

scheme of charges 2007/08

water

sewerage and sewage disposal

trade effluent



Issued by:

Severn Trent Water Limited Regulation and Competition Department.
2297 Coventry Road, Birmingham B26 3PU

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Your water charges

In this booklet we will briefly explain

- What we do
- How we charge you – households and non households
- Vulnerable households
- How to pay
- What to do if you are unhappy about the service you have received
- How to contact us – useful contact numbers and addresses
- Frequently asked questions

What we do

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

We are investing more than £400 million a year to improve services to customers. This includes making even more high quality water available, improving sewers to stop flooding and cleaning up our rivers.

In fact, since privatisation, we have invested over £6 billion – over £2,000 for each and every home we serve. As a result, customers are getting their best ever quality drinking water, and supplies are secure irrespective of what the climate has in store. Hundreds of homes are safe from flooding as a result of improvements in our sewers. Rivers in the Midlands are now much cleaner than before, thanks to our investment in new facilities for cleaning the community's used water.

Investment levels now are slightly lower than in the years immediately after privatisation, when we had a number of major programmes which had to be completed quickly to make up for years of under investment.

Nonetheless, we continue to spend at levels much higher than those seen in the days of public ownership. We will continue to spend money wherever necessary to ensure all our customers receive high quality services, whilst keeping bills amongst the lowest in the country.

How we charge you

We charge the majority of our customers either

- Unmeasured charges
- Measured charges

Unmeasured charges

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

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

Your unmeasured charges are made up of three elements:

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

Your choice to be metered

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

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

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

This will be explained to you when you apply for a meter. It is our aim to install a meter in your property within six weeks of receiving your application. If we fail to do so, we will use the first meter reading as a basis for back dating your charges to six weeks after we received your application. This will ensure that you still receive the full benefits of metering.

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

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

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

Assessed volume charges

For household properties that have been substantially altered making the rateable value invalid, you can opt to have a meter installed (see Your choice to be metered) but if you do not, or if it is not reasonably practicable or is unreasonably expensive to fit a meter, you will be charged on an assessed volume charge banded according to type of property.

For household properties where the customer wishes to be metered but due to the practicality or to unreasonably high cost we will not fit a meter, you can opt to pay the assessed volume charge.

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

Measured charges

If your property was built after April 1989 you will be paying for water services on a measured basis. Householders that opted, at their present address, for a meter before 1 April 1996 can revert to paying by rateable value provided that the property still has a valid rateable value.

Householders that opted, at their present address, for a meter after 1 April 2000 can revert to paying by rateable value at any time prior to the twelve month anniversary of the meter having been installed or 30 days after receipt of a second six-monthly measured bill, provided that the property still has a valid rateable value. Properties that have a swimming pool or where you use an automatic garden watering device (i.e. a hosepipe not held in the hand) must be metered. Household measured bills are sent half yearly. All non-households are required to be metered.

Three elements of measured charges apply:

- **Water supply charge**

This is based on the volume of water supplied to the property, measured by the meter. For properties with a supply greater than 15mm, a minimum charge applies. In addition we levy a standing charge which is based on the meter size. This covers the extra cost of reading, billing and maintaining the meter and eventually replacing it.

- **Used water**

This is also based on the volume of water used and measured by the meter. In addition there is a standing charge (see water supply). For most customers we assume that the volume of 'water in' is the same as the volume of 'water out', i.e. returned to sewer. The unit charge has been set at a level that reflects 'normal losses'. This covers miscellaneous non returns to the sewer, e.g. evaporation from cooking, clothes washing, bathing, hot water equipment and garden watering. If you believe that you have more than 'normal losses,' and can prove this by measurement, you can claim a reduction in the volume of used water.

- **Surface water drainage**

This is normally based on the 1989/90 rateable value of the property and covers the costs of draining rainwater from the property.

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

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

All non-household properties will pay for this element of the charge by a banded charge according to their total site area (see Scheme of Charges). The three exemptions to this are schools, hospitals and places of religious worship; these properties are charged by rateable value.

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

If you pay someone else for part of your surface water drainage (e.g. British Waterways) you may be entitled to claim a reduction from us. Further information, including an application form, can be obtained from the address shown in the Useful contact numbers and addresses section.

If you are a householder and there is a leak on your supply after the meter, you may be entitled to have your bill adjusted, provided you have repaired the leak quickly and it was not due to your negligence. Only one adjustment will be given and this will only affect the latest bill. We have a Code of Practice on leakage, a copy of which is available on request.

Where a customer can demonstrate to us that water lost through leakage has not returned to the sewer, we will also consider a non-return to sewer allowance. Further information can be obtained from the address shown in the Useful contact numbers and addresses section.

In addition to the used water charges, if you carry on a trade that deposits more than just a domestic type of effluent down our sewers, you will be charged according to the strength of the effluent. For more information on this tariff see our Scheme of Charges for Trade Effluent that explains the tariff in greater detail.

Vulnerable households

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

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

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

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

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

AND EITHER

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

OR

- have been diagnosed as suffering from one or more of the following:
 - desquamation
 - weeping skin disease
 - incontinence
 - abdominal stoma
 - Crohn's disease
 - ulcerative colitis
 - renal failure requiring dialysis at home (provided that no contribution to the cost of the water consumed in the process is made by the health authority)
 - any other medical condition as certified by a registered medical practitioner that requires the use of a significant amount of extra water.

If you use a garden sprinkler or automatic garden watering device or have a swimming pool, you will not be eligible for this tariff. Further information on these arrangements and the required application form can be obtained from us by telephoning or writing to the address shown for general enquires in the Useful contact numbers and addresses section.

How to pay

Unmeasured bills are normally sent out in February/March each year with two payment stubs due on 1 April and 1 October. Customers can elect to pay instead by eight monthly amounts commencing normally on 1 April or such other date as agreed. Persons experiencing difficulty with payment should contact us immediately where the possibility of more frequent payments can be arranged (e.g. fortnightly or weekly).

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

Payments may be made:

- by direct debit (at no extra cost)
- by debit or credit card by ringing 0845 7 500 500 (at no extra charge for payment by debit card but credit card payments will be subject to an additional charge equivalent to the charge we pay to the credit card provider)
- by cash at a PayPoint outlet (at no extra charge)
- at Lloyds Bank (at no extra charge for payment by cheque but a charge may be made for cash payments) or at your own bank (ask the bank if a charge is payable)
- at a Post Office using the payment slip on a bill or a reminder notice (the Post Office will make a charge for this)

- at a Building Society (ask your own society for details)
- by post to the address on your bill
- by internet banking, using e-payment facilities of your bank or building society
- electronically by debit card (using Alliance & Leicester Commercial Bank's Bill Pay service) via our web site: www.stwater.co.uk. We may extend this service to also cover payment by credit card; if we do so, there will be an additional charge for credit card payments equivalent to the charge we pay to the credit card provider.

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

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

If you feel your initial enquiry has not been properly answered or you still have a problem which our staff cannot resolve, please telephone **0845 7 500 500** and ask to talk to our Customer Relations Manager. If you are still not satisfied, you can have your enquiry reviewed by our Head of Customer Relations Complaints Review Team by writing to:

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

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

Taking the process further

If you have had your complaint fully reviewed by us and you remain dissatisfied, you can ask for an independent review by calling the Consumer Council for Water Midlands (CCWater Midlands) on **0845 702 3953** (local call rates) or by writing to:

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

Or via e-mail to: midlands@ccwater.org.uk

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

If you are unhappy with the way in which your complaint has been handled locally, the Consumer Council for Water (CCWater) also based at Victoria Square House will consider matters. The Consumer Council for Water will advise customers about the dispute resolution powers that Ofwat may have regarding their complaint. Ofwat can be contacted by writing to the following address:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Or by telephoning: **0121 625 1300**

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

Their address is:

South Staffordshire Water Plc
Green Lane
Walsall
WS2 7PD

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

useful contact numbers and addresses

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

Office Hours: Monday – Friday: 08.00 – 20.00
Saturday: 08.00 – 13.00

meter option applications and information

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

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

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

billing enquiries for account managed industrial and commercial customers

Tel No: **0845 6033 222** (charged at local rates)
Address: Severn Trent Water Ltd
Sherbourne House
St. Martin's Road
Finham
Coventry
CV3 6SD

Fax No: **0121 200 6770**
Email: business.direct@severntrent.co.uk
Office Hours: Monday – Friday: 08.00 – 17.00

Frequently asked questions

- **Can I remain on the unmeasured tariff?**

For household properties, providing you have a valid rateable value (i.e. your property has not been substantially altered, including a change of use) you will continue to be charged on an unmeasured basis. However you may opt to have a meter if you so wish. Non household properties are required to be metered. (See page 44 section 10(viii))

- **I've moved house. Will it be metered?**

If you move into a property that is already metered you will be charged on a measured basis. If the property was not metered then you will be charged based on the rateable value of the property. You can opt to pay on a measured basis if you so wish. (See page 32 section 9(i))

- **What happens if I alter my property?**

If you substantially alter a household property making the rateable value invalid you will be charged on the assessed unmeasured charge according to the type of property. You can opt to pay on a measured basis if you so wish. (See page 31 section 8(b) and page 38 section 9(ix))

If you alter a property which is connected for surface water drainage, you should contact us as alterations to the size of any buildings or other areas within the site may change your charge liability. (See page 38 section 9(ix))

- **Why is my property metered?**

All properties built after 1 April 1989 had a meter compulsorily installed. They will continue to be charged on a measured basis. This also applies to properties where previous occupiers have opted to pay by meter and you move into such a property. (See page 32 section 9(i))

- **Can I move back to the unmeasured tariff?**

Only if you opted for a meter at your current address before April 1996. If you opted for a meter after 1 April 2000 you will have up to 30 days after receipt of your second six monthly measured bill in which to revert to paying on an unmeasured basis. (See page 30 sections 7(v and vi))

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

No. You will continue to be charged on a measured basis.
(See page 32 section 9(i))

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

Simply by going to our web-site, www.stwater.co.uk, and answering a few questions you can decide if a meter based charge is for you. Alternatively, you can ring us on 08457 090 646. An appointment will be made to fit a meter inside your property with an outreader fitted to an outside wall. (See page 28 section 7(i))

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

Provided you opted for a meter after 1 April 2000, you have 30 days after receipt of your second six monthly meter based bill in which to revert to RV based charges. (See page 30 section 7(v))

- **My property is not connected for surface water drainage.**
 - Am I entitled to pay lower charges?
 - Can I have a rebate for prior year's charges?

If your property has no connection at all to the public sewer for rainwater, your sewerage charge will be reduced by approximately 34% and you will pay for used water only. This will normally be backdated to 1 April of the financial year in which the application is made.

(See page 26 section 5(ii) and page 41 section 9 (xiii))

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

Where a property has received a service and it is subsequently found that the correct charges have not been levied, an adjustment to reflect the correct charges may be made by us in respect of previous years.

- **I have been overcharged. Can I have a refund?**

If we have incorrectly charged you, we will make an adjustment to reflect the correction of any overcharging. Where this results in your account being in credit, a refund will be issued.

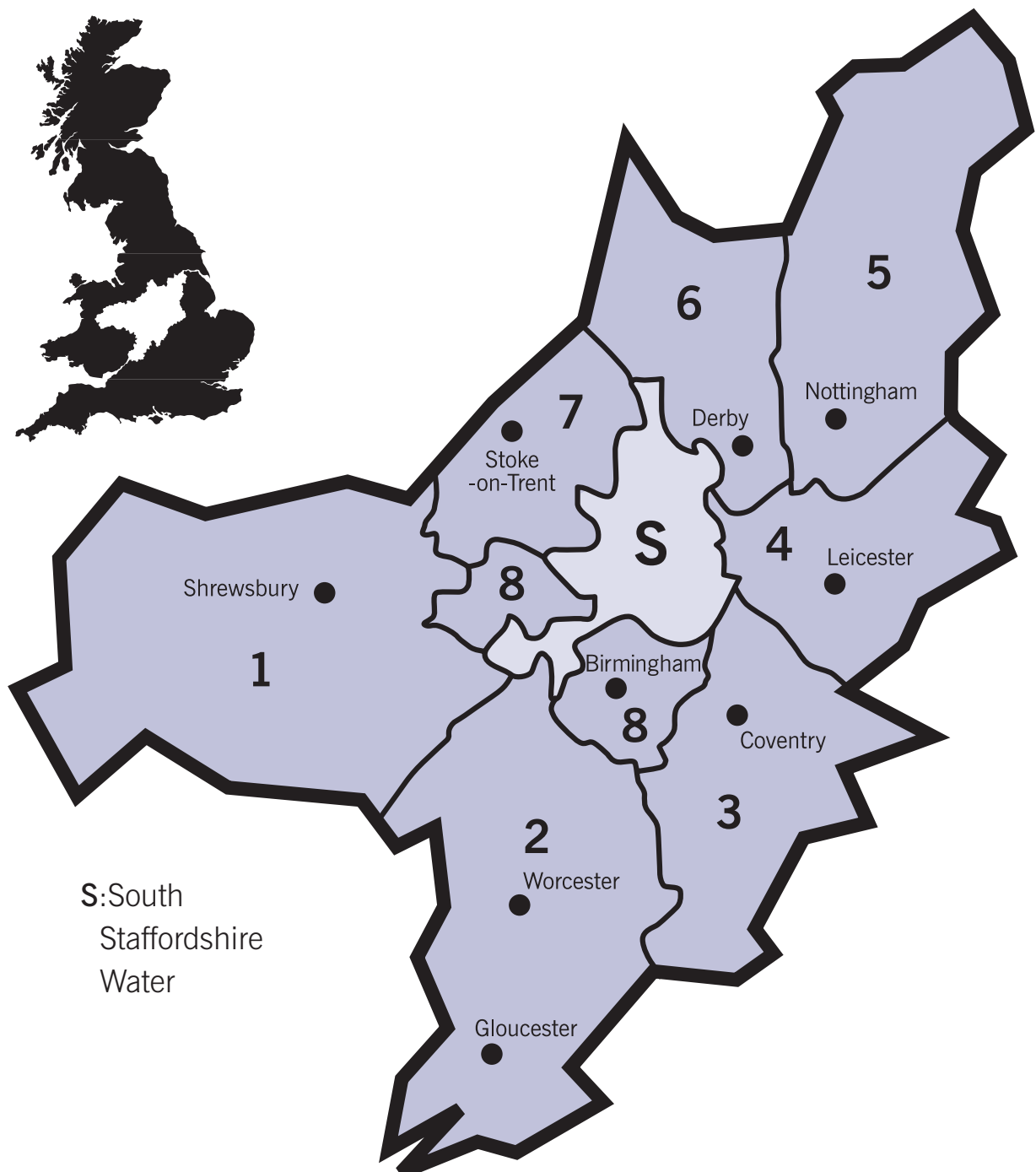
- **If my property is empty, will I have to pay any charges?**

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

As we will continue to provide the service of surface water drainage for your property, we may charge you for this. We will not charge for amounts that it would be uneconomic for us to recover; this means that we will not charge households for surface water drainage in these circumstances.

charging zones for unmeasured charges

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



Scheme of Charges (2007)

1. Introduction

This booklet called the “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 2007 until 31 March 2008.

2. Glossary

- (i) Unless covered by (iii) immediately below, words used in this Scheme shall be interpreted in the same way 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:
 - “the Act” means the Water Industry Act 1991;
 - “the 1967 Act” means the General Rate Act 1967;
 - “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;
 - “the Authority” means the Severn-Trent Water Authority, our predecessor body;
 - “cesspool” includes a settlement tank or other tank or closet for the reception or disposal of foul matter other than trade effluent;

“common area” means any area (including a roof) where the several occupiers of a number of hereditaments or premises, or their employees, licensees or visitors, enjoy by virtue of or in connection with such occupation the use or benefit of or the right 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 hereditament for the purposes of the 1967 Act or the Local Government Finance Act 1988 and a common area is next to a hereditament or premises where we are satisfied that such use, benefit or right of access is so enjoyed;

“Common Billing Agreement”, “supply pipe”, “connection” and “Relevant Multiplier” shall for the purposes of Clause 21 below have the meanings assigned to them by Condition C of the Licence;

“community premises” means:

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

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

“**hereditament**” means a **premises** or unit of property shown as a separate item in a **valuation list** produced under and in accordance with the provisions of the **1967 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 so occupied), and includes a caravan or a boat or similar structure designed or adapted for use as a place of permanent habitation;

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

“**meter**” means **our** meter;

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

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

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

- (a) any person to whom we provide services in relation to such **premises**;
- (b) any person who has sufficient control over the **premises** to owe a duty of care towards those who come lawfully onto the **premises**;
- (c) any person who maintains **premises** furnished or otherwise ready for occupation, including where appropriate the **owner** of such **premises**;

“Ofwat” means the Water Services Regulation Authority;

“owner”, “valuation officer”, “water hereditament” and “year” shall have the meanings assigned to them by Section 115(1) of the 1967 Act as they applied for the purposes of that Act prior to its repeal and, in the case of **“owner”**, the meaning of the term shall include any person who is on any basis within the definition in Section 115(1);

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

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

“public foul water sewer” means any foul water or combined sewer (or surface water sewer communicating directly with such a foul water or combined sewer) that we are legally responsible for including any pumping station we consider to be part of that sewer;

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

“rateable value” means, in relation to a hereditament, the rateable value of that hereditament established under and in accordance with the provisions of the 1967 Act;

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

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

“substantially altered” means (for the purposes of section 8 below) substantially physically altered, subjected to a material change of use, split into different and separate occupations or merged with another **premises**, in circumstances where the **rateable value** or values of the **premises** in question relating to the situation prior to such event are in **our** opinion no longer appropriate;

“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 in accordance with a **trade effluent consent** or agreement and **“used water meter”** means a meter installed in accordance with section 9 (vii) below;

“valuation list” means, in relation to a **hereditament** or **premises**, the **valuation list** in which the **rateable value** or value representing the **rateable value** was entered under the provisions of the **1967 Act**;

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

“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**.

3. Commencement

This Scheme will apply for the period 1 April 2007 until 31 March 2008 and replaces all **our** previous Schemes of Charges, but **we** can still enforce any of **our** rights or powers under any of those previous Schemes.

4. General

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

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

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

Where water supply, sewerage and sewage disposal or **trade effluent** services are provided to **premises** in Wiltshire all other provisions in this Scheme shall not apply and, unless **we** agree otherwise, **we** will make a charge equal to the aggregate amount of:

- the applicable charges of Wessex Water Services Limited,
- less any discounts **we** receive from Wessex Water Services Limited for the applicable **premises**,
- together with an annual service charge of £4,570.

- (i) The charges under this Scheme are levied in accordance with the provisions of **the Act** and **the Licence** and any taxes imposed by law on these charges shall be recoverable in addition to the charges. VAT will be added to water supply charges (including water for construction) for industrial customers who are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). Water supply charges to all other customers are zero rated for VAT purposes.

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

If the code provided by the **occupier** is within divisions 1-5 of the 1980 SIC list, or if no information is provided by the **occupier**, then VAT will be added to water supply charges. If a customer subsequently advises **us** that the information they provided was incorrect and/or provides **us** with a valid 1980 SIC code within divisions 0 or 6-9, **we** will zero rate water supply charges for VAT purposes and refund any VAT that has been incorrectly charged.

- (ii) Where in this Scheme:
 - (a) any charge is a percentage
 - or
 - (b) a percentage reduction

of another charge, the resulting charge will be rounded up or down to the nearest two decimal places.

- (iii) **We** may, where appropriate, require security to be provided by some non-household customers for the payment of future charges for services provided for non-domestic purposes.
- (iv) Where an Order for Bankruptcy has been made against a person liable to pay water and sewerage charges and that person remains resident in the property for which a debt for water and sewerage charges was subject to the Order for Bankruptcy, that debt will be limited to charges outstanding up to the date of the Order for Bankruptcy.

Any charges outstanding for the current financial year will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy. Any charges for services provided after the Order for Bankruptcy shall become due on the next day of occupation after the Order for Bankruptcy and will be payable by the person responsible for the payment of water and/or sewerage charges for the property in question on the same payment terms as would apply if the property had been newly connected on that day.

5. Unmeasured charges (water and sewerage)

- (i) Where **we** supply water and/or provide sewerage services and a **meter** has not been used for charging purposes, the annual charges are calculated as follows:
 - (a) For water supply, by multiplying the **rateable value** of the **hereditament** by the rate in the pound for the charge zone for the **hereditament**, subject to a minimum charge of £70.98.
 - (b) For sewerage services, by multiplying the **rateable value** of the property by the relevant rate in the pound for the charge zone for the property for the service or services that the property receives or benefits from.

- (ii) Where we are satisfied that:
- (a) the occupier of any hereditament(s) does not receive, take or have access to a supply of water, the Surface Water only charge will apply. This charge is subject to a maximum charge of £96,973.40 per year;
 - (b) no surface water or ground water drains directly or indirectly from a hereditament or from any common area next to that hereditament to a public sewer, the Used water only charge will apply instead of the Used and Surface Water charge from 1 April in the year in which we receive a claim to that effect on the appropriate form.
- (iii) The charges below are different for different parts of our water area and our sewerage area because of our policy to equalise the amount of our unmeasured charges on a per capita basis between our eight charging zones. The charges for each zone are shown below, and the area of each zone is shown in this introduction to this Booklet.

Charging Zone	Amount in the pound (p/£RV)			
	Water Supply	Used and Surface Water	Used water only	Surface Water only
1	85.47	80.15	50.94	29.21
2	76.92	67.50	42.93	24.57
3	74.59	71.12	45.04	26.08
4	77.93	77.11	48.95	28.16
5	89.60	89.97	57.04	32.93
6	93.20	87.13	55.28	31.85
7	93.84	84.91	53.89	31.02
8	74.59	70.62	44.55	26.07

6. Unmeasured supplies – miscellaneous matters

- (i) The annual minimum charge for a supply to a cattle trough is £121.22.
- (ii) 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 55% of the Used and/or Surface Water charge.

Notional rateable value

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

Value Added Tax (VAT)

- (iv) Where **we** are supplying water and/or sewerage services and are required by law to levy VAT, **our** charges will be based on **our** assessment of the volume of water supplied to and **used water** discharged from the property which would give the same charge as if the property was charged for water supply and **used water** on the basis of its **rateable value**.
- (v) **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 **hereditament** in question.

7. Free meter option

- (i) The **occupier** of any property receiving an unmetered supply can, after obtaining any necessary consents of third parties, ask **us** for a **meter** to be installed free of charge, 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**, subject to **our** Minimum and Standing Charges which are explained below (see section 9(iv)).

We will accept requests for a **meter** to be installed made on our website, www.stwater.co.uk, by email to customer.relations@severntrent.co.uk, by a telephone call, or alternatively applications can be made in writing to the address shown in the introduction to this Scheme.

Meter location

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

The **meter** will remain **our** property.

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

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

Meter installation time

- (iii) Although **we** aim to install a **meter** within six weeks 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 six weeks after **we** received the request notice to the date the **meter** is installed. This calculation of charges shall be binding upon the **occupier**.

Meter installation not reasonably practicable or unreasonably expensive

- (iv) If **we** consider that it is not reasonably practical or it would involve unreasonable expense **we** will not install a **meter**. In such cases, including those where a shared **meter** agreement is not possible or appropriate, the **occupier** may opt to pay the appropriate Property Type or Assessed Volume charges detailed in section 8 below instead of a charge based on the **rateable value** of the **premises**.

We consider reasonable expense to be the cost of installation of a single internal **meter** with an outreader and reasonable reinstatement. In assessing additional expenses over and above those reasonably incurred **we** will consider the cost of the following:

- service pipe separation;
- installation of additional **meters** on a supply; and
- alterations to existing plumbing to enable a **meter** to be installed.

Disputes concerning any cases where **we** refuse to install a **meter** can be referred to **Ofwat** for determination.

Reversion to unmeasured charges

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

(a) twelve months after the **meter** being installed for charging purposes;

(b) or 30 days after receipt of a second six monthly bill (whether based on an actual or an estimated reading);

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

(vi) As long as water is not used at the **premises** in the way described in paragraph 9(i)(e) or 9(i)(f) below, the **occupier** of a **household premise** who opted for a meter before 1 April 1996 may, by giving notice in writing to us, change back to paying charges based on the **rateable value** of the **premises** (provided the **rateable value** is still appropriate for the **premises** in question) as long as the same **occupier** still occupies the **premises**.
Reversion will be from the date that we receive the notification.

8. Property type and assessed volume charges

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

(a) where an **occupier** has requested a **meter** under the option scheme but it is not practicable for a **meter** to be installed, or it would involve unreasonable expense, and the **occupier** of a property opts to pay the tariff below instead of charges based on the **rateable value** of the **premises**;

- (b) where a household premises, forming a hereditament with a **rateable value**, charged on an unmeasured basis is **substantially altered**;
- (c) where there is no appropriate **rateable value** and **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to be metered;
- (d) where **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to a non-household **premises** be metered;

(i)	Water Supply £	Used Water £	
Detached house: (including link-detached)	220.13	151.11	
Semi detached house:	176.17	120.93	
Other household premises:	139.46	95.74	
Non-household premises:	115.07p	78.99	pence per cubic metre x the volume of water that we assess is supplied to such premises

Plus

- (ii) The appropriate charge for surface water drainage set out in section 9(ix).

9. Measured charges (water and sewerage)

Compulsory metering policy

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

Liability for measured charges

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

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

- (a) where they inform us of the ending of their occupation less than two **normal working days** before, or at any time after, they cease to occupy them, the twenty-eighth day after we have been informed;
- (b) any day on which any **meter** would normally have been read in order for the amount of the charges to be determined;
- (c) any day on which any other person informs us that they have become the new **occupier** of the **premises**.

Water supply charge

- (iii) Water we supply through one or more **meters** to any **premises** will, unless we agree otherwise or, the vulnerable household tariff, intermediate user tariff, large user tariff, Eco 250 plus tariff or the standby tariff applies (see sections 11, 12 and 13 below), be charged to the **occupier** at a rate of 115.07 pence per cubic metre.

This charge will be due on demand and apply from 1 April 2007 except for monthly billed customers when it will apply from the first meter reading on or after 1 April 2007.

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.

At least one bill each billing **year** (1 April to 31 March) will be based on an actual meter reading.

Water supply minimum and standing charges

- (iv) In addition to the charges set out on page 33, there is a Minimum Charge and a Standing Charge related to the size of the **meter** measuring the supply to the **premises**. These Minimum and Standing Charges will apply from the appropriate date set out in (iii) above. Unless **we** agree otherwise these charges will be due on demand apportioned for each billing period or on a daily basis for periods less than or greater than the normal billing period.

Meter Size	Minimum Charge £ pa	Standing Charge £ pa
not exceeding 15mm	0.00	20.95
not exceeding 22mm	99.66	29.96
not exceeding 30mm	154.38	40.63
not exceeding 42mm	336.19	56.88
not exceeding 50mm	766.97	78.46
not exceeding 80mm	2,067.92	121.37
not exceeding 100mm	3,366.47	204.79
not exceeding 150mm	9,071.42	471.40
not exceeding 200mm	13,552.60	593.79
not exceeding 250mm	20,741.07	716.31
not exceeding 300mm	30,315.25	781.06

Sewerage charges

- (v) Where **we** provide sewerage services to a single **premises** whose water supply is metered, unless the vulnerable household tariff applies (see section 11 below) 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 2007 or the first relevant water supply or **used water** meter reading on or after 1 April 2007 for monthly-billed **premises** (except where **used water** charges are billed with **trade effluent** charges under section 22) a charge per cubic metre of **used water** discharged directly or indirectly to a **public sewer** at the following rates:
- for the first 49,999 cubic metres discharged, 78.99 pence per cubic metre;
 - for each cubic metre discharged from 50,000 up to and including 249,999, 76.76 pence per cubic metre;
 - for each cubic metre discharged from 250,000 and above, 73.16 pence per cubic metre;

and

Sewerage standing charges

- (b) a Standing Charge related to the size of the **meter** measuring the supply of water to the **premises**. 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.

Meter Size	Standing Charge £ pa
not exceeding 15mm	11.05
not exceeding 22mm	16.19
not exceeding 30mm	21.75
not exceeding 42mm	30.56
not exceeding 50mm	41.95
not exceeding 80mm	65.13
not exceeding 100mm	110.06
not exceeding 150mm	253.39
not exceeding 200mm	319.43
not exceeding 250mm	385.33
not exceeding 300mm	420.03

and

Surface water drainage charges

- (c) the charge or charges based on the **rateable value** of the **premises** as specified in section 5 on page 25;
- or
- (d) the charge based on the type of property or chargeable area as specified in (ix) below.

Water out equals water in less losses

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

The unit charge is set at a level that acknowledges “normal losses”. This covers miscellaneous non returns to the sewer, e.g. evaporation from cooking, clothes washing, bathing, hot water equipment and garden watering.

Customer measurement of water out

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

If **we** are not satisfied or if the **occupier** fails to provide full details of the relevant volumes to **us** by the due date or otherwise in accordance with **our** requirements **we** will base the charge on **our** assessment of the volume of **used water** discharged as described in section 9(vi) on page 36.

(ix) An **occupier** liable for the surface water drainage charge specified in (v)(c) above or section 10(iv) (including where the **premises** does not receive a water supply), will pay the charge immediately below if:

(a) they opt in writing to pay the charge. This option is not available for:

- schools (as defined in the Education Act 1996);
- hospitals (as defined in Section 11 of the Public Health (Control of Disease) Act 1984;
- places of religious worship (as defined in Section 39(2) of the 1967 Act);

or

(b) they opt, or **we** require them, to have the water supply to the **premises** metered (except if the **premises** is a school, hospital or place of religious worship as defined in (a) above);

or

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

The charge will apply from:

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

Property type surface water

Household premises

Type of Premises	Charge £/pa
Detached house (including link-detached)	77.43
Semi-detached house	51.66
Other household premises	25.77

Site area surface water

Premises that are not household premises

Type of Premises i.e. the chargeable area in square metres as per below (all figures inclusive):	Charge £/pa
Band 1 up to 20	8.55
Band 2 21 – 99	45.58
Band 3 100 – 199	91.15
Band 4 200 – 299	142.82
Band 5 300 – 499	228.27
Band 6 500 – 749	361.64
Band 7 750 – 999	506.91
Band 8 1,000 – 1,499	709.94
Band 9 1,500 – 1,999	951.68
Band 10 2,000 – 3,999	1,622.90
Band 11 4,000 – 7,499	3,119.95
Band 12 7,500 – 9,999	4,755.41
Band 13 10,000 – 14,999	6,784.49
Band 14 15,000 – 19,999	9,510.82
Band 15 20,000 – 24,999	12,237.41
Band 16 25,000 – 29,999	14,963.74
Band 17 30,000 – 34,999	17,664.96
Band 18 35,000 – 39,999	20,543.30
Band 19 40,000 – 44,999	23,396.13
Band 20 45,000 – 49,999	26,249.87
Band 21 50,000 – 99,999	41,027.42
Band 22 over 100,000	96,973.40

“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

- (x) **Community premises** are charged as if their chargeable area was in the band of 100–199 square metres. For a place of religious worship (as defined in (ix)(a) on page 38) the charge payable is based upon a notional **rateable value** of zero rather than the chargeable area of the **premises**.
- (xi) Where a number of **premises** in separate occupation have a **common area**, the chargeable area for each **premises** will include a proportionate part of the **common area** calculated by dividing the **common area** pro rata to the site area of each of the separate non-household **premises**.
- (xii) Where there is access between a **household premises** and a non-household **premises**, apart from by a highway, occupied by the same person, the charge payable for both such **premises** shall be calculated by aggregating the total site area of both **premises** and applying the charges for non-household **premises**.
- (xiii) Where the customer makes a claim on the appropriate form and can satisfy us that no surface water or groundwater drains directly or indirectly from the **premises** or any **common area** next to those **premises** to a **public sewer**, the charge in (ix) on page 38 will cease to be payable from 1 April in the **year** in which the claim is made.

10. Measured supplies – miscellaneous matters

Meter testing

- (i) If **we** are asked to prove the accuracy of a **meter**, and on testing the **meter** it is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, **we** will recover from the person requesting the test a fee which will be:
 - (a) for the removal and testing of **meters** up to and including 28mm in size £64.99;

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

Meter reading not obtained

- (ii) 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 if **we** take or receive an actual meter reading at a later stage.

Single meter supplying multiple premises

- (iii) Where **we** supply water through a single **meter** to a number of properties in separate occupation **we** may charge the **occupiers** of the individual properties on an unmeasured basis in accordance with section 5 of this Scheme, unless the **occupier** of one of the properties in question or some other person has agreed in writing with **us** to be legally responsible for payment of all measured water supply charges (including minimum and standing charges) in respect of water supplied by **us** through the single **meter**.
- (iv) Where **we** provide sewerage services to **premises** comprising a number of **hereditaments**, which are separately occupied by a number of different persons, and the water supply is metered or they have access to a supply of water that is metered:
 - (a) the **owner** of the **hereditament(s)** or the person who has accepted responsibility for the payment of the measured water supply and **used water** charges will be responsible for the standing and **used water** charges specified in section 9;
and
 - (b) the individual **occupier** of each of the **hereditaments** will be responsible for the appropriate surface water drainage charge for each of their own **hereditament(s)** based on the **rateable value** and calculated as specified in section 9(v)(c).

Leakage allowance and non-return to sewer allowance

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

Temporary disconnection

- (vi) Where a customer requests that a metered supply be temporarily disconnected and then requests for that supply to be reconnected
 - (a) within twelve months of the disconnection, there will be a reconnection fee in addition to the appropriate minimum or other charges for the period when the supply was disconnected.
 - (b) more than twelve months after the disconnection, there will be a reconnection fee but there will be no minimum or other charges for the period when the supply was disconnected.

Meter downsizing

- (vii) 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 provided that it does not involve unreasonable expense, **we** will, provided that 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

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

Direct connection to our sewage treatment works

- (ix) 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 58.48 pence per cubic metre instead of the charge in section 9(v).

11. Vulnerable household tariff

- (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 Vulnerable Household Tariff by submitting an application to us on the appropriate form together with supporting evidence (such as a copy of the most recent award notice) which satisfies us that the applicant lives in a **vulnerable household**.

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) council tax benefit
 - (ii) housing benefit
 - (iii) income support
 - (iv) working tax credit
 - (v) income-based job-seeker's allowance
 - (vi) child tax credit (except families in receipt of the family element only)

or

- (vii) pension credit
 - 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, which certification must include: the name of the patient, the diagnosis of the medical condition, the date of the certification, and together with the name, address and signature of the registered medical practitioner, and as a result of that condition is obliged to use a significant additional volume of water.
- (ii) Applicants who meet the above criteria will be charged the lower of:
- (a) the measured water supply and sewerage charges as set out in section 9;

(b) the vulnerable household tariff as follows:

£

- water supply 145.00 (the average household water supply bill in **our water area**)
- sewerage 139.00* (the average household sewerage bill in **our sewerage area**)

* subject to section 9(xiii)

from the starting date, which will be the start of the billing period prior to the date of the application.

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**.

An application for this tariff must be made annually. We will contact customers charged on this tariff before the end of each charging year to notify them that they will need to re-apply for the tariff for the following charging year.

12. Intermediate and large user tariffs

Intermediate user tariff

- (i) Where **we** provide the **occupier** of a single **premises** with more than 10,000 cubic metres of water per **year** but less than 49,999 cubic metres (inclusive), unless the standby tariff (see section 13) or the vulnerable household tariff (see section 11) applies or **we** agree otherwise, **we** will charge the **occupier** of the **premises** for the 12 consecutive monthly billing periods after 1 April, in addition to the minimum and standing charges detailed in section 9(iv) as follows:
 - (a) an annual fixed charge of £2,862.16; and
 - (b) 64.60 pence per cubic metre of water supplied from 1 October to 30 April inclusive, and 116.62 pence per cubic metre of water supplied from 1 May to 30 September inclusive.

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

Large user tariff

- (ii) Where **we** provide the **occupier** of a single **premises** with more than 50,000 cubic metres of water per **year**, unless the standby tariff (see section 13 below) 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 9(iv) as follows:
 - (a) an annual fixed charge of £18,015.66; and
 - (b) 41.16 pence per cubic metre of water supplied from 1 October to 30 April inclusive, and 76.83 pence per cubic metre of water supplied from 1 May to 30 September inclusive.

The annual fixed charge will be apportioned for each billing period or 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. The effective date for any changes would be detailed 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 will be supplied to the **premises**. The assessment will be based on 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 in section 9(iii) and sections 12(i) and (ii) above. Any overpayment will be credited to the **occupier's** account and any underpayment shall be payable by the **occupier** on demand.

Eco 250 plus tariff

- (iii) The **occupier** of a **premises** who is otherwise liable to pay the charges in (ii) above (large user tariff) may opt by giving notice to **us** in writing before 1 April to pay the Eco 250 plus tariff as long as:
 - (a) **we** have records which show that **we** have supplied the **premises** with 250,000 cubic metres of water or more in the twelve months immediately before the **occupier** gives **us** notice under this section; and
 - (b) **we** are satisfied that the **occupier** is able to comply with the terms of an agreement made under this section, which include showing that:
 - (1) the **premises** has storage facilities for at least one days consumption plus 20 per cent based upon the **premises** average rate of consumption; or
 - (2) an alternative source of water other than that supplied by **us** which is capable of satisfying (b)(1) above; and

- (c) the **occupier** enters into an agreement which allows us at any time or times (whether on a specified day or days, or on a particular day or days of the week until further notice) to interrupt the supply of water to the **premises** for a period of up to twenty-four hours. This will not apply for the supply of water for fire fighting or other emergency purposes.
- (iv) For the 12 consecutive monthly billing periods after 1 April the following will then apply:
 - (a) an annual fixed charge of £18,015.66; and
 - (b) 38.77 pence per cubic metre of water supplied from 1 October to 30 April inclusive, and 72.37 pence per cubic metre of water supplied from 1 May to 30 September inclusive.
- (v) A supply interruption notice given by us may be given by first class post, by hand or by facsimile to take effect not less than twelve hours from the time it is served.
- (vi) **We** shall be entitled to enter the **premises** to verify that the notice is being complied with and also restrict the rate of flow of water to the **premises** for a specified period of time after the supply interruption ends. **We** shall also be entitled to require the installation of apparatus for such purposes.
- (vii) If the **occupier** fails at any time to comply with a supply interruption notice this option will be revoked and the **occupier** will be liable for the charges set out in (i) or (ii) on page 47, as appropriate, for the whole of the charging year.

13. Standby tariff

- (i) Where we supply water through one or more meters to the occupier of a single premises and that premises also has access to an alternative source of water, other than the water we supply, which is capable (both legally and physically) of supplying at least 10,000 cubic metres, the occupier of that premises will be charged on the standby tariff (instead of the standard measured tariff or the intermediate user or large user tariff on page 47) 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:

(a) Capacity charges

Payable irrespective of whether we supply any water.

Total peak and off-peak notified volumes	1 May to 30 September pence per m ³	1 October to 30 April pence per m ³	Standing Charge £ pa
0 - 9,999	112.92	42.82	0
10,000 - 49,999	84.32	32.30	1,811.36
50,000 or greater	56.25	20.58	11,104.86

(b) Volume charges

Payable for all water we supply, irrespective of the notified volumes.

Total volume supplied m ³	pence per m ³	Standing charge £
0 - 9,999	42.82	0
10,000 - 49,999	32.30	1,052.00
50,000 or greater	20.58	6,912.00

(c) Meter size standing charges

The appropriate standing charges related to size of the **meter** measuring the supply to the **premises** as set out in section 9(iv) on page 34.

(d) Premium charges

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

Where the notified volume is exceeded for either or both of the periods **we** will make a charge of twice the appropriate capacity charge set out in (a) on page 50 (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 a premium charge of 225.84 pence per cubic metre supplied in the period from 1 May to 30 September and 85.64 pence per cubic metre supplied from 1 October to 30 April.

(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 13(ii) on page 50 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 either or both of the notified volumes cannot be supplied 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 demonstrated to **our** satisfaction that none of the water **we** supply through a **meter** or **meters** could be used to increase the supply of water to any part of the **premises** to which water from the alternative source is supplied, the **occupier** of the **premises** will pay the appropriate charges relating to those **meters** and any water supplied through them as set out in 9(iii), (iv) or section 12, as appropriate, instead of the standby tariff.

14. Charging and payment arrangements: unmeasured supplies

Charges payable by the occupier

- (i) Unless **we** agree otherwise in a particular case with the **owner** of a **hereditament**, or have stated otherwise in this booklet, including section 10(iv) on page 42, all charges under this Scheme for water supplied or sewerage services provided by **us** that are not provided through a **meter** to or for the use or benefit of the **occupier** of a **hereditament** shall be payable by the **occupier**.

Unmeasured charge due 1 April

- (ii) Subject as appears below a charge based on **rateable value** shall, unless the person liable to pay it is also liable for the same **hereditament** (or **premises** of which the same **hereditament** forms part) to pay to **us** either a measured water supply charge or one or more measured elements of the sewerage and sewage disposal charge not based on **rateable value**, be due and payable on 1 April 2007.

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 2007 respectively

or

- (b) in eight consecutive as near as may be equal amounts commencing on 1 April 2007 or such date after this as **we** may determine 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 2007 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 2007 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 2007.
- (v) In areas where **our** charges are billed, collected or recovered by another water undertaker acting on **our** behalf, the payment and charging arrangements (including arrangements for payment by a number of amounts on differing dates and for payment where the customer fails to pay an amount on the due date) 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 and such outstanding charges shall then be due and payable in the amounts and on the dates specified.
- (vii) Where the person liable to pay the charge has elected or **we** have approved arrangements for that person to pay such charge and/or any charge arising prior to the coming into operation of this Scheme by instalments, failure to pay any amount on the date on which it became due and payable shall, in the absence of any alternative payment arrangements **we** approve, entitle **us** after giving written notice of such failure to treat as immediately due and payable and recover all such amounts which have not yet fallen due.

15. Charging and payment arrangements: measured supplies

Measured charge due on demand

- (i) In areas 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 made under this Scheme shall, in addition to any charge based on **rateable value** made under this Scheme which that person is also liable to pay in respect of any **hereditament** forming part of that **premises**, unless **we** agree otherwise, be due on demand.

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

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

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

- (ii) In areas where **our** charges are billed, collected or recovered by another water undertaker acting on **our** behalf, the payment and charging arrangements (including arrangements for payment by a number of amounts on differing dates and for payment where the customer fails to pay an amount on the due date and arrangements for apportioning metered volumes at the beginning of a **year**) determined and applied by that water undertaker for its own charges shall apply for **our** charges.

16. Payment

Where to pay

(i) Payments may be made:

- by direct debit (at no extra charge)
- by debit or credit card by ringing 08457 500 500 (at no extra charge for payment by debit card but for credit card payments there will be an additional charge equivalent to the charge **we** pay to the credit card provider)
- by cash at a PayPoint outlet (at no extra charge)
- at Lloyds Bank (at no extra charge for payments by cheque but a charge may be made for cash payments) or at your own bank (ask the bank if a charge is payable)
- at a Post Office using the payment slip on a bill or a reminder notice (the Post Office will make a charge for this)
- at a Building Society (ask your own society for details)
- by post to the address on your bill
- by internet banking, using e-payment facilities of your bank or building society
- electronically by debit card (using Alliance & Leicester Commercial Bank's Bill Pay service) via **our** website: www.stwater.co.uk. **We** may extend this service to also allow payment by credit cards; if **we** do this, there will be an additional charge for credit card payments, equivalent to the charge **we** pay to the credit card provider.

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

- (ii) A charge of £4 for each cheque and £4 for each direct debit will be made for dishonoured payments.
- (iii) **We** may, where appropriate, require security to be provided by some non-household customers for payment of future charges for non-domestic purposes.

Miscellaneous charges

17. Charges for water supplies for building or civil engineering purposes

- (i) Water supplied by us for building household premises or other premises through a service pipe with an external diameter of 25mm or less will be charged £52.82 per unit. 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 9(iii) and (iv) will apply.

18. Tankered domestic waste charges

- (i) We will make the following charges where the contents of cesspools, septic tanks and chemical closets are delivered and/or discharged to one of our designated sewage treatment works or facilities:

Per cubic metre £

- | | |
|---|-------|
| (a) The reception and disposal of domestic sewage having a Suspended Solids content of 800 mg/l or more | 10.44 |
| (b) The reception and disposal of domestic sewage having a Suspended Solids content of less than 800 mg/l | 0.82 |
- (ii) In addition to the charges above, we will make a Standing Charge of £6.00 per individual tanker load regardless of tanker capacity or load.
 - (iii) The Suspended Solids content will in all cases be taken as that recorded by our monitor and the charges will be payable on demand from us by the person delivering and/or discharging the contents at our sewage works or facility or public sewer.

19. Supervision of sewer connections

Where notice is given to us under Section 108 of the Act (connection of drain or sewer to the **public sewer**), the person serving the notice will pay to us at the same time a sewer connection supervision charge as set out below:

- (i) For a connection with only one length of lateral drain or sewer (where the connection is located within the public highway)

Supervision within normal working hours	£385
Supervision outside normal working hours	£450
 - (ii) For a connection with more than one length of lateral drain or sewer (where the connection is located within the public highway) in addition to the charges above for the first length of lateral drain or sewer (from the demarcation chamber), there will also be a charge for each additional length of lateral drain or sewer:

Supervision within normal working hours	£80
Supervision outside normal working hours	£97
 - (iii) For a connection that is not located within the public highway

Supervision within normal working hours	£200
Supervision outside normal working hours	£225
 - (iv) For indirect (to a private drain, with the owner's permission, that in turn discharges to a **public sewer**) connection

	£78
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 - (v) Where a second submission is required as a result of changes to the approved design, or due to the lapse of the original approval (which is valid for six months from the date of approval, there will be a second submission charge of:

	£78
--	-----
- | | |
|---|------|
| Repeat supervision visit (within normal working hours)
(per return visit) | £85 |
| Repeat supervision visit (outside normal working hours)
(per return visit) | £105 |

Miscellaneous matters

20. 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 person liable to pay **our** charges under section 5(i)(b), 5(iii)(b), section 8, section 9(v) or section 10(iv)(a) for the drainage of **used water** from the **premises**, as long as that person remains liable for those charges, the costs incurred by them in having the septic tank emptied from time to time up to a maximum amount equivalent to the charges due for the drainage of **used water** from those **premises**.

(ii) Surface water drainage

Where surface and/or groundwater drains from a **premises** both to the **public sewer** (whether directly or indirectly) and 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, 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**).

We will reimburse the person liable to pay our charges under section 5(i)(b), section 8, section 9(v)(c) or section 10(iv)(b) for the drainage of surface water or groundwater from those premises, as long as that person remains liable for those charges, the amount of any payment due and made by them 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.

21. Infrastructure charges

- (i) In accordance with Condition 'C' of the Licence, we will make an infrastructure charge where premises are connected for the first time to a water supply we provide or a direct or indirect connection is made to a public sewer which has never at any previous time been connected for domestic purposes to a supply of water and/or a sewer for the drainage of those premises by a statutory undertaker, authority or any other body which at that time provided supplies of water and/or sewerage services in the course of carrying out functions under any enactment.
- (ii) "Premises are connected for the first time to a water supply" when they have been connected to our water main and a supply of water for domestic purposes is available to those premises.
- (iii) The infrastructure charge payable for each connection made on or after 1 April is £276.80 ("the standard amount") except where:
 Either
 (a) a household premises is supplied with water through a common supply pipe and is subject to a Common Billing Agreement;
 or
 (b) a premises does not consist of one or more household premises and is supplied with water through a supply pipe with an internal diameter greater than 22mm.

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

(iv) Where:

Either

- (a) a person who has received a demand or undertaken to pay charges for two or more **household premises** subject to a **Common Billing Agreement**, fails to pay such a charge within 14 days of the **connection**;
 - or
 - (b) a **Common Billing Agreement** is terminated other than in accordance with its terms by the person who has undertaken to pay charges under it;
- that person will pay to **us** and **we** shall recover from that person the standard amount for each **household premises** connected.

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

- (vi) Unless **we** agree otherwise and subject to (vii) below, the infrastructure charge shall be payable to **us** at the time of **connection** by the person requiring or effecting the **connection**, or at **our** discretion, by the person for whom the **connection** is provided or made.
- (vii) Where the **connection** to a water supply or a **public sewer** is for a building or part of a building which prior to the **connection** being made is occupied as a dwelling house, the person requesting the **connection** may alternatively pay the infrastructure charge due:

Either

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

or

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

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

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

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

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

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

- (e) identify the number of water fittings in each of the categories specified in column 1 of the Table below;
- (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.

Column 1	Column 2
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 the table

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

22. Trade effluent charges

Persons to be charged

- (i) Charges shall be payable on demand from us by:
 - (a) any person making a discharge of **trade effluent** in accordance with a **trade effluent consent** (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this Scheme relates;
 - or
 - (b) any person to whom a **trade effluent consent** applies or has been given and, who at the time the **trade effluent** is or is authorised to be discharged described in (a) above, occupies the **premises** from which the discharge is made.

(any such person in either case being referred to below as “the discharger”)

Basis of charge

- (ii) Subject to below, the charges levied under this Scheme are based on a standard unit charge of 58.49 pence per cubic metre of **trade effluent** discharged to the **public foul water sewer** and received and treated at any of our **sewage treatment works**.

This standard unit charge comprises four separate charging elements in relation to the **trade effluent**:

Charging element	pence per cubic metre
(a) reception and conveyance in the public foul water sewer	20.51
(b) volumetric treatment	18.59
(c) biological treatment	11.11
(d) treatment and disposal of primary sludges arising from the reception and treatment at a sewage treatment works	8.28

- (iii) The standard unit charge includes 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 the charging element in (a), (b), (c) or (d) in (ii) above, that particular charging element will not be included in the charge to the discharger.
- (v) Where, at or in connection with a **sewage treatment works**, we have installed particular pipes, plant or machinery, operated it in a particular manner or have used particular chemical treatment to specifically deal with the removal of a residual of a **trade effluent** discharged from **trade premises**, we may make an appropriate additional charge. This charge will be in respect of the additional costs we have incurred in the installation or operation of such pipes, plant or machinery, the use of such chemical treatment or the carrying out of any associated research and development work.

Calculation of charges payable

- (vi) Subject to section 1, section 4 and section 22(ii) 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 by multiplying the volume of **trade effluent** discharged in cubic metres by the total charge per cubic metre for the reception, conveyance treatment and disposal of the **trade effluent** discharged in accordance with the following formula:

$$C = R + V + \frac{O_t}{O_s} B + \frac{S_t}{S_s} S$$

Where:

C = the total charge per cubic metre for the reception, conveyance and treatment of the **trade effluent** discharged

R = the charge per cubic metre for the reception and conveyance of the **trade effluent** in the **public foul water sewer**, as follows

20.51 pence per cubic metre for the first 49,999 cubic metres discharged

18.27 pence for each cubic metre discharged from 50,000 up to and including 249,999

14.67 pence per cubic metre for each cubic metre discharged from 250,000 and above

V = 18.59 pence per cubic metre 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 no biological treatment is provided 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.

Ot = 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.

Os = 351 being the estimated average Chemical Oxygen Demand (COD) in milligrams per litre of settled sewage (including **trade effluent**, surface and infiltration water) at **our sewage treatment works** as determined by us.

In cases where we decide it is appropriate after joint investigation with the discharger, the assessment of Ot/Os within the formula may be made on a different basis.

B = 11.11 pence per cubic metre (31.65 pence per kg) 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.

St = 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.

SS = 343 being the estimated average amount in milligrams per litre of Suspended Solids (SS) determined on a shaken sample, in sewage (including **trade effluent**, surface and infiltration water) received for treatment at **our sewage treatment works**, as determined by **us**.

S = 8.28 pence per cubic metre (24.14 pence per kg) 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).

- (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 a charge of 10.26 pence per cubic metre of **trade effluent** discharged.
- (viii) A minimum charge of £143.48 will apply for each **trade effluent consent** that has been given or applies to the discharger. Unless we agree otherwise this will be due on demand and apportioned to the billing period. Where there are multiple sources of discharge to a single consented point of discharge, the minimum charge will apply to each source of discharge that has its own sampling point at any time during a half year period.
- (ix) Where a discharge is legally a **trade effluent** discharge but in our opinion is insignificant in volume and strength and is therefore unlikely to require any further action by us after the initial application is processed, we will charge for the discharge as if it was **used water**.
- (x) Subject to (xiv) below, we will determine the charge to be paid by the discharger, unless we agree otherwise with the discharger, on the basis of samples of the **trade effluent** discharged from the discharger's **trade premises**. Samples will be taken either by the discharger or us and analysed by us during the period for which charges are levied or earlier results will be used where we believe sufficient information already exists for charging purposes.
- (xi) Subject to (xii) below, for the purposes of calculating the charge, the volume of **trade effluent** deemed to be discharged from any **trade premises** will be calculated by us on the basis of the volumes of water taken at or supplied to, or **used water** or **trade effluent** discharged from the **premises** as recorded by the meter, meters, gauge recorder or other apparatus. These must be installed in a manner and location we approve in accordance with the terms of the relevant **trade effluent consent**.

(xii) The discharger shall provide us with full details of the recordings and readings of the volumes of water, **used water** or **trade effluent** at the **trade premises** on or before such dates and in accordance with such arrangements as **we** may require in order to calculate the volume of **trade effluent** discharged. Where:

(a) **we** are no longer satisfied that the meter, meters, gauge recorder or other apparatus is or are accurately recording the volumes to be measured;

or

(b) the discharger fails to provide us with full details in accordance with **our** requirements;

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

(xiii) Where the quantities of **trade effluent** authorised to be discharged are expressed in any **trade effluent consent** only in gallons, charges will be levied on the quantities actually discharged converted at the rate of 4.546 cubic metres to one thousand gallons.

Application of the Scheme in particular cases

(xiv) For the following **trade effluents** **we** have 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 2007, 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.

Trade effluent	Charge pence per cubic metre
Launderette	62.94
Car Wash	42.00
Gas Holder Seal Water	42.02
Paint Stripping	53.03
Swimming Pool Backwash	39.07

- (xv) Where a discharger has on average less than 100 dairy cows over the **year**, and the discharger requests and provides satisfactory evidence to **us** that the appropriate methods and procedures **we** approve for settlement and substantial removal of voidings have been applied, **we** will make charges on the basis of a charge per cow as follows:

Origin of Voidings	No substantial voidings removal or settlement £	Settlement only £	Substantial voidings removal only £	Both substantial voidings removal & settlement £
Total	363.29	219.32	94.92	58.93
Milking parlour	36.33	21.93	9.49	5.89
Covered collecting yard	36.33	21.93	9.49	5.89
Open land crossed by cattle	36.33	N/A	N/A	N/A
Open collecting yard	54.49	N/A	N/A	N/A
Cow shed	90.82	54.83	23.73	14.73
Cow shed with batch milking	63.58	38.38	16.61	10.31

Notes

Notes

Severn Trent Water Ltd

2297 Coventry Road
Birmingham B26 3PU

www.stwater.co.uk

Further details on Severn Trent Water's charges and charging arrangements can be obtained by telephoning 08457 500 500 (charged at local call rate).

This publication is available in alternative formats including Large Print and Braille.
For more information call 08457 500 500
or textphone 0800 328 1155.



Your water. *Safe in our hands.*