

Waterplus

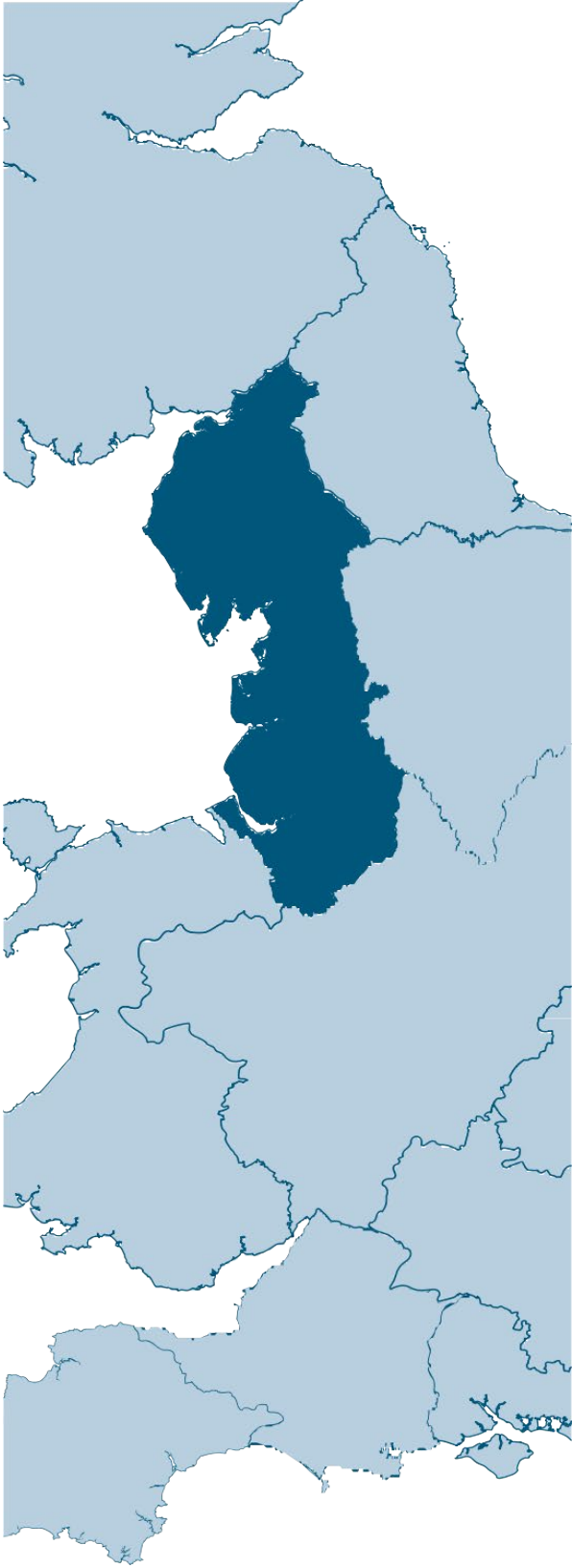
Scheme of charges

How we calculate your bills

From April 2024

(Until otherwise stated)





About this document

Water Plus Limited Scheme of Charges (applicable for the United Utilities Water Limited (“U.U.W.”) wholesale region) – From 1st April 2024

This Scheme of Charges explains how we calculate your bill and how different charges apply to you.

This document is split into three parts:

- **The first part (A)** gives a quick and easy guide to how we calculate your bills, along with contact details and other useful information.
- **The second part (B)** provides a description of the charges and contains more technical information.
- **The third part (C)** sets out our specific rates from 1st April 2024.

This document relates to sites connected to the United Utilities water supply or sewerage collection network in the area shown on page 2.

Customer information

Customers planning to move to a different property will be provided on request with information regarding the charges for that property, subject to any consent that may be required from the current occupier of the property. Information will also be provided on any options and alternatives for charges that may be available.

Changes to this Scheme of Charges

If there is a change in relevant laws or regulatory guidance that has an impact on this Scheme of Charges, or if there are any changes to the U.U.W. wholesale charges that impact this Scheme of Charges, we may amend this Scheme of Charges as a result.

Any questions?

If you have a question about any aspect of this document, take a look at our Frequently Asked Questions section on our website: [water-plus.co.uk](https://www.water-plus.co.uk) or call us, using the contact details in section A1.7.

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A: General overview

A1 Overview

- (i) Unless defined in this section A1, words used in this Scheme of Charges have the same meaning as under the Interpretation Act 1978 as applied to the interpretation of an Act of Parliament.
- (ii) Clause and sub-clause headings are for convenience only and shall not affect the interpretation of this Scheme of Charges.
- (iii) In this Scheme, unless the context requires a different interpretation:

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

Assessed charge – applies when a meter cannot be installed, no charging value for the premises is available or where a charging value exists the wholesaler has deemed it inappropriate (see B3.2 and B4).

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

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

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

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 the wholesaler determines in accordance with their powers under the Flood and Water Management Act 2010.

Competent Authority – any person or organisation, including government department and regulatory, statutory and other entity, committee, or ombudsman that has a relevant regulatory or supervisory role including the water services regulation authority (OFWAT), the Department for Environment, Food and Rural Affairs, the Drinking Water Inspectorate, the Environment Agency, the Health and Safety Executive and Market Operator Services Limited.

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

The Company – Water Plus Limited.

Connection – a connection to the wholesaler's 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 or the wholesaler where there is actual or likely damage, contamination, waste, misuse, or undue consumption due to any defective fitting (including underground supply pipes) at the premises.

Domestic premises – any premises used wholly or partly as a dwelling or intended for such use. This definition relates only to leakage allowances (see Section A6.1).

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.

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.

Guaranteed standards scheme (GSS) – a series of guaranteed minimum standards of service a non-household customer is entitled to receive from its water retail company that requires specified payments to be made to affected non-household customers if the minimum standard is not met.

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.

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 – the water undertaker's meter.

Meter reading – a reading from 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 we have 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 the premises to put him/her 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 for 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 another licensed water supplier.

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

Rateable value – the value of premises designated by the wholesaler, often based on a list maintained under section 41 (local rating lists), 52 (central rating lists) of the Local Government Finance Act 1988 or the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990.

Regulatory Guidance – means guidance from a Competent Authority.

Relevant Laws – means:

- (a) any statute, regulation, by law, ordinance or subordinate legislation which is in force for the time being or which may be introduced from time to time to which you or us are subject;
- (b) the common law as applicable to you or us;
- (c) any binding court order, judgment or decree applicable to you or us;
- (d) any binding order, decision, determination or direction of a Competent Authority which applies generally or applies to you or us in respect of your or our rights or obligations relating to the Scheme of Charges;
- (e) any and all relevant licences, consents or permissions from a Competent Authority; and
- (f) any applicable industry code, policy, guidance, standard or accreditation terms enforceable by law or Regulatory Guidance, in all cases relevant for England and Wales.

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

Sewerage – for the purposes of this scheme, sewerage consists of all services related to the wholesale sewerage network which includes wastewater, surface water and highway drainage and trade effluent.

Sewerage charge – a charge due for any service relating to the sewerage network of the wholesaler.

Sewerage services – any services provided by us related to the provision or alteration 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 the wholesaler's 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).

Wastewater – for the purposes of this scheme, wastewater consists of both domestic sewage and trade effluent but excludes surface water and highways drainage.

Water and sewerage undertaker – the Company appointed to carry out water and/or sewerage duties under the Water Industry Act 1991. Also referred to as water undertaker or wastewater undertaker.

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.

A1.1 How we charge you

There are **three ways** we charge for the water and sewerage services we provide:

- **Measured**
- **Unmeasured**
- **Assessed**

Whichever of these methods applies to you, the charges cover up to five elements:

- **Water supply** – This covers the costs of supplying clean water to your property.
- **Wastewater** – This covers the cost of removing, treating and/or disposing of the wastewater from your property.
- **Surface Water Drainage** – This covers the cost of draining rainwater from your property. If no rainwater from your property drains to the public sewer, then you will not have to pay this charge.
- **Highway Drainage**- This covers the cost of drainage from streets and roads into a public sewer.
- **Trade effluent charges**-If you deposit more than just a domestic type of effluent into the sewers of the wholesale undertaker, we will charge you accordingly. For more information, see Section B5. Our current rates are set out in tables 14 in Section C.

A1.2 VAT

We apply VAT to charges for water we supply to customers whose main business activity is covered by divisions 1 to 5 of the Standard Industrial Classification (SIC) list. The sectors covered by these classifications are:

- Chemicals
- Construction
- Engineering
- Manufacturing
- Mining
- Textiles
- Utilities

Charges for sewerage services and for water supplied to customers whose main business activities are outside the relevant SIC classifications are zero-rated for VAT.

A1.3 Why we can charge

Our charges are payable under the deemed contract that is formed between you and Water Plus Limited by you accepting the provision of water and/or sewerage services at your premises or under any contract that we have otherwise expressly agreed with you.

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.

Where a site is allocated to us under the gap site allocation process, the charges contained within this document will apply.

A1.4 Charging and payment arrangements

A1.4.1 Liability for charges

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

In most owner and occupier situations, it is normally the occupier who is charged and not the owner. 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 owner will usually be charged. If no occupier can be identified, the owner will be liable for the charges.

Where multiple premises are supplied by a single metered water supply, we reserve the right to regard the occupier of one set of premises as the occupier of all the premises served. This will occur when both the site area and consumption of all but one of those premises is, in our opinion, insignificant in relation to the total of the combined premises.

If you take on the services of a third party to act as your billing agent, we will require a written Letter of Authority from you, before making and recovering charges through your billing agent. If there are any additional dealings between us and your billing agent, the Letter of Authority must detail the authority to partake in such dealings on your behalf. Any Letter of Authority must have been signed and currently active (i.e. has not expired). The involvement of a billing agent does not affect your liability for charges.

If a site becomes vacant, you must provide us with 30 days notice to ensure no charges for consumption are applied from the date on which the site became vacant. If a wholesaler continues to apply any charges relating to the site, then these will be passed on to the occupier or owner as appropriate.

Please note, if consumption continues to be recorded at the site following the vacancy date, further consumption charges may apply.

A1.4.2 Timing of payment

All charges are payable as stated on your bill and/or your contract. If you do not pay on time it will result in recovery action and you may need to pay additional costs because of this (see section B6).

Unmeasured charges are due in advance and can be paid annually, or in half yearly, quarterly or monthly instalments. If you choose to pay by instalments and you do not pay on time, then all outstanding charges on your account become due immediately.

Measured charges are payable on demand as stated on the bill. By agreement, we may allow you to pay your charges on a payment plan.

We reserve the right to re-assess and amend the payment schedule and/or payment method where your circumstances change. This will include (but is not limited to) your credit rating. We also reserve the right to re-assess and amend the payment schedule and/or payment method where you do not

make payments by their due dates.

In the event of a formal insolvency procedure, all fixed and unmeasured charges will be apportioned daily.

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.

If your sewerage charges are collected by another water company on our behalf, the charges will be payable in accordance with their payments schedule.

A1.4.3 Security deposits

We may require you to provide a security deposit for payment of future charges.

Interest will be payable on deposits at a rate determined by us. 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).

A1.4.4 Interest on outstanding charges and late payment charges

We may require you to pay interest on overdue accounts; this will be calculated at the rate detailed in your Water Plus contract. If you are on a Water Plus Deemed Contract, you can find your terms and conditions [here](#).

We may also charge you an administration charge for payments that have not been received on time (see section B6).

A1.4.5 Legal services charge

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

A1.4.6 Pre-payment devices

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

A1.4.7 Billing adjustments

Whilst we make every effort to make sure that all bills are correct, in the case of error we reserve the right to make retrospective adjustments. Any amendments will be made in line with the relevant Wholesaler policy or decision.

We reserve the right to make retrospective adjustments where access to install, exchange or read the meter has been prevented or refused, or information has been incorrectly provided or withheld that may affect your charges.

If your charges are based on Rateable Value (see sections A3 and B3), and there is a change to this value, you may apply for the charge to be recalculated. You must inform us of this change with 30 days of the change taking effect. Where the wholesaler determines that your Rateable Value has changed, your future charges will be adjusted.

Where a recalculation of charges results in a refund being due (based on the difference between what has been paid by the customer and the newly calculated charges for both wholesale and retail charges) the refund will be made via a credit adjustment to the customer's account.

We reserve the right to recover from you or your agent 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.

A1.4.8 Group billing arrangements

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

A1.4.9 Billing frequency

We reserve the right to change the billing frequency and we will ensure appropriate and timely information is provided when this occurs.

A1.5 Payment

Payments may be made:

- by direct debit (at no extra charge). You can set up a direct debit online at water-plus.co.uk
- by debit or credit card by ringing **0345 072 6072** (at no extra charge).
- by cash at a PayPoint outlet (at no extra charge). Take your bill or Watercard and cash payment to a PayPoint store where you can pay your bill free of charge.

- over the counter of any bank. Cheques should be made payable to Water Plus Limited. Service is free if you pay by cheque at any branch of Natwest and may be free if you pay at your own bank. Some banks may charge for this service.
- at a Building Society (ask your own society for details).
- by post to the postal address on your bill.
- by internet banking, using e-payment facilities of your bank or building society.
- electronically via our website: **water-plus.co.uk**
- None of these organisations referred to above acts as our agent.
- We will make a charge for dishonoured payments.

A1.6 What to do if you are unhappy with our service

We aim to deliver a high standard of service and to deal with your complaint speedily and satisfactorily. If you feel we have not met these standards, please contact us using the contact details in section A1.7.

According to the Water Plus complaints handling process, we should reply to any written complaint within 10 working days.

If we fail to do this, you may be entitled to an automatic payment under the statutory Guaranteed Standards Scheme. This forms part of our standards of service that have been agreed with Ofwat.

If, following correspondence with us, you remain unhappy you can refer your complaint to: CCW (The Consumer Council for Water) 23 Stephenson Street, Birmingham, B2 4BH

After your complaint has been through our complaints procedure and has been considered by CCW, if you remain unhappy with the outcome of your complaint you may be eligible to take your concerns to our water redress scheme.

You can find out more information about our complaint's procedure, including details of our current water redress scheme by accessing our website at: **water-plus.co.uk/complaints**

A1.7 Useful contact details

General Customer Enquiries and Requests

Web-site: **water-plus.co.uk**

Email: **customerservice@water-plus.co.uk**

Call **0345 072 6072** for all customer enquiries (office hours 8:30 am to 5:30 pm Mon to Fri, excluding English bank holidays and company holidays, see our website for more details)

Business Address: Water Plus, Prospect House, Gordon Banks Drive, Trentham Lakes North, Stoke-On-Trent, ST4 4TW.

Write to us at: **WaterPlus Correspondence, PO Box 337, Sheffield, S98 1BZ.**

For Payments: **Water Plus Payments, PO Box 336, Sheffield, S98 1DY** or email to: **Paymentservices@water-plus.co.uk**

For specific queries, please see our website for further contact details.

Complaints

Call **0800 316 2126** to speak to our complaints team.

Please visit the following page for the Water Plus complaints handling process:

water-plus.co.uk/complaints

Write to us at: **WaterPlus Correspondence, PO Box 337, Sheffield, S98 1BZ**

Wholesaler emergency supply issues

United Utilities Area: **0345 672 3723**

Other Useful Contacts

Ofwat Email: **mailbox@ofwat.gov.uk**

Telephone: **0121 644 7500**

Website: **www.ofwat.gov.uk**

CCW – (The Consumer Council for Water)

Email: **enquiries@ccwater.org.uk**

Call: **0300 034 2222**

Website: **www.ccwater.org.uk**

A2 Measured charges for businesses and other organisations

If you have a water meter for your premises, your water bills are based on measured charges. The charges are based on the volume of water supplied to your property. This will be in addition to the Retail Fee applied to your site, as detailed in Table 1. An overview of these charges is provided below. For a more detailed explanation see section B2 and for the current rates, section C2.

A2.1 Water supply charge

The water supply charge is based on the volume of water you use, measured by a meter or meters. If an actual meter reading is not available, we may use an estimated meter reading. Any estimate would be based on your average daily consumption, calculated from previous actual meter readings.

To work out the charge, the volume of water (actual or estimated) is multiplied by the appropriate rate. Our current rates are set out in tables 2, 3 and 4 in section C.

Our charges include a site based fixed charge, and a meter fixed charge, based on the size of your meter. Our current rates for meter fixed charges are set out in table 5 in section C.

A2.2 Wastewater charge

Wastewater charges will include a site area fixed charge and a volumetric charge. The wastewater volume is based on the volume of water (using an actual or estimated meter reading) used at your premises and allowing for any losses (see below).

To work out the charge, the volume of used water (actual or estimated) will be multiplied by the appropriate rate and adjusted for any non-return allowance. Our current rates are set out in table 6 in section C.

Your wastewater volume will account for 'normal losses' of 5% against your consumption through the meter. This covers water that does not actually reach the sewer, for example due to evaporation. If you believe that you have more than 'normal losses', and can prove this by measurement, you can claim a reduction in the volume of used water. Contact us using the details in section A1.7 and we will contact the sewerage undertaker on your behalf.

Trade Effluent charges may also apply for some sites, these are covered separately, see section A5.

A2.3 Drainage charges

For measured sites, our drainage charges are normally based on the size of the area that drains into the sewerage undertaker's sewer. Our current rates are set out in tables 7 & 8 in section C.

If you can show that some or all of your property does not have any surface water draining to the wastewater undertaker's sewer, you may be eligible for a reduction in surface water drainage charges. Get in touch with us to find out more using the contact details in section A1.7.

A3 Unmeasured charges for businesses and other organisations

If your property was built before April 1989, it is possible that you could be paying unmeasured charges, based on the 1989/90 rateable value of the property. An overview of these charges is provided below. This will be in addition to the Retail Fee applied to your site, as detailed in Table 1. For a more detailed explanation see section B3 and for the current rates, section C3.

Unmeasured business customers are charged for:

- Water supply
- Used (waste) water
- Drainage

The charge for each of these services is calculated by multiplying the chargeable value of your property by the rates for the services that you receive. In addition, a fixed charge may also be applicable. Our current rates are set out in tables 9 and 10 in section C.

A3.1 Changing to measured charges

If you are currently paying unmeasured charges and would prefer to pay for your actual consumption, you can choose to have a water meter installed by phoning or emailing us, using the contact details in section A1.7. We will then raise a request on your behalf to the water undertaker.

Where the water undertaker determines that metering is not reasonably practicable or involves unreasonable expense, they may decide not to install a meter. In this event we will inform you of their reason.

Where a meter cannot be installed – and you currently pay unmeasured charges – you can choose to stay on unmeasured charges, or you may be able to choose to pay assessed volume charges.

When you opt for assessed volume charges, the start date for the new way of charging will be the date of your original application for a meter. See section A4 for more details regarding assessed charges.

If either you or a previous occupier of your premises have applied for a meter in the past, but installation was not then possible, it may be worth re-applying due to changes in technology. Contact us using the details in section A1.7 for more information.

Water meters and any associated equipment will be positioned in accordance with the Meters Regulations and must record the total volume of water used. 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 the water undertaker. Contact us, and we will make the arrangements with the water undertaker. You may be liable for any additional costs (see section B6).

A4 Assessed charges

If it is not practicable to fit a meter, and your property does not have a rateable value, we will base our charges on an assessment of the volume of water you use.

Assessed volume charges cover both water and wastewater charges and are based on the water undertaker and the sewerage undertaker's assessment of the water used. This will be in addition to the Retail Fee applied to your site, as detailed in Table 1. Our current rates are set out in table 10 in section C.

A5 Trade effluent

If you deposit more than just a domestic type of effluent into the sewer you may be charged according to the strength of this effluent under a Trade Effluent Consent. The charges applicable are Trade Effluent Charges.

A site charged for trade effluent will have regular samples taken by the sewerage undertaker in order to determine the strength of the effluent and you will be advised of these results.

These readings will then be used to adjust the final charge using the Mogden formula, which contains four elements **R**, **V**, **B** and **S**.

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

A more detailed explanation of Trade Effluent and the Mogden formula is in section B5 and our current rates are set out in table 11 in section C.

A6 Other information

A6.1 Leakage and burst allowances

If you have a water meter, allowances for bursts and leakages may be given in line with the wholesaler's policy and must satisfy their criteria.

If you have a leak and feel you are entitled to an allowance, please contact us, and we will contact the water undertaker on your behalf.

A6.2 Water meter

It is an offence to tamper with or remove a water meter without permission (see section 175 and 176 of the Water Industry Act 1991). You will be liable for additional charges if a meter is tampered with (see section B6).

A6.3 Water meter testing

You can request that the water meter is tested in accordance with regulation 6 of the Meters Regulations, and we will contact the water undertaker to arrange this test. We reserve the right to charge an administration charge for arranging water meter accuracy tests.

The water meter will be removed for testing. A charge for the test will apply if it shows that the accuracy of the water meter falls within the prescribed limits of error. No charge remains payable to the water undertaker if the meter accuracy fails the prescribed limits of error.

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

A6.3.1 Change in water meter size or position

Upon you or your agent's request we will contact the water undertaker on your behalf to:

- carry out a survey to confirm if a water meter can be repositioned in accordance with regulation 5 of the Meters Regulations; or
- carry out a survey to assess your likely water requirements and whether the existing water meter is of the appropriate size; or fit and remove a data logger; or
- 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 a survey as above, and that requested size is proved to be inappropriate, you will be required to pay for any necessary further works.

A6.3.2 General site visit charge relating to metering

If a visit has been requested in relation to carrying out work on a meter and it is determined that no work is required, you will be charged for any resulting costs (see section B6).

A6.3.3 Access to a water meter

You must allow access to the water meter at all reasonable times. If you fail to allow 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, including associated legal costs. This also includes any costs associated with accessing or re-siting a covered or obstructed meter (see section B6).

A6.4 Disconnection and reconnection charges

A6.4.1 Arising from non-payment

Where we arrange for a site visit to take place to disconnect a supply for non-payment of charges in accordance with section 61 of the Act, a charge will be payable, and 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 an additional 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.

A6.4.2 Permanent disconnection

We reserve the right to make a charge for permanent disconnections to cover administration and wholesale costs (see section B6).

A6.4.3 Temporary disconnection (unmeasured premises)

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. We reserve the right to charge for this. Charges for surface water drainage and highway drainage services remain payable.

We reserve the right to make a charge for reconnection following temporary disconnection (see section B6).

A6.4.4 Reconnection following disconnection for non-compliance with the Fittings Regulations

Where a water supply has been disconnected for non-compliance with the Fittings Regulations and you request reconnection, we will charge you for reconnection. There will be additional charges applied to your account for the disconnection and reconnection work (see section B6).

A6.5 Other water supply charges

A6.5.1 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 unmeasured or measured rate where the premises receive the benefit of services.

A6.5.2 Inspection of plumbing work

Where the wholesaler requires an inspection at your 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, charges may be liable for each necessary re-inspection visit (see section B6).

Charges may also be applicable 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 (see section B6).

A6.5.3 Car Parks with no supply of water

Car parks built from 1 April 2010 that do not have a water connection or a water meter will be charged based on site area.

B: Charges Description

B1 Introduction

B1.1 Context

This Scheme of Charges contains the charges of Water Plus Limited and applies from 1 April 2024. It is our description of the methodologies used in calculating our charges.

B1.2 General principles

This Scheme of Charges fixes the charges for the services or facilities provided by us and in connection with the following:

- the supply of water (apart from the supply of water in bulk);
- the provision of both sewerage and sewage disposal services; and
- the provision of drainage services; and
- the conveyance, reception and treatment of trade effluent discharged under a trade effluent consent.

This Scheme of Charges applies to eligible non- household premises as determined by Ofwat's eligibility guidance.

Our charges are based on the Wholesale Charging applied by the relevant Wholesaler for your area, with an additional Retail element applied in line with the pricing controls established by the regulator.

The specific charges you pay will be established based on the consumption banding of all your sites collectively, with the previous year's consumption used to assign you to one of three consumption profiles (see section B7). In addition to the specific charges detailed below, a Retail Fee element will be added to your bills as detailed in Table 1 for each service provided (Water and waste water / Drainage).

If you are a non-household customer and we have entered into a written agreement with you, if there is any conflict between the terms of the agreement and this Scheme, the terms of the agreement will continue to apply.

We apply charges contained in this Scheme of Charges and any taxes imposed by law on these charges shall be recoverable by us.

B2 Measured charges

B2.1 Measured water charges

Potable water supplied through a meter is charged on our base measured tariff unless you have chosen to pay charges on one of our Select tariffs.

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 section A6). The charges for potable water are made up of the following:

- a fixed charge based on the size of the meter (where no meter size is shown on the water meter a meter size will be assessed by reference to the nominal flow through the water meter);
- a volumetric rate per m³ of water consumed.
- a fixed charge per site.

Our current rates are set out in tables 2 to 5 in section C.

B2.1.1 Choice of tariff

Our base water tariff is most suitable for any site consuming less than 50,000 m³ of potable water per year and you will be charged on the base tariff unless you choose to pay on one of our Select tariffs.

If you expect your consumption in the forthcoming period to be over a relevant threshold and you wish

to change to a select tariff, you can apply to change to a Select tariff by contacting us using the details in section A1.7.

On receipt of your application the tariff will normally be applied from the date of the last meter reading. We will only allow you to change tariff once in a twelve-month period. Current rates are set out in table 3 in section C.

- Select 50: This will benefit sites which use more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water per annum.
- Select 180: This will benefit sites which use more than 180 megalitres but less than 750 megalitres (180,000 – 750,000 cubic metres) of potable water per annum.
- Select 750: This will benefit sites which use more than 750 megalitres but less than 3,000 megalitres (750,000 – 3,000,000 cubic metres) of potable water per annum.
- Select Plus: This will benefit sites which use more than 3,000 megalitres (3,000,000 cubic metres) of potable water per annum.

You will become ineligible for our Select tariffs if any service charges are overdue for a period of 30 days starting from the bill date stated on your bill unless:

- we have agreed a payment arrangement with you; or
- there is a dispute on substantial grounds about the provision of the service which the charge relates to; or
- there is a failure on our part relating to charging or billing errors.

If you become ineligible for the Select tariff, then the base measured tariff will be applied to all consumption.

B2.1.2 Non-potable water

Where supplies of non-potable water are available for non-domestic purposes, the charges consist of a fixed charge based on the size of the meter and a volumetric charge per m³ of water used. Our current rates are set out in table 4 in section C.

If you currently have a historical agreement with United Utilities for a concessionary supply of water and you become connected to the potable network, you will be charged in accordance with the potable charges within this Scheme of Charges.

B2.1.3 Water meter reading

The meter reading is evidence of consumption.

Your water meter will be read at specific intervals throughout the year as determined by us, and bills are normally based on the actual usage shown on the water meter. If we cannot read the water meter during a billing period, we may ask you to provide a meter reading.

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).

In the unlikely event that 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.

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.

B2.1.4 Charging for water used for fire-fighting purposes

In accordance with section 147 of the Act, where we receive a valid application, no charge will be made for water used for firefighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire-fighting. The validity of an application is determined at the sole discretion of the wholesaler.

B2.1.5 Supply partially used for firefighting: notional downsizing of meter

Where a measured supply serves firefighting equipment as well as water fittings for normal use, we will (at your written request), arrange for the water undertaker to determine the appropriate meter size required for normal water use and indicate the appropriate size of meter for the combined requirements. Where a larger meter than that required for normal use is installed, we will apply a reduced fixed charge, based on normal use requirements.

Where the water undertaker determines 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 fixed 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 as well as any administration charges.

B2.2 Measured sewerage charges: wastewater

For sites with a water meter, our charges for wastewater will normally be a volumetric rate per m³, as well as a site area fixed charge. The volumetric rate will normally be based on the amount of water registered on the water meter.

However, in certain circumstances charges for sewerage may be based on readings from meters measuring such discharges.

Base tariff charges for wastewater apply except where:

- you have opted for our Sewerage Select tariff; or
- are eligible for the swimming pool effluent charge; or
- discharge waste directly into a wastewater treatment works as agreed with the sewerage undertaker.

Our current rates are set out in table 6 in section C.

B2.2.1 Choice of tariff

You can opt for our Select Sewerage tariff by contacting us using the details in section A1.7, this may be beneficial dependent on your usage. On receipt of your application the tariff will normally be applied from the date of the last meter reading. We will only allow you to change tariff once in a twelve-month period.

You will become ineligible for our Select Sewerage tariff if any service charges are overdue for a period of 30 days starting from the bill date stated on your bill unless:

- we have agreed a payment arrangement with you; or
- there is a dispute on substantial grounds about the provision of the service which the charge relates to; or
- there is a failure on our part relating to charging or billing errors.

If you become ineligible for the Select Sewerage tariff, then the base measured tariff will be applied.

Existing customers who are being charged under our Select sewerage tariff and no longer meet the required threshold of discharging more than 50 megalitres annually will become ineligible for this tariff. The base tariff rate will be applied.

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 will be applied instead of our base volumetric sewerage charge. You must apply for this tariff and upon receipt of a valid application we will confirm your eligibility with the sewerage undertaker and if approved by them apply the tariff from the date the application is received.

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.

B2.2.2 Non-return to sewer assumption

Your volume wastewater is established with the assumption that on average five per cent of the measured water supplied is not returned to the sewer.

Where the process on site results in more than five percent of the water supplied not being returned to the sewer, an additional allowance against the total volumetric charge payable may be claimed.

You can make any claim by contacting us, and we will arrange for the sewerage undertaker to determine and confirm any such allowance based on the evidence available. The allowance will be given once accepted by the Wholesaler, and your charges amended in line with the Wholesaler decision.

B2.2.3 Trade effluent

If you are consented to discharge trade effluent, the consented volumes will have charges applied as set out in section B5. Base sewerage charges or Select sewerage charges will be applied as appropriate for any additional wastewater.

B2.2.4 Premises with a private water supply

For premises with a private supply, which is metered, the base sewerage charges will apply. For premises receiving a measured water supply charged on our base charges or Select charges and which also have a private supply, the measured charges payable for sewerage will be based on the total volume of water received via both supplies (estimated where appropriate).

B2.2.5 Temporary discharges

For any temporary discharge to a public sewer or sewage disposal works, an appropriate charge will be made, which may be based either on our wastewater or trade effluent charges along with an administration fee.

B2.3 Measured sewerage charges: surface water & highway drainage

Charges for surface water drainage and highway drainage apply to all sites which are connected to the public sewer and consist of:

- a charge for surface water drainage
- a charge for highway drainage

The charges for surface water and highway drainage are based on the chargeable site area, see B2.3.1, unless a reduction is in place, see B2.3.2 and B2.3.3. Our current rates are set out in table 7 in section C. If the site is found not to be connected for surface water, highway drainage is still applicable unless the site is not connected for wastewater.

B2.3.1 Chargeable area for measured premises

For charging purposes, your premises will be allocated to a site area charging band based on the chargeable area, including the allocation of any common areas as described below. The bands and applicable charges are set out in table 7 & 8 in section C.

Where there is a common area (internal or external) belonging to two or more separately occupied premises or buildings in multiple occupation, the sewerage undertaker will determine each chargeable area for each site.

In very specific circumstances, which will be defined by the sewerage undertaker, a group of individual domestic premises served by a common water meter may be considered as a single non-household site for charging purposes. In these circumstances, a single chargeable area may be assessed for surface water drainage and highway drainage charges for the whole group of individual premises.

We reserve the right to recover from you or your agent, any costs that have been 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.

You must provide us with notification of any change that may affect the site area charging band that has been given to your premises.

Once a change is confirmed by the sewerage undertaker, we will apply any resulting adjustment in line with the Wholesaler decision and policy.

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.

B2.3.2 Concessionary drainage scheme - 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 measured community groups will be charged on site area charging band 1 for surface water drainage and highway drainage services.

Your premises may be eligible for the sewerage undertaker's 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

If you wish to apply to the wholesaler's concessionary scheme, please contact us and we will contact the wholesaler on your behalf.

B2.3.3 Concessionary drainage scheme - schools

United Utilities run a concessionary drainage scheme for schools in its wholesale region. Within this concessionary scheme, different charges will apply for premises that pay for drainage (based on site area). See table 7 & 8 in section C.

To be entitled to this concessionary scheme, your premises must match the following criteria, to the wholesaler's satisfaction:

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

If you wish to apply to the wholesaler's concessionary scheme, please contact us and we will contact the wholesaler on your behalf.

B2.3.4 Reductions in surface water drainage charges

A reduction can be claimed in the surface water drainage charges (excluding highway drainage) in the circumstances below. If it can be proven to the sewerage undertaker's satisfaction that the claim is valid your surface water drainage charges will be reduced or adjusted as follows:

- if none of the surface water from the premises enters the public sewer network (other than as trade effluent) no charge will be made.
- in the case of measured premises, by deduction from the chargeable area 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. Upon confirmation from the sewerage undertaker, we will then allocate a different site area charging band (for surface water drainage only as set out).
- in the tables 7 & 8 in section C based on the applicable chargeable area.
- for premises with a green roof, we may allow a 60% discount for the chargeable area of the green roof at the Wholesalers discretion.
- the Wholesaler has introduced a Sustainable drainage system incentive, which may lead to a reduction in your charging where you can demonstrate to their satisfaction a sustainable drainage system that delivers reductions in both the amounts of, and rate at which surface water enters the network.

The sewerage undertaker may impose a charge for any inspection which takes place and in the event a claim for a reduction in the drainage charge is unsuccessful, and the current charge is found to be correct an administration charge may also be payable (see section B6).

The reduction in charge for a successful claim may be backdated in certain circumstances as governed by Ofwat and the relevant laws.

Any claim must be submitted via phone or email (see contact details in section A1.7)

As set out in section B2.3.1 we reserve the right to recover from you or your agent any costs reasonably incurred in dealing with such a claim where we establish that the claim is not valid (See section B6).

B2.3.5 Highway drainage charges

The highway drainage charge must be paid by all customers whose premises are connected to the public sewer network.

Highway drainage charges will not be reduced as indicated in the circumstances set in section B2.3.4. 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; these will be excluded from the chargeable area subject to wholesaler's agreement.

B2.3.6 Premises served by a septic tank that drains into a public sewer

Where there is no discharge of wastewater 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 above, subject to wholesaler agreement.

B2.4 Compulsory metering

We require all non-household premises (as determined by Ofwat's Eligibility guidance) to be measured where metering is practicable.

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).

If a customer transfers from a private water supply to a water supply provided by us, we will normally charge for water based on a water meter but may use an unmeasured or assessed charge, where a meter cannot be installed.

B2.4.1 New premises

All new premises must be capable of being separately measured 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 we will recover costs as set out in section 45(6).

For further details, see our website: www.water-plus.co.uk

B3 Unmeasured charges

B3.1 Unmeasured water charges

Unmeasured water supply charges apply to sites which receive a water supply, but which do not have a meter and are made up of two parts:

- a fixed charge; and
- a charge per pound of the charging value (£CV) of the premises.

Our current rates are set out in table 9 in section C.

If there is no charging value or the charging value is no longer relevant, as determined either by us or the water undertaker (e.g. due to the site being substantially altered), either a meter will be installed, or the site will be moved to the assessed charges (see section B4), as advised by the water undertaker.

B3.2 Unmeasured sewerage charges

For premises that do not have a water meter along with farms and other agricultural premises and some existing measured premises which have previously been determined, sewerage charges are based on a charge per pound of the charging value. Our current rates are set out in table 10 in section C.

These charges apply for the sewerage connection, surface water drainage connection and highway drainage connection and will be applied for each service provided.

If a place of worship does not have a water meter nor a charging value, a fixed charge for sewerage services will be applied. Our current rate is set out in table 11 in section C.

For premises with a private supply of water and without a measured supply, sewerage charges are based on a charge per pound of the charging value (£CV) for unmeasured premises.

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 rateable value, as advised by the water undertaker.

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 in line with the Wholesalers policy and decision.

B3.3 Meter installation

B3.3.1 Requesting a meter

The occupier of any property receiving an unmeasured supply can, if after obtaining any necessary consents of third parties, ask us for a meter to be installed and for charges to be calculated on the basis of the volume of water supplied instead of Rateable Value. This meter will be installed in a location and manner approved by the water undertaker, and the charges applied will be the metered charges as described in section B2.

If the water undertaker considers that it is not reasonably practical, or it would involve unreasonable expense they may not install a meter. In such cases, including those where a shared meter agreement is not possible or appropriate, the occupier may opt to pay the appropriate assessed volume charges detailed in section B4.1 instead of a charge based on the Rateable Value of the premises.

We will accept requests for a water meter fitment made by email or telephone using the contact details in section A1.7.

B3.3.2 Ownership of the meter

Unless you have arranged for your own approved meter to be installed, the meter will remain the property of the water undertaker. Once the meter has been installed, if the occupier wishes to have it re-sited, we will arrange for the work to be carried out and there will be an additional charge (see section B6).

B3.3.3 Protection of and damage to the meter

The water undertaker owns and is responsible for the maintenance of the meter and any equipment associated with it. You must take all reasonable care of the meter and must not cover or obstruct the meter in any way.

You must allow us, our agents, or the water undertaker reasonable access to your premises in order to access the meter. If a cost is incurred in accessing or re-siting the meter because you have covered or obstructed it, then we will charge you for these costs (see section B6).

It is a criminal offence under section 175 of the Act to interfere with, wilfully damage or remove the meter, i.e. you must not remove it or instruct anyone to remove it for you. If you are convicted of doing any of these actions, you could face a fine imposed by the Magistrates Court.

B4 Assessed charges

Assessed charges for water and sewerage will be applied where it is not practicable to fit a meter and there is no charging value, or the water undertaker considers the charging value is no longer relevant.

The assessed charge is a fixed annual amount which reflects the level of consumption that the water undertaker estimates you would use if a meter was installed, and the size of meter you would require. This assessment is based on a combination of the nature of the business and the number of full-time (or equivalent) employees.

The undertaker will assign the required meter size (larger or smaller than 15mm) and a fixed annual charge is then applied to both water and sewerage based on this. Our current rates are set out in table 12 in section C.

In some circumstances where the water undertaker determines that an assessed volume is not suitable, they will instead assess a charging value and apply the unmeasured charges (see table 13 in section C) until the premises can be measured.

The site assessment can be reviewed at any time.

B4.1 Surface water and highway drainage charges for assessed sites

This assessed volume charge 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. This charge will be applied in the same way as for a measured site, based on the chargeable area (see section B2.3). Our current rates are set out in tables 7 & 8 in section C.

B5 Trade effluent charges

If you deposit more than just a domestic type of effluent into the sewer you may be charged according to the strength of this effluent under a Trade Effluent Consent. The charges applicable are Trade Effluent Charges. Again if we entered into a written agreement with you, if there is any conflict or amendment between the terms of the agreement and this Scheme, the agreement will continue to apply.

A site charged for trade effluent will have regular samples taken by the sewerage undertaker in order to determine the strength of the effluent and these will be advised to you.

Our base trade effluent tariffs apply to sites which discharge less than 50 Megalitres (50,000 m³) per annum; a lower rate of charges applies to sites which discharge more than 50 megalitres. Our current rates are set out in table 14 in section C.

If you have a private supply of water, you must apply if you wish to have the reduction and it will be reviewed annually.

You will become ineligible for these reduced rates if any service charges are overdue for a period of 30 days starting from the bill date stated on your bill unless:

- we have agreed a payment arrangement with you; or
- there is a dispute on substantial grounds about the provision of the service which the charge relates to; or
- there is a failure on our part relating to charging or billing errors.

If you become ineligible for the reduced rates, the base tariff rates will be applied.

B5.1 Calculation of charge

The charge is based on a standard unit charge per m³ of trade effluent discharged to the sewerage undertaker's sewer. The standard unit charge is based on the following factors:

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

The charge per m³ 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 the sewerage undertaker's treatment works in long-term average rainfall conditions.

The Mogden formula by which this calculation is made is

$$C = (R + V + B1) + (B2 \times Ot/Os) + (S \times St/Ss)$$

Where:

C is the unit charge per m³ of trade effluent discharged

R is the unit cost of per m³ to receive and convey sewage

V is the unit cost per m³ of the preliminary and primary treatment of the sewage in our wastewater treatment works

B is the unit cost per m³ of the biological oxidation treatment of settled sewage.

It consists of two elements: B1 is the unit cost of per m³ relating to the capital costs associated with secondary treatment and B2 is the unit cost per m³ relating to all other costs

S is the cost per m³ of treatment and disposal of primary sewage sludge

O_t 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

O_s 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

B5.1.1 Modification of Mogden formula

If new environmental requirements are introduced, we reserve the right to alter the charges (e.g. 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.

B5.1.2 Minimum charge

If after applying the charging formula the total annual charge falls below the minimum charge, then the minimum charge will be payable (see table 11 in section C). This will be applied monthly.

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

B5.1.3 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.

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

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

B5.1.4 Strength of trade effluent

Trade effluent operational parameters (O_t and S_t) 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 in exceptional circumstances data may be modified if it is not considered 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 there may be a reassessment of 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, the sewerage undertaker will determine operational parameters to be used for charging purposes based on the following:

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

All sampling and analysis will be carried out by the sewerage undertaker and we will notify you of their findings.

B5.1.5 Modification of consent

Where a trade effluent discharge is terminated or modified you should inform us 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.

B5.1.6 Temporary discharges

Where you wish to discharge wastewater to a public sewer, for less than six months, a temporary discharge consent is required. We will issue time limited temporary discharge consent at your written request following consultation with the sewerage undertaker.

You will be required to pay an application charge (see section B6); and the base tariff trade effluent charges will be applied to the discharge to the extent that it consists of or includes trade effluent.

B5.2 Discharges direct to treatment works

Where trade effluent is discharged by a private pipe from premises directly into the treatment works and not via the sewerage undertaker's sewers, we will not charge for the 'R' factor of the charging formula.

B5.3 Discharges that are not received at a treatment works

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

For discharges that are not received at a treatment works where we incur additional costs to the R factor charging formula element, an additional charge per m³ will apply and may vary on a site by site basis having regard to any additional costs that we incur.

B5.4 Allowances

Where the domestic sewage is discharged independently and charged separately, of the trade effluent discharge, an allowance will be made for the volume of domestic sewage which will be charged separately at the appropriate sewerage charge. An allowance may also be applied for any water supplied to the premises that is not returned to sewer in line with the Wholesaler policy.

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.

You must inform us in writing of any changes that affect an allowance. Any change in the allowance will be effective in line with the Wholesaler policy and decision.

Where domestic sewage and trade effluent are discharged from a premises and the trade effluent is not independently metered, we will assess the amount of domestic sewage on a per capita basis of 25 litres per head per working day, or 50 litres per head per working day where canteen facilities are available, or by any other agreed method including direct measurement.

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 base sewerage volumetric rate 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.

B5.4.1 Water used in products or lost during manufacturing processes

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 subject to wholesaler agreement.

You must provide in writing accurate calculations detailing water usage.

B5.5 Accuracy of 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; we will amend charges from the last meter reading but one before the matter was brought to our attention.

B5.6 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 in line with the Wholesaler policy and decision.

B5.7 Application and direction charges

An application charge is payable (see section B6) 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.

The sewerage undertaker 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.

Where you ask us to vary your existing consent to discharge trade effluent, a direction charge will be payable (see section B6) which will vary depending upon the volume and chemical composition of the discharge.

B6 Miscellaneous charges

Water Plus reserves the right to apply other charges to its customers outside of the standard charges set out in this scheme. These charges include, without limitation, interest, legal costs and other fees and charges for late payment and:

Late Payment Fees - Water Plus reserves the right to charge for late payment fees when payments are delayed, and the charges are not validly disputed in accordance with the terms and conditions of the contract between us. These amounts are set by late payment legislation and are as detailed below.

Amount of Debt	Late Payment Fee Amount
Up to £999.99	£40
£1,000 to £9,999.99	£70
£10,000 or more	£100

Non-Primary Services – Water Plus offers a range of services outside of the standard Water and Wastewater services, upon customer request. Whilst these services are arranged by Water Plus, often the work is carried out by the area wholesale providers, agents or companies acting on their behalf, or our behalf.

Examples include but are not limited to:

- Meter Relocation
- Meter Accuracy Testing (subject to terms)
- Conducting site surveys for the purpose of changing a site area banding

There are other services available upon request.

Whether the service is supplied by us or a third party, a reasonable administration charge will also be applied, which shall be payable upon request.

Full details can be found on our website, at: water-plus.co.uk

Value Added Tax will be added to each of the above services for all customers, including those with exemptions on other Water and Waste services.

B7 Retail Fee and Consumption Banding

From the 1st of April 2023, the way you are being charged is changing. Following guidance from Ofwat, the tariffs you are charged will now be dependent on your level of consumption as a customer.

The tariffs we charge you are set in line with the pricing controls established by Ofwat, which distinguishes between three customer volumetric profiles. These are 0 – 500m³ (Group 1), 500 – 50,000m³ (Group 2) or 50,000+m³ (Group 3). For each charging element, a separate tariff has been published for each of these groups and you will be charged in line with your consumption banding (see B7.2).

For customers in group 1, you will now see a separate fixed charge for each service you receive (water and wastewater / drainage), detailed in Table 1 of section C.

Your consumption banding for charging purposes is based on your previous consumption across all your sites collectively, using 12 months of consumption data for each site and aggregated.

In a scenario of a single customer with 10 shops (each with different services supplied, measured & unmeasured) where annual aggregate consumption exceeds 500m³, Group Two prices would apply. Similarly, if this aggregate consumption exceeds 50,000m³ Group Three prices will apply. Your volumetric grouping will apply to all of your sites, including those that are unmeasured and/or drainage only.

C: Primary charges from 1 April 2024

C1 Introduction

This section of the document sets our water and sewerage charges from 1 April 2024. Section references correspond to the relevant sections of the Scheme of Charges set out in section B.

For example, unmeasured charges explained in section B2 relate to the unmeasured charges tables set out in section C2 below.

From 2023 onwards, the charges applied to your site on a deemed contract will be different depending on the total level of consumption you use as a customer. Where you have multiple sites, the consumption for each of these sites will be added together for the purposes of defining customer group. The 3 customer groups are defined by usage between 0–500 m³, 500–50,000m³ and usage greater than 50,000m³ respectively. An additional retail fee will be applied to sites, detailed in table 1.

These charges are also often used in our express contracts with you as our basis for charging.

Table 1: Retail element

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Retail fee for water services (measured, unmeasured and assessed)	£54.79	£0.00	£0.00
Retail fee for waste water and drainage services (measured, unmeasured and assessed)	£54.79	£0.00	£0.00

C2 Measured charges

Measured charges for water are shown below. The volumetric element of is charged per m³ with a fixed charge also being applied to the water charges based on the size of the water meter (see table 5), and for the select water tariffs, an annual fixed charge per site (see table 3).

Table 2: Base tariff water charges

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Volumetric rate (per m ³)	£2.0722	£2.1384	£2.2247
Site fixed charge	£10.67	£0.00	£70.28

Table 3: Select water charges

	Fixed charge £ per year	Annual fixed charge (in addition to the meter fixed charge – see table 4)	Volumetric rate (per m ³)
Select 50	For sites expecting to use 50 to 180 Ml of water per year	£26,250.05	£1.7011
Select 180	For sites expecting to use 180 to 750 Ml of water per year	£50,519.71	£1.5662
Select 750	For sites expecting to use 750 to 3,000 Ml of water per year	£369,901.74	£1.1404

1 Ml (Megalitre) = 1,000m³

Table 4: Non potable water

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Standard volumetric charge – per cubic metre (m ³)	£0.2794	£0.2883	£0.2999

In addition to the volumetric rates above, meter fixed charges will apply to each meter as shown in table 5 below.

Table 5: Meter fixed charges

Meter size not exceeding	<500m ³	500 – 50,000m ³	50,000m ³ +
0mm	£0.00	£0.00	£0.00
1 - 25 mm	£14.43	£14.89	£15.49
26 – 50 mm	£66.66	£68.79	£71.57
51 – 100 mm	£122.76	£126.68	£131.79
>100 mm	£148.42	£153.16	£159.35

Table 6 Measured sewerage charges

Customer usage group	<500m ³	500 -50,000m ³	50,000m ³ +
Site based fixed charge	£0.00	£0.00	£58.82
Volumetric charge (per m ³)	£1.5133	£1.5906	£1.6247
Swimming pool effluent (per m ³)	£1.2967	£1.3629	£1.3921
Charge for direct discharge to a wastewater treatment works (per m ³)	£1.0570	£1.1110	£1.1348
Select sewerage charge (>50,000 m ³ per m ³)	n/a	n/a	£1.5786

Table 7: Surface water drainage charges

a) Standard surface water drainage charges

Customer usage group		<500m ³	500 – 50,000m ³	50,000m ³ +
Chargeable area (m ²)				
Band 1	Up to 124	£107.51	£113.00	£115.42
Band 2	125-299	£267.09	£280.73	£286.75
Band 3	300-649	£595.21	£625.60	£639.02
Band 4	650-1,499	£1,346.71	£1,415.46	£1,445.83
Band 5	1,500-2,999	£2,816.84	£2,960.65	£3,024.15
Band 6	3,000-6,999	£6,262.78	£6,582.49	£6,723.69
Band 7	7,000-11,999	£11,898.57	£12,505.99	£12,774.25
Band 8	12,000-17,999	£19,658.01	£20,661.55	£21,104.75
Band 9	18,000-24,999	£28,176.77	£29,615.20	£30,250.46
Band 10	25,000-49,999	£49,145.99	£51,654.90	£52,762.92
Band 11	50,000-74,999	£81,910.46	£86,091.99	£87,938.70
Band 12	75,000-99,999	£114,674.89	£120,529.04	£123,114.44
Band 13	100,000-124,999	£147,439.35	£154,966.13	£158,290.22
Band 14	125,000-149,999	£180,203.80	£189,403.21	£193,466.00
Band 15	≥ 150,000	£212,968.87	£223,840.93	£228,642.42

b) Schools concessionary scheme surface water drainage charges

Customer usage group		<500m ³	500 – 50,000m ³	50,000m ³ +
Chargeable area (m ²)				
Band 1	Up to 124	£107.51	£113.00	£115.42
Band 2	125-299	£133.54	£140.36	£143.37
Band 3	300-649	£297.60	£312.79	£319.50
Band 4	650-1,499	£673.36	£707.74	£722.92
Band 5	1,500-2,999	£1,408.42	£1,480.32	£1,512.07
Band 6	3,000-6,999	£3,131.38	£3,291.24	£3,361.84
Band 7	7,000-11,999	£5,949.30	£6,253.01	£6,387.14
Band 8	12,000-17,999	£9,829.01	£10,330.78	£10,552.38
Band 9	18,000-24,999	£14,088.39	£14,807.60	£15,125.23
Band 10	25,000-49,999	£24,573.00	£25,827.46	£26,381.47
Band 11	50,000-74,999	£40,955.23	£43,046.00	£43,969.35
Band 12	75,000-99,999	£57,337.44	£60,264.52	£61,557.22
Band 13	100,000-124,999	£73,719.65	£77,483.04	£79,145.08
Band 14	125,000-149,999	£90,101.88	£94,701.58	£96,732.97
Band 15	≥ 150,000	£106,484.44	£111,920.47	£114,321.22

Table 8: Highway drainage charges

a) Standard highway drainage charges

Customer usage group		<500m ³	500 – 50,000m ³	50,000m ³ +
Chargeable area (m ²)				
Band 1	Up to 124	£46.08	£48.43	£49.47
Band 2	125-299	£114.45	£120.29	£122.87
Band 3	300-649	£255.08	£268.10	£273.85
Band 4	650-1,499	£577.15	£606.61	£619.62
Band 5	1,500-2,999	£1,207.23	£1,268.86	£1,296.07
Band 6	3,000-6,999	£2,684.06	£2,821.08	£2,881.59
Band 7	7,000-11,999	£5,099.38	£5,359.70	£5,474.67
Band 8	12,000-17,999	£8,424.86	£8,854.95	£9,044.89
Band 9	18,000-24,999	£12,075.76	£12,692.22	£12,964.48
Band 10	25,000-49,999	£21,062.57	£22,137.81	£22,612.68
Band 11	50,000-74,999	£35,104.47	£36,896.56	£37,688.01
Band 12	75,000-99,999	£49,146.37	£51,655.29	£52,763.32
Band 13	100,000-124,999	£63,188.28	£66,414.05	£67,838.66
Band 14	125,000-149,999	£77,230.18	£81,172.78	£82,913.97
Band 15	≥ 150,000	£91,272.36	£95,931.81	£97,989.59

b) Schools concessionary scheme highway drainage charges

Customer usage group		<500m ³	500 – 50,000m ³	50,000m ³ +
Chargeable area (m ²)				
Band 1	Up to 124	£46.08	£48.43	£49.47
Band 2	125-299	£57.23	£60.15	£61.44
Band 3	300-649	£127.54	£134.05	£136.93
Band 4	650-1,499	£288.58	£303.31	£309.82
Band 5	1,500-2,999	£603.62	£634.43	£648.04
Band 6	3,000-6,999	£1,342.01	£1,410.52	£1,440.78
Band 7	7,000-11,999	£2,549.69	£2,679.85	£2,737.33
Band 8	12,000-17,999	£4,212.42	£4,427.46	£4,522.43
Band 9	18,000-24,999	£6,037.86	£6,346.09	£6,482.22
Band 10	25,000-49,999	£10,531.28	£11,068.90	£11,306.33
Band 11	50,000-74,999	£17,552.24	£18,448.28	£18,844.01
Band 12	75,000-99,999	£24,573.18	£25,827.64	£26,381.66
Band 13	100,000-124,999	£31,594.13	£33,207.02	£33,919.32
Band 14	125,000-149,999	£38,615.08	£40,586.38	£41,456.97
Band 15	≥ 150,000	£45,636.15	£47,965.88	£48,994.77

C3 Unmeasured charges

Table 9: Unmeasured water charges

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Fixed charge	£65.58	£67.68	£129.23
Charge per £CV	£0.6321	£0.6523	£0.6787

£CV = £ (pound) of Chargeable Value.

Table 10: Unmeasured sewerage charges

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Fixed charge	£0.00	£0.00	£58.82
Foul drainage (per £CV)	£0.5201	£0.5467	£0.5584
Surface water drainage (per £CV)	£0.3192	£0.3355	£0.3427
Highway drainage (per £CV)	£0.1381	£0.1452	£0.1483

£CV = £ (pound) of Chargeable Value. See section A3

Table 11: Unmeasured places of worship

Water standing charge	£65.58
Wastewater standing charge	£158.78
Surface water drainage standing charge	£107.51
Highway drainage standing charge	£46.08

C4 Assessed charges

Table 12: Assessed charges (based on assessed meter size)

a) Premises where the meter size is determined as 15mm

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Water standing charge	£672.24	£693.71	£721.71
Wastewater standing charge	£466.49	£490.31	£500.83

b) Premises where the meter size is determined as 20mm

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Water standing charge	£1,679.29	£1,732.93	£1,802.88
Wastewater standing charge	£1,164.68	£1,224.14	£1,250.40

In addition, surface water and highways drainage charges will be applied as shown in table 7 and 8 based on the site area.

Table 13: Assessed charges (based on assessed volume)

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Water volumetric rate	£2.0722	£2.1384	£2.2247
Water site fixed charge	£0.00	£0.00	£58.82
Wastewater volumetric rate (per m ³ assessed)	£1.5133	£1.5906	£1.6247
Wastewater site fixed charge	£0.00	£0.00	£58.82

C5 Trade effluent charges

Table 14: Trade effluent charges

a) Standard user

Customer usage group	Volume charge per m ³ (unless otherwise stated)		
	<500m ³	500 – 50,000m ³	50,000m ³ +
R = Reception and conveyance	£0.4296	£0.4515	£0.4612
V = Preliminary and primary treatment	£0.2250	£0.2365	£0.2415
B1 = Biological treatment (capital element)	£0.0653	£0.0686	£0.0701
B2 = Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)	£0.1799	£0.1890	£0.1931
S = Sludge treatment and disposal (based on Suspended Solids of 230mg/l)	£0.2233	£0.2347	£0.2397
Minimum Charge (£ per annum)	£239.19	£251.40	£256.79

b) Large user (greater than 50,000m³)

Customer usage group	Volume charge per m ³ (Unless otherwise stated)		
	<500m ³	500 – 50,000m ³	50,000m ³ +
R = Reception and conveyance	n/a	n/a	£0.3948
V = Preliminary and primary treatment	n/a	n/a	£0.2415
B1 = Biological treatment (capital element)	n/a	n/a	£0.0701
B2 = Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)	n/a	n/a	£0.1931
S = Sludge treatment and disposal (based on Suspended Solids of 230mg/l)	n/a	n/a	£0.2397
Minimum Charge (£ per annum)	n/a	n/a	£256.79

D. Other Charges

Customer usage group	<500m ³	500 – 50,000m ³	50,000m ³ +
Animal trough	£196.86	£203.14	£211.34