


SEVERN

TRENT

WATER

Scheme of charges

2013/2014



How we
calculate
your bill

i

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Your water charges

In this booklet we will briefly explain:

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

Our service to you...

We supply great quality drinking water to around eight million people across the Midlands and Mid-Wales. We take away your waste water and carefully treat it so that it can be returned to the environment without causing harm. Our average bills are currently the lowest in the country.

We're investing £1.3 million every day to make our services better. This means we're cutting leakage, helping to stop sewer flooding and making sure you have a reliable supply of water no matter

what the weather has in store. And our investment benefits the wider community too. For every £1 we spend, an additional 66p is generated in the economy in our region through employment and using local suppliers.

We'll continue to invest to make sure all our customers get a high quality, reliable service, whilst keeping bills amongst the lowest in the country.

A small blue circle containing a white lowercase letter 'i', representing an information icon.A circular photograph of a woman with long dark hair, wearing a pink top and a colorful patterned shawl, pouring water from a clear glass pitcher into a glass. The photo is framed by a blue circular border.

We're investing
£1.3 million
every day
to make our
services better

How we charge you

We charge our customers either

- unmeasured charges;
- assessed volume charges; or
- measured charges.

All three different methods of charge have the following elements:

Water supply

This covers the costs of supplying water to your property.

Used water

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

Surface water drainage

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

Our charges are not payable under any contract with you but are payable under our powers to charge as set out in the Water Industry Act 1991. This provides that we are entitled to charge for services in accordance with our Charges Scheme which is approved annually by the Water Services Regulation Authority (Ofwat), the independent economic regulator of the water industry (for their contact details see page 13).

Unmeasured charges

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

Unmeasured charges for water supply, used water and surface water drainage services are calculated by multiplying the rateable value of your property by the rates for the services that you receive. These rates are set out in Table 1 on page 19 for the geographical zone in which your property is situated, as indicated by the map on page 14. The charges are subject to the minimum and maximum charges set out in Table 2 on page 19.

Assessed volume charges

Assessed volume charges apply in the following circumstances:

- Where there is no longer an appropriate rateable value for the property (for example where it has been substantially altered); or
- Where you or a previous occupier has requested a meter but we could not install a meter because this was not practicable or it would have involved unreasonable expense, and, either you or the previous occupier opted to pay assessed volume charges instead of unmeasured charges.

Assessed volume charges are calculated as follows:

Water supply charges and used water charges

The assessed volume charges set out in Table 3 on page 21 will apply. For household properties, these charges are based either on property type (detached, semi detached or other) or based on an assessment of the water used by a single occupier. For non-household properties, the charge is based on our assessment of the volume of water used.

Surface water drainage charges

For household properties, the charges set out in Table 8 on page 26 will apply. These charges are based on property type (detached, semi detached or other). For non-household properties, the charges set out in Table 9 will apply. These charges are based on the size of the area that drains into the public sewer.

Measured charges

Measured charges are based on the volume of water supplied to your property.

Measured charges have three parts;

Water supply charge

This is either based on the water use measured by a meter or estimated meter readings based on average daily consumption calculated by reference to previous actual meter readings where actual readings for the period in question are not available.

The charge is calculated by multiplying the volume of water supplied or estimated to be supplied on the basis of average daily consumption by the applicable rate set out in Table 4 on page 22. In addition, there is a standing charge payable as set out in Table 5 on page 23 that is based on the meter size. This covers the extra cost of reading, billing and maintaining the meter and eventually replacing it.

Used water charge

We also base this on the volume of water supplied to the property either measured by a meter or based on average daily consumption calculated by reference to previous actual meter readings where actual readings for the period in question are not available.

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 charge will be calculated by multiplying this volume of used water by the rates set out in Table 6 on page 23. 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. Again, there is a standing charge payable to cover the extra cost of reading, billing and maintaining the meter and eventually replacing it depending on the size of the meter as set out in Table 7 on page 24.

Surface water drainage charge

For many household properties, we base this charge on the 1989/90 rateable value of the property. Where this is the case, the charge is calculated by multiplying the rateable value of your property by the rate for "Surface Water only" as set out in Table 1 on page 19 for the geographical zone in which your property is situated as indicated by the map on page 14. This is subject to the maximum charge set out in Table 2 on page 19.

New properties or other properties without a valid 1989/90 rateable value, will pay for surface water drainage by property type (detached, semi detached or other) at the rates set out in Table 8 on page 26.

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.

For non-household properties, the charges set out in Table 9 on page 26 will apply.

These charges are based on the size of the area that drains into the public sewer.

Where surface water drainage charges are not payable

Whether you are charged on a measured, assessed volume or unmeasured basis, if you can show that your property does not have any surface water draining to the public sewer, you will not have to pay surface water drainage charges.

If you pay someone else for part of your surface water drainage (for example British Waterways), you may be entitled to claim a reduction from us. You can get further information, including an application form, from us at the address shown in the Useful contact numbers and addresses section on page 13.

Other charges

In addition to the used water charges, if you carry out a trade that deposits more than just a domestic type of effluent into our sewers, we will charge you according to the strength of the effluent. For more information, see section 21 of our Charges Scheme on page 37.



Applying for a meter

If you are a household customer, you can choose to have a water meter installed and pay for the amount of water you actually use. The way in which your water and sewerage charges will then be payable are summarised above under the heading "Measured Charges".

There will be circumstances where metering is not reasonably practicable or involves unreasonable expense and therefore we will not fit a meter. You can refer any disputes regarding our refusal to install a meter to Ofwat (their contact details are set out on page 13).

An application for a meter will normally only be of interest to you if you currently pay unmeasured charges. If you pay assessed volume charges because your property has been substantially altered making it no longer appropriate to charge you by reference to the 1989/90 rateable value of your property, there is no obvious reason why you should not consider applying for a meter as it may be practicable to install a meter in the same way as it would if you were an unmeasured customer. If you pay assessed volume charges because you or a previous occupier applied for a meter but we could not install one because this was not practicable or because it would incur unreasonable expense, then it may appear that there is little point in applying for a meter. However, as meter technology is constantly improving, depending upon how long ago the failed meter fit took place, it may now be possible to fit a meter.

Where we are unable to fit a meter, if you currently pay unmeasured charges you can choose to remain on unmeasured charges or you can opt to pay assessed volume charges (the way in which unmeasured and assessed volume charges are calculated is summarised above). Alternatively, you can make all the necessary alterations to the pipework yourself so that a meter can be fitted.

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

It is our aim to install a meter at your property within three months of receiving your application. Where measured charges apply following a meter application by you, the change in charging basis to measured charges will start from the earlier of the date of installation of the meter or three months from the request for the meter. If we fail to fit a meter within the three month period from the date of the meter request, we will use the first meter reading following meter installation as a basis for backdating your measured charges to three months after we received your application. This will ensure that you still receive the full benefits of metering. Where a meter cannot be fitted and you opt for assessed volume charges, the same start date will be used.

If you decide that metering is not for you, you have a maximum of 12 months after the meter was installed or 30 days after issue of the second, six-monthly bill (whichever is the later), 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



customercare@severntrent.co.uk



or by telephoning or writing to the address shown in the section on Useful contacts numbers and addresses on page 13.

**We'll fit your
water meter
for free**

Frequently asked questions

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

In certain circumstances, it will not be possible for you to be charged on an unmeasured basis due to this being inappropriate or because there is a legal or regulatory requirement why unmeasured charges should not apply.

As rateable values were last calculated in 1989/90, any substantial alterations to your property after this date will mean that it will not be appropriate to charge the property by reference to its rateable value as this will not reflect its true value following the alteration. In these circumstances, if the property is not metered, we will apply assessed volume charges. Where the property was built after April 1990, it will not have a rateable value and will have initially been charged on a measured basis.

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

For household properties, it will not be possible to go back to unmeasured charges where a previous occupier has applied for a meter. Where you applied for the meter, you will only be able to go back to unmeasured charges if you made the application prior to 1 April 1996 (our terms and conditions for meter applications prior to this date allowed changing back to unmeasured charges at any time) or if your request to go back to unmeasured charges was made no later than 12 months after the meter was installed or 30 days after your second bill was sent out to you (whichever is the later).

In order to promote the efficient use of water, we will require your property to be metered in the following circumstances:

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

In the above circumstances, where installing a meter would not be reasonably practicable or would involve unreasonable expense, assessed volume charges will be applied.

I've moved house. Will it be metered?

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

[⊕ \(See page 28 section 10 \(vi\)\)](#)

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

If you go to our web-site, www.stwater.co.uk and answer a few questions you can decide if a meter based charge is for you. You can ring us on [0845 7 090 646](tel:08457090646) and we will make a convenient appointment to fit a meter at your property.

What happens if I alter my property?

If you substantially alter a household property, this will make the rateable value invalid and we will charge you on the assessed volume charge according to the type of property (detached, semi detached or other) or, where applicable, on the basis of there being a single occupier. You can opt to have a meter installed and pay on a measured basis if this is possible. In certain circumstances, we may require separate service pipes to be installed and in these circumstances we will require that a meter is installed.

[⊕ \(See page 21 section 8\(c\)\)](#)

Will I be charged if there is a leak?

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

If the leak is on our supply pipe, we will not charge you for the water that has run to waste.

In general, we own the part of the supply pipe that we have laid. This is the part of the supply pipe up to our stop tap (which is usually located in the street at the boundary of your property). Therefore, in general, if our stop tap is not on your premises, the water supply pipe on your premises will not belong to us but will be a private supply pipe. If our stop tap is on your premises, we will own the supply pipe from the street up to our stop tap and the remainder of the supply pipe on your premises will be a private supply pipe. As the meter is normally located on the private supply pipe, if the leakage is recorded on the meter, it is likely that the leak is on the private supply pipe.

We will only give one leakage allowance per customer per property and for non-household properties, this will only be for the latest bill. Where a customer can demonstrate to us that water lost through leakage has not returned to the sewer, we will also consider a non-return to sewer allowance. You can get further information from us at the address shown in the Useful contact numbers and addresses section on page 13.

[\(See page 27 section 10\(iii\)\)](#)

My property is not connected for surface water drainage.

• [Am I entitled to pay lower charges?](#)

• [Can I have these lower charges backdated to prior years?](#)

If your property has no connection at all to the public sewer for rainwater, you will only pay for used water. For unmeasured customers we will reduce your sewerage charge by approximately 36%. For measured customers we will cancel the rateable value, property type or site area based surface water drainage charge. We will normally backdate this to 1st April of the charging year in which the application is made.

[\(See page 18 section 4\(v\) and page 27 section 9\(xiv\)\)](#)

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

Where your property has received a service and it is subsequently found that you have been undercharged for this service, we may make an adjustment to reflect the correct charges for previous years. In the case of surface water drainage, if incorrect bills have been submitted the adjustment will be limited to 1st April of the charging year in which the mistake is identified.

I have been overcharged. Can I have a refund?

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

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

Normal water and sewerage charges will continue to apply, until you tell us that you do not need a water supply for the property and that we can disconnect the supply. There will be no charge for water supply or for used water after the date that we receive this notification.

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

No charges will be levied in respect of furnished but unoccupied premises (whether measured or unmeasured) where it can be shown to our satisfaction that the period of non-occupation is due to exceptional circumstances such as death or long-term hospitalisation of the customer.



WaterSure

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

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

To have your bill capped in this way you need to satisfy the requirements set out below:

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

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

and either

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

or

have been diagnosed as suffering from one or more of the following:

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

If you use a garden sprinkler or automatic garden watering device or have a swimming pool, you will not be eligible for this tariff. You can get further information on these arrangements and the required application form from us by telephoning or writing to the address shown for general enquires in the Useful contact numbers and addresses section on page 13.

How to pay

We normally send unmeasured bills in February/March each year with two payment stubs due on 1st April and 1st October.

You can choose to pay instead by eight monthly amounts, starting normally on 1st April or another date if we agree to this. Persons experiencing difficulty with payment should contact us immediately where the possibility of more frequent payments can be arranged (e.g. fortnightly or weekly).

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

You can pay:

- **by direct debit (at no extra cost)**
- **by debit or credit card by ringing 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 cover payment by credit card. If we do this, there will be an additional charge for credit card payments equivalent to the charge we pay to the credit card provider.**

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

We accept payments for charges via the Water Direct Scheme operated by The Department of Work and Pensions. If you are in arrears and on Income Support, Job-Seekers Allowance, Pension Credit or Employment and Support Allowance, you may qualify to have your charges paid directly from your benefit. If you are interested in using the Water Direct Scheme you should contact us on **0845 604 3772** and we will contact The Department of Work and Pensions on your behalf. We can also make applications on your behalf.

VAT

All of the charges listed in this book are shown exclusive of VAT which will be added, if appropriate.

We are required to apply VAT to charges for water we supply to customers whose main business activity is defined within divisions 1-5 of the Standard Industrial Classification (SIC) list 1980. These divisions describe businesses operating in the Construction, Mining, Manufacturing, Utilities, Chemical, Textile and Engineering sectors.

Charges for waste water services and charges for water supplied to customers whose main business activities are not described above are zero rated for VAT purposes.

What to do if you are unhappy with our service

We aim to get things right first time, every time, but we know that sometimes things can go wrong. Even if you aren't a customer, you can tell us about an issue or make a complaint. We're always looking for ways to improve the service we provide, so please let us know if we could do better.

I want to make a complaint, what should I do?

We know that if something goes wrong, you want us to resolve it quickly and accurately. Our contact centre advisors are the best people to do this. They'll be able to explain what's happened and what we'll do to resolve the problem. If you decide to make a complaint we'll follow our complaints procedure which ensures that you're treated fairly. There are three stages to the procedure which are explained in this leaflet.

Stage one – Contact us and we will record and respond to your complaint

Our contact centre advisor will record the details of your complaint. Your complaint will be confidential and if you don't want to give us your name, you can make it anonymously.

How can I contact you?

We have contact centres across the region whose staff are specialists in a particular area. This ensures that you get to speak to someone who has the best experience to deal with your issue or complaint. If you aren't completely satisfied after speaking to an advisor, our Duty Managers are always available. They will be happy to help you by continuing the call or arranging to call you back at a convenient time.

- For issues and complaints about your water bill, call our billing team on **0845 7 500 500**. We're available Monday to Friday 8am-8pm and Saturday 8am-1pm. Calls are charged at local call rate.
- For issues and complaints concerning our water and sewerage services, please call our Customer Operations Service Centre on **0800 783 4444**. We're available 24 hours a day, seven days a week and can also be used to report emergencies such as leaks and floods.

We also have a Textphone Facility available 24 hours a day on **0800 328 1155**. Calls to this number can only be received if you are dialling from a Textphone.

In some areas we don't provide both your water and sewerage services. Your bill will show you if another company provides your services. Their contact details can be found in your local telephone directory.

How else can I contact you?

You can email us at customercare@severntrent.co.uk,
Post: You can write to us at the following address:

Severn Trent Water Ltd
PO Box 5309
Coventry
CV3 9FH

Please include a phone number in your email or letter so we can contact you if we need more information and so we can answer your questions in full as quickly as possible. Post can take longer to reach us and reply to, so if you need a quick response it would be better if we could call you.

When can I expect you to respond?

We'll always aim to deal with a phone complaint the first time you call us. If you make a written complaint we'll work hard to reply by phone, email or letter within ten working days of receiving it. If we don't, you could be entitled to a payment under our Guaranteed Service Standards Scheme. See over the page for details on how to request more information about the Scheme.

We can also reply to you in a number of alternative formats such as large print and Braille. Please let us know if this would be better for you.

Please note that if you ask your local MP or other elected representative to act on your behalf, we will give a full and complete response which may include personal and/or financial information.

Stage two – If you aren't happy, we can review your complaint

If you are still unhappy you can let us know by calling, emailing or writing to us using the details provided. Your complaint will go to a senior member of our customer service team to be reviewed. We will assess all of your concerns fully and let you know the outcome as soon as possible. If you feel it would be better to deal with the issue face to face then we are happy to visit you, or you can make an appointment to visit us.

Please note that if a solicitor or land agent acts on your behalf, this will have no effect on the way we carry out the review. We won't charge you for any reviews we carry out but we won't pay the costs of any solicitors/agents you have employed.

If we haven't met one of our Guaranteed Service Standards you could be entitled to a payment. See over the page for details on how to request more information about our Guaranteed Service Standards Scheme.

Stage three – If you don't agree with our review you can contact the Consumer Council for Water

The Consumer Council for Water is an independent organisation that exists to protect your rights as a customer and they will provide you with free advice. The Council can be contacted at the following address:

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

Website: www.ccwater.org.uk
Telephone: 0121 345 1017

In some circumstances, if we have failed to comply with our duties under the Water Industry Act 1991 and you have been caused loss or damage your dispute may be referred to Ofwat or to legal arbitration. You can find details of this in our Code of Practice – Our Guaranteed Service Standards.

You can find our Code of Practice – Our

Guaranteed Service Standards by visiting www.stwater.co.uk or by calling 0845 7 500 500 (general or billing services) or 0800 783 4444 (water or sewerage services).

The Code sets out detailed information on the circumstances, amounts and timescales that we will pay you in if we have failed to meet one of our standards.

We hope you have found this information useful. If you have any more questions please visit our website at www.stwater.co.uk or contact us on 0845 7 500 500

Useful contact numbers and addresses

General enquiries (including copies of any leaflets)

Website: www.stwater.co.uk
Email: customercare@severntrent.co.uk
Tel No: 0845 7 500 500
(charged at local rates)

Address: Severn Trent Water Limited
Customer Relations
PO Box 5310
Coventry
CV3 9FJ
Office hours:
Monday – Friday 08.00-20.00
Saturday 08.00-13.00

Meter option applications and information

Website: www.stwater.co.uk
Email: customercare@severntrent.co.uk
Tel No: 0845 7 090 646
(charged at local rates)

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

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

Billing enquiries for account managed industrial and commercial customers

Tel No: 0845 6 033 222
(charged at local rates)

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

Fax. No: 0845 6 033 222
Email: business.direct@severntrent.co.uk
Office hours: Monday – Friday 08.00-17.00

Charging zones for unmeasured charges

For unmeasured charges, Severn Trent Water uses eight charging zones to reflect the differences in the rateable value of similar properties within its region. This map provides a guide to the area covered by each zone. The marked 'S' is where the water supply is provided by South Staffordshire Water Plc.



Charges Scheme (2013-14)

1. Introduction

This booklet called the “Charges Scheme” contains the charges of Severn Trent Water Limited made under the provisions of the Water Industry Act 1991 for the period 1st April 2013 until 31st March 2014.

2. Glossary

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

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

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

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

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

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

and

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

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

“**community premises**” means:

- village halls,
- community centres,
- scout, guide or cadet huts,
- or other **premises** that in **our** view are similar to the five categories above,
- **premises** principally used for the provision of day care as defined in section 79A(6) of the Children Act 1989,
- a children’s home as defined in section 1 of the Care Standards Act 2000 and registered under section 11 of that Act,
- **premises** used as a care home as defined in section 3 of the Care Standards Act 2000 and registered under section 11 of that Act;

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

“**meter**” means **our** meter;

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

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

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

(a) any person to whom **we** provide services in relation to such **premises**;

(b) any person entitled to exclusive occupation of the **premises** or to prevent third parties from interfering with, occupying or entering the **premises**;

(c) any person who has sufficient control over the **premises** to owe a duty of care towards those who come lawfully onto the **premises**;

(d) any person who maintains **premises** furnished or otherwise ready for occupation, including where appropriate the **owner** of such **premises**;

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

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

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

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

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

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

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

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

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

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

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

“**relevant multiplier**” means a number (which may be one or more or less than one) calculated as set out in section 20 (vii);

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

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

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

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

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

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

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

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

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

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

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

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

“**used water**” does not include **trade effluent** discharged under the terms of a **trade effluent consent** or agreement and “used water meter” means a meter installed under section 9 (viii) below;

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

“**vulnerable household**” means **premises** which fall within the terms of Regulation 2 of **the 1999 Regulations**;

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

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

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

3. Period when this Scheme applies

This Scheme will apply for the period 1st April 2013 until 31st March 2014.

4. General

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

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

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

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

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

- (i) Where **premises** are occupied by more than one **occupier**, all occupiers of the **premises** shall each be jointly and severally liable for the applicable charges and **we** may collect all charges from any one of the occupiers in such proportions as **we** deem fit.
- (ii) Where in this Scheme:
 - (a) any charge is a percentage
 - or
 - (b) a percentage reductionof another charge, the resulting charge will be rounded up or down to the nearest two decimal places.

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

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

- (iv) For unmeasured customers, liability accrues on a daily basis by virtue of occupation of the **premises**. **We** may demand payment on account of this liability as set out in section 14 below based on an assumption that the **occupier** will remain in occupation for the remainder of the year. However, if it is necessary to calculate the extent of any debt outstanding on any particular day when:

a) the customer vacates the **premises**; or

b) the customer enters into any formal insolvency procedure [to include but not limited to liquidation (whether compulsory or voluntary), administration, receivership, administrative receivership, any agreement for the benefit of or composition with its creditors generally (including entering into a company or individual voluntary arrangement), bankruptcy, debt relief order or takes or suffers any similar, analogous or equivalent procedure],

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

- (v) Surface water drainage charges form part of sewerage charges and they remain payable unless the customer can demonstrate to **our** satisfaction that there is no direct or indirect surface water drainage to a public sewer from the **premises** or from any **common area** next to that **premises**. Where the customer can demonstrate this to **our** satisfaction, the surface water drainage charge shall cease to be payable from 1st April in the year in which the application is made. Surface water drainage charges billed in respect of the period prior to this date will be deemed to be correct and will remain payable irrespective of the fact that this service may not have been provided.
- (vi) Where the surface water drainage element of sewerage charges are based on chargeable area, the area upon which those charges are based will be deemed to be correct unless the customer can demonstrate to **our** satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes. Where the customer can demonstrate this, the surface water drainage charge shall only be based on the reduced chargeable area from 1st April in the year in which the application is made. Surface water drainage charges prior to this will be deemed to be correct and will remain payable.
- (vii) No charges will be levied in respect of furnished but unoccupied premises (whether measured or unmeasured) where it can be shown to **our** satisfaction that the period of non-occupation is due to exceptional circumstances such as death or long-term hospitalisation of the customer.

5. Unmeasured charges (water and sewerage)

- (i) Where **we** supply water and/or provide sewerage services and a meter has not been used for charging purposes, **we** will normally calculate the annual charges as follows:
- (a) For water supply, by multiplying the **rateable value** of a **rateable value premises** by the rate per pound of rateable value for the appropriate charge zone, subject to a minimum charge. There is a different minimum charge for a supply to a cattle trough (see Tables 1 and 2).
- (b) For sewerage services, by multiplying the **rateable value** of the **rateable value premises** by the relevant rate in the pound for the appropriate charging zone for the service (or services) that the property receives or benefits from (see Table 1).
- (ii) Where we are satisfied that the **occupier** of any **rateable value premises** does not receive, take or have access to a supply of water, **we** will not charge water supply and used water charges. **We** may require that the water supply is disconnected before this is the case. The Surface Water only charge may continue to apply. This is subject to a maximum charge per year (see Tables 1 and 2);

(iii) The charges below are different for different parts of **our water area** and **our sewerage area** because of **our** policy to equalise the amount of **our** unmeasured charges on a per capita basis between **our** eight charging zones. The charges for each zone are in Table 1, and the area of each zone is shown on page 14.

Table 1: Unmeasured Water Supply and Sewerage Charges

Charging Zone	Rate per pound of rateable value (p/£RV)			
	Water supply*	Used and surface water	Used water only	Surface water only**
1	109.19	100.36	63.82	36.54
2	98.24	84.53	53.77	30.76
3	95.28	89.05	56.40	32.65
4	99.55	96.57	61.34	35.23
5	114.46	112.68	71.45	41.23
6	119.08	109.12	69.25	39.87
7	119.90	106.33	67.50	38.83
8	95.28	88.45	55.81	32.64

* Subject to the minimum charges in Table 2
 ** Subject to the maximum charge in Table 2

Table 2: Unmeasured minimum and maximum charges

	Water Supply	Surface water only
Minimum charge (except for supplies to cattle troughs)	£90.72	
Minimum charge for a supply to a cattle trough	£154.84	
Maximum charge		£114,996.83

6. Unmeasured supplies – miscellaneous matters

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

7. Free meter option

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

We will accept requests for a **meter** made on our website, www.stwater.co.uk, by email to customer.care@severntrent.co.uk, by a telephone call, or alternatively applications can be made in writing to the address shown in Useful contact numbers and addresses section on page 13.

Meter location

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

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

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

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

Meter installation time

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

Meter installation not reasonably practicable or unreasonably expensive

- (iv) If **we** consider that it is not reasonably practical or it would involve unreasonable expense **we** will not install a **meter**. In such cases, including those where a shared **meter** agreement is not possible or appropriate, the **occupier** may opt to pay the appropriate 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 meter fitted externally at the property boundary/start of the supply pipe 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;
- alterations to existing plumbing to enable a **meter** to be installed; and
- installation in an alternative location if requested by the **occupier**.

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

Reversion to unmeasured charges

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

- (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 section 9(i)(e) or 9(i)(f) below, the **occupier** of a **household premises** who opted for a **meter** before 1st April 1996 may change back to paying charges based on the **rateable value** of the **premises**. Notice to **us** must be given in writing. Reversion is subject to the **rateable value** for the **premises** still being appropriate and the same **occupier** still occupying the **premises**. Reversion will be from the date that **we** receive the notification.

8. Property type and assessed volume charges

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

- (a) where an **occupier** has requested a **meter** under the option scheme but it is not practicable for a **meter** to be installed, or it would involve unreasonable expense, and the **occupier** of a property opts to pay the tariff below instead of charges based on the **rateable value** of the **premises**;
- (b) where a **premises** is located in an area covered by **our selective metering programme** and it is not reasonably practicable for a meter to be installed, or it would involve unreasonable expense, and the **occupier** of a property opts to pay the tariff below instead of charges based on the **rateable value** of the **premises**;
- (c) where a **household premises** that is charged on an unmeasured basis is **substantially altered**;
- (d) where there is no appropriate **rateable value** and **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to be metered;
- (e) where **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to a non-household **premises** to be metered.

Table 3: Property type and assessed volume charges

	Water Supply £ per year	Used Water* £ per year
Detached house: (including link-detached)	241.16	147.42
Semi detached house	205.68	125.73
Other household premises	179.55	109.76
Single person household	102.42	62.61
Non-household premises	153.46 pence per m ³ x the volume of water that we assess is supplied to such premises	93.81 pence per m ³ x the volume of water that we assess is supplied to such premises

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

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

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

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

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

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 on or after 1st April 1989 **we** make a new supply of water to the **premises** or require a separation of the supply pipe;
 - (c) where an **occupier** (including a previous **occupier**) has opted to have the supply metered and has not reverted to unmeasured charges within the applicable deadline;
 - (d) where the **premises** is located in an area covered by **our selective metering programme** and there is a change of **occupier**, provided that the new **occupier** has not been billed for unmeasured charges at the **premises**;
 - (e) where the **premises** are non-household **premises**;
 - (f) where water **we** supply is used or passed through a sprinkler, automatic garden watering device or a hosepipe not held in the hand;
 - (g) where there is a swimming pool at the **premises** with a capacity greater than 10,000 litres, unless the **occupier** of the **premises** can satisfy **us** that no water **we** supply is at any time used to automatically fill the pool or automatically maintain or increase the level of water in it.

Liability for measured charges

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

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

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

Water supply charge

- (iii) Water **we** supply through one or more **meters** to any **premises** will be charged to the **occupier** at the standard water supply charge in Table 4, unless **we** agree otherwise, or one of the following tariffs applies: the WaterSure Tariff, the Intermediate user tariff, Large user tariff, or the Standby tariff (see sections 11, 12 and 13).

Table 4: Standard water supply charge

Charge in pence per m³

153.46

This charge will be due on demand and apply from 1st April 2013 except for monthly-billed customers when it will apply from the first meter reading on or after 1st April 2013.

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

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

Water supply standing charges

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

Table 5: Standing charges

Meter size not exceeding	Standing charge £ per year
15 mm	28.20
22 mm	40.30
30 mm	54.63
42 mm	76.48
50 mm	105.52
80 mm	163.23
100 mm	275.42
150 mm	633.97
200 mm	798.57
250 mm	963.34
300 mm	1,050.41

Sewerage charges

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

Used water charges

- (a) with effect from 1st April 2013 or the first relevant water supply or **used water meter** reading on or after 1st April 2013 for monthly-billed **premises** (except where **used water** charges are billed with **trade effluent** charges under section 21), a charge per cubic metre of **used water** discharged directly or indirectly to a **public sewer** is payable at the rates shown in Table 6.

Direct connection to our sewage treatment works

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

Table 6: Used water charges

Volume discharged directly or indirectly to a public sewer	Charge in pence per m ³
For the first 49,999 m ³	93.81
From 50,000 to 249,999 m ³	90.97
250,000 m ³ and over	86.40
Volumes discharged directly to our sewage treatment works	67.79

and

Sewerage standing charges

- (b) a standing charge related to the size of the **meter** measuring the supply of water to the **premises** (see Table 7). Unless **we** agree otherwise these charges will be due on demand apportioned for each billing period, or on a daily basis for periods less than or greater than the normal billing period.

Table 7: Sewerage standing charges

Meter size not exceeding	Standing charge £ per year
15 mm	13.26
22 mm	19.43
30 mm	26.10
42 mm	36.67
50 mm	50.33
80 mm	78.13
100 mm	132.03
150 mm	303.98
200 mm	383.20
250 mm	462.27
300 mm	503.89

and

Surface water drainage charges

- (c) the charge or charges based on
 the **rateable value** of the **premises** as specified in section 5 above (see Tables 1 and 2);
 or
 the charge based on the type of property or chargeable area as specified in (x) below (see Tables 8 and 9).
 See section 9(x) below to see which applies.

Water out equals water in less losses

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

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

Rainwater harvesting systems

- (vii) Where a **rainwater harvesting system** is installed from which water discharges to a **public sewer** after use, **we** require this to be installed in such a way that the water that is used and subsequently discharged (the “water-out”) can be measured by means of a **meter** installed on the **rain harvesting system**.

The volume of “water-out” will be charged at the rates shown in Table 6 and be in addition to any charges calculated on the basis of (vi) above.

Customer measurement of water out

(viii) If the **occupier** is not satisfied with the volume of **used water** calculated by **us**, they may:

- (a) install and maintain at their own expense their own meter(s), gauge recorder or other apparatus **we** approve on a water fitting, pipe or drain of the **premises** in question in a location and manner also approved by **us** in order to determine a more accurate measurement of the volume of **used water** discharged to the **public sewer**;

and

- (b) provide to **us** full details of the volumes of water or **used water** recorded in accordance with **our** requirements.

(ix) As long as **we** are satisfied as to the accuracy of the volume of water or **used water** recorded by the meter(s), gauge recorder or other apparatus installed by the **occupier**, **we** will use this information to determine the volume of **used water** discharged to the **public sewer**.

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

Property type surface water

(x) An **occupier** liable for the surface water drainage charge specified in section 9 (v)(c) above or section 10(ii) (including where the **premises** does not receive a water supply), will pay the charge in Tables 8 (for **household premises**) or Table 9 (for **premises** that are not **household premises**) below if:

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

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

or

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

or

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

or

(d) the **premises** are **household premises** and **we** have identified that the relevant charge as set out in Table 8 is less than the charge currently paid by the **occupier** based on the **rateable value** of the **premises** as specified in section 9(v)(c);

or

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

The charge will apply from:

- in the case of (a), the date **we** receive the notification from the customer and all relevant information **we** may require;
- in the case of (b), the date of the approved installation;
- in the case of (c), from 1st April 2013 or the first relevant water supply or **used water meter** reading on or after 1st April 2013 for monthly billed **premises** (except where used water charges are billed with trade effluent charges in which case please see section 21 on page 37);
- in the case of (d) from 1st April 2013;
- in the case of (e) from the date of the change of **occupier**.

Table 8: Property type surface water drainage for household premises

Type of premises	Charge £ per year
Detached house (including link-detached):	91.85
Semi detached house	61.28
Other household premises	30.58

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

Type of premises	Chargeable area in m ² (all figures are inclusive)	Charge £ per year
Band 1	up to 20	10.17
Band 2	21 - 99	54.06
Band 3	100 - 199	108.11
Band 4	200 - 299	169.39
Band 5	300 - 499	270.73
Band 6	500 - 749	428.90
Band 7	750 - 999	601.25
Band 8	1,000 - 1,499	841.97
Band 9	1,500 - 1,999	1,128.77
Band 10	2,000 - 3,999	1,924.89
Band 11	4,000 - 7,499	3,700.18
Band 12	7,500 - 9,999	5,639.78
Band 13	10,000 - 14,999	8,046.22
Band 14	15,000 - 19,999	11,279.56
Band 15	20,000 - 24,999	14,511.84
Band 16	25,000 - 29,999	17,746.57
Band 17	30,000 - 34,999	20,950.14
Band 18	35,000 - 39,999	24,361.48
Band 19	40,000 - 44,999	27,747.15
Band 20	45,000 - 49,999	31,133.95
Band 21	50,000 - 99,999	48,661.94
Band 22	Over 100,000	114,996.83

“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

- (xi) **We** will charge **community premises** as if their chargeable area was in the band of 100–199 square metres. For a place of religious worship (as defined in (x)(a) above) the charge payable is based upon a notional **rateable value** of zero rather than the chargeable area of the **premises**.
- (xii) 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**.
- (xiii) 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**.
- (xiv) 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** or that the chargeable area in respect of which they are billed is larger than is applicable the customer may be entitled to a reduction in their sewerage charge to reflect this. Any adjustment to the charges payable will, normally only be made from 1st April in the **year** in which the claim is made (see section 4(v) and (vi) above).

10. Measured supplies – miscellaneous matters

Meter reading not obtained

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

Single meter supplying multiple **premises**

- (ii) Where **we** supply water through a single **meter** to a number of properties in separate occupation, **we** may charge the **occupiers** of the individual properties on an unmeasured basis unless the **occupier** of one of the properties in question or some other person has agreed in writing with **us** to be legally responsible for payment of all measured water supply charges in respect of water supplied by **us** through the single **meter**.

Leakage allowance and non-return to sewer allowance

- (iii) If there is a leak on a supply to a **premises** that is charged on a measured basis, **we** will make an adjustment to the charges payable provided that the leak is repaired promptly, was not caused by the **occupier's** negligence, by the negligence of the owner of the pipe or by the negligence of any third parties acting on their behalf and was not a leak that the **occupier** should have known about and could have repaired sooner. **We** will also apply an allowance to the charges payable for sewerage for water that has not returned to the sewer. **We** will only make one allowance during the **occupier's** period of occupation. **We** have a Code of Practice on leakage, a copy of which is available on request.

Temporary disconnection

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

Meter downsizing

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

No compulsory metering on change of occupier

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

11. WaterSure

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

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

- (a) entitled to receive one or more of the following -
- (i) housing benefit
 - (ii) income support
 - (iii) working tax credit
 - (iv) income-based job-seeker’s allowance
 - (v) child tax credit (except families in receipt of the family element only)
 - (vi) pension credit
 - (vii) income-related employment and support allowance

or

- (viii) Universal 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. This certification must include:

the name of the patient;
 the diagnosis of the medical condition;
 the date of the certification;
 the name, address and signature of the registered medical practitioner; and
 a statement that as a result of the condition the patient is obliged to use a significant additional volume of water.

- (ii) Applicants who meet the above criteria will be charged, from the start of the billing period in which the application is made, the lower of:
 - (a) the measured water supply and sewerage charges as set out in section 9;
 - (b) the WaterSure tariff shown in Table 10. This is the average household water supply bill for **our water area** (for the water tariff) and **our sewerage area** (for the sewerage tariff).

Table 10: WaterSure tariff

	Charge in £ per year	
Water supply	177.00	*subject to section 9 (xiv)
Sewerage*	158.00	

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

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

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

12. Intermediate and large user tariffs

Intermediate user tariff

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

Table 11: Intermediate user tariff

Fixed charge £ per year	Rate in pence per m ³ of water supplied in the period	
	From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
£3,818.04	86.14	155.52

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

Large user tariff

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

Table 12: Large user tariff

Fixed charge £ per year	Rate in pence per m ³ of water supplied in the period	
	From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
£24,023.14	54.89	102.46

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

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

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

13. Standby tariff

- (i) Where **we** supply water through one or more **meters** to the **occupier** of a single **premises** and that **premises** also has access to an alternative source of water, other than the water **we** supply, which is capable (both legally and physically) of supplying at least 10,000 cubic metres, the **occupier** of that **premises** will be charged on the standby tariff (instead of the standard measured, intermediate user or large user tariff above) and may elect to secure a standby supply.
- (ii) Where a standby supply applies, the **occupier** of the **premises** must notify **us** in writing of the maximum required volume of water ("the notified volume") for the period from 1st May to 30th September ("peak") and for the period from 1st October to 30th April ("off-peak") by 1st April and will pay the following charges:
- (a) The capacity charges shown in Table 13, payable irrespective of whether **we** supply any water.

Table 13: Standby tariff capacity charges

Total peak and off peak notified volumes (m ³)	Fixed charge £ per year	Rate in pence per m ³ of water supplied in the period	
		From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
0 – 9,999	0	57.09	150.57
10,000 – 49,999	2,414.20	43.07	112.45
50,000 or greater	14,805.10	27.44	75.03

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

Table 14: Standby tariff volume charges

Total volume supplied (m ³)	Rate in pence per m ³ of water supplied	Fixed charge £ per year
0 – 9,999	57.09	0
10,000 – 49,999	43.07	1,402.00
50,000 or greater	27.44	9,217.00

- (c) Meter size standing charges

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

- (d) Premium charges

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

Where the notified volume is exceeded for either or both of the periods **we** will make a charge of twice the appropriate capacity charge in Table 13 above (excluding the standing charge) for each cubic metre of water supplied in excess of the notified volume for the relevant period.

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

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

Rate in pence per m ³ of water supplied in the period	
From 1 October to 30 April inclusive	From 1 May to 30 September inclusive
114.18	301.14

- (iii) The above charges will be due on demand (unless **we** agree otherwise) from the first relevant meter reading on or after 1st April.
- (iv) **Our** decision about the excess over and above the notified maximum volumes will be binding on the person liable to pay the charges.
- (v) Where the **occupier** of a single **premises** as described above does not elect to secure a standby supply, or does not provide the information as specified in section 13(ii) above by 1st April, the maximum volume required for both the peak and off-peak periods shall be taken to be zero.
- (vi) If **we** consider that **we** could not supply either or both of the notified volumes and revised notified volumes cannot be agreed by 15th April, **we** will advise the **occupier** and the notified volumes will be taken to be zero.
- (vii) If **we** identify that an operational network problem may occur in circumstances where a notified volume (including circumstances where it is taken to be zero) is exceeded, **we** reserve the right to downsize the relevant **meter** or **meters** to an appropriate size for the notified volume.
- (viii) Where it can be shown to **our** satisfaction that none of the water **we** supply through a **meter** or **meters** could be used to increase the supply of water to any part of the **premises** to which water from the alternative source is supplied, the **occupier** of the **premises** will pay the appropriate charges relating to those **meters** and any water supplied through them as set out in 9(iii), (iv) or section 12 above, as appropriate, instead of the standby tariff.

14. Charging and payment arrangements – unmeasured supplies

Charges payable by the **occupier**

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

Unmeasured charge due 1st April

- (ii) Subject to section 4(iv) above and as appears below all unmeasured charges shall be due and payable on 1st April 2013, unless the person responsible for the unmeasured charges is also responsible for a measured water supply charge and / or sewerage charge or sewage disposal charge not based on **rateable value** for the same **premises** (or **premises** of which the same **premises** forms a part).

Instalment arrangements

- (iii) In areas where **we** directly bill, collect and recover charges, the person liable to pay any such charge based on **rateable value** may, except where that person is also liable as described in (ii) immediately above, elect to pay the charge in a manner **we** approve:
 - either
 - (a) in two as near as may be equal amounts on 1st April and 1st October 2013 respectively
 - or
 - (b) in eight consecutive as near as may be equal amounts commencing on 1st April 2013 or such date after this as **we** may agree and continuing on the corresponding day of each of the seven following months
 - or

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

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

- (iv) In areas where **we** directly bill, collect and recover charges, if liability for any charge based on **rateable value** begins after 1st April 2013 the proportionate part of the charge for the remainder of the **year**, calculated on a daily basis, shall unless **we** have approved any alternative payment arrangements, be due and payable immediately. However, if liability first occurs prior to 1st October 2013 and the proportion of the charge due up to that date is paid on demand, the remainder of the charge may, subject to any approved alternative arrangements, be paid on 1st October 2013.
- (v) In areas where **our** charges are billed, collected or recovered by another water undertaker acting on **our** behalf, the payment and charging arrangements determined and applied by that water undertaker for its own charges shall apply for **our** charges.
- (vi) If immediately before the coming into operation of this Scheme a person has not paid to **us** all outstanding arrears of charges due to **us** under any prior Charges Scheme, that person shall pay the outstanding charges in such amounts and on such dates as **we** may specify. Such outstanding charges shall then be due and payable in the amounts and on the dates specified.
- (vii) Where a person paying charges by instalments fails to pay any amount on the date on which it became due and payable **we** shall be entitled after giving written notice of such failure to treat as immediately due and payable and recover all such amounts which have not yet fallen due.

15. Charging and payment arrangements – measured supplies

Charges payable by the occupier

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

Measured charge due on demand

- (ii) Where **we** directly bill, collect and recover charges, if a person is liable to pay to **us** a measured element of charge for a **premises** that charge shall, in addition to any charge based on **rateable value** which that person is also liable to pay in respect of any **rateable value premises** forming part of that **premises**, subject to section 4(iv) above and unless **we** agree otherwise, be due on demand.

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

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

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

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

16. Payment

Where to pay

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

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

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

We accept payments for charges via the Water Direct Scheme operated by The Department of Work and Pensions. If you are in arrears and on Income Support, Job-Seekers Allowance, Pension Credit or Employment and Support allowance, you may qualify to have your charges paid directly from your benefit. If you are interested in using the Water Direct Scheme you should contact us on [0845 6043772](tel:08456043772) and we will contact The Department of Work and Pensions on your behalf. **We** can also make applications on your behalf.

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

Table 16: Charges for dishonoured payments

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

Miscellaneous charges approved by Ofwat

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

(i) For water supplied by **us** for building **household premises** or other **premises** through a service pipe with an external diameter of 25 mm or less the charge in Table 17 will apply. This charge will be due on demand and payable by the person supplied.

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

Charge for water supplies for building or civil engineering purposes, per unit of property
£70.42

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

Miscellaneous charges not approved by Ofwat

18. Charges for meter testing

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

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

Table 18: Charges for water supplies for building or civil engineering purposes

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

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

Miscellaneous matters

19. Reimbursement of customer costs

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

(i) Septic tank emptying

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

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

(ii) Surface water drainage

Where surface and/or groundwater drains from a **premises** both

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

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

We will make this reimbursement to the person liable to pay **our** charges for the drainage of surface water or groundwater from those **premises**, as long as that person remains liable for those charges and for the payment to the third party.

20. Infrastructure charges

(i) In accordance with Condition 'C' of **the Licence**, **we** will make an infrastructure charge where premises are

- connected for the first time to a water supply **we** provide or
- where a direct or indirect **connection** is made for the first time from premises to a **public sewer**.

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

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

(ii) The infrastructure charge payable for each **connection** made on or after 1st April is show in Table 19.

Table 19: Infrastructure charges

Water service infrastructure charge	Sewerage service infrastructure charge
£338.06	£338.06

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

either

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

or

- (b) the **premises** does not consist of one or more **household premises** and is supplied with water through a **supply pipe** with an internal diameter greater than 22mm.

In such cases the charge for that **premises** will be the standard amount multiplied by the **relevant multiplier** for the **premises** in accordance with the Appendix to Condition C of **the Licence** (which is summarised in section 20 (vii)).

- (iii) Where:

either

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

or

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

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

- (iv) Where a site is developed or redeveloped (including the conversion of a building or buildings on it), the total amount of the infrastructure charges payable for household or other premises calculated as set out above shall be reduced by the standard amount (set out in section 20 (ii) above) multiplied by the maximum number of **premises** with **connections** to a water supply and/or to a **public sewer** at any time during the five-year period before the development or redevelopment began.
- (v) The water service infrastructure charge becomes payable when the “premises are connected for the first time to a water supply”. This is when the supply pipe for the premises has been connected (either directly or indirectly) to **our** water main and a supply of water is available to those premises. The sewerage service infrastructure charge is payable when a private drain from the premises is connected (either directly or indirectly) to a public sewer.
- (vi) Where the connection to a water supply or a **public sewer** is for a building or part of a building which prior to the connection being made is occupied as a dwelling house, the person requesting the connection may alternatively pay the infrastructure charge due:

Either

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

or

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

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

- 1) interest to be paid and capital to be repaid in twelve equal annual instalments on the same date in the following eleven months;

and

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

(vii) To calculate the **relevant multiplier** for a **household premises** subject to a **Common Billing Agreement**:

- (a) identify the number of water fittings in each of the categories specified in column 1 of Table 20 for all the **household premises** that are subject to the **Common Billing Agreement** (e.g. all the flats in a block to which such an agreement applies) and all communal facilities that are shared by all or any of them;
- (b) using column 2, calculate the total loading units for those water fittings (and increase this total if necessary to take account of the minimum for domestic appliances of 6 per **household premises**);
- (c) divide the total number of loading units by 24 and the resulting number by the number of **household premises** subject to the **Common Billing Agreement**;
- (d) the resulting number will be the **relevant multiplier**.

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

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

Table 20: Infrastructure charge loading units

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

Notes to be read with Table 20

- 1 Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- 2 “Bath” includes a whirlpool bath and a jacuzzi;
- 3 “Domestic appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) in a **household premises** and “communal or commercial appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) elsewhere than in a **household premises** (including in communal facilities);

- 4 In any calculation under section 20 (vii), a minimum of six loading units shall be included, for each **household premises**, for domestic appliances (whether or not the **household premises** has any such appliances) except, in the case of any **household premises**, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the **household premises**.
- 5 In the case of any **premises** with a sewerage only connection and no water fittings, the **relevant multiplier** will be one.
- 6 If there is a dispute between **us** and the person on whom any infrastructure charge has been levied about the calculation of the **relevant multiplier**, or the number or type of fittings on which that calculation is based, such dispute may be referred by either party for determination by Ofwat.

21. Trade effluent charges

Who we will charge

- (i) Charges shall be payable on demand by:
- (a) any person making a discharge of **trade effluent** in accordance with a **trade effluent consent** (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this Scheme relates;
- or
- (b) any person to whom a **trade effluent consent** applies or has been given and, who at the time the **trade effluent** is or is authorised to be discharged described in (a) above, occupies the **premises** from which the discharge is made:
- or
- (c) any person making a discharge of effluent, which is however not deemed a trade effluent to be received (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this scheme relates.
- (any such persons above being referred to below as “the discharger”)
- (d) Dischargers may be required to enter into a performance guarantee arrangement linked to their permission to discharge.

Basis of charge

- (ii) Subject to below, our **trade effluent** charges have four elements, “R”, “V”, “B” and “S”, shown in Table 21.

Table 21: Trade effluent charges

Charging element	Volume discharged	Charge in pence per m ³	Charge in pence per kg
R (Reception and conveyance in the public foul water sewer)	Up to 49,999 m ³	26.02	-
	From 50,000 to 249,999 m ³	23.18	-
	250,000 m ³ and over	18.61	-
V (Volumetric treatment)		23.59	-
B (Biological treatment)		-	40.14
S (Treatment and disposal of primary sludge from reception and treatment at a sewage treatment works)		-	30.63
Discharge to a public water sewer under a consent		13.01	-
Minimum charge for each trade effluent consent			£181.98

- (iii) The charges in Table 21 include the cost of routine sampling and monitoring of **trade effluent** discharges.
- (iv) Where the **trade effluent** does not receive the conveyance or treatment process giving rise to any of the charging elements in Table 21, that particular charging element will not be included in the charge to the discharger.
- (v) Where, at or in connection with a **sewage treatment works**, we have installed particular pipes, plant or machinery, operated it in a particular manner or have used particular chemical treatment to specifically

deal with the removal of a residual of a **trade effluent** discharged from **trade premises, we** may make an appropriate additional charge. This charge will be in respect of the additional costs **we** have incurred in the installation or operation of such pipes, plant or machinery, the use of such chemical treatment or the carrying out of any associated research and development work.

Calculation of charges payable

(vi) Subject to section 1, section 2, section 4 and below the charge to be paid by the discharger for **trade effluent** discharged to the **public foul water sewer** or **sewage treatment works** will be calculated as the sum of:

- the volume of **trade effluent** discharged in cubic metres multiplied by the charges per cubic metre for R and V in Table 21; and
- the biological load of the **trade effluent** discharged in kilogrammes multiplied by the charge per kg for B in Table 21; and
- the suspended solids load of the **trade effluent** discharged in kilogrammes multiplied by the charge per kg for S in Table 21.

subject to the minimum charge in Table 21.

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

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

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

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

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

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

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

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

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

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

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

- (vii) A discharger who in accordance with a **trade effluent consent** makes a discharge of **trade effluent** to a **public surface water sewer**, will pay the charge shown in Table 21 per cubic metre of **trade effluent** discharged.
- (viii) A minimum charge shown in Table 21 will apply for each **trade effluent consent** that has been given or applies to the discharger. Unless **we** agree otherwise this will be due on demand and apportioned to the billing period. Where there are multiple sources of discharge to a single consented point of discharge, the minimum charge will apply to each source of discharge that has its own sampling point at any time during a half **year** period.
- (ix) Where a discharge is legally a **trade effluent** discharge but in **our** opinion is insignificant in volume and strength and is therefore unlikely to require any further action by **us** after the initial application is processed, **we** will charge for the discharge as if it was **used water**.
- (x) Subject to (xiii) and (xiv) below, **we** will determine the charge to be paid by the discharger, unless **we** agree otherwise with the discharger, based on samples of the **trade effluent** discharged from the discharger's **trade premises**. Samples will be taken either by the discharger or **us** and analysed by **us** during the period for which charges are levied or earlier results will be used where **we** believe sufficient information already exists for charging purposes.
- (xi) Subject to (xii) below, for the purposes of calculating the charge, the volume of **trade effluent** deemed to be discharged from any **trade premises** will be calculated by **us** on the basis of the volumes of water taken at or supplied to, or **used water** or **trade effluent** discharged from the **premises** as recorded by the **meter, meters**, gauge recorder or other apparatus. These must be installed in a manner and location **we** approve in accordance with the terms of the relevant **trade effluent consent**.
- (xii) The discharger shall provide **us** with full details of the recordings and readings of the volumes of water, **used water** or **trade effluent** at the **trade premises** on or before such dates and in accordance with such arrangements as **we** may require in order to calculate the volume of **trade effluent** discharged. Where:
 - (a) **we** are no longer satisfied that the meter, meters, gauge recorder or other apparatus is or are accurately recording the volumes to be measured;
 - or
 - (b) the discharger fails to provide **us** with full details in accordance with **our** requirements;
 the charge will be based on **our** assessment of the volume of **trade effluent** discharged after taking into account all relevant information. Such assessment will be binding on the discharger.
- (xiii) Where the quantities of **trade effluent** authorised to be discharged are expressed in any **trade effluent consent** only in gallons, charges will be levied on the quantities actually discharged converted at the rate of 4.546 cubic metres to one thousand gallons.

Application of the Scheme in particular cases

- (xiv) For the **trade effluents** shown in Table 22 **we** have assessed trade effluent charges determined on sampled standard strength figures for such effluents in terms of chemical oxygen demand and suspended solids. These charges will apply for these **trade effluents** unless the discharger, after giving **us** notice in writing prior to 1st April 2013, opts to have the **trade effluent** discharged from their **premises** sampled individually to determine its strength and provides in due time a sampling point which is satisfactory to **us** in order to enable samples to be taken.

Table 22: Assessed trade effluent charges

Assessed trade effluent	Charge in pence per m ³
Launderette	80.77
Car wash	54.01
Gas holder seal water	54.04
Paint stripping	68.12
Swimming pool backwash	50.27

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Severn Trent Water Ltd

PO Box 5309

Coventry

CV3 9FH

www.stwater.co.uk

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