



ANGLIAN WATER SERVICES LIMITED
2022-2023 WHOLESALE CHARGES SCHEDULE

PUBLICATIONS

Revision number	Date	Amendment
V1	13/01/20221	
V2	21/01/2022	Charges for Woods Meadow and Northstowe insets added. Trade Effluent charges for Biological (B) and Sludge (S) corrected

ABOUT THIS DOCUMENT

This document sets out the Wholesale Charges Schedule made by Anglian Water Services Limited ("Anglian Water") under the Water Industry Act 1991 (the "Act") as amended and shall operate from 1st April 2022 until 31st March 2023 inclusive.

This document has been made in accordance with wholesale charging rules issued by the Water Services Regulation Authority under section 66E of the Act (as substituted by paragraph 5 of Schedule 2 of the Water Act 2014) in relation to the charges made by a water undertaker to a water supply licensee; and section 117I of the Act (as inserted by Schedule 4 to the Water Act 2014) in relation to the charges made by a sewerage undertaker to a sewerage licensee.

This document sets out all information required to identify and calculate all payments to and from each Party, including:

- (i) Primary Charges;
- (ii) Non-Primary Charges;
- (iii) all information in respect of charges, incentives, contribution offers, adjustments, allowances and network access charges;
- (iv) the method for applying charges and calculating all payments to and from either Party; and
- (v) Special Agreements.

All Wholesale Charges shall be calculated in accordance with this document or as otherwise determined by the Authority.

This Wholesale Charges Schedule applies to all areas referred to in the Instrument of Appointment. It shows the non-household wholesale charges payable by Retailers to Anglian Water and which may form part of Retailers' charges to Customers as part of their total charge. It may also form the basis of charges to a qualifying person under section 40 and sections 110 and 110A of the Act (supplies to and discharges from other undertakers), unless our agreement states otherwise. This Wholesale Charges Schedule acts as the Wholesale Tariff document the requirement for which is set out in the Wholesale Retail Code: Part 2 Business Terms.

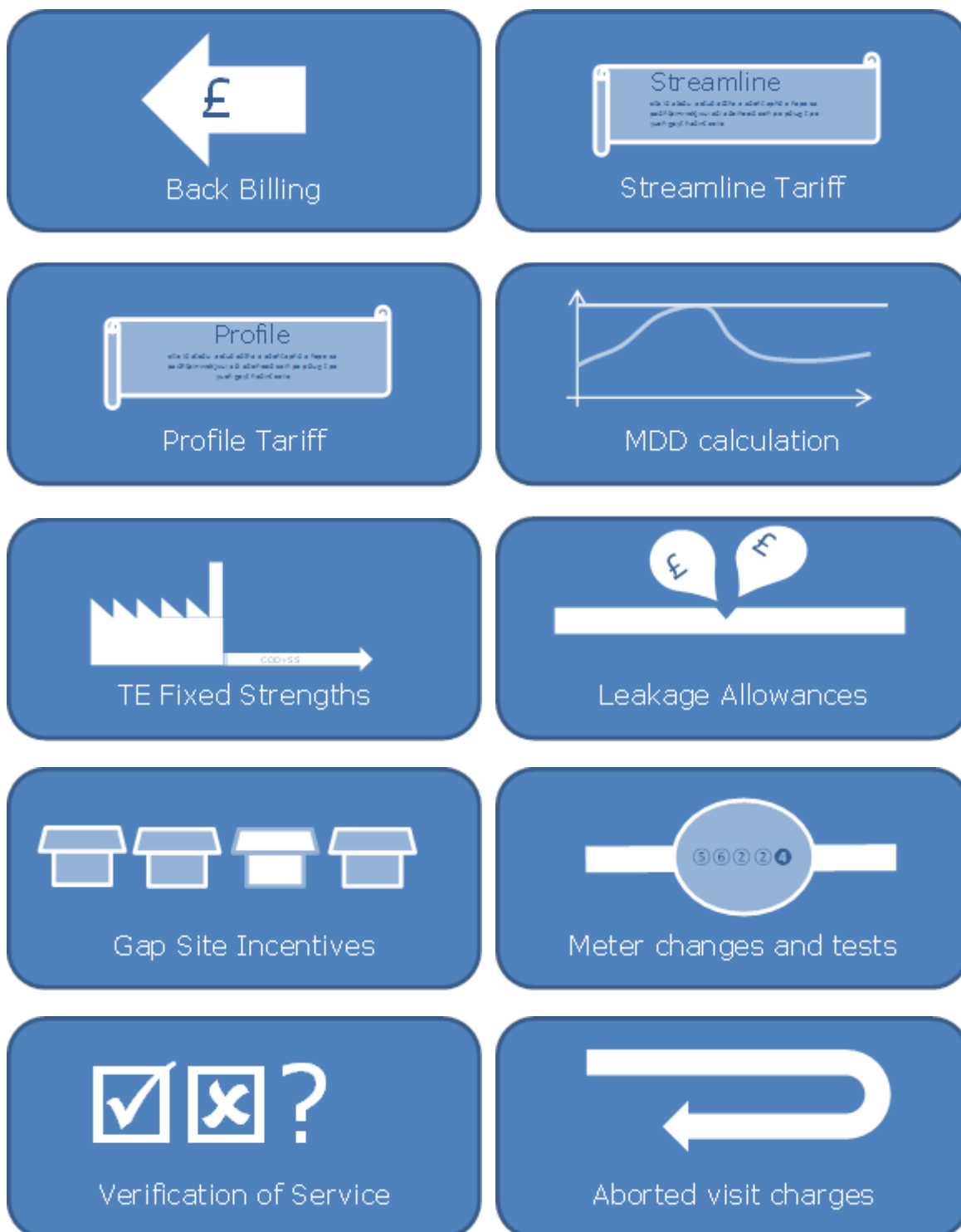
The Wholesale Charges Schedule only applies to the charges that wholesalers make to Retailers (plus bulk supplies and Customers as appropriate) for the provision of services to non-households. However, for the purposes of demonstrating compliance with the price controls determined by the Water Services Regulation Authority, set out in Part 20 of this document is a schedule of household wholesale charges.

This document forms one of four separate charging documents published by Anglian Water.

The other documents are:

- (i) the Household Customer Charges Scheme which details charges applicable to household customers;
- (ii) the Developer Charging Arrangements; and
- (iii) New Appointment and Variation (NAV) Charging Arrangements.

QUICK LINKS



These quick links are provided for convenience only. They do not necessarily encompass all references to the topic in question, and therefore are not a substitute for reading the entire Charges Schedule. As such, they may not be considered to affect the terms of the Charges Schedule in any way.

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PART 1: INTRODUCTION

- (1.1) This Charges Schedule applies for the charging year 2022/2023 for all Water, Sewerage Services, Trade Effluent and associated ancillary services provided to Customers under the Wholesale-Retail Code. It may also apply to certain non-primary charges for services supplied direct.
- (1.2) This Schedule shall come into effect on 1 April 2022 and shall remain in force until revoked, amended or modified by Anglian Water.
- (1.3) This document explains how charges are calculated and what the charges are. To the extent that this Charges Schedule is inconsistent with any agreement binding upon Anglian Water, the charges specified in the agreement will prevail.
- (1.4) Charges made by water and sewerage undertakers to Water Supply and Sewerage Licensees are defined as wholesale charges and are the charges that Retailers will pay wholesale water and sewerage providers in return for the provision of bundled services to support retail service provision.
- (1.5) General provisions relating to the payment for the wholesale supply of Water Supply and Sewerage Services to Retailers are set out within this Charges Schedule. Specific provisions regarding terms of billing and payment relevant to Retailers are set out in the Wholesale-Retail Code, Part 2: Business Terms.
- (1.6) The term "Retailer" may be construed as including a qualifying person as defined under section 40 or section 110A of the Act to the extent that the charges set out in this Charges Schedule are applicable to it.
- (1.7) The provisions of this Charges Schedule apply to our Water Supply and/or Sewerage Services on the following regional basis:
 - (i) Anglian Area (Water Supply and/or Sewerage);
 - (ii) Hartlepool Area (Water Supply);
 - (iii) Finningley Area (Sewerage);
 - (iv) Northstowe Area (Water Supply);
 - (v) Woods Meadow Area (Water Supply); and
 - (vi) Flixton Area (Water Supply).
- (1.8) For the avoidance of doubt, the Northstowe Area and Woods Meadows Area form part of the Anglian Area for the purposes of Sewerage Services.
- (1.9) This document is set out in parts and all parts should be read in conjunction with one another.
- (1.10) The Schedule of Charges (located at Part 19) sets out the Non-Household Wholesale Charges for each of the areas where we provide Water Supply and/or Sewerage Services.

Contact information

Information about Anglian Water can be obtained from our website at:

<https://wholesale.anglianwater.co.uk/>

or by contacting us using the details below:

In writing:

Wholesale Service Centre, Thorpe Wood House, Thorpe Wood, Peterborough, PE3 6WT; or
wsc@anglianwater.co.uk

By telephone:

0345 0265463

PART 2: INTERPRETATION

(2.1) In this Wholesale Charges Schedule, words and phrases set out below shall be given their respective definitions as follows:

Act	Water Industry Act 1991 including any statutory amendments whether made before or after the date of this schedule.
Anglian Area	<p>the area in respect of which Anglian Water is appointed as Water Supply and/or Sewerage undertaker, which includes the Northstowe and Woods Meadow Area in respect of our Sewerage Services, but excludes:</p> <ul style="list-style-type: none"> (i) the Finningley Area in respect of our Sewerage Services; and (ii) the Hartlepool, Northstowe, Flixton and Woods Meadow Areas in respect of Water Supply. <p>Also, including any Premises in the area of another water or sewerage undertaker in respect of which we provide a Cross Border Water Supply or Cross Border Sewerage Services from the Anglian Area.</p>
Anglian Water	Anglian Water Services Limited (Company Number 2366656).
Assessed Measured Charge	an assessed charge where it is not reasonably practical to fit a Meter or to fit a Meter would involve unreasonable expense.
Authority	Water Services Regulation Authority, also known as Ofwat, established by section 1A of the Act.
Bulk Supply	a supply of services to a qualifying person under section 40 or section 110 or 110A of the Act.
Charges	the charges set out in this Wholesale Charges Schedule in respect of our Water Supply and Sewerage Services, which include, as appropriate, a Measured or Unmeasured Charge or a component of any such Charge, including a Fixed Charge, Maximum Daily Demand Charge, Rateable Value Charge, Volumetric Charge or non-primary charges.
Charging Year	the period from 1 April to 31 March.
Cross Border	the provision of Water Supply and/or Sewerage Services to Premises which are in the area of another person holding the appointment as the water or sewerage undertaker for that area, otherwise than by means of a Bulk Supply under section 40 or a connection under sections 110 or 110A of the Act.
Customer	<p>a person in receipt of Water Supply and/or Sewerage Services who may be (as the context and the Wholesale-Retail Code admit):</p> <ul style="list-style-type: none"> (i) identified as the customer of the Retailer for any Eligible Premises in light of any relevant Eligibility Guidance; or (ii) a Qualifying Person in respect of a Bulk Supply from Anglian Water; or (iii) a customer in receipt of a service direct from Anglian Water.
Eligibility Guidance	<p>has the meaning in England of:</p> <ul style="list-style-type: none"> (i) any guidance issued by the Authority under paragraph 10(1) of schedule 2A or paragraph 4 of schedule 2B of the Act in relation to the factors that

	<p>are, or are not, to be taken into account in determining the extent of any particular premises; and/or</p> <p>(ii) any regulations made by the Secretary of State under section 17C(3) of the Act as to the circumstance or factors which relate to the use of any premises; and/or</p> <p>(iii) together with any further guidance as to the identification or designation of a customer and/or premises which the Secretary of State, the Authority or the Market Operator may issue from time to time.</p>
Eligible Premises	means Premises whose principal use is not as a home and which is identified as an Eligible Premises by reference to the Eligibility Guidance.
Finningley Area	the area at Finningley, South Yorkshire, in respect of which we are appointed as the sewerage undertaker, including any Premises in the area of another sewerage undertaker in respect of which we provide Cross Border Sewerage Services from the Finningley Area.
Flixton Area	the area at 2 Sisters, Flixton, Suffolk in respect of which we were appointed as the water undertaker on 28 May 1997, to the extent the supply is provided through a bulk supply agreement with Essex & Suffolk Water.
Fixed Charge	a fixed charge, which forms part of the Wholesale Charges payable in respect of any Premises.
Gap Site	any Eligible Premises (excluding Premises in respect of which household charges are paid) which is, unknown to Anglian Water, in receipt of Water Supply and where no Supply Points or incomplete Supply Points are registered in relation to such Eligible Premises in the Supply Point Register.
Hartlepool Area	the Hartlepool Area served by Anglian Water Services Limited trading as Hartlepool Water, in respect of which we are appointed as the water undertaker, including any Premises in the area of another water undertaker in respect of which we provide a Cross Border Water Supply from the Hartlepool Area.
Infrastructure Charges	<p>the charges applicable</p> <p>(i) for the first time connection of Premises, or</p> <p>(ii) for the redevelopment of Premises previously connected to a public Water Supply, or to a public sewer for domestic purposes.</p>
Instrument of Appointment	the Instrument of Appointment of Anglian Water Services Limited as a water and sewerage undertaker dated August 1989 (as updated).
Invoice Period	is the set of days in the calendar month during which the Customer receives a Water Supply and/or Sewerage Service.
Market Operator Services Limited (MOSL)	the company established to exercise certain central market functions in relation to the participation of Anglian Water (and other water and sewerage undertakers) and Retailers in the market for Water Supply and Sewerage Services.
Market Codes	the Market Arrangements Code and the Wholesale Retail Code administered by MOSL.

Maximum Daily Demand Charge	an annual charge expressed in £'s per cubic metre payable as part of the Profile Tariffs in respect of the Peak Requirement.
Measured Charges	a charge for services that are based wholly or partly on measured quantities of volume.
Meter	any apparatus for measuring or showing the volume of water to, or effluent discharged from, any Premises, and includes a Meter installed by us or another water undertaker or in accordance with a specification approved by us or another water undertaker for the purposes of measuring the volume of water supplied to Premises and thereby calculating the Charges payable in respect of such Premises.
Network Access	Any arrangements relating to a permit given or to be given by Anglian Water under section 66B of the Act.
Non-Primary Charges	any Wholesale Charges which are not a Primary Charge and to avoid doubt this includes all charges that relate to the provision of one off or discrete services performed pursuant to the Operational Terms or as otherwise set out herein in relation to specific circumstances or events.
Normal Working Hours	are 9:00am to 5:00pm Monday to Friday excluding Bank Holidays unless otherwise stated.
Northstowe Area	the area at Northstowe, Cambridgeshire, in respect of which we were appointed as the water undertaker on 20 January 2015, including any Premises in the area of another water undertaker in respect of which we provide a Cross Border Water Supply from the Northstowe Area. (For the avoidance of doubt, the Northstowe Area forms part of the Anglian Area for the purposes of Sewerage Services.)
Occupier	<p>Occupier means in addition to any person in actual occupation of a property, any person who:</p> <ul style="list-style-type: none"> (i) owns premises, which are left unoccupied for periods of time but are left furniture so that they may be used as an office or non-household premises; (ii) owns premises for multiple occupation with shared facilities; (iii) owns premises for use as holiday, student, hostel or other accommodation; (iv) owns premises used for short term occupation or letting where the occupation or term of the tenancy is for less than 6 months; (v) has agreed with us to pay Water Supply and/or Sewerage Services charges in respect of any premises (e.g. a Bulk Meter Agreement); (vi) is the owner of premises whilst renovation or building work is being undertaken in or at the premises; (vii) is the owner of, or responsible for, premises which are not normally occupied, such as cattle troughs and car parks; (viii) is the owner of premises occupied by an employee of the owner under the terms of a contract of employment; or (ix) has sufficient control over premises to put them under a duty of care towards lawful visitors; <p>but does not, the absence of the above criteria, include an owner of premises who has shown us that they have let the whole of those premises without retaining possession or control of any part of them (including common areas).</p>

	<p>Where appropriate, words such as “occupy”, “occupied” and “occupation” shall be construed accordingly.</p> <p>For the avoidance of doubt, if this definition is inconsistent with the definition in the CSD104 guidance published by the Authority then the CSD104 definition prevails in respect of Non-Household Customers.</p>
Peak Requirement	<p>the peak rate of flow in any 24 hour period reserved, or required, or taken, at any time in the previous twelve months, by a Customer, excluding water likely to have been taken or required for the purpose of:</p> <ul style="list-style-type: none"> (i) extinguishing fires or, if used by a fire authority, for any other emergency purpose; (ii) testing apparatus installed or equipment used for extinguishing fires; (iii) training persons for firefighting; or (iv) an extraordinary event outside the normal course of the Customer’s business.
Potable Water	<p>drinking water compliant with the Water Supply (Water Quality) Regulations 2000 or any replacement statutory provision made from time to time. “Non-Potable” shall be construed accordingly.</p>
Premises	<p>premises, to which we provide (directly or indirectly) a Water Supply and/or Sewerage Services, and includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land. Premises can consist of:</p> <ul style="list-style-type: none"> (i) Premises located within a single boundary where a single Customer occupies the premises and has a liability for water and/or sewerage charges in respect of those premises (single boundary Premises); or (ii) Premises consisting of co-located buildings, other similar structures and/or land which have adjoining boundaries or which are separated only by transport infrastructure and a single Customer occupies the premises and has a liability for water and/or sewerage charges in respect of those premises (common occupation co-located premises), where: <ul style="list-style-type: none"> (a) transport infrastructure includes public highways, railways, other public rights of way and watercourses. (b) co-located premises with constituent parts that are separated from each other by anything other than transport infrastructure and its directly associated land cannot be joined together for charging purposes. Likewise, co-located premises that are separated by a combination of common land and transport infrastructure cannot be joined together for charging purposes because of the existence of common land.
Primary Charges	<p>refers to all charges in the Wholesale Charges Schedule relating to Water Supply and Sewerage Services both on an enduring or temporary basis, and including fixed and volumetric charges and allowances but excluding,</p> <ul style="list-style-type: none"> (i) all charges that relate to the provision of one off or discrete services performed pursuant to the Operational Terms of the Wholesale-Retail Code, (ii) all such charges calculated in relation to a Special Agreement by reference to the relevant Factor(s) and Tariff(s).

Profile Tariffs	collectively, the Profile (Potable and Non-Potable), Profile Plus (Potable and Non-Potable), Profile Industrial (Non-Potable), Profile Interruptible (Potable) and Profile HTL (Potable) Water Supply Tariffs and the Profile Plus Sewerage Services Tariffs.
Qualifying Person	(i) a water undertaker; (ii) a sewerage undertaker; or (iii) a person who has made an application for an appointment or variation under section 8 of the Act which has not been determined.
Rateable Value Charge	For definition – see Part 8.
Retailer (including Self Supply)	a Water Retailer being a holder of a Water Supply Licence and a Sewerage Retailer being the holder of a Sewerage Licence or a Qualifying Person.
Return to Sewer	the applicable adjustment to Metered Volumes to derive the Volume of Sewerage Services supplied.
Sewerage Services	the provision of a drainage connection (whether direct or indirect) from Premises to our sewerage network, including a connection made directly to a Sewage Treatment Works (Water Recycling Centre). Where appropriate, "Sewerage" includes the terms sewage, foul water, surface water, highway drainage, Trade Effluent and sewage treatment, and any or all of those services provided by the Contracting Wholesaler in connection with its duties under sections 117A and 117B of the Act.
Special Agreement	means an agreement with respect to a location-specific supply, the cost of which relates to a particular set of circumstances. A Special Agreement refers to how the Act allows appointed companies, instead of charging in accordance with a charges schedule, to enter into a special agreement.
Standard Sewage Abatement	an allowance to cover the volume of water supplied to the Premises that is not returned to the sewer, e.g. due to evaporation and outdoor use. The Standard Sewage Abatement is 10%.
Supply Point	subject to Section 4.2.2(c) and (d) of the Market Terms, in relation to any Eligible Premises, the point at which Water Supply or Sewerage Services are provided and (to avoid doubt): (i) any Eligible Premises that receive both Water Supply and Sewerage Services shall have two (2) Supply Points; (ii) and any Eligible Premises that receive either Water Supply or Sewerage Services only shall have one (1) Supply Point.
Tariff	a band of Charges (e.g. Profile or Profile Plus).
Trade Effluent	has the meaning ascribed to it by section 141(1) of the Act.
Trade Effluent Consent	a consent of the type described in section 118 of the Act including, to avoid doubt, temporary or time limited consents or letters of authorisation and consents in relation to low risk discharges whether or not Primary Charges are payable on such consents.

Unmeasured Charges	charges for services that are not based on measured quantities of volume to any extent.
Volume	the volume of Water Supply, Foul Sewerage Services or Trade Effluent Services (or any combination of the above as the context may require) supplied in relation to any Discharge Point or Supply Point, in the relevant period, whether actual or estimated, as recorded by the Meter or as estimated.
Volumetric Charge	a charge fixed by reference to a reading taken from a Meter which measures the volume of water supplied to any Premises or, as the case may be, by reference to a reading taken from a Sewerage Meter which measures the volume of sewage discharged from any Premises. Such a Volumetric Charge forms part of the Wholesale Charges and, where appropriate, shall include estimated readings as to the volume of water supplied to any Premises or, as the case may be, the volume of sewage discharged from any Premises and shall also include Assessed Measured Charges.
Water Supply	the provision of a water connection (whether direct or indirect) from Premises to our water network, including a connection made directly to a Water Treatment Works. Where appropriate, "Water Supply" includes the terms water treatment, and any or all of those services provided by the Contracting Wholesaler in connection with its duties under sections 66A and 66AA of the Act.
Wholesale-Retail Code	the code of that name issued by the Authority under sections 66DA and 117F of the Act including, without limitation, the Business Terms, the Operational Terms and the Market Terms and any Approved Change from time to time.
Woods Meadow Area	the area at Oulton, Suffolk, comprising the housing development known as Woods Meadow, Oulton, together with the Wolseley and M S Oakes Business Parks, Oulton, in respect of which we were appointed as the water undertaker on 2 August 2013, including any Premises in the area of another water undertaker in respect of which we provide a Cross Border Water Supply from the Woods Meadow Area. (For the avoidance of doubt, the Woods Meadow Area forms part of the Anglian Area for the purposes of Sewerage Services.)

- (i) Unless the contrary intention appears, words and expressions used in this Charges Schedule have the same meaning as in any provision of the Act and if not defined in the Act, have the same meaning as in any provision of the Wholesale-Retail Code.
- (ii) Any phrase introduced by the terms "including", "include", "in particular", "such as" or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- (iii) In this schedule words in the singular shall include the plural and vice-versa except where the context otherwise requires.
- (iv) References to "we", "us" or "our" shall be taken as references to Anglian Water.

PART 3: PRIMARY CHARGES – GENERAL PROVISION

Liability for Primary Charges

Liability of the Retailer

- (3.1) Each Retailer will be charged for the supply of Water Supply and Sewerage Services to connected Supply Points registered to it when the services are provided. Wholesale charges, apportioned on a daily basis, will apply to Supply Points, including those where services have been temporarily disconnected, other than where the Supply Points are classified as vacant under the Market Codes and show no Volume of Water passing through them. New Supply Points allocated under the Gap Site procedure will be charged from the date the Supply Point became registered.

Liability for Bulk Supply

- (3.2) Qualifying Persons (as defined in section 40 and/or section 110A of the Act) are liable to us for charges in accordance with our Bulk Supply agreement(s) with them. Standard New Appointment and Variation (NAV) charges, which apply to such agreements, are set out in the NAV Charging Arrangements.

Liability for common management co-located Premises

- (3.3) A set of co-located Premises can be treated as a single set of Premises when occupied by several persons that enjoy common water distribution services with a common landlord or managing agent and a single customer is liable for water bills. For example, a developer might sell or lease plots of land to industrial and commercial users on an industrial park. The sites might together be a single set of Premises if one organisation, which is liable for water bills for all sites, manages the sites and the self-contained distribution system.
- (3.4) A single liability for water bills does not include a billing agency arrangement under which a managing agent acts as the 'post box' for the individual occupiers of the Premises and does not incur any personal liability in respect of those bills. It only applies where the managing agent is personally liable for the bills.

Liability following vacation of Premises

- (3.5) When Premises becomes vacant we will revert the chargeable status of a Supply Point to its basic state removing any or all of the allowances / agreements relevant to the previous occupant. Allowances or agreements which may be agreed by us include but are not limited to, return to sewer, chargeable meter size and allowances to Trade Effluent processes. On re-occupancy the Retailer will be required to apply for any allowances relevant to the new occupant.

Water Supply to Premises which have been disconnected

- (3.6) If the Water Supply to any Premises is disconnected for any reason but there remains a connection, direct or indirect, with a public sewer, we will charge for the appropriate Sewerage Services unless we are satisfied that the Premises have not been occupied whilst the Premises were disconnected.

Our Backdating Policy

- (3.7) Where we discover that the Retailer or Customer as appropriate has been billed incorrectly for all, or part, of their Water Supply and/or Sewerage Services, we reserve the right where circumstances allow and subject to Market Codes, to make retrospective adjustments. These adjustments will be handled in the following manner:

- (i) If the adjustment is in the Retailer or Customer's favour, we will make retrospective adjustments,
- (ii) If the adjustment is in our favour, we will backdate the charges unless there is clear evidence in the circumstances of avoidable failure or error on our part.

Value Added Tax (VAT)

- (3.8) All Charges are subject to the addition of Value Added Tax where this is payable under the relevant legislation.

PART 4: METERING AND CONNECTIONS

- (4.1) For details setting out the processes for new connections and metering in relation to our Water Supply and/or Sewerage Services, please refer to the Wholesale-Retail Code.
- (4.2) Wider developer services activities, such as capital works, are not covered by the processes. To the extent that there are any payments or charges in relation to capital works, it is expected that the Wholesaler and Customer shall settle these payments separately. It should be noted that a connection or the provision of a Water Supply cannot be provided in advance of this payment.

Metering of Premises for Water Supply

- (4.3) Our powers to install Meters are contained in section 162 of the Act.
- (4.4) A Meter should be fitted to all Eligible Premises unless we consider it impracticable to do so.
- (4.5) The Meter remains our property.
- (4.6) References to a Meter installed for a Supply Point shall be construed as including any Meter installed outside the boundary of the Eligible Premises in question (including under a public road) which is used in determining the quantity of water supplied for a Supply Point.
- (4.7) Where we initiate an installation or replacement of a Meter, it will follow the operational processes outlined in the Market Codes.
- (4.8) Alternatively, the Retailer, subject to the scope of our Accredited Entity Scheme, may arrange for an Accredited Entity to carry out the Meter installation.
- (4.9) The Retailer shall be responsible for the due care of any Meter installed at an Eligible Premises. Where such a Meter is damaged (not resulting from a Force Majeure Event) by the Retailer, Customer or its employees or agents, whether or not the Meter is within the boundary of Eligible Premises, we may recover from the Retailer the total cost of the actual work involved in repairing or replacing the Meter. The Retailer will also be liable for Wholesale Charges lost during the period of damage in accordance with the Market Terms.

Meter Location

- (4.10) The position of the Meter should be at the front of the Premises and must be reasonably accessible. We will specify where the Meter and any necessary out-reading apparatus should be sited; they must, be placed in a position that is reasonably accessible for reading, inspection, testing or maintenance.
- (4.11) We will consider an alternative location at the survey stage provided that it is reasonably accessible and meets the requirements of the Water Supply (Water Fittings) Regulations 1999. If there is an extra cost, the Customer will be invoiced for that amount but we will advise of the extra amount before we proceed.

New Connections to be Metered

- (4.12) All new or redeveloped Water Supply connections to Eligible Premises must have a Meter fitted for charging purposes to measure the volume of water supplied. In the event that the Meter is installed on the request of the Retailer, with the work performed by an Accredited Entity, the position of the Meter must be agreed with us in advance and must be reasonably accessible.

- (4.13) To enable us to perform our functions properly and charge efficiently, each Premises (or part thereof) which may be occupied separately should have a separate supply and should have a separate Meter fitted on each service pipe.

Meter Readings/Estimated Charges

- (4.14) Metered tariffs are subject to a volume charge. Where a meter reading is not available, the volume charge will be based on an estimate, subject to Market Codes.

Meter Accuracy Testing

- (4.15) We will carry out a Meter accuracy test on our own initiative or if requested by the Retailer. Testing charges will apply when requested by the Retailer where the accuracy of the Meter falls within the prescribed limits of error.
- (4.16) Wherever a meter accuracy test shows that a meter has been recording incorrectly, we will notify the Retailer of any Volumetric Adjustment in accordance with the Wholesale-Retail Code.

Meter Sizing (Re-sizing) / Meter Relocation

- (4.17) Over time the amount of water used at the Premises may change for various reasons, including: introducing water efficient measures; change of business activity; reducing or increasing the number of occupants; and/or change to the existing size of the Premises. Accordingly, the Retailer may request for us to:
- (i) carry out a survey to check if a Meter can be repositioned in accordance with regulation 5 of the Water (Meters) Regulations 1988; or
 - (ii) carry out a survey to check the likely water requirements and whether the existing Meter is of the appropriate size; or
 - (iii) reposition the Meter or replace it with one of the appropriate size;

All such work will be at the Retailers expense. This work may be performed by an Accredited Entity appointed by the Retailer.

- (4.18) Please note that increases in Meter size due to demand may require additional capital contributions in order to provide the required service.
- (4.19) If the Retailer requests us to replace the Meter with one of a different size without our having carried out the survey in (ii) above, and that requested Meter size is proved to be inappropriate, the Retailer will be required to pay for any necessary further works.

Meter Loggers

- (4.20) No data logger may be fitted to a Meter without our consent. Applications for consent are subject to charges as detailed in the Non-Primary charge section.

PART 5: WATER SUPPLY

Potable Water

- (5.1) Potable water is wholesome in accordance with any regulations made pursuant to section 67 of the Act.

Non-Potable Water

- (5.2) Water supplied under a Non-Potable Water Supply Tariff will not meet the requirements of the Water Supply (Water Quality) Regulations 2000 and will be non-potable.
- (5.3) We have no obligation or requirement to provide a supply specifically of non-potable water (rather than potable water), which refers to water not treated to drinking water standards supplied to Supply Points through our raw water infrastructure and intended for use for purposes other than cooking, drinking, food preparation and washing, domestic purposes and food production.
- (5.4) Non-potable water is only available on a discrete system in the Immingham area of the Humber.

Use of water for firefighting purposes

- (5.5) No charge is made for water taken for the purposes of extinguishing fires, training personnel or for testing firefighting equipment or apparatus pursuant to section 147(1) of the Act. A charge will be made for any expenses incurred by us in providing fire hydrants.
- (5.6) Premises which have their own firefighting systems should have a separate Water Supply to the Premises designed solely for that purpose. If that is not possible, a sub-Meter should be installed to verify any claim for a rebate for water used for firefighting purposes.
- (5.7) If the firefighting supply is not separate, the Retailer may apply for an allowance in respect of water that has been used for firefighting purposes, including testing apparatus and training personnel. Full details and evidence of the volume of water used will be required.
- (5.8) No charge will be made for the discharge of water used or stored for firefighting purposes to the foul sewer network.

Building Water Supplies

- (5.9) The supply will be Metered and charged at standard Tariff rates (see Part 7).

PART 6: SEWERAGE SERVICES

- (6.1) Sewerage Services will be provided to Premises if they are drained by a sewer or a drain that connects directly or indirectly to a public sewer vested in us that is used for foul or surface water or both (see section 144(1) of the Act). Alternatively, services will be provided to Premises whose Occupiers have, in respect of those Premises, the benefit of facilities which drain to a sewer or drain connected to the public sewerage system. Sewerage Services Charges are payable in respect of every connected property whether this service, facility or right is in connection with:
- (i) foul water, defined under section 116(2) of the Act;
 - (ii) surface water, which can be defined as rain and other water which drains from the surface of buildings or land;
 - (iii) highway drainage, which refers to the collection of rainwater (other than surface water) draining to public sewers; and
 - (iv) trade effluent defined under section 141 of the Act.
- (6.2) For the avoidance of doubt, highway drainage charges are payable where a foul water and/or surface water service is provided.

Foul Water

Return to sewer

- (6.3) Unless specifically metered the Volumetric Charge will be based on the volume of water supplied to the Premises, minus the Standard Sewage Abatement, using calculations based on the Meter readings taken in respect of the Premises or, if appropriate, our estimates or assessment of the volume of water supplied to the Premises.
- (6.4) If demonstrated to our satisfaction that the volume of sewage discharged from any Premises is less than the volume of water supplied to the Premises minus the Standard Sewage Abatement, an allowance will be made to reflect the lesser volume. In doing so, we will take account of:
- (i) the volume of trade effluent (if any);
 - (ii) the volume of sewage disposed of elsewhere; and
 - (iii) any other material consideration;
 - (iv) but no account will be taken of leaks on the Premises' pipes since they are already taken into account in part in the Standard Sewage Abatement and are otherwise dealt with through our leakage policy as set out in Part 12.
- (6.5) Where an application for a non-standard return to sewer has not been demonstrated to our satisfaction, or if the allowance claimed is material, then Charges will continue at the standard rate unless the Retailer secures the:
- (i) installation and maintenance at their own expense of a Meter approved by us to measure the volume of sewage discharged; or
 - (ii) installs and maintains at their own expense a Meter approved by us to measure the volume of water not returned to the public sewer; and
 - (iii) provides us with full details recorded by said Meter, on a periodic basis, which will be used to determine the volume discharged to the sewer.
- (6.6) Retailers must inform us in writing of any changes that affect an allowance. Any allowance in excess of the Standard Sewage Abatement may be reviewed at any time and shall continue for a maximum period of two years, after which Retailers will need to re-apply.
- (6.7) For further information please see the Operational Manual on our web site.

Rainwater Harvesting and Other Additional Sources

- (6.8) If additional water is supplied by other means or from another source (e.g. a private borehole, well or a rainwater harvesting or effluent recycling scheme) or if other circumstances result in an increased discharge from the Premises to the public sewer the additional volume will also be taken into account. This may be measured by means of a Meter (as described above in paragraphs 6.5 (i) to (iii)) measuring the volume of sewage which has been discharged or by assessing the volume of sewage or water supplied which is likely to have been discharged by reference to the particular circumstances or similar properties.

Surface Water Drainage

Premises not connected to surface water drainage

- (6.9) If the Premises are not connected, whether directly or through an intermediate sewer or drain, to a public sewer or public lateral drain for surface water drainage, the Retailer may apply for exemption from the surface water element of their charges. The applicant must provide such evidence as may be required to demonstrate that no surface water is discharged from the Premises to a public sewer or public lateral drain. (Please note: the exemption will not apply until the evidence has been accepted by us.)
- (6.10) If accepted, we will notify the Retailer and the exemption will apply from the start of the Charging Year six years prior to that when the application was made or the start of the Customer's occupation of the Premises or the date from which they cease to discharge, whichever is the later.
- (6.11) If the application is later found to include false or misleading information, we may cancel the exemption and full charges will be come payable for the period in question as if no application had been made or accepted.
- (6.12) The Retailer must notify us immediately if at any time the Premises become connected to a public sewer, whether directly or through an intermediate sewer or drain, for surface water drainage. Whether or not we are notified, full charges will become payable immediately from the date of the connection.
- (6.13) We reserve the right at any time to inspect the Premises and carry out tests to ascertain whether or not surface water is being discharged to a public sewer from the Premises. We will have the powers of entry for this purpose under section 172(2)(c) of the Act.

Surface water drainage partial rebates

- (6.14) We recognise that alternative ways of dealing with surface run-off have an important role to play in encouraging sustainability and strengthening resilience. However, we have not yet put in place a system of applying partial reductions in standard charges as a number of important design and implementation issues are yet to be resolved. These include, but are not limited to, how a reduction in surface water drained to the public sewer can be reliably estimated.
- (6.15) We continue to review these and other considerations in the context of wider charging policy. Any future charge will be subject to consultation with Customers, their representatives, regulators, Retailers, and other stakeholders.

Charges for Community Groups

(6.16) No reduction in surface water charges for community groups is applicable.

Recovery of Additional Non-Standard Costs

(6.17) Where it can be demonstrated that a sewage discharge from Premises resulted in extraordinary costs to us, i.e. costs not recovered through the standard Charges, we will charge the occupier of the Premises giving rise to the discharge for such costs.

(6.18) Extraordinary costs may relate to physical damage to assets and costs arising from clean-up costs or additional sampling costs, as a result of a discharge. We may also recover the costs of pre-emptive measures taken to minimise the impact on our assets.

PART 7: MEASURED CHARGING

Determination of Relevant Tariff

(7.1) Charges in respect of Premises lying within the:

- (i) Anglian Area (Water and/or Sewerage);
- (ii) Finningley Area (Sewerage);
- (iii) Hartlepool Area (Water);
- (iv) Northstowe Area (Water);
- (v) Woods Meadow Area (Water); and
- (vi) Flixton Area (Water)

will be made in accordance with the appropriate Tariffs for their area.

(7.2) For Sewerage Services purposes, the Northstowe and Woods Meadow areas are included within the Anglian Area and Premises situated within those areas will be charged the Anglian Sewerage Tariffs.

(7.3) Measured Charges will apply to all Premises at which a Meter has been installed.

Measured Charges

(7.4) The measured annual Charge for each Premises will consist of:

- (i) An annual Fixed Charge applied on a daily basis, for each Premises, plus;
- (ii) A Volumetric Charge which is applied to all volumes recorded on the Meter(s) or, where there is an Assessed Measured Charge, the assessed volume or, where there is no reading from the Meter, the estimated volume, plus;
- (iii) In the case of a Profile Water Tariff, the Maximum Daily Demand Charge calculated on the Peak Requirement for the Supply to the Premises, as set out below;

for each Potable Water, Non-potable Water and Sewerage Service provided.

(7.5) These measured charges will apply unless there is a special agreement between Anglian Water and the Customer of that Premises or Retailer if appropriate, to pay a different tariff.

Measured Tariff Options

(7.6) Where there is a choice of Tariff, the Retailer may choose an alternative Tariff subject to the eligibility criteria set out below, using form H/04 as specified in the codes or our standard application form, as appropriate. If accepted, the application of the new tariff will take effect from the date it is agreed.

(7.7) Where we provide a Water Supply and Sewerage Services to the Premises and:

- (i) a Streamline Tariff applies to the Water Supply, then we will also apply that tariff to the Sewerage Services unless a specific alternative has been requested and agreed; or
- (ii) a Profile Tariff applies to the Water Supply, the Streamline Blue Tariff will apply to the Sewerage Services unless the Retailer has chosen an alternative Sewerage Tariff.

Potable Water & Sewerage Services

Streamline Tariffs

Anglian Area Streamline Tariffs

(7.8) Where a Premises in the Anglian Area is supplied with less than 0.1 MI of water on any day in the previous 12 months or less than 10 MI of water per annum and the Retailer does not wish to reserve a supply of 0.1 MI or more of water per day at that Premises, the Streamline Green Water Supply Tariff will apply unless the Retailer opts for one of the following alternative Water Supply Tariffs, namely:

- (i) Streamline Orange; or
- (ii) Streamline Blue.

Hartlepool Area Streamline Tariff

(7.9) Where a Premises in the Hartlepool Area is supplied with less than 0.4 MI of water on any day in the previous 12 months or less than 50 MI of water per annum and the Retailer does not wish to reserve a supply of 0.4 MI or more per day, the Streamline HTL Tariff will apply unless the Retailer opts for the Profile HTL Water Supply Tariff.

Profile Tariffs

Anglian Area Profile Tariff

(7.10) Where a Premises in the Anglian Area is supplied with 0.1 MI or more of water on any day in the previous 12 months (but less than 0.2 MI) or 10 MI or more (but less than 25 MI) of water per annum or the Retailer wishes to reserve the availability of a supply of 0.1 MI or more (but less than 0.2 MI) of water per day at that Premises, the Profile Water Supply Tariff will apply unless the Customer meets the criteria and the Retailer opts for one of the following alternative Profile Water Supply Tariffs, namely:

- (i) Profile Plus; or
- (ii) Profile Interruptible.

(7.11) Where a Premises in the Anglian Area is supplied with 0.2 MI or more of water on any day in the previous 12 months or 25 MI or more of water per annum or the Retailer wishes to reserve the availability of a supply of 0.2 MI or more of water per day at that Premises, the Profile Plus Water Supply Tariff will apply unless the Customer meets the criteria and the Retailer opts for the Profile Interruptible Water Supply tariff.

Anglian Area Profile Interruptible Tariff

(7.12) The Profile Interruptible Water Supply Tariff will only apply to Premises where all the following conditions apply:

- (i) the Water Supply is used predominantly for non-domestic purposes;
- (ii) the Premises is supplied with or is likely to be supplied with 50 MI or more of water per annum;
- (iii) the Premises have sufficient storage facilities at all times for not less than 6 hours non-domestic water consumption (excluding firefighting purposes) at the Customer's average rate of consumption, available for use at the Premises;
- (iv) the Customer undertakes not to take any water using a connection from our network anywhere on the Premises except for domestic or firefighting purposes, whether by means of the same or another supply pipe, during the operative period of a supply interruption notice; and
- (v) the Customer undertakes to allow us to enter the Premises for the purpose of verifying that a supply interruption notice has been or is being observed and to install and maintain telemetry or other apparatus on the supply pipe or any other supply pipe for verification purposes.
- (vi) A site visit will be required on first application prior to approval of a tariff change.

(7.13) We reserve the right not to accept an application for the Profile Interruptible Water Supply Tariff where we consider an interruptible supply to be inappropriate having regard to the use of water at the Premises for “domestic purposes” or where we consider there is limited benefit to the wider supply network from interrupting the Premises.

(7.14) Where the Profile Interruptible Water Supply Tariff applies, a Supply Interruption Notice may be served by us on the Customer at any time and may:

- (i) specify a period up to 4 hours duration during which water may not be taken by anyone at the Premises except for domestic or firefighting purposes;
- (ii) take effect on a specified day or days of the week, but not on more than one occasion per day, until further notice;
- (iii) take effect at any time being not less than one hour after it has been served on the Customer.

(7.15) A Supply Interruption Notice will be deemed to have been served:

- (i) if sent by email, on receipt by the sender of an acknowledgment (other than an “out of office” response); or
- (ii) if delivered by hand, immediately.

(7.16) If the Customer fails to comply with a supply interruption notice or to give access as required, the Premises will cease to be eligible for the Profile Interruptible Water Supply Tariff and the relevant Profile Tariff will instead apply and will be backdated to the relevant period being either the start of the Charging Year, the date they switched to the tariff or the last occasion when a supply interruption notice was complied with, whichever is the latter.

Hartlepool Area Profile Tariffs

(7.17) Where a Premises in the Hartlepool Area is supplied with more than 0.4 MI of water on any day in the previous 12 months or more than 50 MI of water per annum or wishes to reserve the availability of a supply of 0.4 MI or more per day, the Profile HTL Water Supply Tariff will apply.

Profile Tariffs - Change in Circumstances

(7.18) If, for a minimum period of 12 months, the Water Supply to the Premises is taken at a rate of flow which is less than their current tariffs minimum requirements or if it can be demonstrated to our reasonable satisfaction that there has been or will be a sustained long term reduction of the Water Supply requirements to below the minimum requirements, the Retailer on behalf of a Customer may request an alternative Tariff where it meets the criteria.

Other Tariffs

Finningley Area Tariffs

(7.19) The Streamline FIN Sewerage Services Tariff applies to all Non-Household Premises in the Finningley Area.

Northstowe Area Tariffs

(7.20) Subject to paragraph 7.21, the Streamline CBG Water Supply Tariff applies to all Non-Household Premises in the Northstowe Area.

(7.21) In respect of a Premises which is likely to record an annual consumption in excess of 150 MI in the Charging Year, Retailers may request to pay on the basis of the Profile C150 Tariff.

(7.22) In respect of Sewerage Services, the Anglian Area Streamline Green Sewerage Charges will apply unless the Retailer chooses and satisfies any criteria for a different Anglian Area Sewerage Tariff.

Woods Meadow and Flixton Area Tariffs

(7.23) Subject to paragraph 7.24, the Streamline SFK Water Supply Tariff applies to all Non-Household Premises in the Woods Meadow and Flixton Area.

(7.24) In respect of a Premises which is likely to record an annual consumption in excess of 10 MI in the Charging Year, Retailers may request to pay on the basis of one of the following Tariffs, namely:

- (i) Profile S20; or
- (ii) Profile S50; or
- (iii) Profile S175.

(7.25) In respect of Sewerage Services, the Anglian Area Streamline Green Sewerage Charges will apply unless the Retailer chooses and satisfies any criteria for a different Anglian Area Sewerage Tariff.

Non-potable water

Streamline Tariffs

Anglian Area Streamline Tariffs

(7.26) Where a Premises in the Anglian Area is supplied with less than 0.1 MI of water on any day in the previous 12 months or less than 10 MI of water per annum and the Retailer does not wish to reserve a supply of 0.1 MI or more of water per day at that Premises, the Streamline Orange Water Supply Tariff will apply unless the Retailer opts for the Streamline Blue Water Supply Tariff.

Profile Tariffs

Anglian Area Profile Tariff

(7.27) Where a Premises in the Anglian Area is supplied with 0.1 MI or more of water on any day in the previous 12 months (but less than 0.2 MI) or 10 MI or more (but less than 25 MI) of water per annum or the Retailer wishes to reserve the availability of a supply of 0.1 MI or more (but less than 0.2 MI) of water per day at that Premises, the Profile Water Supply Tariff will apply unless the Customer meets the criteria and the Retailer opts for one of the following alternative Profile Water Supply Tariffs, namely:

- (i) Profile Plus; or
- (ii) Profile Industrial.

(7.28) Where a Premises in the Anglian Area is supplied with 0.2 MI or more of water on any day in the previous 12 months or 25 MI or more of water per annum or the Retailer wishes to reserve the availability of a supply of 0.2 MI or more of water per day at that Premises, the Profile Plus Water Supply Tariff will apply unless the Retailer opts for the Profile Industrial Water Supply.

Profile Tariffs - Change in Circumstances

(7.29) If, for a minimum period of 12 months, the Water Supply to the Premises is taken at a rate of flow which is less than their current tariffs minimum requirements or if it can be demonstrated to our reasonable satisfaction that there has been or will be a sustained long term reduction of the Water Supply requirements to below the minimum requirements, the Retailer on behalf of a Customer may request an alternative Tariff where it meets the criteria.

Maximum Daily Demand Charge

(7.30) Each Profile Tariff in the Anglian and Hartlepool Areas, includes a Maximum Daily Demand Charge for the Water Supply.

(7.31) The Maximum Daily Demand Charge is an annual charge based on the Peak Requirement for the Potable Water Supply to the Premises and/or, if appropriate, the Peak Requirement for the Non-Potable Water Supply to the Premises.

(7.32) If a Peak Requirement has not been set in respect of the current use of the Premises, the Retailer will be asked to provide the expected Peak Requirement. If this is not provided, we will:

- (i) assess the Peak Requirement by taking the maximum volume of water taken per month during the previous 12 month period and dividing that by 22; or
- (ii) use other available information if that information is not available; or
- (iii) take the volume of water reserved per day as the Peak Requirement, where the Customer wishes to reserve a Water Supply.

(7.33) Once set, the Peak Requirement will be fixed for the whole of the Charging Year and will continue to apply thereafter unless it is adjusted in accordance with the paragraphs below. There is no entitlement to take water in excess of the Peak Requirement at any time. It should also be noted that we reserve the right to limit instantaneous peak demand (l/s) where demand is impacting on the efficient use of our network or on the wider customer base.

(7.34) If a Retailer on behalf of a Customer wishes to increase the Peak Requirement (and water is available), it may do so by entering into a written agreement which sets the maximum volume and peak flows. In such circumstances, the Peak Requirement and the Maximum Daily Demand Charge will be adjusted upwards from the date agreed until it is further adjusted in accordance with paragraphs 7.35 to 7.36 below.

(7.35) Notwithstanding paragraph 7.34 above, if water is taken at the Premises at a rate of flow in excess of the Peak Requirement over any 24 hour period, the Peak Requirement and the Maximum Daily Demand Charge shall be adjusted upwards accordingly. In such circumstances, the adjusted Peak Requirement will apply from the start of the next Invoice Period for a minimum of 12 months until it is further adjusted in accordance with paragraph 7.34 above or paragraph 7.36 below. Where the Peak Requirement is revised upwards under this paragraph, the Customer may then take water at a rate of flow up to the revised Peak Requirement if it is available. However, in these circumstances, there will continue to be no entitlement to a Water Supply in excess of the Peak Requirement that was set originally or any higher Peak Requirement set in accordance with sub-paragraph 7.34 above.

(7.36) If, for a minimum period of 12 months, the Water Supply to the Premises is taken at a rate of flow which is less than the current Peak Requirement or if it can be demonstrated to our reasonable satisfaction that there has been or will be a sustained long term reduction of the Water Supply requirements which will reduce the peak flows below the highest daily rate of flow recorded during the preceding 12 month period, the Retailer on behalf of a Customer may request a lower Peak Requirement or to be charged on an alternative Tariff if it meets

the criteria. If accepted, the Peak Requirement, where relevant, will be adjusted downwards accordingly and the revised Peak Requirement will then apply from the start of the next Invoice Period until it is further adjusted in accordance with this sub-paragraph or paragraphs 7.34 to 7.35 above.

- (7.37) In the event that we accept evidence that the Peak Requirement will be reduced going forward rather than it being demonstrated by 12 months data, and as a result agree to reduce the Maximum Daily Demand charge from that level ("the original level"), but within 12 months of the reduced charge coming into effect the Maximum Daily Demand exceeds the new Peak Requirement without prior notification from the customer, then we will follow the appropriate process to correct the relevant market data item in order to back-date charges over the intervening period as if the Peak Requirement appropriate to such exceedance or the original level (whichever the lesser) had been the Peak Requirement throughout (and for these purposes an assessment of what is "appropriate" may be made as many times as shall be necessary).
- (7.38) We use demand profiles provided by Retailers on behalf of Customers to help plan our water resources. Where there is a written agreement with us regulating total volumetric and peak demand requirements and we have accepted a demand profile for the Customer's future Water Supply requirements for non-household purposes, we would expect to be able to supply water to meet that Peak Requirement and the future demand profile subject to and in accordance with the terms and conditions of the agreement. Without such an agreement, water required for non-household purposes may or may not be available.

PART 8: UNMEASURED CHARGING

- (8.1) For each unmeasured Water Supply and/or Sewerage Services charges are made up of two parts:
- (i) a fixed charge for each service provided per Premises; and
 - (ii) a variable charge per £ of the Rateable Value of the Premises.

Determination of Rateable Value Charge

- (8.2) For the purposes of the Unmeasured Tariffs, Rateable Value Charge means a charge fixed for a particular supply point wholly or partly by reference to a rating valuation list or otherwise determined, whether directly or indirectly, by reference to any value or other amount specified at any time in such a list or which purports to be so fixed or determined.
- (8.3) In fixing the Rateable Value Charge, we make reference to:
- (i) the value shown in relation to the Premises in a valuation list as at 31 March 1990; or
 - (ii) where no such value is shown but a proposal for inclusion in a valuation list was made on or before 31 March 1990, the value shown in that proposal; or
 - (iii) where no value is shown and no proposal was made but the local rating authority levied rates in relation to the Premises by reference to an assessed or estimated Rateable Value, that assessed or estimated value; or
 - (iv) where a Rateable Value has become inappropriate for any reason (including re-development, conversion or modernisation of the Premises, the merger of two or more former Premises or parts of former Premises, the sub-division of one or more former Premises, a change in use of the Premises so that the Premises have become or have ceased to be a non-domestic hereditament for the purposes of Part III, Local Government Finance Act 1988, or because the Premises were not liable to be separately rated under the General Rate Act 1967) a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990; or
 - (v) where none of the above apply because the property was not constructed before 1 April 1990, a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990; or
 - (vi) in the Finningley Area, the Rateable Value shown in relation to those Premises in the 1973 Dwelling House Revaluation Schedules held by the Valuation Office Agency (Crown Property Unit) as adjusted by the Valuation Statutory Deductions Order 1973 with effect from 1 April 1974.
- (8.4) References to "Premises having a Rateable Value" or to "Premises not having a Rateable Value" shall be construed accordingly.

Our Assessment of Rateable Value

- (8.5) Where a Rateable Value has been assessed by us in relation to Premises, any charges to be calculated in relation to those Premises (both in relation to periods before, if appropriate, and after the date of the assessment) shall be calculated by reference to that Rateable Value.
- (8.6) If, within 1 month of notification of our assessment, the Retailer notifies us in writing that they dispute that assessment, the dispute shall be referred to the decision of a valuer (who shall act as an expert and not as arbitrator) appointed, in default of agreement, by the President of the Royal Institution of Chartered Surveyors whose decision shall be final and binding and whose costs shall be payable as they decide.

- (8.7) In the event of a dispute, we shall use our original assessment until the dispute is resolved. We will then re-calculate the charges using the Rateable Value (as agreed or determined) and will adjust the next account accordingly.
- (8.8) If two or more separate Premises have a single Rateable Value, a separate Fixed Charge will be payable in respect of each Premises.

Assessed Measured Charges

- (8.9) Where it is not reasonably practical to fit a Meter or to fit a Meter would involve unreasonable expense, we may offer an Assessed Measured Charge.
- (8.10) The Assessed Measured Charges will be based on the appropriate Measured Tariff (e.g. Streamline Green) which would have applied if a Meter had been fitted (see Part 7), taking account of the likely occupancy and nature of the Premises.
- (8.11) Assessed Measured Charges will take effect from the agreed date. Unmeasured Charges shall continue to apply until the agreed date.
- (8.12) From time to time we may, and whenever there is a change in occupation of the Premises we will, request the Retailer provide an update of the data used to assess the amount of the Assessed Measured Charges.
- (8.13) If the Retailer is paying Assessed Measured Charges, they should inform us immediately if there is a material change in consumption at the Premises (e.g. because of a change in the nature of the Premises) so that the charges can be re-assessed.

PART 9: TRADE EFFLUENT CHARGING

- (9.1) Trade Effluent charges for reception, conveyance, treatment and disposal are due in respect of Premises discharging trade effluent into our sewerage network, including a connection made directly to a Sewage Treatment Works (Water Recycling Centre).
- (9.2) The written consent of Anglian Water must be obtained to discharge from Premises any trade effluent to a public sewer or directly into the Sewage Treatment Works (Water Recycling Centre). Failure to obtain permission **before** discharging trade effluent is a criminal offence and is punishable on conviction.
- (9.3) A discharge of Trade Effluent will be subject to charges from the date of commencement of the discharge.
- (9.4) Acceptance of any Charges in respect of a Trade Effluent discharge does not constitute a grant of Consent, nor does it constitute a waiver of any of our rights or remedies in respect of any discharge.

Basis of Charge

- (9.5) The appropriate Charge for Trade Effluent shall be determined according to the relevant Sewerage Services Tariff and shall comprise:
- (i) a Trade Effluent Fixed Charge, which is payable for the Charging Year or, if appropriate, on a proportionate basis for any part thereof, for each Premises; and
- (ii) a Volumetric Charge per cubic metre calculated using the Mogden formula:

$$C = R + VB + \frac{Ot}{Os}B + \frac{St}{Ss}S$$

Where:

- C the charge payable per cubic metre
- R the charge per cubic metre for the reception and conveyance of Trade Effluent
- VB the charge per cubic metre for volumetric and primary treatment for Trade Effluent discharged to a Sewage Treatment Works (Water Recycling Centre) where biological treatment is given
- Ot the chemical oxygen demand of the settled Trade Effluent expressed in milligrams per litre
- Os the mean chemical oxygen demand expressed in milligrams per litre of settled sewage at a Sewage Treatment Works (Water Recycling Centre) within the Anglian Area as assessed by us
- B the charge per cubic metre in relation to the biological oxidation of settled sewage
- St the suspended solids content of the Trade Effluent expressed in milligrams per litre
- Ss the mean suspended solids content of sewage expressed in milligrams per litre at a Sewage Treatment Works (Water Recycling Centre) within the Anglian Area as assessed by us
- S the charge per cubic metre for the treatment and disposal of primary sludge from a Sewage Treatment Works (Water Recycling Centre)
- (9.6) Alternatively, where applicable, if there is neither a Meter to measure the Water Supply to the Premises nor a sewage Meter to measure the discharge from the Premises, the Charge shall be the Trade Effluent (Water Unmeasured) Tariff or by agreement, an assessment of the Trade Effluent and Sewage volumes.
- (9.7) Where a Foul Water, Surface Water or Highway Drainage service is also provided, additional charges are payable as detailed in Part 6.

Volume of Trade Effluent

(9.8) For the purposes of calculating the charge, the volume of Trade Effluent discharged from any Premises will be based on either:

- (i) the readings from the sewage Meter; or
- (ii) in the absence of such a reading or the malfunctioning of such a sewage Meter, shall be assessed by us in accordance with the Trade Effluent Consent or on the basis of water usage at the Premises and any other material considerations which are notified to us. The Retailer or Customer as appropriate shall provide us with full details of the volumes of water, used water or trade effluent at the trade premises on a periodic basis.

(9.9) Where:

- (i) we are not satisfied that the Meter(s) accurately record the said volumes; or
- (ii) the Retailer or Customer fails to provide us with the required meter readings;

the charge will be based on our assessment of the volume of trade effluent taking into account all relevant information.

(9.10) Where an assessment has been made, we reserve the right to review the assessment and any allowances given, at our discretion.

(9.11) Where the Trade Effluent Consent requires a sewage Meter, these must be installed in a manner and location we approve in accordance with the terms and conditions of the consent.

Domestic Sewage Volume Assessment

(9.12) Where the metered water includes domestic use that is not separately metered, the level of domestic use will be determined using standard assumptions (see below). The volume calculated will be billed on the Foul Water Volumetric Charge and be subject to an annual fixed charge.

(9.13) Standard assumptions are based on a region wide survey and are consistent with industry standards. Unless otherwise assessed, the volume for domestic use will be taken as:

- (i) 25 litres per employee per 8 hour shift; or
- (ii) 50 litres per employee per 8 hour shift where the site has a canteen serving hot food; and/or
- (iii) 140 litres per head per day where there is on-site residential accommodation

(9.14) All multiplied by the standard return to sewer assumption.

(9.15) Pro-rata allowances are made for part time employees.

Non-Domestic Allowance

(9.16) Where the metered water includes Trade Effluent that is not separately metered and the water is used in products, evaporates or is otherwise not discharged to the sewer, an allowance will be made against the Trade Effluent charges where evidence has been provided to our satisfaction.

Strength of Trade Effluent

(9.17) Typically, the chemical oxygen demand and the suspended solids present in any Trade Effluent shall be calculated on the basis of a Fixed Strength or a Standard Regional Strength (as defined below).

- (9.18) Where the Retailer or Customer disputes the Fixed Strength or Standard Regional Strength used for billing, they should support their claims with clear evidence demonstrating the alternative Strength. This evidence should include accredited laboratory-sample data spread over a time-of-day and date range to be representative of the full discharge profile.

Fixed Strengths

- (9.19) The chemical oxygen demand and the suspended solids are generally fixed for the Charging Year based on an analysis of samples taken at the Premises in previous Charging Years. Where it becomes apparent that the strengths used for charging are no longer representative of the average strengths across the Charging Year then we may reassess the strengths from the date this becomes apparent.
- (9.20) For new discharges or where limited or no sampling data is available, we will either use comparative data from similar processes or use 50% of the consented chemical oxygen demand and suspended solids until such time as we have gathered sufficient samples to establish a fixed strength.
- (9.21) Where a process results in a material seasonal variation in strengths then we may reassess the chemical oxygen demand and the suspended solids to set fixed strengths representing the seasons.

Standard Regional Strengths

- (9.22) Standard strengths shall be applied to Trade Effluent discharges from all business types listed below and can be periodically reviewed. The business types and relevant standard strengths are as follows:

Business type	Average COD mg/l (Ot)	Average SS mg/l (St)
Swimming pools	31	128
Vehicle wash	427	239
Launderettes	722	287
Boiler Blowdown	85	35
Cooling Towers	74	28
Air Compressor Condensate	426	182
Water Treatment & Softener Plants	17	15
Gas Holder Run Off	58	12
Photographic Processes	350	35
Mobile domestic wheelie bin cleaners	911	334
Cement, lime, plaster, ready mixed concrete manufacture	61	116

Non-Standard Charges

Discharges Direct to Treatment Works

- (9.23) The 'R' Charge in the Mogden formula will not be applied where Trade Effluent is discharged directly into the Sewage Treatment Works (Water Recycling Centre) without passing through a public sewer, disposal main or other pipe belonging to us.

Discharges to a Surface Water Sewer Requiring No Treatment

- (9.24) Where Trade Effluent or Non Domestic sewage is authorised to discharge into a Public Sewer, disposal main or other pipe belonging to us and, then discharged to a local watercourse requiring no treatment by us, then for the purposes of calculating the charge, the 'R' Charge of the Mogden formula will be applied plus the associated Fixed Charge.
- (9.25) This is subject to the same conditions as Trade Effluent in all other respects.

Non-Domestic Discharges

- (9.26) Where a discharge of sewage is neither Trade Effluent nor domestic sewage, Charges will be calculated according to the appropriate Tariff for the Fixed Charge and for the Volumetric Charges, determined in accordance with the Mogden formula in paragraph 9.5 above as if it was a discharge of Trade Effluent.

Recovery of Additional Non-Standard Costs

- (9.27) Where it can be demonstrated that a discharge of Trade Effluent caused events which resulted in us incurring extraordinary costs, i.e. costs not recovered through the standard Trade Effluent Charges, we will charge the occupier of the Premises giving rise to the discharge, or the holder of the Trade Effluent Consent, as appropriate, for such costs.
- (9.28) Extraordinary costs may relate to physical damage to assets and costs arising from clean-up or additional sampling, as a result of a non-compliant discharge. We may recover costs of pre-emptive measures taken to minimise the impact on our assets of anticipated breaches of discharge consent.

Sampling

Accessible sample point

- (9.29) A safe and accessible sample point must be provided. Where we are required to take samples of the trade effluent for wholesale charging purposes and a safe and accessible sample point has not been provided by the discharger, we will raise charges based on up to 100% of the current consented chemical oxygen demand (settled) (Ot) and total suspended solids (St) values. These charges will apply until such time as a safe and accessible trade effluent monitoring point has been provided.

Scheduled Sampling

- (9.30) We carry out standard scheduled sampling and analysis in accordance with our own regulatory functions. Notifications of results are normally sent by email. Should Customers require a postal notification of sample results this will be subject to a fee to cover the additional administration costs. These are detailed in Non-Primary Charges (Part 14).

Applying for a Trade Effluent Discharge Consent

- (9.31) The consent of Anglian Water must be obtained to discharge from Premises any trade effluent to a public sewer or directly into the Sewage Treatment Works (Water Recycling Centre). Failure to obtain permission **before** discharging trade effluent is a criminal offence and is punishable on conviction with a fine.
- (9.32) Charges relating to an application for consent to discharge are applicable and are detailed in Non-Primary Charges (Part 14).

- (9.33) Where a Customer makes an application directly to us, or via its Retailer, for a new Trade Effluent Consent and subsequently withdraws the application, we reserve the right to recover from that Retailer or Customer as appropriate any costs we have incurred (including analysis, sampling and inspection costs) in connection with the original application.

Temporary Discontinuation of Trade Effluent Charging

Temporary Discontinuation

- (9.34) We will continue to apply the Trade Effluent Fixed Charge when a discharge is temporarily discontinued as ongoing monitoring and assessment will still be carried out. For the avoidance of doubt temporary discontinuation relates only to trade effluent charges and not the consent which will remain in force.

Re-activation Following Temporary Discontinuation

- (9.35) Where we approve an application from the Retailer or Customer (either unconditionally or imposing conditions) for the re-activation of a temporarily discontinued Trade Effluent discharge, the volumetric charge will be reinstated so both the volumetric and fixed charge applies.

Temporary Discharges

- (9.36) Charges for Trade Effluent from temporary consents are detailed in Non-Primary Charges (Part 14).

PART 10: SPECIAL AGREEMENTS

- (10.1) Where we have special agreements in place with non-household customers, we will impose on Retailers only such charges as would enable the Retailer to charge for those services at the same rate or rates as would have applied under the special agreement.
- (10.2) On this basis, we have calculated a wholesale charge for each relevant agreement as set out in the Schedule of Charges.
- (10.3) The agreements are:
- (i) Humberside Special Industrial Scheme: Agreement based on the North Lincolnshire Water Act 1969, and supplemental deeds signed in 1980 and 1987.
 - (ii) Reverse Osmosis (RO): Agreements signed in 2005 and 2012 and undertakings as to the formulation of wholesale charges given in 2020.

PART 11: NETWORK ACCESS

(11.1) Wholesale network access charges relate to:

- (i) Water Supply and common carriage prices in relation to the transportation and/or treatment of water services; and
- (ii) Sewerage Services and common carriage prices in relation to the transportation and/or treatment of wastewater services.

(11.2) For full details please see our Network Access Code:

<https://wholesale.anglianwater.co.uk/siteassets/resources/useful-documents/network-access-code-2021.pdf>

PART 12: LEAKAGE ALLOWANCES

(12.1) A leakage allowance may be granted in respect of Premises on a concessionary basis.

(12.2) Allowances will only be granted on the following basis:

	Water (proportion of excess) (i)	Sewerage (proportion of excess) (ii)	Allowance applies to:
Leak at water Meter	100%	100%	Full leakage period
Leak identified without receipt of a Retailer meter read	0%	100%	From the end of the last central market meter read to the date of repair
Leak identified as a result of a recent Retailer meter read or identified by Anglian Water	0%	100%	From the end of the previous central market meter read to the date of repair

- (i) There is no allowance for water unless the leak is on the Meter itself which for clarity is subject to satisfying clause 12.3(iii).
- (ii) No allowances will be granted once a Wasted Water Notice has been issued.
- (iii) The allowance for sewerage is applicable only if water is not returned to the sewer.

(12.3) The allowance is not applicable if:

- (i) the leak is caused by negligence;
- (ii) the claim is not made within 12 weeks of the repair;
- (iii) the leak is on internal pipework;
- (iv) the leak is not underground, e.g. outside toilet, header tank, etc. (this is classed as private pipework).

(12.4) We calculate the correct allowance by determining the average consumption and deducting this from the consumption recorded during the period of the leak depending on time taken for repair.

(12.5) For further information please see the Operational Manual on our web site.

PART 13: INCENTIVE & ACCREDITED ENTITY PAYMENTS & CONTRIBUTIONS

Incentive Payment Arrangements

Gap Site Incentive Payments

- (13.1) We have an incentive scheme for Retailers to report Gap Sites which aligns to MOSL's published document. A Gap site is defined as any Eligible Premises (excluding Premises in respect of which household charges are paid) which unknown to us, is in receipt of a Water Supply and where no Supply Points or incomplete Supply Points are registered in relation to such Eligible Premises in the Supply Point Register. Further information is available on our Gap Site Incentive guidance document on our web site.
- (13.2) In line with MOSL's published document where a Retailer submits a request for a Gap Site but on investigation the request is found to be incorrect, for example because the premises is not in our area of appointment or is not an eligible premises by reference to the Eligibility Guidance, an Erroneous Gap Site charge will be applied (see Part 14).

Gap Site Incentive Payments (minimum)	£350.00
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Gap Sites identified by Anglian Water

- (13.3) Where we have confirmed a Gap Site is in our area for which we are responsible, we will take action to notify the Market Operator and also visit the Eligible Premises to conduct any further verification of Service Components being provided.

Change of use

- (13.4) Where a Premises has been identified as non-household but is set up as household, a Change of Use payment will be applied if the Customer has been operating the Premises in a non-household capacity for more than sixty Business Days.

Change of Use Payment - per Premises	£1.50
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Contribution Offer

- (13.5) We may make a Contribution Offer, on request from the Retailer, to assist with any works required to make the installation of a meter at an Unmeasured Premises practical. This situation may arise, for example, where the Retailer wishes to have a Meter installed in relation to an Eligible Premises which received an Unmeasured Supply, where it has previously been deemed to be impractical to install a Meter.
- (13.6) In the process of reviewing the Retailer's application for a Contribution Offer, we may determine that a change is required to the Service Component and/or Tariff and will provide details to the Retailer.

Accredited Entity Contributions

- (13.7) When the Retailer takes services from an Accredited Entity whose services shall not be Wholesale Services provided by us pursuant to the Wholesale Contract:
- (i) the Accredited Entity must have entered into an agreement with us for undertaking such activities; and

- (ii) contribution payments will only be made where the Accredited Entity has been approved under our accreditation scheme and the service activity is included in the scope of work as set out in the Accredited Entity scheme and our Addendum to the Generic Code of Practice document.

Metering

- (13.8) All Metering Activity must be carried out in accordance with any approval criteria issued by us, including all applicable standards and procedures as set out in our accreditation scheme. This may include arrangements for removal of any data logging equipment.

Meter Installations

- (13.9) This contribution relates to work undertaken under the following Non-Household Market Process only – B2: Installation of a Meter performed by an Accredited Entity.

Boundary Box	£62.00
Internal Meter	£188.00
Dig – Unmade	£310.00
Dig – Footway	£423.00
Dig – Carriageway	£570.00

Meter Exchange

- (13.10) This contribution relates to work undertaken under the following Non-Household Market Process only – B6: Repair or replacement of a faulty Meter performed by an Accredited Entity.

Boundary Box	£28.00
Internal Meter	£142.00
Dig – Unmade	£277.00
Dig – Footway	£395.00
Dig – Carriageway	£541.00
No Dig - <32mm (All Surfaces)	£153.00
Dig – Chamber 32mm to 150mm (All Surfaces)	£435.00
Mechanism Only - >40mm (All Surfaces)	£427.00

Meter Relocation

- (13.11) This contribution relates to work undertaken under the following Non-Household Market Process only – B8: Retailer requested change to size or location of Meter performed by an Accredited Entity (other than a replacement following a fault). This payment will only be paid for accepted Meter relocations due to safety issues.

Boundary Box	£28.00
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Internal Meter	£142.00
Dig – Unmade	£277.00
Dig – Footway	£395.00
Dig – Carriageway	£541.00
No Dig - <32mm (All Surfaces)	£153.00
Dig – Chamber 32mm to 150mm (All Surfaces)	£435.00
Mechanism Only - >40mm (All Surfaces)	£427.00

Meter Change of Size or Type

(13.12) We will not make a Contribution payment for Meter changes of size or type as any change deemed acceptable would be a chargeable service to the Retailer if we undertook the work.

Meter Accuracy Test

(13.13) We undertake all Meter accuracy tests off-site. This contribution relates to work undertaken under the following Non-Household Market Process only – B4: Meter accuracy test performed by an Accredited Entity.

(13.14) Where a test is undertaken at the request of the Retailer and the Meter on being tested falls within the prescribed limits of error, then no Contribution payment will be made and the Retailer will be charged for the Meter test.

(13.15) If the test shows the Meter to be operating incorrectly a contribution payment will be made.

(13.16) The table below relates to the contribution we will make following an Accredited Entity undertaking the relevant work. The test fee is not included in these contributions and will be charged to the Retailer, if applicable, at cost.

Boundary Box	£28.00
Internal Meter	£142.00
Dig – Unmade	£277.00
Dig – Footway	£395.00
Dig – Carriageway	£541.00
No Dig - <32mm (All Surfaces)	£153.00
Dig – Chamber 32mm to 150mm (All Surfaces)	£435.00
Mechanism Only - >40mm (All Surfaces)	£427.00

Temporary Disconnection

(13.17) We will not make a Contribution payment for Temporary Disconnections for non-payment as this would be a chargeable service to the Retailer if we undertook the work.

Permanent Disconnection

(13.18) We will not make a Contribution payment for the Permanent Disconnections of any premises at the request of the Retailer. This work is not included in the scope of work for Accredited Entities.

Reconnection Charges (following temporary disconnection)

(13.19) We will not make a Contribution payment for the Reconnection of any premises following a temporary disconnection at the request of the Retailer, as this would be a chargeable service to the Retailer if we undertook the work.

PART 14: NON-PRIMARY CHARGES

(14.1) These charges apply where:

- (i) a retailer asks us to carry out work at Premises;
- (ii) an individual asks us to carry out work at Premises other than via a Retailer;
- (iii) we are required by statute or regulation to carry out work at a Premises.

and are payable by the Retailer, the individual requesting that service, or the person responsible under statute or regulation for the charges incurred. The standard charges set out are based on the work being carried out during normal working hours under standard conditions unless stated otherwise. In other instances we reserve the right to charge on an at cost basis including for those services where a charge is not otherwise levied in the normal course of business.

Warrant of Entry

(14.2) Where it is necessary for us to obtain a 'Warrant of Entry' from the Magistrates' Court in order to carry out work, we will recover the costs associated with this from the Retailer.

Warrant of Entry	At cost
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Verification of Service and Provision of Information

Verification of service provision

(14.3) Where a Retailer considers that a Supply Point is being charged for a service not received or that the details held by the Market Operator are incorrect or incomplete, it may request that we verify the service provided or provide further information.

(14.4) Where we have been requested by a Retailer to verify a service provision that on investigation is found to be valid, a charge will be made.

(14.5) Where we can provide the necessary evidence without a site visit, the verification only charge will apply. Where a site visit is required this will be charged in addition to the verification only charge.

Verification of service provision (without site visit)	£17.00
Verification of service provision site visit	£100.00
Additional site visits	At cost

Gap Sites

(14.6) Where a Retailer submits a request for a Gap Site but on investigation the request is found to be incorrect, for example because the Premises are not in our area of appointment or are not eligible Premises by reference to the Eligibility Guidance, an Erroneous Gap Site charge will be applied.

Erroneous Gap Site – per Premises	£17.00
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Online Portal Access

(14.7) Access to the Wholesale Service Centre online portal will be provided to Retailers in line with our Bilateral Policy. If a Retailer requires additional access above that defined in the Policy,

this will be made available at the cost of the Retailer. The current cost for additional licences can be found in the Policy. Please note, additional portal licences are charged annually.

<https://wholesale.anglianwater.co.uk/siteassets/resources/wholesale-bilaterals-policy.pdf>

New registration requests

(14.8) The new Registration of a Supply Point or addition of Service Components may be initiated by us or requested by the Retailer and has no associated charge where it is found that a data change or market update is required. Where a Retailer submits a request for a new Registration of a Supply Point or addition of Service Components and on investigation we find that a change in the Market Data is not required, the Verification of Service Provision charge will be applied.

De-registration requests

(14.9) The Deregistration of a Supply Point or removal of a Service Component may be required because it has been incorrectly Registered (for example, it is a duplicate Supply Point) or was Registered in error or because there has been a change in circumstances and is the responsibility of Anglian Water.

(14.10) The Deregistration of a Supply Point or removal of Service Components may be initiated by us or requested by the Retailer and has no associated charge where the details held by the Market Operator are proven to be incorrect. Where a deregistration is requested but on investigation the service registered is found to be correct, the Verification of Service Provision charge will be applied.

Provision of Information

(14.11) Where a Retailer requests information that is not available in the Market Operator's systems but is held by us then the provision of such information will be charged on an at cost basis.

Provision of information (for locating, retrieving and extracting the information requested) – per hour	£43.00
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(14.12) No charge will be levied for the provision of Logger Data through our nominated route where the logger is fitted for purposes of charging for the MDD component of the Profile tariff. For clarity where a party requests alternative arrangements or additional data this will be charged at cost.

(14.13) No charge will be levied for standard AMI Smart Meter data, however, any data request above the standard will attract a charge which will be at cost.

Assisting a Retailer's Accredited Entity

(14.14) Retailers may request assistance from us to facilitate activities using an Accredited Entity. Where such a request is made the Retailer will be liable for the relevant charges as set out.

(14.15) An abortive visit will be charged if we attend site to provide assistance and the Accredited Entity is not ready.

Assistance during normal working hours - per hour	£98.00
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Disconnection and Reconnection Services

Temporary Disconnection

- (14.16) A Temporary Disconnection is any physical disconnection of the Water Supply that is not a permanent disconnection and may subsequently be reconnected without a new connection being made.

Disconnection or cut-off of any premises (other than premises specified in Schedule 4A of the Act) at the request of the Retailer for non-payment of water charges, during normal working hours	£170.00
Disconnection or cut-off of any premises at the request of the Retailer or Customer, during normal working hours, other than for non-payment	No charge

Abortive Visits for Disconnection (for non-payment)

- (14.17) Where we have dispatched personnel or agents to the Eligible Premises to carry out a disconnection for non-payment (following the appropriate notice) and the Customer pays the overdue amount to the Retailer between such dispatch and actual disconnection, the Retailer will be charged for the abortive costs of deploying such personnel.

Abortive Visits for Disconnection	£170.00
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Abortive Visits for Disconnection (other than non-payment)

- (14.18) If our personnel or agents are unable to undertake a disconnection due to the actions of the Retailer or the Customer (other than for non-payment), the Retailer or Customer as appropriate will be liable to pay the abortive costs of deploying the relevant personnel.

Abortive Visits for Disconnection	£170.00
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Disconnection performed by Anglian Water for Illegal Use

- (14.19) Illegal use of the Water Supply may include, for example, theft by bypassing or tampering with a Meter or making an unauthorised connection to the Meter. If we take the matter to court, we may seek to recover from the Customer our costs incurred in dealing with the illegal use.

- (14.20) Where the use was illegal because of an act or omission of the Retailer, we may take appropriate steps against it, which may include seeking to recover from the Retailer our costs incurred in dealing with the illegal use.

Disconnection performed by Anglian Water for breach of Water Fittings Regulation

- (14.21) Where we become aware (including from the Retailer) of breaches of the Water Supply (Water Fittings) Regulations 1999 (Water Fittings Regulations) or equivalent regulations made under section 74 of the Act, we may make arrangements with the Customer directly to visit the Eligible Premises and make a Disconnection for breach of the Water Fittings Regulations. Alternatively, we may make an unannounced and/or unplanned visit to Eligible Premises to take any action that we are empowered to undertake.

Disconnection for breach of the Water Fittings Regulations	£170.00
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Permanent Disconnection

(14.22) Where a Retailer or Customer requests that we carry out a permanent disconnection, there will be no charge for this service.

Permanent Disconnection requested by the Retailer or Customer	No charge
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Reconnection Charges (following temporary disconnection)

(14.23) Temporary Disconnections may be reconnected by us or by an Accredited Entity (if instructed by the Retailer) on request of the Retailer or Customer.

(14.24) Reconnections performed by us may also follow the rectification of a breach of the Water Fittings Regulations and a temporary Disconnection requested by the Customer.

Reconnection following temporary disconnection, during normal working hours	£339.00
Reconnection following disconnection for non-payment of water charges, during normal working hours	£339.00

Abortive Visits for Reconnection

(14.25) Where personnel have been dispatched to the Premises to carry out a reconnection and are unable to complete work due to the actions of the Retailer or the Customer, the Retailer or Customer as appropriate will be liable to pay the abortive costs of deploying such personnel.

Abortive Visits for Reconnection	£339.00
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Water fittings inspections

Breaches of Water Fittings Regulations and section 73 to 75 of the Water Industry Act 1991

(14.26) Where we carry out a water fittings compliance visit and identify breaches of the Water Fittings Regulations and or sections 73 to 75 of the Water Industry Act 1991 we will notify the Customer directly or through the Retailer of the breaches of the Water Fittings legislation. If we make further inspections to assess compliance we will charge for the re-inspections.

Site visit inspection confirming adherence within legislation	No charge
Repeat site visit inspection to assess for compliance of the Water Fittings Regulations	£110.00

(14.27) Where the remedial work is not completed by the agreed date, or date stipulated in a subsequent notice served under section 75(2)(b) of the Act, we will arrange for the work to be carried out. In such cases we will recover from the Customer or Retailer as appropriate all costs reasonably incurred in carrying out the remedial work including, labour materials and plant. We will not produce a quotation for this work before work commences and will charge these costs to the Customer or Retailer as appropriate once the work is complete.

(14.28) Where it is necessary for us to obtain a 'Warrant of Entry' from the Magistrates' Court in order to carry out the work, we will also recover the costs associated with this.

Valve Service Test

(14.29) Where we are required to carry out a yearly valve service test under the Water Fittings Regulations a charge will be made.

Charge for carrying out an annual test on valve	£300.00
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Metering Services

Change of Meter size

(14.30) Where a Retailer requests we change a water Meter that services a Supply Point(s) registered to them, the Retailer can request we undertake a site survey to establish if the exchange is viable and, where viable, the costs of exchanging the Meter, or instruct us to exchange the Meter without a separate survey. The Retailer is liable for the cost of any survey as well as the exchange where they request a change of Meter.

(14.31) The available choice of Meter model/type is determined by our existing procurement policy.

Capacity modelling requests associated with change of Meter size: Meters 40mm and above	
Survey charge	£100.00
Capacity modelling charge	£496.00
Meter re-size	At cost
Capacity modelling requests associated with change of Meter size: Meters below 40mm	
Survey charge	£100.00
Meter re-size	At cost

Meter relocation

(14.32) Where a Retailer requests we relocate a water Meter that services a Supply Point(s) registered to them, the Retailer can request we undertake a site survey to establish if the alternate location is viable and, where viable, the costs of the Meter relocation. If the Retailer chooses not to proceed with the relocation once the survey has been completed the Retailer remains liable for the cost of the survey.

Survey to check Meter can be repositioned in accordance with regulation 5 of the Water (Meters) Regulations 1988	£100.00
Relocation – Internal to internal only	£353.00
Relocation - Internal to external, External to external or External to internal	£510.00
Out-reader replacement	At cost

Meter Accuracy Test

(14.33) Where a test is undertaken at the request of the Retailer and the Meter on being tested falls within the prescribed limits of error, the Retailer shall pay the charge set out below which, for the avoidance of doubt, includes the cost of the replacement meter.

(14.34) If the test shows the Meter to be operating incorrectly, we will not apply a testing or replacement charge and we will adjust usage charges in accordance with the Meter Regulations.

Off-site testing for Meters up to and including 20mm	£236.00
Off-site testing for Meters 21 to 40mm	£633.00
Off-site testing for Meters 41 to 80mm	£993.00
Off-site testing for Meters 81 to 150mm	£1,556.00
Off-site testing for Meters greater than 150mm	At cost

Replacement or Repair of Apparatus

(14.35) Charges will apply when damage has occurred to apparatus, including a meter box and/or Meter, that does not result from normal wear and tear and a replacement is required.

Replace Meter box unit by excavation to remove old box and fit new box	At cost
Replace Meter	At cost
Other	At cost

Meter Logging

(14.36) No data logger may be fitted to a Meter without our prior consent. Further details of our terms and conditions for the installation of Retailer or Customer equipment can be found on our website.

(14.37) Requests from a Retailer (or third parties working on behalf of Retailers) or a Customer for permission to install data loggers to Meters are subject to an application charge. There is a standard charge for a single meter survey and application (labour) to fit a pulse unit and/or splitter cable. The pulse unit and/or splitter cable will be charged at cost.

(14.38) Requests for permission to install loggers to multiple meters at the same premises will be carried out at cost and we will provide a quote for this work.

(14.39) Where a Retailer or Third Party or Customer has fitted a meter logger themselves without prior consent from us or we have already fitted our own meter logger, a survey and installation charge will apply.

Meter Logging Application	£17.00
Meter Logging standard single site meter survey and installation (labour)	£93.00
Meter Logging multiple meter installation	At cost

Abortive Visits for Metering Services

(14.40) Where personnel have been dispatched to the Premises to carry out metering services and either the Retailer or Customer cancel the job or we are unable to complete work due to the actions of the Retailer or the Customer, the Retailer or Customer as appropriate will be liable to pay the abortive costs of deploying such personnel.

Abortive Visits for Metering Services	£92.00
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Out of Hours Metering Services

(14.41) We will only undertake work out of normal business hours where the Customer can demonstrate an unavoidable business need. An additional charge will be made for services delivered out of normal business hours to reflect the higher costs incurred by us where we are able to provide this non-standard level of service. See our Wholesale Operational Manual (available on our website) for details on our policy for the provision of out of hours services.

Additional charge for services provided out of normal business hours	£218.00
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Meter Exchange

(14.42) We may offer an out of hours meter exchange service to assist Customers where restrictions otherwise exist to enabling access to a site and/or to isolate the supply during Normal Working Hours. This service is chargeable and the meter exchange needs to meet certain criteria to qualify for this service offering.

(14.43) We may consider a job to qualify for an out of Normal Working Hours service if:

- (i) the current meter in situ is 40mm or above in size.
- (ii) the Meter exchange survey is completed during Normal Working Hours
- (iii) the meter exchange work is for a full exchange (on occasion we may just change the internal mechanism of the meter which limits the disruption to the Premise)
- (iv) the work is completed within an 8 week timescale from acceptance of the request.

(14.44) Confirmation that the exchange can be completed out of Normal Working Hours will be confirmed on the initial survey within 10 days of the initial request.

(14.45) Standard English bank holidays are classed as non-working days so Meter Exchanges will not be provided on these days.

Water Services

Water for Building Work

New Connection for Building Water

(14.46) Water supplies to a site which is being prepared for development (e.g. grouting) will be metered. This will include Building Water for the construction of premises which will ultimately become either Eligible Premises or other premises, including Household Premises, or a combination of both. In any event, any New Supply Point having Building Water will be registered in accordance with the Market Terms.

As part of the supply connections terms and conditions it is a requirement of the applicant to notify us prior to any Temporary Building Supply being made permanent. Failure to do so will result in additional costs to ensure compliance.

Repeat site visit to assess compliance of the Water Fittings Regulations	£110.00
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Replacement of lead service pipes

(14.47) The replacement of lead service pipes is provided free of charge, following an application and confirmation that the customer side lead pipe has also been removed.

Fire Hydrants

(14.48) Where appropriate, in accordance with sections 57 and 58 of the Act, standard charges will be payable for the installation, removal or maintenance of a fire hydrant.

Installation at the request of a Retailer or third party

New hydrant wash out on new main	£476.00
Installation on all new mains	£857.00
Installation on all existing mains	At cost

(14.49) Where a washout has been installed by us and is adopted by a Fire Authority as a fire hydrant on a shared basis, the charge will be 50% of the charge noted above.

Fire Hydrant Charges – Repair

Hydrant (repair/replace)	£857.00
Chamber (repair/replace)	£472.00
Cover and Frame (repair/replace)	£449.00
Post/Plate/Minor in situ works	£245.00

Fire Hydrant Charges – Conversion & Removal

(14.50) The conversion to washout applies when the Fire Authority no longer requires the Hydrant, but the Company decides to retain the asset as a washout. The charge will be 50% of the installation on new mains charge, as noted above.

(14.51) Permanent abandonment will apply when neither the Fire Authority nor the Company has any use for the hydrant as an asset and the tee is removed from the main.

Convert fire hydrant to washout	See above
Abandonment / Permanent removal	At cost
Conversion - repairs required	£449.00
Conversion - over 250mm	At cost

Flow and Pressure Tests

(14.52) A charge at cost will be made for the testing and provision of flow and pressure information where requested for information purposes, such as insurance requirements or the installation of fire sprinkler systems etc.

Provision and Use of Standpipes

(14.53) All standpipes are metered. A meter reading from a standpipe is required within 5 business days of the end of each calendar month. The meter reading from the standpipe will be used to calculate and invoice the Volumetric Charge. In the event that either (i) the meter readings are not provided or no automated meter reading is available or (ii) the meter is faulty or damaged, then the Volumetric Charge will be calculated using the greater of:

- (a) An assumed volume as indicated on the standpipe application form of
 - (i) 5m³ per day if a low volume user; or
 - (ii) 10m³ per day if a medium volume user; or
 - (iii) 20m³ per day if a high volume user.
- (b) the average monthly volume based upon the last 3 complete calendar months, where that standpipe is used by the same user, provided that we have accurate meter readings from the use of the standpipe supplied for the previous 3 calendar months

Where such previous meter readings / usage data for that standpipe by the same standpipe user is not available from the meter on the standpipe, then we shall be entitled to invoice the Volumetric Charge using the assumed volume.

(14.54) Hire agreements continue for a maximum of 12 months only.

Standpipe Charges – up to and including 25mm (internal diameter)	
Weekly Rate	£33.50
Six Monthly Rate	£570.00
Annual Rate	£950.00
And	
Standard Volumetric charge (per m ³ of water used)	Dependant on area. See Part 19.

Standpipe Charges – over 25mm (internal diameter)	
Weekly Rate	£56.00
Six Monthly Rate	£720.00
Annual Rate	£1,300.00
And	
Standard Volumetric charge (per m ³ of water used)	Dependant on area. See Part 19.

Sewerage Services

Septic Tanks and Cesspools

(14.55) A charge is made for the treatment and disposal of septic tank and cesspool contents.

(14.56) The charge consists of a Volumetric Charge per m³ of the septic tank/cesspool volume and a Fixed Charge per invoice.

Treatment of septic tanks & cesspool charges per m ³	£10.65
Fixed Charge per invoice	£6.50

Tankered Non-Domestic Discharges

(14.57) No non-domestic discharges from road tankers are accepted at our facilities.

Other Services

Final Effluent

(14.58) Supplies of Final Effluent are available from a limited number of works subject to agreement.

Application Charge

(14.59) A Final Effluent agreement is subject to an application charge having completed a Final Effluent application form. All agreements last for a maximum of three years after which customers would need to reapply.

(14.60) The applicant is required to demonstrate that they have consulted with the requisite external bodies, including written evidence of the Environment Agency’s agreement for the use of the material.

Standard Application Charge	£193.00
Bespoke Application Charge	£386.00
Legal Agreement Survey	At cost
Legal Agreement Preparation	At cost
Sampling of Final Effluent for Applicant	At cost
Renewal Application (no material change)	£55.00

Supply Volumes

(14.61) Subject to agreement, supplies may be available as a direct connection from the Sewage Treatment Works (Water Recycling Centre) or via tankering.

(14.62) A direct connection from the Sewage Treatment Works (Water Recycling Centre) is subject to design approval by us and requires an appropriate Meter (which would remain our property and be located at the centre).

(14.63) Supplies to Tankers are only available at specific points at Sewage Treatment Works (Water Recycling Centres) and all access to sites is subject to agreement with operational teams.

Supply Charge

(14.64) Where we incur capital costs that are reasonably attributable to the Final Effluent supply, a Capital Contribution will be required. This would include the cost of an appropriate Meter and pump and must be paid prior to commencing the relevant works.

(14.65) Charges for the supply of Final Effluent consist of a volumetric charge per m³ of Final Effluent and a Fixed or (Minimum) Charge.

Fixed Charge p.a.	£388.50
Volumetric Charge per m ³ ; and	9.47p
Volumetric Charge per m ³ (where pumping is required)	At cost
Minimum charge per month (or per bill for short term agreements)	£32.40

Trade Effluent Services

Application for consent (or Variation of consent) to discharge Trade Effluent

(14.66) We grant Trade Effluent Consents under our powers set out in the Water Industry Act. The consent contains a number of conditions including those that control the quality and quantity of the discharge and limit or require elimination of any harmful substances.

(14.67) Charges for the Application for, or Variation in the terms of, consent to discharge Trade Effluent include Trade Effluent Consents, Time Limited Consents and Letters of Authorisation. Please note that all discharge agreements are charged at cost.

(14.68) The standard application fee applies to low risk discharges where standard Consent conditions are generally applied. For example Trade effluent discharges from vehicle washes, launderettes or swimming pools will normally be charged a standard application fee.

(14.69) The bespoke application fee applies to higher risk discharges which generally require further evaluation and the application of bespoke Consent conditions. For example Trade effluent discharges from food and drink production, engineering, electroplating, landfill operations or temporary land reclamation/remediation services will normally be charged a bespoke application fee.

(14.70) Both of the above process lists are not exhaustive and each case will be evaluated on a case by case basis. The Retailer and/or Customer as appropriate will be notified of the indicative charge on receipt of the application. Where more samples are required additional charges may be incurred.

Application For Trade Effluent Consent To Discharge - Group 1 (no sample or analysis)	
Standard	£181.00
Bespoke	£319.00
Application For Trade Effluent Consent To Discharge - Group 2 (one sample and analysis)	
Standard	£226.00
Bespoke	£364.00
Application For Trade Effluent Consent To Discharge - Group 3 (one sample and more complex analysis)	
Standard	£534.00
Bespoke	£672.00

(14.71) Where a Customer makes an application directly to us, or via its Retailer, for a new Trade Effluent Consent and subsequently withdraws the application, we reserve the right to recover from that Retailer or Customer as appropriate, any costs we have incurred to date (including analysis, sampling and inspection costs) in connection with the original application.

Administrative Variation to Trade Effluent Consent, Agreement or Permit

(14.72) Where the Retailer or Customer as appropriate, requests an administrative change to the Trade Effluent Consent, the following charge will apply.

Administration Charge	£104.00
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Additional administrative charge for non-receipt of a Trade Effluent Notice

(14.73) This charge covers additional administrative costs associated with pursuing an application for an unconsented discharge or where the discharge is consented but where a change has occurred that requires a variation to the Trade Effluent Consent but no Trade Effluent Notice has been received. Where no Trade Effluent Notice has been received following the initial request and a subsequent reminder, a notification of intent to vary will be issued and a Variation of Consent charge and Administrative charge will be due.

Administration Charge - reminder	£28.00
Administration Charge – notification of intent to vary Trade Effluent Consent	£28.00

Terminations

(14.74) In those cases where the discharge of trade effluent has permanently ceased, the Retailer should ensure that an application for a termination is served at the earliest opportunity. Under certain circumstances Anglian Water may terminate the consent, for example where a form has been requested but not received or for operational and/or environmental reasons. Please note that any relevant charges will continue to be applied until such time as the termination document is issued.

Temporary Trade Effluent Discharges

(14.75) The appropriate Charge for Trade Effluent from temporary Consents will comprise:

- (i) a Trade Effluent Fixed Charge per Premises per temporary period; and
- (ii) a Volumetric Charge per cubic metre.

(14.76) The Volumetric Charge will be based on one of five bands depending on the strength of the discharge. The band will be assessed at the time of the application and be based on the Consent conditions.

(14.77) The Trade Effluent volume will be based on either:

- (i) the readings from the sewage Meter; or
- (ii) in the absence of such a reading or the malfunctioning of such a sewage Meter, shall be assessed by us in accordance with the Consent or on the basis of water usage at the Premises and any other material considerations which the Consumer has notified to us.

Band 0 - Volumetric Charge per m ³	28.39p
Band 1 - Volumetric Charge per m ³	87.76p
Band 2 - Volumetric Charge per m ³	166.24p
Band 3 - Volumetric Charge per m ³	319.73p
Band 4 - Volumetric Charge per m ³	8,422.28p

Fixed Charge per temporary period	£10.50
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Sampling

Scheduled Sampling

(14.78) We carry out standard scheduled sampling and analysis in accordance with our own regulatory functions and inform the Retailer or Customer of sample results via email. Should Customers require a postal notification of sample results this will be subject to a fee to cover the additional administration costs.

Postal Notification of Sample Results (per copy)	£12.50
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Non-routine Sampling

(14.79) Anglian Water does not undertake additional sampling and analysis on behalf of Customers and/or Retailers. Should a Customer and/or Retailer require any additional sampling and analysis of a Trade Effluent, e.g. for the purposes of wholesale charge calculation and/or formal compliance assessment, they must ensure that it is carried out with the written agreement of Anglian Water and, unless otherwise agreed, using a sampling and analytical process accredited in accordance with a minimum standard of ISO 17025.

Provision of information

(14.80) Fees may apply for responding to general enquiries from a Retailer or Customer (see Provision of Information in 14.5 and 14.11 above).

Requisition of Information in accordance with the Environmental Information Regulations 2004

(14.81) This includes trade effluent sample results requested by Retailers or their non-household customers for any period prior to 01 April 2017 and also for any data requested in addition to that provided under the Market Codes for the period 01 April 2017 onwards.

Extraction charge (for searching or for searching and extracting the information requested)	£25.00 per hour
Printing/copying charge (of information requested)	10p per page
Postage charge (sent 2nd class)	At cost

Requisition of Information from the Trade Effluent Register

(14.82) This includes copies of Consents requested by the discharger or Retailers on behalf of their customer.

Extraction charge (for searching or for searching and extracting the information requested)	£25.00 per hour
Printing/copying charge (of information requested)	10p per page
Postage charge (sent 2nd class)	At cost

Additional costs including Environment Agency Applications

- (14.83) Where a proposed new or amended discharge of trade effluent (or other non-domestic discharge) requires us to formally submit an application to the Environment Agency for a Sewage Treatment Works (Water Recycling Centre) permit variation, for example where the discharge could result in significant environmental impact or where the Sewage Treatment Works permit needs to be changed from a 'Descriptive' to 'Numeric' type, we reserve the right to charge the full cost of the pre-application work, and the application fee and associated costs to the Retailer or Customer as appropriate.
- (14.84) Where a new trade effluent (or other non-domestic) discharge is proposed or an existing unregulated trade effluent (or other non-domestic) discharge is identified by Anglian Water discharging into a Sewage Treatment Works (Water Recycling Centre) currently regulated by the Environment Agency under a Descriptive permit (or other form of low risk permit including exemptions) we will, in addition to the application fee referred to above, look to recover any other significant additional costs, for example capital works.
- (14.85) Where a new or existing trade effluent (or other non-domestic) discharge requires significant additional modelling or other assessment work, either undertaken within Anglian Water and/or by a third party on behalf of Anglian Water, irrespective of whether this is as a result of a formal trade effluent consent application (including consent variations, agreements and other forms of permit) or a general enquiry (e.g. a tentative request), all associated costs will be passed back to the Customer/Retailer.
- (14.86) Some industrial installations require an Environmental Permit from the Environment Agency in order to operate certain processes. To obtain a permit the customer may require information from us regarding the sewerage system, including the Sewage Treatment Works (Water Recycling Centre), so that the level of treatment and the fate of certain substances can be assessed.

Standard fee for provision of information	£221.00
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PART 15: DEVELOPER CHARGING ARRANGEMENTS

(15.1) Charges relating to new development and associated miscellaneous services are detailed in the Developer Charging Arrangements document. Most of these charges are raised under specific statutory provisions in the Act. A minority of these charges are not made under specific statutory provisions and therefore also require validation by referencing them in the main Charges Scheme. We are also referencing them briefly in this Charges Schedule because:

- (i) We are required to ensure that prices are in accordance with rules which may be produced by the Authority; and
- (ii) for the purpose of convenience, whereas the detail is published in one place (the Developer Charging Arrangements), we seek to provide information as to their location in other places that they may be sought, such as this Charges Schedule.

(15.2) In addition to water and/or sewerage connections, the Infrastructure Charges are also payable for all new domestic use connections.

(15.3) The following charges are in the Developer Charging Arrangements document.

<https://www.anglianwater.co.uk/developers/development-services/services-and-charges/>

Water Mains

Survey & Preparation of Design
Diversion of an existing water main
Remobilisation

Self-Lay

Self-lay of water mains and Self-lay services

Water Connections

Water Connection Charges

Use of approved plumbers/underground installers/site agents

Drainage Charges

Sewer connection vetting and administration fee
Adoption of lateral drain vetting and administration fee
Highway drainage connection
Building over or near to a public sewer
Adoption of New Sewers (Section 104)
Adoption of Existing Sewers (Section 102)
Diversion of Existing Sewers (Section 185)
Sewer Requisition (Section 30)
Sewer CCTV Review Fee

Other

Pre-Development Enquiries
Traffic Management

PART 16: INFRASTRUCTURE CHARGES

- (16.1) Infrastructure Charges are made under section 146 of the Act.
- (16.2) Infrastructure Charges for Water Supply and Sewerage Services are payable for each new Supply Point connected to our Water Supply or public sewerage network of Premises which have not previously had a Water Supply or Sewerage connection provided by us or another undertaker for domestic Water Supply or Sewerage Services purposes, as the case may be.
- (16.3) These charges, along with those relating to new development and associated miscellaneous services, are detailed in the Developer Charging Arrangements document and validated by referencing them in the main Charges Scheme. We are also referencing them briefly in this Charges Schedule because:
- (i) We are required to ensure that charges are in accordance with rules which may be produced by the Authority; and
 - (ii) for the purpose of convenience, whereas the detail is published in one place (the Developer Charging Arrangements), we seek to provide information as to their location in other places that they may be sought, such as this Charges Schedule.

PART 17: CAPITAL CONTRIBUTIONS

Charging Criteria

- (17.1) Full reimbursement of the capital costs of construction will be a condition of fulfilling the Customer's requirement where:
- (i) a new or additional supply of water for non-domestic purposes and/or a trade effluent discharge and/or a non-domestic sewage discharge is required;
 - (ii) in the course of making the requisite capacity available, we have incurred or will incur, capital costs that are reasonably attributable to the new requirements; and
 - (iii) the capital costs have not been recovered from or attributed to an existing development or applicant.
- (17.2) Partial reimbursement is required where a Customer requisitions a water main, sewer or lateral drain for domestic purposes and details of the capital contribution in these cases can be found in the Developer Charging Arrangements:

<https://www.angliawater.co.uk/developers/>

- (17.3) Further details can be found in our Capital Contributions policy on our website.

Timing of Capital Contribution

- (17.4) In all cases, Capital Contributions must be paid prior to commencing the relevant works.

PART 18: PAYMENT OF CHARGES

Payment Terms

For Retailers

- (18.1) The Wholesale-Retail Code contains the billing and payment terms in Part 2 Business Terms (Part D: Charges) which are referred to in, and form part of, the Wholesale Contract.
- (18.2) For non-primary charges which are not settled through the Market Operator and are due to us under the Wholesale Contract or the Wholesale-Retail Code, we shall submit invoices to the Retailer for the total amount properly payable, and provide a statement in such detail and with such documentation as are necessary to verify the same.

For Primary Charges and Non-Primary Charges not settled through the Market Operator

- (18.3) Charges are payable in full within 14 days of receipt of the invoice.
- (18.4) If payment is not received by the Due Date, interest, where appropriate, will be charged on the outstanding balance at the rate set out in the Late Payment of Commercial Debts (Interest) Act 1998.

Payment Methods

- (18.5) We offer a range of payment methods. Full details are set out on our website.

PART 19: SCHEDULE OF NON-HOUSEHOLD CHARGES

PART 19a: ANGLIAN AREA

i. NON-HOUSEHOLD - Unmeasured Water Charges

	Potable Water
Rateable Value up to £1,000 (inclusive)	
Fixed Charge	£247.80
Charge per £ of RV	15.58p
Rateable Value from £1,001 to £5,000	
Fixed Charge	£495.60
Charge per £ of RV	15.58p
Rateable Value above £5,000	
Fixed Charge	£1,239.00
Charge per £ of RV	15.58p
Zero or No Rateable Value	
Fixed Charge	£247.80

ii. NON-HOUSEHOLD - Unmeasured Sewerage Charges

	Foul Water Drainage	Surface Water Drainage	Highway Drainage	Foul Water, Surface Water & Highway Drainage	Foul Water & Highway Drainage	Surface Water & Highway Drainage
Rateable Value up to £1,000 (inclusive)						
Fixed Charge	£218.80	£39.00	£21.00	£278.80	£239.80	£60.00
Charge per £ of RV	15.83p	n/a	n/a	15.83p	15.83p	n/a
Rateable Value from £1,001 to £5,000						
Fixed Charge	£437.60	£39.00	£21.00	£497.60	£458.60	£60.00
Charge per £ of RV	15.83p	n/a	n/a	15.83p	15.83p	n/a
Rateable Value above £5,000						
Fixed Charge	£1,094.00	£39.00	£21.00	£1,154.00	£1,115.00	£60.00
Charge per £ of RV	15.83p	n/a	n/a	15.83p	15.83p	n/a
Zero or No Rateable Value						
Fixed Charge	£218.80	£39.00	£21.00	£278.80	£239.80	£60.00

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations above will apply and be billed for each Premises depending on the services received.

PART 19a: ANGLIAN AREA

iii. NON-HOUSEHOLD - Measured Water Charges

	Potable Water	Non Potable Water
Streamline Green	<0.5Ml pa	n/a
Fixed Charge	£7.25	n/a
Volumetric Charge per m ³	145.10p	n/a
Streamline Orange	0.5 to 5.0Ml pa	<5.0Ml pa
Fixed Charge	£62.00	£62.00
Volumetric Charge per m ³	134.20p	120.07p
Streamline Blue	5.0 to 10.0Ml pa	5.0 to 10.0Ml pa
Fixed Charge	£419.00	£419.00
Volumetric Charge per m ³	127.06p	113.92p
Profile	10.0 to 25.0 Ml pa	10.0 to 25.0Ml pa
Fixed Charge	£450.00	£450.00
Volumetric Charge per m ³	94.95p	85.23p
Maximum Daily Demand Charge per m ³	£73.50	£66.25
Profile Plus	>25.0Ml pa	>25.0 to 1,000.0Ml pa
Fixed Charge	£927.00	£927.00
Volumetric Charge per m ³	57.66p	51.89p
Maximum Daily Demand Charge per m ³	£137.00	£123.25
Profile Interruptible	>35.0Ml pa	n/a
Fixed Charge	£4,142.00	n/a
Volumetric Charge per m ³	46.89p	n/a
Maximum Daily Demand Charge per m ³	£145.25	n/a
Profile Industrial	n/a	>1,000.0Ml pa
Fixed Charge	n/a	£203,925.00
Volumetric Charge per m ³	n/a	30.27p
Maximum Daily Demand Charge per m ³	n/a	£127.25

The volume bands provided are for indicative purposes only and should be read in conjunction with Part 7.

PART 19a: ANGLIAN AREA

iv. NON-HOUSEHOLD - Measured Sewerage Charges

	Foul Water Drainage	Surface Water Drainage	Highway Drainage	Foul Water, Surface Water & Highway Drainage	Foul Water & Highway Drainage	Surface Water & Highway Drainage
Streamline Green	<0.5Ml pa					
Fixed Charge	£5.25	£39.00	£21.00	£65.25	£26.25	£60.00
Volumetric Charge per m ³	169.74p	n/a	n/a	169.74p	169.74p	n/a
Streamline Orange	0.5 to 5.0Ml pa					
Fixed Charge	£27.00	£56.00	£21.00	£104.00	£48.00	£77.00
Volumetric Charge per m ³	165.00p	n/a	n/a	165.00p	165.00p	n/a
Streamline Blue	5.0 to 25.0Ml pa					
Fixed Charge	£234.00	£140.00	£21.00	£395.00	£255.00	£161.00
Volumetric Charge per m ³	160.40p	n/a	n/a	160.40p	160.40p	n/a
Profile Plus	>25.0Ml pa					
Fixed Charge	£1,321.00	£1,350.00	£21.00	£2,692.00	£1,342.00	£1,371.00
Volumetric Charge per m ³	155.57p	n/a	n/a	155.57p	155.57p	n/a

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations will apply and be billed for each premises depending on the services received.

The volume bands provided are for indicative purposes only and should be read in conjunction with Part 7.

PART 19b: HARTLEPOOL AREA

i. NON-HOUSEHOLD - Unmeasured Water Charges

	Potable Water
Unmeasured HTL	
Fixed Charge	£125.40
Charge per £ of RV	n/a

ii. NON-HOUSEHOLD - Unmeasured Sewerage Charges

Sewerage services are provided by Northumbrian Water Ltd.

iii. NON-HOUSEHOLD - Measured Water Charges

	Potable Water
Streamline HTL	
	<50.0Ml pa
Fixed Charge	£7.25
Volumetric Charge per m ³	100.42p
Profile HTL	
	>50.0Ml pa
Fixed Charge	£3,100.00
Volumetric Charge per m ³	33.47p
Maximum Daily Demand Charge per m ³	£79.00

The volume bands provided are for indicative purposes only and should be read in conjunction with Part 7.

iv. NON-HOUSEHOLD - Measured Sewerage Charges

Sewerage services are provided by Northumbrian Water Ltd.

PART 19c: FINNINGLEY AREA

i. NON-HOUSEHOLD - Unmeasured Water Charges

Water services are provided by Yorkshire Water Services Ltd.

ii. NON-HOUSEHOLD - Unmeasured Sewerage Charges

	Foul Water Drainage	Highway Drainage	Foul Water & Highway Drainage
Unmeasured FIN			
Fixed Charge	£73.00	£21.00	£94.00
Charge per £ of RV	36.51p	n/a	36.51p

¹ Separate charges for Foul Water and Highway Drainage are provided for information purposes only. The service combination will apply and be billed to each Premises.

iii. NON-HOUSEHOLD - Measured Water Charges

Water services are provided by Yorkshire Water Services Ltd.

iv. NON-HOUSEHOLD - Measured Sewerage Charges

	Foul Water Drainage	Highway Drainage	Foul Water & Highway Drainage
Streamline FIN			
Fixed Charge	£5.00	£21.00	£26.00
Volumetric Charge per m ³	99.79p	n/a	99.79p

¹ Separate charges for Foul Water and Highway Drainage are provided for information purposes only. The service combination will apply and be billed to each Premises.

PART 19d: NORTHSTOWE AREA

i. NON-HOUSEHOLD - Measured Water Charges

	Potable Water
Standing Charges	
15mm to 50mm Meter	£23.06
51mm to 80mm Meter	£126.33
81mm to 100mm Meter	£136.97
80mm inferential Meter	£126.33
100mm inferential Meter and over	£172.25

Streamline CBG	<150.0MI
Standing Charge	As above
Volumetric Charge per m ³	91.72p
Profile C150	>150.0MI
Standing Charge	As above
Volumetric Charge per m ³	72.49p

The annual volume bands provided are for indicative purposes only and should be read in conjunction with Part 7.

ii. NON-HOUSEHOLD – Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 19a of the Schedule of Charges.

PART 19e: WOODS MEADOW & FLIXTON AREA

i. NON-HOUSEHOLD – Measured Water Charges

	Potable Water
Standing Charges	
15mm to 20mm Meter	£21.10
25mm to 30mm Meter	£35.20
35mm Meter	£52.80
40mm Meter	£70.33
50mm Meter	£175.83
65mm Meter and over	£527.50

Streamline SFK	<20.0MI
Standing Charge	As above
Volumetric Charge per m ³	147.72p
Profile S20	20.0 to 50.0MI
Standing Charge	As above
Fixed Charge	£1,474.60
Volumetric Charge per m ³	140.33p
Profile S50	50.0 to 175.0MI
Standing Charge	As above
Fixed Charge	£7,383.95
Volumetric Charge per m ³	128.52p
Profile S175	>175.0MI
Standing Charge	As above
Fixed Charge	£28,068.50
Volumetric Charge per m ³	116.70p

The annual volume bands provided are for indicative purposes only and should be read in conjunction with Part 7.

ii. NON-HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 19a of the Schedule of Charges.

PART 19f: SPECIAL AGREEMENTS

i. NON-HOUSEHOLD – Humberside Special Industrial Scheme

	Potable Water
ANHPOT1	
Reservation Charge	£168,348.00
Volumetric Charge per m ³	39.37p
ANHPOT2	
Reservation Charge	£63,224.00
Volumetric Charge per m ³	39.37p
ANHPOT3	
Reservation Charge	£202,107.00
Volumetric Charge per m ³	39.37p

ii. NON-HOUSEHOLD – Reverse Osmosis (RO)

	Reverse Osmosis
ANHNONPOT1	
Fixed Charge	Subject to renegotiation
Volumetric Charge	
ANHNONPOT2	
<u>Potable Water</u>	
Fixed Charge	See Profile (Hartlepool) (part 19b)
Volumetric Charge per m ³	
Maximum Daily Demand Charge per m ³	
	Plus
Water Lost Through Process - Volumetric Charge per m ³	Subject to renegotiation
	Plus
<u>Reverse Osmosis (RO)</u>	
Fixed Charge	Subject to renegotiation
Volumetric Charge per m ³	

PART 20: SCHEDULE OF HOUSEHOLD CHARGES

PART 20a: ANGLIAN AREA

i. HOUSEHOLD - Unmeasured Water Charges

	Potable Water
Rateable Value up to £1,000 (inclusive)	
Fixed Charge	£247.80
Charge per £ of RV	15.58p
Rateable Value from £1,001 to £5,000	
Fixed Charge	£495.60
Charge per £ of RV	15.58p
Rateable Value above £5,000	
Fixed Charge	£1,239.00
Charge per £ of RV	15.58p
Zero or No Rateable Value	
Fixed Charge	£247.80

ii. HOUSEHOLD - Unmeasured Sewerage Charges

	Foul Water Drainage	Surface Water Drainage	Highway Drainage	Foul Water, Surface Water & Highway Drainage	Foul Water & Highway Drainage	Surface Water & Highway Drainage
Rateable Value up to £1,000 (inclusive)						
Fixed Charge	£218.80	£39.00	£21.00	£278.80	£239.80	£60.00
Charge per £ of RV	15.83p	n/a	n/a	15.83p	15.83p	n/a
Rateable Value from £1,001 to £5,000						
Fixed Charge	£437.60	£39.00	£21.00	£497.60	£458.60	£60.00
Charge per £ of RV	15.83p	n/a	n/a	15.83p	15.83p	n/a
Rateable Value above £5,000						
Fixed Charge	£1,094.00	£39.00	£21.00	£1,154.00	£1,115.00	£60.00
Charge per £ of RV	15.83p	n/a	n/a	15.83p	15.83p	n/a
Zero or No Rateable Value						
Fixed Charge	£218.80	£39.00	£21.00	£278.80	£239.80	£60.00

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations will apply and be billed for each Premises depending on the services received.

PART 20a: ANGLIAN AREA

iii. HOUSEHOLD - Measured Water Charges

	Potable Water
Standard	
Fixed Charge	£4.40
Volumetric Charge per m ³	167.00p

iv. HOUSEHOLD - Measured Sewerage Charges

	Foul Water Drainage	Surface Water Drainage	Highway Drainage	Foul Water, Surface Water & Highway Drainage	Foul Water & Highway Drainage	Surface Water & Highway Drainage
Standard						
Fixed Charge	£4.70	£39.00	£21.00	£64.70	£25.70	£60.00
Volumetric Charge per m ³	169.74p	n/a	n/a	169.74p	169.74p	n/a

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations above will apply and be billed for each Premises depending on the services received.

PART 20b: HARTLEPOOL AREA

i. HOUSEHOLD - Unmeasured Water Charges

	Potable Water
Unmeasured	
Fixed Charge	£125.40
Charge per £ of RV	n/a

ii. HOUSEHOLD - Unmeasured Sewerage Charges

Sewerage services are provided by Northumbrian Water Ltd.

iii. HOUSEHOLD - Measured Water Charges

	Potable Water
Standard	
Fixed Charge	£6.35
Volumetric Charge per m ³	110.74p

iv. HOUSEHOLD - Measured Sewerage Charges

Sewerage services are provided by Northumbrian Water Ltd.

PART 20c: FINNINGLEY AREA

i. HOUSEHOLD - Unmeasured Water Charges

Water services are provided by Yorkshire Water Services Ltd.

ii. HOUSEHOLD - Unmeasured Sewerage Charges

	Foul Water Drainage	Highway Drainage	Foul Water & Highway Drainage
Unmeasured			
Fixed Charge	£73.00	£21.00	£94.00
Charge per £ of RV	36.51p	n/a	36.51p

¹ Separate charges for Foul Water and Highway Drainage are provided for information purposes only. The service combination above will apply and be billed to each Premises.

iii. HOUSEHOLD - Measured Water Charges

Water services are provided by Yorkshire Water Services Ltd.

iv. HOUSEHOLD - Measured Sewerage Charges

	Foul Water Drainage	Highway Drainage	Foul Water & Highway Drainage
Standard			
Fixed Charge	£4.70	£21.00	£25.70
Volumetric Charge per m ³	99.79p	n/a	99.79p

¹ Separate charges for Foul Water and Highway Drainage are provided for information purposes only. The service combination above will apply and be billed to each Premises.

PART 20d: NORTHSTOWE AREA

i. HOUSEHOLD - Measured Water Charges

	Potable Water
Everyday	
Standing Charge	£23.06
Volumetric Charge per m ³	91.72p

ii. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 20a of the Schedule of Charges.

PART 20e: WOODS MEADOW AREA

i. HOUSEHOLD - Measured Water Charges

	Potable Water
Everyday	
Standing Charge	
Volumetric Charge per m ³	

ii. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 20a of the Schedule of Charges.

PART 21: SCHEDULE OF CMOS TARIFF CODES

PART 21a (ANGLIAN AREA)

	Potable	Non-potable
Unmeasured Water		
Rateable Value up to £1,000 (inclusive)	AWUSDWP1	n/a
Rateable Value from £1,001 to £5,000	AWUSDWP2	n/a
Rateable Value above £5,000	AWUSDWP3	n/a
Zero or No Rateable Value	AWUCZWP	n/a
Streamline Green Assessed	AWUSGWP	n/a

	Foul Water & Surface Water Drainage	Foul Water	Surface Water Drainage
Unmeasured Sewerage			
Rateable Value up to £1,000 (inclusive)	AWUSDFS1	AWUSDFO1	AWUSDSO
Rateable Value from £1,001 to £5,000	AWUSDFS2	AWUSDFO2	AWUSDSO
Rateable Value above £5,000	AWUSDFS3	AWUSDFO3	AWUSDSO
Zero or No Rateable Value	AWUCZWFS	AWUCZWFO	AWUCZWSO
Streamline Green Assessed	AWUSGFS	AWUSGFO	AWUSGSO

PART 21a (ANGLIAN AREA)

	Potable	Non-potable
Measured Water		
Streamline Green	AWMSGWP	n/a
Streamline Orange	AWMSOWP	AWMSOWN
Streamline Blue	AWMSBWP	AWMSBWN
Profile	AWMIN10WP	AWMIN10WN
Profile Plus	AWMINPPWP	AWMINPPWN
Profile Interruptible	AWMIIWP	n/a
Profile Industrial	n/a	AWMIPWN

	Foul Water & Surface Water Drainage	Foul Water	Surface Water Drainage
Measured Sewerage			
Streamline Green	AWMSGFS	AWMSGFO	AWMSGSO
Streamline Orange	AWMSOFS	AWMSOFO	AWMSOSO
Streamline Blue	AWMSBFS	AWMSBFO	AWMSBSO
Profile Plus	AWMPPFS	AWMPPFO	AWMPPSO

	Trade Effluent
Streamline Green	TE_GREEN
Streamline Orange	TE_ORANGE
Streamline Blue	TE_BLUE
Profile Plus	TE_INDUS
Unmeasured Fixed Charge	TE_MINIMUM

PART 21b (HARTLEPOOL AREA)

	Potable	Non-potable
Unmeasured Water		
Unmeasured HTL	HPUWWP	n/a
Streamline HTL Assessed	HPAWSWP	n/a

	Potable	Non-potable
Measured Water		
Streamline HTL	HPMWSWP	n/a
Profile HTL	HPMWPWP	n/a

PART 21c (FINNINGLEY AREA)

	Foul Water & Surface Water Drainage	Foul Water	Surface Water Drainage
Unmeasured Sewerage			
Unmeasured FIN	n/a	AWUFINSFO	n/a

	Foul Water & Surface Water Drainage	Foul Water	Surface Water Drainage
Measured Sewerage			
Streamline FIN	n/a	AWMFINSFO	n/a

PART 21d (NORTHSTOWE AREA)

	Potable	Non-potable
Measured Water		
Streamline CBG	AWMNSWSCBGWP	n/a
Profile C150	AWMNSWSPC150WP	n/a
Measured Water (Inferential Meters)		
Streamline CBG	AWMNSWSCBGINFWP	n/a
Profile C150	AWMNSWPC150INFWP	n/a

PART 21e (WOODS MEADOW & FLIXTON AREA)

	Potable	Non-potable
Measured Water		
Streamline SFK	AWMWMSSFKWP	n/a
Profile S20	AWMWMPS20WP	n/a
Profile S50	AWMWMPS50WP	n/a
Profile S175	AWMWMPS175WP	n/a