

Wholesale Charges

Non-Household

Scheme of Charges 2021/2022

WONDERFUL ON TAP



About this document

Wholesale Non-Household Scheme of Charges

1 April 2021 to 31 March 2022

From 1 July 2018, we separated our regulated businesses, which comprised Severn Trent Water and Dee Valley, so that we now have one in England (still called Severn Trent) and another in Wales called Hafren Dyfrdwy (Severn Dee).

This charging document deals with charges for those customers in England who receive their water and sewerage services from the Severn Trent Water network.

Our Wholesale Non-Household Scheme of Charges explains how we calculate wholesale bills and how different charges apply. This document is split into three:

- The first part (A) gives a quick and easy guide to how we calculate wholesale bills.
- The second part (B) provides a detailed legal overview and contains more technical information.
- The third part (C) sets out our wholesale charges for 2021-22.

This scheme is primarily for Retailers holding a Licence to operate in the non-household market. Customers should refer to the scheme operated by their Retailer.

Any reference to numbered Forms or Processes relates to the transactions described in Market Codes which can be found on the MOSL website: <https://www.mosl.co.uk/open-water/codes/>

Water services

This section is broken down into information for properties that are *metered*, *unmetered* or those whose volume of water usage is *assessed*. Wholesale charges for water we supply are subject to VAT at the standard rate. Non-primary charges are also subject to VAT.

Developers

If you are looking for more information on charges for developers then go to:

www.stwater.co.uk/developercharges

Any questions?

Check out our *Frequently Asked Questions* on page 9. If you can't find the answer there, then please get in touch with us – See our *Contacts section* on page 11.

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Section A: Guide to wholesale bills

A1: Retail overview

This section is for retailers supplying any non-household property, including businesses, public sector organisations, charities and other bodies – any premises that isn't defined as a household. You can read a full definition in the 'Glossary' section of this document in section B1.2.

A1.1 How we charge

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

- Unmetered
- Metered
- Assessed volume

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

Water supply

This covers the costs of supplying water to the property.

Used water

This covers the cost of removing, treating and/or disposing of the used water from the property.

Surface water drainage

This covers the cost of draining rainwater from the property. If no rainwater from the property drains to the public sewer then customers will not have to pay this charge.

Highway drainage

This covers the cost of draining rainwater from streets, roads and public common areas to our sewers. The charge is paid if your premises is connected to the public sewer.

Trade effluent charges

If customers deposit more than just a domestic type of effluent into our sewers, we'll charge according to the strength of the effluent. For more information, see section B4.2 of **our** Wholesale Scheme of Charges. The basis of charges is set out in tables 14, 15 and 16.

VAT

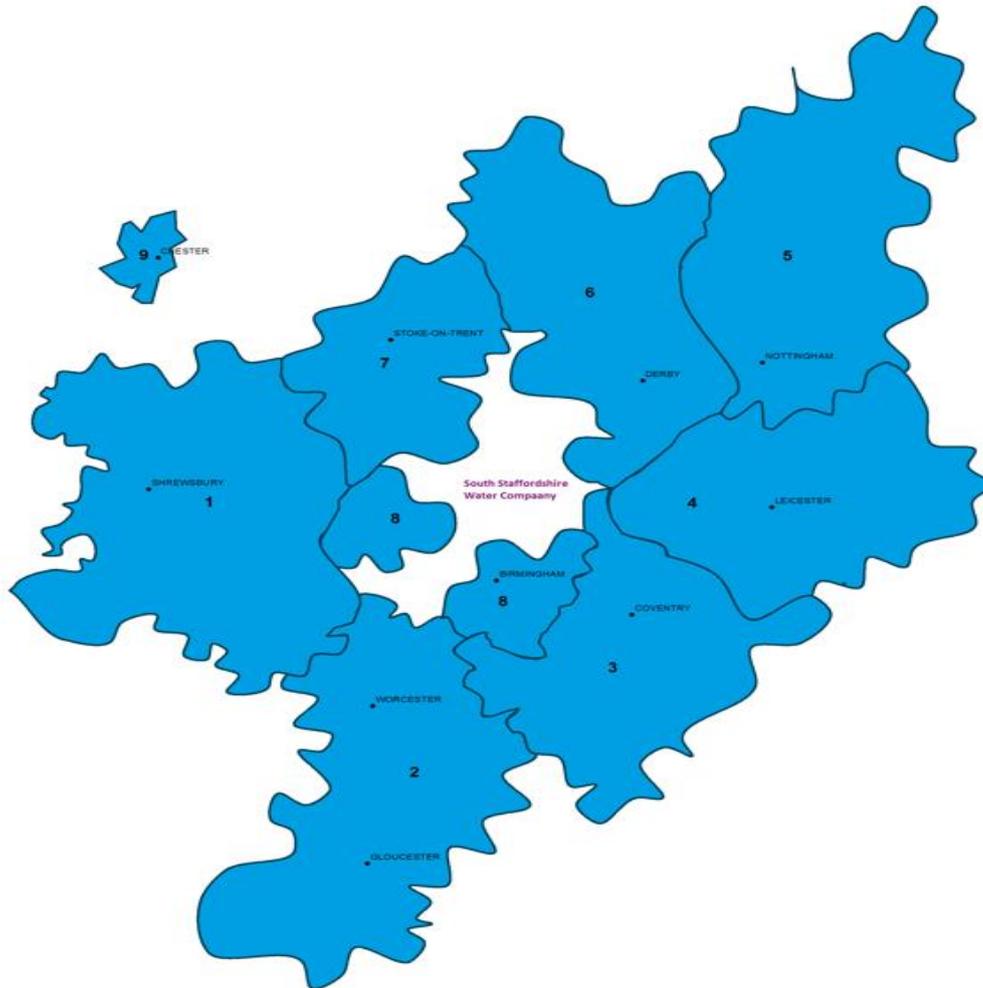
Wholesale charges for water we supply are subject to VAT at the standard rate. Wholesale charges for waste water services are zero-rated for VAT.

A1.2 Unmetered charges for businesses and other organisations

If a property was built before April 1989, and it has not been practical to install a meter, it is possible that it could be paying unmetered charges. These are based on the 1989/90 rateable value of the property and are also known as unmeasured charges.

Charging zones for unmetered charges

As there are differences in the average levels of rateable value throughout our area, we vary our charges according to the area (or zone) the property is in. There are ten geographical zones in our region. This map provides a guide to the area covered by each zone. The zone marked 'S' is where the water supply is provided by South Staffs Water Plc. Zone 10 (not shown on the map) is a small area on the border of England and Wales just below Zone 9.



Unmetered business properties are charged for:

- Water supply
- Used water
- Surface water drainage
- Highway drainage

The charges for each of these services is calculated by multiplying the rateable value of the property by the rates for the services that it receives. The rates we use are set out in table 1. In addition, there is a fixed charge

for each service (water supply, used water, surface water drainage and highway drainage) provided and this is shown in table 2.

If the customer can show that their property does not have any surface water draining to the public sewer, they will not have to pay surface water drainage charges. If they pay someone else for part of their surface water drainage (for example the Canal and River Trust), they may be entitled to claim a reduction from us. Retailers should submit applications for an adjustment to us using Market Code Process H5, form H/04, using the contact details on page 11.

Please note that we usually do not provide sewerage services for customers in Zones 9 or 10.

A1.3 Requesting a meter

Applying for a meter

Most businesses and other organisations in our region already have a meter or meters installed. If they don't, they can choose to have a water meter installed. Retailers asking us to install a meter on behalf of their customers should submit Market Code Form B/01 (Process B1) to us, using the methods set out on page 11 at the start of the 'Contacts' section. For standard installation there is no charge - we explain what we mean by "standard installation" in the Metering Standard document on our website:

stwater.co.uk/businesses/retailers

For non-standard installations we will provide a quotation for the work.

When a meter can't be fitted

Where metering is not reasonably practicable or involves unreasonable expense, we will inform you of our reasons.

Where we are unable to fit a meter - and the customer currently pays unmetered charges - they can choose to stay on unmetered charges or pay assessed volume charges. When they opt for assessed volume charges, the start date for the new way of charging will be the date of the original application for a meter. The way in which assessed charges are calculated is described in section A1.5: Charges assessed by volume.

If the customer already pays assessed volume charges, you can ask us to reassess whether it would be practical to install a meter now. If it remains impractical, you can arrange for the necessary alterations to the pipework so that a meter can be fitted and apply for a contribution using Market Code Process H2.

A1.4 Metered charges for businesses and other organisations

If they have a water meter for their premises, their water bills are based on metered charges. These are also known as measured charges. The charges are based on the volume of water supplied to the property. The charges have the following parts;

Water supply charge

This is based on the volume of water supplied, based on actual meter or estimated meter reading. Our rates are set out in table 4.

Used (waste) water charge

As with the water supply charge, this is based on the volume of water (using an actual or estimated meter reading) used at their premises.

For most customers, we assume that the volume of 'water in' is the same as the volume of 'water out', i.e. returned to sewer.

To work out the charge, we multiply the volume of water (actual or estimated) by the appropriate rate. For non-household customers, the wholesale rates we use are in table 6.

The unit charge reflects 'normal losses'. This covers water that doesn't actually reach the sewer because of things like evaporation.

If the customer believes that they have more than 'normal losses', and can prove this by measurement, they can claim a reduction in the volume of used water. Contact us using the details on page 11.

Standing charge

As well as water supply and used water charges, we also apply a standing charge that is based on the size of the meter. This covers the cost of maintaining and eventually replacing the meter. Current standing charges are set out in tables 5(a) and 5(c).

Surface water drainage charge

For non-household properties, our charge is normally based on the size of the area that drains into the public sewer. These charges are set out in tables 7(b) and 7(c).

If the customer can show that their property does not have any surface water draining to the public sewer, they will not have to pay surface water drainage charges. If they pay someone else for part of their surface water drainage (for example the Canal and River Trust), they may be entitled to claim a reduction from us. Retailers should submit applications for an adjustment to us using Market Code Form H/01, using the contact details on page 11.

Highway drainage charges

A charge is payable by all customers whose premises are connected to the public sewer. The charge is set out in table 5(b).

Fixed charge

There are separate fixed charges for each service provided (water supply, used water, surface water drainage and highway drainage). These charges are set out in table 5(b).

Intermediate and large volume users

Premises in Zones 1 to 8 using between 10,000 and 49,999 cubic metres of water are described as "Intermediate" and those using 50,000 cubic metres or more are described as "Large" - see table 8.

In Zones 9 and 10 premises using over 50,000 cubic metres of water per annum or more are also described as “Large”. The charges for these customers are set out in table 8.

Standby charges

For premises that also have their own water supply which – both legally and practically – is capable of providing them with more than 10,000 cubic metres of water in a year, we can charge what is known as a standby tariff. The user has to tell us how much water they need from us in the coming year and are charged at the appropriate rate. Other terms and conditions apply and are detailed in section B3.3 of this document.

There are also a range of other charges and tariffs that could apply to business customers including tariffs for trade effluent. These can be found in sections B4 and B5.

A1.5 Charges assessed by volume

If it is not practical to fit a meter, and the customer’s property does not have a rateable value, we base our charges on an assessment of the volume of water they use.

Assessed volume charges cover:

- Water supply charges
- Used water charges

We also charge for surface water and highway drainage.

Water supply charges and used water charges

Charges are based on our assessment of the water used. This assessment is based on a combination of the nature of the business and the number of full-time (or equivalent) employees. The rates we use for customers who use up to 10,000 cubic metres of water each year are shown in table 13.

Surface water drainage charges

For non-household properties, our charge is normally based on the size of the area that drains into the public sewer. These charges are set out in table 7(b).

Highway drainage charges

A charge payable by all customers whose premises are connected to the public sewer. The charge is set out in table 13.

Fixed Charge

There are separate fixed charges for each service provided (water supply, used water, surface water drainage and highway drainage). These charges are set out in table 13.

A2 Frequently asked questions

Does the customer have the right to be charged unmetered charges?

Our policy is to meter all non-households wherever practicable. As rateable values were last calculated in 1989/90, any substantial alterations to a property after this date mean that it's no longer appropriate to base charges on a rateable value that is no longer valid. In these circumstances, if the property cannot be metered, we'll apply assessed volume charges. Where the property was built after April 1990, it will not have a rateable value and should usually be metered on connection. Where installing a meter would not be reasonably practicable or would involve unreasonable expense, assessed volume charges will be applied.

The customer has moved property. Will it be metered?

If a customer moves into a property that is already metered, we will charge them on a metered basis. If the previous occupier of the new property was charged on an unmetered basis or on an assessed volume basis, we will normally continue to charge them on this basis. If the new property is not metered, a customer can apply to have a meter installed and we will assess whether it is practical to do so.

The customer would like to have a meter installed

Retailers can request the installation of a meter at a property following the process set out in Market Code Process B1, using Form B/01.

What happens if a property is altered?

If a non-household property that we charge on the basis of rateable value is substantially altered, this will make the rateable value invalid. There is a more detailed explanation of what we mean by substantial alterations in section B1.2 (the Glossary). If a meter cannot be installed, we will base charges on an assessed volume charge, based on the number of Full Time Employees (FTE's) or the equivalent and the nature of the business. Where we need to install separate service pipes, a meter will need to be installed.

Will the customer be charged if there is a leak?

In general, we own the part of the supply pipe that we have laid. This is the part of the supply pipe up to our stop tap. After the stop tap, the pipe belongs to the customer and is called a private supply pipe. Usually, the stop tap is at the boundary of the premises. If it is on the customer's premises, our part of the pipe ends at the stop tap.

A meter is normally located on the private supply pipe. So, if the leakage is recorded on the meter, it is likely that the leak is on the customer's private supply pipe.

If the leak is on our supply pipe, we will not charge for the water that leaked.

If there is a leak on a private supply the retailer will have to pay for the water that has leaked unless the occupier qualifies for a leakage allowance. A leakage allowance, including those in exceptional circumstances, will be at Severn Trent's discretion. Severn Trent reserves the right to reject any application for a burst allowance.

To see if you are eligible for a leakage allowance you can find out more in **our** standard on *Allowances, Assessment Requests and Incentive Payments* at stwater.co.uk/businesses/retailers.

The property is not connected for surface water drainage. Is the customer entitled to pay lower charges? Can these lower charges be backdated to previous years?

If the property has no connection at all to the public sewer for rainwater, the customer will only be charged for used water. For unmetered customers we will reduce the sewerage charge as set out in section C2. For metered customers we will cancel the rateable value or site area-based surface water drainage charge. We will normally backdate this to 1 April 2014. However, for properties occupied for the first time on or after 1 April 2014 we will backdate this to the date that the customer occupied the property.

Can a customer be billed for more than one year's charges?

In the case of billing error we reserve the right to make retrospective adjustments. In line with Ofwat's [Customer Code of Practice for non-household retailers](#), we will not seek to recover charges for any period for which a Final Settlement Report has been provided by the Market Operator (a maximum of 16 months). In the case of surface water drainage, if incorrect bills have been submitted the adjustment will be limited to 1 April of the charging year in which the mistake is identified.

My customer has been overcharged

If a customer has been overcharged, excess wholesale charges can be recovered through the market settlement process. In the case of surface water drainage (where the customer has been charged according to the wrong site area band) this will be limited to 1 April of the charging year in which the mistake is identified.

If a property is empty, will the customer have to pay any charges?

If a property is furnished and unoccupied, or, undergoing renovation or improvements, normal water and sewerage charges will continue to apply until you tell us that the customer does not need a water supply for the property and that we can disconnect the supply. There will be no charge for water supply or for used water after the date that we receive this notification.

If the property is unfurnished and unoccupied we will:

- waive any unmeasured charges; and
- waive any metered charges, provided that there is no consumption recorded at the property.

As **we** will continue to provide the service of surface water drainage for the property, **we** may charge for this. Where it would not be economic for **us** to charge for this service, **we** will not do so.

Retailer requests for disconnection of a supply are described in Process I1 of the **Market Code** and **our Disconnection** standard is published at stwater.co.uk/businesses/retailers.

Where can I find out about other Severn Trent Water charges?

Charges for some other services such as connecting properties to **our** network can be found under Developer Services stwater.co.uk/developercharges. If you can't find the service you are looking for then please contact us (for contact details, see below, in section A3).

A3 Contacts

Severn Trent Retail Portal (Swim Pool)

Retailers should submit bilateral forms for service requests using our Swim Pool system. This should be the primary means of contact between retailers and Severn Trent Wholesale for all bilateral activity. The portal can be accessed at the following address: stwater.co.uk/businesses/retailers/

New Licensees seeking to supply customers within Severn Trent Water's area of wholesale supply should contact our Wholesale Market Unit by email at wmu@severntrent.co.uk to arrange access to the system.

If you are a wholesaler for a New Appointment or Variation (**NAV**), please contact us by email at NAVenquiries@severntrent.co.uk

Account Managers

Each retailer will be assigned an account manager within the Wholesale Market Unit (WMU). If you already have an account manager, you can contact them directly or email wmu@severntrent.co.uk.

You can also write to us at:

Wholesale Market Unit
Severn Trent Water
PO Box 5309, Coventry, CV3 9FH

Finance Service Centre (FSC)

You can contact the FSC for enquiries about your invoice.

- By email: arteam@severntrent.co.uk
- By phone: 02477 715904

Emergencies and incidents

Our operational and emergency contact number is 0800 783 4444. The Operational Service Centre is open 24 hours a day 7 days a week. You should use this number to report the following (not exhaustive):

- no water
- low pressure
- water leak/burst
- sewage leak
- taste and odour

Standpipe hire

Our designated contractor for standpipe hire is Aquam Water Services who will handle all new applications for the hire of temporary water standpipes for use on our network. Their contact details are:

Internet: www.aquamcorp.co.uk/water-services/partners/severn-trent

For submitting standpipe meter readings:

www.aquamcorp.co.uk/water-services/partners/severn-trent/meter-readings

Aquam can also be contacted by phone: 0844 984 0103

For any queries on the Severn Trent Hydrant Map App please email STWmaps@severntrent.co.uk

Section B: Scheme of Charges for 2021-22

B1. Introduction to the Wholesale Scheme of Charges

B1.1 Introduction

This “Scheme of Charges” contains the Wholesale charges of Severn Trent Water Limited made under the provisions of the Water Industry Act 1991 and **Ofwat Charging Rules** for the period 1 April 2021 until 31 March 2022. The Scheme of Charges is **our** legal description of the methodologies and bases used in calculating **our** charges.

B1.2 Glossary

Unless covered by the section immediately below, words used in this Scheme have the same meaning as under the Interpretation Act 1978 as applied to the interpretation of an Act of Parliament.

Clause and sub-clause headings are for convenience only and shall not affect the interpretation of this Scheme. In this Scheme, unless the context requires a different interpretation:

“*appointment window*” means a period of time on a specified date that **we** have agreed with a third party;

“*bulk supply*” means a supply agreement made under section 40 of **the Act**;

“*cesspool*” includes a settlement tank or other tank or closet for the reception or disposal of foul matter other than trade effluent;

“*common area*” means any area (including a roof) where several **occupiers** of a number of **premises**, (including their employees, licensees or visitors), have because of their occupation, lawful rights of access to or over that area but excluding:

- any area of public highway or public open space; and
- any area rated as a separate **rateable value premises** for the purposes of **the 1967 Act** or the Local Government Finance Act 1988 and a common area is next to a **premises** where **we** are satisfied that such rights of access are enjoyed;

“*Common Billing Agreement*” means an agreement between **us** and any other person under which that person has agreed to pay charges for water supply or sewerage services (or both) in respect of two or more **household premises** which have a common supply pipe and, in any case where that agreement relates to one of those services only, are also subject to a similar agreement for common billing between that person and the undertaker providing the other service;

“*common occupation*” is where a premise or **premises** consists of a number of co-located buildings, or similar structures and/or land that have adjoining boundaries or that are separated only by transport infrastructure, and a single customer occupies the **premises** and is responsible for the payment of water bills in respect of those **premises**;

“*community premises*” means:

- village halls,

- community centres,
- scout, guide or cadet huts,
- or other **premises** that in **our** view are similar to the categories above;

“*final settlement report*” or “*RF*” means the final Settlement Report provided by Market Operator Services Limited and has the same meaning as described in the **Market Code**;

“*highway drainage*” means any water which drains from streets, roads and public common areas into a **public sewer**;

“*household premises*” means any building or part of a building which is occupied as a separate private dwelling-house (or which, if unoccupied, is capable of being occupied as a separate private dwelling-house), and includes a caravan or a boat or similar structure designed or adapted for use as a place of permanent habitation;

“*income offset*” means the reduction that **we** apply to **infrastructure charges** to reflect the income that **we** will recover from new connections to **our** network over time;

“*infrastructure charges*” apply to new connections to cover the cost of any reinforcement that may be required to our network when making new supplies, as set out in the Developer Services Charging Arrangement Document on our [website](#);

“*licensee*” has the same meaning as **Retailer**, defined below;

“*market code*” means the Wholesale-Retail Code set by **Ofwat** and published by Market Operator Services Limited;

“*meter*” means **our** meter;

“*New Appointment*”, “*Inset Appointment*” or “*NAV*” refers to a New Appointment or Variation granted under section 8 of **the Act**;

“*non-household premises*” means any supply which does not meet the definition of a household and which has been deemed to be eligible for the non-household retail market in line with guidance issued by **Ofwat**;

“*non-primary charges*” has the same meaning as defined in the **Market Code**;

“*normal working days*” are Monday to Friday and exclude Bank Holidays;

“*normal working hours*” are 9:00am to 5:00pm on normal working days;

“*occupier*” includes, at any time when a **premises** is unoccupied:

- any person to whom **we** provide services in relation to such **premises**;
- any person entitled to exclusive occupation of the **premises** or to prevent third parties from interfering with, occupying or entering the **premises**;
- any person who has sufficient control over the **premises** to owe a duty of care towards those who come lawfully onto the **premises**;
- any person who maintains **premises** furnished or otherwise ready for occupation, including where appropriate the owner of such **premises**;

“*Ofwat*” means the Water Services Regulation Authority;

“*Ofwat charging rules*” means rules issued by the Water Services Regulation Authority for the charging year under sections 66E and 117I of **the Act**;

“*our water area*” means the water services area of Severn Trent Water Limited as defined in **our** Instrument of Appointment as a water undertaker for the purposes of **the Act**;

“*our sewerage area*” means the sewerage services area of Severn Trent Water Limited as defined in **our** Instrument of Appointment as a sewerage undertaker for the purposes of **the Act**;

“*owner*”, “*valuation officer*” and “*water hereditament*” shall have the meanings given to them by **the 1967 Act** as they applied before that Act was repealed;

“*plot*” for the purposes of this Scheme includes a building, buildings, part of a building and/or land that is or will be occupied by one or more **occupiers** to which water is supplied, whether directly or indirectly, through a single connection to the public mains supply;

“*premises*” for the purposes of water supply and sewerage charges includes a building, buildings, part of a building and/or land occupied by one or more **occupiers** to which water is supplied, whether directly or indirectly, through a service pipe that is owned by **us**, and where the context permits, includes **rateable value premises**;

“*primary charges*” has the same meaning as defined in the **Market Code**;

“*public sewer*” means a sewer that is owned by **us**;

“*public foul water sewer*” means any foul water or combined sewer (or surface water sewer communicating directly with such a foul water or combined sewer) that is owned by **us**, including any pumping station **we** consider to be part of that sewer;

“*public surface water sewer*” means any surface water sewer that is owned by **us**, including any pumping station **we** consider to be part of that sewer, which at no point discharges into a **public foul water sewer**;

“*rainwater harvesting system*” means a system where surface water is collected and recycled so as to reduce the volume of water supplied by **us** and used at the **premises**;

“*rateable value*” means, in relation to a **rateable value premises**, the **rateable value** of that **rateable value premises** as at 31 March 1990 as assessed under **the 1967 Act**;

“*rateable value premises*” means a hereditament (a **premises** or unit of property shown as a separate item in a **valuation list** made under **the 1967 Act**);

“*retailer*” or “*licensee*” means an entity to which **Ofwat** has granted a Water Supply Licence or Sewerage Supply Licence, exercising its powers under section 17 of **the Act**;

“*selective metering programme*” refers to **our** pilot exercise requiring that all unmetered **premises** that are located in the trial area will, following a change of **occupier**, require a meter to be installed by **us** for the purposes of calculating charges;

“*settlement*” means the process defined in the **Market Code**;

“*sewage treatment works*” means any works or facility for sewage treatment or disposal that is owned by **us**;

“*substantially altered*” means substantially physically altered, subjected to a material change of use, split into different and separate units or merged with another **premises**, in circumstances where the **rateable value** or values of the **premises** in question relating to the situation prior to such event are in **our** opinion no longer appropriate;

“*supply pipe*” means any part of a service pipe which **we** could not be, or have been, required to lay under section 46 of **the Act**;

“*the Act*” means the Water Industry Act 1991;

“*the 1967 Act*” means the General Rate Act 1967;

“*the Licence*” means the Instrument of Appointment by the Secretary of State for the Environment of Severn Trent Water Limited as a Water and Sewerage Undertaker under the Water Act 1989;

“*trade effluent*” and “*trade premises*” have the meanings given to them by section 141 of **the Act**;

“*trade effluent consent*” means any consent given or agreement entered into by **us** or any of **our** predecessor bodies where the discharge of trade effluent to the **public sewer** or a sewage disposal works (whether directly or indirectly through any intermediate sewer or drain) is authorised or approved;

“*transitional scheme premises*” means:

- **premises** principally used for the provision of day care as defined in section 79A(6) of the Children Act 1989,
- a children’s home as defined in section 1 of the Care Standards Act 2000 and registered under section 11 of that Act,
- **premises** used as a care home as defined in section 3 of the Care Standards Act 2000 and registered under section 11 of that Act;

occupied for the first time prior to 1st April 2016;

“*used water*” does not include trade effluent discharged under the terms of a trade effluent consent or agreement and “used water meter” means a meter installed under section B3.1 (xiii) below;

“*valuation list*” means the list in which the **rateable value** or value representing the **rateable value** was entered under the provisions of **the 1967 Act**;

“*we*”, “*us*” or “*our*” refers to Severn Trent Water Limited;

“*year*” means the period of 12 months beginning 1 April in one calendar year up to and including 31 March in the following calendar year;

and words and expressions used in this Scheme shall have the same meaning as in any relevant provision of **the Act**.

B1.3 Period when this Scheme applies

This Scheme will apply for the period 1 April 2021 until 31 March 2022.

B1.4 General principles

Under section 142 of the Water Industry Act 1991, **we** have the power to fix, demand and recover charges from any persons to whom **we** provide services, in accordance with **our** Charges Scheme. **We** have made this Scheme under section 143 of **the Act** and **Ofwat Charging Rules**. This Scheme fixes the charges for the services or facilities provided by **us** and in connection with the following:

- the supply of water;
- the provision of sewerage and sewage disposal services (including the reception treatment and disposal of the contents of cesspools); and
- the conveyance, reception and treatment of trade effluent discharged under a trade effluent consent.

This Scheme applies to **Retailers** and **Bulk Supplies to New Appointments** and Variations (**NAVs**). It does not apply to other **Bulk Supplies** of water. The provision of wholesale services to **Retailers** is governed by the terms set out in the Wholesale Contract between **us** and the **Retailer**, incorporating the **Market Code**. For the purpose of the **Market Code**, this Scheme is a “Wholesale Tariff Document”. The provision of **Bulk Supplies** will be made under the terms of the written agreement for each site. If **we** have entered into a written agreement relating to a **Bulk Supply** that is in conflict with this Scheme, the terms of the agreement will continue to apply.

We apply charges in this Scheme in accordance with **the Act** and **the Licence** and any taxes imposed by law on these charges shall be recoverable in addition to the charges.

- (i) Where in this Scheme:
 - a. any charge is a percentage; or
 - b. a percentage reduction of another charge, the resulting charge will be rounded up or down to the nearest two decimal places.
- (ii) For unmetered supplies, liability accrues on a daily basis by virtue of occupation of the **premises**. If it is necessary to calculate the extent of any debt outstanding on any particular day when:
 - a. the **customer** vacates the **premises**; or
 - b. the **customer** enters into any formal insolvency procedure [to include but not limited to liquidation (whether compulsory or voluntary), administration, receivership, administrative receivership, any agreement for the benefit of or composition with its creditors generally (including entering into a company or individual voluntary arrangement), bankruptcy, debt relief order or takes or suffers any similar, analogous or equivalent procedure],

we will apportion any charges for the current charging year on a daily basis up to the date the **premises** was vacated or the date immediately before the relevant insolvency procedure became effective (the insolvency date). Charges after a change of **occupier** will be payable from the next day of occupation or the day after the insolvency date.

- (iii) Surface water drainage charges form part of sewerage charges and remain payable unless the customer can demonstrate to **our** satisfaction that there is no direct or indirect surface water

drainage to a **public sewer** from the **premises** or from any common area next to that **premises**.

Where the customer can demonstrate this to **our** satisfaction, the surface water drainage charge will cease to be payable from:

- a. In the cases of **premises** occupied for the first time prior to 1 April 2014, 1 April 2014. Surface water drainage charges for the period prior to this date will be deemed to be correct and will remain payable irrespective of the fact that this service may not have been provided.
 - b. In the case of **premises** occupied for the first time on or after 1 April 2014, the date that the customer making the application occupied the **premises**.
- (iv) Where the surface water drainage element of sewerage charges are based on chargeable area, this area will be deemed to be correct unless the **occupier** can demonstrate to **our** satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes. Where the **occupier** can demonstrate this, the surface water drainage charge will only be based on the reduced chargeable area from 1 April in the year in which the application is made. Surface water drainage charges prior to this will be deemed to be correct and will remain payable.
- (v) In accordance with section 147 of **the Act**, **we** will make no charge for water taken for the purpose of extinguishing fires. In addition, **we** will not charge for:
- a. water taken by a fire authority for any other emergency purposes;
 - b. water taken for testing fire extinguishing equipment or training persons for fire-fighting;
 - c. the availability of water for any of the purposes mentioned in this section.

B2 Unmetered charges

B2.1 Unmetered charges for water and sewerage

- (i) Where **we** supply water and/or provide sewerage services and a **meter** has not been used for charging purposes, **we** will normally calculate the annual charges as follows:
- a. For water supply, a fixed charge plus an amount calculated by multiplying the **rateable value** of a **rateable value premises** by the rate per pound of **rateable value** for the appropriate charge zone (see tables 1 and 2).
 - b. For sewerage services, a fixed charge plus an amount calculated by multiplying the **rateable value** of the **rateable value premises** by the relevant rate in the pound for the appropriate charging zone for the service (or services) that the property receives or benefits from (see tables 1 and 2).
- (ii) Where **we** are satisfied that the **occupier** of any **rateable value premises** does not receive, take or have access to a supply of water, **we** will not charge water supply and used water charges. **We** may require that the water supply is disconnected before this is the case. The surface water only charge may continue to apply. This is subject to a maximum charge per year (see tables 1 and 2).
- (iii) The unmetered charges are different for different parts of **our** water area and **our** sewerage area. This is because of **our** policy to equalise the amount of **our** unmetered charges on a per capita basis between **our** ten charging zones. The charges for each zone are in table 1, and the area of each zone is shown on page 5.

B2.2 Unmetered charges – miscellaneous matters

- (i) Where a property drains directly to one of **our** sewage treatment or disposal works, via a private drain or sewer or a combination of the two, the charge for sewerage services will be 72% of the used and surface water or used water only charge.
- (ii) Charges may be based on **our** assessment of the volume of water supplied to, and used water discharged from, the property which would give the same charge as if the property was charged for water supply and used water on the basis of its **rateable value**.
- (iii) Except where it is covered elsewhere in this Scheme, **we** will reduce or refund any charge or part of a charge made under this Scheme or any earlier Scheme where **we** are satisfied that:
 - a. the **rateable value** shown in the **valuation list** is certified by the valuation officer as having been excessive;
 - b. the **rateable value** used to calculate the charge was not the same as that in the **valuation list**; or
 - c. the relevant service was not provided to the **rateable value premises** in question.
- (iv) **Rateable value premises** of any water undertaker in any charging zone will be charged by multiplying the used and surface water charge in table 1 by 17% of the **rateable value** of the **premises** unless **we** agree otherwise.

B2.3 Free meter option

- (i) If a property receives an unmetered supply you can, after obtaining any necessary consents of third parties, ask **us** for a **meter** to be installed free of charge and for charges to be calculated on the basis of the volume of water supplied instead of **rateable value**. This **meter** will be selected by **us**, installed in a location and manner approved by **us**, and will be subject to the standing and fixed charges which are explained below.

We will accept requests for a **meter** using the methods set out in section A3.

Meter location

- (ii) **Our** preferred **meter** location is external, but **we** will consider installing the **meter** internally if this is practicable. Where an alternative to **our** preferred location has been requested, **we** will provide a quotation for any additional expenses incurred, which will be payable to **us** by the **Retailer**.
- (iii) The **meter** and any equipment and assets associated with it will remain **our** property. Once the **meter** has been installed any request to have it re-sited will incur an additional charge and **we** must carry out the work.

Protection of and damage to the meter

- (iv) **We** own and are responsible for the maintenance of the **meter** and any equipment associated with it. The **occupier** must take all reasonable care of the **meter** and must not cover or obstruct the **meter** in any way. The **occupier** must allow **us** reasonable access to their **premises** in order for **us** to access the **meter**. If **we** incur a cost in accessing or re-siting the **meter** because they have covered or obstructed it, then **we** will charge these costs to the **retailer**.

- (v) It is a criminal offence under section 175 of **the Act** to interfere with, wilfully damage or remove the **meter**. This means that the **occupier** must not remove it or instruct anyone to remove it for them. If the **occupier** is convicted of doing any of these things, they could face a fine imposed by the Magistrates Court.

Meter installation time

- (vi) **We** aim to install a **meter** within 22 **normal working days**, in accordance with the **Market Code** (Operational Terms – B1). Where **we** are unable to do so, **our** charges for the period from 22 **normal working days** after **we** received the request notice to the date the **meter** is installed will be based upon on the average daily consumption from installation to the first **meter** reading.

Meter installation not reasonably practicable or unreasonably expensive

- (vii) If **we** consider that it is not reasonably practical or it would involve unreasonable expense **we** will not install a **meter**. In such cases, including those where a shared **meter** agreement is not possible or appropriate, the **occupier** may opt to pay the appropriate assessed volume charges detailed in section B4.1 below instead of a charge based on the **rateable value** of the **premises**.

We consider reasonable expense to be the cost of installation of a single **meter** fitted externally at the property boundary/start of the supply pipe and reasonable reinstatement. When **we** assess additional expenses over and above those reasonably incurred, **we** will consider the cost of the following:

- service pipe separation;
- installation of additional **meters** on a supply;
- alterations to existing plumbing to enable a **meter** to be installed; and
- installation in an alternative location if requested.

You can refer a dispute concerning any case where **we** refuse to install a **meter** to **Ofwat** for determination.

B3 Metered charges

B3.1 Metered charges for water and sewerage

Compulsory metering policy

- (i) Unless **we** have specifically agreed otherwise in writing, or it is impractical to install a **meter** at the property, all water **we** supply to **non-household premises** will be metered.

Liability for metered charges

- (ii) Where the supply to a **premises** is metered and the charges are volume based, the **retailer** may continue to be liable for the payment of wholesale charges associated with that **premises** after the property has become vacant. This applies where the **retailer** has failed to notify **us** that the property will become vacant at least two **normal working days** before the customer does so. The charges for

which the **retailer** will be liable will be those for the period ending whichever of the following first occurs after the **premises** becomes vacant:

- a. where the **retailer** informs **us** that the **premises** will be vacant less than two **normal working days** before, or at any time after, the twenty-eighth day after **we** have been informed;
- b. any day on which any **meter** would normally have been read in order for the amount of the charges to be determined.

The charges for metered **premises** are set out in the sub-sections below.

Measured tariff option

- (iii) There is a choice of Tariff. The **Retailer** may choose an alternative tariff subject to the eligibility criteria set out below. If accepted, the application of the new tariff will take effect from the date that **we** receive the application.

Where **we** provide a water supply and sewerage services to the **premises** and:

- a. the standard 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
- b. the intermediate user 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;
- c. the large user 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;
- d. the customer has elected to secure a standby tariff, **we** will apply the appropriate sewerage tariff (standard, intermediate user or large user), based upon the notified volume for the year.

Applications can be made using form H/04 as specified in the codes.

Water supply charge

- (iv) Water **we** supply through one or more **meters** to any **premises** will be charged at the standard water supply charge in table 4 unless **we** agree otherwise, or one of the following tariffs applies: the intermediate user tariff, large user tariff, or the standby tariff (see sections B3.2 and B3.3).

Water supply standing charges

- (v) In addition to the charges set out above, there is a standing charge related to the size of the **meter** measuring the supply to the **premises** - see tables 5 (a) and 5(c).

Water supply fixed charge

- (vi) A fixed charge related to the volume of water **we** supply to the **premises** also applies - see table 5(b).

These standing and fixed charges will apply from the appropriate date set out above. Unless **we** agree otherwise, these charges will be due on demand and apportioned for each billing period or on a daily basis for periods less than or greater than the normal billing period.

Sewerage charges

- (vii) Where **we** provide sewerage services to a single **premises** whose water supply is metered, sewerage and sewage disposal charges will have the elements described in sections (viii) to (xi) below.

Used water charges

- (viii) With effect from 1 April 2021 or the first relevant water supply or used water **meter** reading on or after 1 April 2021 for monthly-billed **premises** (except where used water charges are billed with trade effluent charges under section B4.2), a charge per cubic metre of used water discharged directly or indirectly to a public sewer is payable at the rates shown in table 6.

Direct connection to our sewage treatment works

Where a property drains directly to one of **our sewage treatment works** or disposal works, via a private drain or sewer or a combination of the two, the volumetric charge for used water will be at a reduced rate as shown in the last row of table 6.

Surface water drainage charges

- (ix) Charges will be based on:
- a. the **rateable value** of the **premises** as specified in section B2.1 - see table 7(a); or
 - b. the chargeable area as specified in B3.1(xv) - see table 7(b).

Highway drainage charges

- (x) The fixed charge as set out in table 5(b). Unless **we** agree otherwise these charges will be due on demand apportioned for each billing period, or on a daily basis for periods less than or greater than the normal billing period.

Sewerage fixed charge

- (xi) A fixed charge or charges related to the services provided and volume of water supplied to the **premises** (see table 5b).

Unless **we** agree otherwise the fixed and surface water drainage charges will be due on demand apportioned for each billing period, or on a daily basis for periods less than or greater than the normal billing period.

Water out equals water in less losses

- (xii) **We** will calculate used water charges on the basis that the volume of “water out” is the same as the volume of “water in”. The volume of “water in” will be based upon the **meter** records of water supplied to or taken at the **premises**, trade effluent discharged from the **premises** and (where **we** cannot get such **meter** records) all other reliable information available to **us** at the time. This will subject to the paragraph below, be binding on the person liable to pay the charge (for the purposes of this clause, the **retailer**).

The unit charge is set at a level that acknowledges “normal losses”. This covers miscellaneous non-returns to the sewer, e.g. evaporation from cooking, clothes washing, bathing, hot water equipment and garden watering. **We** make no specific adjustment for losses that are higher than “normal” levels, such as evaporation from swimming pools, but customers may opt to meter their own discharge as described in section B3.1(xiii) below.

Measurement of water out

- (xiii) If the **occupier** is not satisfied that the volume of used water should be based on the reading from their water **meter**, they may arrange for the installation and maintenance of meter(s), gauge recorder or other apparatus to determine a more accurate measurement, provided that:
- a. **we** will not bear the cost of installing or maintaining the equipment;
 - b. **we** must approve the water fitting in question and the location where it is to be installed;
 - c. the **retailer** must provide full details of the volumes of water or used water recorded.

As long as **we** are satisfied as to the accuracy of the volume of water or used water recorded by the apparatus installed, **we** will use this information to determine the volume of used water discharged to the **public sewer**.

If **we** are not satisfied or if the **retailer** fails to provide full details of the relevant volumes to **us**, **we** will base the used water charge on the volume of used water discharged as described in section (xii) above.

Rainwater harvesting systems

- (xiv) Where a rainwater harvesting system is installed from which water discharges to a **public sewer** after use **we** will calculate charges on the following basis:
- a. Where the supply to the **premises** is metered, **we** will require the system to be installed in such a way that the water that is used and subsequently discharged (the “water-out”) can be measured by means of a meter installed on the rain harvesting system.
 - b. The volume of “water-out” will be charged at the rates shown in table 6 and will be in addition to any charges calculated on the basis of “water in” measured by the water meter as per (xii) above.
 - c. Where surface water drainage charges apply, as specified in section (ix) above (including where the **premises** does not receive a water supply), **we** will reduce the chargeable area as defined in section B3.1 (ix) by the area from which rainwater is harvested.
 - d. Where the supply to the **premises** is not metered the charges as set out in sections B2.1, B2.2 above or B4.1 below will apply.

Site area surface water

- (xv) The **retailer** must pay **us** surface water drainage charges as specified in section (ix) above, or section B3.5(ii) (including where the **premises** does not receive a water supply), using the rates set out in table 7(b) if:
- a. The **occupier** opts to pay the charge. This option is not available for places of religious worship (as defined in section 39(2) of **the 1967 Act**); or
 - b. The **occupier** opts, or **we** require them, to have the water supply to the **premises** metered (except if the **premises** is a place of religious worship as defined) above in (a)); or
 - c. **we** have notified the **retailer** prior to this Scheme coming in to effect that the **premises** will be charged on this basis.

The charge will apply from:

- in the case of (a), the date **we** receive the notification from the **retailer** and all relevant information **we** may require;

- in the case of (b), the date of the approved installation;
- in the case of (c), from 1 April 2021 or the first relevant water supply or used water **meter** reading on or after 1 April 2021 for monthly billed **premises** (except where used water charges are billed with trade effluent charges in which case please see section B4.2 below);

“Chargeable area”

includes the total site area of the **premises** (whether or not the surface area is permeable), including the boundary of the **premises** and all land belonging to the **premises** (whether or not separated at any point by a highway or other public right of way), but

excludes any area or areas that in total are more than 10% of the total site area of the **premises** and from which in **our** opinion no surface water or groundwater drains or could drain either directly or indirectly to the **public sewer**.

This includes:

- permanently grassed or cultivated areas;
- playing fields;
- farmland;
- racecourses;
- sports grounds;
- golf courses;
- parkland;
- soakaways;
- areas of land on which no building can legally be built;
- any other area from which in **our** opinion no surface water drains or could drain directly or indirectly to the **public sewer**.

Site area surface water – special cases

(xvi) **We** will charge **community premises** as if their chargeable area was in the band of 100–199 square metres. For a place of religious worship (as defined in (xv)(a) above) the charge payable is based upon a notional **rateable value** of zero rather than the chargeable area of the **premises**.

We will charge **transitional scheme premises** on the basis of the notional Band T. The charge will apply until such time as:

- the **retailer** notifies **us** that the **occupier** wishes to pay the charge based on the **premises** chargeable area; or
- the **retailer** notifies **us** that there has been a change of **occupier** at the **premises**; or
- we notify the **retailer** that the relevant charge based on the **premises** chargeable area is less than the charge currently paid by the **occupier** based on Band T.

(xvii) Where a number of **premises** in separate occupation have a **common area**, the chargeable area for each **premises** will include a proportionate part of the **common area** calculated by dividing the common area pro rata to the site area of each of the separate **non-household premises**.

(xviii) Where there is a **non-household premises** that includes an element of residential accommodation within the site, including access between buildings on the site (apart from by a highway), the charge payable for such **premises** shall be calculated by aggregating the total site area and applying the charges for **non-household premises**.

- (xix) Where the **occupier** claims that the **premises** does not drain to the **public sewer**, the **retailer** should submit Form H/04 to **us** under **Market Code** Process H5. Provided **we** are satisfied that no surface water or groundwater drains directly or indirectly from the **premises** or any common area next to those **premises** to a **public sewer**, the surface water drainage charge shall cease to be payable from:
- a. In the case of **premises** occupied for the first time prior to 1 April 2014, 1 April 2014. Surface water drainage charges prior to this date will normally be deemed to be correct and will remain payable irrespective of the fact that this service may not have been provided;
 - b. In the case of **premises** occupied for the first time on or after 1 April 2014, the date that the customer making the application occupied the **premises** (see section B1.4(iii) above).
- (xx) Where the **occupier** claims that the chargeable area for the **premises** should be reduced, the **retailer** should submit Form H/04 to **us** under **Market Code** Process H5. If **we** are satisfied that chargeable area should be modified, **we** will reflect the new chargeable area in wholesale sewerage charges to the **premises**. Any adjustment to the charges payable will normally only be made from 1 April in the year in which the claim is made (see section B1.4(iv) above).

B3.2 Intermediate and large user tariffs

- (i) An intermediate or large user tariff can apply to any non-household **premises** that is not required to have an alternative such as a standby tariff (see section B3.3). The **retailer** may choose one of these tariffs.
- (ii) If the **premises** was charged the intermediate or large user tariff in the previous charging year, **we** will continue to charge on this basis until the **retailer** selects an alternative, or **we** require the **premises** to be charged a standby tariff.
- (iii) Where one of these tariffs applies, **we** will charge:
 - a. standing charges related to **meter** size as set out in tables 5(a);
 - b. the fixed charge related to the volume of water **we** supply as detailed in table 5(b);
 - c. the relevant additional fixed charge in tables 8; and
 - d. the relevant water supply charges in tables 8.

We will apportion the annual fixed charges for each billing period on a daily basis for periods less than or greater than the normal billing period.

For the purposes of the above intermediate and large user tariffs, **retailers** must assess in advance the volume of water expected to be supplied to the **premises**. The **retailer** will pay **us** the appropriate intermediate or large user tariff throughout the period.

B3.3 Standby tariffs

- (i) Where **we** supply water through one or more **meters** to a single **premises** and that **premises** also has access to an alternative source of water, other than the water **we** supply, which is capable (both legally and physically) of supplying at least 10,000 cubic metres, **we** will charge the standby tariff (instead of the standard metered, intermediate user or large user tariff above). The **occupier** may elect to secure a standby supply.

- (ii) Where a standby supply applies, the **retailer** must notify **us** in writing of the maximum required volume of water (“the notified volume”) for the period from 1 April to 31 March by 1 April and will pay the following charges:
- a. the standing charges related to **meter** size as set out in table 5(a);
 - b. the fixed charge related to the volume of water **we** supply, as detailed in table 5(b);
 - c. the capacity charges shown in table 9, payable irrespective of whether **we** supply any water.
 - d. the volume charges shown in table 10, payable for all water **we** supply, irrespective of the notified volumes.

We will apportion the annual fixed charges for each billing period on a daily basis for periods less than or greater than the normal billing period.

For the purposes of the fixed charge and the fixed component of the capacity charge, **retailers** must advise **us** in advance the volume of water expected to be supplied to the **premises**. The **retailer** will pay **us** the appropriate fixed charges throughout the period. At the end of the period, **we** will reconcile the volume of water actually supplied with the rates set out in table 5(b) table 9 and table 10 as part of the **settlement** process.

We may share information on the “notified volume” with other **retailers**.

Premium charges

- e. In addition to the charges under (a), (b) (c) and (d) above, the following charges shall apply in the circumstances described below.

Where the notified volume is exceeded for either or both of the periods **we** will make a charge of twice the appropriate capacity charge in table 9 (excluding the fixed component) for each cubic metre of water supplied in excess of the notified volume for the relevant period.

For **premises** where the **retailer** has provided **us** with a notified volume of zero, or in circumstances where it is taken to have been notified as zero (see below), the **retailer** must give **us** at least twenty-four hours’ notice before **our** supply is used at the **premises**. In addition to the appropriate charges set out in (a), (b), (c) and (d) above the **retailer** will pay the premium charges in table 11.

- (iii) The above charges will be due from the first relevant **meter** reading on or after 1 April.
- (iv) Where the **retailer** does not secure a standby supply, or does not provide **us** with the information as specified in section B3.3(ii) above by 1 April of the charging year, the maximum volume required for the year shall be taken to be zero.
- (v) If **we** consider that **we** could not supply the notified volume and a revised notified volume cannot be agreed by 15 April, **we** will advise the **retailer** and the notified volume will be taken to be zero.
- (vi) If **we** identify that an operational network problem may occur in circumstances where the notified volume (including circumstances where it is taken to be zero) is exceeded, **we** reserve the right to downsize the relevant **meter** or **meters** to an appropriate size for the notified volume or to restrict the flow through one or more supplies to the **premises** through the installation of a suitable valve or valves.
- (vii) Where it can be shown to **our** satisfaction that none of the water **we** supply through a **meter** or **meters** could be used to increase the supply of water to any part of the **premises** to which water from

the alternative source is supplied, the **retailer** will pay the appropriate charges relating to those **meters** and any water supplied through them as set out in B3.1 or section B3.2 above, as appropriate, instead of the standby tariff.

- (viii) The “notified volume” in (ii) above will apply to the **premises** for the duration of the **year**. Where the **occupier** of the **premises** selects a different **retailer** during the course of a **year**, **we** will inform the new **retailer** of the “notified volume” and the annual fixed charges that will apply for the remainder of the billing period.
- (ix) Where **we** identify a **premises** where standby charges should apply after the start of the **year**:
 - a. **we** will inform the **retailer** of the supply which is available to the **premises** as a standby supply;
 - b. within one month of this notification, the **retailer** must inform **us** of the volume required as described in (ii) for the remainder of the **year**;
 - c. where the **retailer** does not provide notification within the specified time, or the required supply cannot be agreed, **we** will inform the **retailer** and the “notified volume” will be considered to be zero;
 - d. Standby charges will apply to the **premises** two months after **our** first notification in a.

B3.4 New Appointments and Variations

- (i) Where **we** provide a **bulk supply** to a **New Appointment** or Variation (**NAV**), the operator will pay the **NAV** charge.
- (ii) **We** will calculate a discount to **our** wholesale charges based on **our** assessment of the cost that **we** would incur and the wholesale charges that **we** would apply if **we** had served the site directly. **We** will publish the model we use to calculate the discount on **our** website.
- (iii) A higher discount will apply to any qualifying **NAV** site which started operating before 1 April 2020. Connections made on these sites will not be eligible to receive any **income offset** against **infrastructure charges** that **we** apply.
- (iv) The **NAV** operator must supply **us** with information about the volume of water supplied to customers on its site, together with the number and type of charges that have been made to them. The frequency of data provision will be set out within the **bulk supply** agreement between **us** and the **NAV** operator.
- (v) For **bulk supplies** to a qualifying **NAV**:
 - a. If the development site comprises ten **plots** or fewer, volumetric charges will be based on the volumetric information supplied by the **NAV** operator as described in (iv) above, and a lower level of discount will apply;
 - b. If the comprises of more than 10 plots, volumetric charges will be based upon readings from **our** **bulk supply meter** and a higher level of discount will apply.

The volume for the purpose of a **bulk discharge** from a **NAV** that supplies wastewater services will also be based on the information that the **NAV** operator supplies to us as described in (iv).

- (vi) For a **bulk supply** to a qualifying **NAV**, **we** will apply the relevant discount to the following charges:

- a. A standing charge based on the aggregate value of wholesale standing charges for water recovered from customers on the **NAV** site; and
 - b. Wholesale volumetric charges for water based on the volume described in (iv) above.
- (vii) Where a **NAV** provides waste water services, **we** will apply the relevant discount to the following charges:
- a. A standing charge based on the aggregate value of wholesale standing charges for wastewater recovered from customers on the **NAV** site;
 - b. Volumetric charges based on the volume described in (iv) for all **used water** draining from the site to the **public sewer**; and
 - c. A surface water charge based on the aggregate value of surface water charges paid by properties on the **NAV** site for surface water draining from the site to the **public sewer**.

As described in B3.1, surface water charges will not apply if the site does not drain to the **public sewer**. In addition, the **NAV** will not pay **highway drainage charges**.

- (viii) Table 12(a) and 12(b) show a discount to the standard wholesale volumetric rates for water and used water based on a typical housing development. The actual discount applied will depend on the nature of the customers on site and **our** assessment of the cost that **we** would incur if **we** served the site directly. Where the customers on a **NAV** site qualify for any other charge (such as the Intermediate and Large User or Standby Tariffs in B3.2 and B3.3) the **NAV** discount will be applied to the weighted average charge that **we** could apply to customers on site if **we** supplied the site directly.

B3.5 Metered supplies – miscellaneous matters

Meter reading not obtained

- (i) If the **retailer** does not provide an actual **meter** reading, charges will be based on estimates until **final settlement** as described in the **Market Code**.

Single meter supplying multiple premises

- (ii) Where **we** supply water through a single **meter** to a number of properties in separate occupation, **we** may charge the **retailer** on an unmetered basis unless the **retailer** has agreed in writing to be legally responsible for payment of all metered water supply charges in respect of water supplied by **us** through the single **meter**.

Leakage allowance and non-return to sewer allowance

- (iii) **Our** approach on leakage and non-return allowances is set out in **our** standard on *Allowances, Assessment Requests and Incentive Payments* at stwater.co.uk/businesses/retailers.

Temporary disconnection

- (iv) Where a **retailer** requests that a metered supply be temporarily disconnected and then request for that supply to be reconnected:
- a. within twelve months of the disconnection, there will be a reconnection fee in addition to the appropriate charges for the period when the supply was disconnected;

- b. more than twelve months after the disconnection, there will be a reconnection fee but there will be no charges for the period when the supply was disconnected.

Our approach on disconnections is set out in our standard on *Disconnections* at: stwater.co.uk/businesses/retailers

Meter downsizing

- (v) Where we supply water through a **meter** or **meters** greater than 15mm in size, **retailers** may request in writing for us to carry out an “assessment of usage” with a view to downsizing the **meter(s)**. If, in our opinion, it is reasonably practicable and if it does not involve unreasonable expense, we will, if the **retailer** has obtained any necessary permissions, replace the **meter(s)** with more appropriate, smaller sized **meter(s)** free of charge.

No compulsory metering on change of occupier

- (vi) Unless the **premises** has been **substantially altered**, where there is a change in occupation of a **non-household premises** which is charged for water and sewerage services on an unmetered basis, the basis of charge will remain unchanged for the new **occupier**.

Non-potable supplies

- (vii) **For connections** to non-potable mains or supplies on our network that are not covered by a separate agreement, we will charge:
 - a. for premises supplied with less than 10,000 cubic metres of water in Zones 1 to 8, a rate 25% less than the standard metered water supply charge as set out in Table 4(a);
 - b. for premises supplied with 10,000 cubic metres of water or more in Zones 1 to 8, a rate 25% less than the relevant Intermediate or Large User metered water supply charge as set out in Table 8; rounding the unit rate to the nearest 4 decimal places in pounds per cubic metre.

B4 Assessed volume charges

B4.1 Assessed volume charges

- (i) The assessed volume charges in **table 13** will apply per year. They will accrue on a daily basis and be payable for each billing period in the following circumstances:
 - a. where a **retailer** has requested a **meter** under the option scheme but it is not practicable for a **meter** to be installed, or it would involve unreasonable expense, and the **retailer** opts to pay us the tariff below instead of charges based on the **rateable value** of the **premises**;
 - b. where a **premises** is located in an area covered by our selective metering programme and it is not reasonably practicable for a **meter** to be installed, or it would involve unreasonable expense, and the **retailer** opts to pay us the tariff below instead of charges based on the **rateable value** of the **premises**;
 - c. where a **non-household premises** that is charged on an unmetered basis is **substantially altered**;

- d. where there is no appropriate **rateable value** and **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to be metered;
- e. where we consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to a **non-household premises** to be metered;
- f. where despite several visits and written requests **we** are still unable to obtain access to install, read and/or maintain **our meter**.

B4.2 Trade effluent charges

Who we will charge

- (i) Charges shall be payable by **licensees** providing retail services to Dischargers, which are defined below:
 - a. any person who makes a discharge of trade effluent in accordance with a trade effluent consent (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this Scheme relates; or
 - b. any person to whom a **trade effluent consent** applies or has been given and, who at the time the trade effluent is or is authorised to be discharged described in (a) above, occupies the **premises** from which the discharge is made; or
 - c. any person making a discharge of effluent, which is however not deemed a trade effluent to be received (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this scheme relates.

Dischargers may be required to enter into a performance guarantee arrangement linked to their permission to discharge.

Basis of charge

- (ii) Subject to below, **our** trade effluent charges have four elements, "R", "V", "B" and "S", shown in table 14.
- (iii) The charges in table 14 include the cost of routine sampling and monitoring of trade effluent discharges.
- (iv) Where the trade effluent does not receive the conveyance or treatment process giving rise to any of the charging elements in table 14, that particular charging element will not be included in the charge.
- (v) Where, at or in connection with a **sewage treatment works**, **we** have installed particular pipes, plant or machinery, operated it in a particular manner or have used particular chemical treatment to specifically deal with the removal of a residual of a trade effluent discharged from **trade premises**, **we** may make an appropriate additional charge. This charge will be in respect of the additional costs **we** have incurred in the installation or operation of such pipes, plant or machinery, the use of such chemical treatment or the carrying out of any associated research and development work.

Calculation of charges payable

- (vi) Subject to section B1.1, section B1.2, section B1.4 and below the charge to be paid by the **retailer** for trade effluent discharged to the **public foul water sewer** or **sewage treatment works** will be calculated as the sum of:
 - a. the volume of **trade effluent** discharged in cubic metres multiplied by the charges per cubic metre for R and V in table 14; and
 - b. the biological load of the **trade effluent** discharged in kilogrammes multiplied by the charge per kg for B in table 14; and

- c. the suspended solids load of the **trade effluent** discharged in kilogrammes multiplied by the charge per kg for S in table 14;

subject to (viii) below and to the fixed charges in table 16.

“R” is the charge for the reception and conveyance of the trade effluent in the **public foul water sewer**

“V” is the charge for the volumetric treatment of the **trade effluent** comprising the provision of all necessary

- c. pumping stations with rising mains **we** consider to form part of **our sewage treatment works**;
- d. inlet works, including screening, comminution, grit removal and pre-aeration facilities;
- e. primary settlement units (other than storm treatment works), together with in cases where biological treatment is provided, the financing costs associated with biological treatment final settling tanks;
- f. tertiary treatment facilities; and
- g. outfalls for crude or treated sewage.

Where **we** provide no biological treatment, the charge per cubic metre for volumetric treatment will be based on a proportion of the element of the charge reflecting the exclusion of all financing costs associated with biological treatment final settling tanks.

“B” is the charge for the biological treatment of the **trade effluent** comprising:

- a. the provision of all necessary biological filtration plants (including humus sludge removal and pumping facilities);
- b. the provision of all necessary activated sludge plants, including settled sludge removal and returned sludge pumping facilities; and
- c. the proportion of total sludge treatment and disposal costs associated with secondary sludge treatment and disposal.

The biological load is calculated from the arithmetic mean of the Chemical Oxygen Demand from acidified dichromate (COD) in milligrams per litre of the **trade effluent** determined on a sample or samples taken after one hour of quiescent settlement.

In cases where **we** decide it is appropriate after joint investigation with the discharger, **we** may make the assessment of COD on a different basis.

“S” is the charge for the treatment and disposal of primary sludges arising from the reception and treatment of the **trade effluent**, comprising the provision of all facilities necessary for:

- a. the pumping or otherwise conveying (e.g. by tanker) of primary sludge to treatment and disposal; and
- b. the dewatering and treatment of primary sludge (including its conditioning, consolidation, drying, storage, incineration and disposal).

The suspended solids load is calculated from the arithmetic mean of the amount in milligrams per litre of the Total Suspended Solids (SS) in the **trade effluent** determined on a shaken sample.

- (vii) Where a discharger makes a discharge of **trade effluent** to a **public surface water sewer** in accordance with a **trade effluent consent**, the **retailer** will pay the charge shown in table 14 per cubic metre of **trade effluent** discharged.

- (viii) Where the whole **trade effluent** volume or one of its separate components contains an unbalanced concentration of ammonia, a revised chargeable COD value will be calculated and used in the calculation detailed in (vi) above.
- We** consider a **trade effluent** volume or one of its components to be imbalanced where the ammonia concentration exceeds 5% of the average settled COD concentration.
- (ix) The fixed charges shown in table 16 will apply for each **trade effluent** consent that has been given or applies to the discharger. Unless **we** agree otherwise these will be due on demand and apportioned to the billing period. Where there are multiple sources of discharge to a single consented point of discharge, the fixed charges will apply to each source of discharge that has its own sampling point at any time during a half year period.
- (x) Where a discharge is legally a **trade effluent** discharge but in **our** opinion is insignificant in volume and strength and is therefore unlikely to require any further action by **us** after the initial application is processed, **we** will charge for the discharge as if it was used water.
- (xi) Subject to (xvi) below, **we** will determine the charge to be paid by the **retailer**, unless **we** agree otherwise, based on the analytical results of samples of the **trade effluent** discharged from the discharger's **trade premises** in the previous calendar year. Samples will be taken either by the discharger, or **us** and analysed by **us**.

We will notify the **retailer** of the proposed basis of charge prior to the start of the **year**. Any request for a modification of the basis of charge must be made within six weeks of **our** notification.

Any requests for a modification to the basis of charge during the **year** will be considered and if agreed by **us** will be applied from the date of application.

Where it becomes apparent during the charging year that the basis for charging is no longer representative of the **trade effluent** being discharged, then **we** may reassess the basis of charge from the date this becomes apparent.

For new discharges, or where there is limited or no sampling data available **we** will determine the charges to be paid based on:

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

- (xii) Subject to (xiii) below, for the purposes of calculating the charge, the volume of **trade effluent** deemed to be discharged from any trade **premises** will be calculated by **us** on the basis of the volumes of water taken at or supplied to, or **used water** or **trade effluent** discharged from the **premises** as recorded by the meter, meters, gauge recorder or other apparatus. These must be installed in a manner and location **we** approve in accordance with the terms of the relevant **trade effluent consent**.
- (xiii) The **retailer** shall provide **us** with full details of the recordings and readings of the volumes of water, **used water** or **trade effluent** at the **trade premises** through the processes laid out in the **Market Code** in order to calculate the volume of **trade effluent** discharged. Where:
- a. **we** are no longer satisfied that the meter, meters, gauge recorder or other apparatus is or are accurately recording the volumes to be measured; or
 - b. the **retailer** fails to provide **us** with full details in accordance with **our** requirements;

we may require the charge to be based on **our** assessment of the volume of **trade effluent** discharged after taking into account all relevant information. The revision to volumes will be subject to the process set out for error rectification as set out in **Market Code** Subsidiary Document 0105.

- (xiv) Where **we** are not satisfied that the recording of volumes is accurate (xiii)(a), **we** will require the discharger to test, repair or replace the meter, meters, gauge recorder or other apparatus that is not owned by **us** before the volumes recorded using the apparatus may be used for charging purposes. The discharger must provide **us** with photographic evidence that the apparatus is recording accurately or has been rectified, in line with the process laid out in **Market Code** Process B12. If **we** are not satisfied that the photographic evidence is sufficient to confirm the meter details **we** may visit the **premises** to inspect the apparatus. Until **we** are satisfied that the apparatus is recording accurately, **we** may continue to base charges on **our** assessment of volume as set out in (xiii) above.
- (xv) Where the quantities of **trade effluent** authorised to be discharged are expressed in any **trade effluent consent** only in gallons, charges will be levied on the quantities actually discharged converted at the rate of 4.546 cubic metres to one thousand gallons.

Application of the Scheme in particular cases

- (xvi) For the **trade effluents** shown in table 15 **we** have assessed **trade effluent** charges determined on sampled standard strength figures for such effluents in terms of chemical oxygen demand and suspended solids. These charges will apply for these **trade effluents** unless the **retailer** gives **us** notice in writing prior to 1 April 2021, that the discharger's **trade effluent** should be sampled individually to determine its strength, and the discharger provides in due time a sampling point which is satisfactory to **us** in order to enable samples to be taken.

B5 Other charges

B5.1 Charges for water supplies for building or civil engineering purposes

- (i) For water supplied by **us** for building **household premises** or other **premises** through a service pipe with an external diameter of 25 mm or less the charge in table 17 will apply.
- (ii) All other supplies of water for building or civil engineering purposes will be metered and charges in accordance with section B3.1 (iv) and (v) will apply.

B5.2 Sewerage charges (other companies)

We usually do not provide sewerage services for customers in Zones 9 and 10 as Dwr Cymru (Welsh Water) and United Utilities provide sewerage services in these areas.

Sewerage charges cover the cost of providing and operating the public sewers, storm water drains and sewerage treatment works. Sewerage charges in Zones 9 and 10 are set by the sewerage company concerned and not Severn Trent Water Limited.

B6 Miscellaneous non-primary charges

B6.1 General Principles

- (i) These charges apply where any **client** requires us to work at a **premises**. A client may be:
- a **retailer** asking **us** to carry out work at the **premises** of a customer;
 - an individual asking **us** to carry out work at a customer's **premises** other than via a **retailer** and we are required to do so by **Ofwat** charging rules, regulations, legislation, **market codes** or accepted market guidance;
 - an individual or organisation that requires **us** to carry out work under a statute or regulation;
- Any charges applicable under this section are payable by the **client as defined above**.
- (ii) **We** will apply the regular charges at the rates set out in section C where a "**Standard Job**" is required at the **premises**. In addition to any extra conditions described for the specific service, a **standard job** must meet the following criteria:
- the job will take place within **normal working hours**;
 - the job will take place in an accessible location such as an external boundary box or a location on the **premises** with reasonable access; and
 - the job can be carried out in line with **our** Health and Safety criteria and does not involve working in a carriageway.
- (iii) Where the **client** is a **retailer** which has requested a **standard job** on the required bilateral form under the **Market Code**, **we** will carry out the requested work without further confirmation from the **retailer** and the standard charge for that service will apply.
- (iv) If the task does not meet the definition of a **standard job**, **we** will provide a quotation for "non-standard" jobs. The quotation will be valid for a period of 3 months unless otherwise specified. **We** will not proceed with the work unless the **client** accepts the quotation.
- (v) **We** will agree an **appointment window** to carry out the job with the **client**. **We** will agree the **appointment window** directly with the **occupier** if **we** have the **client's** consent. Where contacting the occupier is not unsuccessful **we** will set the appointment date and advise the **client**.
- (vi) The **client** must pay **us** an abortive visit charge if:
- we attend the **premises** to carry out the work within the arranged **appointment window**, but are unable to gain access to carry out the work requested through no fault of **ours**; or
 - the **client** cancels the request while the job is in progress.
- A job will be considered to be in progress on the day of the **appointment window** or when **we** have ordered any materials necessary to complete the work, whichever is sooner. If the job concerned was of a non-standard nature, **we** will charge the **client** for the costs incurred in addition to the standard abortive visit charge.
- (vii) Where requests for desktop based services are cancelled, **we** will charge the **client** an Administration Fee if the work has been substantially completed before cancellation.

- (viii) Where a fixed price cannot be given but a charge needs to be made **we** have denoted this with the word 'Quote' in the tables of section C. A quote will enable the work required to be costed accurately.
- (ix) In certain circumstances, a survey may need to be undertaken before a quote can be properly drawn up. **We** will not charge for straightforward surveys, but **we** reserve the right to charge for more complicated surveys. **We** will inform the **client** of any survey charges before any work is undertaken.
- (x) Where work undertaken is not of a standard nature and the circumstances relating to the work does not allow a quote to be drawn up before work commences all costs will be recovered retrospectively. Where charges may be applied retrospectively, this is stated in the service description and the corresponding tables in section C.

B6.2 Meter installation

- (i) In addition to the conditions set out in B6.1 above, in respect of a meter installation a **standard job** must satisfy the following criteria:
 - a. the **meter** to be installed is a **meter** from **our** published **meter** catalogue;
 - b. the existing installation of the **meter** comprises:
 - (i) an accessible working stop cock;
 - (ii) a "screw in" **meter** fitting appropriate to the size of **meter** to be installed; and
 - c. no major pipework modifications are required in excess of 1 metre of copper pipework.
 - d. the meter to be installed is in **our** preferred location
- (ii) Where the installation meets the criteria for the Free Meter Option as set out in B2.3, **we** will make no charge for a **standard job** as described in (i) above.
- (xi) If the installation does not meet the definition of a **standard job** and does not qualify for the Free Meter Option, **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the **client** agrees to pay for these additional costs.
- (xii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in **table 18**.

B6.3 Charges for meter accuracy testing

- (i) If **we** are asked to prove the accuracy of a **meter**, and the **meter** is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, **we** will charge the **retailer** for carrying out the test:
 - a. for a **standard job** that satisfies the requirements set out in B6.1 and B.6.2 , **we** will apply the charge set out table 19 for meters up to and including 28mm in diameter;
 - b. for a **standard job** where the **meter** has a diameter greater than 28mm and is one of those listed in **our** meter catalogue, the charge in table 19;
 - c. where the standard job criteria are not met **the job** will be considered to be **non-standard** and **we** will quote for the actual cost of removing, testing and installing a replacement **meter**.
- (ii) Where **we** are asked to test the accuracy of a **meter** and a fault exceeds the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, **we** will make no charge.

- (iii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in table 19.

B6.4 Meter repair, replacement, re-sites and pulse unit installations

- (i) If a **meter** belonging to **us** is faulty and needs to be replaced **we** will not make a charge for replacing it provided the fault was not caused by the **occupier's** negligence, or by the negligence of any third parties acting on their behalf.
- (ii) Where a **meter** has become faulty due to the negligence of the **occupier**, or by the negligence of any third parties acting on their behalf, **we** will charge the cost of replacement to the **client** as described under B6.14 (Damage to Apparatus).
- (iii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in table 20.
- (iv) If a **client** asks **us** to replace or re-site a **meter** that is not faulty, then **we** will charge the rate set out in table 20(b) provided the installation meets the definition of a **standard job**. In addition to the conditions set out in B6.1 above, a **standard job** must satisfy the following criteria:
- a. the **meter** to be installed is a **meter** from **our** published **meter** catalogue;
 - b. the existing installation of the **meter** comprises:
 - (i) an accessible working stop cock;
 - (ii) a "screw in" **meter** fitting appropriate to the size of **meter** to be installed; and
 - c. no major pipework modifications or material are required in excess of 1 metre of copper pipework.
 - d. No traffic management required
 - e. No excavation required
- (v) If the installation does not meet the definition of a **standard job** in (iv), **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the **client** agrees to pay for these additional costs.
- (vi) **Pulse unit installations**
- a. **Clients** may request that **we** provide a pulse output from **our meter**, to allow the **client** or **non-household** customer to install their own data logging device.
 - b. If the **client** is a **retailer**, the installation of pulse units should be requested using the B7 process. In order to provide a pulse output **we** may need to fit either: a) a pulse unit; or b) pulse unit and splitter; or c) pulse unit and RF splitter - this will depend on what equipment is already installed or needs to be installed to satisfy **our** own requirements.
 - c. The charges vary according the equipment required and size of **meter**.
 - d. Where the fitted **meter** is already capable of providing a pulse output and the standard job definition is satisfied, **we** will attempt to fit the equipment on the first visit and the charges in Table 20c will apply.
 - e. Where the standard job criteria is not satisfied (for example if a **meter** exchange is necessary) then a quotation will be provided. **We** will not proceed with the work until the **client** accepts the quotation.
 - f. Abortive charges apply as set out in Table 20(c) will apply.

Our approach on **meter** installation, testing, repair and replacement is set out in **our** standard on *Metering* at: stwater.co.uk/retailers.

B6.5 Meter read for a non-market meter pending transfer

- (i) For a monthly, quarterly or half-yearly read on a non-market meter, **we** will charge the rate set out in Table 21, provided it meets the definition of a **standard job** set out in B6.1 above.
- (ii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in Table 21.

B6.6 Confirmation of meter details or supply

- (i) Where a **client** wishes to confirm information relating to a **non-household customer's** private meter, and no site visit is necessary:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **client** the rate for a desktop study as set out in Table 22;
 - b. where the request is cancelled by the **client** after **we** have undertaken work, **we** will apply the administration fee in Table 22;
 - c. where the information on **our** systems is incorrect, no charge will be made.
- (ii) Where a **client** wishes to confirm information relating to a **non-household customer's** private meter, and a site visit is necessary:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **client** the rate for a site visit as set out in Table 22;
 - b. where the request is cancelled by the **client** or **we** are unable to gain access to the **premises** as described in B6.1(ii), **we** will charge the **client** the abortive visit charge in Table 22;
 - c. where the information on **our** systems is incorrect, no charge will be made.

B6.7 Verification of supply arrangements

- (i) Where a **client** wishes to verify the supply arrangements to a **premises**, and no site visit is necessary:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **client** the rate for a desktop study as set out in Table 23;
 - b. where the request is cancelled by the **client** after **we** have undertaken work, **we** will apply the administration fee in Table 23;
 - c. where the information on **our** systems is incorrect, no charge will be made.
- (ii) Where a **client** wishes to verify the supply arrangements to a **premises**, and a site visit is necessary:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **client** the rate for a site visit as set out in Table 23;

- b. where the request is cancelled by the **client** or **we** are unable to gain access to the **premises** as described in B6.1(ii), **we** will charge the **client** the abortive visit charge in Table 23;
- c. where the information on **our** systems is incorrect, no charge will be made.

B6.8 Application for a trade effluent consent

- (i) Where a **client**, on behalf of a customer, applies for a **trade effluent consent** that is either:
 - a. A “**Small Volume Letter**” as described in B6.8(ii) below; or
 - b. A “**Short Term Discharge Consent**” as described in B6.8(iii) below;

We will charge the **client** the relevant amounts set out in Table 26.

In addition charges shall apply related to the volume and strength of the discharge as described in section B4 Trade Effluent Charges and Tables 14 – 16.

 - c. Where an organisation, other than a **retailer**, applies directly to **us** for a “**Short Term Discharge Consent**” as described in B6.8(iii) below but of a duration < 6 months, **we** will charge the applicant the relevant amounts set out in Table 26. In addition charges shall apply related to the volume and strength of the discharge as described in section B4 Trade Effluent Charges and Tables 14 – 16.
- (ii) A “**Small Volume Letter**” will apply to small volume discharges, typically but not confined to discharges below 10m³. Authorisation will be granted in the form of a **small volume letter** for a period not exceeding 5 years. A full Trade Effluent Consent may be issued if **we** deem this more appropriate dependant on the nature and strength of the discharge and the risk posed to **our** assets.
- (iii) A “**Short Term Discharge Consent**” will apply where an end date is provided not exceeding 12 months in duration and will typically be granted by means of a short term discharge authorisation. Short Term Discharge Authorisations in excess of 12 months may be issued for groundwater discharges. A full Trade Effluent Consent may be issued if deemed more appropriate dependant on the nature and strength of the discharge and the risk posed to **our** assets.
- (iv) **We** will make no charge for any other type of application for a **trade effluent consent**.
- (v) If a **client** cancels a request for a **Short Term Discharge Consent** or **Small Volume Letter** then:
 - a. if the cancellation request is received after **we** have begun work on the application then **we** will charge the **client** an administrative fee as set out in Table 26;
 - b. if a legal document has been produced, **we** will charge the full cost to the **client**.

B6.9 Assessment requests

- (i) Where a **retailer** wishes **us** to change a tariff applied to a service or discharge component at a **premises**:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a desktop study as set out in Table 27;

- b. where the request is cancelled by the **retailer** after **we** have undertaken work, **we** will apply the relevant charges in Table 27;
 - c. where the information on **our** systems is incorrect, no charge will be made.
- (ii) Where a **retailer** wishes **us** to change a tariff applied to a service or discharge component at a **premises** and a site visit is necessary to verify whether the correct tariff or tariff components have been applied:
 - a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a site visit as set out in Table 27;
 - b. where the request is cancelled by the **retailer** after **we** have undertaken work, **we** will apply the abortive visit charges in Table 27;
 - c. where the information on **our** systems is incorrect, no charge will be made.

B6.10 Disconnections

- (i) Where a **client** asks **us** to disconnect a **premises**, then in addition to the conditions set out in B6.1(ii) above, a **standard job** must satisfy the following criteria:
 - a. a **standard job** must be a temporary disconnection;
 - b. the **premises** to be disconnected has its own supply with an independent connection to **our** main which does not supply any other **premises**;
 - c. there is an accessible external stop tap whose location conforms to **our** Health and Safety criteria;
 - d. the **premises** being disconnected (and surrounding **premises** if necessary) can be accessed to allow “flow testing” to confirm that disconnection will only affect the **premises** which is to be disconnected; and
 - e. the disconnection can be completed by a single operative on a single visit
- (ii) For a **standard job** as defined in (i) above, the standard charge set out in Table 28 will apply. The charge must be paid by the **client**.
- (iii) If the disconnection does not meet the definition of a **standard job** in (i), **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the person requesting disconnection agrees to pay for these additional costs.
- (iv) Where a **retailer** has submitted a bilateral **market code** form asking **us** to use powers of entry to gain access to a **premises to undertake a temporary disconnection for non payment**, all costs incurred in completing the disconnection will be recovered from the **retailer** as set out in Table 28.
- (v) No charges apply to permanent disconnections.
- (vi) Where **we** are unable to gain access to the **premises** in order to carry out the disconnection within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in Table 28.
- (vii) Where the **client** has asked **us** to use powers of entry to gain access to the **premises** in order to carry out the disconnection and cancels the request, the **client** must pay **us** the abortive visit charge in Table 28.

B6.11 Reconnections

- (i) In addition to the conditions set out in B6.1(ii) above, a **standard job** must satisfy the following criteria:
- a. there is an accessible external stop tap whose location conforms to **our** Health and Safety Criteria;
 - b. the **premises** being reconnected (and surrounding properties if necessary) can be accessed to allow “flow testing” to confirm only the required **premises** has been affected by the reconnection when required;
 - c. the physical reconnection can be carried out by a single operative on a single visit
 - d. the disconnection of the **premises** was a temporary disconnection as described in B6.10 above.
- (ii) For a **standard job** as described in (i), where the **premises** to be reconnected:
- a. has been turned off for under 30 days; or
 - b. uses water for “domestic” **non-household** purposes such as toilets or sinks;
- and **we** do not consider a Water Regulations visit to be necessary, **we** will charge the **client** the rate set out in Table 29.
- (iii) For a **standard job** as described in (i), where the **premises** to be reconnected:
- a. has been turned off for over 30 days; or
 - b. uses water for a process for which **we** deem a Water Regulations visit is necessary;
- we** will reconnect the **premises** provided **we** deem it is safe to do so and will charge the **client** the rate set out in Table 29.
- (viii) For any reconnection that does not meet the definition of a **standard job** in (i), **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the person requesting disconnection agrees to pay for these additional costs.
- (ix) Where **we** are unable to gain access to the **premises** in order to carry out the reconnection within the **appointment window** agreed, or the **client** cancels the request:
- a. if a Water Regulations visit has not been required, the **client** must pay **us** the abortive visit charge in Table 29;
 - b. if a Water Regulations visit has been required, the **client** must pay **us** the abortive visit charge in Table 29.

B6.12 Replacement of lead service pipes

- (i) Where **we** are requested to replace lead pipes for a **non-household** supply **we** will require it to follow our Developer Services process and charge for this service. The charge will be subject to quotation dependent on, but not limited to, the following factors:
- a. the surface material under which the pipe will be replaced;
 - b. the diameter and length of the pipe;
 - c. Traffic Management Act costs (if **we** are required to work in a carriageway);
 - d. administration costs, company overheads and margin.

- (ii) Where **we** are unable to gain access to the **premises** in order to carry out the lead pipe replacement within the **appointment window** agreed, or the **client** cancels the request, the person requesting the service must pay **us** the abortive visit charge in Table 30.

B6.13 Provision and maintenance of fire hydrants

- (i) Where **we** are asked to undertake work on fire hydrants and the work is a **standard job** in line with the conditions set out in B6.1(ii), the work will be charged at the relevant rate for the categories below, as set out in Table 31. These charges exclude any additional fees imposed by individual councils under the Traffic Management Act costs, which will be payable in addition to the standard charges set out in Table 31. Where works require road closures and the relevant local authority charges **us** for doing so, these additional costs will be payable by the Fire and Rescue Services.
- (ii) Where the Fire and Rescue Service asks **us** to repair fire hydrants situated on its property, charges will be in line with the standard charge repair categories as outlined in (i) above and Table 31.
- (iii) The Fire and Rescue Service will pay for any damage arising from its use of fire hydrants. Where **we** have given permission for any other person to use a fire hydrant, **we** will be responsible for repairing any damage caused. **We** will seek to recover the costs of the repair from the person responsible, in line with **our** general approach as set out in B6.14.
- (iv) Subject to **our** formal agreement, the Fire and Rescue Service or its approved contractors may carry out repairs on fire hydrants that do not require work on the inner workings of the hydrant, the pipe work or excavation of the public highway (including pavements and verges). All other repairs must be carried out by **us**.
- (v) The Fire and Rescue Service is responsible for ensuring any repair work undertaken by itself or its approved contractors complies with the provisions of the New Roads and Street Works Act 1991, Traffic Management Act 2004 and any other legislation which applies at that time.
- (vi) The Fire and Rescue Service and **Severn Trent Water Limited** must inform each other of any alleged defect on a fire hydrant as soon as possible.
- (vii) **We** will not undertake repairs until:
- a. the alleged defect has been inspected by the Fire and Rescue Service;
 - b. the repair category agreed;
 - c. a Fire and Rescue Service order number has been submitted to **us**, including an accurate address and the X/Y coordinates of the hydrant;
- unless **we** believe leaving a defect unrepaired would place **us** in a position of risk. In this case the repair will be carried out without agreement and both parties will work together to decide whether the work was necessary and the repair charge applicable.
- (viii) **We** will notify the Fire and Rescue Service when repairs are completed. The Fire and Rescue service will confirm the repair is satisfactory within 14 calendar days and **we** will issue an invoice within 28 days of receipt of the confirmation.
- (ix) **We** will guarantee workmanship and materials on fire hydrants for one year, and any reinstatement required under the New Roads and Street Works Act for two years. Guarantees will be effective from

the date on which the Fire and Rescue Service accepts that the fire hydrant is fit for purpose following installation, repair or rectification of unsatisfactory work.

- (x) Where a fire hydrant defect is not repaired within:
- a. 60 calendar days of receipt of a correctly specified Fire and Rescue Service order; or
 - b. 60 calendar days from the start from the date of a road closure required for the work;
- (whichever is later), **we** will not charge for the work provided the Fire and Rescue Service has not submitted more than 5 orders in a single day.

- (xi) Where the Fire and Rescue Service attends a fire hydrant and:
- a. **we** have not completed work specified correctly in an order as described in (vii) above;
 - b. **we** have provided an incorrect address or location;
 - c. **we** agree that work is incomplete or unsatisfactory;

we will pay the Fire and Rescue Service a fee equal to the charge for either a Category 1 installation (for Zones 1 to 8) or for an 80mm installation (Zones 9 and 10), as set out in Table 31. The Fire and Rescue Service should send an invoice to **us** for these fees within 30 days of the end of each quarter of the charging year.

B6.14 Damage to apparatus

- (i) Where a third party damages **our** equipment **we** will recover the cost of repair or replacement. The cost recovered will be dependent on the equipment damaged and will be calculated as the total cost of the repair or replacement plus company overhead and margin.
- (ii) **Our** charge arrangements regarding damages to apparatus are set out in Table 32 (including those for an abortive call).

B6.15 Site Inspections for misuse of water or water fittings

- (i) Where **we** carry out an inspection and identify a contravention of the Water Supply (Water Fittings) Regulations 1999 **we** will issue an enforcement notice to the **occupier**.
- (ii) Where the remedial work is not completed by the agreed upon date, or date stipulated in a subsequent notice served under section 75 (2) (b) of the Water Industry Act 1991, **we** will arrange for the work to be carried out. In such cases **we** will recover from the **occupier** 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 **occupier** once the work is complete.
- (iii) 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.
- (iv) **Our** charge arrangements regarding site inspections (misuse of water or water fittings) are set out in Table 33(a) - including those for an abortive call.

B6.16 Provision and use of standpipes

- (i) Standpipes to be used on **our** network must meet **our** standards and must be hired from **us** or **our** designated contractor. Contact details are under the Standpipe Hire heading in section A3.
- (ii) Standpipes can be delivered anywhere within **our** network (a delivery cost will be quoted). Alternatively customers may prefer to collect a standpipe from their nearest available distribution point; for locations use the Standpipe Hire contact details on page 11.
- (iii) Meter readings for standpipes must be provided to **us** on a monthly basis either directly by the standpipe user or via their **retailer**, using the methods set out under Standpipe Hire in A3.
- (iv) **Our** charge arrangements regarding provision and use of standpipes are set out in Table 34.

B6.17 Site inspections

- (i) Where **we** are requested to carry out a site inspection **we** may charge for this service. As a site inspection can vary in duration and equipment may be needed the charge may be subject to quotation. Where a site inspection is for a purpose that has not already been described in the sections above:
 - a. Confirmation of meter details in B6.6;
 - b. Verification of supply arrangements in B6.7;
 - c. Assessment requests in B6.9;
 - d. Surveys to provide a quotation for a non-standard disconnection as required in B6.10;
 - e. Surveys of fire hydrants in B6.13; or
 - f. Inspections for misuse of water or water fittings in B6.15;

The charge quoted will be based upon the expected total cost of the inspection plus company overhead and margin. **Our** charge arrangements regarding site inspections are set out in Table 33(b) - including those for an abortive call.

B6.18 Provision of logger data

- (i) **We** will provide historical consumption data from **our** loggers for monthly periods, either for a specified period or on an ongoing, rolling monthly basis where **we** have that data available. **We** do not have loggers fitted to all Non Household meters, so **we** will not be able to provide data for all meters. Where a logger is fitted, **we** may not have data available for every data point or for every period.
- (ii) The **client** requesting the data must clearly state the meters and the period for which consumption data is required, referencing the meter Service Point Identification number.
- (iii) Subject to the relevant consumption data being available, **we** will charge the requester the amounts set out in Table 35. Other charges, relating to the provision of logger data, are shown in Table 35.
- (iv) Charges apply to each month of data and for each meter for which data is requested. If the request is for continuous, open ended provision of monthly data, the **client** will be liable for charges until the request is terminated. The service will end:
 - a. If the **client** gives us 5 business days written notice to terminate
 - b. Automatically if the **client** ceases to provide retail services for the Supply Point.

We will cease to provide consumption data from the time that the termination notice is received.

- (v) If **we** are not able to provide at least 25% of the data points for 15 or more days in a calendar month, **we** will not charge for that month's data.
- (vi) **We** will use reasonable skill and care in providing the consumption data service, but make no warranty or guarantee as to the availability, accuracy or suitability of any consumption data for the purposes of the **client** or for any other purpose. **Our** total liability to the **client** for any losses is limited to the greater of the applicable tariff paid for the consumption data service in the previous year or £100.
- (vii) The requesting **client** shall be liable for and shall indemnify **us** against liabilities, costs, expenses, damages and losses, including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses, suffered or incurred by **us**, arising out of or in connection with:
 - a. The **client**'s use of the consumption data and/or meter read, howsoever arising;
 - b. any action brought against **us** by the non-household customer or any third party with respect to the consumption data; and/or
 - c. any matter with respect to provision of consumption data services.
- (viii) The **client** must comply with (and on request provide **us** with evidence of compliance with):
 - a. all relevant data protection legislation including (but not limited to) the Data Protection Act (1998), the General Data Protection Regulations and the Data Protection Act; and
 - b. all codes of practice, guidance and standards issued by the Information Commissioner's Office from time to time.

The **client** must advise **us** of any breach of data protection legislation with immediate effect and no later than eight hours after becoming aware of a breach or potential breach.
- (ix) **We** are not obliged to disclose any consumption data and /or information to if **we** are of the view that to do so would be a breach of any law or regulation.

Further details, including how to request the service, are provided in our Metering Standards document available on **our** website at <https://www.stwater.co.uk/businesses/retailers/>

B6.19 Cross border meters

- (i) Where a **client** requests work to be undertaken on a cross border meter under processes B15, B16 and B17 of the **market code**, **our** charge to the **client** will be based on the cross-border wholesaler's published scheme of charges for providing that service.
- (ii) **We** will invoice these charges at cost plus overhead.

B6.20 Gap Site and Vacancy Incentives Scheme

Our approach on Gap sites and Vacancy incentives is set out in **our** relevant incentive scheme documents at: [stwater.co.uk/businesses/retailers.](https://www.stwater.co.uk/businesses/retailers/)

B6.21 Accredited Entity Scheme Contributions

Our approach to contributions made under the Accredited Entity Scheme is set out in **our** relevant accredited entity scheme documents at:

stwater.co.uk/businesses/retailers.

B7 Charging and payment arrangements

B7.1 Charges to retailers

Payments from **retailers** to **us** are made under section 9 of Business Terms in the **Market Code**.

B7.2 Payment arrangements – other services and supplies

Where wholesale payments are due for any other service or supply such as a **bulk supply**, if a person is liable to pay to **us** charges for that service or supply, those charges shall be due on demand unless **we** agree otherwise.

Section C: Wholesale charges for 2021-22

C1 Introduction

This section of the document sets **our** wholesale charges for 2021-22. Section references correspond to the relevant sections of the Wholesale Scheme of Charges set out in section B. For example, unmetered charges explained in section B2 relate to the unmetered charges tables set out in section C2 below.

Please note that in Zones 9 and 10, used and surface water services are mainly provided by United Utilities or Welsh Water. Where we provide the relevant service the following charges apply.

C2 Unmetered charges

Table 1: Unmetered water supply and sewerage charges

Charging Zone	Rate per pound of rateable value (p/£RV)			
	Water supply	Used and surface water	Used water only	Surface water only*
1	116.77	99.59	74.25	25.34
2	104.05	83.25	65.35	17.90
3	100.61	96.64	74.25	21.59
4	105.57	96.44	74.25	25.34
5	121.81	111.66	85.88	25.78
6	126.01	107.86	83.30	24.56
7	126.94	104.90	81.14	23.76
8	100.61	96.76	74.25	21.81
9	77.25	N/A	N/A	N/A
10	82.46	N/A	N/A	N/A

* Subject to a maximum charge of £107,302.14

Table 2: Unmetered water supply and sewerage fixed charges

Charging Zone	Fixed charge per property £			
Zone	Water Supply	Used Water	Surface Water only	Highway Drainage *
Zones 1 to 8	6.74	3.51	3.51	12.00
Zone 9	38.87	N/A	N/A	N/A
Zone 10	82.98	N/A	N/A	N/A

* The Highway Drainage Charge applies to all sewerage customers.

Table 3: Unmetered cattle trough

	£ per annum
Fixed charge for a supply to a cattle trough	163.50

C3 Metered charges

Table 4: Metered water supply volumetric charges

Table 4(a) Metered water supply volumetric charges for Zones 1 to 10

Zone	Water Supply Charge	Charge in £ per m ³
1 to 8	Standard water supply charge	1.5410
Zone 9	Standard water supply charge	1.3225
Zone 10	Standard water supply charge	1.3511

Table 4(b) Metered non-potable water supply volumetric charges for Zone 10

Non-Potable Water Volume	Charge in £ per m ³
Volumetric (0-50MI)	0.8145
Volumetric (50+ MI)	0.8102

Please note these rates are not applicable to Zone 9.

Table 5: Metered Standing and Fixed charges

(a) Meter charges (standing charges) for Zones 1 to 8

Meter size not exceeding	£ per year
15 mm	10.12
22 mm	10.12
30 mm	14.75
42 mm	32.98
50 mm	40.88
80 mm	58.72
100 mm	63.51
150 mm	120.97
200 mm	139.30
250 mm	156.20
300 mm	169.48

(b) Fixed charges for Zones 1 to 10

Volume of water supplied/sewage discharged	Water Supply £ per year	Used Water £ per year	Surface Water £ per year	Highway Drainage £ per year
0 to 4,999 m ³	6.74	4.92	4.92	12.00
5,000 to 9,999 m ³	6.74	4.92	4.92	12.00
10,000 to 49,999 m ³	6.74	4.92	4.92	12.00
50,000 m ³ and greater	6.74	4.92	4.92	12.00

(c) Meter charges (standing charges) for Zones 9 & 10

Meter Standing Charges	
Meter size up to:	£ per year
15 mm	10.12
22 mm	10.12
30 mm	30.96
35 mm	62.17
42 mm	83.33
54 mm	104.47
80 mm	122.64
100 mm	180.71
150 mm	229.43
200 mm and above	260.84

Table 6: Metered used water charges for Zones 1 to 8*Volumetric charges (charge per m³ of used water discharged and fixed charges £ per annum)*

Volume discharged directly or indirectly to a public sewer	Standard	Intermediate	Large
Volumetric charges (charge per £m ³ of used water discharged)	0.9824	0.9750	0.9267
Fixed Charge £ per annum	N/A	74.04	2,486.05
Volumes discharged directly to our sewage treatment works (£ m ³)	0.7340	0.7340	0.7340

Table 7: Metered non-household surface water drainage charges for Zones 1 to 8*(a) Rateable Value charges*

Charging Zone	Rate per pound of rateable value (p/£RV)
1	25.34
2	17.90
3	21.59
4	25.34
5	25.78
6	24.56
7	23.76
8	21.81

Subject to a maximum charge of £107,302.14

(b) Site area surface water charges

Band	Chargeable area in m2 (all figures are inclusive)	Charge £ per year*
1	up to 20	8.38
2	21-99	45.82
3	100-199	91.86
4	200-299	153.12
5	300-499	245.10
6	500-749	383.16
7	750-999	536.53
8	1,000-1,499	766.38
9	1,500-1,999	1,072.51
10	2,000-3,999	1,838.63
11	4,000-7,499	3,524.42
12	7,500-9,999	5,363.61
13	10,000-14,999	7,662.24
14	15000-19,999	10,727.46
15	20,000-24,999	13,792.58
16	25,000-29,999	16,857.80
17	30000-34,999	19,922.82
18	35,000-39,999	22,989.85
19	40,000-44,999	26,056.89
20	45,000-49,999	29,124.03
21	50,000-99,999	45,980.06
22	Over 100,000	107,302.14

(c) Surface water charges - transition to site area (Zones 1 to 8 only)

Band	Charge £ per year
T	323.61

Table 8: Intermediate and large user tariffs

	Additional fixed charge £ per year*	Rate in £ per m ³ of water supplied in the period		
		From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
Intermediate User	3,353.00	1.2065	1.2065	1.2065
Large User	21,778.00	0.8380	0.8380	0.8380

*In CMOS, the fixed charge above is aggregated with the fixed charge shown in table 5(b).

Table 9: Standby tariff capacity charges for Zones 1 to 8

Standby tariff selected	Fixed charge	Rate in £ per m ³ of water supplied in the period		
	£ per year	From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
Standard (0-9,999 m ³)	-	0.7710	0.7710	0.7710
Intermediate (10,000-49,999m ³)	1,677.00	0.6033	0.6033	0.6033
Large (50,000m ³ or greater)	10,892.00	0.4190	0.4190	0.4190

*In CMOS, the fixed charge above is aggregated with the fixed charge shown in table 5(b).

Table 10: Standby tariff volume charges

Standby tariff selected	Fixed charge £	Rate in £ per m ³ of water supplied
Standard (0-9,999 m ³)	N/A	0.7710
Intermediate (10,000-49,999m ³)	1,677.00	0.6033
Large (50,000m ³ or greater)	10,892.00	0.4190

Table 11: Standby tariff premium charges where the notified volume is zero

Rate in £ per m ³ of water supplied in the period		
From 1 April to 30 April inclusive	From 1 May to 30 September inclusive	From 1 October to 31 March inclusive
1.5420	1.5420	1.5420

Table 12: Supplies to New Appointments and Variations (NAVs)

Indicative charges for supplies to New Appointments & Variations (NAVs) for Zones 1 to 8 for NAVs commissioned on or after 1 April 2020

Charges		Up to 10 plots	More than 10 plots	Notes
Bulk supply				
Volume supplied	£/m ³	1.5410	1.2690	
Household standing charge	£/property	2.95	-	Per household on site
Bulk discharge				
Volume discharged	£/m ³	0.9824	0.9824	
Household standing charge	£/property	2.13	2.13	Per household on site
Highway drainage charge	£/property	-	-	Per household on site
Property type detached	£/property	62.21	62.21	Per household of each type on site
Property type semi-detached	£/property	41.47	41.47	
Property type other	£/property	20.74	20.74	

NAV charges apply to **new appointments** for unserved sites. They do not apply to new appointees serving large non-household customers using **more than 50 MI/a** or variations by consent. Numbers are based on Zones 1 to 8. Different rates for **water** would apply in Zones 9 and 10 (Wrexham or Chester).

These are indicative charges for a typical housing development; actual charges will depend on **our** calculation of the cost that **we** would incur if **we** served the site directly, as described in B3.4. These charges apply to **new appointments** for unserved sites. They do not apply to **new appointments** serving large non-household customers using more than 50 MI/a or variations by consent. **We** have not presented indicative **NAV** charges for zones 9 or 10 and **we** would calculate the rates for any **NAV** site in those areas based on the wholesale volumetric charges that apply in those areas.

C4 Assessed volume charges

Table 13: Assessed volume charges

Charges are calculated by using the appropriate m³ charge listed in the table below and multiplying it by the volume of water that we assess is supplied to such premises plus fixed charges where applicable (also shown in table below).

	Zones 1 to 8	Zone 9	Zone 10
Charge Type	Charge in £ per m³	Charge in £ per m³	Charge in £ per m³
Water Supply	1.5410	1.3225	1.3511
Used Water*	0.9824	N/A	N/A
	Fixed charge £	Fixed charge £	Fixed charge £
Water Supply	6.74	N/A	N/A
Used Water	3.51	N/A	N/A
Highway Drainage	12.00	N/A	N/A

*Plus the appropriate charge for surface water drainage (see table 7b)

C5 Trade effluent charges

Table 14: Trade effluent charges for Zones 1 to 8

(a) Standard 0 to 9.999 Ml of water supplied

Charging element	Charge in £ per m3	Charge in £ per kg	£ per annum
R (Reception and conveyance in the public foul water sewer)	0.2484	-	-
Conveyancing standing charge	-	-	-
V (Volumetric treatment)	0.2487	-	-
B (Biological treatment)	-	0.4273	-
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)	-	0.3395	-
Discharge to a public surface water sewer under a consent	0.1242	-	-

Fixed charges in Table 16 also apply.

(b) Intermediate 10 to 49.999 Ml of water supplied

Charging element	Charge in £ per m3	Charge in £ per kg	£ per annum
R (Reception and conveyance in the public foul water sewer)	0.2410	-	-
Conveyancing standing charge	-	-	74.04
V (Volumetric treatment)	0.2487	-	-
B (Biological treatment)	-	0.4273	-
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)	-	0.3395	-
Discharge to a public surface water sewer under a consent	0.1242	-	-

Fixed charges in Table 16 also apply.

(c) Large 50 Ml or greater of water supplied

Charging element	Charge in £ per m3	Charge in £ per kg	£ per annum
R (Reception and conveyance in the public foul water sewer)	0.1928	-	-
Conveyancing standing charge	-	-	2,486.05
V (Volumetric treatment)	0.2487	-	-
B (Biological treatment)	-	0.4273	-
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)	-	0.3395	-
Discharge to a public surface water sewer under a consent	0.1242	-	-

Fixed charges in Table 16 also apply.

Table 15: Assessed trade effluent charges for Zones 1 to 8

Assessed trade effluent	Charge in £ per m ³
Car wash	0.5469
Laundrette	0.8337
Swimming pool backwash	0.5063
Paint stripping	0.7002
Gas holder seal water	0.5465

Table 16: Trade effluent fixed charges for Zones 1 to 8

Volume of Trade Effluent discharged	Charge £ per year
0 to 9,999 m ³	76.27
10,000 to 49,999 m ³	76.27
50,000m ³ or greater	62.04

C6 Other charges

Table 17: Charges for water supplies for building or civil engineering purposes

Charge for water supplies for building or civil engineering purposes, per unit of property
£85.03

C7 Miscellaneous non-primary charges

Table 18: Meter installation

Meter installation	Charge £
1. Standard meter installation	Free of charge
2. No access or process cancelled by client (abortive charge for standard job)	60.00
3. Non-standard job – subject to quotation	Quote
4. No access or process cancelled by client (abortive charge non-standard job)	60.00 plus costs incurred

Table 19: Meter accuracy testing

Meter accuracy testing	Charge £
1. Meter accuracy test - meters up to 28mm – no fault found	301.00
2. Meter accuracy test - meters over 28mm – no fault found	486.00
3. Non-standard meter test – meters over 28mm	Quote
4. When a fault is found – all meter sizes (abortive charge for standard job)	No Charge
5. No access or process cancelled by client	60.00
6. No access or process cancelled by client (abortive charge non-standard job)	60.00 plus costs incurred

Table 20: Meter repair, replacement, re-sites, pulse units and splitters

a. Meter repair or replacement	Charge £
1. Repair or replacement of a Severn Trent Water Limited owned meter (through no fault of client/customer)	No Charge
2. No access or process cancelled by client (abortive charge for standard job)	60.00

b. Change meter size, location or model	Charge £
1. For meters less than 42mm diameter (standard jobs) :-	
a) Re-site internal meter to new internal location	118.00
b) Re-site internal meter to external screw in meter	118.00
c) Re-site external to internal location from boundary box	118.00
d) Re-site internal meter to new external boundary box	352.00
e) Re-site external meter to new external meter location	484.00
f) Install boundary box meter in new boundary box	325.00
2. For meters greater than 42mm diameter (standard jobs) :-	
a) Re-site internal meter to new internal location	196.00
b) Re-site external to internal location from boundary box	406.00
c) Re-site internal meter to new external boundary box	537.00
d) Re-site external meter to new external location	537.00
3. No access or process cancelled by client (abortive charge for standard job)	60.00
4. Non-standard job	Quote
5. No access or process cancelled by client (abortive charge non-standard job)	60.00 plus costs incurred

c. Pulse Unit, Splitter and RF splitter installations (to provide pulse output)	Charge £
1. For meters less than 42mm diameter (standard jobs), installation of :-	
a. Pulse Output Only (no splitter or RF required)	88.00
b. Pulse Unit + Splitter	189.00
c. Pulse Unit + 3 Way RF Splitter	265.00
2. For meters greater than 42mm diameter (standard jobs), installation of :-	

a.	Pulse Output Only (no splitter or RF required)	197.00
b.	Pulse Unit + Splitter	298.00
c.	Pulse Unit + 3 Way RF Splitter	374.00
3.	No access or process cancelled by client (abortive charge for standard job)	60.00
4.	Non-standard job	Quote
5.	No access or process cancelled by client (abortive charge non-standard job)	60.00 plus costs incurred

Table 21: Meter read for a non-market meter pending transfer

Carry out a meter read for a non-market meter pending transfer	Charge £
1. Standard job - one off charge for meter read	63.00
2. No access or process cancelled by client (abortive charge for standard job)	60.00

Table 22: Confirmation of meter details or supply

Confirmation of meter details	Charge £
1. Admin charge to process data supplied by meter owner when requested by client - no site visit required	23.00
2. Where process is cancelled by client - no site visit	15.00
3. Admin charge to process data supplied by meter owner when requested by client - site visit necessary	83.00
4. No access or process cancelled client - site visit necessary (abortive charge for standard job)	60.00

Table 23: Verification of meter details or supply arrangements

Verification of meter details or supply arrangements	Charge £
1. Where our data is correct - desktop investigation only	23.00
2. Process cancelled by client - where no site visit	15.00
3. Where our data is correct - site visit	83.00
4. No access or process cancelled by client - site visit necessary	60.00

Table 24: Deregistration of a supply or discharge point

a. Application to deregister a supply / discharge point – desktop investigation only	Charge £
1. Where deregistration goes ahead	23.00
2. Where deregistration does not go ahead (aborted)	15.00
b. Application to deregister a supply / discharge point – site visit required	Charge £
3. Where deregistration goes ahead	83.00
4. Where deregistration does not go ahead (abortive charge for standard job)	60.00

Table 25: Amendment to VOA BA reference or UPRN at supply point

Application to amend VOA BA reference or UPRN – desktop investigation only	Charge £
1. Where amendment goes ahead	23.00
2. Where amendment does not go ahead (abortive charge for standard job)	15.00

Table 26: Application for a trade effluent consent for Zones 1 to 8

Application for a trade effluent consent	Charge £
1. Grant of Trade Effluent consent or reactivation of discontinued consent - small volume letter	163.00
2. Grant of Trade Effluent consent or reactivation of discontinued consent - short term consent	147.00
3. Aborted Trade Effluent application	15.00
4. Client withdraws request to discharge Trade Effluent on behalf of non-household customer and a legal document has been produced	Costs incurred

Table 27: Assessment requests

Retailer application for change in tariff applied to a service/discharge component or application for allowance and volumetric adjustment	Charge £
1. Retailer application for change in tariff applied to a service/discharge component - desktop investigation only	23.00
2. Aborted retailer application for change in tariff applied to a service/discharge component – desktop investigation only	15.00
3. Retailer application for change in tariff applied to a service/discharge component - existing tariff correct - site visit necessary (excludes SWD site area/connectivity assessment surveys – see charges below)	Quote
4. Aborted retailer application for change in tariff applied to a service/discharge component - existing tariff correct – site visit necessary (abortive charge standard job)	60.00
5. Retailer application for change in surface water drainage tariff – site visit necessary to undertake site area assessment and / or connectivity survey:	
a. application for change in tariff applied to SWD current band 1 to 9	94.00
b. application for change in tariff applied to SWD current band 10 to 15	188.00
c. application for change in tariff applied to SWD current band 16 to 22	471.00
d. where no access or process cancelled by retailer – band 1 to 9 survey (abortive charge)	60.00
e. where no access or process cancelled by retailer – band 10 to 22 survey (abortive charge)	120.00

* We reserve the right to quote on sites > Band 20, where the time taken to undertake the site visit is estimated to exceed 6 man-days.

Table 28: Disconnections

a. Disconnection		Charge £
1.	Standard job completed as per request	105.00
2.	Where no access or process cancelled by client (abortive charge for standard job)	60.00
3.	Non-standard job - subject to quotation	Quote
b. Gaining entry to premises for disconnection where costs recoverable		Charge £
4.	Disconnection completed as per request	Costs recovered
5.	Where no access or process cancelled by client	60.00

Table 29: Reconnections

a. Reconnection request (without water fittings visit)		Charge £
1.	Standard job completed as per request	116.00
2.	Where no access or process cancelled by client (abortive charge for standard job)	60.00
3.	Non-standard job – charge equal to disconnection value	Quote
b. Reconnection request (with water fittings visit)		Charge £
4.	Standard job completed as per request	139.00
5.	Where no access or process cancelled by client (abortive charge for standard job)	60.00
6.	Non-standard job - subject to quotation	Quote

Table 30: Replacement of lead service pipes

Replacement at request of client		Charge £
1.	Replacement of lead service pipes owned by us	Quote
2.	Replacement of customer-owned lead service pipes	Quote
3.	Survey costs (where applicable) to enable accurate quote	Quote
4.	Where no access or process cancelled by client	60.00

Table 31: Provision and maintenance of fire hydrants

Provision and maintenance of fire hydrants		Charge £
1.	Category 1 - partial replacement or installation	355.48
2.	Category 2 - rebuild, replacement or partial installation	658.57
3.	Category 3 - removal, renewal or installation	1501.42
4.	Category 4 - installation of new fire hydrant as main laying proceeds	784.99
5.	Category A - repair work that does not require any excavation	70.37
6.	Where no access or process cancelled by client (standard job abortive charge)	60.00

Table 32: Damage to apparatus

Damage to apparatus		Charge £
1.	All work relating to repair and replacement of apparatus	Quote
2.	Where no access or process cancelled by client (abortive charge for standard job)	60.00

Table 33: Site inspections

a. Misuse of water or water fittings		Charge £
1.	If enforcement process becomes necessary	Costs recovered retrospectively
2.	Where no access or process cancelled by client (abortive charge for enforcement)	250.00
b. Inspections – other than under water regulations		Charge £
3.	Site inspection requested by client	Quote
4.	Where no access or process cancelled by client (abortive charge for standard job)	60.00

Table 34: Provision and use of standpipes

Charge Description		Charge £	Deposit £
22mm Metered Standpipe Rental	Per week	34.85	200.00
	Annually	950.00	
40mm Metered Standpipe Rental	Per week	60.00	200.00
	Annually	1,230.00	
Delivery and collection	Fixed	Quote	-
Water Usage	Per cubic metre	1.5410	-

Note:

- 1) Standpipe customers are required to provide a meter reading on a monthly basis.
- 2) Cash deposits are only taken on cash transactions.

Table 35: Provision of Logger Data

Activity	Charge £
1. Provision of logger data for each period requested and for each meter	27.00
2. Process cancelled by client	15.00
3. Non-standard job – subject to quotation	Quote
4. Process cancelled by client (abortive charge)	All costs incurred