

Business and non-household

Charges Scheme
2017/2018



Charges schemes

United Utilities Water Limited has published five charges schemes for 2017/2018 charging year. They include the charges to be paid for services provided by us in the course of carrying out our function as a water and sewerage undertaker. Below are details of all the schemes published by us.

This scheme is

Business and non-household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2017, chargeable to non-household customers

The others are

Wholesale water charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2017 for wholesale water services

Wholesale sewerage charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2017 for wholesale sewerage services

Household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2017, chargeable to household customers

New connections and developer services charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2017, for water supply and sewerage connections and developer services

All of the charges schemes shown above are available to download from our website using the following link: unitedutilities.com

United Utilities Water Limited - regional map



CHARGES SCHEME 2017/2018

Contents

1.	Introduction	7
1.1	Charges scheme	7
1.2	Definitions	7
1.3	Amount of charges.....	12
1.4	Billing period	12
1.5	Value Added Tax (VAT)	12
2.	General	13
2.1	Liability for charges	13
2.2	Timing of payment	13
2.3	Security deposits	14
2.4	Interest on outstanding charges and late payment charge.....	14
2.5	Legal services charge	14
2.6	Pre-payment devices	14
2.7	Billing adjustments.....	15
2.8	Group billing arrangements	15
2.9	Charges for copy documents	15
2.10	Complaints	16
3.	Water supply charges.....	17
3.1	Liability for charges	17
3.2	Unmeasured water supply charges	17
3.2.1	Basis of charge	17
3.2.2	Assessed charges for water services.....	17
3.2.3	Animal troughs without a meter.....	17
3.3	Measured water supply charges.....	18
3.3.1	Basis of measured charges.....	18
3.3.2	Water meter installation.....	18
3.3.3	Water meter reading	18
3.3.4	Water meter testing.....	19
3.3.5	Change in water meter size or position	19
3.3.6	General site visit charge relating to metering	19
3.3.7	Charge for providing access to network management data logger information	20
3.3.8	Access to a water meter	20
3.3.9	Responsibility for metered charges	20
3.3.10	Leakage allowance - domestic and mixed premises.....	20
3.3.11	Leakage allowance - non-household premises.....	20
3.3.12	Standard measured tariff.....	21
3.3.13	Select 50 water tariff.....	21
3.3.14	Select 180 water tariff.....	22
3.3.15	Select 750 water tariff.....	22
3.3.16	Select Plus water tariff	22
3.3.17	Choice of tariff	23
3.3.18	Non-potable water.....	23
3.3.19	Charging for water used for fire-fighting purposes	23
3.3.20	Supply partially used for fire-fighting: notional downsizing of meter.....	23

3.4	Compulsory metering	24
3.4.1	Categories of premises	24
3.4.2	New premises.....	24
3.4.3	Common metering arrangement for non-household premises	25
3.4.4	Alterations to premises.....	25
3.5	Disconnection and reconnection charges.....	26
3.5.1	Arising from non-payment.....	26
3.5.2	Permanent disconnection	26
3.5.3	Temporary disconnection (unmeasured premises).....	26
3.5.4	Reconnection following disconnection for non-compliance with the Fittings Regulations.....	26
3.6	Other water supply charges.....	27
3.6.1	Charges for water used for improvements to existing premises	27
3.6.2	Inspection of plumbing work	27
3.6.3	Defective fittings	27
3.6.4	Water drawn from hydrants	27
3.7	Concessionary supplies	27
4.	Sewerage services	28
4.1	Liability for charges	28
4.2	Unmeasured sewerage charges.....	28
4.3	Assessed charges for sewerage services	30
4.4	Measured sewerage charges: foul drainage.....	30
4.4.1	Foul drainage	30
4.4.2	Return to sewer assumption.....	31
4.4.3	Non-return allowance	31
4.4.4	Trade effluent	32
4.4.5	Premises served by a private water supply	32
4.4.6	Temporary discharges.....	32
4.5	Measured sewerage charges: surface water drainage and highway drainage	32
4.5.1	Measured sewerage charges: site area charging	32
4.5.2	Tariff components.....	32
4.5.3	Chargeable area for measured premises.....	35
4.5.4	Multiple premises served by a common water meter	36
4.5.5	Premises not connected for foul drainage	36
4.5.6	Reductions in surface water drainage charges.....	36
4.5.7	Highway drainage charges	37
4.5.8	Premises served by a septic tank that drains into a public sewer.....	38
4.5.9	Car parks	38
4.6	Dealing with the contents of cesspools or septic tanks	38
4.7	Other utilities	38
5.	Trade effluent charges.....	39
5.1	Responsibility for trade effluent charges.....	39
5.2	Calculation of charge	39
5.2.1	Mogden formula	39
5.2.2	Modification of Mogden formula	41
5.2.3	Minimum charge.....	41

5.2.4	Volume of trade effluent	41
5.2.5	Strength of trade effluent	42
5.2.6	Modification of consent	42
5.2.7	Temporary discharges	42
5.3	Agreements	43
5.4	Discharges direct to treatment works	43
5.5	Discharges that are not received at a treatment works	43
5.6	Allowances	43
5.6.1	Domestic sewage	44
5.6.2	Water used in products or lost during manufacturing processes	44
5.7	Accuracy of trade effluent meter	44
5.8	Accuracy of the water meter	44
5.9	Trade effluent reservation charges	45
5.10	Application and direction charges	45
6.	Infrastructure Charges	47
7.	Methods of payment	47
8.	General information	48
8.1	Enquiries	48
8.2	Internet site	48
8.3	Data protection	48
8.4	Data sharing	49
8.5	Publications	50
8.6	Other water companies charges	50
9.	Schedule of charges 2017/2018	51
	Schedule A – Water and sewerage charges	51
	Schedule B – Miscellaneous charges	58

1. INTRODUCTION

1.1 Charges scheme

Applicable period of this charges scheme

This charges scheme is made by United Utilities Water Limited under section 143 of the Act for non-household customers, for the period 1 April 2017 to 31 March 2018. It fixes the charges to be paid for services provided by us in the course of carrying out our function as a water and sewerage undertaker.

Charges scheme compliance

In accordance with our duty under the Act and our Instrument of Appointment as the water and sewerage undertaker for our area, we have taken steps to ensure that this charges scheme and the charges contained in it do not unduly discriminate against, or show undue preference, to any class of customers or potential customers.

Miscellaneous charges

Certain miscellaneous charges listed throughout this scheme and in part 9 (schedule B) are included for convenience.

Water and sewerage supply area

Under our Instrument of Appointment (as updated) our original water supply and sewerage area excludes areas of Appointment for other water and sewerage undertakers.

1.2 Definitions

Definitions

The definitions used in this scheme are:

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

Assessed charge – applies when a meter cannot be installed, no charging value for the premises is available or where a charging value exists we have deemed it inappropriate (see 3.2.2 and 4.3).

Bib tap – a tap used mainly for garden watering or vehicle washing.

Billing agent – a person(s) or company with valid written authority from a customer to act on their behalf in relation to our water services charges. The customer remains liable for charges.

Building water – water used in the construction or renovation of premises, including testing of water fittings.

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

Business rateable value – a rateable value in a list maintained under section 41 (local rating lists) or 52 (central rating lists) of the Local Government Finance Act 1988.

Change of occupier – means a change in the occupier of the premises or where charges are paid by the owner, a change in the ownership of the premises.

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

Charging bands – a range of bands which we use to charge for surface water drainage and highway drainage services based on the chargeable area of premises.

Charging value – the rateable value or a charging value assessed by us (based on either a rateable value or a business rateable value where rateable value is not appropriate), or a charge assessed by us for charging purposes.

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

Common billing agreement – an agreement between us and any person(s) or company who has agreed to pay charges for our services for two or more non-household premises.

Common supply pipe – a water supply pipe that serves two or more premises.

Common water meter – a water meter that serves two or more premises.

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

Concessionary supply – a piped supply of water we provide other than by means of our mains network.

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

Connection – a connection to our network regulated by the Act and other relevant legislation through which you receive the benefit of one of our services.

Customer – a person for or to whom we provide services or who applies to become such a person and who is liable to pay charges for our services (see sections 150B and 219 of the Act).

Defective fittings notice – a notice served by us where there is actual or likely damage, contamination, waste, misuse, or undue consumption due to any defective fitting (including underground supply pipes) at premises.

Domestic premises – any premises used wholly or partly as a dwelling or intended for such use (see Condition A of our Instrument of Appointment). This definition relates only to leakage allowances (see 3.3.10 and 3.3.11).

Domestic sewage – the contents of toilets, water which has been used for cooking or washing, and surface water but not including water used for the business of a laundry or for a business preparing food or drink for consumption otherwise than on the premises (see section 117 of the Act).

Fittings Regulations – The Water Supply (Water Fittings) Regulations 1999.

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

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

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

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

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

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

Instrument of Appointment – the Instrument of Appointment of the Company, then known as North West Water Limited as a water and sewerage undertaker dated 24 August 1989 (as updated).

Interim duty tariff – most appropriate tariff where we have an interim duty under section 63AC of the Act to continue the supply of water to premises which was previously made by a licensed water supplier.

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

Meter reading – a reading of a water meter to determine consumption or in the absence of such reading our estimate of consumption.

Meters Regulations – The Water (Meters) Regulations 1988.

Non-household customer – a person who is the occupier of premises other than a house or who has been identified as being responsible for water services charges provided to the occupier.

Non-household premises – any premises where the principal use is not a house or a dwelling.

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

Notification – the provision of information relating to a change to a charging value, any other change affecting charging, or other relevant information

(including details of any change to a rateable value or business rateable value) necessary to verify and support that change.

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

- owns the premises; or
- has sufficient control over premises to put him under a duty of care towards lawful visitors; or
- maintains premises used or intended for use as a dwelling or non-household premises furnished and ready for occupation; or
- maintains premises for occupation (including multiple occupation) with shared facilities or as holiday, student, hostel or other accommodation for short term occupation (whether let wholly or in part), usually less than 12 months; or
- develops or owns any new premises that are empty or unfurnished.

See also definition for customer.

Operational Parameters – analytical results used to determine effluent strength:

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

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

Premises – includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land.

Private supply – a supply of water that is neither from a water supply currently owned and/or operated by us, nor a licensed water supplier.

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

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

Rating list divisor – the factor by which, on average, values in a business rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973.

Services – any service provided by us related to water supply and sewerage services.

Sewerage services – any services provided by us related to the provision, alteration or disconnection of sewerage and the reception, conveyance and treatment of sewage.

Site – premises in the same curtilage or adjoining each other receiving the benefit of our services, occupied and operated as a single economic unit.

Substantially altered – a site or premises which are substantially physically altered, including being subjected to a material change of use, split into different and separate occupations, merged with other premises, partially demolished, or otherwise altered in such a manner that the recorded charging value is in our opinion no longer appropriate; “substantial alteration” will be interpreted accordingly.

Surface water drainage – collection of rainwater that falls on premises and then drains directly or otherwise to public sewers.

Trade effluent – any liquid, either with or without particles of matter in suspension in it, which is wholly or in part produced in the course of any trade or industry carried on at trade premises, but not including domestic sewage (see section 141 of the Act).

Vacant – premises are considered to be vacant if all of the following criteria are met:

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

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

Water and sewerage undertaker – the Company appointed to carry out water and sewerage duties under the Water Industry Act 1991.

Water services charges – a charge or any combination of charges for water supply services or sewerage services or both.

Water supply – water supplied by us to a customer.

Water supply services – any services provided by us related to the provision, alteration or disconnection of a water supply.

We, us or our – the Company or our representative(s).

You, your – a customer.

1.3 Amount of charges

Standard charges

The amount or value of each standard charge made under this scheme is detailed throughout and in part 9. Where any service is not provided for in this scheme, we may fix an appropriate charge.

1.4 Billing period

A billing period is the period covered by the bill and in the case of customers with a meter is the period between meter readings (or estimation of consumption). A billing period may cross two or more charging years for example the current charging year and the previous charging year.

1.5 Value Added Tax (VAT)

Liability to VAT

The liability of charges to VAT in this scheme is determined not only by the nature of the charge, but in some cases by the main activity of the business to which the bill or invoice for services is addressed, and may be summarised as follows:

Measured and unmeasured water supply charges, to businesses whose main activity falls within divisions 1 to 5 of the Standard Industrial Classification (1980 Edition) (SIC) are subject to VAT at the standard rate. Water supply charges to all other customers are zero-rated.

Measured and unmeasured sewerage and sewage disposal charges, and trade effluent charges, are always zero-rated.

Our other services will have VAT applied at the appropriate rate.

VAT questionnaire

If you do not provide sufficient details for us to determine your SIC when you register with us as a customer, you will be charged at the standard rate until you provide such details. We will issue a VAT questionnaire to request these details where they are not available when you initially contact us to register.

This is not a definitive description of the liability of charges to VAT and is subject to changes to the Value Added Tax Act 1994 and HM Revenue and Customs' policy.

2. GENERAL

2.1 Liability for charges

Liability for charges

The occupier of premises is liable for charges except where another person, other than a billing agent, has agreed with us to accept responsibility.

In most landlord and tenant situations it is normally the tenant who is charged as the occupier and not the landlord. Exceptions include holiday lets and some bedsits and student accommodation as well as other short term accommodation where the occupation of the tenants is temporary. In these cases the landlord will usually be charged as the occupier.

Charges will be made unless the premises is vacant or the water supply is permanently disconnected.

Landlord Responsibility

Section 144C of the Act (when it is brought into force and subject to any transitional provisions) will require the owner of residential premises which are occupied by one or more persons other than the owner, and not by the owner, to arrange for Water Companies to be given information about the occupiers. If the owner fails to supply the required information they become jointly and severally liable for water and sewerage charges.

In preparation for the legislation coming into force, landlords are requested to use the water industry's tenant address portal (www.landlordtap.com) to register details of new tenancies and those liable for water and sewerage charges at their properties.

Requirements of third party billing agents

If you take on the services of a third party to act as your billing agent, written authority will be required from you, which can be sent to your retailer by you or your billing agent, before making and recovering charges through your billing agent. For further details, please contact your retailer. The involvement of a billing agent does not affect your liability for charges.

Liability for water services charges

If you have a water supply you are liable for water services charges unless your premises is vacant or the supply is permanently disconnected.

More than one premises

We reserve the right to apply the following arrangement where a single metered water supply serves more than one premises. Where the size of, and water use at all but one of those premises is, in our opinion, insignificant in relation to the total served under such an arrangement, we may regard the occupier of that one set of premises as the occupier of all the premises served.

2.2 Timing of payment

Payment date

All charges are payable as stated on your bill. If you do not pay on time it will result in recovery action and you may need to pay additional cost because of this. Please refer to your retailer for further information.

Payment options

Please refer to your retailer for payment options.

Measured charges are payable in line with your meter reading frequency (see 3.3.3).

Charges when a formal insolvency procedure occurs

Charges will be apportioned on a daily basis if you enter into any formal insolvency procedure.

Any apportioned charges after the insolvency date will be payable by the occupier of the premises in question and fall due on the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be calculated according to the basis of charge that was applicable on the insolvency date.

Other water companies

If your sewerage charges are collected by another water company on our behalf the charges will be payable on the date stated by them.

2.3 Security deposits

Security deposits

You may be required to provide a security deposit for payment of future charges. Interest will be payable on deposits at a rate determined by us. If you do not provide such security you may become ineligible for our Select tariffs (see 3.3.13 to 3.3.16). Our standard measured tariff will then apply unless a security deposit is provided (see 3.3.12).

The value of the security deposit can be up to the equivalent value of your annual charges for water and sewerage services (including trade effluent).

2.4 Interest on outstanding charges and late payment charge

Interest on overdue accounts

You may be required to pay interest on overdue accounts; this is usually calculated at the rate of 4% above the base rate set by the Bank of England.

Late payment administration charge

You may be charged an administration charge for payments that have not been received on time.

2.5 Legal services charge

Legal services charge

We reserve the right to charge for the costs we incur when we use legal services to recover outstanding water services charges or any other charge referred to in this charges scheme.

2.6 Pre-payment devices

Pre-payment devices

We may, where appropriate, install a pre-payment device at premises except those described in schedule 4A of the Act.

2.7 Billing adjustments

Adjustments to charges

Any adjustment to charges will normally be applied from the start of the charging year in which we are notified of a change of circumstances. If the change of circumstances happens within the current charging year, then the adjustment will be applied from that date.

Whilst we make every effort to make sure that all bills for charges are correct, in the case of error we reserve the right to make retrospective adjustments. This will always happen if the adjustment is in your favour.

We will not make retrospective adjustments in our favour if there is clear evidence that the undercharging has been due to a failure or error on our part.

Right to make retrospective adjustment

We reserve the right to make retrospective adjustments where you prevent or refuse access to install, exchange or read the meter, or you provide incorrect information or withhold information that may affect your charges.

Adjustments following changes in business rateable values

If your charges are based on Business Rateable Value (see 3.2.1 and 4.2), and there is a change to this value, you may apply for the charge to be recalculated. We will calculate the charges payable from the date that the change in the Business Rateable Value took effect. Where appropriate, you will be entitled to a refund. You will not be entitled to any refund for a period greater than six years before the date on which your application is received.

Right to recover costs associated with reviewing charges

We reserve the right to recover any costs that we have reasonably incurred in investigating claims associated with our charging mechanisms, where we subsequently establish that the charges under review were correct.

2.8 Group billing arrangements

Group billing

We may agree to group billing arrangements for owners of multiple premises.

2.9 Charges for copy documents

Charges for copy documents including bills

You will be charged where you or your agent ask for copies of documents (including copy bills).

A single copy of the last bill will not be charged for.

A document includes a copy bill, an invoice, a map (no larger than A3) or any document that provides information contained in the original document.

Charges are based on documents supplied at the same time; a limit of 20 documents may be applied to each request.

In addition, where we are requested to provide further information based on a customer's documents, we reserve the right to charge for the additional cost of providing this information.

2.10 Complaints

If you wish to make a complaint, you should contact your retailer.

Contact details for CCWater

If, following correspondence, you are still not happy you can refer your complaint to: The Consumer Council for Water (CCWater) 1st Floor Victoria Square House, Victoria Square, Birmingham B2 4AJ.

The Water Redress Scheme (WATRS)

After your complaint has been through the complaints procedure and has been considered by CCWater, if you remain unhappy with the outcome of your complaint you may be eligible to take your concerns to the Water Redress Scheme (WATRS) who can provide an independent binding decision.

3. WATER SUPPLY CHARGES

3.1 Liability for charges

Liability for water supply charges

You are liable for charges if you benefit from a supply of water made available to you.

Where the water supply to premises is permanently disconnected or the premises is vacant, no charges will apply.

3.2 Unmeasured water supply charges

3.2.1 Basis of charge

Structure of unmeasured water charges

Unmeasured water supply charges are made up of two parts:

- a standing charge; and
- a charge per £ of the charging value of the premises.

Standing charge	Charge per £CV
£66.69*	£0.601*

If there is no charging value or we consider the charging value is no longer relevant, we will either require a meter to be installed or assess a charging value or apply an assessed charge. The charging value for premises may be assessed as set out in 4.2.

3.2.2 Assessed charges for water services

Assessed charge for water services

Where it is not practicable to fit a meter and there is no charging value or we consider the charging value is no longer relevant, an assessed charge for water services will be applied as shown in the following table.

Premises where we determine the meter size would be 15mm	£594.18*
Premises where we determine the meter size would be >15mm but ≤ 22mm	£1482.04*

If you are likely to use more than 1,000 cubic metres per annum you will not be eligible for an assessed charge. Instead we will assess a charging value (see 1.2, 3.2.1 and 4.2) until the premises can be metered.

We can review an assessed charge at any time.

3.2.3 Animal troughs without a meter

Charges for animal troughs without a meter

A standing charge of **£122.00** is payable for each animal trough where the water used is not metered.

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

3.3 Measured water supply charges

3.3.1 Basis of measured charges

Basis of measured charges

Potable water supplied through a meter is charged on our standard measured tariff (see 3.3.12), unless you have chosen to pay charges on one of our Select tariffs (see 3.3.13 to 3.3.16). In each case, where no meter size is shown on the water meter we will assess a meter size by reference to the nominal flow through the water meter.

Where we have an interim duty under section 63AC of the Act to continue the supply of water to premises previously supplied by a licensed water supplier, charges will be based on the interim duty tariff, as appropriate.

3.3.2 Water meter installation

Position of water meter

Water meters and any associated equipment will be positioned in accordance with the Meters Regulations and must record the total use of water used by you. The water meter will ordinarily be sited inside your premises but may be outside if this is necessary for operational or access reasons. You can request an alternative location providing it is accepted by us and you meet any additional costs (see 3.3.5).

Metering of communal water facilities

If you have the right of use of communal water facilities, these facilities must normally be metered before you can have your own water meter installed. If it is not practicable to meter the communal water facilities, we may use the charging value for the communal part, where there is one, or apply an assessed charge (see 3.2.2) so that you can have a water meter installed. We may, at our discretion, exclude any bib tap from communal water facilities for the purpose of this paragraph.

Tampering with water meters

It is an offence to tamper with or remove a water meter without our permission (see section 175 and 176 of the Act).

3.3.3 Water meter reading

The meter reading is evidence of consumption.

Meter reading frequency

Your water meter will be read at specific intervals throughout the year determined by us. Water meters are read and billed either quarterly or monthly. Bills are normally based on the actual usage shown on the water meter and we will attempt to read every water meter at least once every 12 months. If we cannot read the water meter we may ask you to do so.

Estimated bills

Where no meter reading has been obtained, usage will be estimated based on previous consumption (or assumed usage for any period prior to meter installation or where there is no record of previous consumption). If a meter stops recording consumption or fails to register correctly, we will estimate

usage based on the most reliable data available. Estimates may be adjusted later if necessary.

Apportionment of charges between charging years

Charges will be apportioned and billed on a pro-rata basis between the current and previous charging year for the first meter reading taken after 1 April.

3.3.4 Water meter testing

Accuracy of meters

Your retailer can ask us to test the water meter in accordance with regulation 6 of the Meters Regulations. The water meter will always be removed from the premises for testing, to ensure accuracy. A charge for the test is payable by you if it shows that the accuracy of the water meter falls within the prescribed limits of error. No charge is payable if the meter accuracy is outside the prescribed limits of error.

If the test shows the water meter is registering incorrectly, your charges will be adjusted in accordance with regulations 8 and 9 of the Meters Regulations.

3.3.5 Change in water meter size or position

Request to change meter size or position at your expense

We will at the request of your retailer:

- (i) carry out a survey to check if a water meter can be repositioned in accordance with regulation 5 of the Meters Regulations; or
- (ii) carry out a survey to check your likely water requirements and whether the existing water meter is of the appropriate size;
- (iii) fit and remove a data logger and, where necessary;
- (iv) reposition the water meter or replace it with one of the appropriate size.

All such work will be at your expense.

If you request us to replace the water meter with one of a different size without us having carried out the survey in (ii) above, and that requested size is proved to be inappropriate, you will be required to pay for any necessary further works.

3.3.6 General site visit charge relating to metering

Charge for general site visit related to metering

If you request a visit in relation to carrying out work on a meter and it is determined that no work is required, you will be charged for the visit.

3.3.7 Charge for providing access to network management data logger information

Charge for access to network management data logger information

Where a data logging device has been fitted to a meter for network management purposes we may be able to provide electronic access to this information (subject to our terms and conditions). There will be a charge per data logger for access to this information. For further information, contact your retailer.

3.3.8 Access to a water meter

Access to meter

You must allow us access to the water meter at all reasonable times. If you fail to allow us reasonable access to read or maintain a water meter it may result in legal proceedings (see sections 162 and 172 of the Act) and you may be liable for any costs incurred by us, including associated legal costs.

3.3.9 Responsibility for metered charges

Responsibility for water registered on the meter

You are responsible for paying charges for all water registered on the meter. No allowance will be given against water charges for water lost due to a leak except in defined circumstances see 3.3.10 below.

3.3.10 Leakage allowance - domestic and mixed premises

Leakage allowance for domestic premises

We operate a leakage code of practice for domestic customers occupying domestic premises. Under this code if you have a water meter you can claim an allowance for water lost due to a leak on your outside supply pipe provided certain conditions (as detailed in our leakage code of practice) are met.

Leakage allowance for mixed premises

For mixed premises (part domestic and part non-household) we will consider an allowance for water lost due to leakage if evidence can be provided that the leak was on the part of the supply pipe that serves only the domestic element of the premises.

3.3.11 Leakage allowance - non-household premises

Leakage allowance for non-household premises

If you have a water meter no allowance for leakage will be given against water charges. However an allowance may be given against sewerage volumetric charges if the leaked water did not return to the public sewer and providing the leak is repaired within two weeks of detection and there has been no negligence in allowing the leak to occur.

Sewerage allowances for subsequent leaks

For subsequent leaks at non-household premises, further allowances may be granted for sewerage volumetric charges if the water did not return to the public sewer provided the same conditions are met.

Standard measured potable water charges

3.3.12 Standard measured tariff

The charges for potable water are made up of the following:

- a charge of **£1.752*** per cubic metre of water used for the first 5 megalitres (5,000 cubic metres); and
- a charge of **£1.727*** per cubic metres for volumes in excess of 5 megalitres (5,000 cubic metres); and
- a standing charge based upon the size of the water meter as shown in the following table.

Water meter size	Standing charge
12/15mm	£41.14*
20/22mm	£41.90*
25/28mm	£46.51*
30/32/35mm	£46.51*
40/42mm	£60.63*
50/54mm	£90.61*
75/80mm	£90.61*
100mm	£108.91*
150mm+	£108.91*
Animal troughs	£41.14*

* Subject to VAT at the standard rate.

3.3.13 Select 50 water tariff

Select 50 tariff

You can choose to pay under our Select 50 tariff. This will benefit you if you use more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water per annum at one site (see 1.2). The charge is made up of three parts:

Annual fixed charge per site (in addition to the normal meter standing charges)	£19,473.30*
Plus volumetric charge – per cubic metre (m3)	£1.340*
Plus a standing charge per water meter based on its size (see 9.A.2.b)	

* Subject to VAT at the standard rate.

3.3.14 Select 180 water tariff

Select 180 tariff

You can choose to pay under our Select 180 tariff. This will benefit you if you use more than 180 megalitres but less than 750 megalitres (180,000 – 750,000 cubic metres) of potable water per annum at one site (see 1.2). The charge is made up of three parts:

Annual fixed charge per site (in addition to the normal meter standing charges)	£63,482.96*
Plus volumetric charge – per cubic metre (m3)	£1.096*
Plus a standing charge per water meter based on its size (see 9.A.2.b)	

* Subject to VAT at the standard rate.

3.3.15 Select 750 water tariff

Select 750 tariff

You can choose to pay under our Select 750 tariff. This will benefit you if you use more than 750 megalitres but less than 3,000 megalitres (750,000 – 3,000,000 cubic metres) of potable water per annum at one site (see 1.2). The charge is made up of three parts:

Annual fixed charge per site (in addition to the normal meter standing charges)	£130,016.73*
Plus volumetric charge – per cubic metre (m3)	£1.007*
Plus a standing charge per water meter based on its size (see 9.A.2.b)	

*Subject to VAT at the standard rate.

3.3.16 Select Plus water tariff

Select Plus tariff

You can choose to pay under our Select Plus tariff. This will benefit you if you use more than 3,000 megalitres (3,000,000 cubic metres) of potable water per annum at one site (see 1.2). The charge is made up of four parts:

Annual fixed charge per site (in addition to the normal meter standing charges)	£130,016.73*
Plus volumetric charge – per cubic metre (m3) Up to 3,000,000 cubic metres p.a.	£1.007*
Over 3,000,000 cubic metres p.a.	£0.365*
Plus a standing charge per water meter based on its size (see 9.A.2.b)	

*Subject to VAT at the standard rate

3.3.17 Choice of tariff

Choice of tariff

If you want to pay on one of our Select tariffs (see 3.3.13 to 3.3.16; 4.4.1 and 5.2.1), you should contact your retailer. On receipt of your application the tariff will normally be applied from the date of the last meter reading.

Ineligibility for Select tariffs

You may become ineligible for our Select tariffs if the water services charges for the site (or any related service charges including trade effluent charges, surface water drainage charges and/or highway drainage charges) are overdue. Contact your retailer for details.

3.3.18 Non-potable water

Charges for non-potable water

Where supplies of non-potable water are made available for non-domestic purposes, the charge consists of a standing charge based on the size of the meter and a charge of **£0.205*** per cubic metre of water used.

* Subject to VAT at the standard rate.

3.3.19 Charging for water used for fire-fighting purposes

Water used for fire-fighting

In accordance with section 147 of the Act, where we receive a valid application, no charge is made for water used for fire-fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire-fighting.

3.3.20 Supply partially used for fire-fighting: notional downsizing of meter

Notional downsizing of meter for fire-fighting purposes

Where a metered supply serves fire-fighting equipment as well as water fittings for normal use, we will (at your written request), determine the appropriate meter size required for normal water use and indicate the appropriate size of meter for the combined requirements. Where a meter of this size is installed we will apply a reduced standing charge, based on normal use requirements.

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

3.4 Compulsory metering

3.4.1 Categories of premises

Categories of premises to be compulsorily metered

We require all non-household premises to be metered where metering is practicable including but not limited to:

- premises which are a mixture of household and non-household where the predominant use is non-household;
- caravan sites and similar premises;
- animal troughs (or the supplies which feed those troughs); and
- premises or parts of premises containing communal water facilities (e.g. a communal laundry in a block of flats).

Responsibility for cost of meter installation

The cost of installing a water meter to a new water supply connection will be payable by the person requesting the supply (see section 148 of the Act). In all other cases, if we require a supply to be metered, we will fit a meter free of charge and you will not be allowed to revert to an unmeasured basis of charge.

Transfer to our water supply network

If a customer transfers from a private water supply to a water supply provided by us, having regard to the provisions above, we will normally charge for water based on a water meter but may use the charging value of the premises, where one exists.

3.4.2 New premises

Metering of new premises

Subject to 3.4.3, all new premises must be capable of being separately metered and we may require you to meet the conditions set out in sections 47(2) and 64(3) of the Act before the connection is made, and recover costs as set out in section 45(6).

Temporary common water meter arrangement

Where a developer has requested individual water meters to individual premises which are supplied through a single connection to our water main (typically an apartment block), we may require the installation of a temporary common water meter as part of the connection agreement.

The developer or management company may be required to enter into a temporary common metering arrangement with us and agree to pay all water services charges for premises included in the development until individual water meters have been installed in all of the separate premises, at which time the common metering arrangement will terminate and individual charging will begin.

3.4.3 Common metering arrangement for non-household premises

Requirements to be supplied by a common water meter

We may, having regard to 3.4.2 allow a group of individual non-household premises, included on a site, to be supplied through a common water meter, provided that:

- the owner, landlord or management company enter an agreement with us to pay all charges relating to consumption recorded on the meter (including estimated consumption) for the group of premises included on a site;
- the location of the common water meter is agreed with us;
- the plumbing arrangements for the premises included in the group are configured so that individual water meters can easily be added, in accessible locations if the agreement terminates for any reason in the future;
- in the event of difficulties with payment, or if the owner, landlord or management company defaults in payment, we reserve the right to terminate the agreement and apply and enforce individual charging. Where individual charging is enforced, you become liable for charges from the date you are informed by us of the date of termination of the agreement with the owner, landlord or management company;
- in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual water meters or until it is practicable to do so, an annual assessed charge will be payable by each occupier (see 3.2.2 and 4.3) for their individual premises.

3.4.4 Alterations to premises

Requirements relating to alterations to premises

Unless agreed with us in advance, any alterations to existing premises resulting in the creation of additional premises or merging of existing premises must be made so that each of the premises is separately connected to our water main and capable of being separately metered. The costs of appropriate alterations to the pipework will be payable by you. In default, we may require you to meet the conditions set out in sections 47(2) and 64(3) of the Act before the connection is made and recover costs as set out in section 45(6). A charging value or assessed charge (see 3.2.2 and 4.3) may be applied if metering is not practicable, or until a water meter can be installed.

Illegal connections

In cases of illegal connection, we may pursue all appropriate criminal and civil remedies.

3.5 Disconnection and reconnection charges

3.5.1 Arising from non-payment

Charges for disconnection arising from non-payment

Where we visit premises to disconnect a supply for non-payment of charges in accordance with section 61 of the Act, a charge will be payable (see schedule 9 B.1). An additional charge will apply for each subsequent visit. Where a supply is disconnected for non-payment of charges, the supply will not be reconnected until all outstanding water services charges and the charge for reconnection have been paid.

Where premises have been deemed to have been illegally reconnected, we reserve the right to charge for each subsequent visit to re-disconnect the supply.

We may require security to be provided for future payment of charges if you fail to pay and are subsequently disconnected.

Where our representative or agent visits premises to disconnect the supply as above and the disconnection does not go ahead, a charge for the visit may be payable.

3.5.2 Permanent disconnection

Permanent disconnection

No charge will be made if you ask us to permanently disconnect your water supply.

3.5.3 Temporary disconnection (unmeasured premises)

Temporary disconnection of a water supply

If you have an unmeasured water supply, you may request that the supply is temporarily disconnected provided the premises has a separate service pipe and this can be done without affecting other customers. Charges for surface water drainage and highway drainage services remain payable (see 4.1).

We reserve the right to make a charge for reconnection following temporary disconnection.

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

Reconnection

Where a water supply has been disconnected for non-compliance with the Fittings Regulations and you request reconnection, you will be charged for reconnection.

3.6 Other water supply charges

3.6.1 Charges for water used for improvements to existing premises

Charges for water used for improvements to existing premises

In the case of improvements to existing premises that are unoccupied, full charges continue to be due at the appropriate standard unmeasured or measured rate where the premises receives the benefit of services.

3.6.2 Inspection of plumbing work

Charges for inspection of plumbing work

Where an inspection is required at premises to confirm that plumbing works comply with the Fittings Regulations, there is no charge for initial inspections. If works do not comply with the Regulations, you will be charged for each necessary re-inspection visit.

You will also be charged where you request a visit from us to:

- locate a stop tap or stop valve for work on private pipework; or
- provide advice about or assistance with private pipework; or
- carry out a pressure/flow test.

3.6.3 Defective fittings

Defective fittings notice

Under sections 73 to 75 of the Act we have a duty to enforce the Fittings Regulations and have power to take steps to prevent contamination, waste and misuse of water. We will serve a defective fittings notice on you to repair any fault resulting from a defective fitting (including underground supply pipes). Where you fail to make the repair within the timescales we specify, the repair will be carried out by us, and the cost of the work will be re-charged to you.

3.6.4 Water drawn from hydrants

Charges for water drawn from hydrants

The charges for water drawn from hydrants are set out in the United Utilities' wholesale water charges scheme.

3.7 Concessionary supplies

Concessionary supplies

If you have a concessionary supply of water which becomes connected to a potable supply of water from us, you will be charged in accordance with this charges scheme. We may phase the application of such charges over a period of time determined by us.

4. SEWERAGE SERVICES

4.1 Liability for charges

Liability for sewerage charges

You are liable for payment of sewerage charges for premises which are physically connected or drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer provided for foul or surface water or both; or where you have the benefit of facilities that drain to a public sewer (see section 144(1)(b) of the Act).

Charges for discharges not through a public sewer

If premises discharge foul or surface water or both to our wastewater treatment works but not through our public sewer, we will charge a reduced amount (see schedule 9.A.2.c). We will charge the full amount for highway drainage as this is provided for general benefit.

Charges for access to other premises or receiving the benefit of facilities

Sewerage charges for surface water drainage and highway drainage services are payable unless the water supply is permanently disconnected or the premises is vacant.

If you have access to other premises or you receive the benefit of facilities that drain to a public sewer, charges will be made as appropriate in accordance with the relevant sections below (see 4.2; 4.4 and 4.5).

4.2 Unmeasured sewerage charges

Unmeasured sewerage charges

For

- (i) premises that do not have a water meter;
- (ii) farms;
- (iii) other agricultural premises;
- (iv) and some existing measured premises determined by us

sewerage charges are based on the charging value for unmeasured premises as shown in the table below.

For (iv) above where there is a change of occupier, sewerage charges will be applied as set out in 4.4.1 and 4.5.2.

This basis of charge will also be applied where two or more sets of premises share the same metered water supply, but the person who has agreed to pay our measured water charges has not also agreed to pay the measured sewerage charge.

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£0.512	£0.274	£0.165	£0.951
No surface water drainage service	£0.512	N/a	£0.165	£0.677
Surface water drainage and highway drainage services only	N/a	£0.274	£0.165	£0.439

Places of worship without a meter or charging value

If a place of worship does not have a water meter nor a charging value, a standing charge for sewerage services is payable as shown in the table below.

	Foul drainage standing charge	Surface water drainage standing charge	Highway drainage standing charge	Total charge
All services	£70.58	£37.77	£22.75	£131.10

Requirement for meter installation or assessed charge

We may require you to have a water meter fitted or we may assess a charging value if a meter cannot be fitted for premises where there is no charging value or where the charging value is no longer considered appropriate, for example where premises have been substantially altered.

A charging value may be assessed using the business rateable value or rateable value.

Where a business rateable value (determined by the Valuation Office Agency at appropriate intervals, see 1.2) is used to assess a charging value, the rating list divisors shown in the following table will be used.

Divisors for assessing charging values

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

Where a charging value has been assessed for any charging year, this value will apply as the basis of the charge for that year (and following years until we are notified otherwise and we agree that the charging value should be changed).

Any change to that charging value will be effective as set out in 2.7.

Right to assess a charge

We reserve the right to assess a charge by other means where no business rateable value is available determined by the services provided. The charge will either be site area based, volume based or a combination of both if appropriate.

4.3 Assessed charges for sewerage services

Assessed sewerage charges

Where it is not practicable to fit a water meter and there is no charging value or the charging value is no longer considered relevant (see 3.2.2), an assessed charge for sewerage services will be applied as shown in the following table.

Premises where we determine the meter size would be 15mm	£403.07
Premises where we determine the meter size would be >15mm but ≤ 22mm	£1,005.43

Note: The sewerage charge quoted does not include surface water drainage and highway drainage charges. These will be charged separately based on a site area charging band for the chargeable area of the premises (see 4.5.3).

We can review an assessed charge at any time.

4.4 Measured sewerage charges: foul drainage

4.4.1 Foul drainage

Charges for foul drainage

Except for premises falling within 4.2, our charges for foul drainage will normally be a charge per cubic metre of water consumed.

- a volumetric charge of **£1.178*** per cubic metre for the first 5 megalitres (5,000 cubic metres); and
- a volumetric charge of **£1.151*** per cubic metres for volumes in excess of 5 megalitres (5,000 cubic metres).

The charge per cubic metre will normally be based on the amount of water registered on the water meter.

Under certain agreements charges for foul and/or surface water drainage may be based on readings from meters measuring such discharges.

Any relevant alterations to charges will be applied as set out in 2.7.

Standard charges for foul drainage

Standard charges for foul drainage apply except where you discharge more than 50 megalitres per annum from a site and have opted for our Sewerage Select tariff or are eligible for the swimming pool effluent charge.

Select sewerage tariff If you discharge more than 50 megalitres per annum from a site, you can opt for our Select sewerage tariff.

Volumetric charge – per cubic metre (m3)	£1.077
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Existing customers who are being charged under our Select sewerage tariff who no longer meet the required threshold of discharging more than 50 megalitres annually will no longer be eligible for this tariff.

On receipt of the application for a change in tariff, the tariff will normally be applied from the date of the last meter reading.

Ineligibility for Select sewerage tariff You may become ineligible for the Select sewerage tariff if the water services charges for the site (or any related service charges including trade effluent charges, surface water drainage charges and/or highway drainage charges) are overdue. Contact your retailer for details.

Swimming pool effluent charge Where the effluent from a public or commercial swimming pool largely consists of the filter backwash water, the swimming pool effluent charge and a non-return allowance (see 4.4.3) will be applied instead of our standard volumetric sewerage charge. You must apply for this tariff and upon receipt of a valid application, the tariff will be applied from the date the application is received. Contact your retailer for details.

Swimming pool effluent – per cubic metre (m3)	£1.002
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We will accept applications for this tariff where the water meter only records the water used for a public or commercial swimming pool and any other facilities directly associated with the use of the swimming pool such as changing rooms.

4.4.2 Return to sewer assumption

Return to sewer assumption When we set the volumetric charge for sewerage we assume that on average five per cent of the metered water supplied is not returned to the sewer. No adjustment is made to the billed volume because the five per cent non-return is accounted for in the charge.

4.4.3 Non-return allowance

Non-return allowance Where more than five per cent of the water supplied is not returned to the sewer, you may claim an allowance against the total volumetric charge payable. We will assess any such allowance on the basis of the evidence available, and the allowance will be given from the date the application is received. Contact your retailer for details.

You must inform your retailer of any change that may affect the percentage of water returned to the sewer. Any adjustment to the charge will be given from the date you provide the information or we become aware of the change.

Allowances can be reviewed by us at any time at our discretion. You must provide accurate records to enable us to calculate any such allowances. We may require sub meters to be installed at your expense for this purpose.

Where a sub meter is installed the allowance will be calculated as a proportion of the total volumetric charge payable for the premises. Failure to provide accurate information will result in no allowance being given.

4.4.4 Trade effluent

Trade effluent If you are consented to discharge trade effluent, the consented volumes will have charges applied as set out in part 5. Charges as set out in 4.4.1 will be applied as appropriate for any additional foul drainage.

4.4.5 Premises served by a private water supply

Sewerage charges for premises served by a private water supply For premises with a private supply of water and without a metered supply, sewerage charges are based on a charge per £ of the charging value for unmeasured premises.

For premises with a private supply, which is metered, the sewerage charges payable are as set out in 4.4.1 For premises with a metered supply as well as a private supply, the measured charges payable under 4.4.1 will be based on the total volume of water received (estimated where appropriate).

4.4.6 Temporary discharges

Temporary discharges For any temporary discharge to a public sewer or sewage disposal works, we may make an appropriate charge, which may be based on the Mogden formula as set out in 5.2.1.

4.5 Measured sewerage charges: surface water drainage and highway drainage

4.5.1 Measured sewerage charges: site area charging

Site area charging Charges for surface water drainage and highway drainage for measured premises and car parks built from 1 April 2010 that do not have a water connection or a meter (see 4.5.9), and including those premises billed on our behalf by another water company will be based on site area (see 4.5.2).

4.5.2 Tariff components

Charges for surface water drainage Surface water drainage and highway drainage charges for premises with a water meter and car parks built from 1 April 2010 that do not have a water connection or a water meter (see 4.5.9) consist of:

(a) a charge for surface water drainage

(i) based on a site area charging band (see table below) related to chargeable area as defined in 1.2; or

(ii) for eligible community groups as defined in 1.2 a site area charging band 1 (see table below).

Charges for highway drainage

(b) a charge for highway drainage

Charges for highway drainage are applied in the same way as surface water drainage charges as set out above.

Concessionary scheme for community groups

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

Eligible community groups will be charged on a site area charging band 1 for surface water drainage and highway drainage services.

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

- Place of worship
- Scout and guide hall
- Sea Cadet unit
- Community amateur sports club
- Village Hall or Community Centre
- Cemetery
- Local Authority park

You should contact your retailer for details of how to apply.

Site area charging bands

Site area charging band	Chargeable area m2	Surface water drainage only charge	Highway drainage only charge	Surface water drainage and highway drainage charge
Band 1	Up to 124	£92.09	£43.85	£135.95
Band 2	125–299	£228.76	£108.92	£337.67
Band 3	300–649	£509.82	£242.75	£752.56
Band 4	650–1,499	£1,153.48	£549.24	£1,702.72
Band 5	1,500–2,999	£2,412.70	£1,148.80	£3,561.50
Band 6	3,000–6,999	£5,364.19	£2,554.15	£7,918.34
Band 7	7,000–11,999	£10,191.35	£4,852.57	£15,043.92
Band 8	12,000–17,999	£15,632.34	£7,176.33	£22,808.68
Band 9	18,000–24,999	£22,406.58	£10,286.19	£32,692.77
Band 10	25,000–49,999	£39,081.64	£17,941.21	£57,022.84
Band 11	50,000 –74,999	£65,136.41	£29,902.17	£95,038.58
Band 12	75,000 – 99,999	£91,191.18	£41,863.14	£133,054.32
Band 13	100,000–124,999	£117,245.94	£53,824.10	£171,070.04
Band 14	125,000–149,999	£143,300.73	£65,785.06	£209,085.79
Band 15	≥ 150,000	£169,356.01	£77,746.26	£247,102.27

These charges also apply if you are billed on our behalf by another water company.

The charge under (a) and (b) in this section is payable by the occupier of any premises that benefit from these services.

Under certain circumstances charges for foul and/or surface water drainage may be based on meter readings.

Any relevant alterations to charges will be applied as set out in 2.7.

4.5.3 Chargeable area for measured premises

<i>Allocation of site area charging band</i>	For charging purposes, your premises will be allocated to a site area charging band on the basis of their chargeable area (see 1.2), including the allocation of any common areas as described below.
<i>Allocation of chargeable areas for common areas and buildings in multiple occupation</i>	<p>Where there is a common area belonging to a number of separately occupied premises or buildings in multiple occupation, the chargeable area for each of the premises will include a proportionate part of the common area. We will assess the proportionate part by either dividing the common area pro rata to the individual site measurement of each separate premises or pro rata to the individual charging value of each premises, as determined by us.</p> <p>For buildings in multiple occupation, common areas may include areas both internal and external to those buildings.</p>
<i>Chargeable areas calculated from charging values and non-household sewerage standing charges</i>	<p>Where the chargeable area has been calculated by reference to charging values, and there is a change to one of these values, only the chargeable area relating to the affected premises will be reviewed.</p> <p>Before the introduction of site area charging, where customers had more than one charge for surface water drainage and highway drainage services applied to their premises, e.g. two non-household sewerage standing charges or two charging value charges, we have allocated a chargeable area/site area charging band for each separate charge previously raised. Such chargeable areas/site area charging bands may not be added together.</p>
<i>Single business rating assessment</i>	<p>We will only allocate a single chargeable area/site area charging band where a single business rating assessment is made available.</p> <p>Where a single business rating assessment covers more than one site we will determine an individual chargeable area for each site.</p>
<i>Charges for shared car parks</i>	Shared car parks (which may include car park spaces) will normally be apportioned to separately occupied premises on the above principles. Alternatively we will enter into an agreement with the site owner or freeholder subject to him accepting liability for the charges for the chargeable area of the car park. Should the owner or freeholder default on payment of such charges then the charges will be recovered from the occupiers of the separately occupied premises as described above.
<i>Right to recover costs where customer disputes site area charging band</i>	We reserve the right to recover, any costs that we have reasonably incurred in cases where you or your agent dispute either the site area charging band to which your premises have been allocated or seek to demonstrate that your premises do not drain any surface water or groundwater either directly or indirectly to a public sewer and it is subsequently demonstrated that our original assessment of your premises was correct.

Changes to site area charging band You must provide your retailer with notification of any change that may affect the site area charging band that has been given to your premises. Any adjustment resulting from a change in a site area charging band will normally be applied from the start of the charging year in which we are notified of the change, unless the change is made during the charging year when the adjustment will be applied from the date of the change.

Right to make retrospective adjustment We reserve the right to make retrospective adjustment in cases where you or your agent withhold or fail to provide information that may affect your site area charging band.

4.5.4 Multiple premises served by a common water meter

Surface water drainage and highway drainage charges for premises served by a common water meter Where a party acting on behalf of all the occupiers agrees with us to receive and pay all water services charges for a group of individual premises (typically an apartment block) served by a common water meter (see 3.4.3), a single chargeable area may be assessed for surface water drainage and highway drainage charges for the whole group (see 4.5.2).

In certain circumstances set out in 4.5.6 a different chargeable area may be applied for surface water drainage.

4.5.5 Premises not connected for foul drainage

Charges for surface water drainage where premises have no foul connection Where premises are connected to the public sewer for surface water drainage but not foul drainage, the charges for surface water drainage and highway drainage are as follows:

(i) for unmeasured premises (with or without a water supply) a charge per £ of the charging value (see 4.2);

(ii) for measured premises a site area charging band based on chargeable area (see 4.5.2);

(iii) for new unmeasured premises without a water supply from 1 April 2010 a site area charging band based on chargeable area (see 4.5.2).

4.5.6 Reductions in surface water drainage charges

Reductions in surface water drainage charges A reduction can be claimed in the surface water drainage part (not highway drainage) of the sewerage charges in the following circumstances:

(i) if none of the surface water from the premises enters the public sewer network (other than as trade effluent); or

(ii) for an unmeasured customer, if some of the surface water from the customer's premises goes directly to a watercourse and the customer pays a third party for disposing of surface water; or

(iii) in the case of measured premises, by deduction from the chargeable area (see 1.2) of any area(s) that constitutes 10% or more of the total

chargeable area and from which no surface water enters the public sewer network.

If we are satisfied that the claim is valid we will reduce or adjust the part of the sewerage charges, which relate to surface water drainage as follows:

In case (i) no charge will be made for surface water drainage. In case (ii) the charge for surface water drainage will be reduced by the amount you pay to the third party (up to a maximum of the amount you are charged you for that part of the service). In case (iii) we will allocate a different site area charging band (for surface water drainage only as set out in the table in 4.5.2) based on the applicable chargeable area for surface water drainage.

Reduction for partial drainage

A reduction in surface water drainage charges for partial drainage, is only applied to those customers who pay for this service based on site area charging bands. In determining the surface water drainage charge for customers who are not charged based on site area, an assumption has already been made to recognise that, for an average customer, the full site area of the premises does not drain to a sewer. Therefore, the charge already includes an allowance for partial surface water drainage. We do not consider it appropriate to measure the site area of individual household premises due to the high volume of administrative activities this would entail.

Premises with a green roof

For premises with a green roof, we may allow a 50% discount for the chargeable area of the green roof for surface water drainage.

Application

You should contact your retailer for details of the application process.

Application of reduction in charges

The reduction in charge for a successful claim will be made for up to six years, dependent on circumstances.

Where a change to a surface water connection is made during a charging year the reduction will be applied from the date of the change.

Right to recover costs

As set out in 2.7 we reserve the right to recover any costs reasonably incurred in dealing with such a claim where we establish that the claim is not valid.

4.5.7 Highway drainage charges

Highway drainage

The highway drainage part of the sewerage charge has to be paid by all customers whose premises are connected to the public sewer network (see 4.1).

Highway drainage charges will not be reduced under the circumstances set in 4.5.6. We will adjust the chargeable area for highway drainage where you can demonstrate that changes have been made to the chargeable area for any permanently grassed, cultivated or landscaped areas (see 1.2); these will be excluded from the chargeable area.

4.5.8 Premises served by a septic tank that drains into a public sewer

*Premises served
by a septic tank*

Where there is no discharge of foul drainage from premises to a public sewer other than from a properly maintained septic tank, surface water drainage and highway drainage charges are payable on the same basis as set out in 4.5.5.

4.5.9 Car parks

Car parks

For car parks without a water connection and without a water meter that have a surface water drainage connection, a charge is payable for surface water drainage and highway drainage services as follows:

(i) car parks in existence before 1 April 2010 a charge per £ of the charging value. Where a charging value is not available we will assess one from a business rateable value;

(ii) car parks built from 1 April 2010 a site area charging band based upon chargeable area (see 4.5.2).

4.6 Dealing with the contents of cesspools or septic tanks

*Contents of
cesspools or
septic tanks*

A charge for receiving the contents of cesspools or septic tanks directly at a United Utilities wastewater treatment works is payable by the person making the delivery, as set out in the United Utilities Wholesale sewerage charges scheme.

4.7 Other utilities

*Utility
companies'
operational
premises*

Separate sewerage charges apply to other utility companies' operational premises that do not have separate charging values but are subject to a single central rating. Charges are payable under our measured sewerage tariff (see 4.4.1 and 4.5.2).

5. TRADE EFFLUENT CHARGES

5.1 Responsibility for trade effluent charges

Responsibility and liability for trade effluent charges

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

The trade effluent charge is payable by any person who is or was the occupier of the premises during the period of discharge of the effluent or at the date payment is due, or by any other person with our agreement.

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

5.2 Calculation of charge

5.2.1 Mogden formula

Calculation of trade effluent charges

The charge is based on a standard unit charge per cubic metre of trade effluent discharged to a public sewer. The standard unit charge is based on the following factors:

R	Reception and conveyance
V	Preliminary and primary treatment
B ¹ and B ²	Biological treatment
S	Sludge treatment and disposal

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

The Mogden formula by which this calculation is made is	
$C = (R + V + B^1) + (B^2 \times Ot/Os) + (S \times St/Ss)$	
Where:	
C	is the unit charge per cubic metre of trade effluent discharged
R	is the unit cost of per cubic metre to receive and convey sewage
V	is the unit cost per cubic metre of the preliminary and primary treatment of the sewage in our wastewater treatment works
B	is the unit cost per cubic metre of the biological oxidation treatment of settled sewage. It consists of two elements: B ¹ is the unit cost of per cubic metre relating to the capital costs associated with secondary treatment and B ² is the unit cost per cubic metre relating to all other costs
S	is the cost per cubic metre of treatment and disposal of primary sewage sludge
Ot	is the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage
Os	is the chemical oxygen demand (COD) of 350 mg/l of average strength settled sewage
St	is the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage
Ss	is the suspended solids of 230 mg/l of average strength crude sewage

Large user reduction You are eligible for a reduction in the standard charge for discharges from a site of more than 50 megalitres (50,000 cubic metres) per annum.

If you have a private supply of water you must apply for the reduction and it will be reviewed annually.

On receipt of the application we will normally allow the change of tariff from the date of the last meter reading.

Ineligibility for reduction You may become ineligible for a reduction if the water services charges for the site (or any related service charges including trade effluent charges, surface water drainage charges and/or highway drainage charges) are overdue.

Contact your retailer for details.

5.2.2 Modification of Mogden formula

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

5.2.3 Minimum charge

Minimum charge If after applying the charging formula (see 5.2.1) the total annual charge falls below the minimum charge (see 9 A.6.a), then the minimum charge will be payable.

Where you only have a consent for part of a charging year the minimum charge may be apportioned.

5.2.4 Volume of trade effluent

Method of determining volume of trade effluent The method of determining the volume of trade effluent discharged will be agreed in writing with you. You may be required to provide and maintain flow recording equipment to BS 3680 (or equivalent) and to ensure proper maintenance and calibration of this equipment. We will confirm this in writing when this is required.

If exempted in writing from this requirement, the volume will be assessed from the volume of water supplied or by any other means at our discretion.

All dischargers of trade effluent are required to have a water meter installed to measure their incoming water, for water balance estimation purposes.

Estimates In the absence of discharge readings, a volume may be estimated. If actual and reliable data becomes available for the period of estimation, estimates may be adjusted later if necessary.

Trade effluent charges may be estimated from the date of application for a consent or from the date we determine that a consent is required.

5.2.5 Strength of trade effluent

Strength of trade effluent

Trade effluent operational parameters (Ot and St) used to determine effluent strength will be derived from the analytical results of samples taken from the trade premises in the previous calendar year. Operational parameters are generally fixed for the charging year, however we may in exceptional circumstances modify data which we do not consider to be typical of the effluent quality.

Agreed fixed strengths may be used for the calculation of charges in certain circumstances such as low risk and consistent effluent. Where applied, these will be based on samples taken in previous charging periods. A regional fixed strength may also be determined for particular effluent types where appropriate.

Notification of the operational parameters to be used for charging purposes will be supplied to you prior to the start of the charging year. Requests for modification of the operational parameters proposed should be made within six weeks of the data being supplied.

Where it becomes apparent that the operational parameters being used for charging are no longer representative of the effluent strength across the charging year then we may reassess the strengths from the date this becomes apparent. Requests for modifications to operational parameters within the charging year will be considered and if agreed by us will be applied from the date of application.

For new discharges, or where limited or no sampling data is available, we will determine operational parameters to be used for charging purposes based on the following:

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

5.2.6 Modification of consent

Modification of consent

Where a trade effluent discharge is terminated or modified you should inform your retailer as soon as you are aware of the change.

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

Where a consent is terminated, charges will be adjusted as appropriate.

5.2.7 Temporary discharges

Temporary discharges

Where you wish to discharge wastewater to a public sewer, for less than six months, a temporary discharge consent is required from us. We will issue time limited temporary discharge consent at your written request.

You will be required to pay an application charge; and the standard trade effluent charges (see 5.2.1) will be applied to the discharge to the extent that it consists of or includes trade effluent.

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

5.3 Agreements

Agreements

We may enter into an agreement with any discharger on the financial contribution to be made, where a substantial new or increased trade effluent requires the provision of new or extended sewers or wastewater treatment works.

5.4 Discharges direct to treatment works

Discharges direct to treatment works

Where trade effluent is discharged by a private pipe from premises directly into the treatment works and not to the public sewerage network, the 'R' factor of the charging formula will not be charged.

5.5 Discharges that are not received at a treatment works

Discharges not received at a treatment works

Where trade effluent is discharged into the public sewerage network which is not received at a treatment works, the 'R' factor of the charging formula will be charged.

For discharges that are not received at a treatment works where we incur additional costs to the R factor charging formula element (see 5.2.1), an additional charge of **£0.3793** per cubic metre will apply and may vary on a site by site basis having regard to any additional costs that we incur.

5.6 Allowances

Allowances

Where the domestic sewage is discharged independently of the trade effluent discharge, an allowance will be made for the volume of domestic sewage (see 5.6.1). An allowance may also be applied for any water supplied to the premises that is not returned to sewer (see 5.6.2).

You must provide accurate records when requested to enable us to calculate any such allowances otherwise no allowance will be given. We may require the installation of sub meters at your expense for this purpose.

Notification of changes and review of existing allowances

You must inform your retailer of any changes that affect an allowance. Any change in the allowance is effective from the date on which we are informed of the change. We may review existing allowances at any time at our discretion.

5.6.1 Domestic sewage

Allowances for domestic sewage

Where domestic sewage and trade effluent are discharged from your premises and the trade effluent is not independently metered, we will assess the amount of domestic sewage on a per capita basis of 50 litres per head per working day, or 60 litres per head per working day, where canteen facilities are available, or by any other agreed method including direct measurement.

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

The domestic volume will be charged at the standard sewerage volumetric rate (see 9.A.2.c) and not by using the Mogden formula.

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

5.6.2 Water used in products or lost during manufacturing processes

Allowances for water used in products or evaporation

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

You must provide in writing accurate calculations detailing water usage.

5.7 Accuracy of trade effluent meter

Accuracy of a trade effluent meter

Under the conditions of your trade effluent consent (or agreement), you are required to make sure that any measuring equipment is maintained and calibrated. Where a meter has been found to either under-record or over-record the amount of effluent discharged, charges will be amended from the last meter reading but one before the matter was brought to our attention.

5.8 Accuracy of the water meter

Accuracy of the water meter

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

5.9 Trade effluent reservation charges

Trade effluent reservation charges

You can choose to pay a reservation charge based upon the volume and loads specified in your consent or agreement.

Elements of reservation charges

Where applied, the charge will be made in two parts (see 9 A.6.b):

- a daily element to reflect the cost of infrastructure capacity reserved, based on the volume and loads specified in your consent or agreement;
- a variable element based on the actual flow and loads discharged.

Reservation charges are based on limits for each of the elements of volume (m³/day), chemical oxygen demand (kg/day) and suspended solids (kg/day) specified in trade effluent consents and agreements. Where these limits do not exist, or in cases of dispute, values for these elements will be estimated by us and used for charging purposes. Such estimates will be adjusted later if necessary.

We reserve the right to charge for any shortfall in the capital elements of the charge, where more than the reserved volume or strength of effluent is discharged.

Reduction in reservation charge

You are eligible for a reduction in the charge for discharges from a site of more than 50 megalitres (50,000 cubic metres) per annum.

5.10 Application and direction charges

Application charge

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

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

Direction charge

Where you ask us to vary your existing consent to discharge trade effluent, a direction charge (see table below) will be payable which will vary depending upon the volume and chemical composition of the discharge.

Application charge	
Low impact discharges for our network and treatment assets	£338.03*
Discharges that require detailed assessment against our network and treatment assets	£508.16*
Trade effluent discharges which constitutes a large proportion of the flow or load at the receiving wastewater treatment works and/or contains substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£779.51*
Direction charge	
Low impact discharges for our network and treatment assets	£182.89*
Discharges that require detailed assessment against our network and treatment assets	£310.61*
Trade effluent discharges which constitutes a large proportion of the flow or load at the receiving wastewater treatment works and/or contains substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£512.37*

6. INFRASTRUCTURE CHARGES

Full details of infrastructure charges can be found in the United Utilities New Connections and Developer Services charges scheme.

unitedutilities.com/united_utilities_water_limited_new_connection_and_developer_services_charges_scheme-2017_2018

7. METHODS OF PAYMENT

You should contact your retailer for available methods of payment.

*Methods of
Payment*

8. GENERAL INFORMATION

8.1 Enquiries

Telephone enquiries

Telephone enquiries

Operational enquiries

Water and wastewater operational enquiries: 0345 672 3723.

We operate an emergency service out of hours; calls are diverted to our emergency call handling team. To report an emergency with your water or wastewater supply please call 0345 672 3723 (24 hours a day). You can also find out about emergency incidents for your area by visiting our website at: www.unitedutilities.com/help-and-support/current-incidents/

If you have hearing or speech difficulties, and use a textphone, please dial 18001 followed by the number you require.

Land and highway drains may be the responsibility of the local council, rather than United Utilities Water Limited.

Billing enquiries

Billing enquiries

If you have any billing enquiries, please contact your retailer.

Written enquiries

Written enquiries

Any written enquiries should be sent to your retailer.

8.2 Internet site

Internet site

More information can be found on your retailer's website.

8.3 Data protection

Data protection

We are committed to protecting your information and complying with the provisions of the Data Protection Act 1998. Any personal information you provide to us through verbal or written contact or through our website will be dealt with in accordance with our privacy policy which can be found at: unitedutilities.com/privacy

You can request a copy of the personal data we hold about you. You will be required to provide identification. If you would like a copy of your information please contact our Data Protection and Fraud team below. You also have the right to withdraw consent for the receipt of marketing information from us at any time. We record both inbound and outbound calls for training, monitoring, quality and security purposes. Any questions about the use of data and data protection should be sent to: **Data Protection and Fraud Team, United Utilities Water Limited, Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP.**

8.4 Data sharing

Data sharing

We want to make the best and fairest decisions we can about our customers by understanding their credit history and receiving accurate and up to date information, which will enable us to make informed, fair and reliable decisions about our customers' ability to pay, and their liability for charges. It will also enable us to verify the identity of our customers as well as locate and trace them.

In order to do this we may share information about you with Credit Reference Agencies (CRAs) and we may use this information to ensure the accuracy of our information, populate your details, carry out identity and verification checks as well as trace and locate non-payers.

Debt collection searches we carry out will leave a footprint on your credit file which lenders will also be able to view.

We may also use CRA information to make decisions regarding your account, your ability to pay and to enhance the effectiveness of our collection processes. We may also use CRAs and debt collection and/or trace companies to trace and locate non-payers which will leave a footprint on your credit file.

Since February 2011 we have notified our customers of our data sharing activities by placing a statement on the back of bills as well as displaying more detailed information on our external website. Further information about data sharing can be found on our website at: [**unitedutilities.com/privacy**](http://unitedutilities.com/privacy)

We will also disclose your information where we are required to do so by courts of law, when we are required by law to do so or to comply with other legal obligations placed upon us and to detect and/or prevent crime. To assist us in managing your account, we may also buy data from reputable organisations.

8.5 Publications

Leaflets

Leaflets are available from your retailer's website.

8.6 Other water companies charges

Other water companies

Charges will be different if you live near to the borders of our area and receive water supply or sewerage services from another company.

The table below shows the contact details for the water companies that border our area.

Company	Billing and account enquiries	Telephone	Website
Yorkshire Water	Yorkshire Water PO Box 52 Bradford BD3 7YD	0345 1242424	www.yorkshirewater.com
Northumbrian Water	Northumbrian Water Customer Centre P O Box 300 Durham DH1 9WQ	0345 733 5566	www.nwl.co.uk
Dee Valley Water	Dee Valley Water plc Packsaddle Wrexham Road Rhostyllen Wrexham LL14 4EH	01978 833 200	www.deevalleywater.co.uk
Severn Trent Water	Water Plus Two Smithfield, Leonard Coates Way, Stoke-on-Trent ST1 4FD	0345 7500 500	www.stwater.co.uk
Welsh Water (Dwr Cymru)	Dŵr Cymru Welsh Water P.O. Box 690 Cardiff CF3 5WL	0800 052 0145	www.dwrcymru.com

9. SCHEDULE OF CHARGES 2017/2018

This schedule lists our charges for business and non-household customers (unless stated otherwise) and forms part of our charges scheme for 2017/2018. All charges apply from 1 April 2017.

Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT.

SCHEDULE A – WATER AND SEWERAGE CHARGES

A.1 Unmeasured premises

A.1.a Water charges

Standing charge	Charge per £CV
£66.69*	£0.601*

A.1.b Sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£0.512	£0.274	£0.165	£0.951
No surface water drainage service	£0.512	N/a	£0.165	£0.677
Surface water drainage and highway drainage services only	N/a	£0.274	£0.165	£0.439

A.2 Measured premises

A.2.a Water charges

Standard volumetric charge – per cubic metre (m ³) for the first five megalitres	£1.752*
Standard volumetric charge – per cubic metre for volumes in excess of five megalitres	£1.727*

Plus a standing charge (see A.2.b).

A.2.b Standing charges

Water meter size	Standing charge
12/15mm	£41.14*
20/22mm	£41.90*
25/28mm	£46.51*
30/32/35mm	£46.51*
40/42mm	£60.63*
50/54mm	£90.61*
75/80mm	£90.61*
100mm	£108.91*
150mm+	£108.91*
Animal troughs	£41.14*

A.2.c Sewerage charges – foul drainage

Standard volumetric charge – per cubic metre (m3) for the first five megalitres	£1.178
Standard volumetric charge – per cubic meter for volumes in excess of five megalitres	£1.151
Swimming pool effluent – per cubic metre (m3)	£1.002
Charge for direct discharge to a wastewater treatment works – per cubic metre (m3)	£0.751
Select sewerage charge – per cubic metre (m3)	£1.077

A.2.d Surface water drainage and highway drainage charges

1. Charges for measured premises

Site area charging band	Chargeable area m2	Surface water drainage only charge	Highway drainage only charge	Surface water drainage and highway drainage charge
Band 1	Up to 124	£92.09	£43.85	£135.95
Band 2	125–299	£228.76	£108.92	£337.67
Band 3	300–649	£509.82	£242.75	£752.56
Band 4	650–1,499	£1,153.48	£549.24	£1,702.72
Band 5	1,500–2,999	£2,412.70	£1,148.80	£3,561.50
Band 6	3,000–6,999	£5,364.19	£2,554.15	£7,918.34
Band 7	7,000–11,999	£10,191.35	£4,852.57	£15,043.92
Band 8	12,000–17,999	£15,632.34	£7,176.33	£22,808.68
Band 9	18,000–24,999	£22,406.58	£10,286.19	£32,692.77
Band 10	25,000–49,999	£39,081.64	£17,941.21	£57,022.84
Band 11	50,000 –74,999	£65,136.41	£29,902.17	£95,038.58
Band 12	75,000 – 99,999	£91,191.18	£41,863.14	£133,054.32
Band 13	100,000–124,999	£117,245.94	£53,824.10	£171,070.04
Band 14	125,000–149,999	£143,300.73	£65,785.06	£209,085.79
Band 15	≥ 150,000	£169,356.01	£77,746.26	£247,102.27

2. Eligible community groups (including those billed on our behalf by another water company)

A charge based on site area charging band 1 as set out in the table above.

A.3 Assessed charges for water and sewerage services

The assessed charges for water and sewerage services payable under 3.2.2, 3.4.4 and 4.3 will include a fixed annual amount as follows:

Type of premises	Water	Sewerage	Total
Premises where we determine the water meter size would be 15mm	£594.18*	£403.07	£997.25
Premises where we determine the water meter size would be >15mm but ≤ 22mm	£1,482.04*	£1,005.43	£2,487.47

Note: The sewerage charge quoted does not include surface water drainage and highway drainage charges. These will be charged separately based on a site area charging band for the chargeable area of the premises as set out in the table at A.2.d.1.

A.4 Optional water tariffs

A.4.a Select 50 water tariff

This tariff will benefit you if your annual volumetric usage at one site will be more than 50 megalitres (50,000 m³) p.a. but less than 180 megalitres (180,000 m³) p.a.

Annual fixed charge (in addition to the normal water meter standing charges (see A.2.b))	£19,473.30*
Plus volumetric charge – per cubic metre (m ³)	£1.340*

A.4.b Select 180 water tariff

This tariff will benefit you if your annual volumetric usage at one site will be more than 180 megalitres (180,000 m³) p.a. but less than 750 megalitres (750,000 m³) p.a.

Annual fixed charge (in addition to the normal water meter standing charges (see A.2.b))	£63,482.96*
Plus volumetric charge – per cubic metre (m ³)	£1.096*

A.4.c Select 750 water tariff

This tariff will benefit you if your annual volumetric usage at one site will be more than 750 megalitres (750,000 m³) p.a. but less than 3,000 megalitres (3,000,000 m³) p.a.

Annual fixed charge (in addition to the normal water meter standing charges (see A.2.b))	£130,016.73*
Plus volumetric charge – per cubic metre (m ³)	£1.007*

A.4.d Select Plus water tariff

This tariff will benefit you if your annual volumetric usage at one site will be more than 3,000 megalitres (3,000,000 m³) p.a. Charges are applied as for business metered customers except the water volumetric charge is reduced for usage up to 3,000 megalitres and reduced further for usage above 3,000 megalitres and an additional annual fixed charge is payable.

Annual fixed charge (in addition to the normal water meter standing charges (see A.2.b))	£130,016.73*
Plus volumetric charge – per cubic metre (m ³) Up to 3,000,000 cubic metres p.a.	£1.007*
Over 3,000,000 cubic metres p.a.	£0.365*

A.5 Non-potable water (where available)

The annual charge includes a standing charge based on the size of the water meter as set out in the table for measured premises in A.2.b plus a volumetric charge of **£0.205*** per cubic metre.

A.6 Trade effluent

A.6.a Trade effluent charges

Charges per cubic metre for effluent of average strength based on the following Mogden formula elements:

Mogden formula elements	Volume charge per m ³ (standard charge)	Volume charge per m ³ (for annual discharges above 50 megalitres)
R = Reception and conveyance	£0.3388	£0.2863
V = Preliminary and primary treatment	£0.1775	£0.1753
B ¹ = Biological treatment (capital element)	£0.0515	£0.0509
B ² = Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)	£0.1418	£0.1400
S = Sludge treatment and disposal (based on Suspended Solids of 230mg/l)	£0.1758	£0.1736
Total charge for conveyance and full treatment of average strength effluent	£0.8854	£0.8262

Minimum charge **£258.77**.

Note: For discharges that are not received at a treatment works (see 5.5) where we incur additional costs to the R factor charging formula element above, a charge of **£0.3793** per cubic metre will apply and may vary having regard to any additional costs that we incur.

A.6.b Trade effluent reservation charges

Where applicable a reservation charge will be made in two parts:

- A daily element per cubic metre of volume and treatment capacity reserved in the sewerage network; and
- An element based on actual volume and strength output.

Mogden formula elements -standard charge	Reservation charge per m3/day	Volume charge per m3
R = Reception and conveyance	£0.2590	£0.0798
V = Preliminary and primary treatment	£0.1015	£0.0760
B ¹ = Biological treatment (capital element)	£0.0515	N/a
B ² = Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.0457	£0.0961
S = Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.1142	£0.0616

Mogden formula elements - annual discharges of more than 50 megalitres	Reservation charge per m3/day	Volume charge per m3
R = Reception and conveyance	£0.2174	£0.0689
V = Preliminary and primary treatment	£0.1002	£0.0751
B ¹ = Biological treatment (capital element)	£0.0509	N/a
B ² = Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.0451	£0.0949
S = Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.1128	£0.0608

A.7 Other sewerage charges

A.7.a Places of worship

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

	Foul drainage standing charge	Surface water drainage standing charge	Highway drainage standing charge	Total charge
All services	£70.58	£37.77	£22.75	£131.10

A.7.b Car parks

Car parks in existence before 1 April 2010 without a water connection and without a water meter that are connected to the public sewer for surface water drainage will pay a charge per £ of the charging value (see A.1), for surface water drainage and highway drainage services.

Car parks built from 1 April 2010 without a water connection and without a water meter that are connected to the public sewer for surface water drainage will pay a charge based on chargeable area (see A.2.d.1) for surface water drainage and highway drainage services.

A.8 V.A.T

All charges are shown exclusive of any V.A.T. Charges with the following symbol * may be subject to VAT at the standard rate in certain circumstances (see 1.5).

SCHEDULE B – MISCELLANEOUS CHARGES

B.1 Disconnection for non-payment

Disconnection of supply	
Up to 40mm meter	£92.15*
50mm meter and above	£131.37*
Disconnection of supply – complex (includes Warrant costs)	
Up to 40mm meter	£1,498.02*
50mm meter and above	£1,686.58*
Disconnection of supply – monitor visit	£50.72*
Out of hours disconnection (up to 40mm)	£309.02*
In hours unsuccessful disconnection/abortive visit	
Up to 40mm meter	£48.82*
50mm meter and above	£88.04*
Out of hours unsuccessful disconnection/abortive visit	£309.02*
Gaining entry for purpose of disconnection	
Obtaining a Warrant – successful application	£1,454.22*
Obtaining a Warrant – unsuccessful application	£843.48*
Aborted Warrants process	£169.71*

B.2 Reconnection following disconnection for non-payment

Reconnection of supply (same business day, request received before 2.59pm) – up to 40mm meter	£93.40*
Reconnection of supply (same business day, request received between 3.00pm and 6.00pm) – up to 40mm meter	£162.52*
Reconnection of supply (within one business day of request) up to 40mm meter	£75.15*
Reconnection of supply (within one business day of requests) 50mm and above	£114.38*
Complex reconnection of supply	
15-20 mm meter	£250.24*
25 mm meter	£307.37*
40 mm meter	£373.32*
50 mm meter and above	£1,004.79*
Unsuccessful reconnection of supply/abortive visit	£66.40*

B.3 Permanent disconnection

If you want a supply to be permanently disconnected you must request this in writing. No charge is made for this service.

B.4 Temporary disconnection

You may request a temporary disconnection of a water supply, charges will be payable for the disconnection and any subsequent reconnection.

B.5 Reconnection following disconnection for non-compliance with the Fittings Regulations

We reserve the right to charge for reconnection for non-compliance with the Fittings Regulations.

B.6 Charges resulting from failed payments

Refer to drawer cheques	£25.00
Unpaid direct debit / standing order	£25.00

B.7 Charges resulting from late payments

You may be charged an administration charge for late payment. Please contact your retailer for details.

B.8 Charge for copy documents

We will charge for copies of documents (including copy bills).

A single copy of the last bill will not be charged for.

B.9 Animal trough without a water meter

Per trough for water	£122.00
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B.10 Cesspool and septic tank waste

The charge made to a Local Authority/Contractor delivering contents cesspools and septic tank waste to a United Utilities wastewater treatment works will be as set out in the United Utilities Wholesale sewerage charges scheme.

B.11 Trade effluent - application and direction charges

Application charge	
Low impact discharges for our network and treatment assets	£338.03*
Discharges that require detailed assessment against our network and treatment assets	£508.16*
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£779.51*
Direction charge	
Low impact discharges for our network and treatment assets	£182.89*
Discharges that require detailed assessment against our network and treatment assets	£310.61*
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£512.37*

B.12 V.A.T

All charges are shown exclusive of any V.A.T. Charges with the following symbol * may be subject to VAT at the standard rate (see 1.5).

