

**Non-household  
Wholesale Charges  
Schedule  
2021/22**



**South West  
Water**

## NON-HOUSEHOLD WHOLESALE CHARGES SCHEDULE 2021/22

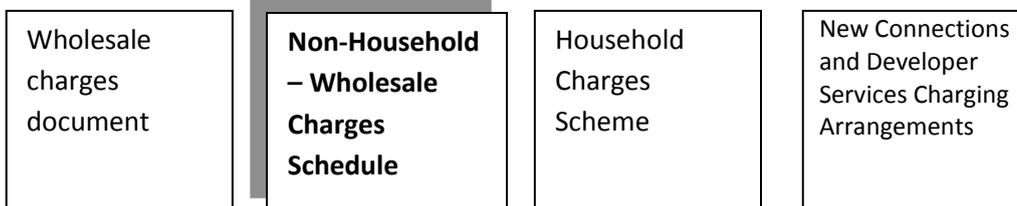
This document contains details of South West Water's Wholesale Charges Schedule for Non Household customers for 2021/22. The Schedule is made under the provisions of the Water Industry Act 1991 (as amended by the Water Industry Act 1999 and the Water Act 2014).

The charges come into force on 1 April 2021.

The water retail market is open to businesses, charities and public sector organisations with premises that qualify. For further information visit [www.open-water.org.uk](http://www.open-water.org.uk).

Wholesale charges cover the cost of providing wholesale activities, which broadly encompass the operation and maintenance of the process and network assets which deliver the abstraction, treatment and supply of drinking water, and those for the collection, treatment and recycling of wastewater.

This document forms one of four separate charging documents as set out below.



All charges exclude VAT unless stated otherwise. Details of those charges subject to VAT are given.

## Contents

|  |    |
|--|----|
| CHARGING POLICY .....  | 4  |
| SECTION 1 - HOW WHOLESALE CHARGES ARE APPLIED .....                    | 4  |
| SECTION 2 – LARGE USER WHOLESALE TARIFFS .....                         | 11 |
| SECTION 3 – TRADE EFFLUENT WHOLESALE TARIFFS.....                      | 14 |
| SECTION 4 - MISCELLANEOUS WHOLESALE CHARGES AND INCENTIVES.....        | 18 |
| SECTION 5 – SEARCHES FEES AND ENVIRONMENTAL INFORMATION REPORTING..... | 22 |
| SECTION 6 – DISPOSAL OF TANKERED WASTE .....                           | 24 |
| SECTION 7 – WATER METER INSTALLATION .....                             | 25 |
| SECTION 8 – OTHER MATTERS RELATED TO METERED CUSTOMERS.....            | 30 |
| SECTION 9 – COMPETITION.....   | 31 |
| SECTION 10 - VALUE ADDED TAX.....                                      | 32 |
| SECTION 11 - SCHEDULES.....  | 33 |
| Wholesale non-household unmeasured water supply charges 2021-22.....   | 33 |
| Wholesale non-household measured water supply charges 2021-22 .....    | 34 |
| Wholesale non-household measured wastewater charges 2021-22 .....      | 35 |
| Abated falling block .....   | 36 |
| Wholesale non-household unmeasured wastewater charges 2021-22 .....    | 37 |
| Wholesale non-household trade effluent charges 2021-22.....            | 38 |
| Special Agreement wholesale charges 2021-22 .....                      | 40 |
| SECTION 12 – OTHER METER CHARGES .....                                 | 41 |

## **CHARGING POLICY**

### **SECTION 1 - HOW WHOLESALE CHARGES ARE APPLIED**

- 1.1 This section sets out how the wholesale charges contained in this Charges Schedule are applied.
- 1.2 Under the Water Industry Act 1999, South West Water must charge occupiers of dwellings in accordance with this Charges Schedule. The Act removed the right of the Company to charge water and sewerage charges by agreement on dwellings but any agreements made prior to 1 April 2000 are not affected by the legislation.
- 1.3 South West Water (the Company) continues to have a legal right to charge commercial customers by agreement rather than in accordance with this Charges Schedule (subject to a legal requirement that charges do not discriminate unduly in favour or against any class of customer).
- 1.4 Where a premise is used for both residential and commercial purposes, the Company will have regard to Ofwat's guidance on whether customers are eligible to switch their water and wastewater Retailer when determining on what basis charges should be levied, i.e. Household or Non-Household.
- 1.5 Water lost through unidentified leaks of water from service pipes supplying business premises will be charged for save where relief is granted under the provisions of South West Water's service guarantees for non-household customers.

#### **Liability for charges for unoccupied properties**

- 1.6 Where a retailer is liable to pay unmeasured water and sewerage charges, wholesale charges are payable by the Retailer where a property is connected to water and sewerage services regardless of whether or not services are actually used.
- 1.7 Where a property for which unmeasured charges are payable is both unoccupied and unfurnished and no refurbishment work is being undertaken on the property, the Company will not charge water and sewerage charges on the property. A small amount of furnishings may be left in the property for security purposes but furnishings which make the property habitable will lead to the property being deemed to be furnished and full charges will be payable.
- 1.8 Where an unmetered property is under-going renovation or refurbishment, full unmeasured charges are payable in law. A person redeveloping a property will need to advise the Company of this fact and apply for the reduced charges. The developer has the option to install a meter and be charged measured charges accordingly. Where South West Water determines it is not possible or cost effective to install a meter, no unmeasured charges will be payable during the period of renovation or refurbishment.
- 1.9 A person wishing to leave an unoccupied property for which unmeasured charges are payable furnished, or the owner of such a property under-going refurbishment, may opt to have a meter installed to reduce the charges to which she or he will be liable. In the event that a meter cannot be installed or the cost of installing a meter is unreasonable, charges will be levied in accordance with 1.7 above.
- 1.10 Measured water and sewerage charges are based on the volume of water recorded by the meter. Therefore where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water and sewerage fixed

charges as applicable will be payable.

- 1.11 For unoccupied, metered properties, where consumption is registered by the meter relevant water and sewerage charges will be payable.
- 1.12 When the Retailer becomes aware the property is no longer unoccupied and unfurnished, they must notify the Company.

### **The Measured Charges**

- 1.13 Where the occupier of a commercial property at which a meter has been installed is liable to pay water and/or sewerage charges the standard measured charges will apply unless there is an agreement between the Company and the Retailer of that property to pay a different tariff; or the Company has confirmed to the Retailer of that property that unmeasured charges will apply.
- 1.14 The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously even if the out-going occupier of the property was not paying measured charges.

### **The Unmeasured Charges**

- 1.15 Where the occupier of a commercial property is liable to pay water and/or sewerage charges and a meter has not been installed at the property, the standard unmeasured charges, or the relevant Assessed Charge set out in this Schedule will apply.
- 1.16 Unmeasured charges will continue to apply until such time as either:
  - (a) the occupier of the commercial property chooses to have a meter installed at their convenience (see Section 7 on metering). Unmeasured charges will continue to apply and be payable up to the date the meter is installed; or
  - (b) the Company determines that water is being used, or is to be used, for one or more of the non-domestic purposes which would entitle the Company to require the water supply to be metered under Regulations made by the Secretary of State for the Environment, again unmeasured charges will continue to apply and be payable up to the date the meter is installed.
- 1.17 Where the occupier of a commercial property for which unmeasured charges are paid, and a meter has not been installed, vacates the property, the new occupier will be charged unmeasured charges also (NB if a meter has been installed at the property, regardless of whether the out-going occupier paid unmeasured or measured charges, the new occupier will be charged measured charges).
- 1.18 If a person occupies more than one separately rated building or part of a building and has access between them other than by a highway, the Company will agree to add (if requested to do so) the relevant rateable values together and bill the Retailer of the property on a single rateable value basis (so that the Retailer pays only one set of wholesale fixed charges). However where unmeasured properties are combined to form a single property occupied entirely by a single occupier and therefore no longer exist as the properties originally rated and assessed, a Notional Rateable Value will be set for the new property.
- 1.19 The chargeable rateable value of the property is:
  - Rated properties – the Rateable Value of the property

- Unrated properties – where a property does not have a rateable value specifically assigned to it, and the Company has not installed a water meter, the Company will charge the occupier of that property:
  - Unmeasured charges equivalent to the charges for a property with a Rateable Value of £280 in the case of a commercial property where water is not used in any commercial processes or food is not prepared on the premises; and
  - Unmeasured charges equivalent to the charges for a property with a Rateable Value of £500 in the case of a commercial property where water is used in commercial processes or food is prepared on the premises.
  - Unmeasured charges equivalent to the charges for a property with a Rateable Value of £50 in the case of a Non-Household property which is a church or place of worship.

### **Water charges**

- 1.20 For both measured and unmeasured water charges, the fact that a property might receive its water through a shared private service pipe does not affect liability to pay the standard charges in full and no reduction will be made to the standard charges.

### **Assessed charges for shops and offices without a supply of water to the premises**

- 1.21 If a Non Household customer occupies a shop or office with no water supply to the premises but it has access to a supply (for example a communal toilet facility) they will be liable to pay water and sewerage charges. Where the supply to which the business has access is not metered, charges will be based on the number of employees working on the premises.
- 1.22 If a Non Household customer is in this position and considers the charges are too high they could have a meter installed on the water supply. However if others also have access to the facilities to be metered, all users will have to agree that a meter is installed and their Retailer will have to accept responsibility to pay the wholesale charges. It will also be necessary to get the landlord's permission where the business does not own the property.
- 1.23 Where it has been agreed with a Retailer that it is not possible to install a meter on a supply to which the occupier of a shop or office which does not have its own supply has access, the company will offer an alternative Assessed Charge.

### **Sewerage Charges**

#### The foul, surface water and highway drainage tariff and the foul and highway drainage only tariff

- 1.24 For Non Household customers liable to pay sewerage charges, the relevant wholesale foul, surface water and highway drainage sewerage tariff will be payable by the Retailer unless they apply via the Retailer of the property to pay the relevant foul and highway drainage sewerage tariff.
- 1.25 A foul and highway drainage sewerage tariff will be applied to an account only when the Company is satisfied that the property draining to its sewers has no surface water drainage connection to those sewers.
- 1.26 Once the Company has confirmed a customer's entitlement, the foul and highway drainage sewerage tariff only will be applied to the Retailer of the property to a customer's account

from 1 April 2014, or from the date on which the customer became liable to pay sewerage charges on that account, whichever is later.

- 1.27 Where the volume of discharge to the sewer for foul and surface water drainage is measured through approved measured grey water recycling and measured Sustainable Urban Drainage Systems (SUDS), this volume will be used for calculating sewerage wholesale charges. This provides for a partial reduction in surface water drainage charges as well as foul charges and so the standard foul, surface water and highway drainage charges are used for this approach.
- 1.28 The Company does not have different surface water drainage policies for different customer types. Any reductions in the amounts payable for Surface Water Drainage Charges will only be applied in accordance with paragraphs 1.24, 1.25 and 1.40.

#### Private sewers

- 1.29 For both unmeasured and measured sewerage charges, the fact that a property might drain to a public sewer via an intermediary private sewer for which the occupier is wholly or jointly responsible does not entitle the occupier to any reduction in the standard sewerage charges.
- 1.30 Non Household customers are advised to ask their professional advisors when considering buying a property to specifically check whether the property drains to a private sewer before it drains to a public sewer.

#### Properties draining to septic tanks which discharge effluent to a public sewer

- 1.31 The unmeasured sewerage charge is an annual charge payable where a property drains to a public sewer. It is not dependent on use and no reduction in sewerage charges will be made in the standard unmeasured sewerage tariff where a property drains to a septic tank the liquid effluent from which then drains to a public sewer.
- 1.32 However metered sewerage charges do reflect use. Therefore where a Non Household customer paying the standard measured sewerage tariff occupies a property which drains to a septic tank, the liquid effluent from which then drains to a public sewer, the Company will agree to increase the standard Non Return to Sewer Allowance from 5% to 25%. The occupier will then pay sewerage charges only on 75% of the water recorded by the meter (this effective reduction of 20% on the standard metered sewerage tariff is based on the formula used for calculating the Trade Effluent Tariff where solids make up 20% of the tariff).
- 1.33 Non Household customers paying the unmeasured tariff may choose to have a meter installed at their convenience (Section 7) and they will then pay a water measured tariff and the abated measured sewerage tariff outlined in the paragraph above.

#### Measured sewerage charges

- 1.34 Subject to paragraphs 1.38 to 1.44, the measured sewerage charge is based on the water supplied through the water meter. When calculating measured sewerage charges, a 5% allowance will be given against the volume of water recorded by the meter in recognition of the fact that not all water used will be returned to a sewer.

#### **Non-Return to sewer allowances**

- 1.35 Where a Non-household customer can demonstrate through process monitoring and sampling information that the standard 5% return to sewer allowance does not reflect the

amount of water measured on their meter(s) that is returned to the sewer, then the Company will consider the information provided. Where the Company agrees to apply a specific return to sewer allowance then this will be updated in the central Open Water systems. The Company may be able to carry out sampling for Retailers at cost.

**Water used externally which may not be returned to a sewer**

- 1.36 If commercial metered customers intend to use large amounts of water externally for garden watering; swimming pool and garden pond replenishment; or any other external use where water is not returned to a sewer and do not wish to pay sewerage charges on this water, they must pay to have a sub-meter installed on the pipework immediately before the tap which will be used for external use. The cost of installing an external use meter is £162.50 (subject to VAT at the standard rate).
- 1.37 Their charges will then be calculated as follows, water and sewerage charges will be raised on the volume of water derived by deducting the reading on the sub-meter from the reading on the main meter. A further charge for water will be raised on the volume of water measured by the sub-meter.
- 1.38 Paragraphs 1.38 to 1.44 below set out arrangements for calculating sewerage charges where used water is not returned to sewers or where water from another source is used in a property and discharged to a Company-owned sewer after use.

**Borehole supplies, rainwater harvesting systems, grey water recycling systems and the use of used water on the garden**

- 1.39 Where water is used from another source and discharged to a Company-owned sewer, sewerage charges are payable on the water discharged.
- 1.40 Where a Non Household customer uses borehole water which is subsequently discharged to a Company-owned sewer or installs a rainwater harvesting system where water is discharged to a Company-owned sewer after use, the Company requires the alternative supply to be installed in such a way so that the water which is used and discharged can be measured by means of a meter installed on the alternative supply system.
- 1.41 Grey water recycling systems typically collect used water from baths, washing machines and dishwashers and use such water to operate flush toilets. While these systems reduce the amount of water used at a property, they do not reduce the pollutant loading discharged to the sewer. For such systems the Company requires that they be installed in such a way that the water that is reused after being used once and collected for secondary use before being discharged to the sewer can be measured by means of a meter installed on the alternative supply system.
- 1.42 Where an alternative supply system has been installed in accordance with the Company's requirements as detailed above, the tariff for sewerage without surface water drainage will be applied to water measured by the meter on the system to record water that will be discharged to a Company-owned sewer. Water and charges for sewerage without surface water drainage will be raised on water measured by the main meter measuring water supplied by South West Water as appropriate.

Example 1 – A customer has a rainwater harvesting system installed. For a billing period (month), meter readings show 30 cu.m. of water recorded by the main meter and 15 cu.m. of water discharged from the rain water holding tank which surface water drains to sewer for toilet flushing etc. The wholesale charge to the retailer will be:

*Water charge*

|                       |                              |        |
|-----------------------|------------------------------|--------|
| <i>Fixed charge -</i> | Meter Charge                 | £ 2.71 |
|                       | Volume charge - 30 x £1.9336 | £58.01 |

*Sewerage charges*

|                     |                     |                                    |        |
|---------------------|---------------------|------------------------------------|--------|
| <i>Main meter -</i> | <i>Fixed charge</i> | Meter Charge                       | £2.62  |
|                     |                     | Volume charge – 30 x £2.7838 x 95% | £79.34 |

|                         |                     |                              |        |
|-------------------------|---------------------|------------------------------|--------|
| <i>Rainwater meter-</i> | <i>Fixed charge</i> | Meter Charge                 | £0.00  |
|                         |                     | Volume charge – 15 x £2.7838 | £41.76 |

*Total due*    £184.44

Example 2 - A customer has a grey water recycling system installed. For a billing period (month), meter readings show 40 cu.m. of water recorded by the main meter and 20 cu.m. of water discharged from the grey water holding tank. The bill will be:

*Water charge*

|                       |                              |        |
|-----------------------|------------------------------|--------|
| <i>Fixed charge -</i> | Meter Charge                 | £2.71  |
|                       | Volume charge - 40 x £1.9336 | £77.34 |

*Sewerage charges*

|                     |                       |   |        |
|---------------------|-----------------------|---|--------|
| <i>Main meter -</i> | <i>Fixed charge -</i> | Meter Charge                              | £2.62  |
|                     |                       | Volume charge – (40 – 20) x £2.7838 x 95% | £52.89 |

|                         |                       |                              |        |
|-------------------------|-----------------------|------------------------------|--------|
| <i>Grey water meter</i> | <i>Fixed charge -</i> |                              | £0.00  |
|                         |                       | Volume charge – 20 x £2.7838 | £55.68 |

*Total due*    £191.24

- 1.43 Charging arrangements where systems are installed without appropriate measurement at commercial properties will be considered on an individual basis.
- 1.44 Where a Non Household customer diverts grey or used water from being discharged to a sewer for use on the garden and is liable to pay metered sewerage charges, no reduction in sewerage charges will be made unless a water storage facility with a meter to measure the amount of water diverted to it is installed.

- 1.45 Where an alternative water supply is installed at a property paying unmeasured charges, or used water is diverted from being discharged to a sewer, no reduction in the unmeasured sewerage charges will be made.

**Water for Fire Fighting purposes**

- 1.46 No water or sewerage charges are levied for water used for fire fighting, fire training or fire fighting systems such as sprinklers, including the replenishment of storage tanks, hydrants and testing. The Company will usually install a separate connection to the water mains for these systems. Where this is not possible a sub meter will be installed. Should a sub meter not be possible then a specific arrangement will need to be considered with prior notification to Ofwat in line with the Water Act 2014.
- 1.47 Fire Hydrant installation and replacement charges will be at cost (inclusive of overheads as appropriate).

**Accredited Entities**

- 1.48 The Company will not be operating any accreditation schemes in 2021/22.

## SECTION 2 – LARGE USER WHOLESALe TARIFFS

### What are the Large User tariffs and who qualifies?

- 2.1 Large User Tariffs are a series of tariffs available to Non Household customers who use more than 50,000 cubic metres of water a year on a single operational site and/or who return more than 50,000 cubic metres of sewage or 50,000 cubic metres of Trade Effluent a year to our sewers from such a site.
- 2.2 The Retailer of the property may provide Non Household customers likely to qualify for a Large User Tariff individually with information about the tariffs to assist in their choosing which tariff to use.

### What tariffs are available?

#### For Non-Household customers connected for potable water

- 2.3 There are three wholesale tariffs for water in addition to the basic rate tariff:
- **HW1** the basic rate tariff will apply to the first 50,000 cubic metres used and the discounted HW1 tariff will apply to all subsequent use.
  - **HW2** the basic rate tariff will apply to the first 100,000 cubic metres used and the discounted HW2 tariff will apply to all subsequent use.
  - **HW3** the basic rate tariff will apply to the first 150,000 cubic metres used and the discounted HW3 tariff will apply to all subsequent use.

#### For Non Household customers connected for foul drainage only

- 2.4 There are two tariffs for sewerage in addition to the basic rate tariffs:
- **HS1** the basic rate foul drainage only tariff will apply to the first 50,000 cubic metres of sewerage and the discounted HS1 tariff will apply to all of the subsequent volume.
  - **HS2** the basic rate foul drainage only tariff will apply to the first 100,000 cubic metres of sewerage and the discounted HS2 tariff will apply to all of the subsequent volume.

#### For Non Household customers connected for foul and surface water drainage

- 2.5 Retailers who opt to pay a large user sewerage tariff where a property also has a surface water drainage connection to a Company-owned sewer will pay an annual surface water drainage site charge in addition to foul drainage charges. Retailers who do not opt for a large user sewerage tariff and whose properties have a surface water drainage connection to a Company-owned sewer will pay for sewerage at the basic rate foul and surface water drainage tariff. Please note that foul drainage charges include highway drainage charges, see the Third Schedule for further details.

#### For Trade Effluent customers

- 2.6 Details of the Trade Effluent Large User Tariffs are given in Section 3, the Trade Effluent Section.

### How do the Tariffs Work?

- 2.7 **Please note:** All of the tariffs do not apply to all of the water a customer might use. A customer using 180,000 cubic metres of water will not pay the basic rate tariff for the first

50,000 cubic metres; the HW1 rate for the next 50,000; the HW2 rate for the next 50,000 cubic metres; and the HW3 rate for the remaining 30,000 cubic metres.

- 2.8 Rather at the beginning of the year the Retailer on behalf of the customer will select which tariff to pay for the whole of the year. The Retailer will then pay the basic rate wholesale tariff up to the agreed threshold level of use each month at which point the discounted rate will start - *i.e. a customer using 80,000 cubic metres of water a year evenly throughout the year who opts to pay the HW1 tariff for water supplied in the charging year will pay the basic rate tariff for water for 50,000 cubic metres of water supplied and the HW1 rate tariff for 30,000 cubic metres.*
- 2.9 It will not be possible to switch tariffs part way through the charging year except where a Retailer wishes to revert to basic rate tariffs. The Retailer must notify the Company of any changes to the wholesale tariff they wish to apply for that customer before the start of the Charging Year.
- 2.10 The tariff band thresholds are applied into 12 equal monthly billing periods. *i.e. for the example above the Retailer would pay the basic rate wholesale tariff up to usage of 4,167 cubic meters of water a month and the HW1 rate tariff for all subsequent water supplied for that month.*

### **What is the structure of the Large User Tariffs?**

- 2.11 The water and sewerage Large User Tariffs comprise two parts:
- Fixed Charge – an annual fixed meter charge based on the size of the meter (or where there is more than one meter used for measuring water use, the total of all the Fixed charges due on the meters based on their sizes); and
  - Volume Charge - for each cubic metre of water supplied or cubic metre of used water returned to our sewers. The volume charge will comprise a charge at the basic metered rate up to a threshold level agreed with the customer for the monthly billing period and a reduced rate charge for each additional cubic metre of water supplied or additional cubic metre of used water returned to Company-owned sewers.
- 2.12 Additionally, a Retailer whose customer is paying a large user sewerage tariff whose property also has a surface water drainage connection to a Company-owned sewer will pay an annual surface water drainage site charge.
- 2.13 Non Household customers who qualify for the charge will be able to choose to pay different tariffs for water and sewerage services.
- 2.14 The volume charge will be applied to the volume of water recorded monthly by each and every meter on the site. It is a requirement of the Large User Tariffs that the volume is recorded monthly. Where the volume ceases to be recorded monthly the wholesale charges will revert to the basic tariff.

## How the Tariff is calculated

*Example: A customer uses 18,000 cubic metres of water in a month supplied through a single 150mm meter; is liable to pay for surface water drainage; and who pays sewerage charges on 75% of the water used on site, opts to pay the HW2 tariff for water and the HS1 tariff for sewerage. The monthly volume threshold for HW2 is 8,333 cubic metres and for HS1 is 4,167 cubic metres. Wholesale Charges for this premises will be:-*

|                      |                           |                   |             |
|----------------------|---------------------------|-------------------|-------------|
| <i>Water:</i>        | <i>Fixed Charges</i>      |                   |             |
|                      | Meter Charge              |                   | £12.38      |
|                      | <i>Volumetric Charge</i>  |                   |             |
|                      | Basic rate tariff         | (8,333 x £1.9336) | £ 16,112.69 |
|                      | HW2 tariff                | (9,667 x £1.0395) | £ 10,048.85 |
|                      |                           |                   | -----       |
|                      |                           |                   | £26,173.92  |
| <br><i>Sewerage:</i> | <i>Fixed Charges</i>      |                   |             |
|                      | Meter Charge              |                   | £9.18       |
|                      | <i>Volumetric Charge</i>  |                   |             |
|                      | Basic rate tariff         | (4,167 x £2.7838) | £11,600.10  |
|                      | HS1 tariff                | (9,333 x £2.5179) | £23,499.56  |
|                      | Surface water site charge |                   | £4,250.00   |
|                      |                           |                   | -----       |
|                      |                           |                   | £39,358.84  |

## SECTION 3 – TRADE EFFLUENT WHOLESALE TARIFFS

### What are Trade Effluent Charges?

- 3.1 Trade effluent charges are payable in addition to the sewerage and sewage disposal charges. A new discharger of trade effluent will be liable to pay charges from the date of commencement of the discharge.
- 3.2 Trade effluent is defined as “any liquid, either with or without particles of matter in suspension therein, which is wholly or in part produced in the course of any trade or industry carried on at trade premises” but does not include domestic sewage.

### Applying for a Trade Effluent Discharge

- 3.3 A Non Household customer requires the permission of South West Water to discharge any trade effluent to a Company owned sewer. Failure to obtain permission **before** discharging trade effluent is a criminal offence and is punishable on conviction with a fine.
- 3.4 Any customer who considers that the material which she or he wishes to discharge could be considered to be Trade Effluent should contact the Retailer of the property. The Retailer of the property will arrange for one of the Company’s Trade Effluent Scientists to visit the customer and discuss the nature of the material; any other terms and conditions the Company will wish to apply to the individual discharge; and whether anything to be discharged falls into the “special effluent category” for which the Company would have to refer the application to discharge to the Secretary of State for the Environment.
- 3.5 Where a customer makes an application for a new trade effluent consent and subsequently withdraws the application, the Company reserves the right to recover from that customer any costs it has incurred (including analysis, sampling and inspection costs) in connection with the original application.
- 3.6 The Company will issue a Consent to discharge which may stipulate amongst other things:
- the sewer or sewers into which the trade effluent may be discharged;
  - the nature or composition of the trade effluent which may be discharged;
  - the maximum amount of trade effluent which may be discharged on any one day, either generally or into a particular sewer; and
  - the highest rate at which trade effluent may be discharged, either generally or into a particular sewer.
- 3.7 Additionally requirements for any of the following conditions may be stipulated in the Consent:
- periods of the day when trade effluent may be discharged;
  - the exclusion from trade effluent of all condensing water;
  - the temperature and pH of the trade effluent to be discharged;
  - payment for accepting and treating the trade effluent;
  - provision and maintenance of sampling facilities;
  - provision testing and maintenance of meters to measure the volume and rate of discharge of trade effluent;
  - provision testing and maintenance of apparatus to determine the nature and composition of any trade effluent being discharged;
  - the keeping of records of the volume, rate of discharge, nature and composition of any trade effluent being discharged and, in particular, the keeping of records of meters and other recording apparatus;

- the making of returns and giving of other information to the Company concerning the volume, rate of discharge, nature and composition of any trade effluent discharged.

3.8 Conditions will be applied on an individual basis.

3.9 The Consent will also include the arrangements for determining the volume of discharge which will be treated as domestic sewage. This may be either a volumetric assessment based on measurement or an annual assumed volume which will be agreed with the customer.

3.10 Each Consent will be reviewed every two years. However, the Company will review permissible strength applicable to each Consent on an annual basis.

3.11 Fixed annual mean charging strengths are calculated from samples collected by the Company and analysed at the Company's UKAS accredited laboratory. We are unable to accept results provided by a consumer as the Company cannot ensure that the sampling is representative, or the accuracy of the equipment or analysis methodologies used.

3.12 These fixed mean charging strengths will be reviewed at least annually and may be reviewed more frequently where requested by consumers or retailers and may also be instigated by the Company. We reserve the right to charge the actual cost of reviews performed when requested by the consumer or retailer.

3.13 Where reviews indicate a change in strengths, this change may be reflected in the current and/or following years' agreed strengths.

### **Disputes and Appeals**

3.14 A customer may appeal to the Water Services Regulation Authority (Ofwat) against any condition imposed; or against a refusal to give a Consent at all; or if the Company fails to give a Consent within two months of the day after a request for Consent was served on it.

Ofwat has powers to:

- change or cancel any condition (including powers to require a stronger condition);
- give a Consent for a discharge either unconditionally or subject to any conditions it considers necessary;
- stipulate a date from which a discharge may be made; and
- determine charges which may be made in respect of any condition attached to a consent for any period prior to the determination of the appeal.

3.15 The address for the Water Services Regulation Authority (Ofwat) is Centre City Tower, 7 Hill Street, Birmingham B5 4UA.

### **The Trade Effluent Large User Tariffs**

#### What are the Trade Effluent Large User Tariffs?

3.16 They are tariffs available to Non Household customers who return more than 50,000 cubic metres of Trade Effluent a year to our sewers from a single operational site. The tariffs operate by applying a discounted Reception and conveyance (R) Unit Cost in the calculation of Trade Effluent charges using the Mogden Formula. All other Unit Costs as set out in the Mogden Formula for calculating the Trade Effluent charges payable shall be as set out in the fifth schedule in Section 11.

- 3.17 There are two Large User Tariffs:
- **HTE1** the basic rate Reception and conveyance (R) Unit Cost will apply to the first 4,167 cubic metres of Trade Effluent discharged each month and the discounted HTE1 Unit Cost will apply to all subsequent volumes discharged.
  - **HTE2** the basic rate Reception and conveyance (R) Unit Cost will apply to the first 8,333 cubic metres of Trade Effluent discharged each month and the discounted HTE2 Unit Cost will apply to all subsequent volumes discharged.
- 3.18 **Please note:** The annual threshold is applied pro-rata on a monthly basis. All measurement of customer volumes must be on a monthly basis. All of the Unit Costs do not apply to all of the Trade Effluent a customer might discharge. A customer discharging 18,000 cubic metres of Trade Effluent will not have the basic rate Reception and conveyance (R) Unit Cost applied to the first 4,167 cubic metres; the HTE1 Unit Cost applied to the next 4,167; and the HTE2 Unit Cost applied to the remaining 9,666 cubic metres.
- 3.19 Rather before the start of the Charging Year the Retailer will select which tariff to pay for the whole of the year. That wholesale charge will then have the basic rate Reception and conveyance (R) Unit Cost applied each month up to the agreed threshold level of use at which the discounted Unit Cost will be applied to all subsequent use. *E.g. a customer discharging 18,000 cubic metres of Trade Effluent in a month who opts to pay the HTE2 tariff in the charging year will pay the basic rate R Unit Cost for Trade Effluent for the first 8,333 cubic metres of discharge and the HTE2 rate R Unit Cost for all subsequent Trade Effluent discharged.*
- 3.20 The Retailer of the property may provide Non Household customers likely to qualify for a Large User Tariff individually with information about the tariffs to assist in their choosing which tariff to use.
- 3.21 It will not be possible to switch tariffs part way through the charging year except where a Retailer wishes to revert to the basic rate Reception and conveyance (R) Unit Cost.

#### **Other matters relating to Trade Effluent**

- 3.22 The Company will provide a sampling service within its operating region. The charge payable for this service will be at cost (inclusive of overheads as appropriate).
- 3.23 The results of routine sampling undertaken by the Company will be shared with the Retailer and the Customer.
- 3.24 Where the Company undertakes a sampling visit to the Customer and is denied access, for whatever reason, this will be logged as an obstructed sampling visit. This includes, but is not limited to, circumstances where the sampler is kept waiting for more than 20 minutes, a vehicle is parked over the Sample Point, a padlock or any kind of obstacle (time or physical object), prevents the sample from being taken. Where there are two successive obstructed sampling visits to a Customer, the Company will notify the Retailer and will provide evidence of the obstructed sampling visits. Following notification to the Retailer of the two successive obstructed sampling visits the third and any subsequent obstructed sampling visit will be subject to an obstructed sample visit charge at actual costs incurred.
- 3.25 Where the Company has granted a temporary Trade Effluent Consent followed by a final Trade Effluent Consent, we will not make any backdated charges for the temporary consent

period over which the company was taking samples should those samples show that the initial charging level was incorrect.

- 3.26 Where there has been an unconsented Trade Effluent discharge the Company reserves the right to recover the costs of any site visits or emergency or remedial activity undertaken by the Company to rectify the incident.
- 3.27 Actual costs will be payable for the second, and each subsequent, request by a Customer or their Retailer for variation to a Trade Effluent Consent occurring within a 12 month period.
- 3.28 Where a Customer wishes to undertake self-sampling the Company will, in certain circumstances, consider such samples when reviewing yearly charges. In order to be eligible, Customers must take a sample at the same time as the Company takes its compliance sample. Should the Customer sample be within tolerance of the Company sample, the Company may take the Customer's other samples into consideration when reviewing their yearly charges. Please contact [tradeeffluent@southwestwater.co.uk](mailto:tradeeffluent@southwestwater.co.uk) for further information.
- 3.29 Where a Trade Effluent customer has a private meter, the Customer is responsible for updating the Company with the relevant information within 5 working days of the installation, exchange or replacement. The form to complete this can be found on our website. Please contact [tradeeffluent@southwestwater.co.uk](mailto:tradeeffluent@southwestwater.co.uk) for further information.
- 3.30 The Company will only liaise with Trade Effluent tariff consultants where we have been provided with a letter of authorisation from the Customer and assurance that the relevant Retailer has been notified.
- 3.31 For the avoidance of doubt, charges for temporary Trade Effluent Consents will be billed directly to the Retailer and not via CMOS.
- 3.32 Multi-site flushing is subject to agreement and charges are by quotation, please contact [tradeeffluent@southwestwater.co.uk](mailto:tradeeffluent@southwestwater.co.uk) for further details.

## SECTION 4 - MISCELLANEOUS WHOLESALE CHARGES AND INCENTIVES

- 4.1 *Animal drinking troughs* – The annual charge for an existing outside unmeasured animal drinking trough system will be £432.36. (irrespective of consumption and the number of troughs served). The charge will be payable by each customer benefiting from a connection, subject to the Company retaining the right to charge on a measured basis.
- 4.2 *Surface water drainage charge* - Where a property benefits only from a connection for surface water drainage; and is not liable to a water supply charge; and does not have the benefit of facilities which drain foul effluent to the Company's sewerage system, the occupier may opt to pay an annual sewerage charge.

### Disconnection and Reconnection Charges

- |     |   |        |
|-----|---|--------|
| 4.3 | (a) Disconnection at the Company's stopcock (following non-payment at Retailers request)  | £68.00 |
|     | (b) Reconnection at the Company's stopcock (following non-payment and subsequent disconnection of a wholly commercial property) | £68.00 |

Where disconnection/reconnection cannot be made at the Company's stopcock the actual cost will be payable subject to the first £68.00, we will invoice the Retailer, who will be responsible for ensuring the customer will pay for the quotation.

- |  |  |                   |
|--|--|-------------------|
|  | (c) Reconnection following a temporary disconnection made before 31 March 2007 | £28.00            |
|  | (d) Disconnection at a customer's request                                      | Free <sup>1</sup> |
|  | (e) Disconnection for breach of Water Fitting Regulations                      | at cost           |

These charges also apply to the disconnection of properties served by a self supply retailer.

- 4.4 An *abortive visit charge* of £21.00 will be payable where a Retailer cancels a request to the Company to disconnect a Non-Household Customer's supply for non-payment of charges and fails to give a minimum of 24 hours notice of the cancellation.
- 4.5 An *abortive visit charge* of £21.00 will also be payable where the Retailer has requested the Company to disconnect a Non-Household Customer's supply for non-payment of charges, but the Company is unable to undertake the activity due to act or omission of the Retailer or the Customer.
- 4.6 *Other Supplies* - For supplies made under the supervision of the Company's staff (or its agents) and not made through a permanently sited meter, the charge shall be £1.9336 per cubic metre (tonne) subject to a minimum charge of £227.60.
- 4.7 *Other supplies* including those required outside normal working hours or where delivery is

---

<sup>1</sup> NB should a reconnection be required in future, connection charges will be payable – see the New Connections and Developer Services Charging Arrangements document for a guide to what these will be.

made, other than through the water mains, shall, at the discretion of the Company be based on the cost of supply, subject to a minimum charge of £227.60.

- 4.8 *Hydrant Standpipes* - Portable hydrant standpipes for use on specified hydrants are available for hire from the Company's nominated contractor. The standard size will be 25mm and the hire will be subject to the nominated contractor's terms and hire rates.
- 4.9 Water used through a portable standpipe will be charged on a measured basis at the rate of £1.9336 per cubic metre. Charges will be billed by, and be payable to, the nominated contractor.
- 4.10 *Building Water charge*: A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household property where this is taken past the external stop tap. Any water used at household premises taken past the external stop tap will be subject to a 'pre-occupation' volumetric charge. The charge for Building Water is £2.5699 per cubic metre.
- 4.11 *Pre-Occupation charge*: A supply connected during construction which is intended for the purpose of providing a service to a Household premises that is not yet occupied, and that is not a building water supply. Please see Household Charges Scheme.
- 4.12 *Non Domestic Supplies* - The charges for water supplied for any non-domestic purposes authorised by the Company shall be the same as for water supplied for domestic purposes except that no charges are payable for water used for extinguishing fires, testing fire- fighting equipment or training people for fire-fighting.
- 4.13 *RPZ Valve testing* By Quotation
- Exceptions
- 4.14 In the absence of any special agreement:
- (a) in any rating district, the water hereditaments of any statutory water undertaker; or
  - (b) any hereditament which any company responsible for gas pipelines is to be treated as occupying in a rating area by virtue of Section 53 of the Local Government Finance Act 1988 and regulations made thereunder; or
  - (c) any hereditament which an electricity distribution company is to be treated as occupying in a rating area by virtue of Section 53 of the Local Government Finance Act 1988 and regulations made there under shall be subject to an annual charge of £2.6501 in the £ on 50% or such other proportion as may be agreed of the chargeable rateable value thereof.
- 4.15 No charge shall be made in respect of hereditaments occupied by a telecommunications company comprising:
- posts, wires, underground cables and ducts, telephone kiosks and other equipment not within a building, being property used for the purposes of telecommunication services.

Damage to South West Water Apparatus

- 4.16 Where the Company incurs costs in relation to repairing damage to its apparatus, for example its network or meters, as a result of an act or omission by a Retailer, Customer

or the agents or sub-contractors of a Retailer or Customer, then the Company will charge the Retailer an amount equal to the total cost of the work involved in repairing or replacing the damaged apparatus. All charges will be based on actual costs inclusive of overheads. Where such damage has caused a meter to under-record consumption, the Company will recover any additional charges due in accordance with paragraph 8.7 of this charges scheme.

#### Work undertaken outside normal working hours

4.17 Where a Retailer or a Retailer on behalf of a customer requests the Company to carry out work outside of our normal operational working hours; Monday – Friday, 0800 – 1630, and South West Water agrees to meet this request an additional charge of £21.00 per hour will be levied to reflect the increased costs incurred by South West Water.

#### Special Agreements

- 4.18 Where the customer has an existing special agreement with the Company, the Company has calculated a wholesale charge. Further details regarding special agreements can be found in the Eighth Schedule.

#### Operational visits

- 4.19 Operational visits to customers at the Retailers request which are in addition to the standard requirements necessary for the wholesale provision of water and sewerage services will be charged £21.00 per hour within normal working hours, and at £41.50 per hour outside of normal working hours.

#### Abortive visits

- 4.20 For all operational visits to Non-household Customers, abortive visit charges of £21.00 for visits in normal hours and £21.00 for those arranged for outside normal hours will apply when the Company is prevented from undertaking the visit or associated work due to actions of the Retailer, Customer, or their agents or sub-contractors or erroneous information provided by the same.

#### Replacing Lead Service Pipes

- 4.21 If a Non-Household Customer replaces lead pipework for which they are responsible, the Company will replace any lead service pipe for which they are responsible free of charge. See our Wholesale Service Standards document for further details.

#### Other Goods and Services

- 4.22 Any other goods and services provided by the Company will be charged at the reasonable actual cost of providing the service (inclusive of overheads as appropriate).

#### Verification of Meter Details or Meter Supply Arrangement – C1 Process Requests

- 4.23 We may charge £21.00 for any C1 process requests.
- 4.24 Where a site visit is required to confirm supply arrangements or meter details the charge will be £102.00. Where the information in our systems is incorrect, no charge will be made.

### Gap Site Incentive

- 4.25 Effective from 1 April 2021 the Company will operating a Gap Site Incentive Scheme in line with the industry-wide scheme. Details will be published on our website when available. For further information please contact the Wholesale Account Management Team at [wholesaleaccountmanagement@southwestwater.co.uk](mailto:wholesaleaccountmanagement@southwestwater.co.uk).

### Vacancy Incentive

- 4.26 Effective from 1 April 2021 the Company will operating a Vacancy Incentive Scheme in line with the industry-wide scheme. Details will be published on our website when available. For further information please contact the Wholesale Account Management Team at [wholesaleaccountmanagement@southwestwater.co.uk](mailto:wholesaleaccountmanagement@southwestwater.co.uk).

## SECTION 5 – SEARCHES FEES AND ENVIRONMENTAL INFORMATION REPORTING

- 5.1 Where the Company agrees to undertake a search of its records for any person there will be a standard charge of £45.30\* for each routine (residential CON29DW search) enquiry. Other searches are available – see [sourceforsearches.co.uk](http://sourceforsearches.co.uk).
- 5.2 No charge will be made for sending a customer a copy of the information on the Drinking Water Quality Register for the Water into Supply Zone in which they live because they are unable to attend a Company office to inspect the Register. Charges will be made for providing information from the Register about Zones in which the enquirer does not live.

### Environmental Information Reporting

- 5.3 The Environmental Information Regulations allow the information provider to make a reasonable charge for providing environmental information.
- 5.4 Where fees are required, a Fees Notice requesting payment will be issued and no further action will be taken until a fee is received. The time taken to pay the fees does not count as part of the 20 working day target for responding to requests, and it will be necessary to receive the due fee before providing the information requested.
- 5.5 We may charge for:
- (a) Staff time for locating and retrieving information, except where the time spent is minimal
  - (b) Printing or photocopying costs
  - (c) Copying to different media including photographic prints, scanning to CD-ROM, etc – details will be provided when responding to the particular request
  - (d) Postage or other delivery charges
- 5.6 We will not charge for:
- (a) Information available on the South West Water Ltd website
  - (b) Copies of any publication (e.g. leaflets or reports) already made available by the Company
  - (c) Inspecting public registers or examining information at South West Water’s Head Office
- 5.7 Please note that these charges are correct at 1 April 2021 and will be reviewed to comply with any fees, or charges or regulations published.
- 5.8 The Company reserves the right to waive charges where appropriate.
- 5.9 The Company charges a fee of £25.00\* per hour per person for staff time.
- 5.10 Charges for photocopying and postage are as specified in paragraph 5.11 and 5.12 below.

### Other information

- 5.11 The Company may charge for providing other information:

#### Photocopying/printing

|               |    |               |
|---------------|----|---------------|
| black & white | A4 | £0.085*/sheet |
|               | A3 | £0.17*/sheet  |
| colour        | A4 | £0.85*/sheet  |
|               | A3 | £1.70*/sheet  |

- 5.12 Where more than 40 sheets are provided, time will also be charged at £12.50\* per hour or part hour with a minimum charge of £12.50\*. Postage will be charged at cost.
- 5.13 Payment will be required in advance. In cases where significant amounts of information are being requested, the Company will estimate the cost of provision and reserves the right to charge an additional amount should actual cost vary significantly from the estimate.

**NB** Certain of the Company's records are open for inspection free of charge during normal office hours.

## SECTION 6 – DISPOSAL OF TANKERED WASTE

- 6.1 Tankered waste may be accepted at the Company's sewage treatment works at the Company's discretion and may not be discharged to sewers. The charges for reception and treatment of sewage of a domestic nature (e.g. cesspools, septic tanks and similar sewage treatment systems) being delivered by tanker to the Company's treatment facilities will be:

### At non-automated reception sites

|   |                        |
|---|------------------------|
| Domestic cesspool contents              | £ 8.20 per cubic metre |
| Domestic waste waters (eg septic tanks) | £13.78 per cubic metre |

### At automated reception sites

Domestic waste waters with under 1000 milligrammes per litre of suspended solids @ £2.98<sup>†</sup> per cubic metre

Domestic waste waters with 1000 milligrammes per litre, or more, of suspended solids and up to 1% dry solids @ £8.20 per cubic metre

Domestic waste with more than 1% dry solids @ £24.61 per cubic metre

- 6.2 Charges for Commercial/industrial waste waters are available on request and will be based on:

- the nature, content and strength of the material as provided by the discharger; and
- the appropriate location for its treatment as agreed by the Company.

VAT will be charged in certain circumstances.

- 6.3 The Company is required to verify the nature and source of any tankered waste water and reserves the right to refuse to accept any discharge and/or to charge the appropriate charge, at its discretion, dependent upon the quality of the information provided by the discharger.
- 6.4 A charge of £14.75 for each load will be levied to cover current regulatory requirements of this legislation.

## SECTION 7 – WATER METER INSTALLATION

- 7.1 Only meters provided by the Company will be accepted for charging purposes and regardless of where they are installed, meters remain the property and responsibility of the Company.
- 7.2 The Company has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 7.3 The Company requires water supplies to properties other than dwelling houses to be metered. Additionally where water is supplied to a property which is not used solely as a single private residence and the other use is the principle use of the property, in accordance with The Water Industry (Prescribed Conditions) Regulations 1999 the Company requires the supply to be metered. The Company has a programme to meter such properties which will be undertaken in a way it considers best allows it to carry out required installations in a cost effective manner. It will not meter commercial properties on demand under its commercial metering programme.
- 7.4 The Company cannot charge for meter installation where it requires a meter to be installed.
- 7.5 However occupiers of commercial properties may choose to have a meter installed at their convenience. If a commercial customer chooses to have a meter installed by the Company it will charge a fixed price of £162.50<sup>2\*</sup>, or £18.00\* if a meter box has already been installed on the service pipe, provided that it is practical to install a meter and the actual cost of installation will not be unreasonably greater than the fixed price. Rateable Value charges will continue to apply until a meter is fitted.
- 7.6 This charge is for a standard sized AMR meter up to 20mm. Quotations for larger meter sizes and non-standard locations can be provided on request and will include the cost of a site survey, materials and other overheads as appropriate. Quotations will be based on the charges shown in Section 12 as appropriate to the site in question, however it may be necessary to provide a bespoke quotation for some sites.
- 7.7 The current technical specifications for meters are:

| Type of Meter   | Meter Size            | AMR Meter            | Capable of capturing and transmitting usage data | Capable of having an external logger (or similar devices for data capture and transmission) applied to it |
|-----------------|-----------------------|----------------------|--|---|
| Diehl Altair V3 | Up to 20mm            | Yes                  | Yes  | Yes   |
| Diehl Altair V4 | Up to 20mm            | Yes                  | Yes  | Yes   |
| Diehl Altair R4 | Up to 20mm            | Yes                  | Yes  | Yes   |
| Elster V100     | Up to 42mm            | AMR can be installed | No but can if AMR installed                      | Yes   |
| Diehl Altair    | Up to 42mm            | Yes                  | Yes  | Yes   |
| Elster H5000    | Up to 150mm and above | AMR can be installed | No but can if AMR installed                      | Yes   |

\*subject to VAT at the standard rate

| Type of Meter  | Meter Size            | AMR Meter            | Capable of capturing and transmitting usage data | Capable of having an external logger (or similar devices for data capture and transmission) applied to it |
|----------------|-----------------------|----------------------|--|---|
| ABB Aquamaster | Up to 150mm and above | AMR can be installed | No but can if AMR installed                      | Yes   |
| Diehl Aquila   | Up to 150mm and above | Yes                  | Yes  | Yes   |

7.8 Where a Retailer requests the Company to change a water meter that serves a Supply Point(s) registered to them, the Company may undertake a site survey to establish if the exchange is viable and will provide a quotation to the Retailer for the meter exchange, the quotation will include the cost of the site survey, materials and other overheads as appropriate. Quotations will be based on the charges shown in Section 12 as appropriate to the site in question, however it may be necessary to provide a bespoke quotation for some sites. For the avoidance of doubt, the Retailer will be liable for the cost of the site survey regardless of the viability of the exchange or whether the Retailer chooses to proceed with the request to exchange the water meter. The charge for a site survey is £21.00.

Timescale to install a meter

7.9 The Company will install the meter within 22 business days of a request being received of receipt. If it does not, following a substantiated claim by the Retailer, credit the Retailers account to the amount of the value of the water supply from the end of the 22 business day period to the date the water meter is fitted, unless the delay is at the request of the Retailer or the relevant non-household customer.

Cases where the cost of installing a meter would be unreasonable or installation would be impractical

7.10 Where the cost of installation is considered to be unreasonably greater than the fixed price or it is impractical to install a meter the Company will only install meters where customers arrange to alter their plumbing so that meters can be installed. Customers will be responsible for this work and the costs. Rateable value based charges will be payable until a meter is installed.

7.11 When carrying out a meter survey, the Company will advise the customer of any work that needs to be done before a meter can be installed.

7.12 Reasonable costs for installing a meter included in the fixed price are the:

- cost of installation of that meter in the Company's preferred location
- cost of minor alterations to a customer's plumbing to allow installation
- cost of reinstatement in the case of a meter situated outside a property
- provision of an outrader for a meter located inside a property

7.13 Unreasonable costs include the costs of separation of joint supplies and significant changes to customers' plumbing.

7.14 In terms of practicality, the Company will consider it impractical to install a meter where:

- (a) a single meter will not record all water used in a property; or
- (b) a meter will also record water used in another property

- 7.15 No alternative to unmeasured charges will be offered where it is impractical to install a meter or where the cost of installation is deemed to be unreasonably greater than the fixed price (except in the circumstances described in 7.27 below).

#### Meter location

- 7.16 A meter must be installed in accordance with the Water (Meters) Regulations 1988 at a position where it records all use within the property for which it has been installed. It must also be accessible for meter reading.
- 7.17 Where a meter is installed outside a property it will be installed as close as is reasonably practicable to the boundary of that property. For internal meters the meter will be sited as close as possible to the point at which water enters the building.
- 7.18 Usually the Company will require a meter to be installed externally for a property which is not used solely as a single private residence. Only where an external meter will not record the use of water in the property to be metered alone will an internal location be offered.
- 7.19 Where the Company has used its right to decide a meter location but a customer requires the meter to be located in a different place, subject to the requirements in paragraphs 7.16 to 7.18, the customer may have the meter located in her or his preferred location provided that she or he pays any additional costs of installing the meter in the location requested rather than the location identified by the Company.
- 7.20 Similarly if the Company decides to fit an out-reader for an internal meter and a customer requires it to be fitted in a different location, the Company may require the customer to pay any additional costs of complying with the customer's requirements.
- 7.21 Requests to alter the position of a meter or out-reader must be made in writing to the Retailer of the property. The Company will provide a quote to the customer for the additional work requested and payment will be required in advance of installing the meter.
- 7.22 Any dispute about meter location; requests for alternative positioning of a meter or outreader; or the cost of an alternative position may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

#### Reverting to Rateable Value charges

- 7.23 Once a meter has been installed in a property which is not used solely as a single private residence, measured charges will be payable for the property. There is no right to revert to unmeasured charges.

#### Occupiers of properties with no water supply but for which a supply of water is provided elsewhere

- 7.24 A building may be divided into a number of separately rated units which while they do not have water supplies within the units, have access to a supply of water – for example communal washing and toilet facilities. If the supply is unmeasured, the occupier of each of the units is legally liable to pay unmeasured charges based on the rateable value of the unit occupied.
- 7.25 The supply may be metered but the Company will only agree to this where one person signs an agreement to pay the metered bill which will result. It will then be up to that person to apportion the metered charges between all persons with access to the supply and collect monies from them. Should the person who has agreed to pay the charges default, or request to be released from the agreement without another person confirming in writing that

she or he will take over responsibility for payment, the Company reserves the right to cancel the metered charging agreement and revert to charging the individual occupiers on an unmeasured basis.

- 7.26 A single bill will be issued for the installation charge: the Company will not agree to apportion the price between all customers applying for the meter.
- 7.27 If in the case of shops or offices with no water supply to the actual premises and the Company agrees that it is not feasible to set up a joint metered account, the relevant customers will be offered an assessed charge based on the number of persons working on the premises.

#### Meter Reading Services

- 7.28 The company may be able to offer meter reading services on a contract or ad-hoc basis, you can contact us at [retail\\_meter\\_contracts@southwestwater.co.uk](mailto:retail_meter_contracts@southwestwater.co.uk).

#### Retailer Equipment on Meters

- 7.29 Should a Retailer wish to install its own Retailer Equipment on a Company meter at a Supply Point for which they are registered, they must provide the Company with written notification according to the terms of the Wholesale-Retail Code. Any such installation will be subject to the terms and conditions set out in the 'South West Water Policy and Terms in respect of Retailer Equipment' which the Retailer will be deemed to have accepted upon providing such written notification. For further information, please contact us at [wholesaleaccountmanagement@southwestwater.co.uk](mailto:wholesaleaccountmanagement@southwestwater.co.uk)
- 7.30 At the time of notification, the Retailer should provide the Company with details of any charges which may be levied in respect of data sharing.
- 7.31 The Company may withhold its consent for the installation of Retailer Equipment on its meter where there are practical factors existing at the meter location which may prohibit installation of the Retailer Equipment, or where installation of the Retailer Equipment on the meter may interfere with the Company's ability to comply with its statutory obligations or licence or result in interference with the Company's network or for leakage management purposes.
- 7.32 The Company may need to undertake a site survey prior to issuing consent for Retailer Equipment to be installed, the cost of which will be charged to the Retailer. The Retailer should ensure that the Company will have reasonable access to the Customer's premises if necessary to carry out a site survey and/or any water supply checks considered necessary by the Company.
- 7.33 Any damage caused to the Company's network or meter due to the installation of Retailer Equipment will be dealt with according to paragraph 4.16.
- 7.34 Any installed Retailer Equipment must not obstruct or hinder the Company in carrying out its statutory obligations. If the Retailer Equipment obstructs or hinders, or is believed to be interfering with meter readings or being used for non legitimate purposes, the Company reserves the right to remove the equipment without notice and to charge the Retailer for any costs arising from that removal.
- 7.35 Any Retailer Equipment installed on a meter by the Retailer must be clearly labelled with the Retailer's name and contact number.
- 7.36 The Retailer is responsible for its Retailer Equipment and any liabilities and costs associated with the installation and ongoing maintenance.

- 7.37 Subject to its service guarantees for Non-households, the Company is not responsible for any interruption or impediment to the supply of water to a Customer's premises as a result of any activity by the Retailer or the functioning of the Retailer's Equipment.
- 7.38 Where possible, the Company will give reasonable notice to the Retailer of work to be undertaken on the Company's network or meter which may require the removal of the Retailer Equipment in order to provide the opportunity for the Retailer to remove its Retailer Equipment if necessary. Should the Retailer fail to remove its Retailer Equipment prior to the Company undertaking notified works, the Company reserves the right to charge the Retailer for reconnection of the Retailer Equipment.
- 7.39 The Company reserves the right to remove without notice any Retailer Equipment it finds has been installed without permission and reserves the right to charge the Retailer for the costs of doing so.
- 7.40 The Retailer must inform the Company immediately, in writing, on discovering any equipment or logging devices already installed on the meter.

## SECTION 8 – OTHER MATTERS RELATED TO METERED CUSTOMERS

### Meter Testing

- 8.1 In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying her or his property is faulty may require the Company to test the accuracy of a meter. **However there will be a charge for this if the test shows that the meter is correctly recording use.**
- 8.2 Retailers are responsible for the due care of a water meter existing on a Supply Point to which they are registered. If the Retailer believes a water meter is faulty or damaged, they must notify the Company.
- 8.3 Non Household customers are asked to call the Retailer of the property if they consider that their meter is incorrectly recording use. The Company will investigate the matter. If the Company considers that the meter is correctly recording use, the Retailer may ask to have the meter tested and should submit the relevant form set out in the Wholesale-Retail Code.
- 8.4 The meter will be sent to a Trading Standards approved test centre for testing and a new meter will be installed.
- 8.5 A copy of the test results will be sent to the customer. If these confirm that the meter which was tested falls within the prescribed limits of error as set out in the Measuring Equipment (Cold-water Meters) Regulations 1988 the following charges will be payable:
- |   |             |
|---|-------------|
| For meters of size up to and including 22mm | £ 70.50*    |
| For meters of size between 23mm and 42mm    | £145.50*    |
| For meters of size 43 mm and above          | Actual cost |
- 8.6 If the meter is found to have been over-recording use in accordance with The Water (Meters) (Amendment) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by the Company (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date on the basis of meter readings taken by the Company from the meter installed when the faulty meter was removed for testing.
- 8.7 If a meter serving a property other than a dwelling is found to have under-recorded use the Company reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed and use any other historical data to calculate what the level of use was in the period in question.
- 8.8 Any dispute about any matter arising from this section about meter testing may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

### Abortive Visits

- 8.9 For all metering services including, but not exclusively, changing a meter, replacing or repairing a faulty or damaged meter, meter accuracy tests, installation of meters, *abortive visit charges* (£21.00) will apply when the Company is prevented from undertaking a survey or any work and this is due to the actions or omissions of either the Retailer or the Customer or erroneous information provided by the Retailer or the Customer.

---

Subject to VAT at the standard rate (please see Section 10)

## **SECTION 9 – COMPETITION**

### **Access Pricing**

- 9.1 Indicative access prices are published in our Access Code each year. They provide an indication of the prices that water supply licensees will be charged if they are successful in applying for access to a water company's supply system. The actual price may differ, depending on individual circumstances and subsequent negotiations.
- 9.2 The wholesale price used in the SWW indicative price calculations in the Access Code is the best tariff available for a customer for the appropriate volume. Ofwat's expectations are that companies will base access prices initially on wholesale charges consistent with the wholesale revenue controls.
- 9.3 At the time of this preparing this Charging Schedule, indicative combined supply Access Prices have been calculated based on the Costs Principle. The Costs Principle still exists in legislation at the time of preparing this Charges Schedule. Under the Water Act 2014 provisions exist that, once enacted, will remove it from legislation and replace it with a new charging regime based on Ofwat charging rules developed in the light of Government charging guidance. Ofwat guidance was not available at the time of drafting this Charging Schedule.
- 9.4 Any changes to our access prices will be communicated through an update to our Access Code.
- 9.5 For the avoidance of doubt, the charging arrangement between the Company and a Licensee does not determine the arrangements that a customer makes with a licensee on charging amounts, methods and payment terms.

## **SECTION 10 - VALUE ADDED TAX**

- 10.1 All charges in the scheme are shown exclusive of VAT unless stated.
- 10.2 This section is a description of the VAT liability of charges and is subject to changes in VAT registration and rates of VAT.
- 10.3 The supply of water from the wholesaler to the retailer is subject to VAT at the standard rate.
- 10.4 Measured and unmeasured sewerage and sewage disposal charges and trade effluent charges from the wholesaler to the retailer are subject to VAT at the zero rate.

### Engineering and construction services

- 10.5 Charges for engineering and construction services, excluding infrastructure charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings (in which case they are zero rated).
- 10.6 Infrastructure charges are outside the scope of VAT.

## SECTION 11 - SCHEDULES

### FIRST SCHEDULE

#### Wholesale non-household unmeasured water supply charges 2021-22

| Category of charge  | £      |
|---|--------|
| <b>Water supply charges</b>                                 |        |
| Unmetered fixed charges (£ per annum)                       |        |
| Rateable value charge                                       | 149.22 |
| Unmetered variable charges (£ per RV£)                      |        |
| Rateable value charge                                       | 1.4834 |
| Other unmetered charges (£ per annum)                       |        |
| Assessed per employee                                       | 65.42  |
| Single lock-up garage (charge represents fixed charge only) | 7.00   |

## SECOND SCHEDULE

### Wholesale non-household measured water supply charges 2021-22

|                                     |        |
|-------------------------------------|--------|
| Category of charge                  | £      |
| <b>Water supply charges</b>         |        |
| Metered fixed charges (£ per annum) |        |
| <15mm – 22mm                        | 32.55  |
| 23mm-28mm                           | 48.64  |
| 29mm-42mm                           | 62.95  |
| 43mm-65mm                           | 112.88 |
| 66mm-80mm                           | 124.70 |
| 81mm-100mm                          | 136.53 |
| 101-201mm and above                 | 148.50 |
|                                     |        |
| Metered variable charges (£ per m3) | 1.9336 |

### Large User Falling Block Tariff

The customer must select the tariff in advance of the Charging Year

| Volumetric charges per m3 (forecast volume shown vertically) | Rate of individual falling blocks shown horizontally |         |          |           |           |             |
|--|--|---------|----------|-----------|-----------|-------------|
|  | 0-20MI   | 20-50MI | 50-100MI | 100-150MI | 150-250MI | 250-3,000MI |
| 50-100MI   | 1.9336   | 1.9336  | 1.4185   | 1.4185    | 1.4185    | 1.4185      |
| 100-150MI  | 1.9336   | 1.9336  | 1.9336   | 1.0395    | 1.0395    | 1.0395      |
| 150-180MI  | 1.9336   | 1.9336  | 1.9336   | 1.9336    | 0.8269    | 0.8269      |
| 180-250MI  | 1.9336   | 1.9336  | 1.9336   | 1.9336    | 0.8269    | 0.8269      |
| 250-750MI  | 1.9336   | 1.9336  | 1.9336   | 1.9336    | 0.8269    | 0.8269      |
| 750-3,000MI  | 1.9336   | 1.9336  | 1.9336   | 1.9336    | 0.8269    | 0.8269      |
| 3,000MI  | 1.9336   | 1.9336  | 1.9336   | 1.9336    | 0.8269    | 0.8269      |

### THIRD SCHEDULE

#### Wholesale non-household measured wastewater charges 2021-22

Large User falling block tariff customers who pay the additional surface water standing charge pay the abated rate on the volume below the threshold. Abated charges are for foul and highway drainage (excluding surface water drainage)

Highway drainage charges are shown separately from foul only and foul and surface water drainage charges, but apply to standard wholesale charge arrangements as part of the above service charges. Highway drainage charge elements are only shown separately as part of an Ofwat requirement.

| Category of charge  | £  |          |           |                       |                             |   |
|---|--|----------|-----------|-----------------------|-----------------------------|---|
| <b>Waste Water supply charges</b>                                     |  |          |           |                       |                             |   |
| Metered fixed charges (£ per annum)                                   | Full (Foul, Surface water drainage and highway drainage) | Abated   | Foul only | Highway drainage only | Surface Water drainage only | Surface Water Drainage and Highway Drainage |
| <15mm - 22mm  | 52.93  | 31.49    | 31.49     | 0.00                  | 21.44                       | 21.44                                       |
| 23mm - 28mm   | 60.12  | 38.68    | 38.68     | 0.00                  | 21.44                       | 21.44                                       |
| 29mm - 42mm   | 67.15  | 45.71    | 45.71     | 0.00                  | 21.44                       | 21.44                                       |
| 43mm - 65mm   | 88.71  | 67.27    | 67.27     | 0.00                  | 21.44                       | 21.44                                       |
| 66mm - 80mm   | 95.75  | 74.31    | 74.31     | 0.00                  | 21.44                       | 21.44                                       |
| 81mm - 100mm  | 102.94   | 81.50    | 81.50     | 0.00                  | 21.44                       | 21.44                                       |
| 101mm and above   | 110.13   | 88.69    | 88.69     | 0.00                  | 21.44                       | 21.44                                       |
| Metered variable charges (£ per m3)                                   | 3.2938   | 2.7838   | 2.3691    | 0.4147                | 0.5100                      | 0.9247                                      |
| Rate of individual falling blocks shown horizontally                  |  |          |           |                       |                             |   |
| Volumetric charges – falling block (forecast volume shown vertically) | <50MI  | 50-100MI | 100-250MI | >250MI                | Separate standing charge    |   |
| HS1   | 2.7838   | 2.5179   | 2.5179    | 2.5179                | 51000.00                    |   |
| HS2   | 2.7838   | 2.7838   | 2.3977    | 2.3977                | 51000.00                    |   |

|       |        |        |        |        |          |
|-------|--------|--------|--------|--------|----------|
| 150MI | 2.7838 | 2.7838 | 2.3977 | 2.3977 | 51000.00 |
|-------|--------|--------|--------|--------|----------|

**Abated falling block**

|   | Rate of individual falling blocks shown horizontally |          |           |        |
|---|--|----------|-----------|--------|
| Volumetric charges – falling block (forecast volume shown vertically) | <50MI  | 50-100MI | 100-250MI | >250MI |
| 50MI  | 2.7838   | 2.5179   | 2.5179    | 2.5179 |
| 100MI   | 2.7838   | 2.7838   | 2.3977    | 2.3977 |
| 150MI   | 2.7838   | 2.7838   | 2.3977    | 2.3977 |

## FOURTH SCHEDULE

### Wholesale non-household unmeasured wastewater charges 2021-22

| Category of charge                    | £         |                       |                             |                           |   |  |
|---------------------------------------|-----------|-----------------------|-----------------------------|---------------------------|---|--|
| <b>Waste Water supply charges</b>     |           |                       |                             |                           |   |  |
| Unmetered fixed charges (£ per annum) | Foul only | Highway drainage only | Surface Water drainage only | Foul and Highway drainage | Surface Water Drainage and Highway Drainage | Full (Foul, Surface water drainage and highway drainage) |
| RV min<£50                            | N/A       | 0.00                  | 21.44                       | 119.95                    | 21.44                                       | 141.39   |
| RV £50-£1001                          | N/A       | 0.00                  | 21.44                       | 142.71                    | 21.44                                       | 164.15   |
| RV £1001-£5,000                       | N/A       | 0.00                  | 21.44                       | 142.71                    | 21.44                                       | 164.15   |
| RV £5,001-£50,000                     | N/A       | 0.00                  | 21.44                       | 142.71                    | 21.44                                       | 164.15   |
| RV>£50,000                            | N/A       | 0.00                  | 21.44                       | 142.71                    | 21.44                                       | 164.15   |
| No / Zero RV                          | N/A       | 0.00                  | 21.44                       | 119.95                    | 21.44                                       | 141.39   |
| Unmetered variable (£ per unit)       | 2.7137    | 0.5086                | 0.5100                      | 3.2223                    | 1.0186                                      | 3.7323   |

|   |           |                       |                             |                           |   |  |
|---|-----------|-----------------------|-----------------------------|---------------------------|---|--|
| Other unmetered charges (£ per annum)           | Foul only | Highway drainage only | Surface Water drainage only | Foul and Highway drainage | Surface Water Drainage and Highway Drainage | Full (Foul, Surface water drainage and highway drainage) |
| Single lock up garage                           | N/A       | 0.00                  | 13.79                       | 7.00                      | 13.79                                       | 20.79  |
| General access to supplies: per employee charge | N/A       | 0.00                  | N/A                         | 106.13                    | N/A   | 106.13   |
| Surface water only fixed charge                 | N/A       | 0.00                  | 55.87                       | N/A                       | 55.87                                       | N/A  |

## FIFTH SCHEDULE

### Wholesale non-household trade effluent charges 2021-22

The following tables contain the wholesale charges for trade effluent for non-household customers. R volume rates above 50MI and 100MI relate to two falling block tariffs. Customers select this tariff prior to the start of the Charging Year. The minimum charge will be applied where the total annual cost as calculated using the Mogden Formula is less than £285.

Where charge per m3 of effluent = R + [V or M] + B(Ot/Os) + S(St/Ss)

| Customer discharging (m3 per annum) of trade effluent                                     | <0.5MI            | 0.5-5MI | 5-25MI | 25-50MI | 50-100MI | 100-250MI | >250MI |
|---|-------------------|---------|--------|---------|----------|-----------|--------|
| R = reception and conveyance charge [p/m <sup>3</sup> ]                                   | 0.5465            |         |        |         | 0.4700   | 0.4148    |        |
| V = Primary treatment (volumetric) charge [p/m <sup>3</sup> ]                             | 0.5255            |         |        |         |          |           |        |
| M = treatment and disposal charge where effluent goes to sea outfall [p/m <sup>3</sup> ]  | 0.1030            |         |        |         |          |           |        |
| B = biological oxidation of settled sewage charge [p/ m <sup>3</sup> ]                    | 1.0385            |         |        |         |          |           |        |
| S = treatment and disposal of primary sewage sludge charge [p/ m <sup>3</sup> ]           | 0.5635            |         |        |         |          |           |        |
| Os = chemical oxygen demand (COD) of crude sewage on hour quiescent settlement            | 744               |         |        |         |          |           |        |
| Ss = total suspended solids of crude sewage [mg/litre]                                    | 449               |         |        |         |          |           |        |
| Ot = Chemical oxygen demand (COD) of effluent after one hour quiescent settlement at ph 7 | Customer specific |         |        |         |          |           |        |
| St = total suspended solids of effluent at ph 7 [mg/litre]                                | Customer specific |         |        |         |          |           |        |
| Minimum charge  | 285.80            |         |        |         |          |           |        |

The exemption charge is applied following a risk based assessment and is typically for low volume strength discharges. Its application is determined by South West Water.

|                  |       |
|------------------|-------|
| Exemption charge | 98.28 |
|------------------|-------|

**Note:** Schedule six and schedule seven relate to household charges and are not published in this document.

## **EIGHTH SCHEDULE**

### **Special Agreement wholesale charges 2021-22**

The Water Industry Act 1991 allows water and sewerage undertakers to enter in to a special agreement instead of charging in accordance with a charges schedule. This agreement specifies the charges for supplies of water and sewerage services to business premises. These charges may be different to those laid out in the charges schedule.

There are a number of non-household whole sale consumers where wholesale charges are charged under a special agreement, generally at a discount to the standard wholesale charge. A summary of these agreements is published on the [southwestwater.co.uk](http://southwestwater.co.uk) website.

## SECTION 12 – OTHER METER CHARGES

| Description of charge   | £            |
|---|--------------|
| AMR meters – above ground up to 20mm  | 86.50        |
| AMR meters – above ground 25/28mm (1")  | 120.00       |
| AMR meters – above ground 30/32/35 and 40/42mm (1.25" and 1.5")                                     | 146.50       |
| AMR meters – above ground 50/54 and 65mm (2" and 2.5")  | 183.00       |
| AMR meters – above ground 75/80mm (3")  | 203.00       |
| AMR meters – above ground 100mm (4")  | 224.50       |
| AMR meters – above ground 125 and 150mm (5" and 6")   | 244.50       |
| AMR meters – above ground >150mm (>6")  | 262.50       |
| AMR Exchange above ground meter (retailer request) - all sizes                                      | 193.00       |
| AMR replace below ground meter (retailer request) – all sizes                                       | 66.50        |
| AMR replace below ground meter + dig up and rebuild verge or footway (retailer request) – all sizes | 264.50       |
| AMR below ground EBCO and MTM (except surfaced road) up to 20mm                                     | 353.50       |
| AMR below ground EBCO and MTM (except surfaced road) 25/28mm (1")                                   | 388.50       |
| AMR below ground EBCO and MTM (except surfaced road) 30/32/35 and 40/42mm (1.25" and 1.4")          | 414.00       |
| AMR below ground EBCO and MTM (except surfaced road) up to 20mm 50/54 and 65mm (2" and 2.5")        | 450.50       |
| AMR below ground EBCO and MTM (except surfaced road) up to 20mm 75/80mm (3")                        | 472.00       |
| AMR below ground EBCO and MTM (except surfaced road) up to 20mm 100mm (4")                          | 491.50       |
| AMR below ground EBCO and MTM (except surfaced road) up to 20mm 125 and 150mm (5" and 6")           | 512.00       |
| AMR below ground EBCO and MTM (except surfaced road) up to 20mm 100mm (4") >150mm (>6")             | 531.00       |
| AMR - surfaced roads  | By quotation |
| Site survey to determine viability of meter exchange (retailer request)                             | 21.00        |
| Abortive visit charge for metering services   | 21.00        |
| Meter reading service for retailers   | By quotation |
| <b>Damage to apparatus</b>  |              |

|  |                |
|--|----------------|
| <p>Where South West Water incurs costs in relation to repairing damage to our apparatus, for example our network or meters, as a result of an act or omission by a retailer or its agents or sub-contractors, the company will charge the retailer an amount equal to the total cost of the work involved in repairing or replacing the damaged apparatus.</p> | <p>At cost</p> |
|--|----------------|