire fighting purposes;

6.4.2 take effect on a specified day or days or on a particular day or days of the week until further notice;

6.4.3 apply to any day, but not on more than one occasion per day;

6.4.4 be served by first class post, facsimile, or by hand delivery; and

6.4.5 take effect at any time being not less than one hour after it has been served on you.

6.5 If you fail to comply with a Supply Interruption Notice or to give access as required you will cease to be eligible for the tariff and will be liable to pay the Industrial Potable Tariff for the whole of the Charging Year.

9. Trade Effluent Charges and Charging Formula

1. Introduction

- 1.1 In respect of every discharge of trade effluent from any premises there shall be payable a charge per cubic metre.
- 1.2 The appropriate charge shall be determined according to the relevant Integrated Wastewater Tariff or, if applicable, the Trade Effluent (Water Unmeasured) Tariff and calculated according to the following formula.
- 1.3 If the discharge is ongoing but unconsented, trade effluent charges shall be raised from the date that the initial application is received by us provided that the status and acceptability of the discharge has been confirmed in writing. (Note: this includes those discharges that are formally referred to the Environment Agency as Special Category Effluent.) If the discharge is to commence at a date in the future, trade effluent charges shall be applied from the date of commencement. This does not prevent the collection of charges for dealing with the application itself.
- 1.4 Acceptance of payment of Trade Effluent Charges does not constitute a grant of Consent, nor does it constitute a waiver of any of our rights or remedies in respect of any discharge made by you.
- 1.5 Any discharge of wastewater which is neither trade effluent (other than a Short Term Discharge of Non-Trade Effluent (see Part G - Miscellaneous Charges) nor domestic sewage shall also pay charges according to the following formula as if it was a discharge of trade effluent.

2. Formula

- 2.1 The Formula for charging trade effluent is:
$$C = R + VB + \frac{O_t}{O_s} B + \frac{S_t}{S_s} S$$

Where:

C =	The charge payable per cubic metre
R =	the charge per cubic metre for the reception and conveyance of trade effluent.
VB =	the charge per cubic metre for volumetric and primary treatment for trade effluent discharged to a sewage treatment works where biological treatment is given.
O _t =	The chemical oxygen demand of the settled trade effluent expressed in milligrams per litre.
B =	the charge per cubic metre in relation to the biological oxidation of settled sewage.
S _t =	The suspended solids content of the trade effluent expressed in milligrams per litre.
S =	The charge per cubic metre for the treatment and disposal of primary sludge from a sewage treatment works.
O _s =	460, being the mean chemical oxygen demand expressed in milligrams per litre of settled sewage at sewage treatment works within our area as assessed by us.
S _s =	416, being the mean suspended solids content of sewage expressed in milligrams per litre at sewage treatment works within our area as assessed by us.

2.2 The rates used for charging trade effluent under the formula are set out in Part C.

2.3 For the purpose of the formula:-

2.3.1 The volume of trade effluent discharged from any premises shall be determined in accordance with the readings from the Meter installed at the premises in accordance with the Consent and, in the absence of or malfunctioning of such Meter, shall be assessed by us in accordance with the Consent or on the basis of water usage at the premises and other material considerations.

2.3.2 The chemical oxygen demand and the suspended solids present in any trade effluent shall be determined in accordance with the measurements and readings taken at the premises in accordance with the Consent or shall be assessed by us on the basis of our analysis of the samples which have been taken.

2.3.3 Standard strengths shall be applied to trade effluents from municipal and other swimming pools operated on a commercial basis, automatic vehicle washes, launderettes, jet washes operated on a commercial basis and photographic laboratories (as defined in the Code of Practice for the Photo-processing Industry for the Care of the Environment ("COPPICE")) as calculated by us from time to time. The standard strengths for these premises, with the exception of photographic laboratories are as follows:

Business type	Average COD mg/l	Average SS mg/l
Swimming pools	76	112
Automatic vehicle wash	211	114
Launderettes	722	287
Jet washes	451	237
Boiler Blowdown	85	35
Cooling Towers	74	28
Air Compressor Condensate	426	182
Water Treatment & Softener Plants	17	15
Gas Holder Run Off	58	12
COPPICE	350	35

2.3.4 The 'R' Charge will not be applied where trade effluent is discharged directly into the sewage treatment works without passing through a public sewer, disposal main or other pipe belonging to us.

- 2.3.5 We will carry out sampling to ascertain the strength of the trade effluent for charging purposes. Where the discharge has a significant or highly variable organic load or where the annual trade effluent charge is likely to exceed £100,000 samples taken over a period ('composite samples') will be used.
- 2.3.6 Except where the strength of a discharge has been agreed with you or a standard strength is applicable, not less than six charging samples will normally be taken in the year in relation to each discharge of trade effluent as well as such additional samples as we consider appropriate to provide a representative measurement of the discharge for charging purposes in the light of the volume and nature of the discharge.
- 2.3.7 All results of samples taken for charging purposes will be used in the calculation of charges unless you provide evidence to satisfy us that a particular sample was not representative of the discharge.

10. Surface Water drainage

1. Introduction

1. The fixed charge element of the wastewater tariffs (or, as the case may be, the volumetric charge of the SoLow wastewater tariff) specifies whether or not surface water drainage is included.

2. Premises not connected for Surface Water drainage

- 2.1 Where premises are not connected to a public sewer for surface water drainage, whether directly or through an intermediate sewer or drain, you may apply in writing to be charged the lower charge by completing our standard form and providing such evidence as may be required to demonstrate that no surface water is discharged from the premises to a public sewer. (Please note: the lower charge will not apply unless an application has been made by you and accepted by us.)
- 2.2 If accepted, we will notify you in writing and the lower charge will then apply from the start of the Charging Year in which the application was made.

3. Tests and Inspections

3. We reserve the right at any time to inspect the premises and carry out tests to ascertain whether or not surface water is being discharged to a public sewer from the premises.

4. Return to normal charges

- 4.1 If the application is later found to include false or misleading information, we may cancel the lower charge and you will be liable to pay full charges for the period in question as if no application had been made or accepted.
- 4.2 You must notify us immediately if at any time the premises become connected to a public sewer, whether directly or through an intermediate sewer or drain, for surface water drainage. Whether or not we are notified, full charges will become payable immediately from the date of the connection.

11. Payment Terms for Household Customers

1. For customers with meters

1. Bills are sent either every 6 months or every 3 months. Payment is due on receipt of the bill but you may choose to pay by instalments in accordance with the payment methods set out in the bill. Bills are normally based on a Meter reading, but may occasionally be based on an estimate. If you receive an estimated bill, you may provide your own reading.

2. For customers without meters

- 2.1 The Customer is liable to pay water and wastewater charges for each day for which they are in occupation of the premises or otherwise responsible for charges.
- 2.2 Bills are sent out in March for the forthcoming Charging Year on the assumption that the Customer will remain in occupation or otherwise remain responsible for the whole of the forthcoming Charging Year. Charges are due in full on demand and are payable by 1 April. Alternatively, the charges may be paid in two instalments (April and October) or by monthly instalments. (If you choose to pay in two instalments, we will send you a reminder for the second instalment which is due and payable by 1st October.) By arrangement, we can also offer weekly or fortnightly payment options. Full details of payment methods are set out in your bill.

3. Payment methods

- 3.1 We want to make paying your bill as easy and convenient as possible, which is why we offer a range of payment methods to suit everyone's needs. Full details are set out in your Bill, on our website and in our Code of Practice.
- 3.2 If you live in the Anglian Area and would like to discuss the best payment method for you, please call us on 08457 919155.
- 3.3 If you live in the Hartlepool or Finningley Areas and would like to discuss the best payment method for you, please contact us by telephone - 01429 858050 (between 8.30am and 5.00pm Monday to Friday) or visit our office at Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW.

4. Debt Recovery

- 4.1 If a bill is not paid by the due date or if payment arrangements, having been accepted, are not adhered to, we will issue an appropriate warning notice. If still unpaid, any payment arrangements will be cancelled and the whole of the outstanding debt will become due. We will take appropriate enforcement action through the courts to recover the debt.

- 4.2 An administration charge of £12 will be made for cheques or direct debits that are returned by the bank unpaid due to lack of funds.
- 4.3 All costs, for example, solicitors' costs, court fees, enforcement and warrant costs, incurred by us or our agents in the collection of outstanding charges will be recharged directly to you, the Customer. If legal action is being considered, we may try to determine your circumstances or the circumstances of any other person liable for the debt prior to commencing proceedings. This is intended to be a less costly alternative to legal action. We will make an administration charge of £25 to recover our costs in doing this, although we will waive that administration charge if we are satisfied that there is or has been genuine hardship.
- 4.4 In addition, if debt recovery proceedings are issued through the court, we will apply to the court for interest to be added from the date payment was due to be paid at the standard County Court rate.
5. Collection of Charges by other parties
- 5.1 Where water is supplied by another company, we may have arrangements in place whereby that company will collect the wastewater charges. If so, you will receive a single bill from that company and their payment terms will then apply.
- 5.2 If there are no arrangements in place, you will receive a separate bill for the wastewater service.
6. Problems paying your bill
- 6.1 If you live in the Anglian Area and you are having problems paying your bill, please call our Debt Hotline on 0800 169 3630 or email us at CustService@anglianwater.co.uk or write to us at Anglian Water, Customer Services, PO Box 770, Lincoln LN5 7WX. Further information is provided in our Code of Practice.
- 6.2 If you live in the Hartlepool or Finningley Areas and you are having problems paying your bill, please call our Debt Hotline on 0800 051 8969 (between 8.30am and 5.00pm - Monday to Friday); or email us at enquiries@hartlepoolwater.co.uk; or write to us or visit our offices at Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW. Further information is provided in our Code of Practice.

12. Payment Terms for Non-Household Customers

1. Non-Household Measured Tariffs

- 1.1 Charges under the Streamline, Commercial and Industrial Tariffs are payable in full on the date set out in the account.
- 1.2 Subject to 1.3 below, if payment is not received within 21 days of the date of the account, interest will be charged on the outstanding balance at the rate set out in the Late Payment of Commercial Debts (Interest) Act 1998.
- 1.3 In the event of a bona fide dispute raised by you in connection with the account (or any part thereof), which has been notified to us (together with a full statement of the grounds of the dispute) within 21 days of receipt of the account, no interest will be charged until the dispute has been resolved provided always that we shall still be entitled to charge interest on any undisputed part of the account and in respect of the disputed part we shall be entitled to charge interest 21 days after the date when the dispute is resolved. If, following consideration of the grounds for disputing the account (or part thereof), we determine that there is no proper basis for the dispute and the account (or part thereof) is properly payable, we may notify you in writing that interest will be added to the account from a date specified in the notice.

2. Unmeasured Customers

- 2.1 The Customer is liable to pay water and wastewater charges for each day for which they are in occupation of the premises or otherwise responsible for charges.
- 2.2 Bills are sent out in March for the forthcoming Charging Year on the assumption that the Customer will remain in occupation or otherwise remain responsible for the whole of the forthcoming Charging Year. Charges are due in full on demand and are payable by 1 April or such other date as may be specified in the account. Alternatively, the charges may be paid in two instalments (1st April and 1st October). Alternatively, if paying by direct debit, by ten monthly instalments normally commencing in April. Full details of payment methods are set out in your bill.

3. Payment Methods

- 3.1 We want to make paying your bill as easy and convenient as possible, which is why we offer a range of payment methods to suit everyone's needs. Full details are set out in your bill and on our website.
- 3.2 If your business is in the Anglian Area and you would like to discuss the best payment method for you, please contact us by telephone – 08457 919155.

3.3 If your business is in the Hartlepool Area and you would like to discuss the best payment method for you, please call on – 01429 858030 (between 8.30am and 5.00pm Monday to Friday) or visit our office at 3 Lancaster Road, Hartlepool.

4. Security and Debt Recovery

4.1 In certain circumstances, we may insist upon payment of a deposit or other security to cover payment of future charges. Without prejudice to the generality of the above, such a demand may be made where a credit check has been undertaken and revealed a risk of non-payment, where there is no credit history for the company or where there is a history of two or more late payments. Initially, you will be given a choice of paying such deposit as we reasonably consider necessary to protect our business and our other Customers, providing a bank guarantee or, if we are satisfied that your parent company has a satisfactory credit rating, a parent company guarantee. If such a deposit or other security is not provided by the date we have notified, we will issue a bill for the amount of the deposit and in the event of non-payment by the due date such amount shall become a debt owed to us. Failure to pay such amount may result in steps being taken to recover the debt, interest becoming payable and, if appropriate, termination of the water supply or wastewater services.

4.2 If a bill is not paid by the due date or if payment arrangements, having been accepted, are not adhered to, we will issue an appropriate warning notice. If still unpaid, any payment arrangements will be cancelled and the whole of the outstanding debt will become due. We will take appropriate enforcement action through the courts to recover the debt.

4.3 An administration charge will be made in respect of cheques or direct debits that are returned by the bank unpaid due to lack of funds.

4.4 All costs, for example, solicitors' costs, court fees, enforcement and warrant costs, incurred by us or our agents in the collection of outstanding charges will be recharged directly to you, the Customer.

:

5. Collection of Charges by other parties

5.1 Where water is supplied by another company, we may have arrangements in place whereby that company will collect the wastewater charges. If so, you will receive a single bill from that company and their payment terms will then apply.

5.2 If there are no arrangements in place, you will receive a separate bill for the wastewater service.

6. Problems paying your bill

- 6.1 If your business is in the Anglian Area and you are having problems paying your bill, please call our Debt Line on 0800 169 3630 or email us at CustService@anglianwater.co.uk or write to us at Anglian Water, Customer Services, PO Box 770, Lincoln LN5 7WX.

- 6.2 If your business is in the Hartlepool Area and you are having problems paying your bill, please call our Debt Hotline on 0800 051 8969 (between 8.30am and 5.00pm - Monday to Friday); or email us at enquiries@hartlepoolwater.co.uk; or write to us or visit our offices at Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW

PART B: Household Measured Tariffs

1. Anglian's Water Supply and Wastewater Measured Tariffs

Standard Measured	Fixed Charge (£)	Volumetric Charge (p)
Water Supply	£27.00	126.40p
Wastewater – Foul and Surface Water	£75.00	143.03p
Wastewater – Foul only	£40.00	143.03p
Wastewater – Surface Water only	£60.00	N/A
SoLow	Fixed Charge (£)	Volumetric Charge (p)
Water Supply	N/A	162.40p
Wastewater – Foul and Surface Water	N/A	254.15p
Wastewater – Foul only	N/A	202.29p
Watersure	Fixed Charge (£)	Volumetric Charge (p)
Water Supply	£168.00	N/A
Wastewater – Foul and Surface Water	£213.00	N/A
Wastewater – Foul only	£178.00	N/A
Aquacare Plus	Fixed Charge (£)	Volumetric Charge (p)
Water Supply	£74.00	63.73p
Wastewater – Foul and Surface Water	£128.00	64.52p
Wastewater – Foul only	£93.00	64.52p

2. Hartlepool's Water Supply Measured Tariffs

	Fixed Charge (£)	Volumetric Charge (p)
Standard	£27.00	98.17p
SoLow	N/A	134.17p
Watersure	£122.00	N/A
Aquacare Plus	£58.00	56.84p

3. Finningley's Wastewater Measured Tariffs

	Fixed Charge (£)	Volumetric Charge (p)
Standard	£40.00	128.59p
Watersure	£178.00	N/A

PART C: NON-HOUSEHOLD MEASURED TARIFFS

1. Anglian's Water Supply and Wastewater Measured Tariffs

Streamline Green	Fixed Charge (£)	Volumetric Charge (p)
Green Water Supply	£50.00	110.78p
Green Wastewater - Foul (including Trade Effluent) and Surface Water	£126.00	136.39p
Green Wastewater - Foul (including Trade Effluent) only	£91.00	136.39p
Green Wastewater - Surface Water only	£60.00	N/A
Streamline Orange	Fixed Charge (£)	Volumetric Charge (p)
Orange Potable Water Supply	£81.00	104.60p
Orange Non-Potable Water Supply	£81.00	94.14p
Orange Wastewater - Foul (including Trade Effluent) and Surface Water	£162.00	129.24p
Orange Wastewater - Foul (including Trade Effluent) only	£115.00	129.24p
Orange Wastewater - Surface Water only	£60.00	N/A
Streamline Blue	Fixed Charge (£)	Volumetric Charge (p)
Blue Potable Water Supply	£538.00	95.45p
Blue Non-Potable Water Supply	£538.00	85.91p
Blue Wastewater - Foul (including Trade Effluent) and Surface Water	£426.00	123.96p
Blue Wastewater - Foul (including Trade Effluent) only	£309.00	123.96p
Blue Wastewater - Surface Water only	£60.00	N/A

Industrial	Fixed Charge (£)	Volumetric Charge (p)	MDD Charge (£)
Industrial 25 Potable Water Supply	£590.00	58.39p	£94.46

Industrial Potable Water Supply	£7750.00	20.83p	£148.28
Industrial Interruptible Water Supply	£7750.00	18.93p	£134.78
Industrial 25 Non Potable Water Supply	£590.00	52.56p	£85.03
Industrial Non-Potable Water Supply	£7750.00	19.19p	£136.61
Industrial Plus Non-Potable Water Supply	£60000.00	7.52p	£136.61
Industrial Wastewater – Foul (including Trade Effluent) and Surface Water	£4497.00	115.82p	N/A
Industrial Wastewater – Foul (including Trade Effluent) only	£3326.00	115.82p	N/A
Industrial Wastewater – Surface Water only	£60.00	N/A	N/A

2. Amounts for use in Trade Effluent Formula

2. The amounts to be used in the Formula (see Part A, 9.2) for calculating trade effluent charges are:

	Streamline Green	Streamline Orange	Streamline Blue	Industrial
R =	21.72p	19.88p	19.28p	15.30p
VB =	40.53p	37.13p	35.99p	28.57p
B =	30.97p	28.37p	27.49p	21.84p
S =	24.88p	22.82p	22.08p	17.54p

3. Hartlepool's Water Supply Measured Tariffs

	Fixed Charge (£)	Volumetric Charge (p)	MDD Charge (£)
Commercial	£45.00	60.80p	N/A
Industrial Potable	£1450.00	16.38p	£80.33

PART D: Unmeasured Charges

1. Anglian's Water Supply and Wastewater Unmeasured Tariffs

Rateable Value up to £1,000 (inclusive)	Fixed Charge (£)	Rateable Value Charge (p)
Water Supply	£157.16	33.63p
Wastewater – Foul and Surface Water	£188.48	36.35p
Wastewater – Foul Effluent only	£153.48	36.35p
Wastewater – Surface Water only	£60.00	N/A
Rateable Value from £1,001 to £5,000 (inclusive)	Fixed Charge (£)	Rateable Value Charge (p)
Water Supply	£314.32	33.63p
Wastewater – Foul and Surface Water	£376.96	36.35p
Wastewater – Foul Effluent only	£341.96	36.35p
Wastewater – Surface Water only	£60.00	N/A
Rateable Value from £5,001 to £50,000 (inclusive)	Fixed Charge (£)	Rateable Value Charge (p)
Water Supply	£785.80	33.63p
Wastewater – Foul and Surface Water	£942.40	36.35p
Wastewater – Foul Effluent only	£907.40	36.35p
Wastewater – Surface Water only	£60.00	N/A
Rateable Value above £50,000	Fixed Charge (£)	Rateable Value Charge (p)
Water Supply	£3143.20	33.63p
Wastewater – Foul and Surface Water	£3769.60	36.35p
Wastewater – Foul Effluent only	£3734.60	36.35p
Wastewater – Surface Water only	£60.00	N/A
Premises not having (or having a zero) Rateable Value	Household Fixed Charge (£)	Non Household Fixed Charge (£)
Water Supply	£190.00	£314.00

Wastewater	£216.00	£225.00
Wastewater – Trade Effluent	N/A	£258.00
Wastewater – Surface Water only	£60.00	£60.00

2. Hartlepool's Water Supply Unmeasured Tariffs

	Fixed Charge (£)	Rateable Value Charge (p)
Standard	£128.32	N/A

3. Finningley's Wastewater Unmeasured Tariffs

	Fixed Charge (£)	Rateable Value Charge (p)
Standard	£120.41	38.83p

PART E: Infrastructure Charges

1. Infrastructure Charges

1. The infrastructure charges for water supply and wastewater are payable for the connection (whether directly or indirectly) to our water supply or public sewerage network of premises which have not previously had a water or wastewater connection provided by us or another undertaker for domestic purposes or domestic sewerage purposes, as the case may be, as defined in the Act.
- 1.2 Where a site is developed or redeveloped and there were, within the period of 5 years before the development or redevelopment began on that site, premises with a water or wastewater connection (direct or indirect) for domestic purposes or domestic sewerage purposes, as the case may be, then a credit equal to one infrastructure charge at the standard amount will be given for each such premises. In addition, where premises were previously used for non-household premises, our current policy is to give additional credits for water supplied for domestic purposes.

2. Liability to pay

- 2.1 Infrastructure charges are payable by the person making or requesting the connection or on whose behalf the connection is made or requested.
- 2.2 In addition, where:
 - (i) a person who has received a demand for, or has undertaken to pay, infrastructure charges in respect of two or more Houses subject to a Common Billing Agreement fails to pay them, or any part of them, within 14 days of the date of connection; or
 - (ii) a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it;

we are entitled to recover the infrastructure charges from the Occupier of each House subject to the agreement.

3. Amount of infrastructure charges

- 3.1 The standard infrastructure charge for this year for each service is £298.00.
- 3.2 For premises not falling within 3.3 or 3.4, the standard infrastructure charges are payable.
- 3.3 For a House subject to a common billing agreement, the standard infrastructure charge is multiplied by the Relevant Multiplier.

3.4 For premises, other than Houses, to which water is provided by a supply pipe with an internal diameter exceeding 20mm, the standard infrastructure charge is multiplied by the Relevant Multiplier.

For the purposes of 3.2 to 3.4:

- (a) "House" means any building or part of a building occupied, or if unoccupied likely to be occupied, as a private dwelling house, and includes a flat.
- (b) A House is subject to a common billing agreement if we have a written agreement with another person whereby that person undertakes to pay the water and wastewater charges for the House and has a common supply pipe.
- (c) "Supply pipe" means that part of the service pipe which belongs to you, normally lying between the Meter or the highway boundary and the premises.

4. Relevant Multiplier

4.1 For premises in 3.3 above, the Relevant Multiplier is calculated as follows:

4.1.1 a loading factor for all the Houses subject to the common billing agreement (including communal facilities shared by any of them) is ascertained by applying the number of loading units set out in column 2 of the table below to the total number of water fittings installed or to be installed in all the categories set out in column 1 of the table, the loading factor being the total of all the loading units (increased, where necessary, to take account of the minimum loading units for domestic appliances).

4.1.2 The loading factor is then divided by 24 and further divided by the number of Houses to produce the Relevant Multiplier.

4.2 For premises in 3.4 above, the calculation is carried out in the same way, but the Relevant Multiplier cannot be less than one.

4.3 Any dispute as to the calculation of the Relevant Multiplier in any particular case, or as to the number or type of fittings on which it is based, may be referred to Ofwat for determination.

Table

Column 1	Column 2
Water Fitting (See note 1)	Loading Units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ "/20mm) (See note 2)	10
Bath (tap nominal size larger than $\frac{3}{4}$ "/20mm) (See note 2)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ "/15mm)	3

Sink (tap nominal size larger than ½"/15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per house) (See notes 3 and 4)	3
Communal and commercial appliances (See note 3)	10
Any other water fitting or outlet (including a tap - but excluding a urinal or water softener)	3

Notes to Table

- (i). Reference to any fitting includes reference to any plumbing, outlet, dedicated space, or planning or other provision for that fitting.
- (ii). "Bath" includes a whirlpool bath and a Jacuzzi.
- (iii). "Domestic appliance" means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a House and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a House (including in communal facilities).
- (iv). A minimum of 6 loading units shall be included, in respect of each House, for domestic appliances (whether or not the House has any such appliances) except, in the case of any House, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the House.
- (v). In the case of any premises with a wastewater only connection and no water fittings, the relevant multiplier will be one.

5. Time for payment

- 5.1 Except as provided below, water supply and wastewater infrastructure charges are due before the connection to a water supply or to a public sewer is made. Whilst we cannot insist on payment as a pre-condition under section 47 before making the connection, if not paid when due, interest will accrue from the date the connection is made or the date when the charge became payable, whichever is the later, at the rate set under the Late Payment of Commercial Debts (Interest) Act 1998. In addition, legal proceedings may be commenced to recover the debt immediately after the connection has been made and you may then become liable for court fees and our legal costs.
- 5.2 Where the premises comprise a building or part of a building which was occupied as a dwelling house immediately before the connection was made then the person liable to pay the charge may pay either:
 - 5.2.1 the charge in full within 21 days of the connection having been made;
 - or

5.2.2 subject to the giving of an undertaking in respect of the payment, by instalments in each of the 12 years following the making of the connection provided that the first instalment is paid within 21 days of the connection having been made and the remaining payments are paid at yearly intervals thereafter

5.2.3 "the instalment amount" means the aggregate amount which would fall to be paid in any year by way of payments of interest and repayments of capital if an amount equal to the infrastructure charge which is payable had been borrowed by us on terms requiring interest and capital to be paid in 12 annual instalments.

PART F: Approved Miscellaneous Charges - Water

1. Hire of Standpipes

1.1	20mm Standpipe (For 20mm standpipes, the hire charges cover both standpipe hire and water used.)	
1.1.1	Deposit for standpipe	£105.00
1.1.2	Deposit for key	£33.00
1.1.3	Minimum hire charge (for 7 day hire)	£28.00
1.1.4	Daily charge payable for each day thereafter	£1.08
1.2	60mm Standpipe (For 60mm standpipes, the hire charge does not include the price of the water used.)	
1.2.1	Deposit for standpipe	£569.00
1.2.2	Deposit for key	£34.00
1.2.3	Minimum hire charge (for 7 day hire)	£12.00
1.2.4	Daily charge payable for each day thereafter	£1.13
1.2.5	Volumetric charge per cubic metre used	Streamline green / / Commercial tariff

Notes:

1. All standpipe sizes are measured by their internal diameter.
2. Deposits will be refunded if the standpipe and key are returned in good condition. Deductions are made for any damage.
3. Hire agreements continue for a maximum of 12 months only.
4. Where the standpipe is not returned in order for the meter to be read, water usage will be estimated on the basis of 5 cubic metres per day for the duration of the hire period.

2. Building Supplies / Water

2. The supply will be metered and charged at normal standard tariff rates.

3. Pre-Development and Greenfield Inset Enquiries

- 3.1 On application, we will provide information regarding our ability to supply water and drain sites for proposed new developments.
- 3.2 Our standard response provides:
 - a copy of our assets for the area;
 - confirmation of any assets we have that will be affected by the proposed development;
 - information about our ability to supply and / or drain the site;

- details of any off-site works and reinforcements to which the developer will need to contribute.

Residential/ Mixed (Size of Development)	Industrial/Commercial (Peak Water Demand, Peak Surface Water Discharge and/or Peak Foul Discharge (litres/second))	Water only	Waste Water only	Water and Waste Water
Up to 10 properties/units	Less than 1 l/s	£152.00	£152.00	£229.00
11 to 250 properties/units	1.1 to 5 l/s	£244.00	£299.00	£422.00
251 to 1000 properties/units	5.1 to 15 l/s	£313.00	£589.00	£781.00
1001 and above properties/units	Greater than 15.1 l/s	£405.00	£1325.00	£1609.00

3.3 If demand rate or rate of discharge is significantly higher than those in the table above, we will charge the actual cost for the work.

3.4 If an on-site feasibility study is required, the costs of that study will be additional to the above charges and will be invoiced separately to the developer.

4. Preparation of Site Schemes

4.1	Survey and preparation of each water mains site scheme including up to 20 household premises with no more than one site visit for each survey. (The same fee will be charged for each further block of 20 household premises thereafter.) (Where manifolds are involved, a manifold will count as one premises, for the purpose of calculating the charge.)	£226.00
4.2	Further site visits, per visit.	£97.00

5. Payment Terms

5. Payment will generally be required in advance. Where payment is not required in advance, miscellaneous charges will be payable within 21 days of receipt of the invoice.

Part G: Approved Miscellaneous Charges - Wastewater

1. Pre-Development Wastewater Enquiries

1. See Part F, Section 4. above.

2. Trade Effluent Application and Variation Fees

2.1 Application for Consent to discharge Trade Effluent

2.1.1	<u>Charge band/Risk – Group A - no sample or analysis required.</u> 1 - negligible 2 - low 3 - low (non-sanitary) 4 - medium 5 - medium/high 6 - high 7 - very high	£74.00 £112.00 £149.00 £223.00 £298.00 £596.00 £1192.00
2.1.2	<u>Charge band/Risk Group B - one sample and analysis required</u> 1 – negligible 2 - low 3 - low (non-sanitary) 4 - medium 5 - medium/high 6 - high 7 - very high	£126.00 £163.00 £201.00 £275.00 £350.00 £648.00 £1243.00
2.1.3	<u>Charge band/Risk Group C - one sample and more complex analysis required.</u> 1 - negligible 2 - low 3 - low (non-sanitary) 4 - medium 5 - medium/high 6 - high 7 - very high	£436.00 £473.00 £511.00 £585.00 £660.00 £957.00 £1553.00

2.2 Application for a Consent Variation

2.2.1	<u>Charge band/Risk – Group D - no sample or analysis required.</u>	
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	1 - negligible 2 - low 3 - low (non-sanitary) 4 - medium 5 - medium/high 6 - high 7 - very high	£37.00 £56.00 £74.00 £112.00 £149.00 £298.00 £596.00
2.2.2	<u>Charge band/Risk Group E - one sample and analysis required</u> 1 - negligible 2 - low 3 - low (non-sanitary) 4 - medium 5 - medium/high 6 - high 7 - very high	£89.00 £108.00 £126.00 £163.00 £201.00 £350.00 £648.00
2.2.3	<u>Charge band/Risk Group F - one sample and more complex analysis required.</u> 1 - negligible 2 - low 3 - low (non-sanitary) 4 - medium 5 - medium/high 6 - high 7 - very high	£399.00 £417.00 £436.00 £473.00 £511.00 £660.00 £957.00

3. Payment Terms

3. Payment will generally be required in advance. Where payment is not required in advance, miscellaneous charges will be payable within 21 days of receipt of the invoice.