

Scheme of charges

2015/2016

How we
calculate
your bill



About this document

Scheme of Charges 1 April 2015 to 31 March 2016

Our Scheme of Charges explains how we calculate your bill and how different charges apply to you. You can also use this document to see how we can help you if you are having difficulties paying your bills for water and sewerage.

This document is split into three:

- The first part (A) gives a quick and easy guide to how we calculate your bills.
- The second part (B) provides a detailed legal overview and contains more technical information.
- The third part (C) sets out our charges for 2015-16.

Household customers

If you're a household customer (whether you're renting, buying or an outright owner), start with our overview for household customers that begins on page 4. Then, simply choose whether you want

to read about charges for customers who are unmetered, metered or those whose volume of water usage is assessed.

Household customers who have problems paying their bill can find out more in our payment problems overview on page 7.

All charges to household customers are rated 0% for VAT. So there is no VAT added to your bill.

Businesses and other organisations

The business overview (page 9) is for non-household customers. This section is broken down into information for customers who are metered, unmetered or those whose volume of water usage is assessed. Charges to businesses may be subject to VAT.



If you have a question about any aspect of this document, take a look out our Frequently Asked Questions section on page 13.

🔍 If you can't find the answer you need there, check out our Useful Contacts on page 18.

Contents

Section A: Guide to how we calculate your bills

A1. Household customer overview

A1.1 How we charge you	4
A1.2 Unmetered charges for households	4
A1.3 How to get a meter (the free meter option)	5
A1.4 Metered charges for households	6
A1.5 Household charges assessed by volume	7
A1.6 Tariffs for households who have problems paying	7

A2. Businesses and other organisations overview

A2.1 How we charge you	9
A2.2 Unmetered charges for businesses and other organisations	10
A2.3 How to get a meter (the free meter option)	10
A2.4 Metered charges for businesses and other organisations	11
A2.5 Business charges assessed by volume	12

A3. Frequently asked questions 13

A4. What to do if you are unhappy with our service 16

A5. Useful contact numbers and addresses 18

Section B: Scheme of Charges for 2015-16

B1. Introduction to the Scheme of Charges

B1.1 Introduction	19
B1.2 Glossary	19
B1.3 Period when this scheme applies	22
B1.4 General principles	22

B2. Unmetered charges

B2.1 Unmetered charges for water and sewerage	25
B2.2 Unmetered charges – miscellaneous matters	25
B2.3 Free meter option	26

B3. Metered charges

B3.1 Metered charges for water and sewerage	28
B3.2 Intermediate and large user tariffs	33
B3.3 Standby tariffs	34
B3.4 Metered charges – miscellaneous matters	35
B3.5 Charges for meter testing	36

B4. Assessed volume charges

B4.1 Property type and assessed volume charges	37
--	----

B5. Support options

B5.1 WaterSure	38
B5.2 Social tariff (the Big Difference Scheme)	39

B6. Other charges

B6.1 Infrastructure charges	41
B6.2 Trade effluent charges	43
B6.3 Charges for water supplies for building or civil engineering purposes	46

B7. Charging and payment arrangements

7.1 Charging and payment arrangements – unmetered supplies	47
7.2 Charging and payment arrangements – metered supplies	48
7.3 Payment	48
7.4 Reimbursement of customer costs	49

Section C: Water and sewerage charges for 2015-16 51

Section A: Guide to how we calculate your bills

A1: Household customer overview

This section of the document is for anyone who lives in a private home, whether you're buying, renting or own your home outright.

 You can read a full definition of household premises on page 20.

A1.1 How we charge you

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

- **Unmetered (also referred to as unmeasured)**
- **Metered (also referred to as measured)**
- **Assessed volume.**

Whichever of these applies to you, the charges cover three elements:

Water supply

This covers the costs of supplying water to your property.

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 no rainwater from your property drains to the public sewer then you will not have to pay this charge.

Why we can charge

Although there is no contract between you and Severn Trent, water charges are payable under our "powers to charge", detailed in the Water Industry Act 1991. The Act entitles us to charge for services - in accordance with our Scheme of Charges (this document). Our Scheme of Charges has to comply with the principles and guidelines set by Ofwat - the Water Services Regulation Authority.

 See page 17 for their contact details

A1.2 Unmetered charges for households

If your property was built before April 1989, it is likely that you will be paying unmetered charges. These are also known as unmeasured charges. They are based on the 1989/90 rateable value of the property.

Charging zones for unmetered charges

As there are differences in the average levels of rateable value throughout our area, we vary our charges according to the area (or zone) you live in. There are eight geographical zones in our region. This map provides a guide to the area covered by each zone. The marked 'S' is where the water supply is provided by South Staffs Water Plc.



Unmetered households are charged for:

- [Water supply](#)
- [Used water](#)
- [Surface water drainage](#)

The charges for each of these services is calculated by multiplying the rateable value of your property by the rates for the services that you receive. The rates for each service are set out in table 1a on page 51.

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges. 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. Get in touch with us to find out more – or get an application form.

 [See page 18 for our contact details](#)

A1.3 How to get a meter (the free meter option)

Applying for a meter

If you are a household customer, you can choose to have a water meter installed so that you only pay for the amount of water you actually use. The way in which metered water and sewerage charges are calculated is described in Section A1.4: Metered charges for households on page 6.

You can apply for a meter online at stwater.co.uk. Or, you can email us: customercare@severntrent.co.uk. Alternatively, phone or write to us.

 [See page 18 for our contact details](#)

Fitting the meter

Our preferred place to fit the meter is outside your property. We'll do this free of charge. Where this is not possible we'll see if we can fit it inside your property. We'll need to assess if fitting it inside is practicable and economical. If we can fit a meter for you, we aim to install it within three months of receiving your application.

When metered charges begin

You start paying metered charges from either the date of installation or three months from your request for the meter, whichever is earlier.

If we fail to fit a meter within three months of your meter request, we will use the first meter reading following meter installation to estimate consumption during the period from three months after we received the request to the date that the meter was actually installed. Charges will be backdated to three months after we received your application. This makes sure that you still receive the full benefits of metering.

Changing your mind

If you decide that metering is not for you, there is plenty of time to change your mind. You have a maximum of 24 months after the meter was installed or 30 days after issue of the fourth, six-monthly bill (whichever is later), to request a return to unmetered charging. This can only be done if the rateable value of your home is still valid and not affected by any extension or other substantial work carried out on your home in the meantime.

When a meter can't be fitted

Where metering is not reasonably practicable or involves unreasonable expense, we won't fit a meter. If you disagree with us, you can refer the matter to our regulator, Ofwat.

 [See page 17 for their contact details](#)

Where we are unable to fit a meter - and you currently pay unmetered charges - you can choose to stay on unmetered charges or you can choose to pay assessed volume charges. When you opt for assessed volume charges, the start date for the new way of charging will be the date of your original application for a meter. The way in which assessed charges are calculated is described in Section A1.5: Household charges assessed by volume on page 7.

Who can apply for a meter

Anyone can apply for a meter, but you'll probably be interested only if you currently pay unmetered charges.

You may also want to consider switching to a meter if you currently pay assessed volume charges because your property has been substantially altered, which means that we no longer base your bills on the 1989/90 rateable value of your property.

If you pay assessed volume charges because you or a previous occupier applied for a meter but it wasn't practical or economical to install one, it may appear that there is little point in applying for a meter. However, as meter technology is constantly improving, depending upon how long ago the failed meter fit took place, it may now be possible to fit a meter.

It costs nothing to find out. Alternatively, you can make any necessary alterations to the pipework yourself so that a meter can now be fitted.

A1.4. Metered charges for households

If you have a water meter in your home, your water bills are based on metered charges. These are also known as measured charges. The charges are based on the volume of water supplied to your property. The charges have three parts:

Water supply charge

This is based on the volume of water your household uses and is measured by a meter. If an actual meter reading isn't available, we can use an estimated meter reading. The estimate is based on your average daily consumption, which we calculate by looking at previous actual meter readings.

To work out the charge, we multiply the volume of water (actual or estimated) by the appropriate rate. The rate we use is set out in table 3(a) on page 52.

Used water charge

As with the water supply charge, this is based on the volume of water (using an actual or estimated meter reading) that your household uses.

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

To work out the charge, we multiply the volume of water (actual or estimated) by the appropriate rate. For household customers, the rates we use are set out in table 4(a) on page 52.

The unit charge reflects 'normal losses'. This covers water that doesn't actually reach the sewer because of things like 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. To find out more, call us on **03457 500 500** (lines are open Mon - Fri, 8am - 8pm and Sat 8am - 1pm).

Standing charge

As well as water supply and used water charges, we also apply a standing charge that is based on the size of your meter. This covers the cost of reading, billing and maintaining the meter and - eventually - replacing it. Current standing charges are set out in table 5a on page 53.

Surface water drainage charge

For many household properties, our charge is based on the 1989/90 rateable value of the property. Where this is the case, the charge is calculated by multiplying the rateable value of your property by the rate for "surface water only". Our current rates are set out in table 6(a) on page 54.

New properties - or properties that don't have a valid 1989/90 rateable value - pay for surface water drainage by property type (detached, semi-detached or other). The rates for the different types of property are set out in table 6(b) on page 54.

If you are currently paying for surface water drainage by rateable value, you can choose to pay by property type instead if you want to. The change would begin on the date you apply. Contact us to find out more by visiting stwater.co.uk or calling us.

 [See page 18 for our contact details](#)

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges. 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. Get in touch with us to find out more - or get an application form - using the contact details on page 18.

A1.5. Household charges assessed by volume

Assessed volume charges are used when:

- There is no longer an appropriate rateable value for the property (for example where two properties have been merged into one or a house split into flats.). There is a more detailed definition of what we mean by 'substantially altered' in the glossary on page 21.
- You or a previous occupier has asked for a meter but we could not install it (too difficult or too costly) and either you or the previous occupier chose to pay assessed volume charges instead of unmetered charges.
- After several visits and written requests, we haven't been able to get into the property to install, read and/or maintain our meter.

Assessed volume charges are based on:

- Water supply charges
- Used water charges
- Surface water drainage charges

Water supply charges and used water charges

Charges are based either on property type (detached, semi detached or other), or alternatively, they're based on an assessment of the water used by a single occupier. The rates we use are set out on table 14 on page 57.

Surface water drainage charges

These charges are based on property type (detached, semi detached or other). The rates we use are set out in table 6(b) on page 54.

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges. 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. Get in touch with us to find out more, or get an application form.

 See page 18 for our contact details

A1.6. Tariffs for households who have problems paying

There are two ways in which we can help households facing difficulties. They are:

- WaterSure
- The Big Difference Scheme

If you contact us, we'll work with you to make sure that you are on the most appropriate tariff to meet your needs.

WaterSure

WaterSure means that if you use a lot of water – and you meet the scheme's requirements – the maximum you can pay is the average household bill in the Severn Trent region.

If you receive any of the following benefits you may be able to take part in the WaterSure scheme:

- 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
- Universal Credit
- Disability Living Allowance/ Personal Independence Payment.

To qualify, you need:

- A water meter
- Three or more children under 19 years old OR a medical condition that means you need to use a lot of water.

You can't qualify for WaterSure if you have:

- A garden sprinkler
- An automatic garden-watering device (with the exception of trickle flow devices)
- A swimming pool larger than 10,000 litres capacity (unless you can prove that no water we supply is used to automatically fill it or top it up)

You can find out more and apply for WaterSure online at stwater.co.uk or by phoning or writing to us.

 Use the 'general enquiries' details on page 18



The Big Difference Scheme

Our Big Difference Scheme is for household customers on low incomes who struggle to pay their water or sewerage bills. It is also sometimes referred to as a 'social tariff'.

If you want to apply for the Big Difference Scheme, you need to talk to Citizens Advice who run the application process on our behalf.

Once you apply, Citizens Advice will carry out an assessment of your household's income. This takes into account everyone in the household.

If your application is successful, Citizens Advice will tell us and recommend the amount you should be paying. There are several bands of charges, also known as tariffs. These are set out in table 16 on page 58.

Other key points about the Big Difference Scheme include:

- The Big Difference Scheme applies for 12 months from the date you apply.
- You need to reapply each year, but there's no limit to how long you can be part of the Big Difference Scheme as long as you continue to qualify.
- You need to tell us if your financial circumstances change at any time while you're part of the Big Difference Scheme.
- If your finances improve, you could be put back onto our standard charges.
- We'll still read your meter (if you have one) while you're part of the Big Difference Scheme.

If your application is unsuccessful, you can't apply again for six months.

You can't qualify for the Big Difference Scheme if you:

- have a garden sprinkler or an automatic garden-watering device (with the exception of trickle flow devices)
- have a swimming pool larger than 10,000 litres capacity (unless you can prove that no water we supply is used to automatically fill it or top it up)
- have another home, and/or
- the property is used mainly for another purpose, not just a home.

A2: Businesses and other organisations overview

This section is for any non-household customer, including businesses, public sector organisations, charities and other bodies – any premises that isn't defined as a household. You can read a full definition on page 20.

A2.1 How we charge you

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

- **Unmetered**
- **Metered**
- **Assessed volume**

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

Water supply

This covers the costs of supplying water to your property.

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 no rainwater from your property drains to the public sewer then you will not have to pay this charge.

Trade effluent charges

If you deposit more than just a domestic type of effluent into our sewers, we'll charge you according to the strength of the effluent.

 For more information, see Section B6.2 of our Scheme of Charges on page 43. The basis of charges is set out in table 19 on page 60.

VAT

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

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

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

Why we can charge

Although there may be no contract between you and Severn Trent, water charges are payable under our "powers to charge", detailed in the Water Industry Act 1991. The Act entitles us to charge for services - in accordance with our Scheme of Charges (this document). Our Scheme of Charges has to comply with the principles and guidelines set by Ofwat - the Water Services Regulation Authority.

 See page 17 for Ofwat's contact details

A2.2 Unmetered charges for businesses and other organisations

If your property was built before April 1989, it is possible that you will be paying unmetered charges. These are also known as unmeasured charges. They are based on the 1989/90 rateable value of the property.

Charging zones for unmetered charges

As there are differences in the average levels of rateable value throughout our area, we vary our charges according to the area (or zone) you live in. There are eight geographical zones in our region. This map provides a guide to the area covered by each zone. The marked 'S' is where the water supply is provided by South Staffs Water Plc.



Unmetered business customers are charged for:

- Water supply
- Used water
- Surface water drainage

The charges for each of these services is calculated by multiplying the rateable value of your property by the rates for the services that you receive. The rates we use are set out in table 1(b) on page 51.

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges. 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. Get in touch with us to find out more, or get an application form.

[See page 18 for our contact details](#)

A2.3 How to get a meter (the free meter option)

Applying for a meter

Most businesses and other organisations in our region already have a meter or meters installed. If you don't, you can choose to have a water meter installed so that you only pay for the amount of water you actually use.

You can apply for a meter online at stwater.co.uk. Or, you can email us: customercare@severntrent.co.uk. Alternatively, phone or write to us.

[See page 18 for our contact details](#)

The way in which metered water and sewerage charges are calculated is described in Section A2.4: Metered charges for businesses and other organisations on page 11.

When a meter can't be fitted

Where metering is not reasonably practicable or involves unreasonable expense, we won't fit a meter. If you disagree with us, you can refer the matter to our regulator, Ofwat

[See page 17 for Ofwat's contact details](#)

Where we are unable to fit a meter - and you currently pay unmetered charges - you can choose to stay on unmetered charges or you can choose to pay assessed volume charges. When you opt for assessed volume charges, the start date for the new way of charging will be the date of your original application for a meter. The way in which assessed charges are calculated is described in Section A2.5: Charges assessed by volume on page 12.

If you already pay assessed volume charges because you or a previous occupier applied for a meter but it wasn't practical or economical to install one, it may appear that there is little point in applying for a meter. However, as meter technology is constantly improving, depending upon how long ago the failed meter fit took place, it may now be possible to fit a meter. It costs nothing to find out. Alternatively, you can make any necessary alterations to the pipework yourself so that a meter can now be fitted.

A2.4 Metered charges for businesses and other organisations

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

Water supply charge

This is based on the volume of water you use. This is measured by a meter or meters. If an actual meter reading isn't available, we can use an estimated meter reading. The estimate is based on your average daily consumption, which we calculate by looking at previous actual meter readings.

To work out the charge, we multiply the volume of water (actual or estimated) by the appropriate rate. Our current rates are set out in table 3(b) on page 52.

Used (waste) water charge

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

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

To work out the charge, we multiply the volume of water (actual or estimated) by the appropriate rate. For non-household customers, the rates we use are in table 4(b) on page 52.

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

If you believe that you have more than 'normal losses', and can prove this by measurement, you can claim a reduction in the volume of used water.

 [See page 18 for our contact details](#)

Standing charge

As well as water supply and used water charges, we also apply a standing charge that is based on the size of your meter. This covers the cost of reading, billing and maintaining the meter and - eventually - replacing it. Current standing charges are set out in table 5(b) on page 53.

Surface water drainage charge

For non-household properties, our charge is normally based on the size of the area that drains into the public sewer. These charges are set out in table 7(a) on page 55.

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges. 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. Get in touch with us to find out more, or get an application form.

 [See page 18 for our contact details](#)

Intermediate and large volume users

There are different charges for water supply that apply to premises which use more than 10,000 cubic metres of water each year.

For premises which use between 10,000 and 49,999 cubic metres each year, the rates we use are set out in table 8 on page 56. For premises which use more than 50,000 cubic metres each year, the rates we use are set out on table 9 on page 56.

Standby charges

For intermediate and large users who also have their own water supply that – both legally and practically – is capable of providing them with more than 10,000 cubic metres of water in a year, we can charge what is known as a standby tariff. The user has to tell us how much water they need from us in the coming year and are charged at the appropriate rate. Other terms and conditions apply and are detailed in Section B3.3 on page 34.

There are also a range of other charges and tariffs that could apply to business customers including tariffs for trade effluent. These can be found in section B6 on page 41.

A2.5 Business charges assessed by volume

If you are a non-household customer without a meter, we may base our charges on an assessment of the volume of water you use.

Assessed volume charges are cover:

- **Water supply charges**
- **Used water charges**

We also charge for surface water drainage. This is based on the chargeable site area of the property.

Water supply charges and used water charges

Charges are based on our assessment of the water used. This assessment is based on a combination of the nature of the business and the number of full-time (or equivalent) employees. You can see the rates we use for customers who use up to 10,000 cubic metres of water each year in table 14 on page 57.

Surface water drainage charges

For non-household properties, our charge is normally based on the size of the area that drains into the public sewer. These charges are set out in table 7(b) on page 55.

If you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges. 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. Get in touch with us to find out more, or get an application form.

[+ See page 18 for our contact details](#)



A3: Frequently asked questions

Why is my property metered? Do I have the right to be charged unmetered charges?

In some circumstances, it's not possible for you to be charged on an unmetered basis.

As rateable values were last calculated in 1989/90, any substantial alterations to your property after this date mean that it's no longer appropriate to base charges on a rateable value that is no longer valid. In these circumstances, if the property is not metered, we'll apply assessed volume charges. Where the property was built after April 1990, it will not have a rateable value and will have initially been charged on a metered basis.

Using rateable values as a basis of charging is becoming outdated as rateable values are well over 20 years old. Charging by metered consumption is thought not only to be the fairest way to charge – as you pay for what you actually use – but it is also thought to promote the efficient use of water. For these reasons, there are restrictions placed on the ability to revert to unmetered charges.

For household customers, it's not possible to go back to unmetered charges where a previous occupier has applied for a meter. Where you applied for the meter, you can go back to unmetered charges only if you made the application before 1 April 1996 (our terms and conditions for meter applications before then allowed changing back to unmetered charges at any time). You can also go back to being unmetered if you ask us no later than 24 months after the meter was installed or 30 days after your fourth six-monthly bill was sent out to you (whichever is the later).

Your property must be metered if:

- the property is in an area covered by our selective metering programme and there has been a change of occupier
- the property is non-household or where the principal use of the property is for non-household purposes
- there is a swimming pool or pond over a certain size, or where an automatic garden watering device (i.e. a hosepipe not held in the hand) is used
- it is a new property
- or where we need to separate a joint water supply pipe.

Where installing a meter in any of these circumstances would not be reasonably practicable or would involve unreasonable expense, assessed volume charges will be applied.

I've moved house. Will it be metered?

If you move into a property that is already metered, we will charge you on a metered basis. If the previous occupier of your new property was charged on an unmetered basis or on an assessed volume basis, we will normally continue to charge you on this basis. The exception to this is where your property is located in an area covered by our selective metering programme, in which case we will require the supply to be metered. If your new property is not metered, you can apply to have a meter installed and pay on a metered basis if this is possible.

I would like to have a meter installed.

What should I do?

Go to stwater.co.uk and answer a few questions. This will help you to decide if a meter-based charge is for you. Call us on **0345 7 090 646** and we will make a convenient appointment to fit a meter at your property.

What happens if I alter my property?

If you substantially alter a household property that we charge on the basis of rateable value, this will make the rateable value invalid. There is a more detailed explanation of what we mean by substantial alterations on page 21. We will charge you an assessed volume charge, according to the type of property (detached, semi detached or other). If there is a single occupier, different assessed volume charges apply. Alternatively, you can have a meter installed and pay on a metered basis. Where we need to install separate service pipes, a meter will need to be installed.

Will I be charged if there is a leak?

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

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

If there is a leak on a private supply you will have to pay for the water that has leaked unless you qualify for a leakage allowance. A leakage allowance will be given, and your bill adjusted, provided you have the leak repaired quickly and provided the leak was not caused by your negligence or by the act of a third party.

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

We only give one leakage allowance per customer per property. Where a customer can demonstrate to us that water lost through leakage has not gone to the sewer, we will also consider a non-return to sewer allowance.

You can find out more from our address shown in the useful contacts section on page 18 or in our Codes of Practice, available at stwater.co.uk

My property is not connected for surface water drainage.

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

If your property has no connection at all to the public sewer for rainwater, you will only pay for used water. For unmetered customers we will reduce your sewerage charge by around 36%. For metered customers we will cancel the rateable value, property type or site area-based surface water drainage charge. We will normally backdate this to 1 April 2014. However, for properties occupied for the first time on or after 1 April 2014 we will backdate this to the date that you occupied the property.

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

While we strive to ensure that all bills for charges are correct, in the case of error we reserve the right to make retrospective adjustments. We will consider these on a case-by-case basis so that we can take into account the specific circumstances. In the case of surface water drainage, if incorrect bills have been submitted the adjustment will be limited to 1 April of the charging year in which the mistake is identified.

I have been overcharged. Can I have a refund?

If we have incorrectly overcharged you, we will make an adjustment to your bill to cover any overcharging. In the case of surface water drainage (where you have been charged according to the wrong property type or site area) this will be limited to 1 April of the charging 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 can disconnect the supply. There will be no charge for water supply or for used water after the date that we receive this notification.

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.

No charges will be made for homes that are furnished but unoccupied (whether they're metered or unmetered) if we are satisfied that the non-occupation is due to exceptional circumstances such as death or long-term hospitalisation of the customer.

How can I pay my bill?

We normally send unmetered bills in February/March each year with two payments due on 1 April and 1 October. You can choose to pay instead by eight monthly amounts, starting normally on 1 April or another date if we agree to this.

We normally send metered bills to households every six months. These bills are in arrears (covering the previous six month period) and these bills are due on demand. However, budget arrangements can be made with us.

We may bill non-household customers – businesses and other organisations - more frequently (monthly, quarterly or half-yearly), depending on the volume of water used.

Details of how you can pay can be found in section B7 on page 47.

What if I'm struggling to pay my bill?

If you're having difficulty making payments, you should contact us immediately. We may be able to arrange for more frequent payments (e.g. fortnightly or weekly) or longer payment plans.

We also have support available to customers in some circumstances. Details can be found in section B5 on page 38.

We accept payments for charges via the Water Direct Scheme operated by the Department of Work and Pensions. If you are in arrears and on Income Support, Job-Seekers Allowance, Pension Credit or Employment and Support Allowance, you may qualify to have your charges paid directly from your benefit. If you are interested in using the Water Direct Scheme you should contact us on **0345 6043772** and we'll contact the Department of Work and Pensions on your behalf. We can also make applications on your behalf.



**We're
happy to
help!**

A4: What to do if you are unhappy with our service

We strive to provide excellent customer service and we're committed to getting things right – first time, every time. If this doesn't happen, we'd really like to receive your feedback so we can work with you to put things right, and say sorry if we got it wrong.

Our customer care teams can deal with most questions and comments, and will work with you to help put things right or get the answers you need.

If you'd like to talk to us about anything to do with your bill, just call **03457 500 500** (local rate call) between 8am and 8pm Monday to Friday, and 8am to 1pm on Saturday.

For any questions about your water supply or sewerage service, our team is here to help 24 hours a day, 7 days a week on **0800 783 4444** (free from most landlines and some mobiles).

If our team can't put things right straight away, you can talk to one of our Duty Managers – just ask and your call will be passed to them, or they can call you if you prefer.

For customers who have a Textphone, we're available all day, every day on **0800 328 1155**.

You can also get in touch with us through our website at stwater.co.uk. You'll be able to get up to date information from your smartphone or tablet computer. From the website you can find out all about us, manage your account online and also see if anything is happening in your area that may affect your water or sewerage services.

Step 1: What do I do if I'm still not happy?

You can contact us through our website, email us (customercare@severntrent.co.uk) or if you prefer, write to us at the following address:

Severn Trent Water
Customer Care Team
PO Box 5309
Coventry
CV3 9FH

Please include your phone number so we can get back to you as quickly as possible. If you write us a letter, we'll reply within 10 working days. If we don't, you could be entitled to payment under our Guaranteed Standards Scheme. More information can be found in our Codes of Practice – available on our website at stwater.co.uk or by using the contact details on page 18.

Step 2: Can I have my case reviewed?

If we still haven't been able to resolve your problem, we'll be happy to review your case. Just let us know and our teams will take another look at it.

Once you contact us, our team will carry out a full review and get back to you within 10 working days.

If you feel it would be better to deal with the issue face to face then we're happy to visit you anywhere within the Severn Trent region, or you can make an appointment to visit us.

Step 3: The Consumer Council for Water

If we've reviewed your case but you still think we could have done more, you can contact the Consumer Council for Water by writing to them at:

Consumer Council for Water
1st Floor, Victoria Square House
Victoria Square
Birmingham
B2 4AJ

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 644 7500**

You can find out more information about who to contact if you are unhappy with our service, and the options available to you, in our Codes of Practice – available at stwater.co.uk or by contacting us using the details on page 18.

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

Their address is:

South Staffs Water Plc
Green Lane
Walsall
WS2 7PD

Telephone:
Billing enquiries: **0345 607 0456**
Supply queries: **0800 389 1011**

A5: Useful contact numbers and addresses

General enquiries (including copies of any leaflets)

Website: stwater.co.uk

Email: customercare@severntrent.co.uk

Tel No: **0345 7 500 500** (charged at local rates)

Address: Severn Trent Water Limited
Customer Care
PO Box 5310
Coventry
CV3 9FJ

Office hours:

Monday - Friday 08.00 - 20.00

Saturday 08.00 - 13.00

Billing enquiries for account managed industrial and commercial customers

Tel No: **0345 6 033 222** (charged at local rates)

Address: Severn Trent Water Limited
Sherbourne House
St Martin's Road
Finham
Coventry
CV3 6SD

Fax. No: **0845 6 033 222**

Email: business.direct@severntrent.co.uk

Office hours:

Monday - Friday 08.00 - 17.00

Meter option applications and Information

Website: stwater.co.uk

Email: customercare@severntrent.co.uk

Tel No: **0345 7 090 646** (charged at local rates)

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

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

Section B: Scheme of Charges for 2015-16

B1: Introduction to the Scheme of Charges

B1.1 Introduction

This “Scheme of Charges” contains the charges of Severn Trent Water Limited made under the provisions of the Water Industry Act 1991 for the period 1 April 2015 until 31 March 2016. The Scheme of Charges is our legal description of the methodologies and bases used in calculating our charges.

B1.2 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 several **occupiers** of a number of **premises**, (including their employees, licensees or visitors), have because of their occupation, lawful rights of access to or over that area but excluding:

(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 **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 five categories above,
- **premises** principally used for the provision of day care as defined in section 79A(6) of the Children Act 1989,

- a children's home as defined in section 1 of the Care Standards Act 2000 and registered under section 11 of that Act,
- **premises** used as a care home as defined in section 3 of the Care Standards Act 2000 and registered under section 11 of that Act;

“**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 entitled to exclusive occupation of the **premises** or to prevent third parties from interfering with, occupying or entering the **premises**;
- (c) any person who has sufficient control over the **premises** to owe a duty of care towards those who come lawfully onto the **premises**;
- (d) 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**” and “**water hereditament**” shall have the meanings given to them by **the 1967 Act** as they applied before that Act was repealed;

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

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

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

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

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

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

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

“**relevant multiplier**” means a number (which may be one or more or less than one) calculated as set out in section B6.1 (vii);

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

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

“**single person household**” means in relation to **premises** 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 units or merged with another **premises**, in circumstances where the **rateable value** or values of the **premises** in question relating to the situation prior to such event are in **our** opinion no longer appropriate;

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

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

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

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

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

“**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 B3.1 (viii) 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**;

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

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

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

B1.3 Period when this Scheme applies

This Scheme will apply for the period 1 April 2015 until 31 March 2016.

B1.4 General principles

Under section 142 of the Water Industry Act 1991, **we** have the power to fix, demand and recover charges from any persons to whom **we** provide services, in accordance with **our** Charges Scheme. **We** have made this Scheme under section 143 of **the Act** and it complies with the principles and guidelines set by Ofwat. This Scheme 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**); and
- the conveyance, reception and treatment of **trade effluent** discharged under a **trade effluent consent**.

This Scheme applies to all **household premises** and so if you are a household customer your obligation to pay **our** charges does not arise under contract but under the statutory provisions referred to above.

This Scheme also applies to non household premises subject to any conditions imposed under section 55 and 56 of **the Act**. However, for non household premises only, **we** also have the power under section 142 of **the Act** to charge in accordance with the terms of a written agreement. If you are a non household customer and **we** have entered into a written agreement with you, if there is any conflict between the terms of the agreement and this Scheme, the terms of the agreement will continue to apply.

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

- (i) Where premises are occupied by more than one **occupier**, all occupiers of the premises shall each be jointly and severally liable for the applicable charges and **we** may collect all charges from any one of the occupiers in such proportions as **we** deem fit.
- (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.

In cases where a non-household property is disconnected for non-payment, **we** reserve the right to ask for a security deposit equivalent to 90 days consumption, as a condition of reconnection of the property.

- (iv) For unmetered customers, liability accrues on a daily basis by virtue of occupation of the premises. **We** may demand payment on account of this liability as set out in section B7.1 below based on an assumption that the occupier will remain in occupation for the remainder of the year. However, if it is necessary to calculate the extent of any debt outstanding on any particular day when:
 - a) the customer vacates the premises; or
 - b) the customer enters into any formal insolvency procedure [to include but not limited to liquidation (whether compulsory or voluntary), administration, receivership, administrative receivership, any agreement for the benefit of or composition with its creditors generally (including entering into a company or individual voluntary arrangement), bankruptcy, debt relief order or takes or suffers any similar, analogous or equivalent procedure],

we will apportion any charges for the current charging year on a daily basis up to the date the property was vacated or the date immediately before the relevant insolvency procedure became effective (the insolvency date). Where this gives rise to a credit balance, this will either be applied to any other account that the customer holds with **us** or will be paid to the customer as appropriate. Any apportioned charges after the change of occupation or the insolvency date will be payable by the **occupier** of the **premises** on the next day of occupation or the day after the insolvency date and will not fall to be payable by the previous **occupier** or will not fall within the relevant insolvency procedure as the case may be.

- (v) **We** may refer your account to a debt collection agency, working on **our** behalf, to determine your circumstances and/ or to collect the outstanding charges. Before doing so, **we** will write to you giving you the choice to pay the debt in full so as to avoid a referral and notifying you that a compensatory charge of up to £39.00 will be added to your account if a referral is made. **We** will waive this compensatory charge if **we** are satisfied that there is or has been genuine hardship
- (vi) Surface water drainage charges form part of sewerage charges and remain payable unless the customer can demonstrate to **our** satisfaction that there is no direct or indirect surface water drainage to a **public sewer** from the **premises** or from any **common area** next to that **premises**. Where the customer can demonstrate this to **our** satisfaction, the surface water drainage charge will cease to be payable from:
 - (a) In the cases of **premises** occupied for the first time prior to 1 April 2014, 1 April 2014 surface water drainage charges for the period prior to this date will be deemed to

be correct and will remain payable irrespective of the fact that this service may not have been provided.

- (b) In the case of **premises** occupied for the first time on or after 1 April 2014, the date that the customer making the application occupied the **premises**.
- (vii) **We** may charge non-household customers a fee for payments that have not been received on time.
- (viii) **We** may require non-households to pay interest on overdue accounts. This will usually be calculated at the rate of 1.5% above the GIR (10 year nominal par) rate calculated by the Bank of England.
- (ix) Where the surface water drainage element of sewerage charges are based on chargeable area, this area will be deemed to be correct unless the customer can demonstrate to **our** satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes. Where the customer can demonstrate this, the surface water drainage charge will only be based on the reduced chargeable area from 1 April in the year in which the application is made. Surface water drainage charges prior to this will be deemed to be correct and will remain payable.
- (x) No charges will be levied in respect of furnished but unoccupied premises (whether metered or unmetered) where it can be shown to **our** satisfaction that the period of non-occupation is due to exceptional circumstances such as death or long-term hospitalisation of the customer.

B2: Unmetered charges

B2.1 Unmetered charges for water and sewerage

- (i) Where **we** supply water and/or provide sewerage services and a **meter** has not been used for charging purposes, **we** will normally calculate the annual charges as follows:
 - (a) For water supply, 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 on pages 51-52).
 - (b) For sewerage services, by multiplying the **rateable value** of the **rateable value premises** by the relevant rate in the pound for the appropriate charging zone for the service (or services) that the property receives or benefits from (see tables 1 on page 51).
- (ii) Where **we** are satisfied that the **occupier** of any **rateable value premises** does not receive, take or have access to a supply of water, **we** will not charge water supply and used water charges. **We** may require that the water supply is disconnected before this is the case. The surface water only charge may continue to apply. This is subject to a maximum charge per year (see tables 1 and 2 on pages 51-52);
- (iii) The unmetered charges are different for different parts of **our water area** and **our sewerage area**. This is because of **our** policy to equalise the amount of **our** unmetered charges on a per capita basis between **our** eight charging zones. The charges for each zone are in tables 1 and 2 on pages 51-52, and the area of each zone is shown on page 10.

B2.2 Unmetered charges – miscellaneous matters

- (i) Where a property drains directly to one of **our** sewage treatment or disposal works, via a private drain or sewer or a combination of the two, the charge for sewerage services will be 72% of the used and surface water or used water only charge.
- (ii) Charges may be based on **our** assessment of the volume of water supplied to, and used water discharged from, the property which would give the same charge as if the property was charged for water supply and used water on the basis of its **rateable value**.
- (iii) Except where it is covered elsewhere in this Scheme, **we** will reduce or refund any charge or part of a charge made under this Scheme or any earlier Scheme where **we** are satisfied that:
 - (a) the **rateable value** shown in the **valuation list** is certified by the **valuation officer** as having been excessive;
 - (b) the **rateable value** used to calculate the charge was not the same as that in the **valuation list**; or
 - (c) the relevant service was not provided to the **rateable value premises** in question.
- (iv) **Rateable value premises** of any water undertaker in any charging zone will be charged by multiplying the used and surface water charge in table 1 on page 51 by 17% of the **rateable value** of the **premises** unless we agree otherwise.

B2.3 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, stwater.co.uk, by email to customercare@severntrent.co.uk, by a telephone call, or alternatively applications can be made in writing to the address shown in useful contact numbers and addresses section on page 18.

Meter location

- (ii) **Our** preferred **meter** location is external. However, where this is not possible **we** will consider installing the **meter** internally, 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.
- (iii) The **meter** will remain **our** property.

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

- (iv) 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

- (v) If **we** consider that it is not reasonably practical or it would involve unreasonable expense **we** will not install a **meter**. In such cases, including those where a shared **meter** agreement is not possible or appropriate, the **occupier** may opt to pay the appropriate assessed volume charges detailed in section B4.1 on page 37 instead of a charge based on the **rateable value** of the **premises**.

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

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

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

Reversion to unmetered charges

- (vi) As long as water is not used at the **premises** in the way described in sections B3.1 (i) (e) or B3.1 (i)(f) below, the **occupier** of a **household premises** who chooses 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 the later of:
- (a) 24 months after the **meter** being installed for charging purposes;
 - (b) or 30 days after receipt of a fourth six-monthly bill (whether based on an actual or an estimated reading);
- as long as the **occupier** has not previously opted for a meter and changed back to **rateable value** based charges for the **premises**.
- (vii) As long as water is not used at the **premises** in the way described in section B3.1(i) (e) or B3.1(i)(f) below, the **occupier** of a **household premises** who opted for a **meter** before 1 April 1996 may change back to paying charges based on the **rateable value** of the **premises**. Notice to **us** must be given in writing. Reverting back is subject to the **rateable value** for the **premises** still being appropriate and the same **occupier** still occupying the **premises**. Reverting back will be from the date that **we** receive the notification.

B3: Metered charges

B3.1 Metered charges water and sewerage

Compulsory metering policy

- (i) Unless **we** have specifically agreed otherwise in writing, all water **we** supply will in the following circumstances be supplied through a **meter**:
- a) where **we** already supply water to the **premises** through a **meter**;
 - b) where on or after 1 April 1989 **we** make a new supply of water to the **premises** or require a separation of the supply pipe;
 - c) where an **occupier** (including a previous **occupier**) has opted to have the supply metered and has not reverted to unmetered charges within the applicable deadline;
 - d) where the **premises** is located in an area covered by our **selective metering programme** and there is a change of **occupier**, provided that the new **occupier** has not been billed for unmetered charges at the **premises**;
 - e) where the **premises** are non-household **premises**;
 - f) where water **we** supply is used or passed through a sprinkler, automatic garden watering device or a hosepipe not held in the hand;
 - g) 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.

Circumstances where there is no compulsory metering on change of occupier

- (ii) Where there is a change in occupation of a household **premises** which is charged for water and sewerage services on an unmetered basis, unless the **premises** has been substantially altered (see section B4.1(c)) or is in one of the categories of **premises** that must be metered listed above (section B3.1(i)), the basis of charge will remain unchanged for the new **occupier**.

Liability for metered charges

- (iii) 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

- (iv) 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 3 on page 52, unless **we** agree otherwise, or one of the following tariffs applies: the WaterSure tariff, the social tariff (the Big Difference Scheme), the intermediate user tariff, large user tariff, or the standby tariff (see sections B5.1, B5.2, B3.2 and B3.3).

This charge will be due on demand and apply from 1 April 2015 except for monthly-billed customers when it will apply from the first meter reading on or after 1 April 2015.

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

Water supply standing charges

- (v) In addition to the charges set out above, there is a standing charge related to the size of the **meter** measuring the supply to the **premises** (see table 5 on page 53). These standing charges will apply from the appropriate date set out above. Unless **we** agree otherwise, these charges will be due on demand and apportioned for each billing period or on a daily basis for periods less than or greater than the normal billing period.

Sewerage charges

- (vi) Where **we** provide sewerage services to a single **premises** whose water supply is metered, unless the WaterSure tariff (see section B5.1) or social tariff (the Big Difference Scheme) applies (see section B5.2) 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 1 April 2015 or the first relevant water supply or **used water meter** reading on or after 1 April 2015 for monthly-billed **premises** (except where **used water** charges are billed with **trade effluent** charges under section B6.2), a charge per cubic metre of **used water** discharged directly or indirectly to a **public sewer** is payable at the rates shown in table 4 on page 52.

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 4 on page 52.

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 5). 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.

and

Surface water drainage charges

(c) the charge or charges based on

the **rateable value** of the **premises** as specified in section B2.1 above (see tables 6 and 7 on pages 54-55);

or

the charge based on the type of property or chargeable area as specified in B3.1(xi) below (see table 6 on page 54 and table 7 on pages 54-55).

See section B3.1(xi) below to see which applies.

Water out equals water in less losses

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

(viii) 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.

(ix) 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 B3.1(vi)(a) above.

Rainwater harvesting systems

(x) Where a **rainwater harvesting system** is installed from which water discharges to a **public sewer** after use **we** will calculate charges on the following basis:

Non-household premises

(a) Where the supply to the **premises** is metered, **we** will require the system to be installed in such a way that the water that is used and subsequently discharged

(the “water-out”) can be measured by means of a meter installed on the **rain harvesting system**.

The volume of “water-out” will be charged at the rates shown in table 4 on page 52 and be in addition to any charges calculated on the basis of (vii) above.

Where the **occupier** is also liable for the surface water drainage charge, as specified in section B3.1(vi)(c) above (including where the **premises** does not receive a water supply), **we** will reduce the chargeable area as defined in section B3.1(vi) by the area from which rainwater is harvested.

Where the supply to the **premises** is not metered the charges as set out in sections B2.1, B2.2 above or B4.1 below will apply.

Household premises

(b) Where the supply to the **household premises** is metered and the **occupier** is not liable for the surface water drainage charge as specified in section B3.1(vi)(c) above, **we** will make an assessment of the volume of water that could be harvested and subsequently discharged to the **public sewer** after use based on the type of property (detached, semi detached, or other).

If the **occupier** is not satisfied with the volume of used water assessed by us they may install their own meter(s) as set out in section B3.1(viii) above.

(c) Where the supply to the **household premises** is metered and the **occupier** is liable for the surface water drainage charge as specified in section B3.1(vi)(c) above, **used water** charges will be calculated as per section B3.1(vi)(a) above.

(d) Where the supply to the **household premises** is not metered the charges as set out in sections B2.1, B2.2 above or B4.1 below will apply.

Property type surface water

(xi) An **occupier** liable for the surface water drainage charge specified in:

- section B3.1(vi)(c) above, or
- section B3.4(ii) (including where the premises does not receive a water supply),

will pay the charge in table 6(b) on page 54 (for **household premises**) or table 7(b) on page 55 (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 above in (a));

or

(c) **we** have notified the **occupier** prior to this Scheme coming in to effect that they will be charged on this basis;

or

(d) the **premises** are **household premises** and **we** have identified that the relevant charge (as set out in table 6(b)) is less than the charge currently paid by the **occupier** based on the **rateable value** of the **premises** (as specified in section B3.1(vi)(c));

or

(e) the **premises** are **household premises** and there is a change of **occupier**.

The charge will apply from:

- in the case of (a), the date **we** receive the notification from the customer and all relevant information **we** may require;
- in the case of (b), the date of the approved installation;
- in the case of (c), from 1 April 2015 or the first relevant water supply or **used water meter** reading on or after 1 April 2015 for monthly billed **premises** (except where used water charges are billed with trade effluent charges in which case please see section B6.2 below);
- in the case of (d) from 1 April 2015;
- in the case of (e) from the date of the change of **occupier**.

“Chargeable area”

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

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

This includes:

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

Site area surface water – special cases

- (xii) **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 (xi)(a) above) the charge payable is based upon a notional **rateable value** of zero rather than the chargeable area of the **premises**.
- (xiii) 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**.
- (xiv) 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**.
- (xv) 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 surface water drainage charge shall cease to be payable from:
 - a. In the case of **premises** occupied for the first time prior to 1 April 2014, 1 April 2014. Surface water drainage charges prior to this date will normally be deemed to be correct and will remain payable irrespective of the fact that this service may not have been provided;
 - b. In the case of **premises** occupied for the first time on or after 1 April 2014, the date that the customer making the application occupied the **premises** (see section B1.4(vi) above).
- (xvi) Where the customer can satisfy **us** that the chargeable area in respect of which they are billed is larger than is applicable the customer may be entitled to a reduction in their sewerage charge to reflect this. Any adjustment to the charges payable will, normally only be made from 1 April in the **year** in which the claim is made (see section B1.4(ix) above).

B3.2 Intermediate and large user tariffs

The tariffs in this section (B3.2) principally apply to non-household **premises**.

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 B3.3) or the WaterSure tariff (see section B5.1) applies or **we** agree otherwise, **we** will charge the **occupier** of the **premises** for the 12 consecutive monthly billing periods after 1 April, in addition to the standing charges detailed in section B3.1(v) the charges in table 8 on page 56.

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 B3.3) applies or **we** agree otherwise, **we** will charge the **occupier** of the **premises** for the 12 consecutive monthly billing periods after 1 April, in addition to the standing charges detailed in section B3.1(v) the charges in table 9 on page 56.

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.

B3.3 Standby tariffs

The tariffs in this section (B3.3) apply to non-household **premises**.

- (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 metered, 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 1 May to 30 September (“peak”) and for the period from 1 October to 30 April (“off-peak”) by 1 April and will pay the following charges:
- The capacity charges shown in table 10 on page 56, payable irrespective of whether **we** supply any water.
 - The volume charges shown in table 11 on page 56, payable for all water **we** supply, irrespective of the notified volumes.
 - Meter size standing charges
The appropriate standing charges related to size of the **meter** measuring the supply to the **premises** (see table 5b on page 53)
 - Premium charges

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

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 10 on page 56 (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 12 on page 57.

- (iii) The above charges will be due on demand (unless **we** agree otherwise) from the first relevant meter reading on or after 1 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 B3.3(ii) above by 1 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 15 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 B3.1 (iv), (v) or section B3.2 above, as appropriate, instead of the standby tariff.

B3.4 Metered 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 where possible.

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 unmetered 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 metered water supply charges in respect of water supplied by **us** through the single **meter**.

Leakage allowance and non-return to sewer allowance

- (iii) 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, by the negligence of the owner of the pipe or by the negligence of any third parties acting on their behalf and was not a leak that the **occupier** should have known about and could have repaired sooner. **We** will also apply an allowance to the charges payable for sewerage for water that has not returned to the sewer. **We** will only make one allowance during the **occupier's** period of occupation. **We** have a Code of Practice which covers leakage, a copy of which is available on our website stwater.co.uk.

Temporary disconnection

- (iv) Where a customer requests that a metered supply be temporarily disconnected and then requests for that supply to be reconnected
- 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.
 - 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

- (v) 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

Unless the **premises** has been substantially altered (see section B4.1 (c)) or is in one of the categories of **premises** that must be metered (see section B3.1 (i)), where there is a change in occupation of a household **premises** which is charged for water and sewerage services on an unmetered basis, the basis of charge will remain unchanged for the new **occupier**

B3.5 Charges for meter testing

This is a miscellaneous charge that is not included in the process we follow with Ofwat to approve this Scheme.

- 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:
 - for the removal and testing of **meters** up to and including 28mm in size the charge shown in table 13 on page 57;
 - for **meters** over 28mm in size the actual cost of removing, testing and installing a replacement **meter**.

B4: Assessed volume charges

B4.1 Property type and assessed volume charges

The assessed volume charges in table 14 on page 57 will apply per **year**. They will accrue on a daily basis 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 **premises** is located in an area covered by **our selective metering programme** and it is not reasonably practicable for a meter to be installed, or it would involve unreasonable expense, and the **occupier** of a property opts to pay the tariff below instead of charges based on the **rateable value** of the **premises**;
- (c) where a **household premises** that is charged on an unmetered basis is **substantially altered**;
- (d) where there is no appropriate **rateable value** and **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to be metered;
- (e) where **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to a non-household **premises** to be metered;
- (f) Where despite several visits and written requests **we** are still unable to obtain access to install, read and/or maintain **our** meter.

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 14 on page 57, until such time as **we** are satisfied that the **premises** are again occupied as a single person household.

Where applicants for the **single person household** charge are already paying an assessed volume charge, the charge will not be available unless there has been a previous failed application for a meter in respect of the **premises**.

B5: Support options

B5.1 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. 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, 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 -

- (i) housing benefit
- (ii) income support
- (iii) working tax credit
- (iv) income-based job-seeker's allowance
- (v) child tax credit (except families in receipt of the family element only)
- (vi) pension credit
- (vii) income-related employment and support allowance
- (viii) Universal Credit

or

- (viii) Disability Living Allowance/Personal Independence 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 -

- (i) desquamation
- (ii) weeping skin disease
- (iii) incontinence
- (iv) abdominal stoma
- (v) Crohn's disease
- (vi) Ulcerative colitis
- (vii) 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

(viii) 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 in which the application is made, the lower of:

- (a) the metered water supply and sewerage charges as set out in section B3.1;
- (b) the WaterSure tariff shown in table 15 on page 58. This is the average household water supply bill for **our water area** (for the water tariff) and **our sewerage area** (for the sewerage tariff).

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.

B5.2 The Big Difference Scheme (social tariff)

- (i) In accordance with section 44 of the Flood and Water Management Act 2010 **we** have from 1 April 2015 introduced a social tariff to assist customers with low incomes occupying **household premises** who are struggling to pay their water and/or sewerage charges.
- (ii) The social tariff will not be available where:
 - (a) the **premises** for which water and/or sewerage charges are payable is not the only or principal home of the **occupier** and any other qualifying person; or
 - (b) the premises are not used solely as a **household premises** and the other use is the principal use of the **premises**; or
 - (c) water supplied to the **premises** is used or passed through a sprinkler, automatic garden watering device or a hosepipe not held in the hand (with the exception of trickle flow devices); or

(d) 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.

(iii) The social tariff application process is administered on our behalf by Citizens Advice and all applications must be made via them. Citizens Advice will complete a means assessment form for the entire income of those living at the **household premises** and confirm to **us** whether the customer is eligible for the social tariff and if so which tariff band applies.

Citizens Advice's decision about eligibility for the social tariff is final and will take into account all relevant circumstances relating to the households financial circumstances and how they have come about.

(iv) Customers may apply for the tariff at any time during the charging year and where their application is successful the recommended tariff band as set out in table 16 on page 58 will apply from the date of application.

(v) No other rebates or allowances as set out in this Scheme or otherwise will apply to those customers paying the social tariff.

(vi) The tariff will apply for 12 months from the relevant date above. Customers must reapply for the social tariff annually and **we** will contact customers charged on the tariff before the end of each charging year to explain how to do this.

(vii) There is no limit to the number of years that a customer may pay the social tariff.

(viii) If a customer fails to reapply or fails to provide the necessary evidence of their financial situation, or, provides evidence to show that their financial situation has improved, their tariff band might be changed or they could be reverted to standard charges.

(ix) If a customer's application is not successful, they can not reapply until six months has passed or unless there has been a material change in their financial circumstances.

(x) Where the customer was previously charged on a metered basis, **we** will continue to read the meter.

(xi) Customers charged on the social tariff must tell **us** if there is a change in circumstances that could affect their eligibility.

B6: Other charges

B6.1 Infrastructure charges

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

The charge is payable by the owner or **occupier** that served **us** with the notice requiring **us** to make any new such connections.

Infrastructure charges will only apply if the **premises** have 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) The infrastructure charge payable for each **connection** made on or after 1 April is shown in table 17 on page 58.

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

either

- (a) the **premises** is a **household premises** supplied with water through a common **supply pipe** and is subject to a **Common Billing Agreement**;

or

- (b) the **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 of **the Licence** (which is summarised in section B6.1 (vii) on pages 42).

- (iii) 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 or the **occupier** of the **premises** will pay to **us** and **we** shall recover from that person the standard amount for each **household premises** connected.

- (iv) 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 calculated as set out above shall be reduced by the standard amount (set out in section B6.1(ii) above) multiplied by 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.
- (v) The water service infrastructure charge becomes payable when the “premises are connected for the first time to a water supply”. This is when the supply pipe for the **premises** has been connected (either directly or indirectly) to **our** water main and a supply of water is available to those **premises**. The sewerage service infrastructure charge is payable when a private drain from the **premises** is connected (either directly or indirectly) to a **public sewer**.
- (vi) 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 remaining payments will be due on the same date in the following eleven months.

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 months;

and

(2) the amount of interest to be calculated at a rate as assessed either by **us** with the approval of **Ofwat** or, if **we** have not made an assessment, by **Ofwat**.

- (vii) 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 18 on page 59 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 of six per **household premises**);

- (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 18 on page 59;
- (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.

B6.2 Trade effluent charges

Who **we** will charge

- (i) Charges shall be payable on demand 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 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 persons above 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 19 on page 60.
- (iii) The charges in table 19 (on page 60) 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 19, 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 B1.1, section B1.2, section B1.4 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 19; and
- the biological load of the **trade effluent** discharged in kilogrammes multiplied by charge per kg for B in table 19; and
- the suspended solids load of the **trade effluent** discharged in kilogrammes multiplied by charge per kg for S in table 19.

subject to (viii) below and to the minimum charge in table 19 on page 60.

“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 19 on page 60 per cubic metre of **trade effluent discharged**.
- (viii) Where the whole **trade effluent** volume or one of its separate components contains an unbalanced concentration of ammonia, a revised chargeable COD value will be calculated and used in the calculation detailed in (vi) above.

We consider a **trade effluent** volume or one of its components to be imbalanced where the ammonia concentration exceeds 5% of the average settled COD concentration.

- (ix) A minimum charge shown in table 19 (on page 60) 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.
- (x) Where a discharge is legally a **trade effluent** discharge but in **our** opinion is insignificant in volume and strength and is therefore unlikely to require any further action by **us** after the initial application is processed, **we** will charge for the discharge as if it was **used water**.

- (xi) Subject to (ix) and (xv) 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.
- (xii) Subject to (xiii) below, for the purposes of calculating the charge, the volume of **trade effluent** deemed to be discharged from any **trade premises** will be calculated by **us** on the basis of the volumes of water taken at or supplied to, or **used water** or **trade effluent** discharged from the **premises** as recorded by the **meter, meters**, gauge recorder or other apparatus. These must be installed in a manner and location **we** approve in accordance with the terms of the relevant **trade effluent consent**.
- (xiii) The 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.
- (xiv) 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

- (xv) For the **trade effluents** shown in table 20 on page 60 **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 1 April 2015, 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.

B6.3 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 21 on page 60 will apply. This charge will be due on demand and payable by the person supplied.
- (ii) All other supplies of water for building or civil engineering purposes will be metered and charges in accordance with section B3.1(iv) and (v) will apply.

B7 Charging and payment arrangements

B7.1 Charging and payment arrangements - unmetered supplies

Charges payable by the occupier

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

Unmetered charge due 1 April

- (ii) Subject to section B1.4(iv) above and as appears below all unmetered charges shall be due and payable on 1 April 2015, unless the person responsible for the unmetered charges is also responsible for a metered 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 1 April and 1 October 2015 respectively

or

- (b) in eight consecutive as near as may be equal amounts commencing on 1 April 2015 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 1 April 2015 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 1 October 2015 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 1 October 2015.
- (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 the outstanding amount as immediately due and payable and recover all such amounts which have not yet fallen due.

B7.2 Charging and payment arrangements - metered supplies

Charges payable by the **occupier**

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

Metered 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 section B1.4(iv) above and unless **we** agree otherwise, be due on demand.

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.

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 B3.1(vi)(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.

B7.3 Payment

Where to pay

- (i) Payments may be made:
- by direct debit (at no extra charge). You can set up a Direct debit online at stwater.co.uk or by calling **03457 500 500**
 - by debit or credit card by ringing **03457 500 500** (at no extra charge).
 - by cash at a PayPoint outlet (at no extra charge). Take your bill or Watercard and cash payment to a PayPoint store where you can pay your bill free of charge

- at Barclays 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)
- Barclays Pingit. Make a payment using Barclays Pingit on your mobile. Just download the app, link it to your bank account and scan the QR code on your bill. You don't need to be a Barclays customer to use this service.
- 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: stwater.co.uk.

None of these organisations referred to above acts as **our** agent.

We accept payments for charges via the Water Direct Scheme operated by the Department of Work and Pensions. If you are in arrears and on Income Support, Job-Seekers Allowance, Pension Credit or Employment and Support allowance, you may qualify to have your charges paid directly from your benefit. If you are interested in using the Water Direct Scheme you should contact us on **0345 6043772** and we will contact the Department of Work and Pensions on your behalf. **We** can also make applications on your behalf.

We will make the charges shown in table 22 on page 61 for dishonoured payments.

B7.4 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 1 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 B2.1(i)(b), section B4.1, section B3.1 (vi) or section B3.4(ii) 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 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.

Section C: Water and sewerage charges for 2015-16

C1: Introduction

This section of the document sets our water and sewerage charges for 2015-16. Section references correspond to the relevant sections of the Scheme of Charges set out in section B.

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

C2: Unmetered charges

Table 1: Unmetered water supply and sewerage charges

(a) Household premises

Charging Zone	Rate per pound of rateable value (p/£RV)			
	Water supply*	Used and surface water	Used water only	Surface water only**
1	112.62	99.40	65.66	36.86
2	101.34	83.67	55.33	31.03
3	98.29	88.14	58.03	32.93
4	102.69	95.65	63.12	35.54
5	118.04	111.55	73.52	41.60
6	122.80	108.02	71.26	40.23
7	123.64	105.26	69.45	39.18
8	98.29	87.55	57.42	32.93

* Subject to a minimum charge of £93.80

(b) Non-household premises

Charging Zone	Rate per pound of rateable value (p/£RV)			
	Water supply*	Used and surface water	Used water only	Surface water only**
1	114.36	101.30	68.43	39.11
2	102.89	85.37	57.66	32.91
3	99.79	89.94	60.48	34.95
4	104.26	97.46	65.78	37.71
5	119.88	113.75	76.63	44.15
6	124.72	110.22	74.32	42.69
7	125.58	107.37	72.38	41.57
8	99.79	89.33	59.85	34.93

* Subject to a minimum charges of £95.18

** Subject to the maximum charge in table 2

Table 2: Unmetered minimum and maximum charges

	Water supply	Surface water only
Minimum charge for a supply to a cattle trough	£162.17	
Maximum charge		£123,341.63

C3: Metered charges

Table 3: Metered water supply volumetric charges**(a) Household premises**

Water Supply
£ per m³

1.4839

(b) Non-household premises

	Charge £ per m ³
Standard water supply charge up to 10,000m ³	1.4763

Table 4: Metered used water charges**(a) Household premises**

Volume discharged directly or indirectly to a public sewer	Charge £ per m ³
For the first 49,999 m ³	0.8808

(b) Non-household premises

Volume discharged directly or indirectly to a public sewer	Charge £ per m ³
For the first 49,999 m ³	0.8835
From 50,000 to 249,999 m ³	0.8497
250,000 m ³ and over	0.8137
Volumes discharged directly to our sewage treatment works	0.6384

Table 5: Metered standing charges**(a) Household premises**

Meter size not exceeding	Water supply £ per year	Sewerage £ per year
15 mm	29.52	13.89
22 mm	42.18	20.35
30 mm	57.19	27.34
42 mm	80.06	38.42
50 mm	110.46	52.71
80 mm	170.88	81.82
100 mm	288.32	138.23
150 mm	663.72	318.24
200 mm	836.04	401.20
250 mm	1,008.45	483.99
300 mm	1,099.60	527.55

(b) Non-household premises

Meter size not exceeding	Water supply £ per year	Sewerage £ per year
15 mm	32.74	19.11
22 mm	45.04	24.15
30 mm	57.39	29.20
42 mm	86.06	43.79
50 mm	105.51	51.37
80 mm	165.93	78.86
100 mm	283.37	132.13
150 mm	658.77	302.10
200 mm	831.09	380.44
250 mm	1,003.50	458.62
300 mm	1,094.65	499.76

Table 6: Metered Household Surface Water Drainage charges**(a) (Rateable Value charges)**

Charging Zone	Rate per pound of rateable value (p/£RV)
1	36.86
2	31.03
3	32.93
4	35.54
5	41.60
6	40.23
7	39.18
8	32.93

(b) Property type surface water drainage charges

Type of premises	Charge £ per year
Detached house: (including link-detached)	80.70
Semi detached house	56.99
Other household premises	33.08

Table 7: Metered Non-household Surface Water Drainage charges**(a) (Rateable Value charges)**

Charging Zone	Rate per pound of rateable value (p/£RV)
1	39.20
2	33.00
3	35.02
4	37.77
5	44.24
6	42.76
7	41.65
8	35.02

Subject to a maximum charge of £123,341.63

(b) Site area surface water charges

Band	Chargeable area in m ² (all figures are inclusive)	Charge £ per year
Band 1	up to 20	14.75
Band 2	21 - 99	61.62
Band 3	100 - 199	119.21
Band 4	200 - 299	184.24
Band 5	300 - 499	290.38
Band 6	500 - 749	460.09
Band 7	750 - 999	645.18
Band 8	1,000 - 1,499	903.25
Band 9	1,500 - 1,999	1,210.89
Band 10	2,000 - 3,999	2,063.94
Band 11	4,000 - 7,499	3,967.70
Band 12	7,500 - 9,999	6,050.87
Band 13	10,000 - 14,999	8,627.84
Band 14	15,000 - 19,999	12,099.35
Band 15	20,000 - 24,999	15,560.40
Band 16	25,000 - 29,999	19,033.20
Band 17	30,000 - 34,999	22,471.10
Band 18	35,000 - 39,999	26,137.44
Band 19	40,000 - 44,999	29,775.11
Band 20	45,000 - 49,999	33,409.98
Band 21	50,000 - 99,999	52,222.58
Band 22	Over 100,000	123,341.63

Table 8: Intermediate user tariff

Fixed charge £ per year	Rate in £ per m ³ of water supplied in the period	
	From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
£3,672.92	0.8287	1.4961

Table 9: Large user tariff

Fixed charge £ per year	Rate in £ per m ³ of water supplied in the period	
	From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
£23,108.72	0.5281	0.9857

Table 10: Standby tariff capacity charges

Total peak and off peak notified volumes (m ³)	Fixed charge £ per year	Rate in £ 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	0.5492	1.4485
10,000 – 49,000	2,321.98	0.4144	1.0818
50,000 or greater	14,242.78	0.2641	0.7217

Table 11: Standby tariff volume charges

Total volume supplied (m ³)	Rate in £ per m ³ of water supplied	Fixed charge £ per year
0 – 9,999	0.5492	0
10,000 – 49,000	0.4144	1,348.00
50,000 or greater	0.2641	8,863.00

Table 12: Standby tariff premium charges where the notified volume is zero

Rate in £ per m ³ of water supplied in the period	
From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
1.0984	2.8970

Table 13: Charge for meter testing for meters up to and including 28 mm

Charge for meter testing for meters up to and including 28 mm
£70.00

C4: Assessed volume charges

Table 14: Property type and assessed volume charges

	Water Supply £ per year	Used Water* £ per year
Detached house: (including link-detached)	218.70	129.81
Semi detached house	182.07	108.07
Other household premises	169.77	100.77
Single person household	87.88	52.16
Non-household premises	£1.4763 per m ³ x the volume of water that we assess is supplied to such premises	£0.8835 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 6 and 7)

C5: Support options

Table 15: WaterSure tariff

	Charge in £ per year
Water supply	174.00
Sewerage	155.00

* subject to section 9 (xiv)

Table 16: Social tariff (the Big Difference Scheme)

Band	Water supply £ per year	Sewerage £ per year
Band 1	17.40	15.50
Band 2	34.80	31.00
Band 3	52.20	46.50
Band 4	69.60	62.00
Band 5	87.00	77.50
Band 6	104.40	93.00
Band 7	121.80	108.50
Band 8	139.20	124.00
Band 9	156.60	139.50

C6: Other charges

Table 17: Infrastructure charges

Water service infrastructure charge	Sewerage service infrastructure charge
£353.88	£353.88

Table 18: Infrastructure charge loading units

Water Fitting (note 1)	Loading Units
WC flushing cistern	2
Wash basin in a household premises	1.5
Wash basin elsewhere	3
Bath (tap nominal size 3/4 0.75 in/20 mm) (note 2)	10
Bath (tap nominal size larger than 3/4 0.75 in/20 mm (note 2)	22
Shower	3
Sink (tap nominal size 1/2 0.5 in/15 mm)	3
Sink (tap nominal size larger than 1/2 0.5 in/15 mm)	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 table 18

- Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- “Bath” includes a whirlpool bath and a jacuzzi;
- “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);
- In any calculation under section B6.1 (vii), 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.
- In the case of any premises with a sewerage only connection and no water fittings, the relevant multiplier will be one.

- 6 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 Ofwat.

Table 19: Trade effluent charges

Charging element	Volume discharged	Charge in £ per m ³	Charge in £ per kg
R (Reception and conveyance in the public foul water sewer)	Up to 49,999m ³	0.2452	-
	From 50,000 to 249,999m ³	0.2183	-
	250,000 m ³ and over	0.1753	-
V (Volumetric treatment)		0.2222	-
B (Biological treatment)		-	0.3781
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	0.2884
Discharge to a public sewer under a consent		0.1226	-
Minimum charge for each trade effluent consent			£171.39

Table 20: Assessed trade effluent charges

Assessed trade effluent	Charge in £ per m ³
Launderette	0.7587
Car wash	0.5071
Gas holder seal water	0.5074
Paint stripping	0.6398
Swimming pool backwash	0.4720

Table 21: Charges for water supplies for building or civil engineering purposes

Charge for water supplies for building or civil engineering purposes, per unit of property
£70.01

C7: Charging and payment arrangements

Table 22: Charges for dishonoured payments

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

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

For further information:



Call **0345 750 0500**

Textphone **0800 328 1155**



customer care@severntrent.co.uk

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

ST.WM.000047.E

Severn Trent Water Ltd

PO Box 5309

Coventry

CV3 9FH

www.stwater.co.uk

**SEVERN
TRENT
WATER**