

Scheme of Charges 2009/10



Water, Sewerage and Sewage Disposal
Trade Effluent

Customer Information 2009/2010

Contents

General information and explanation	1
What we do	
How we charge you - household and non-households	
WaterSure (formerly the Vulnerable household tariff)	
How to pay	
What to do if you are unhappy about the service you have received	
Taking the process further	
Useful contact numbers and addresses	
Frequently asked questions	
Charges zones for unmeasured charges	
Charges Scheme	
1. Introduction	14
2. Glossary	14
3. Period when this Scheme applies	17
4. General	18
5. Unmeasured charges (water and sewerage)	19
6. Unmeasured supplies – miscellaneous matters	21
Notional rateable value	
Value Added Tax (VAT)	
7. Free meter option	21
Meter location	
Meter installation time	
Meter installation not reasonably practicable or unreasonably expensive	
Reversion to unmeasured charges	
8. Property type and assessed volume charges	23
9. Measured charges (water and sewerage)	25
Compulsory metering policy	
Liability for measured charges	
Water supply charge	
Water supply standing charges	
Sewerage charges	
Used water charges	
Direct connection to our sewage treatment works	
Sewerage standing charges	
Surface water drainage charges	
Water out equals water in less losses	

Customer measurement of water out	
Property type surface water	
Site area surface water	
Site area surface water – special cases	
10. Measured supplies – miscellaneous matters	32
Meter reading not obtained	
Single meter supplying multiple premises	
Leakage allowance and non-return to sewer allowance	
Temporary disconnection	
Meter downsizing	
No compulsory metering on change of occupier	
11. WaterSure	34
12. Intermediate and large user tariffs	36
Intermediate user tariff	
Large user tariff	
13. Standby tariff	37
14. Charging and payment arrangements – unmeasured supplies	39
Charges payable by the occupier	
Unmeasured charges due 1 April	
Instalment arrangements	
15. Charging and payment arrangements – measured supplies	40
Measured charge due on demand	
16. Payment	41
Where to pay	
17. Charges for water supplies for building or civil engineering purposes	42
18. Charges for meter testing	42
19. Reimbursement of customer costs	43
Septic tank emptying	
Surface water drainage	
20. Infrastructure charges	44
21. Trade effluent charges	48
Who we will charge	
Basis of charge	
Calculation of charges payable	
Application of the Scheme in particular cases	

Your water charges

In this booklet we will briefly explain

- What Severn Trent Water does
- How we charge you - Households and Non-Households
- WaterSure
- How to pay
- What to do if you are unhappy about the service you have received
- How to contact us - Useful Contact Numbers and Addresses
- Frequently asked questions

What we do

We serve over eight million people across the heart of Britain. We supply drinking water to the highest standards in Europe - some two thousand million litres every day. We take away the used water and treat it again at one of over a thousand sewage works before putting it safely back into the environment.

We are investing more than £400 million a year to improve services to customers. This includes making even more high quality water available, improving sewers to stop flooding and cleaning up our rivers. In fact, since privatisation, we have invested over £10 billion - over £5,000 for every home we serve.

Investment levels now are slightly lower than the years immediately after privatisation, when we had a number of major programmes which had to be completed quickly to make up for years of under investment. Nonetheless, we continue to spend at levels much higher than those seen in the days of public ownership. We will continue to spend money wherever necessary to ensure all our customers receive high quality services, whilst keeping bills amongst the lowest in the country.

How we charge you

We charge the majority of our customers either

- unmeasured charges
- measured charges

Unmeasured charges

If your property was built before April 1989, it is likely that you will be paying unmeasured charges. Unmeasured charges are based on the 1989/90 rateable value of the property. As there are differences in the average levels of rateable value throughout our area, we vary the charge according to the area (or zone) you live in.

If you move house, we will continue to charge for your new house in the same way that we did for the previous occupier. We require all non-household properties to be metered.

Your unmeasured charges have three elements:

- **Unmeasured water supply**
This covers the costs of providing water to the property; a minimum charge applies.
- **Used water**
This covers the cost of removing, treating and / or disposing of the used water from your property.
- **Surface water drainage**
This covers the cost of draining rainwater from your property. If none of your rainwater drains to the public sewer then you will be exempt from this element of your charges. The effective date of any claim will normally be the 1st April of the charge year.

Your choice to be metered

If you are a household customer who pays unmeasured water service charges you can choose to have a water meter installed and pay for the amount of water you actually use.

Our preferred place to fit the meter is inside your property, normally where the water supply pipe enters the house. We will do this free of charge. However, where this is not possible we will consider installing the meter outside your property, if this is practicable and does not involve unreasonable expense.

You may choose an alternative location, such as elsewhere inside your property or in an external boundary box, if we agree that it is an appropriate location for the meter, that it is reasonably practicable and you pay for any additional expenses incurred.

We will explain this to you when you apply for a meter. It is our aim to install a meter in your property within three months of receiving your application. If we fail to do so, we will use the first meter reading as a basis for backdating your charges to three months after we received your application. This will ensure that you still receive the full benefits of metering.

There will be circumstances where metering is not reasonably practicable or involves unreasonable expense and therefore we will not fit a meter. If this is the case, you can opt to pay by an assessed volume related charge, based on type of property, instead of unmeasured charges. Alternatively, you can make all the necessary alterations to the pipework yourself so that a meter can be fitted. For blocks of flats, if meters cannot be fitted individually, it is possible for a group to have a legally binding agreement that a single meter is fitted. You can refer any disputes regarding our refusal to install a meter to the Water Services Regulation Authority (Ofwat) (For their address see page 9).

The change in charging basis from unmeasured to measured will start from the date of installation of the meter. We will base your charges for the supply of clean water and the removal of used water on meter readings. The surface water drainage charge will be based on the type of property. If you decide that metering is not for you, you have a maximum of 30 days after issue of the second, six-monthly bill, in which to request returning to an unmeasured basis of charge, providing the rateable value of your property is still valid.

If you wish to apply to pay your charges on a measured basis, you can do so on our website, www.stwater.co.uk, by email to customer.relations@severntrent.co.uk, or by telephoning or writing to the address shown in the section on Useful Contacts Numbers and Addresses.

Assessed volume charges

For household properties that have been substantially altered, making the rateable value invalid, you can opt to have a meter installed (see “Your choice to be metered” on page 3). If you do not, or if it is not reasonably practicable or is unreasonably expensive to fit a meter, we will charge you on an assessed volume charge. This charge is normally based on the type of property. The exception to this is where the property is a single person household, when a charge based on average consumption may apply.

If you have asked us to meter your household property, but due to the practicality or to unreasonably high cost we will not fit a meter, you can opt to pay the assessed volume charge.

For non-household properties where meter installation is not reasonably practicable or is unreasonably expensive, an assessed volume charge will apply, banded by type of business.

Measured charges

If your property was built after April 1989 you will be paying for water services on a measured basis. Householders that opted, at their present address, for a meter before 1 April 1996 can revert to paying by rateable value provided that the property still has a valid rateable value. Other householders that opted, at their present address, for a meter can revert to paying by rateable value at any time before twelve months after the meter was installed or 30 days after receipt of a second six-monthly measured bill, provided that the property still has a valid rateable value. Properties that have a swimming pool or where you use an automatic garden watering device (i.e. a hosepipe not held in the hand) must be metered. Household measured bills are sent half yearly. All non-households are required to be metered.

Measured charges have three parts:

- **Water supply charge**

We base this on the volume of water supplied to the property, measured by the meter. In addition, there is a standing charge based on the meter size. This covers the extra cost of reading, billing and maintaining the meter and eventually replacing it.

- **Used water charge**

We also base this on the volume of water supplied and measured by the meter. In addition, there is a standing charge (see water supply). For most customers we assume that the volume of ‘water in’ is the same as the volume of ‘water out’, ie returned to sewer. The unit charge has been set at a level that reflects ‘normal

losses'. This covers miscellaneous non-returns to the sewer, eg evaporation from cooking, clothes washing, bathing, hot water equipment and garden watering. If you believe that you have more than 'normal losses,' and can prove this by measurement, you can claim a reduction in the volume of used water.

- **Surface water drainage charge**

For many household properties, we base this charge on the 1989/90 rateable value of the property. The charge covers the costs of draining rainwater from the property.

However, new properties or other properties without a valid 1989/90 rateable value, and customers that have chosen to have a meter, will pay for surface water drainage by property type charge. This charge is in three bands, depending on whether the property is a detached property, a semi-detached property or any other type of property.

Existing metered household customers who are currently paying for surface water drainage by rateable value can choose to pay by property type instead. The start date of this change will be from the date of application.

All non-household properties will pay for this element of the charge by a banded charge according to their total site area. The three exceptions to this are schools, hospitals and places of religious worship. We charge these properties by rateable value.

If you can show that your property has no surface water draining to the public sewer, you will be exempt from this element of the charge. We will normally backdate any claims to 1 April of the charging year in which the claim is made.

If you pay someone else for part of your surface water drainage (for example British Waterways), you may be entitled to claim a reduction from us. You can get further information, including an application form, from us at the address shown in the Useful Contact Numbers and Addresses section on page 10.

If there is a leak on your supply after the meter, you may be entitled to have your bill adjusted, provided you have repaired the leak quickly and it was not due to your negligence. We will only give one adjustment and this will only affect the latest bill. Where a customer can demonstrate to us that water lost through leakage has not returned to the sewer, we will also consider a non-return to sewer allowance. You can get further information from us at the address shown in the Useful Contact Numbers and Addresses section on page 10.

In addition to the used water charges, if you carry on a trade that deposits more than just a domestic type of effluent into our sewers, we will charge you according to the strength of the effluent. For more information, see section 21 of our Charges Scheme.

WaterSure

If you are a metered customer and you or a person living with you falls into one of the following categories you may qualify for the special arrangements, called WaterSure, that apply to vulnerable households under the Water Industry (Charges) (Vulnerable Groups) Regulations 1999.

These arrangements mean that where you use a lot of water, you need not pay more than the average household bill for our region.

To have your bill capped in this way you need to fall into one of two categories:

You, or a person living with you, must be entitled to receive one or more of the following:

- council tax benefit
- housing benefit
- income support
- working tax credit
- income-based job seeker's allowance
- child tax credit (except families in receipt of the family element only)
- pension credit
- income-related employment and support allowance

AND EITHER

- be entitled to receive child benefit for three or more children under the age of nineteen who reside in the premises

OR

- have been diagnosed as suffering from one or more of the following:
 - desquamation
 - weeping skin disease
 - incontinence
 - abdominal stoma
 - Crohn's disease
 - ulcerative colitis
 - renal failure requiring dialysis at home (provided that no contribution to the cost

of the water consumed in the process is made by the health authority)

- any other medical condition as certified by a registered medical practitioner that requires the use of a significant amount of extra water.

If you use a garden sprinkler or automatic garden watering device or have a swimming pool, you will not be eligible for this tariff. You can get further information on these arrangements and the required application form from us by telephoning or writing to the address shown for general enquires in the Useful Contact Numbers and Addresses section on page 10.

How to pay

We normally send unmeasured bills in February/March each year with two payment stubs due on 1st April and 1st October. You can choose to pay instead by eight monthly amounts, starting normally on 1st April or another date if we agree to this. Persons experiencing difficulty with payment should contact us immediately where the possibility of more frequent payments can be arranged (e.g. fortnightly or weekly).

We normally send measured bills to households six-monthly, in arrears, and these bills are due on demand. However, budget arrangements can be made with us. Persons experiencing difficulty with payment should contact us immediately where the possibility of more frequent payments can be arranged (e.g. fortnightly or weekly). We may bill non-households more frequently (monthly, quarterly or half-yearly), depending on the volume of water used.

You can pay:

- By direct debit (at no extra cost)
- By debit or credit card by ringing **08457 500 500** (at no extra charge for payment by debit card but credit card payments will be subject to an additional charge equivalent to the charge we pay to the credit card provider)
- By cash at a PayPoint Outlet (at no extra charge)
- At Lloyds Bank (at no extra charge for payment by cheque but a charge may be made for cash payments) or at your own bank (ask the bank if a charge is payable)
- At a Post Office using the payment slip on a bill or a reminder notice (the Post Office will make a charge for this)
- At a Building Society (ask your own society for details)
- By post to the address on your bill
- By internet banking, using e-payment facilities of your bank or building society

- Electronically by debit card (using Alliance & Leicester Commercial Bank's Bill Pay service) via our web site: www.stwater.co.uk. We may extend this service to cover payment by credit card. If we do this, there will be an additional charge for credit card payments equivalent to the charge we pay to the credit card provider.

Please note that none of the organisations referred to above act as our agent.

What to do if you are unhappy about the service you have received

If you feel your initial enquiry has not been properly answered or you still have a problem which our staff cannot resolve, please telephone **08457 500 500** and ask to talk to our Customer Relations Manager. If you are still not satisfied, you can have your enquiry reviewed by our Customer Relations Complaints Review Team by writing to:

Customer Relations Complaints Review Team
Severn Trent Water Ltd
Sherbourne House
St. Martin's Road
Finham
Coventry
CV3 6SD

Or direct through our website on www.stwater.co.uk

Taking the process further

If you have had your complaint fully reviewed by us and you remain dissatisfied, you can ask for an independent review by calling the Consumer Council for Water Central (CCWater Central) on **08457 023 953** (local call rates) or **0121 345 1017** or by writing to:

Consumer Council for Water Central
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4DL

or via email to: central@ccwater.org.uk

or via their website at: www.ccwater.org.uk

The Consumer Council for Water will advise customers about the dispute resolution powers that Ofwat may have regarding their complaint and any further steps that they can take should they feel that they need to take the matter further. You can contact Ofwat by writing to the following address:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Or by telephoning: **0121 625 1300**

If you only receive sewerage services from us, your water may be supplied by South Staffordshire Water Plc, in which case you should contact us if you have a query about your sewerage service and South Staffordshire Water Plc if you have a query about your water supply or bills.

Their address is:

South Staffordshire Water Plc
Green Lane
Walsall
WS2 7PD

Telephone:	Billing enquiries	0845 607 0456
	Supply queries	0800 389 1011

Useful contact numbers and addresses

General enquiries (including copies of any leaflets)

Website: www.stwater.co.uk
 Email: customer.relations@severntrent.co.uk
 Tel No: 08457 500 500 (charged at local rates)
 Address: Severn Trent Water Ltd
 Sherbourne House
 St. Martin's Road
 Finham
 Coventry
 CV3 6SD

Office Hours: Monday – Friday: 08:00 – 20:00
 Saturday: 08:00 – 13:00

Meter option applications and information

Website: www.stwater.co.uk
 Email: customer.relations@severntrent.co.uk
 Tel No: 08457 090 646 (charged at local rates)

Queries on water quality, pressure, supply, sewerage or leaks

Tel No: 0800 783 4444 (24 hour free phone)

Billing enquiries for account managed industrial and commercial customers

Tel No: 08456 033 222 (charged at local rates)
 Address: Severn Trent Water Ltd
 Sherbourne House
 St. Martin's Road
 Finham
 Coventry
 CV3 6SD

Fax No: 0121 200 6770

Email: business.direct@severntrent.co.uk

Office Hours: Monday – Friday: 08:00 – 17:00

Frequently asked questions

Can I remain on the unmeasured tariff?

For household properties, if you have a valid rateable value (that is, your property has not been substantially altered, including a change of use) you will continue to be charged on an unmeasured basis. However you may opt to have a meter if you so wish. We require non-household properties to be metered. (See page 25 section 9(i))

I've moved house. Will it be metered?

If you move into a property that is already metered, we will charge you on a measured basis. If the property is not already metered then we will charge based on an unmeasured charge. You can opt to have a meter installed and pay on a measured basis if you wish. (See page 33 section 10(vii))

What happens if I alter my property?

If you substantially alter a household property, making the rateable value invalid, we will charge you on the assessed unmeasured charge according to the type of property or household (where the single person household charge would apply). You can opt to have a meter installed and pay on a measured basis if you wish. In certain circumstances, we may require separate service pipes and meters. (See page 24 section 8(b))

If you alter a property that is connected for surface water drainage, you should contact us as alterations to the size of any buildings or other areas within the site may change your charge liability. (See page 29 section 9(ix))

Why is my property metered?

All properties built after 1st April 1989 had a meter compulsorily installed. We will continue to charge them on a measured basis. This also applies to properties where previous occupiers have opted to pay by meter and you move into such a property. (See page 25 section 9(i))

Can I move back to the unmeasured tariff?

Only if you opted for a meter at your current address before April 1996. If not, then you can move back at any time before twelve months after the meter was installed or before 30 days after receipt of your second measured bill.

I have just moved into a property that is metered, can I move to the unmeasured tariff?

No. We will continue to charge you on a measured basis.
(See page 25 section 9(i))

I would like to have a meter installed. What should I do?

Simply by going to our web-site, www.stwater.co.uk, and answering a few questions you can decide if a meter based charge is for you. Alternatively, you can ring us on

08457 090 646. We will make an appointment to fit a meter inside your property with an out reader fitted to an external wall. (See page 21 section 7(i))

Suppose I use more water than I thought, can I revert?

You can revert at any time before twelve months after the meter was installed or 30 days after receipt of your second meter based bill. (See page 23 section 7(v))

My property is not connected for surface water drainage.

- Am I entitled to pay lower charges?
- Can I have these lower charges backdated to prior years?

If your property has no connection at all to the public sewer for rainwater, we will reduce your sewerage charge by approximately 34% and you will pay only for used water. We will normally backdate this to 1 April of the financial year in which the application is made. (See page 19 section 5(ii) and page 32 section 9 (xiii))

Why have I received a bill for more than one year's charges?

Where your property has received a service and it is subsequently found that you have been undercharged for this service, we may make an adjustment to reflect the correct charges for previous years. In the case of surface water drainage if incorrect bills have previously been submitted the adjustment will be limited to 1st April of the financial year in which the mistake is identified. If you have not been charged for surface water drainage then this limitation will not apply.

I have been overcharged. Can I have a refund?

If we have incorrectly overcharged you, we will make an adjustment to reflect the correction of any overcharging. In the case of surface water drainage this will be limited to 1st April of the financial year in which the mistake is identified. Where this results in your account being in credit, we will give you a refund.

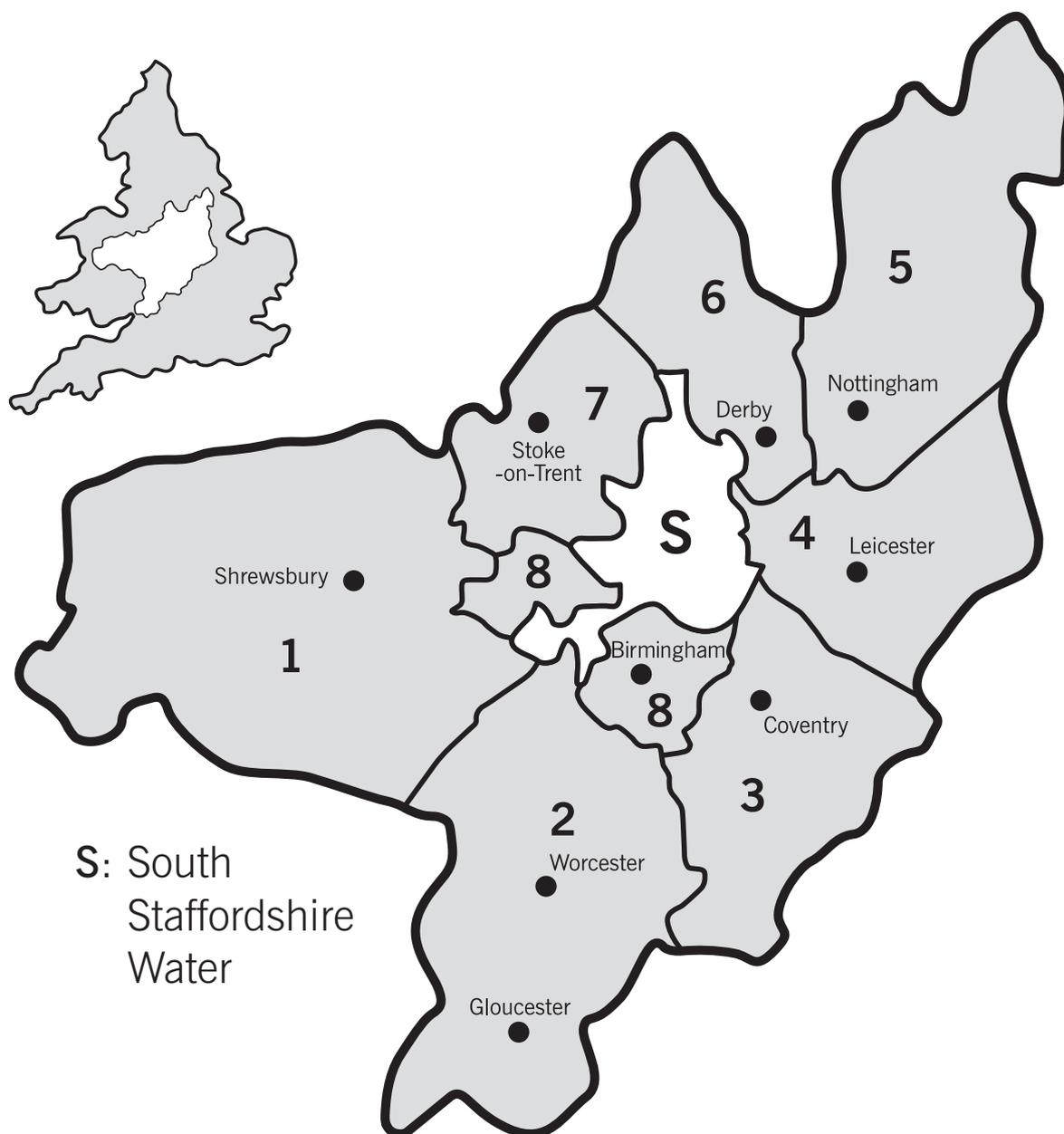
If my property is empty, will I have to pay any charges?

Normal water and sewerage charges will continue to apply, until you tell us that you do not need a water supply for the property (and that we could disconnect the supply). From the point that the supply is not required, or the date you tell us that it is not required (whichever is the later), there will be no charge for water supply or for used water.

As we will continue to provide the service of surface water drainage for your property, we may charge you for this. Where it would not be economic for us to charge for this service, we will not do so. For example, empty households will not be charged for surface water drainage only.

Charging zones for unmeasured charges

For unmeasured charges, we use eight charging zones to reflect the differences in the rateable value of similar properties within our region. This map provides a guide to the areas covered by each zone. The marked 'S' is where the water supply is provided and charged for by South Staffordshire Water Plc.



Charges Scheme (2009-10)

1. Introduction

This booklet called the “Charges Scheme” contains the charges of Severn Trent Water Limited made under the provisions of the Water Industry Act 1991 for the period 1st April 2009 until 31st March 2010.

2. Glossary

(i) Unless covered by (iii) 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.

(ii) Clause and sub-clause headings are for convenience only and shall not affect the interpretation of this Scheme.

(iii) In this Scheme, unless the context requires a different interpretation:

“**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 the several **occupiers** of a number of **rateable value premises**, (including their employees, licensees or visitors), have because of their occupation, lawful rights of access to or over that area but excluding:

(a) any area of public highway or public open space

and

(b) 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 **rateable value 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;

“Community premises” means:

- village halls,
- community centres,
- scout, guide or cadet huts,
- or other premises that in our view are similar to the four categories above,
- premises principally used for the provision of day care as defined in Section 79A(6) of the Care Standards Act 2000,
- a children’s home as defined in paragraph 9 of Schedule 1 to the Water Industry Act 1999,
- premises used as a care home as defined in Section 3 of the Care Standards Act 2000;

“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;

“Meter” means our meter;

“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:

- (a) Any person to whom we provide services in relation to such premises;
- (b) Any person who has sufficient control over the premises to owe a duty of care towards those who come lawfully onto the premises;
- (c) 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;

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

“premises” includes any interest and any easement or right in, to or over land and includes where the context permits **rateable value premises**;

“public sewer” means a sewer we are legally responsible for;

“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 we are legally responsible for including any pumping station we consider to be part of that sewer;

“public surface water sewer” means any surface water sewer that we are legally responsible for including any pumping station we consider to be part of that sewer, which at no point discharges into a **public foul water sewer**;

“rateable value” means, in relation to a **rateable value premises**, the **rateable value** of that **rateable value premises** 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);

“relevant Multiplier” means a number (which may be one or more or less than one) calculated as set out in Section 20 (viii);

“sewage treatment works” means any works or facility for sewage treatment or disposal that we are legally responsible for;

“single person household” means in relation to properties which are **household premises** those which are occupied by a single person;

“substantially altered” means substantially physically altered, subjected to a material change of use, split into different and separate occupations 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; and references to a “connection” are to such a connection as is mentioned in section 146 of the Act;

“the Act” means the Water Industry Act 1991 as amended by subsequent Acts of Parliament;

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

“the Authority” means the Severn-Trent Water Authority, our predecessor body;

“the Licence” means our Instruments of Appointment as a Water and Sewerage Undertaker for the area described in the Instruments;

“the 1999 Regulations” means the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 as amended or substituted from time to time;

“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;

“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 9 (vii) 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;

“vulnerable household” means premises which fall within the terms of Regulation 2 of the 1999 Regulations (see section 11);

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

“year” means the period of 12 months beginning 1st April in one calendar year up to and including 31st 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.

3. Period when this Scheme applies

This Scheme will apply for the period 1st April 2009 until 31st March 2010 and replaces all our previous Charges Schemes, but we can still enforce any of our rights or powers under any of those previous Schemes.

4. General

We have made this Scheme under Section 143 of the Act and the Licence. This Scheme, subject to Sections 55 and 56 of the Act, fixes the charges for the services or facilities provided by us and in connection with the following:

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

If there is any conflict between the provisions of this Scheme and any charges fixed under any written agreement made by us or any of our predecessors before the start of this Scheme, the charges fixed under the agreement shall continue to apply.

- (i) 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. We will add VAT to water supply charges (including water for construction) for industrial customers who are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). Water supply charges to all other customers are zero rated for VAT purposes.

We will issue a questionnaire to the first occupier of a new non-household premises, and whenever there is a change of occupier of a non-household premises, requesting a description of the occupier's business activities and their SIC code. If the code provided by the occupier is within divisions 0 or 6-9 of the 1980 SIC list, and in our opinion the description of the business activity reasonably matches the code, water supply charges will be zero rated for VAT purposes.

If the code provided by the occupier is within divisions 1-5 of the 1980 SIC list, or if the occupier provides no information to show that VAT should not be added, then we will add VAT to water supply charges. If a customer subsequently advises us that the information they provided was incorrect and / or provides us with a valid 1980 SIC code within divisions 0 or 6-9, we will zero rate water supply charges for VAT purposes and refund any VAT that we have incorrectly charged.

- (ii) 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.

- (iii) **We** may, where appropriate, require some non-household customers to provide security for the payment of future charges for services provided for non-domestic purposes.

Where an **occupier** enters into any formal insolvency procedure (to include but not limited to liquidation, administration, receivership, bankruptcy, company or individual voluntary arrangement or equivalent procedure) we will apportion any charges for the current financial year on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective (“the insolvency date”). Any apportioned charges after the insolvency date will be payable by the **occupier** of the property in question on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water and sewerage charges for the property in question on the same payment terms as would apply if the property had been newly connected on that day.

5. Unmeasured charges (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 calculate the annual charges as follows:
- (a) For water supply, by multiplying the **rateable value** of a **rateable value premises** by the rate per pound of **rateable value** for the appropriate charge zone, subject to a minimum charge. There is a different minimum charge for a supply to a cattle trough (see Tables 1 and 2).
 - (b) For sewerage services, by multiplying the **rateable value** of the **rateable value premises** by the relevant rate in the pound for the appropriate charge zone for the service (or services) that the property receives or benefits from (see Table 1).
- (ii) Where **we** are satisfied that:
- (a) the **occupier** of any **rateable value premises** does not receive, take or have access to a supply of water, the Surface Water only charge will apply. This charge is subject to a maximum charge per year (see Tables 1 and 2);

- (b) no surface water or ground water drains directly or indirectly from a rateable value premises or from any common area next to that premises to a public sewer, the used water only charge will apply instead of the used and surface water charge from 1st April in the year in which we receive a claim to that effect on the appropriate form.
- (iii) The charges below are different for different parts of our water area and our sewerage area because of our policy to equalise the amount of our unmeasured charges on a per capita basis between our eight charging zones. The charges for each zone are in Table 1, and the area of each zone is shown on page 13.

Table 1: Unmeasured Water Supply and Sewerage Charges

Rate per pound of rateable value (p/£RV)				
Charging Zone	Water Supply*	Used and Surface Water	Used water only	Surface Water only**
1	93.03	92.20	58.60	33.60
2	83.70	77.65	49.38	28.27
3	81.18	81.82	51.81	30.01
4	84.82	88.72	56.33	32.39
5	97.52	103.51	65.62	37.89
6	101.45	100.24	63.59	36.65
7	102.15	97.68	61.99	35.69
8	81.18	81.25	51.25	30.00

* Subject to the minimum charges in Table 2

** Subject to the maximum charge in Table 2

Table 2: Unmeasured minimum and maximum charges

	Water Supply	Surface Water only
Minimum charge (except for supplies to cattle troughs)	£77.24	
Minimum charge for a supply to a cattle trough	£131.92	
Maximum charge		£105,709.54

6. Unmeasured supplies – 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 65% of the Used and/or Surface Water charge.

Notional rateable value

- (ii) If a property does not have a **rateable value**, we may determine and fix a notional **rateable value** or base this on the value entered in the **valuation list** as representing the **rateable value** of the **premises** and use this to calculate charges for the property.

Value Added Tax (VAT)

- (iii) Where we are supplying water and/or sewerage services and are required by law to apply VAT, our charges will 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**.
- (iv) 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.
- (v) **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 above by 17% of the **rateable value** of the **premises** unless we agree otherwise.

7. Free meter option

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

We will accept requests for a meter made on our website, www.stwater.co.uk, by email to customer.relations@severntrent.co.uk, by a telephone call, or alternatively applications can be made in writing to the address shown in the Useful Contact Numbers and Addresses section on page 10.

Meter location

- (ii) Our preferred meter location is internal. However, where this is not possible we will consider installing the meter externally, if this is practicable and does not involve unreasonable expense. The occupier may choose an alternative location to our preferred location and we will install the meter there, if it is practicable to do so and the occupier pays any additional expenses incurred.

The meter will remain our property.

Before a meter can be installed, the internal stop tap must be in good working order and able to shut off the water supply. If it is not, we will if requested carry out the necessary work. There will be an additional charge for this. Alternatively, the occupier may deal with this themselves.

Once the meter has been installed if the occupier wishes to have it re-sited, we must carry out the work and there will be an additional charge. If the occupier or a person living with them is registered with us for Special Assistance, there will be no charge for re-siting the meter.

Meter installation time

- (iii) Although we aim to install a meter within three months of receiving a request for installation, as described above, there may be times where we are unable to do so. Where this happens, we will use the first meter reading after installation to calculate charges for the period from three months after we received the request notice to the date the meter is installed. This calculation of charges shall be binding upon the occupier.

Meter installation not reasonably practicable or unreasonably expensive

- (iv) 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 Property Type or Assessed Volume charges detailed in section 8 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 internal meter with an out reader and reasonable reinstatement. In assessing 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; and
- alterations to existing plumbing to enable a meter to be installed.

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

Reversion to unmeasured charges

(v) As long as water is not used at the premises in the way described in sections 9(i)(e) or 9(i)(f) below the occupier of a household premises who opts for a meter may change back to paying charges based upon the rateable value of the premises (provided the rateable value is still appropriate for the premises in question) at any time before:

- (a) 12 months after the meter being installed for charging purposes;
- (b) or 30 days after receipt of a second bill (whether based on an actual or an estimated reading);

as long as the occupier has not previously opted and changed back to rateable value based charges for the premises.

(vi) As long as water is not used at the premises in the way described in paragraph 9(i)(e) or 9(i)(f) below, the occupier of a household premises who opted for a meter before 1st April 1996 may change back to paying charges based on the rateable value of the premises. Notice to us must be given in writing. Reversion is subject to the rateable value for the premises still being appropriate and the same occupier still occupying the premises. Reversion will be from the date that we receive the notification.

8. Property type and assessed volume charges

The charges in Table 3 will apply per year and be payable on demand on a daily basis by the occupier of a premises for each billing period in the following circumstances:

- (a) where an occupier 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 occupier of a property opts to pay the tariff below instead of charges based on the rateable value of the premises;

- (b) where a household premises that is charged on an unmeasured basis is substantially altered;
- (c) 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;
- (d) where we consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to a non-household premises be metered.

Table 3: Property type and assessed volume charges

	Water Supply £	Used Water* £
Detached house: (including link-detached)	225.52	146.33
Semi-detached house:	192.36	124.81
Other household premises:	165.37	107.30
Single person household	104.05	67.51
Non-household premises:	130.06 pence per m ³ x the volume of water that we assess is supplied to such premises	84.39 pence per m ³ x the volume of water that we assess is supplied to such premises

* Plus the appropriate charge for surface water drainage (see Tables 8 and 9).

Where an occupier has requested a single person household tariff, we may require the occupier to provide us with reasonable evidence that the premises qualify, e.g. documents indicating receipt of the council tax single person discount.

Where household premises are charged on the basis of a single person household it is the occupier's responsibility to inform us immediately if this is no longer the case.

Where an occupier vacates premises that are charged on the basis of a single person household the premises will revert to the relevant charge based on property type, as shown in Table 3 above, until such time as we are satisfied that the premises are again occupied as a single person household.

9. Measured charges (water and sewerage)

Compulsory metering policy

- (i) Unless we have specifically agreed otherwise in writing, all water we supply shall in the following circumstances be supplied through a meter:
 - (a) where we already supply water to the premises through a meter;
 - (b) where we on or after 1 April 1989 make a new supply of water to the premises;
 - (c) where an occupier (including a previous occupier) has opted to have the supply metered;
 - (d) where the premises are non-household premises;
 - (e) where water we supply is used or passed through a sprinkler, automatic garden watering device or a hosepipe not held in the hand;
 - (f) where there is a swimming pool at the premises with a capacity greater than 10,000 litres, unless the occupier of the premises can satisfy us that no water we supply is at any time used to automatically fill the pool or automatically maintain or increase the level of water in it.

Liability for measured charges

- (ii) Where the supply to a premises is metered and the charges are volume based, the person liable for the payment of charges may continue to be liable to pay such charges after they have ceased to be the occupier of the premises. This applies where such person has failed to notify us that they are leaving the premises at least two normal working days before they do.

The charges for which the person will be liable will be those for the period ending on the date on whichever of the following first occurs after they cease to occupy the premises:

- (a) where they inform us of the ending of their occupation less than two normal working days before, or at any time after, they cease to occupy them, 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;
- (c) any day on which any other person informs us that they have become the new occupier of the premises.

Water supply charge

- (iii) Water we supply through one or more meters to any premises will be charged to the occupier at the standard water supply charge in Table 4,

unless we agree otherwise, or one of the following tariffs applies: the WaterSure Tariff, the Intermediate user tariff, Large user tariff, or the Standby tariff (see sections 11, 12 and 13).

Table 4: Standard water supply charge

Charge in pence per m ³	130.06
------------------------------------	--------

This charge will be due on demand and apply from 1st April 2009 except for monthly-billed customers when it will apply from the first meter reading on or after 1st April 2009.

Household premises will usually receive a bill every six months. Other **premises** will usually receive a bill every month, every three months or every six months.

We will base at least one bill each billing year (1 April to 31 March) on an actual meter reading.

Water supply standing charges

- (iv) 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 Table 5). These standing charges will apply from the appropriate date set out above. 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.

Table 5: Standing charges

Meter Size	Standing Charge £ per year
not exceeding 15mm	23.68
not exceeding 22mm	33.86
not exceeding 30mm	45.91
not exceeding 42mm	64.27
not exceeding 50mm	88.66
not exceeding 80mm	137.14
not exceeding 100mm	231.41
not exceeding 150mm	532.66
not exceeding 200mm	670.96
not exceeding 250mm	809.40
not exceeding 300mm	882.56

Sewerage charges

- (v) Where we provide sewerage services to a single premises whose water supply is metered, unless the WaterSure tariff applies (see section 11) or another company bills and collects charges on our behalf, sewerage and sewage disposal charges to the occupier of the premises will have the following three elements:

Used water charges

- (a) with effect from 1st April 2009 or the first relevant water supply or used water meter reading on or after 1st April 2009 for monthly-billed premises (except where used water charges are billed with trade effluent charges under section 21), a charge per cubic metre of used water discharged directly or indirectly to a public sewer 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 as shown in Table 6.

Table 6: Used water charges

Volume discharged directly or indirectly to a public sewer	Charge in pence per m ³
For the first 49,999 m ³	84.39
From 50,000 to 249,999 m ³	81.89
250,000 m ³ and over	77.87
Volumes discharged directly to our sewage treatment works	61.49

and

Sewerage standing charges

- (b) a standing charge related to the size of the meter measuring the supply of water to the premises (see Table 7). 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.

Table 7: Sewerage standing charges

Meter Size	Standing Charge £ per year
not exceeding 15mm	11.80
not exceeding 22mm	17.29
not exceeding 30mm	23.23
not exceeding 42mm	32.65
not exceeding 50mm	44.80
not exceeding 80mm	69.56
not exceeding 100mm	117.55
not exceeding 150mm	270.64
not exceeding 200mm	341.18
not exceeding 250mm	411.57
not exceeding 300mm	448.63

and

Surface water drainage charges

(c) The charge or charges based on the **rateable value** of the **premises** as specified in section 5 above (see Tables 1 and 2);

or

(d) The charge based on the type of property or chargeable area as specified in (ix) below (see Tables 8 and 9).

Water out equals water in less losses

(vi) We will calculate the charge specified in (a) above 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 **occupier**”).

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.

Customer measurement of water out

- (vii) If the **occupier** is not satisfied with the volume of **used water** calculated by **us**, they may:
- (a) install and maintain at their own expense their own meter(s), gauge recorder or other apparatus **we** approve on a water fitting, pipe or drain of the **premises** in question in a location and manner also approved by **us** in order to determine a more accurate measurement of the volume of **used water** discharged to the **public sewer**;
 - and
 - (b) provide to **us** full details of the volumes of water or **used water** recorded in accordance with **our** requirements.
- (viii) As long as **we** are satisfied as to the accuracy of the volume of water or **used water** recorded by the meter(s), gauge recorder or other apparatus installed by the **occupier**, **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 **occupier** fails to provide full details of the relevant volumes to **us** by the due date or otherwise in accordance with **our** requirements **we** will base the charge on **our** assessment of the volume of **used water** discharged as described in section 9(v)(a) above.

Property type surface water

- (ix) An **occupier** liable for the surface water drainage charge specified in (v)(c) above or section 10(iii) (including where the **premises** does not receive a water supply), will pay the charge in Tables 8 (for **household premises**) or Table 9 (for **premises** that are not **household premises**) below if:
- (a) they opt in writing to pay the charge. This option is not available for:
 - schools (as defined in the Education Act 1996);
 - hospitals (as defined in Section 11 of the Public Health (Control of Disease) Act 1984);
 - places of religious worship (as defined in Section 39(2) of the 1967 Act);
 - or
 - (b) they opt, or **we** require them, to have the water supply to the **premises** metered (except if the **premises** is a school, hospital or place of religious worship as defined in (a) above);
 - or

(c) we have notified the occupier prior to this Scheme coming in to effect.

The charge will apply from:

- in the case of (a), the date we receive the notification and all relevant information we may require;
- in the case of (b), the date of the approved installation;
- in the case of (c), the appropriate date set out in (v) above.

Table 8: Property type surface water drainage for household premises

Type of Premises	Charge £ per year
Detached house (including link-detached)	84.42
Semi-detached house	56.33
Other household premises	28.10

Site area surface water

Table 9: Site area surface water charges for premises that are not household premises

Band	Chargeable area in m ² (all figures are inclusive)	Charge £ per year
Band 1	up to 20	9.33
Band 2	21 – 99	49.69
Band 3	100 – 199	99.36
Band 4	200 – 299	155.70
Band 5	300 – 499	248.84
Band 6	500 – 749	394.22
Band 7	750 – 999	552.63
Band 8	1,000 – 1,499	773.90
Band 9	1,500 – 1,999	1,037.51
Band 10	2,000 – 3,999	1,769.27
Band 11	4,000 – 7,499	3,401.34
Band 12	7,500 – 9,999	5,183.82
Band 13	10,000 – 14,999	7,396.39
Band 14	15,000 – 19,999	10,367.63
Band 15	20,000 – 24,999	13,339.85
Band 16	25,000 – 29,999	16,313.33
Band 17	30,000 – 34,999	19,256.36
Band 18	35,000 – 39,999	22,394.01
Band 19	40,000 – 44,999	25,503.84
Band 20	45,000 – 49,999	28,616.82
Band 21	50,000 – 99,999	44,727.72
Band 22	Over 100,000	105,709.54

“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 either 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

- (x) **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 (ix)(a) above) the charge payable is based upon a notional **rateable value** of zero rather than the chargeable area of the **premises**.
- (xi) 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**.

- (xii) Where there is access between a **household premises** and a non-household **premises**, apart from by a highway, occupied by the same person, the charge payable for both such **premises** shall be calculated by aggregating the total site area of both **premises** and applying the charges for non-household **premises**.
- (xiii) Where the customer makes a claim on the appropriate form and can satisfy us 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 charge in (ix) above will normally cease to be payable from 1 April in the **year** in which the claim is made.

10. Measured supplies – miscellaneous matters

Meter reading not obtained

- (i) If we are unable to read a **meter** we will calculate an estimated reading based upon previous consumption. This calculation will be binding upon the person liable to pay the charge. Appropriate adjustments will subsequently be made when we take or receive an actual meter reading at a later stage.

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 occupiers of the individual properties on an unmeasured basis unless the **occupier** of one of the properties in question or some other person has agreed in writing with us to be legally responsible for payment of all measured water supply charges in respect of water supplied by us through the single **meter**.
- (iii) Where we provide sewerage services to **premises** comprising a number of **rateable value premises**, which are separately occupied by a number of different persons, and the water supply is metered or they have access to a supply of water that is metered:
 - (a) the **occupier** of the **rateable value premises** or the person who has accepted responsibility for the payment of the measured water supply and **used water** charges will be responsible for the standing and **used water** charges specified in section 9 above;
 - and
 - (b) the individual **occupier** of each of the **rateable value premises** will be responsible for the appropriate surface water drainage charge for each of their own **rateable value premises** based on the **rateable value** and calculated as specified in section 9(v)(c).

Leakage allowance and non-return to sewer allowance

- (iv) If there is a leak on a supply to a premises that is charged on a measured basis, we will make an adjustment to the charges payable provided that the leak is repaired promptly, was not caused by the occupier's negligence and was not a leak that the occupier should have known about and could have repaired sooner. We will only make one allowance during the occupier's period of occupation. We have a Code of Practice on leakage, a copy of which is available on request. Where the occupier can demonstrate to our satisfaction that water lost through leakage in these circumstances has not returned to the sewer, we will also apply an allowance to the charges payable for sewerage for water that has not returned to the sewer.

Temporary disconnection

- (v) Where a customer requests that a metered supply be temporarily disconnected and then requests 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.

Meter downsizing

- (vi) Where we supply water through a meter or meters greater than 15mm in size, the occupier 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 occupier 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

- (vii) Unless the property has been substantially altered (see section 8(b)) or is in one of the categories of properties that must be metered (see section 9(i)), where there is a change in occupation of a household property which is charged for water and sewerage services on an unmeasured basis, the basis of charge will remain unchanged for the new occupier.

11. WaterSure

- (i) In accordance with the **1999 Regulations** household customers who meet the requirements set out below and whose supply of water is metered, may apply to pay the WaterSure Tariff (previously called the Vulnerable Household Tariff). Applications must be made to us on the appropriate form and include supporting evidence (such as a copy of the most recent award notice) to satisfy us that the applicant lives in a **vulnerable household**. The form is on our website, www.stwater.co.uk.

To be eligible for the tariff, the consumer or a person living with them in the **premises** must be:

- (a) entitled to receive one or more of the following:
- (1) council tax benefit
 - (2) housing benefit
 - (3) income support
 - (4) working tax credit
 - (5) income-based job-seeker's allowance
 - (6) child tax credit (except families in receipt of the family element only)
 - (7) pension credit
- or
- (8) income-related employment and support allowance
- and either
- (b) entitled to receive child benefit for three or more children under the age of nineteen who live in the **premises**
- or
- (c) diagnosed as suffering from one or more of the following –
- (1) desquamation
 - (2) weeping skin disease
 - (3) incontinence
 - (4) abdominal stoma
 - (5) Crohn's disease
 - (6) Ulcerative colitis
 - (7) renal failure requiring dialysis at home, unless a contribution to the cost of water consumed in the process of dialysis during the billing period is made by the health authority
- or

- (8) any other medical condition as certified by a registered medical practitioner. This certification must include:
- the name of the patient;
 - the diagnosis of the medical condition;
 - the date of the certification;
 - the name, address and signature of the registered medical practitioner; and
 - a statement that as a result of the condition the patient is obliged to use a significant additional volume of water.
- (ii) Applicants who meet the above criteria will be charged, from the start of the billing period prior to the date of the application, the lower of:
- (a) the measured water supply and sewerage charges as set out in section 9;
 - (b) the WaterSure tariff shown in Table 10. This is the average household water supply bill for **our water area** (for the water tariff) and **our sewerage area** (for the sewerage tariff).

Table 10: WaterSure tariff

	Charge £ per year
Water supply	156.00
Sewerage*	155.00

* subject to section 9(xiii)

The application shall have effect until whichever is the earlier of:

- (a) twelve months after the starting date (unless that is part way through a billing period in which case it will apply up to the end of that billing period); or
- (b) the end of the billing period when the **premises** cease to contain a **vulnerable household**.

Customers charged on the WaterSure tariff must confirm that they are still eligible for the tariff each year. **We** will contact customers charged on this tariff before the end of each charging year to explain how to do this and carry out random checks to confirm eligibility and prevent fraudulent applications.

12. Intermediate and large user tariffs

Intermediate user tariff

- (i) Where we provide the occupier of a single premises with more than 10,000 cubic metres of water per year but less than 49,999 cubic metres (inclusive), unless the Standby tariff (see section 13) or the WaterSure Tariff (see section 11) applies or we agree otherwise, we will charge the occupier of the premises for the 12 consecutive monthly billing periods after 1st April, in addition to the standing charges detailed in section 9(iv) the charges in Table 11:

Table 11: Intermediate user tariff

Rate in pence per m ³ of water supplied in the period		
Fixed charge £ per year	From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
£3,235.40	73.01	131.81

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

Large user tariff

- (ii) Where we provide the occupier of a single premises with more than 50,000 cubic metres of water per year, unless the Standby tariff (see section 13) applies or we agree otherwise, we will charge the occupier of the premises for the 12 consecutive monthly billing periods after 1st April, in addition to the standing charges detailed in section 9(iv) the charges in Table 12:

Table 12: Large user tariff

Rate in pence per m ³ of water supplied in the period		
Fixed charge £ per year	From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
£20,358.30	46.53	86.84

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

Where we supply the occupier of a single premises 50,000 cubic metres of water or more, we may at any time during the charging period notify the occupier of changes to one or more elements of the tariff. We will provide the effective date for any changes in our notification.

For the purposes of the above intermediate and large user tariffs, we will assess in advance the volume of water that we believe we will supply to the premises. We will use the information available to us at the time and the occupier will pay the appropriate intermediate or large user tariff throughout the period. At the end of the period, we will reconcile the volume of water actually supplied with the rates set out above. Any overpayment will be credited to the occupier’s account and any underpayment shall be payable by the occupier on demand.

13. Standby tariff

- (i) Where we supply water through one or more meters to the occupier of 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, the occupier of that premises will be charged on the standby tariff (instead of the standard measured, intermediate user or large user tariff above) and may elect to secure a standby supply.
- (ii) Where a standby supply applies, the occupier of the premises must notify us in writing of the maximum required volume of water (“the notified volume”) for the period from 1st May to 30th September (“peak”) and for the period from 1st October to 30th April (“off-peak”) by 1st April and will pay the following charges:
 - (a) The capacity charges shown in Table 13, payable irrespective of whether we supply any water..

Table 13: Standby tariff capacity charges

Total peak and off-peak notified volumes (m ³)	Fixed Charge £ pa	Rate in pence per m ³ of water supplied in the period	
		From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
0 – 9,999	0	48.39	127.62
10,000 – 49,999	2,046.06	36.51	95.31
50,000 or greater	12,548.96	23.27	63.58

- (b) The volume charges shown in Table 14, payable for all water we supply, irrespective of the notified volumes.

Table 14: Standby tariff volume charges

Total volume supplied m ³	Rate in pence per m ³ of water supplied	Fixed charge £ per year
0 – 9,999	48.39	0
10,000 – 49,999	36.51	1,188.00
50,000 or greater	23.27	7,808.00

(c) Meter size standing charges

The appropriate standing charges related to size of the meter measuring the supply to the premises (see Table 5).

(d) Premium charges

In addition to the charges under (a), (b) and (c) 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 13 above (excluding the standing charge) for each cubic metre of water supplied in excess of the notified volume for the relevant period.

Where the occupier elects for a maximum volume of zero, or in circumstances where it is taken to have been notified as zero (see below), the occupier must give us at least twenty-four hours notice before using our supply. In addition to the appropriate charges set out in (b) and (c) above they will pay the premium charges in Table 15.

Table 15: Standby tariff premium charges where the notified volume is zero

Rate in pence per m ³ of water supplied in the period	
From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
96.78	255.24

- (iii) The above charges will be due on demand (unless we agree otherwise) from the first relevant meter reading on or after 1st April.
- (iv) Our decision about the excess over and above the notified maximum volumes will be binding on the person liable to pay the charges.

- (v) Where the occupier of a single premises as described above does not elect to secure a standby supply, or does not provide the information as specified in section 13(ii) above by 1st April, the maximum volume required for both the peak and off-peak periods shall be taken to be zero.
- (vi) If we consider that we could not supply either or both of the notified volumes and revised notified volumes cannot be agreed by 15th April, we will advise the occupier and the notified volumes will be taken to be zero.
- (vii) If we identify that an operational network problem may occur in circumstances where a 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.
- (viii) 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 occupier of the premises will pay the appropriate charges relating to those meters and any water supplied through them as set out in 9(iii), (iv) or section 12 above, as appropriate, instead of the standby tariff.

14. Charging and payment arrangements - unmeasured supplies

Charges payable by the occupier

- (i) Unless we agree otherwise, all unmeasured charges under this Scheme for water supplied or sewerage services provided by us shall be payable by the occupier.

Unmeasured charge due 1 April

- (ii) Subject as appears below all unmeasured charges shall be due and payable on 1 April 2009, unless the person responsible for the unmeasured charges is also responsible for a measured water supply charge and/or sewerage charge or sewage disposal charge not based on rateable value for the same premises (or premises of which the same premises forms a part).

Instalment arrangements

- (iii) In areas where we directly bill, collect and recover charges, the person liable to pay any such charge based on rateable value may, except where that person is also liable as described in (ii) immediately above, elect to pay the charge in a manner we approve:

either

- (a) in two as near as may be equal amounts on 1st April and 1st October 2009 respectively

or

(b) in eight consecutive as near as may be equal amounts commencing on 1st April 2009 or such date after this as we may agree and continuing on the corresponding day of each of the seven following months

or

(c) by such other number of amounts and/or upon such other dates as we may from time to time approve (for example, people experiencing difficulty with payment can ask to pay weekly or fortnightly).

and in these circumstances the charge shall be due and payable in the amounts and on the dates so prescribed or approved.

- (iv) In areas where we directly bill, collect and recover charges, if liability for any charge based on **rateable value** begins after 1st April 2009 the proportionate part of the charge for the remainder of the **year**, calculated on a daily basis, shall unless we have approved any alternative payment arrangements, be due and payable immediately. However, if liability first occurs prior to 1st October 2009 and the proportion of the charge due up to that date is paid on demand, the remainder of the charge may, subject to any approved alternative arrangements, be paid on 1st October 2009.
- (v) In areas where our charges are billed, collected or recovered by another water undertaker acting on our behalf, the payment and charging arrangements determined and applied by that water undertaker for its own charges shall apply for our charges.
- (vi) If immediately before the coming into operation of this Scheme a person has not paid to us all outstanding arrears of charges due to us under any prior Charges Scheme, that person shall pay the outstanding charges in such amounts and on such dates as we may specify. Such outstanding charges shall then be due and payable in the amounts and on the dates specified.
- (vii) Where a person paying charges by instalments fails to pay any amount on the date on which it became due and payable we shall be entitled after giving written notice of such failure to treat as immediately due and payable and recover all such amounts which have not yet fallen due.

15. Charging and payment arrangements - measured supplies

Charges payable by the occupier

- (i) Unless we agree otherwise, all unmeasured charges under this Scheme for water supplied or sewerage services provided by us shall be payable by the occupier.

Measured charge due on demand

- (ii) Where we directly bill, collect and recover charges, if a person is liable to

pay to us a measured element of charge for a premises that charge shall, in addition to any charge based on rateable value which that person is also liable to pay in respect of any rateable value premises forming part of that premises, subject to paragraph 4(iii) above and unless we agree otherwise, be due on demand.

Household premises will usually receive a bill every 6 months; other premises will usually receive a bill every month, every 3 months or every 6 months.

Payments can be made in a number of amounts and/or upon such dates as we may from time to time approve (for example occupiers of household premises experiencing difficulty with payment can ask to pay weekly or fortnightly) and including where appropriate a monthly budget payment arrangement.

Charges payable under section 9(v)(a) shall be based upon our assessment of the volume of used water which we believe will be discharged from the premises.

- (iii) Where our charges are billed, collected or recovered by another water undertaker acting on our behalf, the payment and charging arrangements applied by that water undertaker for its own charges shall apply for our charges.

16. Payment

Where to pay

- (i) Payments may be made:
- by direct debit (at no extra charge)
 - by debit or credit card by ringing 08457 500 500 (at no extra charge for payment by debit card but for credit card payments there will be an additional charge equivalent to the charge we pay to the credit card provider)
 - by cash at a PayPoint outlet (at no extra charge)
 - at Lloyds Bank (at no extra charge for payments by cheque but a charge may be made for cash payments) or at your own bank (ask the bank if a charge is payable)
 - at a Post Office using the payment slip on a bill or a reminder notice (the Post Office will make a charge for this)
 - at a Building Society (ask your own society for details)
 - by post to the address on your bill
 - by internet banking, using e-payment facilities of your bank or building society

- electronically by debit card (using Alliance & Leicester Commercial Bank's Bill Pay service) via our website: www.stwater.co.uk. We may extend this service to also allow payment by credit cards. If we do this, there will be an additional charge for credit card payments, equivalent to the charge we pay to the credit card provider.

None of these organisations referred to above act as our agent.

- (ii) We will make the charges shown in Table 16 for dishonoured payments.

Table 16: Charges for dishonoured payments

Charge for each dishonoured payment by cheque	Charge for each dishonoured payment by direct debit
£4	£4

Miscellaneous charges approved by Ofwat

17. 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. This charge will be due on demand and payable by the person supplied.

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
£59.69

- (ii) All other supplies of water for building or civil engineering purposes will be metered and charges in accordance with section 9(iii) and (iv) will apply.

Miscellaneous charges not approved by Ofwat

18. Charges for meter testing

- (i) If we are asked to prove the accuracy of a meter, and on testing the meter it is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, we will recover from the person requesting the test a fee which will be:

- (a) for the removal and testing of meters up to and including 28mm in size the charge shown in Table 18;

Table 18: Charge for meter testing for meters up to and including 28 mm

Charge for meter testing for meters up to and including 28mm

£69.80

- (b) for meters over 28mm in size the actual cost of removing, testing and installing a replacement meter.

Miscellaneous matters

19. Reimbursement of customer costs

Where the Customer can satisfy us that the circumstances specified in (i) or (ii) immediately below apply, we will reimburse the reasonable costs incurred or payments made by a customer in relation to any third party arrangement, as long as the customer has paid in full all charges due to us. Reimbursement will apply from 1st April in the year in which an application is first made to us, which must in the case of surface water drainage be on the appropriate form.

(i) Septic tank emptying

Where a property drains to the public sewer via a private septic tank or similar apparatus, we will reimburse the costs incurred in having the septic tank emptied up to a maximum amount equivalent to the charges due for the drainage of used water from those premises.

We will make this reimbursement to the person liable to pay our charges under section 5(i)(b), 5 (iii), section 8, section 9 (v) or section 10(iii)(a) for the drainage of used water from the premises, as long as that person remains liable for those charges, and for the costs of having the septic tank emptied.

(ii) Surface water drainage

Where surface and/or groundwater drains from a premises both

- to the public sewer (whether directly or indirectly); and
- to a canal, sewer, drain, culvert or channel under the legal responsibility and/or control of a third party (which does not itself drain directly or indirectly to a public sewer) by virtue of a binding legal arrangement requiring payment by the customer to a third party acting under and by virtue of a power conferred by statute or statutory instrument.

We will reimburse the amount of any payment due and made to a third party in accordance with such an arrangement up to a maximum amount equivalent to the charges due to us for the drainage of surface water or groundwater from those premises.

We will make this reimbursement to the person liable to pay our charges under section 5(i)(b), section 8, section 9(v)(c) or section 10(iii)(b) for the drainage of surface water or groundwater from those premises, as long as that person remains liable for those charges and for the payment to the third party.

20. Infrastructure charges

- (i) In accordance with Condition 'C' of the Licence, we will make an infrastructure charge where premises are
- connected for the first time to a water supply we provide or
 - where a direct or indirect connection is made to a public sewer.

This will only apply if the premises has never been connected for domestic purposes to a supply of water and/or a sewer for the drainage of those premises by a statutory undertaker, authority or any other body which at that time provided supplies of water and/or sewerage services in the course of carrying out functions under any enactment.

- (ii) "Premises are connected for the first time to a water supply" when they have been connected to our water main and a supply of water for domestic purposes is available to those premises.
- (iii) The infrastructure charge payable for each connection made on or after 1st April is shown in Table 19.

Table 19: Infrastructure charges

Water service infrastructure charge	Sewerage service infrastructure charge
£297.30	£297.30

This charge is known as the "standard amount" and applies except where:

Either

- (a) a household premises is supplied with water through a common supply pipe and is subject to a Common Billing Agreement;
- or
- (b) a premises does not consist of one or more household premises and is supplied with water through a supply pipe with an internal diameter greater than 22mm.

In such cases the charge for that **premises** will be the standard amount multiplied by the **Relevant Multiplier** for the **premises** in accordance with the Appendix to Condition C (which is summarised in (viii) below).

(iv) Where:

Either

(a) a person who has received a demand or undertaken to pay charges for two or more **household premises** subject to a **Common Billing Agreement**, fails to pay such a charge within 14 days of the **connection**;

or

(b) a **Common Billing Agreement** is terminated other than in accordance with its terms by the person who has undertaken to pay charges under it;

that person will pay to us and we shall recover from that person the standard amount for each **household premises** connected.

(v) Where a site is developed or redeveloped (including the conversion of a building or buildings on it), the total amount of the infrastructure charges payable for household or other **premises** resulting from the development or redevelopment, shall not exceed an amount determined in accordance with Paragraph 5 of Condition C. This limits the amount payable to the number of **premises** over and above the maximum number of **premises** with **connections** to a water supply and/or to a **public sewer** at any time during the five-year period before the development or redevelopment began.

(vi) Unless we agree otherwise and subject to (vii) below, the infrastructure charge shall be payable to us at the time of **connection** by the person requiring or effecting the **connection**, or at our discretion, by the person for whom the **connection** is provided or made.

(vii) Where the **connection** to a water supply or a **public sewer** is for a building or part of a building which prior to the **connection** being made is occupied as a dwelling house, the person requesting the **connection** may alternatively pay the infrastructure charge due:

Either

(a) in full within 28 days of the connection being made;

or

(b) subject to giving us any assurances we may reasonably require from them, by twelve equal annual instalments. The first instalment will be due on the last day of the fifth calendar month following the end of the month during which the **connection** was made (“the payment date”). The remaining payments will be due on the same date in the following eleven years.

The total amount payable will equal the aggregate payments we would have had to make for interest and capital if we had borrowed the infrastructure charge due on the date the connection was made on the following terms:

- (1) interest to be paid and capital to be repaid in twelve equal annual instalments on the same date in the following eleven years;
and
- (2) the amount of interest to be calculated at a rate and in accordance with other provisions as assessed either by us with the approval of Ofwat or, if we have not made an assessment, by Ofwat.

(viii) To calculate the **Relevant Multiplier** for a household premises subject to a **Common Billing Agreement**:

- (a) identify the number of water fittings in each of the categories specified in column 1 of Table 20 for all the household premises that are subject to the **Common Billing Agreement** (e.g. all the flats in a block to which such an agreement applies) and all communal facilities that are shared by all or any of them;
- (b) using column 2, calculate the total loading units for those water fittings (and increase this total if necessary to take account of the minimum for domestic appliances);
- (c) divide the total number of loading units by 24 and the resulting number by the number of household premises subject to the **Common Billing Agreement**;
- (d) the resulting number will be the **Relevant Multiplier**.

To calculate the **Relevant Multiplier** for a premises that is not a household premises, which is supplied with water through a supply pipe with an internal diameter greater than 22 mm:

- (e) identify the number of water fittings in each of the categories specified in column 1 of Table 20;
- (f) using column 2, calculate the total loading units for those water fittings;
- (g) divide the total number of loading units by 24;
- (h) the resulting number will be the **Relevant Multiplier**. However, if the resulting number is less than 1 the **Relevant Multiplier** will be 1.

Table 20: Infrastructure charge loading units

Column 1 Water Fitting (note 1)	Column 2 Loading Units
WC flushing cistern	2
Wash basin in a household premises	1.5
Wash basin elsewhere	3
Bath (tap nominal size 3/4 0.75in/20mm) (note 2)	10
Bath (tap nominal size larger than 3/4 0.75in/20mm (note 2)	22
Shower	3
Sink (tap nominal size 1/2 0.5in/15mm)	3
Sink (tap nominal size larger than 1/2 0.5in/15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per Household premises) (notes 3 & 4)	3
Communal or commercial appliance (note 3)	10
Any other water fitting or outlet (including a tap, but excluding a urinal or water softener)	3

Notes to be read with the Table 20

- 1 Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- 2 “Bath” includes a whirlpool bath and a jacuzzi;
- 3 “Domestic appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) in a **household premises** and “communal or commercial appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) elsewhere than in a **household premises** (including in communal facilities);
- 4 In any calculation under (viii), a minimum of six loading units shall be included, for each **household premises**, for domestic appliances (whether or not the **household premises** has any such appliances) except, in the case of any **household premises**, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the **household premises**.
- 5 If there is a dispute between us and the person on whom any infrastructure charge has been levied about the calculation of the **Relevant Multiplier**, or the number or type of fittings on which that calculation is based, such dispute may be referred by either party for determination by **Owat**.

21. Trade effluent charges

Who we will charge

- (i) Charges shall be payable on demand from us by:
- (a) any person making 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 (but has been authorised by us via controlling documentation) 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.
(any such person in either case being referred to below as “the discharger”)
 - (d) 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 21.

Table 21: Trade effluent charges

Charging element	Volume discharged	Charge in pence per m ³	Charge in pence per kg
R (Reception and conveyance in the public foul water sewer)	Up to 49,999 m ³	22.90	–
	From 50,000 to 249,999 m ³	20.40	–
	250,000 m ³ and over	16.38	–
V (Volumetric treatment)		20.76	–
B (Biological treatment)		–	35.33
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		–	26.95
Discharge to a public water sewer under a consent		11.45	–
Minimum charge for each trade effluent consent		£160.18	

- (iii) The charges in Table 21 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 21, that particular charging element will not be included in the charge to the discharger.
- (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 1, section 2, section 4 and below the charge to be paid by the discharger for **trade effluent** discharged to the **public foul water sewer** or **sewage treatment works** will be calculated as the sum of:
 - the volume of **trade effluent** discharged in cubic metres multiplied by the charges per cubic metre for R and V in Table 21; and
 - the biological load of the **trade effluent** discharged in kilogrammes multiplied by charge per kg for B in Table 21; and
 - the suspended solids load of the **trade effluent** discharged in kilogrammes multiplied by charge per kg for S in Table 21.
 subject to the minimum charge in Table 21.

“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

- (a) pumping stations with rising mains we consider to form part of our **sewage treatment works**
- (b) inlet works, including screening, comminution, grit removal and pre-aeration facilities
- (c) 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

- (d) tertiary treatment facilities
and
- (e) outfalls for crude or treated sewage

Where we provide no biological treatment the charge per cubic metre to the discharger for volumetric treatment will be based on a proportion of the element of 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) A discharger who in accordance with a **trade effluent consent** makes a discharge of **trade effluent** to a **public surface water sewer**, will pay the charge shown in Table 21 per cubic metre of **trade effluent** discharged.
- (viii) A minimum charge shown in Table 21 will apply for each **trade effluent consent** that has been given or applies to the discharger. Unless we agree otherwise this 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 minimum charge will apply to each source of discharge that has its own sampling point at any time during a half year period.
- (ix) 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**.
- (x) Subject to (xiii) and (xiv) below, we will determine the charge to be paid by the discharger, unless we agree otherwise with the discharger, based on samples of the **trade effluent** discharged from the discharger's **trade premises**. Samples will be taken either by the discharger or us and analysed by us during the period for which charges are levied or earlier results will be used where we believe sufficient information already exists for charging purposes.
- (xi) Subject to (xii) 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**.
- (xii) The discharger 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** on or before such dates and in accordance with such arrangements as we may require 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 discharger fails to provide us with full details in accordance with our requirements;

the charge will be based on our assessment of the volume of **trade effluent** discharged after taking into account all relevant information. Such assessment will be binding on the discharger.

- (xiii) 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

- (xiv) For the **trade effluents** shown in Table 22 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 discharger, after giving us notice in writing prior to 1st April 2009, opts to have the **trade effluent** discharged from their **premises** sampled individually to determine its strength and provides in due time a sampling point which is satisfactory to us in order to enable samples to be taken.

Table 22: Assessed trade effluent charges

Assessed trade effluent	Charge in pence per m ³
Launderette	70.68
Car wash	47.21
Gas holder seal water	47.24
Paint stripping	59.57
Swimming pool backwash	43.93

Severn Trent Water

Severn Trent Water Ltd

2297 Coventry Road
Birmingham B26 3PU

www.stwater.co.uk

This publication is available
in alternative formats, including
large print and Braille.

For further information please:

call 08457 500 500

textphone 0800 328 1155

customer.relations@severntrent.co.uk



When you have finished with
this leaflet please recycle it