

# scheme of charges 2006

water  
sewerage and sewage disposal  
trade effluent



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

## what Severn Trent Water does

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

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

In fact since privatisation, we have invested over £6 billion - over £2,000 for each and every home we serve.

As a result, customers are getting their best ever quality drinking water, and supplies are secure irrespective of what the climate has in store. Hundreds of homes are safe from flooding as a result of improvements in our sewers.

Rivers in the Midlands are now much cleaner than before, thanks to our investment in new facilities for cleaning the community's used water

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

## how we charge you

We charge the majority of our customers either

- Unmeasured charges
- Measured charges

### unmeasured charges

If your property was built before April 1989 it is likely that you will be paying unmeasured charges. Unmeasured charges are all based on the 1989/90 rateable value of the property. As there are differences in the average levels of rateable value throughout our area, we vary the charge according to the area (or zone) you live in. If you move house, charges will continue to be levied in the same way as the previous occupier. All non-household properties are required to be metered.

**Your unmeasured charges are made up of three elements:**

#### **unmeasured water supply**

- This covers the costs of providing water to the property (A minimum charge applies).

#### **used water**

- This covers the cost of removing, treating and disposing of the used water.

#### **surface water drainage**

- This covers the cost of draining rainwater. If none of your rainwater drains to the public sewer then you will be exempt from this element of your charges. The effective date of any claim will be the 1 April of the charge year.

## your choice to be metered

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

The meter is fitted free inside your property. The position of the meter will normally be where the water supply pipe enters the house. You may choose an alternative location if reasonably practicable, provided you pay for any additional expenses incurred. This will be explained to you when you apply for a meter. It is our aim to install a meter in your property within six weeks of receiving your application. If we fail to do so, we will use the first meter reading as a basis for back dating to the start of the excess period. Thus ensuring you still receive the full benefits of metering.

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

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

If you wish to apply to pay your charges on a measured basis, you can do so by telephoning or writing to the address shown in the section on useful contact numbers and addresses.

## assessed volume charges

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

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

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

## measured charges

If your property was built after April 1989 you will be paying for water services on a measured basis. Householders that opted, at their present address, for a meter before 1 April 1996 can revert to paying by rateable value provided that the property still has a valid rateable value. Householders that opted, at their present address, for a meter after 1 April 2000 can revert to paying by rateable value at any time prior to the twelve month anniversary of the meter having been installed or 30 days after receipt of a second measured bill, provided that the property still has a valid rateable value. Properties that have a swimming pool or you use an automatic garden watering device (i.e. a hosepipe not held in the hand) must be metered. Household measured bills are sent half yearly. All non-households are required to be metered.

### Three elements of measured charges apply:

- **Water supply charge**

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



- **Used water**

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

- **Surface water drainage**

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

However new properties or other properties without a valid 1989/90 rateable value and customers that have chosen to have a meter will pay for surface water drainage by property type charge. Existing metered household customers can choose to pay by property type instead of rateable value. The start date of this change will be from the date of application. All non-household properties will pay for this element of the charge by a banded charge according to their total site area (see page 36). The three exemptions to this are schools, hospitals and places of religious worship.

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

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

If you are a householder and there is a leak on your supply after the meter, you may be entitled to have your bill adjusted, provided you have repaired the leak quickly and it was not due to your negligence. Only one adjustment will be given and this will only effect the latest bill. Further information can be obtained from the address shown in the useful contact numbers and addresses section.

In addition to the used water charges, if you carry on a trade that deposits more than just a domestic type of effluent down our sewers, you will be charged according to the strength of the effluent. For more information on this tariff see our Scheme of Charges for Trade Effluent on page 47 of this document, this explains the tariff in greater detail.

## **vulnerable households**

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

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

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

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

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

and either

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

or



- has been diagnosed as suffering from, or has a child under nineteen who resides with you that has 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

and is obliged as a result to use a significant amount of extra water.

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

## how to pay

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

Measured bills are normally sent to households, six monthly, in arrears and are due on demand. However budget arrangements can be made with the Company. Non-households may be billed more frequently; monthly, quarterly or half-yearly, depending on the volume of water used.

Payments may be made:

- by direct debit (at no extra cost)
- by debit or credit card by ringing 08457 500 500 (at no extra charge for payment by debit card but credit card payments will be subject to an additional charge equivalent to the charge payable by the Company 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)
- by using Watercard with cash payments at a Post Office (at no extra charge)
- at a Building Society (ask your own society for details)
- through Girobank, if you have an Alliance and Leicester Girobank account
- 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 Girobank Bill Pay service) via our web site: [www.stwater.co.uk](http://www.stwater.co.uk)

Please note that none of the above external companies are agents of Severn Trent Water

## what to do if you are unhappy about the service you have received

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

### **Customer Relations Complaints Review Team**

Severn Trent Water Ltd  
 Sherbourne House  
 St. Martin's Road  
 Finham  
 Coventry  
 CV3 6SD

or direct through our website on [www.stwater.co.uk](http://www.stwater.co.uk)

## taking the process further

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

**Consumer Council for Water Midlands**

1st Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4DL

or via email to: [midlands@ccwater.org.uk](mailto:midlands@ccwater.org.uk)

or via their website at: [www.cewater.org.uk](http://www.cewater.org.uk)

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

Water Services Regulation Authority  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

or by telephoning: **0121 625 1300**

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

South Staffordshire Water Plc  
Green Lane  
Walsall  
WS2 7PD

Telephone: Billing enquiries **08456 070 456**

Supply queries **0800 389 1011**

## useful contact numbers and addresses

### general enquiries (including copies of any leaflets)

Tel No: 08457 500 500 (charged at local rates)  
Address: Severn Trent Water Ltd  
Sherbourne House  
St. Martin's Road  
Finham  
Coventry  
CV3 6SD

### meter option applications and information

Tel No: 08457 090 646 (charged at local rates)

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

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

### billing enquiries for account managed industrial and commercial customers

Tel No: 08456 033 222 (charged at local rates)  
Address: Severn Trent Water Ltd  
Business Direct Team  
156 – 170 Newhall Street  
Birmingham  
B3 1SE  
Fax No: 0121 200 6770  
Email: [business.direct@severntrent.co.uk](mailto:business.direct@severntrent.co.uk)

### please note: office hours are:

Monday – Friday: 08.00 hrs – 20.00 hrs  
Saturday: 08.00 hrs – 13.00 hrs

## frequently asked questions

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

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

(See page 13 Section 4 (vi))

- **Under what circumstances would my property be metered?**

If you move into a property that is already metered you will be charged on an measured basis. If the property was not metered then you will be charged based on the rateable value of the property. You can opt to pay on a measured basis if you so wish.

(See page 12 Section 4 (iii))

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

If you substantially alter a household property making the rateable value invalid you will be charged on the assessed unmeasured charge according to the type of property. You can opt to pay on a measured basis if you so wish.

(See page 13 Section 4 (v))

If you alter a non-household property which is connected for surface water drainage, you should contact the Company as alterations to the size of any buildings or other areas within the site may change your charge liability.

(See page 36 Section 10 (ii))

- **Why is my property metered?**

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

(See page 12 Section 4 (iii))

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

Only if you opted for a meter at your current address before April 1996. If you opted for a meter after 1 April 2000 you will have up to 30 days after receipt of your second measured bill in which to revert to paying on an unmeasured basis.

(See page 12 Section 4 (ii))

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

No. You will continue to be charged on a measured basis.

(See page 12 Section 4 (iii))

- **I would like to have a meter installed: What does it entail?**

Simply by ringing 08457 090 646 and answering a few questions you can decide if a meter based charge is for you. An appointment will be made to fit a meter inside your property with an out reader fitted to an outside wall.

(See page 11 Section 4 (i))

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

Provided you opted for a meter after 1 April 2000, you have 30 days after receipt of your second meter based bill in which to revert to RV based charges.

(See page 11 Section 4 (ii))

- **My property is not connected for surface water drainage.**

- Am I entitled to pay lower charges?
- Can I have a rebate for prior year's charges?

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

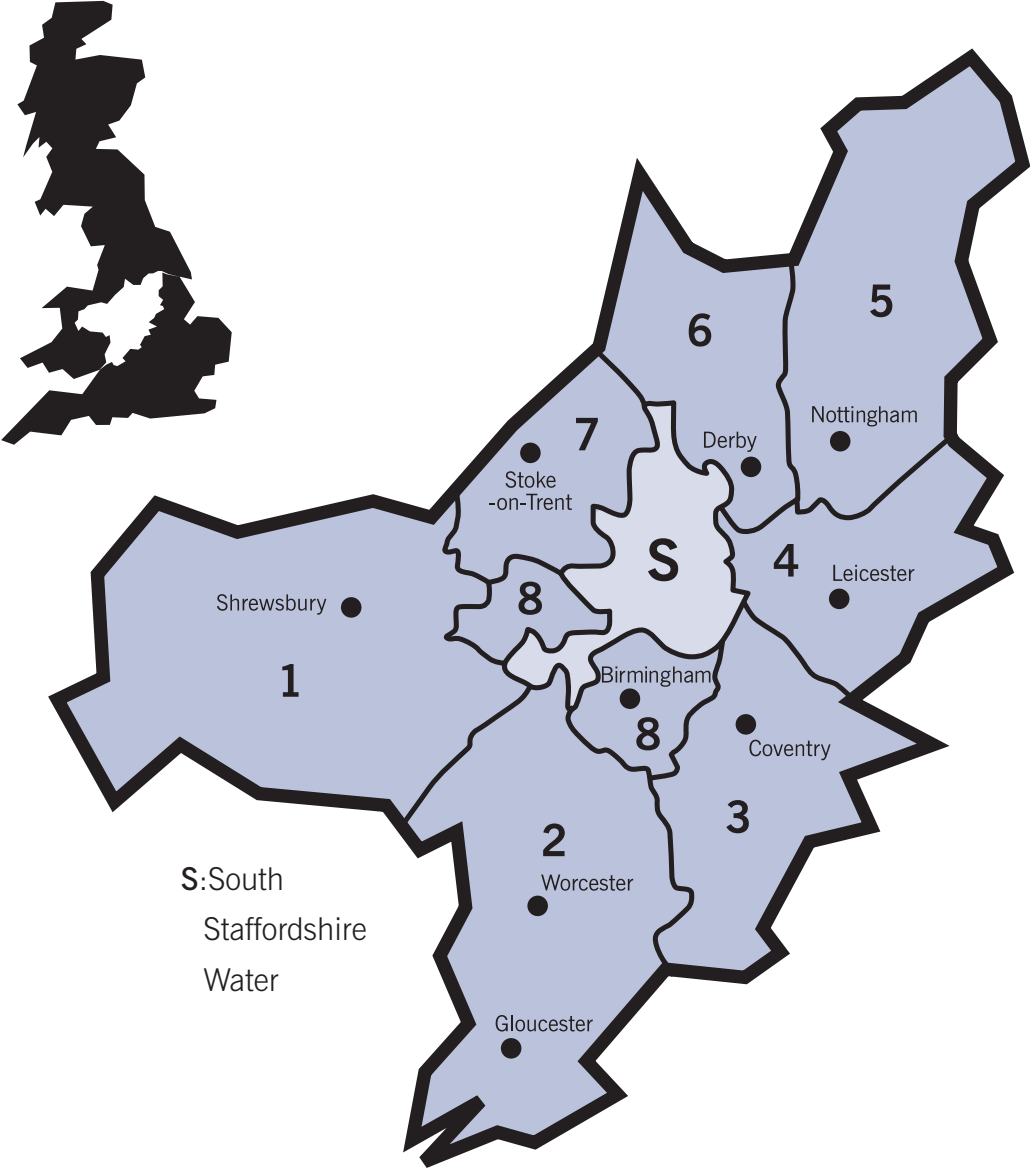
(See page 30 Section 6 (i))

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

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

### 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 areas covered by each zone. The marked 'S' is where the water supply is provided and charged for by South Staffordshire Water Plc.



## scheme of charges for supplies of water (2006)

1. This Scheme of charges for supplies of water is made by SEVERN TRENT WATER LIMITED under Section 143 of the Water Industry Act 1991.

2. interpretation

- (i) Subject to (iii) immediately below the Interpretation Act 1978 shall apply to the interpretation of this Scheme as it applies 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 otherwise requires:
  - “the Act” means the Water Industry Act 1991 and “the 1967 Act” means the General Rate Act 1967;
  - “the Authority” means the Severn-Trent Water Authority, predecessor body of the Company;
  - “Common Billing Agreement”, “supply pipe”, “connection” and “Relevant Multiplier” shall for the purposes of Clause 10 below have the meanings assigned to them by Condition C of the Licence;
  - “the Company” means Severn Trent Water Limited;
  - “hereditament” means a premises or unit of property shown as a separate item in a valuation list maintained under and in accordance with the provisions of the 1967 Act;
  - “household premises” means any building or part of a building which is occupied as a separate private dwelling-house (or which, if unoccupied, is capable of being so occupied), and includes a caravan or a boat or similar structure designed or adapted for use as a place of permanent habitation;
  - “the Licence” means the Instrument of Appointment of the Company as a Water Undertaker for the area therein described;
  - “meter” means meter of the Company;
  - “occupier” includes, at any time when a premises is unoccupied-
    - (a) any person to whom the Company provides services in relation to such premises,
    - (b) any person who has sufficient control over the premises to owe a duty of care towards those who come lawfully onto the premises,
    - (c) any person who maintains premises furnished or otherwise ready for occupation, including where appropriate the owner of such premises;
  - “owner”, “rating district”, “rating area”, “valuation officer”, “water hereditament” and “year” shall have the meanings assigned to them by Section 115(1) of the 1967 Act as they applied for the purposes of that Act prior to its repeal and, in the case of “owner”, the meaning of the term shall include any person who is on any basis within the definition given in Section 115(1);
  - “rateable value” means, in relation to a hereditament, the rateable value of that hereditament established under and in accordance with the provisions of the 1967 Act;
  - “the 1999 Regulations” means the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 as amended or substituted from time to time;
  - “substantially altered” means for the purposes of Clause 4 below, substantially physically altered, subjected to a material change of use, split into different and separate occupations or merged with another premises, in circumstances where the rateable value or values of the premises in question relating to the situation prior to such event are in the opinion of the Company no longer appropriate and “substantial alteration” shall be construed accordingly;

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

“**vulnerable household**” shall mean premises which fall within the terms of Regulation 2 of the 1999 Regulations the extent of which is as follows:

The consumer or a person residing with him in the premises is:

- (a) entitled to receive one or more of the following –
    - (i) council tax benefit
    - (ii) housing benefit
    - (iii) income support
    - (iv) working tax credit
    - (v) income-based job-seeker’s allowance
    - (vi) child tax credit (except families in receipt of the family element only)
  - or (vii) pension credit
- and either
- (b) entitled to receive child benefit for three or more children under the age of nineteen who reside in the premises
  - or
  - (c) diagnosed as suffering from, or has a child under nineteen who resides in the premises diagnosed as suffering from, one or more of the following –
    - (i) desquamation
    - (ii) weeping skin disease
    - (iii) incontinence
    - (iv) abdominal stoma
    - (v) Crohn’s disease
    - (vi) Ulcerative colitis
    - (vii) renal failure requiring dialysis at home, unless a contribution to the cost of water consumed in the process of dialysis during the billing period is made by the health authority
  - or (viii) any other medical condition as certified by a registered medical practitioner, which certification must include: the name of the patient, the diagnosis of the medical condition, the date of the certification, and together with the name, address and signature of the registered medical practitioner

and as a result of that condition is obliged to use a significant additional volume of water

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

“**WRSA**” means the Water Services Regulation Authority.

### 3. application of the scheme

- (i) Without prejudice and subject to the right and power of the Company to fix its charges under and in accordance with the provisions of Sections 55 and 56 of the Act or by agreement (and to the terms of any agreement so made), this Scheme provides for charges to be made in respect of the services or facilities provided by the Company in the exercise of its functions relating to the supply of water, other than the supply of water in bulk. In relation to the supply of water to premises in Wiltshire all other provisions of this Scheme shall not apply and, in the absence of agreement to the contrary, the Company may make a charge equal to the aggregate amount of the applicable charges of Wessex Water Services Limited published from time to time in its Scheme of Charges made pursuant to Section 143 of the Act, less any discounts obtained by the Company from Wessex Water Services Limited in respect of the applicable premises, and together with an annual service charge of £4,400 for the Company to provide water, sewerage, and/or trade effluent services (as the case may be) for the applicable premises.



- (ii) The charges under this Scheme are levied in accordance with the provisions of the Act and the Licence and any taxes imposed by law on the making of such charges shall be recoverable in addition to such charges. VAT will be added to water supply charges (including water for construction) raised to industrial customers who are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). Water supply charges to all other customers are zero rated for VAT purposes.
- (iii) Where charges are fixed in relation to any premises by volume, the person made chargeable in relation to those premises as occupier may continue to be liable to pay such charges after he has ceased to be the occupier of the premises. This applies where such person has failed to notify the Company of the ending of his occupation of the premises at least two working days before he ceases to occupy them.

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

- (a) where he informs the Company of the ending of his occupation less than two working days before, or at any time after, he ceases to occupy them, the twenty-eighth day after the Company has 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 the Company that he has become the new occupier of the premises.

For the purposes of this Clause normal working days are Monday to Friday and exclude Bank Holidays.

#### 4. policy of the company

It is the policy of the Company that:

*Free meter  
Option*

- (i) subject to (ii) and Clause 8 (viii) below, and to any necessary consents of third parties being obtained, the occupiers of all premises may opt by giving notice to the Company for the supply of water to their premises to be made and taken through a meter installed free of charge in a location and manner approved by the Company for the purposes of measuring such supply and, subject to the minimum and standing charges specified in Clause 8 below, shall pay charges in respect of such a water supply based on the volume of water supplied rather than on the rateable value of the premises concerned;

the Company will accept a telephone call as notice for this purpose; alternatively applications may be made in writing to the address shown in the introduction to this Scheme.

*Meter location*

- (ii) the Company's preferred location for installing a meter to give effect to (i) above is internal. Where it is not possible to install a meter in the Company's preferred location, the Company will, subject to it being practicable and not involving unreasonable expense, install the meter externally. The occupier of a premises may choose an alternative location and if reasonably practicable the Company will install such a meter in such alternative location, subject to payment by the occupier as appropriate of any additional expenses incurred.

The meter will remain the property of the Company.

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, the Company will, if requested, carry out the necessary work, subject to payment of an additional charge. Alternatively the occupier may deal with this himself.

If after a meter has been installed the occupier wishes to have it re-sited, the work involved must be carried out by the Company and will be subject to an additional charge.

|  |   |
|--|---|
| <i>Meter installation time</i>   | <p>The Company aims to install a meter within a period of 6 weeks, from receipt of the notice referred to in (i) above, although there may be times when this cannot be met. If this period is exceeded, the charges payable by the occupier in respect of such excess period shall be based upon the Company's assessment of the volume of water supplied to the premises in question as determined by reference to the first meter reading after installation, which assessment shall be binding upon the occupier.</p>   |
| <i>Meter installation not reasonably practicable or unreasonably expensive</i> | <p>If the Company considers that to install such a meter would not be reasonably practicable or would involve unreasonable expense, it will not install a meter. In any such circumstances including where a shared meter agreement is not possible or appropriate the occupier may opt to pay the charge under Clause 5(vi) below instead of a charge based on the rateable value of the premises. The Company will regard the cost of a single meter installation in the Company's preferred location together with provision of an outreader and reasonable reinstatement as reasonable expense. In assessing additional expenses over and above those reasonably incurred for the purposes of (i) above the Company will have regard to amongst other things the following costs:</p> <ul style="list-style-type: none"> <li>– service pipe separation</li> <li>– installation of additional metering on a supply</li> <li>– alteration to existing plumbing to enable a meter to be installed.</li> </ul> <p>Any disputes regarding the Company's refusal to install a meter can be referred for determination by the Water Services Regulation Authority.</p> |
| <i>Reversion to unmeasured charges</i>   | <p>Where an occupier of household premises opts after the coming into effect of this Scheme to pay charges based on the volume of water supplied, such occupier may subject to (iii) (e) and (f) below within a period of time ending twelve months from the time when the supply of water began to be measured for charging purposes or thirty days after receipt of a second bill (whether based on an actual or an estimated meter reading), revert to paying charges based on the rateable value of the premises, provided that he has not previously opted and reverted in relation to the premises.</p> <p>Subject to (iii) (e) and (f) below, where an occupier of household premises opted before 1 April 1996 to pay charges based on the volume of water supplied, that same occupier may by notice in writing to the Company revert to paying charges based on the rateable value of the premises (provided that such rateable value remains valid for the premises in question) and such reversion shall take effect from the date of receipt by the Company of the notice.</p>   |
| <i>Compulsory metering policy</i>  | <p>(iii) subject to (ii) above all supplies of water by the Company to a premises shall in the following circumstances, save where the Company has specifically agreed other wise in writing, be and continue to be made and taken through a meter and installed free of charge:</p> <ul style="list-style-type: none"> <li>(a) where the Company already supplies water to the premises through a meter, <ul style="list-style-type: none"> <li>or</li> </ul> </li> <li>(b) where the Company on or after 1 April 1989 makes a new supply of water to the premises, <ul style="list-style-type: none"> <li>or</li> </ul> </li> <li>(c) where a customer (including any customer no longer in occupation) has opted to have water supplied by the Company to the premises through a meter, <ul style="list-style-type: none"> <li>or</li> </ul> </li> <li>(d) where the premises to which the Company supplies water are other than household premises, <ul style="list-style-type: none"> <li>or</li> </ul> </li> </ul>  |

- (e) where any water supplied by the Company to the premises is used or passed through a sprinkler, an automatic garden watering device or a hosepipe not held in the hand,  
or
  - (f) where there is at the premises a swimming pool with a capacity greater than 10,000 litres, unless the occupier of the premises can satisfy the Company that no water supplied by the Company is at any time used to automatically fill the pool or to automatically maintain or increase the level of water in it,
- Single meter supplying multiple premises*
- (iv) without prejudice to (i), (ii) or (iii) above, where water is supplied by the Company through a single meter to a number of hereditaments in separate occupation, the water supply charge to be paid by each of the occupiers of those hereditaments shall, if the Company so determines, be the Company's charge for an unmeasured water supply based on rateable value as specified below in this Scheme, unless the occupier of one of the hereditaments in question or some other person has agreed in writing with the Company to be legally responsible for payment of all measured water supply charges (including minimum and standing charges) in respect of water supplied by the Company through the single meter.
- Premises substantially altered*
- (v) in any case where a household premises forming a hereditament with a rateable value is supplied with water by the Company otherwise than by meter and is substantially altered, the Company will subject to Clause 4(i) above make and recover a charge in accordance with Clause 5 (vi) below.
- No compulsory metering on change of Occupier*
- (vi) Subject to (i), (iii) and (v) above where water is supplied to household premises in respect of which charges have immediately prior to a change in the occupation of those premises, been fixed without reference to volume, the basis of charge will remain unaltered upon such change.
- Leakage allowance*
- (vii) if there is a leak from a supply made to household premises through a meter the Company will make an adjustment to the charges payable provided that the leak is repaired promptly, was not caused by the occupier's negligence and was not a leak that the occupier should have known about and could have repaired sooner; such adjustment will not be repeated for subsequent leaks; the Company has a Code of Practice, a copy of which is available on request.
- Meter downsizing*
- (viii) Where the Company provides a supply of water to premises through one or more meters of not less than 22mm in size, the occupier of the premises may request the Company in writing to carry out an 'assessment of usage' with a view to downsizing the meter(s). Where in the opinion of the Company it is reasonably practicable to do so and does not involve unreasonable expense, the Company will, subject to the occupier obtaining any necessary permissions, replace the meter(s) with more appropriate, smaller sized meter(s) free of charge.
  - (ix) The Company may, where appropriate, require security to be provided by some non-household customers for payment of future charges for non-domestic purposes.

## 5. charges for unmeasured supplies

- (i) Subject to (ii), (v) and Clause 7 below, the Company will, in respect of water supplied by the Company otherwise than through a meter to or for the use or benefit of the occupier of any premises forming the whole or part of a hereditament, make a charge under this Scheme of an amount in the pound multiplied by the rateable value of that hereditament.

*Unmeasured charges*

- (ii) The amount in the pound fixed under (i) above may be different for different parts of the Company's area by reason of the policy of the Company to equalise the amount of the unmeasured water supply charge on a per capita basis between the eight charging zones of the Company. The respective amount in the pound for each zone is shown below. The area of each zone is shown in the Company's Charges Booklet and in the introduction to this Booklet .

| Zone | Amount in the Pound<br>(p/£RV) |
|------|--------------------------------|
| 1    | 81.08                          |
| 2    | 73.00                          |
| 3    | 70.78                          |
| 4    | 73.96                          |
| 5    | 85.02                          |
| 6    | 88.44                          |
| 7    | 89.02                          |
| 8    | 70.78                          |

*Minimum Charge*

- (iii) The Company will, in respect of the supply of water as described in (i) above, make an annual minimum charge of £67.34 provided that the annual minimum charge for such a supply to a cattle trough shall be £115.06.

*Notional rateable value*

- (iv) In the case of premises not having a rateable value the charge payable under (i) above may at the discretion of the Company be based on a notional rateable value to be fixed by the Company, or on the value entered in the valuation list as representing the rateable value of the premises in question.

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- (v) Where the Company, in supplying water to a hereditament otherwise than through a meter, is obliged by law to apply Value Added Tax to the charge for that supply, the charge made under this Scheme shall, until such time as the supply is made through a meter, be calculated and recovered as a charge for a measured supply in accordance with Clause 8 below on the basis of the Company assessing the volume of water deemed to be supplied to be that which gives rise to a charge equivalent in respect of that hereditament to the charge which would otherwise be payable under Clause 5 above.

*Property type charge*

- (vi) The occupier of a premises shall in each of the circumstances set out below pay the following charge per annum as applicable, being payable on demand pro rata in respect of each billing period:

|  | £   |
|--|---|
| Detached house:<br>(including link-detached) | 219.72  |
| Semi-detached house:                         | 165.33  |
| Other household premises:                    | 129.44  |
| Non-household premises:                      | 108.77p per cubic metre x the volume of water assessed by the Company to be supplied to such premises |

*Meter optant*

- (a) in the circumstances set out in Clause 4(i) above where it is, in the opinion of the Company, not reasonably practicable or it would involve unreasonable expense for a supply to be made and taken through a meter, and the occupier has opted to pay the charge in this Clause instead of the charge based on the rateable value of the premises;

*Non-household the premises*

- (b) in the circumstances set out in Clause 4(iii)(d) above where it is, in the opinion of Company, not reasonably practicable or it would involve unreasonable expense for a supply to be made and taken through a meter;

*Substantially altered premises*

- (c) in the circumstances set out in Clause 4(v) above;
- (d) where there is no appropriate rateable value and meter installation is in the opinion of the Company, not reasonably practicable or would involve unreasonable expense.

## 6. charging and payment arrangements for unmeasured supplies

*Charges payable by occupier*

(i) Subject to any alternative arrangements agreed in a particular case by the Company with the owner of a hereditament, the charge under this Scheme in respect of water supplied by the Company otherwise than through a meter to or for the use or benefit of the occupier of a hereditament shall be payable by the occupier.

*Unmeasured charge due 1 April*

(ii) In the absence of an election as provided for below the charge made under this Scheme in respect of water supplied otherwise than by meter shall be due and payable on 1 April 2006.

(iii) The person liable to pay such charge may elect to pay either

*Instalment arrangements*

- (a) in two as near as may be equal amounts on 1 April and 1 October 2006 respectively or
- (b) in eight consecutive as near as may be equal amounts commencing on 1 April 2006 or such date thereafter as the Company may determine and continuing on the corresponding day of each of the seven succeeding months or
- (c) by such other number of amounts and/or upon such other dates as the Company may from time to time approve (for example, people experiencing difficulty with payment can ask to pay weekly or fortnightly).

and in any case where this sub-clause applies the charge shall be due and payable in the amounts and on the dates so prescribed or approved.

(iv) Payments may be made:

- by direct debit (at no extra charge)
- by debit or credit card by ringing **08457 500 500** (at no extra charge for payment by debit card but credit card payments will be subject to an additional charge equivalent to the charge payable by the Company to the credit card provider)
- by cash at a Paypoint (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)
- by using a Watercard with cash payments at a Post Office (at no extra charge)
- at a Building Society (ask your own society for details)
- through Girobank, if you have an Alliance and Leicester Girobank account
- 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 Girobank Bill Pay service) via our website: **[www.stwater.co.uk](http://www.stwater.co.uk)**

None of these organisations referred to above acts as agent of the Company.

(v) Where liability for the charge in respect of water supplied otherwise than by meter begins after 1 April 2006 the proportionate part of the charge for the remainder of the year, calculated on a daily basis, shall subject to any alternative payment arrangements approved by the Company be due and payable immediately PROVIDED THAT if liability first occurs prior to 1 October 2006 and the proportion of the charge due in relation to the period up to that date is paid on demand the remainder of the charge may subject to any such approved alternative arrangements be paid on 1 October 2006.

- (vi) If immediately before the coming into operation of this Scheme a person has not paid to the Company all outstanding arrears of charges due to the Company under any prior Charges Scheme for Supplies of Water made by the Company or the Authority otherwise than through a meter, that person shall pay the outstanding charges in such amounts and on such dates as the Company may from time to time specify and such outstanding charges shall then be due and payable in the amounts and on the dates so specified.
- (vii) Where the person liable to pay the charge in respect of water supplied otherwise than by meter has elected or the Company has approved arrangements for that person to pay such charge and/or any such charge arising prior to the coming into operation of this Scheme by payments falling due in more than one amount and on more than one date, failure to pay any amount on the date on which it became due and payable shall, in the absence of any alternative payment arrangements approved by the Company, entitle the Company 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.
- (viii) A charge of £4 for each cheque and £4 for each direct debit will be made in respect of dishonoured payments.

## 7. unmeasured supplies – miscellaneous matters

The Company will make a reduction in or refund of any charge or part of a charge made under this Scheme or any of its predecessors in respect of the supply of water otherwise than through a meter where it is satisfied that such reduction or refund is proper for any year or part year by reason of the fact that for that period

- (a) the amount of any entry in the valuation list of the rateable value of a hereditament is certified by the valuation officer to have been excessive,  
or
- (b) a charge by the Company or the Authority payable by reference to the rateable value of a hereditament was made otherwise than in accordance with the valuation list,  
or
- (c) the hereditament in question is shown to the satisfaction of the Company not to have been in receipt of the relevant service

## 8. charges for measured supplies

### *Measured charge*

- (i) In respect of water supplied by the Company through one or more meters to any premises the Company will, subject to (ii), (iii), (iv), (v), (vi), (vii), (viii) and (ix), immediately below and to any agreement otherwise entered into by the Company, make a charge to the occupier of the premises supplied at a rate of 108.77p per cubic metre.

Such charge which shall save as otherwise agreed by the Company be due on demand by the Company, shall have effect on 1st April 2006 except for monthly-billed premises when the charge shall have effect from the first relevant meter reading on or after 1st April 2006.

Household premises will usually receive a bill every 6 months. Premises other than household premises will usually receive a bill either every month, every 3 months or every 6 months.

At least one bill each billing year i.e. 1st April to 31st March will be based on an actual meter reading.

*Minimum and standing charges*

- (ii) Without prejudice to (i) above but subject to (iii), (iv), (vi), (vii), (viii), and Clause 9 below, the Company will, with effect from the appropriate date as set out in (i) above make in relation to the supply of water by the Company through a meter (a) a minimum charge, and (b) a standing charge in accordance with the scales of such charges set out below, such scales being related to the size of the meter measuring the supply to the premises in question and being payable save as otherwise agreed by the Company on demand pro rata in respect of each billing period or apportioned on a daily basis for periods less than or in excess of the normal billing period;

| Meter Size         | Minimum Charge | Standing Charge |
|--------------------|----------------|-----------------|
|                    | £ pa           | £ pa            |
| not exceeding 15mm | 0.00           | 19.80           |
| " " 22mm           | 94.20          | 28.32           |
| " " 30mm           | 145.92         | 38.40           |
| " " 42mm           | 317.76         | 53.76           |
| " " 50mm           | 724.92         | 74.16           |
| " " 80 mm          | 1,954.56       | 114.72          |
| " " 100mm          | 3,181.92       | 193.56          |
| " " 150mm          | 8,574.12       | 445.56          |
| " " 200mm          | 12,809.64      | 561.24          |
| " " 250mm          | 19,604.04      | 677.04          |
| " " 300mm          | 28,653.36      | 738.24          |

*ECO 10*

- (iii) Where the Company supplies a single premises with a volume of water per year which exceeds 10,000 cubic metres but does not exceed 49,999 cubic metres the Company will (subject to (viii) below and to any agreement otherwise entered into by the Company) in addition to the Minimum Charge and Standing Charge in (ii) above but instead of any charge specified in (i) above, make a charge to the occupier of the premises supplied for the charging period comprising the twelve consecutive monthly based billing periods following 1st April 2006, at the following rates:

an annual fixed charge of £2,705.86 and

61.06p per m3 of water supplied from 1st October to 30th April inclusive, and

110.23p per m3 of water supplied from 1st May to 30th September inclusive.

- (iv) Where the Company supplies a single premises with a volume of water per year specified below in this sub clause through one or more meters the Company will (subject to (vi) and (vii) below and to any agreement otherwise entered into by the Company) in addition to the Standing Charge in (ii) above but otherwise instead of any charge specified in (i) or (ii) above, make a charge to the occupier of the premises supplied for the charging period comprising the twelve consecutive monthly based billing periods following 1st April 2006 at the following rates:



| <i>ECO 50</i> | <b>Volume of water supplied (m<sup>3</sup>)</b> | <b>Standing charge £</b>  | <b>Charge per m<sup>3</sup> of water supplied</b>   |
|---------------|---|---|---|
|               | 50,000 – 249,999                                | 15,769.36<br>where volume supplied per annum is 50,000 cubic metres reducing to nil by 2.0p for each cubic metre supplied in excess of 50,000 | 40.75p per m <sup>3</sup> of water supplied from 1st October to 30th April inclusive;<br>76.07p per m <sup>3</sup> of water supplied from 1st May to 30th September inclusive |

| <i>ECO 250</i> | <b>Volume of water supplied (m<sup>3</sup>)</b> | <b>Standing charge £</b>  | <b>Charge per m<sup>3</sup> of water supplied</b>   |
|----------------|---|---|---|
|                | 250,000 or above                                | 15,608.86<br>where volume supplied per annum is 250,000 cubic metres reducing to nil by 2.0p for each cubic metre supplied in excess of 250,000 | 39.21p per m <sup>3</sup> of water supplied from 1st October to 30th April inclusive;<br>74.54p per m <sup>3</sup> of water supplied from 1st May to 30th September inclusive |

The Company may at any time during the charging period notify such occupier of changes to one or more of the constituent elements of the tariff applicable to volumes of water supplied of 50,000m<sup>3</sup> or greater, which changes shall take effect at the time specified in the Company's notice.

- (v) In respect of the charges in (iii) and (iv) above the Company shall assess in advance the volume of water which it believes will be supplied to a premises, based upon information available to the Company at the time, and such occupier shall pay on demand throughout the period for water supplied. At expiry of the period the Company shall reconcile the volume of water actually supplied with the rates set out above. Any overpayment shall be credited to the occupier's account and any underpayment shall be payable by the occupier on demand.

- ECO 250 plus* (vi) The occupier of a premises otherwise liable to pay the charges in (iv) above in respect of which the volume of water supplied to the premises in the previous year (being the most recent period of 12 months preceding the giving of notice by the occupier under this sub clause (vi) in respect of which the Company holds records of the volumes of water supplied to the premises in question) is 250,000 cubic metres or above, may (subject to demonstrating to the Company's satisfaction its ability to comply with the terms of an agreement entered into pursuant to the provisions of this sub-clause including the matters referred to in this sub-clause and the existence at the premises of either facilities for storage of not less than one day's water consumption plus 20 per cent thereof at its average rate of consumption or a source of water other than that supplied by the Company which yields sufficient water to satisfy the said condition) opt by notice in writing given to the Company before 1st April to pay the following charges in relation to the supply of water to such premises instead of the charge per cubic metre supplied in (iv) above but in addition to the standing charge in (iv) above and the standing charge in (ii) above, subject to completion of an agreement incorporating terms which entitle the Company at any time or times (whether on a specified day or days or on a particular day or days of the week until further notice) to interrupt the supply of water to the premises (other than for fire fighting or other such emergency purposes) for a period not exceeding twenty-four hours:

36.07p per cubic metre supplied from 1st October to 30th April inclusive

and

68.58p per cubic metre supplied from 1st May to 30th September inclusive.

A supply interruption notice given by the Company may be given by first class post, by hand or by facsimile, to take effect not less than twelve hours after the time of service.

The Company shall be entitled to (a) enter the premises in order to verify that such a notice has been and is being complied with, and (b) restrict the rate of flow of water to the premises for a specified period of time when the supply interruption ends. The Company shall also be entitled to require the installation of apparatus for such purposes.

If the occupier fails at any time to comply with a supply interruption notice, the provisions of this sub-clause will not apply and such occupier shall be liable to pay the charges in (iv) above for the whole of the charging year.

*Standby supply*

- (vii) The occupier of a single premises to which a supply of water is made available by the Company through one or more meters, being premises with a source of water other than that supplied by the Company and being a source capable (both legally and physically) of supplying at least 10,000 cubic metres per year (“the alternative source of water”), shall pay each of the following charges in respect of the availability of a supply of water to the premises instead of the charges specified in (i), (ii), (iii), (iv), or (vi) above. Such occupier may elect to secure a standby supply. Where such a supply is requested the occupier must give notice in writing to the Company by no later than 1 April and provide the occupier’s maximum required volume of water (“the notified volume”) for the period from 1 May to 30 September (“peak”) and for the period from 1 October to 30 April (“off-peak”).

**(a) capacity charges**

Payable irrespective of whether any water is actually supplied by the Company

| Total peak and off-<br>Peak notified<br>Volumes | 1 May to 30<br>September<br>p/m3 | 1 October to 30<br>April<br>p/m3 | Standing Charge<br>£ pa |
|---|----------------------------------|----------------------------------|-------------------------|
| 0 – 9,999                                       | 106.73                           | 40.47                            | 0                       |
| 10,000 – 49,999                                 | 79.70                            | 30.53                            | 1,711.78                |
| 50,000 – 249,999                                | 55.71                            | 20.37                            | 9,696.08                |
| 250,000 or greater                              | 54.95                            | 19.60                            | 8,610.58                |

The standing charge of £9,696.08 reduces to nil by 1.5p for each cubic metre of total notified volumes in excess of 50,000.

The standing charge of £8,610.58 reduces to nil by 1.5p for each cubic metre of total notified volumes in excess of 250,000

**(b) volume charges**

Payable with regard to all water supplied by the Company irrespective of the notified volumes.

| Total volumes<br>Supplied<br>m <sup>3</sup> | p/m <sup>3</sup> | Standing charge<br>£ |
|---|------------------|----------------------|
| 0 – 9,999                                   | 40.47            | 0                    |
| 10,000 – 49,999                             | 30.53            | 994.00               |
| 50,000 – 249,999                            | 20.37            | 6,074.00             |
| 250,000 or greater                          | 19.60            | 6,999.00             |

The standing charge of £6,074.00 reduces to nil by 0.5p for each cubic metre supplied in excess of 50,000.

The standing charge of £6,999.00 reduces to nil by 0.5p for each cubic metre supplied in excess of 250,000

**(c) meter size standing charges**

The appropriate standing charges related to the size of each meter measuring the supply to the premises in question as set out in (ii) above.

**(d) premium charges**

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

Where a notified volume has been exceeded in respect of either or both of the aforesaid periods, the Company shall be entitled to levy a charge of twice the appropriate capacity charges contained in (a) above (excluding the standing charge) relating to the total notified volume and the period within which such exceedance occurs in respect of each cubic metre of water supplied above the relevant notified volume.

Where a nil maximum required volume has been or is deemed to have been notified, the occupier shall give to the Company no less than 24 hours notice prior to using the Company's supply, and shall pay a premium charge of 213.46 pence per cubic metre supplied in the period from 1 May to 30 September and 80.94 pence per cubic metre supplied from 1 October to 30 April, together in either case with the appropriate charges as set out in (b) and (c) above.

Where the occupier of a single premises as described above does not elect to secure a standby supply, or does not provide the information specified above before 1 April, the maximum required volume of water shall be deemed to be nil for each of the aforesaid periods. If in the view of the Company either or both of the notified volumes cannot be supplied (and revised notified volumes are not agreed by 15 April), the Company shall so advise the occupier, and the notified volumes shall be deemed to be nil.

The charges contained in this sub-clause (vii) shall save as otherwise agreed by the Company be due on demand by the Company and shall have effect (unless otherwise agreed by the Company) from the first relevant meter reading on or after 1st April 2006.

The Company's decision in respect of exceedance of notified maximum required volumes shall be binding on the person liable to pay the Charges.

If the Company identifies that an operational network problem may occur in circumstances where a notified volume (including one which is deemed to be nil) is exceeded, the Company reserves the right to downsize the relevant meter or meters to a size which is appropriate for the notified volume.

Provided that where it is demonstrated to the Company's satisfaction that the supply made available to each meter could not in any such case be used to augment the supply of water to any part of the premises to which water from the alternative source is supplied, the occupier of the premises shall pay the appropriate charges relating to those meters and any water supplied through them prescribed in relation to such circumstances in (i), (ii), (iii), (iv), or (vi) above instead of the charges in this sub-clause (vii).

*Vulnerable households*

- (viii) Where application is made to the Company on the appropriate form and in accordance with the 1999 Regulations with the required supplementary evidence (such as a copy of the most recent award notice) which satisfies the Company that the applicant resides in a vulnerable household, the charge payable by the occupier of the premises containing the vulnerable household from the starting date, being the start of the billing period preceding the date of application, shall be the lower of the charge which would otherwise be payable under (i) or (ii) above, or £136.00 (being the average household water supply bill in the Company's area).

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

- (a) the expiry of a period of twelve months from the starting date (unless that is part way through a billing period in which case it shall have effect until the end of that billing period); or
- (b) the end of the billing period when the premises cease to contain a vulnerable household.

Such application must be renewed in order to continue in effect thereafter.

*Meter reading  
not obtained*

- (ix) Where the Company is unable to obtain a reading from a meter measuring the supply of water by the Company to a premises, the Company shall assess the volume of water deemed to have been supplied to the premises in question based upon information available to the Company at the time, and such assessment shall be binding upon the person liable to pay the charge.
- (x) Where a supply by the Company through a meter is disconnected by or at the request of the occupier of the premises supplied and is subsequently reconnected by, on behalf of, or at the request of that same person within twelve months of the previous disconnection, the Company will apply and recover from that person (in addition to a reconnection fee) the appropriate minimum charge or charges of the Company for the period of disconnection.

*Meter testing*

- (xi) Where a meter is tested at the request of a person who is supplied with water by the Company through a meter and is not proved to register incorrectly to a degree exceeding the limits of error prescribed by the Measuring Equipment (Cold Water Meters) Regulations 1988, the Company will make and recover from that person a meter testing fee
  - (a) in relation to the removal and testing of a meter up to and including 28mm in size, of £62.57
  - or
  - (b) in relation to the removal and testing of a meter over 28mm in size, of the actual cost incurred by the Company in removing and testing the meter and fixing another in its place.

## **9. charging and payment arrangements for measured supplies**

- (i) The charges payable under Clause 8 (i) to (xi) above shall be payable by such number of amounts and/or upon such dates as the Company 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. Details of payment arrangements are as follows:
  - by direct debit ( at no extra charge)
  - by debit or credit card by ringing 08457 500 500 (at no extra charge for payment by debit card but credit card payments will be subject to an additional charge equivalent to the charge payable by the Company to the credit card provider)
  - by cash at a Paypoint (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)
  - by using a Watercard with cash payments at a Post Office (at no extra charge)
  - at a Building Society (ask your own society for details)
  - through Girobank, if you have an Alliance and Leicester Girobank account
  - 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 Girobank Bill Pay service) via our website: [www.stwater.co.uk](http://www.stwater.co.uk)

None of these organisations referred to above acts as agent of the Company.

- (ii) A charge of £4 for each cheque and £4 for each direct debit will be made in respect of dishonoured payments.

## 10.

**water infrastructure charge**

- (i) The Company will make a water infrastructure charge calculated in accordance with condition 'C' of the Licence, in respect of the connection to a water supply provided by the Company of premises which have never at any previous time been connected to a supply of water provided for domestic purposes by a Water Undertaker or by any other authority or body which at that time provided supplies of water in the course of carrying out functions under any enactment. "A connection to a water supply" takes place for the purposes of this Clause when the premises in question has been connected to a water main of the Company and a supply of water for domestic purposes is thereby available to such premises.
- (ii) Subject as appears below the water infrastructure charge payable in respect of the connection of a premises made on or after the commencement of this Scheme is £266.47 ("the standard amount") except that where:
  - Either
    - (a) a household premises is supplied with water through a common supply pipe and is subject to a Common Billing Agreement
    - or
    - (b) a premises does not consist of one or more household premises and is supplied with water through a supply pipe with an internal diameter larger than 22mm
 the charge in respect of that premises shall be the standard amount multiplied by the Relevant Multiplier established in relation to such premises in accordance with the Appendix to the said condition 'C' (which said Appendix is summarised in the Annex hereto).
  - (iii) Where:
    - Either
      - (a) a person who has received a demand or undertaken to pay water infrastructure charges in respect of two or more household premises subject to a Common Billing Agreement fails to pay such a charge within 14 days of the date of connection,
      - or
      - (b) a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it that person shall pay to the Company and the Company will recover from that person the standard amount in respect of each such household premises connected.
    - (iv) Where an amount has been paid or agreed to be paid to the Company on account of works which have been allowed for in determining for the purposes of the Licence the limit on the Company's water infrastructure charge that, to the extent that it is actually paid and is referable to a connection to a water supply of the Company, shall be allowed as a deduction from the charge otherwise payable under (ii), above. Where any such amount is greater than the charge so payable and is referable to a connection to a water supply of the Company, the Company will retain or recover that amount in full.
    - (v) Where a site is developed or redeveloped (including by means of conversion of a building or buildings on it) the total amount of water infrastructure charges payable in respect of household or other premises resulting from such development or redevelopment shall not exceed an amount determined in accordance with Paragraph 5 of the said condition 'C' which limits the amount so payable by reference to the number of premises connected over and above a base line of the maximum number of premises on the site with connections to a water supply at any time within the period of five years before the development or redevelopment began.

- (vi) Subject to (vii) below and unless otherwise agreed with the Company the water infrastructure charge shall be payable to the Company at the time of such connection by the person requiring or effecting such connection or, at the discretion of the Company, by the person for whom the connection is provided or made.
- (vii) In the case of a connection to such a water supply of a building or part of a building which is occupied as a dwelling house immediately before the connection is made, the person requesting the connection may alternatively pay the water infrastructure charge due in that respect
  - Either
    - (a) in full within 28 days of the connection being made
    - or
    - (b) subject to giving the Company such undertakings as it may reasonably require, by twelve equal annual instalments on the basis that the Company will recover on the last day of the fifth calendar month following the end of the month during which the connection was made ("the payment date") and on the succeeding eleven anniversaries of the payment date, an amount equal to the aggregate payments which the Company would have to make by way of interest and repayments of capital if the amount of the water infrastructure charge due had been borrowed by the Company on the date the connection was made on terms:
      - (1) requiring interest to be paid and capital to be repaid in twelve equal annual instalments on the payment date and its eleven succeeding anniversaries, and
      - (2) providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined either by the Company with the approval of the Water Services Regulation Authority or, in default of such a determination, by the Water Services Regulation Authority.

## **11. charges for water supplies for building or civil engineering purposes**

- (i) In respect of water supplied by the Company for building household premises, or premises other than household premises supplied through a service pipe with an external diameter not exceeding 25mm, the Company will make a charge to the person supplied, payable on demand by the Company, of £49.73 per unit.
- (ii) In respect of water supplied in any other circumstances by the Company for the purposes of building or for the purpose of civil engineering works, the supply shall be made and taken by meter, subject to the terms and conditions for the time being specified by the Company and in that event the charges for the supply shall be made in accordance with the provisions of Clause 8 above.

## **12. commencement**

This Scheme shall come into operation on 1st April 2006 for a period of twelve months and any other Scheme of Charges for Supplies of Water previously made by the Company is hereby revoked with effect from that date without prejudice to the enforcement of any rights or powers of the Company in respect of such a Scheme or the recovery of charges thereunder in respect of any period before the charges specified in Clause 8(i), (ii), (iii), (iv), (vi), (vii) and (viii) above come into effect.

## annex

- 1 To calculate the Relevant Multiplier for a household premises subject to a Common Billing Agreement:
- 1.1 ascertain in respect of all the household premises subject to the Common Billing Agreement in question (e.g all the flats in a block to which such an agreement applies) and all communal facilities shared by all or any of them, the total number of water fittings in all the categories specified in column 1 of the Table below;
  - 1.2 calculate by reference to column 2 of the Table the aggregate loading units – attributable to that total number of water fittings (and increase the aggregate, where necessary, to take account of the minimum for domestic appliances);
  - 1.3 divide that number of loading units by 24 and divide the resulting figure by the number of household premises subject to the Common Billing Agreement;
  - 1.4 the resulting number, will be the Relevant Multiplier.
- 2 To calculate the Relevant Multiplier for a premises other than a household premises and which is supplied with water through a supply pipe with an internal diameter larger than 22mm, ascertain in respect of the premises the total number of water fittings in all the categories specified in column 1 of the Table below; calculate by reference to column 2 of the Table the aggregate loading units attributable to that total number of water fittings; divide the aggregate loading units by 24; and the resulting number will be the Relevant Multiplier; provided that if the resulting number is less than 1, the Relevant Multiplier will be 1.

### table

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



## notes to be read with the table

- 1 Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- 2 “Bath” includes a whirlpool bath and a jacuzzi;
- 3 “Domestic appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) in a household premises and “communal or commercial appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) elsewhere than in a household premises (including in communal facilities);
- 4 In any calculation under paragraph 1, a minimum of six loading units shall be included, in respect of each household premises, for domestic appliances (whether or not the household premises has any such appliances) except, in the case of any household premises, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the household premises.
- 5 If there is a dispute between the Company 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 the Water Services Regulation Authority.

# scheme of sewerage and sewage disposal charges (2006)

- 1 This Scheme for the making of sewerage and sewage disposal charges is made by SEVERN TRENT WATER LIMITED under Section 143 of the Water Industry Act 1991 and comprises the following four parts:

Part I: Interpretation and General

Part II: Charges in respect of premises receiving an unmeasured water supply

Part III: Charges in respect of premises receiving a measured water supply (including cases where meter installation not reasonably practicable or unreasonably expensive)

Part IV: Miscellaneous

## part I interpretation and general

### 2 interpretation

(i) Subject to (iii) immediately below the Interpretation Act 1978 shall apply to the interpretation of this Scheme as it applies 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 otherwise requires:

“**the Act**” means The Water Industry Act 1991 and “**the 1967 Act**” means the General Rate Act 1967;

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

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

“**common area**” means any area (including a roof) where the several occupiers of a number of hereditaments or premises, or their employees, licensees or visitors, enjoy by virtue of or in connection with such occupation the use or benefit of or the right of access to or over that area, but excluding

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

and

(b) any area rated as a separate hereditament for the purposes of the 1967 Act or the Local Government Finance Act 1988

and a common area is appurtenant to a hereditament or premises where the Company is satisfied that such use, benefit or right of access is so enjoyed;

“**Common Billing Agreement**”, “**supply pipe**”, “**connection**” and “**Relevant Multiplier**” shall for the purposes of Clause 13 below have the meanings assigned to them by Condition C of the Licence;

“**community premises**” means village halls or community centres or scout, guide or cadet huts or such other such premises as determined by the Company, or premises principally used for the provision of day care as defined in Section 79A(6) of the Care Standards Act 2000, or a children's home as defined in paragraph 9 of Schedule 1 to the Water Industry Act 1999, or premises used as a care home as defined in Section 3 of the Care Standards Act 2000;

“**the Company**” means Severn Trent Water Limited;

“**hereditament**” means a premises or unit of property shown as a separate item in a valuation list maintained under and in accordance with the provisions of the 1967 Act;

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

“**the Licence**” means the Instrument of Appointment of the Company as a Sewerage Undertaker for the area therein described;

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

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

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

“**public sewer**” means a sewer vested in the Company;

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

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

“**substantially altered**” means for the purposes of Clause 10 below, substantially physically altered, subjected to a material change of use, split into different and separate occupations or merged with another premises, in circumstances where the rateable value or values of the premises in question relating to the situation prior to such event are in the opinion of the Company no longer appropriate and “substantial alteration” shall be construed accordingly;

“**trade effluent**” has the meaning assigned to it by Section 141 of the Act;

“**used water**” does not include trade effluent discharged in pursuance of a trade effluent consent or agreement under any provision of the Act or any other Act or subordinate legislation and “**used water meter**” means a meter installed in accordance with Clause 8(vii) below;

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

“**vulnerable household**” shall mean premises which fall within the terms of Regulation 2 of the 1999 Regulations the extent of which is as follows:

The consumer or a person residing with him in the premises is:

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

or

  - (vii) pension credit
- and either
- (b) entitled to receive child benefit for three or more children under the age of nineteen who reside in the premises
- or
- (c) diagnosed as suffering from, or has a child under nineteen who resides in the premises diagnosed as suffering from, one or more of the following -
  - (i) desquamation
  - (ii) weeping skin disease
  - (iii) incontinence
  - (iv) abdominal stoma
  - (v) Crohn’s disease
  - (vi) Ulcerative colitis
  - (vii) renal failure requiring dialysis at home, unless a contribution to the cost of water consumed in the process of dialysis during the billing period is made by the health authority

or

  - (viii) any other medical condition as certified by a registered medical practitioner, which certification must include: the name of the patient, the diagnosis of the medical condition, the date of the certification, and together with the name, address and signature of the registered medical practitioner

and as a result of that condition is obliged to use a significant additional volume of water

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

“**WRS**A” means the Water Services Regulation Authority.

### general

- (i) Without prejudice and subject to the right and power of the Company to fix its charges by agreement (and to the terms of any agreement so made), this Scheme provides for charges to be made in respect of the provision of sewerage and sewage disposal services including the reception, treatment and disposal of the contents of cesspools but excluding the reception, treatment and disposal of trade effluent discharged in pursuance of a trade effluent consent or agreement under any provision of the Act or any other Act or subordinate legislation. In relation to the supply of sewerage and sewage disposal services to premises in Wiltshire, all other provisions of this Scheme shall not apply and, in the absence of agreement to the contrary, the Company may make a charge equal to the aggregate amount of the applicable charges of Wessex Water Services Limited published from time to time in its Scheme of Charges made pursuant to Section 143 of the Act, less any discounts obtained by the Company from Wessex Water Services Limited in respect of the applicable premises, and together with an annual service charge of £4,400 for the Company to provide water, sewerage, and/or trade effluent services (as the case may be) for the applicable premises.

A lower rate of charge may apply if no surface water drains from a premises to a public sewer – refer to Clause 6 or Clause 10 for further details. Any costs incurred by the Company in providing sewerage services under and in accordance with the provisions of Section 101A of the Act are recovered under this Scheme from the Company's customers for sewerage services generally.

- (ii) The charges under this Scheme are levied in accordance with the provisions of the Act and the Licence and any taxes imposed by law on the making of such charges shall be recoverable in addition to such charges. Charges for sewerage services are zero-rated for VAT purposes.
- (iii) Where this Scheme provides for:
- (a) any charge to be a percentage
  - or
  - (b) a percentage reduction
- of another charge, the resulting charge will be rounded up or down to the nearest two decimal places.
- (iv) Where charges are fixed in relation to any premises by volume, the person made chargeable in relation to those premises as occupier may continue to be liable to pay such charges after he has ceased to be the occupier of the premises. This applies where such person has failed to notify the Company of the ending of his occupation of the premises at least two working days before he ceases to occupy them.

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

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

For the purposes of this Clause normal working days are Monday to Friday and exclude Bank Holidays.

- (v) The Company may, where appropriate, require security to be provided by some non-household customers for payment of future charges for non-domestic purposes.

## part II charges in respect of premises receiving an unmeasured water supply

### 4. calculation of the charge based wholly on rateable value

*Full sewerage  
service –  
unmeasured  
charge*

- (i) Subject to the provisions of this Part of the Scheme and to Clause 15 below the Company will make a charge of an amount in the pound multiplied by the rateable value of each hereditament where the Company provides sewerage services.
- (ii) The amount in the pound so fixed may be different for different parts of the Company's area by reason of the policy of the Company to equalise the amount of the sewerage and sewage disposal charge on a per capita basis within and between the eight charging zones of the Company. The respective amount in the pound for each zone is shown below. The area of each zone is shown in the Company's Charges Booklet and in the introduction to this Booklet.

| Zone | Amount in the Pound<br>(p/£RV) |
|------|--------------------------------|
| 1    | 75.52                          |
| 2    | 63.60                          |
| 3    | 67.00                          |
| 4    | 72.65                          |
| 5    | 84.77                          |
| 6    | 82.10                          |
| 7    | 80.01                          |
| 8    | 66.53                          |

- (iii) In the case of premises not having a rateable value the charge payable under (i) and (ii) above may at the discretion of the Company be based on a notional rateable value to be fixed by the Company or on the value entered in the valuation list as representing the rateable value of the premises in question

### 5. special cases relating to the charge based wholly on rateable value

For the water hereditaments of any water undertaker in any rating district the Company will, unless otherwise agreed, make a charge in accordance with Clause 4 above, provided that the appropriate amount in the pound shall in this case be multiplied by 17% of the rateable value of the hereditament in question or such other proportion thereof as may be specified from time to time by the Company.

### 6. cases in which a partial service is performed and the charge is based only on rateable value

*No surface  
water drainage –  
unmeasured charge*

- (i) The charge payable under this Part of the Scheme from 1 April in the year in which a claim is made on the appropriate form which satisfies the Company that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains directly or indirectly to a public sewer from that hereditament or from any common area appurtenant to that hereditament shall be as follows for each of the Company's charging zones;

| Zone | Amount in the Pound<br>(p/£RV) |
|------|--------------------------------|
| 1    | 48.44                          |
| 2    | 40.82                          |
| 3    | 42.83                          |
| 4    | 46.55                          |
| 5    | 54.24                          |
| 6    | 52.57                          |
| 7    | 51.25                          |
| 8    | 42.36                          |

(ii) The charge payable under this Part of the Scheme by the occupier of a hereditament draining to a sewage treatment or disposal works or facility vested in the Company through a drain or sewer or a combination of same which is at no point a public sewer shall be 55% of the charge which would have been payable by such occupier if the Company had provided him with a full sewerage service.

*No used water –  
unmeasured  
charge*

(iii) The charge payable under this Part of the Scheme where the Company is satisfied that the occupier of any hereditament or hereditaments does not receive or take or have access to a supply of water of any kind at or in respect of such hereditament or hereditaments shall be as follows for each of the Company's charging zones;

| Zone | Amount in the Pound<br>(p/£RV) |
|------|--------------------------------|
| 1    | 27.08                          |
| 2    | 22.78                          |
| 3    | 24.17                          |
| 4    | 26.10                          |
| 5    | 30.53                          |
| 6    | 29.53                          |
| 7    | 28.76                          |
| 8    | 24.17                          |

PROVIDED THAT in the circumstances specified in this sub-clause no charge payable under this Part of the Scheme shall exceed £89,873.40 per annum.

(iv) The charge to be made under (i), (ii) or (iii) above may be different for different parts of the Company's area as is provided for in Clause 4 (ii) above, and the charge may as necessary be calculated and made by the Company for the purposes of this Clause on the basis specified in Clause 4 (iii) above.

## 7. charge based on rateable value – miscellaneous matters

- (i) The Company will make a reduction or refund of any charge or part of a charge made under this Part of the Scheme or any of its predecessors, where it is satisfied that such reduction or refund is proper for any year or part year by reason of the fact that for that period:
- (a) the amount of any entry in the valuation list of the rateable value of a hereditament is certified by a valuation officer to have been excessive,
  - or
  - (b) a charge by the Company or the Authority payable by reference to the rateable value of a hereditament was made otherwise than in accordance with the contents of the valuation list,
  - or



- (c) the hereditament in question is shown to the satisfaction of the Company not to have been in receipt of the relevant service.
- (ii) Where the Company, in providing sewerage services to the occupier of a hereditament supplied with water otherwise than through the meter of a water undertaker, is obliged by law to apply Value Added Tax to the charge for those services, the charge shall, until such time as the water supply is made through such a meter, be calculated and recovered as if it were a charge made in accordance with clause 8(i) below, on the basis that the Company will assess the volume of used water deemed to be discharged to the public sewer as being that which gives rise to a charge equivalent in respect of that hereditament to the used water element of the charge if it were based on rateable value.

### part III

## charges in respect of premises receiving a measured water supply (including cases where meter installation not reasonably practicable or unreasonably expensive or water supply disconnected)

### 8. the charge in cases where it contains both an element based on rateable value and one or more elements based on measurement

- (i) Where the Company provides sewerage services in respect of a single premises and (subject to the proviso in (iv) immediately below) the occupier of those premises takes or receives there a supply of water which is measured by the meter of a water undertaker or by a number of meters, one of which at least is a meter of a water undertaker (with none of such meters measuring a supply to any other person), the Company will, save as specified below and subject in particular to Clause 11 (ix) and Clause 12 below, make a sewerage and sewage disposal charge to that occupier comprising the following two elements:

*Measured  
used water*

- (a) with effect from 1st April or from the first relevant water supply or used water meter reading on or after 1st April in the case of monthly-billed premises (except where used water charges are billed with trade effluent charges under the Scheme of Trade Effluent Charges) a charge per cubic metre of used water discharged from those premises directly or indirectly to a public sewer at the following rates:

- for the first 49,999 cubic metres discharged  
73.23p per cubic metre
- for each cubic metre discharged from 50,000 up to and including 249,999  
71.16p per cubic metre
- for each cubic metre discharged from 250,000 up to and including 349,999  
67.82p per cubic metre
- for each cubic metre discharged from 350,000 and above  
67.82p per cubic metre

and

*Unmeasured  
surface water*

- (b) subject to Clause 6(i) above the charge or charges based on the rateable value of the hereditament or hereditaments in question determined by the Company as specified in Clause 6 (iii) above for application in the charging zone in question including the effect of the proviso.

*Measured standing charge*

- (ii) Without prejudice to (i) above but subject to Clause 12 below, the Company will in the circumstances set out in (i) above, with effect from the appropriate date as set in (i) (a) above make a standing charge in accordance with the scale of charges set out below, such scale being related to the size of the meter measuring the supply of water to the premises in question and being payable save as otherwise agreed by the Company on demand pro rata in respect of each billing period;

| Meter Size         | Standing Charge £ pa |
|--------------------|----------------------|
| not exceeding 15mm | 10.24                |
| " " 22mm           | 15.00                |
| " " 30mm           | 20.16                |
| " " 42mm           | 28.32                |
| " " 50mm           | 38.88                |
| " " 80mm           | 60.36                |
| " " 100mm          | 102.00               |
| " " 150mm          | 234.84               |
| " " 200mm          | 296.04               |
| " " 250mm          | 357.12               |
| " " 300mm          | 389.28               |

*Meter downsizing*

Where the Company provides sewerage services to premises through one or more meters of not less than 22mm in size, the occupier of the premises may request the Company in writing to carry out an 'assessment of usage' with a view to downsizing the meter(s). Where in the opinion of the Company it is reasonably practicable to do so and does not involve unreasonable expense, the Company will, subject to the occupier obtaining any necessary permissions, replace the meter(s) with more appropriate, smaller sized meter(s) free of charge.

*Common water meter – measured used water and standing charge, unmeasured surface water*

- (iii) Where the Company provides sewerage services in respect of premises comprising a number of hereditaments which are separately occupied by a number of different persons who are supplied with water, or have access to water supplied, through a meter of a water undertaker or through a number of meters, one of which is a meter of a water undertaker, in circumstances where the owner of the hereditaments or any other person is responsible for the payment of the Company's measured water supply and used water charges
- (a) the owner or that other person shall pay the charges specified in (i)(a) and (ii) above in respect of the used water discharged from each of the hereditaments in question in the circumstances there described, and unless otherwise agreed by the Company
- (b) the individual occupier of each of the hereditaments shall, save as specified below, pay in respect of his own hereditament or hereditaments the appropriate charge based on the rateable value thereof, determined as specified in (i)(b) above.

*Measured used water, property type surface water*

- (iv) The occupier of a premises, otherwise liable to pay the charge specified in (i)(b) or (iii)(b) immediately above (subject to the proviso that this includes the situation where such occupier does not at those premises take or receive a supply of water from a water undertaker), shall pay instead the appropriate charge specified in relation to such premises under Clause 10 (i)(b) below if:

Either

- (a) such occupier, by written notice to the Company, opts to pay such appropriate charge under Clause 10 (i)(b) below

save that no such notice may be given in respect of a school (within the meaning of the Education Act 1996), or in respect of a hospital (within the meaning of Section 11 of the Public Health (Control of Disease) Act 1984, or in respect of a place of religious worship (as referred to in Section 39(2) of the 1967 Act),

or

- (b) such occupier opts or is required by the Company to take the supply of water to such premises through the meter or meters of a water undertaker, save in respect of a school, a hospital or a place of religious worship as defined above, or
- (c) such occupier has been notified by the Company to that effect before the coming into operation of this Scheme.

The charge under Clause 10 (i)(b) below will apply from:

- in the case of (a) immediately above, the date of the giving of such notice as incorporates all such information as the Company may require;
  - in the case of (b) immediately above, the date of the approved installation of the meter or meters in question;
  - in the case of (c) immediately above, the appropriate date set out in (i)(a) above.
- (v) The charge payable under this Part of the Scheme by the occupier of a hereditament draining to a sewage treatment or disposal works or facility vested in the Company through a drain or sewer or a combination of same which is at no point a public sewer shall be the charge as set out in Clause 8 (i), (ii), (iii) and (iv) above less such proportion thereof as represents the charge for reception and conveyance in the public sewer.

*Water out equals water in less losses*

- (vi) The volume of used water deemed to be discharged from any premises for the purpose of calculating the charge specified in (i)(a) above in that respect shall be assessed by the Company on the basis that the volume of “water out” is the same as the volume of “water in” based upon the meter records of water taken at or supplied to, or trade effluent discharged from, the premises in question and (including where the Company is unable to obtain such meter records) all other reliable information available to the Company at the time, and subject as appears below such assessment shall be binding on the person liable to pay the charge (for the purposes of this Clause “the Customer”). The unit charge is set at a level that acknowledges “normal losses”. This covers miscellaneous non returns to the sewer, e.g. evaporation from cooking, clothes washing, bathing, hot water equipment and garden watering.

*Customer measurement of water out*

- (vii) If the Customer is not satisfied with the volume so assessed by the Company, he may:
- (a) install and thereafter maintain as his own a meter or meters, gauge recorder or other apparatus approved by the Company on a water fitting, pipe or drain of the premises in question in a location and manner approved by the Company for the purposes of arriving at a more accurate measurement of the volume of used water discharged or deemed to be discharged to the public sewers and
  - (b) provide to the Company full details of the volumes of water or used water passing through the same on or before such dates and in accordance with such arrangements as the Company may require.
- (viii) For as long as the Company is satisfied that the meter, meters, gauge recorder or apparatus so installed is or are accurately recording the volume of water or used water required to be so measured, the Company will base the measured element of the charge specified in (i)(a) above on the volume thus determined. If the Company ceases to be so satisfied or if the Customer fails to return to the Company full details of the required volumes of water or used water as the case may be by the due date or otherwise in accordance with the requirements of the Company, the measured element of charge specified in (i)(a) above shall, in the absence of alternative arrangements agreed with the Company, be based on the Company’s assessment of the volume of such used water discharged.

**9. charge where installation of meter not reasonably practicable or unreasonably expensive**

*Property type  
used water and  
surface water*

Where the occupier of a premises (or in the case where the owner of the premises or any other person is responsible for the payment of the water supply charges in respect of those premises, that owner or other person) opts or is required by the Company to take the previously unmetered supply of water to such premises through the meter or meters of a water undertaker and it is, in the opinion of the Company, not reasonably practicable or it would involve unreasonable expense for a supply to be made and taken through a meter, the occupier of the premises (or owner or other person where applicable) may in the case of a person who opts and shall (unless otherwise agreed by the Company) in the case of a person who is required, pay the charges specified in Clause 10 (viii) below.

**10. premises constructed or substantially altered on or after 1 april 1990**

(i) Where the Company provides sewerage services in respect of premises comprising one or more buildings or parts of buildings constructed or substantially altered on or after 1 April 1990 and, if supplied with water, so supplied through a meter of a water undertaker or through a number of meters, one of which at least is a meter of a water undertaker, the occupier of those premises (or in the case where the owner of the premises or any other person is responsible for the payment of the Company's measured water supply charges in respect of those premises, that owner or other person) shall, unless otherwise agreed by the Company, pay on demand by the Company, subject to Clause 11 (ix) below with effect the appropriate date set out in 8(i)(a) above,

*Measured  
used water*

(a) a charge per cubic metre of used water discharged from the premises directly or indirectly to the public sewer determined in accordance with Clause 8 (i)(a) and (ii) above, such volume being assessed and determined in accordance with Clause 8 (vi) – (viii) inclusive above,

Plus

(b) subject as appears below, a charge in respect of surface water drainage in accordance with the scale of charges set out below.

**household premises**

|  | <b>Type of Premises</b>                     | <b>Charge £pa</b> |
|--|---|-------------------|
| <i>Property type<br/>surface water</i> | Detached house<br>(including link-detached) | 71.76             |
|  | Semi-detached house                         | 47.88             |
|  | Other household premises                    | 23.88             |

## premises other than household premises

### Type of Premises Charge £pa

i.e. the area in square metres determined in accordance with (ii) below in respect of which the surface water drainage charge is payable (all figures inclusive):

|                 |           |
|-----------------|-----------|
| Up to 20        | 7.92      |
| 21 – 99         | 42.24     |
| 100 – 199       | 84.48     |
| 200 – 299       | 132.36    |
| 300 – 499       | 211.56    |
| 500 – 749       | 335.16    |
| 750 – 999       | 469.80    |
| 1,000 – 1,499   | 657.96    |
| 1,500 – 1,999   | 882.00    |
| 2,000 – 3,999   | 1,504.08  |
| 4,000 – 7,499   | 2,891.52  |
| 7,500 – 9,999   | 4,407.24  |
| 10,000 – 14,999 | 6,287.76  |
| 15,000 – 19,999 | 8,814.48  |
| 20,000 – 24,999 | 11,341.44 |
| 25,000 – 29,999 | 13,868.16 |
| 30,000 – 34,999 | 16,371.60 |
| 35,000 – 39,999 | 19,039.20 |
| 40,000 – 44,999 | 21,683.16 |
| 45,000 – 49,999 | 24,327.96 |
| 50,000 – 99,999 | 38,023.56 |
| over 100,000    | 89,873.40 |

*Site area  
surface water*

(ii) "Chargeable area" for the purposes of (i)(b) above

includes the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but

excludes any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected, or such area of other land as determined by the Company and from which, in any such case, no surface or groundwater drains or could drain either directly or indirectly to the public sewer provided that the total of all such areas within the premises exceeds 10% of the total site area of the premises.

(iii) The chargeable area of community premises shall be deemed to fall within the band of 100 – 199 square metres. In relation to a place of religious worship (as defined in Clause 8(iv)(a) above), the charge payable shall be based upon a notional rateable value of zero rather than upon the chargeable area of such premises.

*Site area  
surface water –  
special cases*

(iv) Where there is a common area appurtenant to a number of separately occupied premises the chargeable area for each such premises for the purposes of (i)(b) above shall include a proportionate part of any such common area, calculated by dividing up any such area pro rata to the site area of each such separate premises, other than household premises.

- (v) Where there is communication, otherwise than by a highway, between a household premises and any other premises, not being household premises, occupied by the same person, the charge under (i) above for both such premises shall be determined by aggregating the total site areas of both such premises and applying to such total area in accordance with this Clause the scale of charges for premises other than household premises.
- No surface water drainage* (vi) Where a claim is made on the appropriate form which satisfies the Company that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains directly or indirectly to a public sewer from that hereditament or from any common area appurtenant to that hereditament, the charge in (i)(b) above shall cease to be payable from 1st April in the year in which the claim is made.
- Property type used water* (vii) Where in the circumstances described in (i) above the supply of water to the premises in question is not metered as there described, unless otherwise agreed by the Company, the Company will make, and the occupier of the premises shall pay the following charges per annum as applicable, being payable on demand pro rata in respect of each billing period:
- |  | £   |
|--|---|
| (a) Detached house (including link-detached) | 147.92  |
| Semi detached house                          | 111.31  |
| Other household premises                     | 87.14   |
| Non-household premises                       | 73.23p per cubic metre x<br>the volume of water assessed<br>by the Company to be supplied<br>to such premises |
- Plus
- Property type / site area surface water* (b) The appropriate charge determined in accordance with (i)(b) above.

## part IV miscellaneous charging and payment arrangements

### 11.

- Charges payable by occupier* (i) Subject to any provision hereof to the contrary including the provisions of Clause 8(iii) above, and to any alternative arrangements agreed by the Company in a particular case with any other person, all charges shall be payable by the occupier of the premises to whom the Company provides sewerage services.
- Unmeasured charge due 1 April* (ii) Subject as appears below a charge based on rateable value shall, unless the person liable to pay it is also liable in respect of the same hereditament (or premises of which the same hereditament forms part) to pay to the Company either a measured water supply charge or one or more measured elements of the sewerage and sewage disposal charge not based on rateable value, be due and payable on 1 April 2006.
- Instalment arrangements* (iii) In areas where the Company directly bills, collects and recovers the charges, the person liable to pay any such charge which is based on rateable value may, except where such person is also liable as described in (ii) immediately above, elect to pay the same in a manner approved by the Company
- Either

- (a) in two half-yearly amounts on 1 April and 1 October 2006 respectively  
or
- (b) in eight consecutive monthly amounts commencing on 1 April 2006 or such date thereafter as the Company may determine and continuing on the corresponding day of each of the seven succeeding months  
or
- (c) by such other number of amounts and/or upon such other dates as the Company may from time to time in writing approve (for example, people experiencing difficulty with payment can ask to pay weekly or fortnightly)

and in any case where this sub-clause applies the charge shall be due and payable in the amounts and on the dates so prescribed or approved.

*Measured charge due on demand*

- (iv) In areas where the Company directly bills, collects and recovers the charges if a person is liable to pay to the Company in respect of a premises a measured element of charge, whether under this Scheme or under the Company's Scheme of Charges for Supplies of Water, that charge together with any charge based on rateable value made under this Scheme which that person is also liable to pay in respect of any hereditament forming part of that premises shall save as otherwise agreed by the Company be due on demand by the Company. Household premises will usually receive a bill every 6 months, premises other than household premises will usually receive a bill either every month, every 3 months or every 6 months.

Payments shall be made by such number of amounts and/or upon such dates as the Company 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 Clause 8(i)(a) shall be based upon the Company's assessment of the volume of used water which it believes will be discharged from the premises.

- (v) Payments may be made:
  - by direct debit (at no extra charge)
  - by debit or credit card by ringing **08457 500 500** (at no extra charge for payment by debit card but credit card payments will be subject to an additional charge equivalent to the charge payable by the Company to the credit card provider)
  - by cash at a Paypoint (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)
  - by using a Watercard with cash payments at a Post Office (at no extra charge)
  - at a building society (ask your own society for details)
  - through Girobank, if you have an Alliance and Leicester Girobank account
  - 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 Girobank Bill Pay service) via our website: **[www.stwater.co.uk](http://www.stwater.co.uk)**

None of these organisations referred to above acts as agent of the Company.

- (vi) In areas where the Company directly bills, collects and recovers the charges if liability for any such charge based on rateable value begins after 1 April 2006 the proportionate part of the charge for the remainder of the year, calculated on a daily basis, shall, subject to any alternative payment arrangements approved by the Company, be due and payable immediately PROVIDED THAT if liability first occurs prior to 1 October 2006 and if the proportion of the charge due in relation to the period up to that date is paid on demand the remainder of the charge may, subject to any such approved alternative arrangements, be paid on 1 October 2006.

- (vii) If immediately before the coming into operation of this Scheme a person has not paid to the Company all outstanding arrears of charges due to the Company under any prior Scheme of Sewerage and Sewage Disposal Charges made by the Company or the Authority, that person shall pay the outstanding charges in such amounts and on such dates as the Company may from time to time specify and such outstanding charges shall then be due and payable in the amounts and on the dates so specified.
- (viii) In areas where the Company directly bills, collects and recovers the charge where the Company has approved arrangements for that person to pay that charge, and/or any such charge arising prior to the coming into operation of this Scheme, by payments falling due in more than one amount and on more than one date, failure to pay any amount on the date on which it became due and payable shall, in the absence of any alternative payment arrangements approved by the Company, entitle the Company 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.
- (ix) In areas where the Company's charges are billed, collected or recovered by another water undertaker acting on the Company's behalf, the payment and charging arrangements (including arrangements for payment by a number of amounts on differing dates and for payment where the customer fails to pay an amount on the due date and arrangements for apportioning metered volumes at the beginning of a year) determined and applied by that water undertaker in respect of its own charges shall apply in respect of the Company's charges.
- (x) A charge of £4 for each cheque and £4 for each direct debit will be made in respect of dishonoured payments (unless such charge has arisen in respect of the same dishonoured payment under the Scheme of Charges for Supplies of Water).

## 12. vulnerable households

Where application is made to the Company on the appropriate form and in accordance with the 1999 Regulations with the required supplementary evidence (such as a copy of the most recent award notice) which satisfies the Company that the applicant resides in a vulnerable household, the charge payable by the occupier of the premises containing the vulnerable household from the starting date being the start of the billing period preceding the date of application, shall be the lower of:

- (a) the charge which would otherwise be payable under Clause 8 (i) or (iii) and 8 (ii) above (subject to the provisions of 8 (iv)), or
- (b) £133.00 (being the average household sewerage bill in the Company's area), subject where appropriate to the provisions of Clause 10 (vi)

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

- (a) the expiry of a period of twelve months from the starting date (unless that is part way through a billing period in which case it shall have effect until the end of that billing period); or
- (b) the end of the billing period when the premises cease to contain a vulnerable household.

Such application must be renewed in order to continue in effect thereafter.



### 13. supervision of sewer connections

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

- (i) For a connection located within the public highway
 

|  |         |
|--|---------|
| Supervision within normal working hours  | £384.10 |
| Supervision outside normal working hours | £409.75 |
- (ii) For a connection not located within the public highway
 

|  |         |
|--|---------|
| Supervision within normal working hours  | £200.05 |
| Supervision outside normal working hours | £252.75 |
- (iii) For indirect (to a private drain, with the owner's permission, that in turn discharges to a public sewer) connection.
 

|  |        |
|--|--------|
|  | £76.85 |
|--|--------|

Repeat supervision visit (within working hours)                    £61.45 (per return visit)

Repeat supervision visit (outside working hours)                    £61.45 (per return visit)

For the purposes of this Clause, normal working hours are Monday to Friday 9:00am to 5:00pm and exclude Bank Holidays.

### 14. sewerage infrastructure charge

- (i) The Company will make a sewerage infrastructure charge calculated in accordance with Condition 'C' of the Licence in respect of the direct or indirect connection to a public sewer of premises which have never at any previous time been connected to a sewer used for the drainage for domestic purposes of those premises by a sewerage undertaker or by any other authority or body which at that time provided sewerage services in the course of carrying out functions under any enactment.
- (ii) Subject as appears below the sewerage infrastructure charge payable in respect of the connection of a premises made on or after the commencement of this Scheme is £266.47 ("the standard amount") except that where:
 

Either

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

the charge in respect of that premises shall be the standard amount multiplied by the Relevant Multiplier established in relation to such premises in accordance with the Appendix to the said Condition 'C' (which said Appendix is summarised in the Annex hereto).
- (iii) Where:
 

Either

  - (a) a person who has received a demand or undertaken to pay sewerage infrastructure charges in respect of two or more household premises subject to a Common Billing Agreement fails to pay such a charge within 14 days of the date of connection,
  - or
  - (b) a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it

that person shall pay to the Company and the Company will recover from that person the standard amount in respect of each such household premises connected.
- (iv) Where an amount has been paid or agreed to be paid to the Company on account of works which have been allowed for in determining for the purposes of the Licence the limit on the Company's sewerage infrastructure charge that amount,

to the extent that it is actually paid and is referable to a connection to a public sewer, shall be allowed as a deduction from the charge otherwise payable under (ii) above. Where any such amount is greater than the amount so payable and is referable to a connection to a public sewer, the Company will retain or recover that amount in full.

- (v) Where a site is developed or re-developed (including by means of conversion of a building or buildings on it) the total amount of sewerage infrastructure charges payable in respect of household or other premises resulting from such development or re-development shall not exceed an amount determined in accordance with Paragraph 5 of the said Condition 'C' which limits the amount so payable by reference to the number of premises connected over and above a base line of the maximum number of premises on the site with connections to a public sewer at any time within the period of five years before the development or re-development began.
- (vi) Subject to (vii) below and unless otherwise agreed with the Company the sewerage infrastructure charge shall be payable to the Company at the time of such connection by the person requiring, proposing or effecting such connection or, at the discretion of the Company, by the person for whom the connection is provided or made.
- (vii) In the case of a connection to a public sewer of a building or part of a building which is occupied as a dwelling house immediately before the connection is made, the person requesting the connection may alternatively pay the sewerage infrastructure charge due in that respect:

Either

- (a) in full within 28 days of the connection being made
- or
- (b) subject to giving the Company such undertakings as it may reasonably require, by twelve equal annual instalments on the basis that the Company will recover on the last day of the fifth calendar month following the end of the month during which the connection was made ("the payment date") and on the succeeding eleven anniversaries of the payment date, an amount equal to the aggregate payments which the Company would have to make by way of interest and repayments of capital if the amount of the sewerage infrastructure charge due had been borrowed by the Company on the day the connection was made on terms:
  - (1) requiring interest to be paid and capital to be repaid in twelve equal annual instalments on the payment date and its eleven succeeding anniversaries, and
  - (2) providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined either by the Company with the approval of the Water Services Regulation Authority or, in default of such a determination, by the Water Services Regulation Authority.

## 15. the tankered domestic waste charge

- (i) The Company will make the following separate charges relating to the delivery and/or discharge of the contents of cesspools, septic tanks and chemical closets to or at the Company's designated sewage treatment disposal works or facilities:
 

|   | per cubic metre £ |
|---|-------------------|
| (a) The reception and disposal of domestic sewage having a Suspended Solids content of 800 mg/l or more   | 9.68              |
| (b) The reception and disposal of domestic sewage having a Suspended Solids content of less than 800 mg/l | 0.76              |
- (ii) The Company will, in addition to the charges in (i) above, make a Standing Charge of £6.00 per individual tanker load regardless of tanker capacity or load.
- (iii) The charges calculated in accordance with (i) and (ii) above shall be payable on demand from the Company by the person delivering and/or discharging the said contents at the Company's sewage works or facility or public sewer. In all cases the Suspended Solids content shall be taken as that recorded by the Company's monitor.

## 16. reimbursement of customer costs

Where the Company is satisfied by evidence provided by the Customer that the circumstances specified in (i) or (ii) below apply and the costs incurred or payments made by the Customer are reasonable, it will, subject as there appears with effect from 1 April in the year in which an application is first made to the Company in that respect, reimburse a Customer who has paid in full all charges and sums for the time being due from him to the Company the costs incurred or payments made by him under and by virtue of arrangements entered into with a third party as specified below:

### (i) Septic Tank Emptying

Where premises drain to a public sewer through a private septic tank or similar apparatus the Company will reimburse the person liable to pay the Company's charge under Clauses 4, 6(i), 8(i), 8(iii)(a), 10(i)(a) or 10(viii) above in respect of the drainage of used water from the premises (for as long as that person remains so liable and up to a maximum of that proportion of any such charge as the Company may prescribe as due in respect of the drainage of used water from those premises) the costs incurred by him from time to time in having that septic tank or similar apparatus emptied.

### (ii) Surface Water Drainage

Where surface or groundwater drains from a premises BOTH to the public sewer (whether directly or indirectly) AND by virtue of a binding legal arrangement requiring payment by the customer to a third party acting under and by virtue of a power conferred by statute or statutory instrument, to a canal, sewer, drain, culvert or channel vested in or under the control of that third party which does not itself drain directly or indirectly to a public sewer, the Company will, from 1 April in the year in which a claim is made on the appropriate form which satisfies the Company that the drainage arrangements are as described above, reimburse the person liable to pay the Company's charge under Clauses 4(ii), 6(iii), 8(i)(b), 8(iii)(b), 10(i)(b) or 10(viii) in respect of the premises (for as long as that person remains so liable and up to a maximum of that proportion of any such charge as the Company may prescribe as due in respect of the drainage of surface water or groundwater from those premises, taking into account the effect of any proviso to the relevant above-mentioned sub-clause) the amount of any payment due and made to such third party in accordance with the terms of such an arrangement.

## 17. commencement

This Scheme shall come into operation on 1 April 2006 for a period of twelve months and any other Scheme of sewerage and sewage disposal charges previously made by the Company is hereby revoked with effect from that date without prejudice to the enforcement of any rights or powers of the Company in respect of such a Scheme or the recovery of charges thereunder in respect of any period before the charges specified in Clause 8 and 10 above come into effect.

## annex

- 1 To calculate the Relevant Multiplier for a household premises subject to a Common Billing Agreement:
- 1.1 ascertain in respect of all the household premises subject to the Common Billing Agreement in question (e.g all the flats in a block to which such an agreement applies) and all communal facilities shared by all or any of them, the total number of water fittings in all the categories specified in column 1 of the Table below;
  - 1.2 calculate by reference to column 2 of the Table the aggregate loading units – attributable to that total number of water fittings (and increase the aggregate, where necessary, to take account of the minimum for domestic appliances);
  - 1.3 divide that number of loading units by 24 and divide the resulting figure by the number of household premises subject to the Common Billing Agreement;
  - 1.4 the resulting number, will be the Relevant Multiplier.
- 2 To calculate the Relevant Multiplier for a premises other than a household premises and which is supplied with water through a supply pipe with an internal diameter larger than 22 mm, ascertain in respect of the premises the total number of water fittings in all the categories specified in column 1 of the Table below; calculate by reference to column 2 of the Table the aggregate loading units attributable to that total number of water fittings; divide the aggregate loading units by 24; and the resulting number will be the Relevant Multiplier; provided that if the resulting number is less than 1, the Relevant Multiplier will be 1.

### table

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

**notes to be read with the table**

- 1 Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- 2 “Bath” includes a whirlpool bath and a jacuzzi;
- 3 “Domestic appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) in a household premises and “communal or commercial appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) elsewhere than in a household premises (including in communal facilities);
- 4 In any calculation under paragraph 1, a minimum of six loading units shall be included, in respect of each household premises, for domestic appliances (whether or not the household premises has any such appliances) except, in the case of any household premises, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the household premises.
- 5 If there is a dispute between the Company 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 the Water Services Regulation Authority.

# scheme of trade effluent charges (2006)

## 1. introduction

- (i) This Scheme for the making of charges for the reception conveyance and treatment of trade effluent discharged in pursuance of a trade effluent consent is made by Severn Trent Water Limited (“the Company”) under Section 143 of the Water Industry Act 1991, without prejudice and subject to the right and power of the Company to fix any such charge by agreement and to the terms and conditions of any agreement so made (including any agreement made by the Company or any of its predecessors prior to the commencement of this Scheme), which terms and conditions shall in the event of any conflict with the provisions of this Scheme prevail. In relation to the supply of trade effluent services to premises in Wiltshire, all other provisions of this Scheme shall not apply and, in the absence of agreement to the contrary, the Company may make a charge equal to the aggregate amount of the applicable charges of Wessex Water Services Limited published from time to time in its Scheme of Charges made pursuant to Section 143 of the Act, less any discounts obtained by the Company from Wessex Water Services Limited in respect of the applicable premises, and together with an annual service charge of £4,400 for the Company to provide water, sewerage, and/or trade effluent services (as the case may be) for the applicable premises.

## 2. interpretation

- (i) Subject to (iii) immediately below the Interpretation Act 1978 shall have effect for the interpretation of this Scheme as it has effect for 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 otherwise requires:
  - “**the Act**” means the Water Industry Act 1991;
  - “**the area of the Company**” means the sewerage services area of the Company as defined by the Instrument of Appointment of the Company as a sewerage undertaker for the purposes of the Act;
  - “**the Company**” means Severn Trent Water Limited;
  - “**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) vested in the Company including any pumping station considered by the Company to form part thereof;
  - “**public surface water sewer**” means any surface water sewer vested in the Company (including any pumping station considered by the Company to form part thereof) which at no point discharges into a public foul water sewer;
  - “**sewage treatment works**” means any works or facility for sewage treatment or disposal vested in the Company;
  - “**trade effluent**” and “**trade premises**” have the meanings assigned to them by Section 141 of the Act;
  - “**trade effluent consent**” means any consent given or agreement entered into by the Company or any of its predecessor bodies under or in pursuance of any provision of the Act or of any other Act or subordinate legislation whereby 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;

“year” means the period of 12 months beginning 1 April in one calendar year up to and including 31 March in the following calendar year;  
and other words and expressions in this Scheme shall have the same meaning as in the Act.

### 3. persons to be charged

The charges prescribed under this Scheme shall be payable on demand from the Company by:

- (i) any person making a discharge of trade effluent in pursuance of a trade effluent consent (whether directly or indirectly through any intermediate sewer or drain) to a public sewer or a sewage treatment works at any time during the period to which this Scheme relates, or
- (ii) any person to whom a trade effluent consent applies or has been given and who at the time trade effluent is or is authorised to be discharged as described in (i) above occupies the premises from which such discharge takes place

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

### 4. basis of charges

- (i) Subject as appears below the charges levied under this Scheme are based on a standard unit charge of 54.22p per cubic metre of trade effluent discharged to the public foul water sewer and received and treated at any of the Company’s sewage treatment works.
- (ii) This standard unit charge itself comprises four separate heads of charge in relation to the trade effluent:

| <b>Head of Charge</b>  | <b>pence per cubic metre</b> |
|--|------------------------------|
| (a) reception and conveyance in the public foul water sewer  | 19.01                        |
| (b) volumetric treatment   | 17.23                        |
| (c) biological treatment   | 10.30                        |
| (d) treatment and disposal of primary sludges arising from the reception and treatment at a sewage treatment works | 7.68                         |

The standard unit charge includes the cost of routine sampling and monitoring of trade effluent discharges.

- (iii) The Company will not include in the charge to the discharger the particular head of charge in respect of (a) (b) (c) or (d) above where the trade effluent in question does not receive the conveyance or treatment process giving rise to that head of charge.
- (iv) Where at or in connection with a sewage treatment works the Company has installed particular pipes, plant or machinery, operated it in a particular manner or has used a particular chemical treatment specifically to deal with the removal of a residual of the trade effluent discharged from trade premises the Company may make an appropriate additional charge in respect of the additional costs incurred by the Company 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.
- (v) The actual charge to be paid by the discharger per cubic metre of trade effluent discharged will subject to (iv) immediately above and Clause 6 below be calculated in accordance with Clause 5 below. Any tax imposed by law on the making of the charge will be recoverable by the Company as an addition to that charge.

## 5. calculation of charges payable

- (i) Subject as appears below and to Clauses 1 and 4 above, the charge to be paid by the discharger in respect of trade effluent discharged to the public foul water sewer or sewage treatment works for the whole or any part of the year shall be calculated by MULTIPLYING the volume in cubic metres of trade effluent discharged BY the total charge per cubic metre in respect of the reception, conveyance, treatment and disposal of the trade effluent discharged as ascertained in accordance with the following formula:

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

Where

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

R = 19.01p per cubic metre in respect of the reception and conveyance of the trade effluent in the public foul water sewer.

V = 17.23p per cubic metre in respect of the volumetric treatment of the trade effluent comprising the provision of all necessary

- (a) pumping stations with rising mains considered by the Company to form part of its 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

provided that in any case where no biological treatment is provided the charge per cubic metre to the discharger in respect of volumetric treatment shall be based on a proportion of the charge under this head of charge which reflects the exclusion of all financing costs associated with biological treatment final settling tanks.

O<sub>t</sub> = 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.

O<sub>s</sub> = 351 being the estimated average Chemical Oxygen Demand (COD) in milligrams per litre of settled sewage (including trade effluent, surface and infiltration water) at the Company's sewage treatment works as determined by the Company.

PROVIDED THAT in cases where the Company deems it appropriate after joint investigation with the discharger the determination of  $\frac{O_t}{O_s}$  within the above formula may be made on a different basis.

B = 10.30p per cubic metre in respect of the biological treatment of the trade effluent comprising:

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



- St = The arithmetic mean of the amount in milligrams per litre of the Total Suspended Solids (SS) in the trade effluent determined on a shaken sample.
- Ss = 343 being the estimated average amount in milligrams per litre of Suspended Solids (SS) determined on a shaken sample, in sewage (including trade effluent, surface and infiltration water) received for treatment at the Company's sewage treatment works, as determined by the Company.
- S = 7.68p per cubic metre in respect of the treatment and disposal of the 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)
- (ii) Where the trade effluent discharged to the public foul water sewer or sewage treatment works during the year exceeds one or more of the thresholds set out below, the charges to be paid by the discharger shall be calculated in accordance with (i) above where:
- R = 19.01p per cubic metre for the first 49,999 cubic metres discharged;  
16.94p for each cubic metre discharged from 50,000 up to and including 249,999;  
13.60p for each cubic metre discharged from 250,000 and above.
- V = 17.23p per cubic metre for the first 349,999 cubic metres discharged;  
17.23p for each cubic metre discharged from 350,000 and above.
- B = 10.30p per cubic metre (29.34p per kg);
- S = 7.68p per cubic metre (22.38p per kg);
- (iii) A discharger who makes a discharge of trade effluent to a public surface water sewer in pursuance of a trade effluent consent shall pay a charge of 9.51p per cubic metre of trade effluent so discharged.
- (iv) Every discharger shall be liable to pay a minimum charge of £133.02 in respect of each trade effluent consent which has been given or for the time being applies to him the charge being payable save otherwise agreed by the Company on demand pro rata in respect of each billing period. In the case of multiple sources of discharge to a single consented point of discharge a discharger shall pay such minimum charge in respect of each source of discharge having its own separate sampling point at any time during a half year period.
- (v) Subject to Clause 6 below and unless otherwise agreed with the discharger the charge to be paid by the discharger in accordance with this Scheme shall be determined by the Company on the basis of the samples of the trade effluent discharged from the discharger's trade premises which have been taken either by the discharger or the Company and analysed by the Company during the period in respect of which charges are levied.
- (vi) Subject to (vii) immediately below the volume of trade effluent deemed to be discharged from any premises for the purposes of calculating the charge under this Scheme shall be determined by the Company on the basis of the volumes of water taken at or supplied to, or used water or trade effluent discharged from, the premises in question as recorded by the meter, meters, gauge recorder or other apparatus installed in a manner and location approved by the Company in accordance with the terms of the relevant trade effluent consent.

- (vii) Every discharger shall provide to the Company full details of the recordings and readings of the volumes of such water, used water or trade effluent on or before such dates and in accordance with such arrangements as the Company may require provided that if the Company ceases to be satisfied that the meter, meters, gauge recorder or other apparatus so installed is or are accurately recording the volumes required to be so measured or if the discharger fails to provide to the Company full details of such volumes in accordance with the requirements of the Company the charge under this Scheme shall, unless otherwise agreed by the Company, be based on the Company's assessment of the volume of trade effluent discharged, taking into account all relevant information and such assessments shall be binding on the discharger.
- (viii) 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.

## 6. application of the scheme in particular cases

- (i) Trade effluents deemed to be of standard strength

The Company has, for the purpose of applying the provisions of this Scheme to the following trade effluents, determined on the basis of a selective sampling survey standard charges based on strength figures for such effluents in terms of chemical oxygen demand and suspended solids. Such standard charges will under this Scheme be applied in relation to such trade effluents, unless the discharger, by notice in writing given to the Company prior to the commencement of this Scheme, opts to have the discharge of trade effluent from his premises sampled individually to determine its strength and provides in due time a sampling point to the satisfaction of the Company in order to enable such samples to be taken.

| <b>Trade Effluent</b>  | <b>Charge pence per cubic metre</b> |
|------------------------|-------------------------------------|
| Launderette            | 58.11                               |
| Car Wash               | 38.73                               |
| Gas Holder Seal Water  | 38.76                               |
| Paint Stripping        | 48.94                               |
| Swimming Pool Backwash | 36.03                               |

- (ii) Trade Effluent from Dairy Farms

Where a discharger with an average number over the year of less than 100 dairy cows so requests, the Company will, provided the discharger provides satisfactory evidence that the appropriate methods and procedures approved by the Company for settlement and substantial removal of voidings have been applied, make charges under this Scheme in respect of discharges to the public foul water sewer on the basis of a headage charge per cow as set out opposite:

| Origin of Voidings          | No substantial voidings removal or settlement<br>£ | Settlement only<br>£ | Substantial voidings removal only<br>£ | Both substantial voidings removal & settlement<br>£ |
|-----------------------------|--|----------------------|--|---|
| Total                       | 336.00   | 202.87               | 87.79                                  | 54.51   |
| Milking parlour             | 33.60  | 20.29                | 8.78                                   | 5.45  |
| Covered collecting yard     | 33.60  | 20.29                | 8.78                                   | 5.45  |
| Open land crossed by cattle | 33.60  | N/A                  | N/A                                    | N/A   |
| Open collecting yard        | 50.40  | N/A                  | N/A                                    | N/A   |
| Cow shed                    | 84.00  | 50.72                | 21.95                                  | 13.63   |
| Cow shed with batch milking | 58.80  | 35.50                | 15.36                                  | 9.54  |

## 7. commencement

This Scheme shall come into force on 1 April 2006 for a period of twelve months. Any other scheme of charges for the reception conveyance or treatment of trade effluent discharged to the public foul water sewer or sewage treatment works previously made or approved by the Company is hereby from that date revoked, without prejudice to the enforcement of any rights or powers of the Company under such a Scheme.

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## Severn Trent Water

### Severn Trent Water Ltd

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

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