ST Classification: OFFICIAL COMMERCIAL

Wholesale Charges

Non-Household

Scheme of Charges 2026-27

WONDERFUL ON TAP

SEVERN TRENT

Contact Details

Severn Trent Retail Portal (Swim Pool)

Retailers should submit bilateral forms for service requests using our Swim Pool system. This should be the primary means of contact between retailers and Severn Trent Wholesale for all bilateral activity. The portal can be accessed at the following address: **stwater.co.uk/businesses/retailers**

New Licensees seeking to supply customers within Severn Trent Water's area of wholesale supply should contact **our** Wholesale Market Unit by email at **wmu@severntrent.co.uk** to arrange access to the system.

If you are a wholesaler for a New Appointment or Variation (**NAV**), please contact us by email at **NAVenquiries@severntrent.co.uk**

Account Managers

Each retailer will be assigned an account manager within the Wholesale Market Unit (WMU). If you already have an account manager, you can contact them directly or email **wmu@severntrent.co.uk**.

You can also write to us at:

Wholesale Market Unit
Severn Trent Water
PO Box 5309, Coventry, CV3 9FH

Finance Service Centre (FSC)

You can contact the FSC for enquiries about your invoice.
By email: **arteam@severntrent.co.uk**
By phone: 02477 715904

Emergencies and incidents

Our operational and emergency contact number is 0800 783 4444. The Operational Service Centre is open 24 hours a day 7 days a week. You should use this number to report the following (not exhaustive):

no water
leak/burst
taste
odour
sewage leak
low water pressure

Standpipe hire

Our designated contractor for standpipe hire is Aquam Water Services who will handle all new applications for the hire of temporary water standpipes for use on our network. Their contact details are:

Internet: www.aquamcorp.co.uk/water-services/partners/severn-trent
For submitting standpipe meter readings:
www.aquamcorp.co.uk/water-services/partners/severn-trent/meter-readings

Aquam can also be contacted by phone**:** 0844 984 0103. For any queries on the Severn Trent Hydrant Map App please email **STWmaps@severntrent.co.uk**

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Section A: Scheme of Charges for 2026-27

A1. Introduction to the Wholesale Scheme of Charges

A1.1 Introduction

This "Scheme of Charges" contains the Wholesale charges of Severn Trent Water Limited made under the provisions of the Water Industry Act 1991 and **Ofwat Charging Rules** for the period 1 April 2026 until 31 March 2027. The Scheme of Charges is **our** legal description of the methodologies and bases used in calculating **our** charges.

A1.2 Period when this Scheme applies

This Scheme will apply for the period 1 April 2026 until 31 March 2027.

A1.3 General principles

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

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

This Scheme applies to **Retailers**. It does not apply to other **Bulk Supplies** of water. The provision of wholesale services to **Retailers** is governed by the terms set out in the Wholesale Contract between **us** and the **Retailer**, incorporating the **Market Code**. For the purpose of the **Market Code**, this Scheme is a "Wholesale Tariff Document". The provision of **Bulk Supplies** will be made under the terms of the written agreement for each site. If **we** have entered into a written agreement relating to a **Bulk Supply** that is in conflict with this Scheme, the terms of the agreement will continue to apply.

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

Where in this Scheme:
any charge is a percentage; or a percentage reduction of another charge, the resulting charge will be rounded up or down to the nearest two decimal places.

For unmetered supplies, liability accrues on a daily basis by virtue of occupation of the **premises**. If it is necessary to calculate the extent of any debt outstanding on any particular day when:

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

we will apportion any charges for the current charging year on a daily basis up to the date the **premises** was vacated or the date immediately before the relevant insolvency procedure became effective (the insolvency date). Charges after a change of **occupier** will be payable from the next day of occupation or the day after the insolvency date.

Surface water drainage charges form part of sewerage charges and remain payable unless the customer can demonstrate to **our** satisfaction that there is no direct or indirect surface water drainage to a **public sewer** from the **premises** or from any common area next to that **premises**. Where the customer can demonstrate this to **our** satisfaction, the surface water drainage charge will cease to be payable from the start of the **year** six years prior to the date when the application was made, or, the date that the customer making the application occupied the **premises**, whichever is the later.

Where the surface water drainage element of sewerage charges are based on chargeable area, this area will be deemed to be correct unless the **occupier** can demonstrate to **our** satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes. Where the **occupier** can demonstrate this, the surface water drainage charge will only be based on the reduced chargeable area from 16 months prior to the invoice period preceding the application in line with the Final Settlement Report. Surface water drainage charges prior to this will be deemed to be correct and will remain payable.

Where **we** determine that the chargeable area is not correct because of alterations to the **premises** or any other reason, **we** will inform the retailer. Charges will be based on the revised area from 16 months prior to the invoice period preceding the revision in line with the Final Settlement Report or the date the changes were made if later. For the purposes of surface water drainage charges, the chargeable area prior to this will be deemed correct.

In accordance with section 147 of **the Act**, **we** will make no charge for water taken for the purpose of extinguishing fires. In addition, **we** will not charge for: water taken by a fire authority for any other emergency purposes; water taken for testing fire extinguishing equipment or training persons for fire-fighting; the availability of water for any of the purposes mentioned in this section.

Section B: Wholesale charges for 2026-27

B1 Introduction

This section of the document sets **our** wholesale charges for 2026-27.

Please note that in Chester (Zone 9) and Wrexham (Zone 10), used and surface water services are mainly provided by United Utilities or Welsh Water. Where we provide the relevant service the following charges apply.

B2 Metered Water Charges

B2.1 Standard Tariffs

Zones 1 to 8 Up to 0.5Ml

Description (meter size up to)	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Standard User Meter sizes 0 - 25 mm	£/annum	11.50	1STW-MW001	D7101	Metered Potable Water Meter Fixed Charges
Standard User Meter sizes 26 -50 mm	£/annum	31.12	1STW-MW001	D7101	Metered Potable Water Meter Fixed Charges
Standard User Meter sizes 51 - 100 mm	£/annum	44.42	1STW-MW001	D7101	Metered Potable Water Meter Fixed Charges
Standard User Meter size 100 + mm	£/annum	63.98	1STW-MW001	D7101	Metered Potable Water Meter Fixed Charges
Standard	£/annum	19.32	1STW-MW001	D7102	Metered Potable Water Supply Point Fixed Charges
Standard	£/m3	2.5503	1STW-MW001	D7103	Metered Potable Water Block Tariff

Zones 1 to 8 0.5Ml to 10Ml

Description (meter size up to)	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Standard User Meter sizes 0 - 25 mm	£/annum	11.50	1STW-MW0010510	D7101	Metered Potable Water Meter Fixed Charges
Standard User Meter sizes 26 -50 mm	£/annum	31.12	1STW-MW0010510	D7101	Metered Potable Water Meter Fixed Charges
Standard User Meter sizes 51 - 100 mm	£/annum	44.42	1STW-MW0010510	D7101	Metered Potable Water Meter Fixed Charges
Standard User Meter size 101 + mm	£/annum	63.98	1STW-MW0010510	D7101	Metered Potable Water Meter Fixed Charges
Standard	£/annum	19.32	1STW-MW0010510	D7102	Metered Potable Water Supply Point Fixed Charges
Standard	£/m3	2.5503	1STW-MW0010510	D7103	Metered Potable Water Block Tariff

Zone 9 Up to 0.5Ml

Description (meter size up to)	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Chester Meter sizes 0 - 25 mm	£/annum	11.50	1DVW-MW001	D7101	Metered Potable Water Meter Fixed Charges
Chester Meter sizes 26 -50 mm	£/annum	31.12	1DVW-MW001	D7101	Metered Potable Water Meter Fixed Charges
Chester Meter sizes 51 - 100 mm	£/annum	44.42	1DVW-MW001	D7101	Metered Potable Water Meter Fixed Charges
Chester Meter size 101 + mm	£/annum	63.98	1DVW-MW001	D7101	Metered Potable Water Meter Fixed Charges
Chester Standard	£/annum	19.32	1DVW-MW001	D7102	Metered Potable Water Supply Point Fixed Charges
Chester Standard	£/m3	2.3952	1DVW-MW001	D7103	Metered Potable Water Block Tariff

Zone 9 0.5ML to 10Ml

Description (meter size up to)	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Chester Meter sizes 0 - 25 mm	£/annum	11.50	1DVW-MW0010510	D7101	Metered Potable Water Meter Fixed Charges
Chester Meter sizes 26 -50 mm	£/annum	31.12	1DVW-MW0010510	D7101	Metered Potable Water Meter Fixed Charges
Chester Meter sizes 51 - 100 mm	£/annum	44.42	1DVW-MW0010510	D7101	Metered Potable Water Meter Fixed Charges
Chester Meter size 101 + mm	£/annum	63.98	1DVW-MW0010510	D7101	Metered Potable Water Meter Fixed Charges
Chester Standard	£/annum	19.32	1DVW-MW0010510	D7102	Metered Potable Water Supply Point Fixed Charges
Chester Standard	£/m3	2.3952	1DVW-MW0010510	D7103	Metered Potable Water Block Tariff

Zone 10 Up to 0.5Ml

Description (meter size up to)	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Wrexham Meter sizes 0 - 25 mm	£/annum	11.50	1DVW-MW002	D7101	Metered Potable Water Meter Fixed Charges
Wrexham Meter sizes 26 -50 mm	£/annum	31.12	1DVW-MW002	D7101	Metered Potable Water Meter Fixed Charges
Wrexham Meter sizes 51 - 100 mm	£/annum	44.42	1DVW-MW002	D7101	Metered Potable Water Meter Fixed Charges
Wrexham Meter size 101 + mm	£/annum	63.98	1DVW-MW002	D7101	Metered Potable Water Meter Fixed Charges
Wrexham Standard	£/annum	19.32	1DVW-MW002	D7102	Metered Potable Water Supply Point Fixed Charges
Wrexham Standard	£/m3	2.4611	1DVW-MW002	D7103	Metered Potable Water Block Tariff

Zone 10 0.5ML to 10Ml

Description (meter size up to)	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Wrexham Meter sizes 0 - 25 mm	£/annum	11.50	1DVW-MW002	D7101	Metered Potable Water Meter Fixed Charges
Wrexham Meter sizes 26 -50 mm	£/annum	31.12	1DVW-MW002	D7101	Metered Potable Water Meter Fixed Charges
Wrexham Meter sizes 51 - 100 mm	£/annum	44.42	1DVW-MW002	D7101	Metered Potable Water Meter Fixed Charges
Wrexham Meter size 101 + mm	£/annum	63.98	1DVW-MW002	D7101	Metered Potable Water Meter Fixed Charges
Wrexham Standard	£/annum	19.32	1DVW-MW002	D7102	Metered Potable Water Supply Point Fixed Charges
Wrexham Standard	£/m3	2.4611	1DVW-MW002	D7103	Metered Potable Water Block Tariff

Usage Only - Zones 1 to 8 Up to 0.5Ml

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Usage Only	£/annum	19.32	1STW-MW003	D7102	Metered Potable Water Supply Point Fixed Charges
Usage Only	£/m3	2.5503	1STW-MW003	D7103	Metered Potable Water Block Tariff

Usage Only - Zones 1 to 8 0.5 to 10Ml

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Usage Only	£/annum	19.32	1STW-MW0030510	D7102	Metered Potable Water Supply Point Fixed Charges
Usage Only	£/m3	2.5503	1STW-MW0030510	D7103	Metered Potable Water Block Tariff

B2.2 Intermediate User Tariff

Intermediate User

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Intermediate User Meter sizes 0 - 25 mm	£/annum	11.50	1STW-IUT	D7101	Metered Potable Water Meter Fixed Charges
Intermediate User Meter sizes 26 -50 mm	£/annum	31.12	1STW-IUT	D7101	Metered Potable Water Meter Fixed Charges
Intermediate User Meter sizes 51 - 100 mm	£/annum	44.42	1STW-IUT	D7101	Metered Potable Water Meter Fixed Charges
Intermediate User Meter size 101 + mm	£/annum	63.98	1STW-IUT	D7101	Metered Potable Water Meter Fixed Charges
Intermediate user	£/annum	2,139.80	1STW-IUT	D7102	Metered Potable Water Supply Point Fixed Charges
Intermediate user	£/m3	2.3350	1STW-IUT	D7103	Metered Potable Water Block Tariff

B2.3 Large User Tariff

Large User

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Large User Meter sizes 0 - 25 mm	£/annum	11.50	1STW-LUT	D7101	Metered Potable Water Meter Fixed Charges
Large User Meter sizes 26 -50 mm	£/annum	31.12	1STW-LUT	D7101	Metered Potable Water Meter Fixed Charges
Large User Meter sizes 51 - 100 mm	£/annum	44.42	1STW-LUT	D7101	Metered Potable Water Meter Fixed Charges
Large User Meter size 101+ mm	£/annum	63.98	1STW-LUT	D7101	Metered Potable Water Meter Fixed Charges
Large user	£/annum	29988.76	1STW-LUT	D7102	Metered Potable Water Supply Point Fixed Charges
Large user	£/m3	1.7781	1STW-LUT	D7103	Metered Potable Water Block Tariff

B2.4 Standby Tariffs

Standard Standby Up to 0.5ML

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Standard Standby Meter size 0 - 25 mm	£/annum	11.50	1STW-SUST0TO5	D7101	Metered Potable Water Meter Fixed Charges
Standard Standby Meter size 26 - 50 mm	£/annum	31.12	1STW-SUST0TO5	D7101	Metered Potable Water Meter Fixed Charges
Standard Standby Meter size 51 - 100 mm	£/annum	44.42	1STW-SUST0TO5	D7101	Metered Potable Water Meter Fixed Charges
Standard Standby Meter size 101+ mm	£/annum	63.98	1STW-SUST0TO5	D7101	Metered Potable Water Meter Fixed Charges
Standard Standby	£/annum	19.32	1STW-SUST0TO5	D7102	Metered Potable Water Supply Point Fixed Charges
Standard Standby	£/m3	1.2735	1STW-SUST0TO5	D7106	Metered Potable Water Block Tariff
Standard Standby	£/per m3/day	464.8275	1STW-SUST0TO5	D7104	Metered Potable Water Capacity Charge
Standard Standby	£/m3	3.1838	1STW-SUST0TO5	D7107	Metered Potable Water Daily Premium Usage Volume Charge

Standard Standby 0.5ML - 10Ml

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Standard Standby Meter size 0 - 25 mm	£/annum	11.50	1STW-SUSTOT050510	D7101	Metered Potable Water Meter Fixed Charges
Standard Standby Meter size 26 - 50 mm	£/annum	31.12	1STW-SUSTOT050510	D7101	Metered Potable Water Meter Fixed Charges
Standard Standby Meter size 51 - 100 mm	£/annum	44.42	1STW-SUSTOT050510	D7101	Metered Potable Water Meter Fixed Charges
Standard Standby Meter size 101+ mm	£/annum	63.98	1STW-SUSTOT050510	D7101	Metered Potable Water Meter Fixed Charges
Standard Standby	£/annum	19.32	1STW-SUSTOT050510	D7102	Metered Potable Water Supply Point Fixed Charges
Standard Standby	£/m3	1.2735	1STW-SUSTOT050510	D7103	Metered Potable Water Block Tariff
Standard Standby	£/per m3/day	464.8275	1STW-SUSTOT050510	D7104	Metered Potable Water Capacity Charge
Standard Standby	£/m3	3.1838	1STW-SUSTOT050510	D7107	Metered Potable Water Daily Premium Usage Volume Charge

Intermediate

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Intermediate Standby Meter size 0 - 25 mm	£/annum	11.50	1STW-IUST	D7101	Metered Potable Water Meter Fixed Charges
Intermediate Standby Meter size 26 -50 mm	£/annum	31.12	1STW-IUST	D7101	Metered Potable Water Meter Fixed Charges
Intermediate Standby Meter size 51 - 100 mm	£/annum	44.42	1STW-IUST	D7101	Metered Potable Water Meter Fixed Charges
Intermediate Standby Meter size 101+ mm	£/annum	63.98	1STW-IUST	D7101	Metered Potable Water Meter Fixed Charges
Intermediate Standby	£/annum	2139.80	1STW-IUST	D7102	Metered Potable Water Supply Point Fixed Charges
Intermediate Standby	£/m3	1.1675	1STW-IUST	D7106	Metered Potable Water Block Tariff
Intermediate Standby	£/per m3/day	426.1375	1STW-IUST	D7104	Metered Potable Water Capacity Charge
Intermediate Standby	£/m3	2.9187	1STW-IUST	D7107	Metered Potable Water Daily Premium Usage Volume Charge

Large

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Large Standby Meter size 0 - 25 mm	£/annum	11.50	1STW-LUST	D7101	Metered Potable Water Meter Fixed Charges
Large Standby Meter size 26 -50 mm	£/annum	31.12	1STW-LUST	D7101	Metered Potable Water Meter Fixed Charges
Large Standby Meter size 51 - 100 mm	£/annum	44.42	1STW-LUST	D7101	Metered Potable Water Meter Fixed Charges
Large Standby Meter size 101+ mm	£/annum	63.98	1STW-LUST	D7101	Metered Potable Water Meter Fixed Charges
Large Standby	£/annum	29988.76	1STW-LUST	D7102	Metered Potable Water Supply Point Fixed Charges
Large Standby	£/m3	0.8890	1STW-LUST	D7106	Metered Potable Water Block Tariff
Large Standby	£/per m3/day	324.4850	1STW-LUST	D7104	Metered Potable Water Capacity Charge
Large Standby	£/m3	2.2225	1STW-LUST	D7107	Metered Potable Water Daily Premium Usage Volume Charge

B3 Metered Sewerage Charges

B3.1 Standard Tariff

Standard Tariff Up to 0.5ML

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Standard tariff	£/annum	19.67	1STW-MS001	D7302	Metered Sewerage Supply Point Fixed Charges
Standard tariff	£/m3	1.6255	1STW-MS001	D7303	Metered Sewerage Block Tariff

Standard Tariff 0.5ML to 10Ml

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Standard tariff	£/annum	19.67	1STW-MS0010510	D7302	Metered Sewerage Supply Point Fixed Charges
Standard tariff	£/m3	1.6255	1STW-MS0010510	D7303	Metered Sewerage Block Tariff

B3.2.i Intermediate User Tariff

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Intermediate Usage	£/annum	19.67	STW-MSIUT	D7302	Metered Supply Point Fixed Charge
Intermediate Usage	£/m3	1.6249	STW-MSIUT	D7303	Metered Sewerage Block Tariff

B3.3i Large User Tariff

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Large User	£/annum	19.67	STW-MSLUT	D7302	Metered Supply Point Fixed Charge
Large User	£/m3	1.6249	STW-MSLUT	D7303	Metered Sewerage Block Tariff

B3.4 Direct Discharge to sewage works Up to 0.5ML

Direct Discharge Up to 0.5ML

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Direct Discharge	£/annum	19.67	1STW-MS896	D7302	Metered Sewerage Supply Point Fixed Charges
Direct Discharge	£/m3	1.2045	1STW-MS896	D7303	Metered Sewerage Block Tariff

Direct Discharge 0.5ML to 10Ml

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Direct Discharge	£/annum	19.67	1STW-MS8960510	D7302	Metered Sewerage Supply Point Fixed Charges
Direct Discharge	£/m3	1.2045	1STW-MS8960510	D7303	Metered Sewerage Block Tariff

B3.5 Rainwater Harvesting Systems

Rainwater Harvesting Systems Up to 0.5ML

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Rainwater Harvesting System	£/annum	0.00	1STW-MSN01	D7302	Metered Sewerage Supply Point Fixed Charges
Rainwater Harvesting System	£/m3	1.6255	1STW-MSN01	D7303	Metered Sewerage Block Tariff

Rainwater Harvesting Systems 0.5ML to 10Ml

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Rainwater Harvesting System	£/annum	0.00	1STW-MSN010510	D7302	Metered Sewerage Supply Point Fixed Charges
Rainwater Harvesting System	£/m3	1.6255	1STW-MSN010510	D7303	Metered Sewerage Block Tariff

B3.6 Miscellaneous Charges

Miscellaneous standing charges only

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Standing Charge only	£/annum	19.67	1STW-MSC	D7302	Metered Sewerage Supply Point Fixed Charges
Standing Charge only	£/m3	0.0000	1STW-MSC	D7303	Metered Sewerage Block Tariff

Usage only Up to 0.5ML

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Usage only	£/annum	19.67	1STW-NoMSC	D7302	Metered Sewerage Supply Point Fixed Charges
Usage only	£/m3	1.6255	1STW-NoMSC	D7303	Metered Sewerage Block Tariff

Usage only 0.5ML to 10Ml

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Usage only	£/annum	19.67	1STW-NoMSC0510	D7302	Metered Sewerage Supply Point Fixed Charges
Usage only	£/m3	1.6255	1STW-NoMSC0510	D7303	Metered Sewerage Block Tariff

Metered Sewerage 170m3 Free

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
170m3 Free	£/annum	19.67	1STW-MS836	D7302	Metered Sewerage Supply Point Fixed Charges
170m3 Free	£/m3	1.6255	1STW-MS836	D7303	Metered Sewerage Block Tariff

B4 Measured Surface Water Drainage Charges

B4.1 Site Area Based Charges

Surface water band

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Band 1 (up to 20)	£/annum	27.62	1STW-MDC01	D7454	Surface Water Band Charge
Band 2 (21 to 99)	£/annum	63.41	1STW-MDC02	D7454	Surface Water Band Charge
Band 3 (100 to 199)	£/annum	128.13	1STW-MDC03	D7454	Surface Water Band Charge
Band 4 (200 to 299)	£/annum	200.43	1STW-MDC04	D7454	Surface Water Band Charge
Band 5 (300 to 499)	£/annum	308.89	1STW-MDC05	D7454	Surface Water Band Charge
Band 6 (500 to 749)	£/annum	471.57	1STW-MDC06	D7454	Surface Water Band Charge
Band 7 (750 to 999)	£/annum	652.33	1STW-MDC07	D7454	Surface Water Band Charge
Band 8 (1,000 to 1.499)	£/annum	923.47	1STW-MDC08	D7454	Surface Water Band Charge
Band 9 (1,500 to 1,999)	£/annum	1,285.00	1STW-MDC09	D7454	Surface Water Band Charge
Band 10 (2,000 to 3,999)	£/annum	2,188.80	1STW-MDC10	D7454	Surface Water Band Charge
Band 11 (4,000 to 7,499)	£/annum	4,177.17	1STW-MDC11	D7454	Surface Water Band Charge
Band 12 (7,500 to 9,999)	£/annum	6,346.30	1STW-MDC12	D7454	Surface Water Band Charge
Band 13 (10,000 to 14,999)	£/annum	9,057.72	1STW-MDC13	D7454	Surface Water Band Charge
Band 14 (15,000 to 19,999)	£/annum	12,672.94	1STW-MDC14	D7454	Surface Water Band Charge
Band 15 (20,000 to 24,999)	£/annum	16,288.16	1STW-MDC15	D7454	Surface Water Band Charge
Band 16 (25,000 to 29.999)	£/annum	19,903.38	1STW-MDC16	D7454	Surface Water Band Charge
Band 17 (30,000 to 34,999)	£/annum	23,518.60	1STW-MDC17	D7454	Surface Water Band Charge
Band 18 (35,000 to 39,999)	£/annum	27,133.81	1STW-MDC18	D7454	Surface Water Band Charge
Band 19 (40,000 to 44,999)	£/annum	30,749.03	1STW-MDC19	D7454	Surface Water Band Charge
Band 20 (45,000 to 49,999)	£/annum	34,364.25	1STW-MDC20	D7454	Surface Water Band Charge
Band 21 (50,000 to 99,999)	£/annum	54,247.96	1STW-MDC21	D7454	Surface Water Band Charge
Band 22 (> 100,000)	£/annum	126,552.34	1STW-MDC22	D7454	Surface Water Band Charge
Band T (Transition)	£/annum	1,150.95	1STW-MDC0T	D7454	Surface Water Band Charge

B4.2 Surface Water Rateable Value Based Charges

Unmeasured drainage

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Drainage Zone 1	£/RV	0.2505	1STW-RVD02-ZON01	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 2	£/RV	0.2054	1STW-RVD02-ZON02	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 3	£/RV	0.2305	1STW-RVD02-ZON03	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 4	£/RV	0.2505	1STW-RVD02-ZON04	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 5	£/RV	0.2505	1STW-RVD02-ZON05	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 6	£/RV	0.2505	1STW-RVD02-ZON06	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 7	£/RV	0.2430	1STW-RVD02-ZON07	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 8	£/RV	0.2280	1STW-RVD02-ZON08	D7455	Surface Water RV Poundage
	£/annum	126,532.67		D7457	Surface Water RV Maximum Charge
Unmeasured Drainage Zone 1	£/annum	27.97	1STW-RVD02-ZON01	D7454	Surface Water Meter Fixed Charges
Unmeasured Drainage Zone 2	£/annum	27.97	1STW-RVD02-ZON02	D7454	Surface Water Meter Fixed Charges
Unmeasured Drainage Zone 3	£/annum	27.97	1STW-RVD02-ZON03	D7454	Surface Water Meter Fixed Charges
Unmeasured Drainage Zone 4	£/annum	27.97	1STW-RVD02-ZON04	D7454	Surface Water Meter Fixed Charges
Unmeasured Drainage Zone 5	£/annum	27.97	1STW-RVD02-ZON05	D7454	Surface Water Meter Fixed Charges
Unmeasured Drainage Zone 6	£/annum	27.97	1STW-RVD02-ZON06	D7454	Surface Water Meter Fixed Charges
Unmeasured Drainage Zone 7	£/annum	27.97	1STW-RVD02-ZON07	D7454	Surface Water Meter Fixed Charges
Unmeasured Drainage Zone 8	£/annum	27.97	1STW-RVD02-ZON08	D7454	Surface Water Meter Fixed Charges

B5 Highway Drainage Charges

5.1 Fixed Charge

Fixed Highway drainage

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Fixed Charge	£/annum	19.68	1STW-HWD	D7504	Highway Drainage Fixed Charge

B6 Trade Effluent Charges

B6.1 Assessed Charges

Assessed Trade Effluent

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Assessed Swimming Pool BW	£/annum	84.62	STW-TE-ASSESSED-SWIMMINGPOOLBW	D7551	Trade Effluent Band Charge
Assessed Swimming Pool BW	£/m3	0.8739	STW-TE-ASSESSED-SWIMMINGPOOLBW	D7560	Additional Volumetric Charging Component
Assessed Gas Holder	£/annum	84.62	STW-TE-ASSESSED-GASHOLDER	D7551	Trade Effluent Band Charge
Assessed Gas Holder	£/m3	0.9426	STW-TE-ASSESSED-GASHOLDER	D7560	Additional Volumetric Charging Component
Assessed Laundrette	£/annum	84.62	STW-TE-ASSESSED-LAUNDRETTE	D7551	Trade Effluent Band Charge
Assessed Laundrette	£/m3	1.4594	STW-TE-ASSESSED-LAUNDRETTE	D7560	Additional Volumetric Charging Component
Assessed Car Wash	£/annum	84.62	STW-TE-ASSESSED-CARWASH	D7551	Trade Effluent Band Charge
Assessed Car Wash	£/m3	0.9516	STW-TE-ASSESSED-CARWASH	D7560	Additional Volumetric Charging Component
Assessed Paint Stripping	£/annum	84.62	STW-TE-ASSESSED-PAINTSTRIPPING	D7551	Trade Effluent Band Charge
Assessed Paint Stripping	£/m3	1.2422	STW-TE-ASSESSED-PAINTSTRIPPING	D7560	Additional Volumetric Charging Component
Std Surface Water Sewer	£/annum	84.62	STW-TE-STD-SURFACEWATERSEWER	D7551	Trade Effluent Band Charge
Std Surface Water Sewer	£/m3	0.2105	STW-TE-STD-SURFACEWATERSEWER	D7560	Additional Volumetric Charging Component
Assessed Direct Car Wash	£/annum	84.62	STW-TE-ASSESSED-DIRECTCARWASH	D7551	Trade Effluent Band Charge
Assessed Direct Car Wash	£/m3	0.5306	STW-TE-ASSESSED-DIRECTCARWASH	D7560	Additional Volumetric Charging Component

B6.2 Standard Tariff

B6.2i Trade Effluent Charges

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Trade Effluent Band Charge	£/annum	84.62	STW-TE-STANDARD-MOGDEN	D7551	Trade Effluent Band Charge
Reception Block Tariff	£/m3	0.4210	STW-TE-STANDARD-MOGDEN	D7559	Reception Block Tariff
Volumetric Charging Component	£/m3	0.4207	STW-TE-STANDARD-MOGDEN	D7560	Volumetric Charging Component
Secondary Treatment Block Tariff	£/m3	0.2533	STW-TE-STANDARD-MOGDEN	D7563	Secondary Treatment Block Tariff
Sludge Treatment Charging Component	£/m3	0.2395	STW-TE-STANDARD-MOGDEN	D7564	Sludge Treatment Charging Component

B6.2ii Trade Effluent other used water

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Other used Water-Standard	£/annum	19.67	STW_OUW_STANDARD	D7302	Metered Supply Point Fixed Charge
Other used Water-Standard	£/m3	1.6255	STW_OUW_STANDARD	D7303	Metered Sewerage Block Tariff

B6.3 Intermediate Tariff

B6.3i Intermediate trade effluent charges

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Intermediate Mogden	£/annum	84.62	STW-TE-INTERMEDIATE-MOGDEN	D7551	Trade Effluent Band Charge
Intermediate Mogden	£/m3	0.4210	STW-TE-INTERMEDIATE-MOGDEN	D7559	Reception Block Tariff
Intermediate Mogden	£/m3	0.4207	STW-TE-INTERMEDIATE-MOGDEN	D7560	Volumetric Charging Component
Intermediate Mogden	£/m3	0.2533	STW-TE-INTERMEDIATE-MOGDEN	D7563	Secondary Treatment Block Tariff
Intermediate Mogden	£/m3	0.2395	STW-TE-INTERMEDIATE-MOGDEN	D7564	Sludge Treatment Charging Component
Trade Effluent Fixed Charge	£/annum	0.00	STW-TE-INTERMEDIATE-MOGDEN	D7571	Trade Effluent Fixed Charge

B6.3ii Intermediate Trade Effluent other used water

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Other used Water-Intermediate	£/annum	19.67	STW_OUW_Intermediate	D7302	Metered Supply Point Fixed Charge
Other used Water-Intermediate	£/m3	1.6249	STW_OUW_Intermediate	D7303	Metered Sewerage Block Tariff

B6.4 Large Tariff

B6.4i Large trade effluent charges

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Trade Effluent Band Charge	£/annum	84.62	STW-TE-LARGE-MOGDEN	D7551	Trade Effluent Band Charge
Reception Block Tariff	£/m3	0.4210	STW-TE-LARGE-MOGDEN	D7559	Reception Block Tariff
Volumetric Charging Component	£/m3	0.4207	STW-TE-LARGE-MOGDEN	D7560	Volumetric Charging Component
Secondary Treatment Block Tariff	£/m3	0.2533	STW-TE-LARGE-MOGDEN	D7563	Secondary Treatment Block Tariff
Sludge Treatment Charging Component	£/m3	0.2395	STW-TE-LARGE-MOGDEN	D7564	Sludge Treatment Charging Component
Trade Effluent Fixed Charge	£/annum	0.00	STW-TE-LARGE-MOGDEN	D7571	Trade Effluent Fixed Charge

B6.4ii Large Trade Effluent other used water

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Other used Water-Large	£/annum	19.67	STW_OUW_Large	D7302	Metered Supply Point Fixed Charge
Other used Water-Large	£/m3	1.6249	STW_OUW_Large	D7303	Metered Sewerage Block Tariff

B6.5 Direct Discharge to Sewage Works

B6.5i Direct Discharge Mogden charges

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Direct Discharge Mogden	£/annum	84.62	STW-TE-DIRECTDISCHARGE-MOGDEN	D7551	Trade Effluent Band Charge
Direct Discharge Mogden	£/m3	0.0000	STW-TE-DIRECTDISCHARGE-MOGDEN	D7559	Reception Block Tariff
Direct Discharge Mogden	£/m3	0.4207	STW-TE-DIRECTDISCHARGE-MOGDEN	D7560	Volumetric Charging Component
Direct Discharge Mogden	£/m3	0.2533	STW-TE-DIRECTDISCHARGE-MOGDEN	D7563	Secondary Treatment Block Tariff
Direct Discharge Mogden	£/m3	0.2395	STW-TE-DIRECTDISCHARGE-MOGDEN	D7564	Sludge Treatment Charging Component

B6.5ii Direct Discharge Other Used Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Direct Discharge - Other used Water-Large	£/annum	19.67	STW-OUW-DIRECTDISCHARGE	D7302	Metered Supply Point Fixed Charge
Direct Discharge - Other used Water-Large	£/m3	1.2045	STW-OUW-DIRECTDISCHARGE	D7303	Metered Sewerage Block Tariff

B6.6 Miscellaneous Trade Effluent Charges

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
MARS Mogden	£/annum	84.62	STW-TE-MARSMOGDEN	D7551	Trade Effluent Band Charge
MARS Mogden	£/m3	0.1052	STW-TE-MARSMOGDEN	D7559	Reception Block Tariff
MARS Mogden	£/m3	0.4207	STW-TE-MARSMOGDEN	D7560	Volumetric Charging Component
MARS Mogden	£/m3	0.2533	STW-TE-MARSMOGDEN	D7563	Secondary Treatment Block Tariff
MARS Mogden	£/m3	0.2395	STW-TE-MARSMOGDEN	D7564	Sludge Treatment Charging Component

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
THOMAS GAMESON	£/m3	0.0824	STW-TE-THOMASGAMESON	D7560	Volumetric Charging Component

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Trade Waste Letters zero charge	£/annum	£0.00	1STW-TWL01	D7551	Trade Effluent Band Charge

B6.7 Standard Strengths and Loads

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
	mg/l	351		D7566	Chemical Oxygen Demand Base Value
	mg/l	343		D7567	Suspended Solids Base Value

B7 Unmeasured Water Charges

B7.1 Unmeasured Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Water Zone 1	£/annum	77.61	1STW-RVW01-ZON01	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 2	£/annum	77.61	1STW-RVW01-ZON02	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 3	£/annum	77.61	1STW-RVW01-ZON03	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 4	£/annum	77.61	1STW-RVW01-ZON04	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 5	£/annum	77.61	1STW-RVW01-ZON05	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 6	£/annum	77.61	1STW-RVW01-ZON06	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 7	£/annum	77.61	1STW-RVW01-ZON07	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 8	£/annum	77.61	1STW-RVW01-ZON08	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 1	£/RV	1.9879	1STW-RVW01-ZON01	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 2	£/RV	1.9037	1STW-RVW01-ZON02	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 3	£/RV	1.8532	1STW-RVW01-ZON03	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 4	£/RV	1.9374	1STW-RVW01-ZON04	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 5	£/RV	1.9879	1STW-RVW01-ZON05	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 6	£/RV	1.9879	1STW-RVW01-ZON06	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 7	£/RV	1.9879	1STW-RVW01-ZON07	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 8	£/RV	1.8532	1STW-RVW01-ZON08	D7252	Unmeasured Water RV Poundage

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Water Zone 1	£/annum	77.61	1STW-RVW02-ZON01	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 2	£/annum	77.61	1STW-RVW02-ZON02	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 3	£/annum	77.61	1STW-RVW02-ZON03	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 4	£/annum	77.61	1STW-RVW02-ZON04	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 5	£/annum	77.61	1STW-RVW02-ZON05	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 6	£/annum	77.61	1STW-RVW02-ZON06	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 7	£/annum	77.61	1STW-RVW02-ZON07	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 8	£/annum	77.61	1STW-RVW02-ZON08	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 1	£/RV	1.9879	1STW-RVW02-ZON01	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 2	£/RV	1.9037	1STW-RVW02-ZON02	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 3	£/RV	1.8532	1STW-RVW02-ZON03	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 4	£/RV	1.9374	1STW-RVW02-ZON04	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 5	£/RV	1.9879	1STW-RVW02-ZON05	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 6	£/RV	1.9879	1STW-RVW02-ZON06	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 7	£/RV	1.9879	1STW-RVW02-ZON07	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 8	£/RV	1.8532	1STW-RVW02-ZON08	D7252	Unmeasured Water RV Poundage

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Water Zone 9	£/annum	77.61	1DVW-RVW1-ZON15	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 10	£/annum	106.32	1DVW-RVW1-ZON16	D7251	Unmeasured Water Fixed Charge
Unmeasured Water Zone 9	£/RV	1.6513	1DVW-RVW1-ZON15	D7252	Unmeasured Water RV Poundage
Unmeasured Water Zone 10	£/RV	1.7354	1DVW-RVW1-ZON16	D7252	Unmeasured Water RV Poundage

B7.2 Unmeasured Water Miscellaneous Charges

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Cattle Troughs NHH	£/annum	382.62	1STW-RVW03	D7251	Unmeasured Water Fixed Charge
Unmeasured Standing Tap NHH	£/annum	214.22	1STW-RVW06	D7251	Unmeasured Water Fixed Charge
Unmeasured - Special Charges NHH	£/annum	145.92	1STW-RVW07	D7251	Unmeasured Water Fixed Charge
Flushing Appliance NHH	£/annum	77.61	1STW-UW800	D7251	Unmeasured Water Fixed Charge

B8 Unmeasured Sewerage Charges

B8.1 Used Water and Surface Water Drainage

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
RV Zone 01 - Shropshire (Upper Severn)	£/annum	77.46	1STW-RVS01-ZON01	D7401	Unmeasured Sewerage Fixed Charge
RV Zone 02 - Worcester/Gloucester (Lower Severn)	£/annum	77.46	1STW-RVS01-ZON02	D7401	Unmeasured Sewerage Fixed Charge
RV Zone 03 - Coventry/North Warks (Avon)	£/annum	77.46	1STW-RVS01-ZON03	D7401	Unmeasured Sewerage Fixed Charge
RV Zone 04 - Leicestershire (Soar)	£/annum	77.46	1STW-RVS01-ZON04	D7401	Unmeasured Sewerage Fixed Charge
RV Zone 05 - Nottinghamshire (Lower Trent)	£/annum	77.46	1STW-RVS01-ZON05	D7401	Unmeasured Sewerage Fixed Charge
RV Zone 06 - Derbyshire (Derwent)	£/annum	77.46	1STW-RVS01-ZON06	D7401	Unmeasured Sewerage Fixed Charge
RV Zone 07 - Staffordshire (Upper Trent)	£/annum	77.46	1STW-RVS01-ZON07	D7401	Unmeasured Sewerage Fixed Charge
RV Zone 08 - Birmingham (Tame)	£/annum	77.46	1STW-RVS01-ZON08	D7401	Unmeasured Sewerage Fixed Charge
RV Zone 01 - Shropshire (Upper Severn)	£/RV	1.3575	1STW-RVS01-ZON01	D7402	Unmeasured Sewerage RV Poundage
RV Zone 02 - Worcester/Gloucester (Lower Severn)	£/RV	1.2710	1STW-RVS01-ZON02	D7402	Unmeasured Sewerage RV Poundage
RV Zone 03 - Coventry/North Warks (Avon)	£/RV	1.2698	1STW-RVS01-ZON03	D7402	Unmeasured Sewerage RV Poundage
RV Zone 04 - Leicestershire (Soar)	£/RV	1.3276	1STW-RVS01-ZON04	D7402	Unmeasured Sewerage RV Poundage
RV Zone 05 - Nottinghamshire (Lower Trent)	£/RV	1.3575	1STW-RVS01-ZON05	D7402	Unmeasured Sewerage RV Poundage
RV Zone 06 - Derbyshire (Derwent)	£/RV	1.3575	1STW-RVS01-ZON06	D7402	Unmeasured Sewerage RV Poundage
RV Zone 07 - Staffordshire (Upper Trent)	£/RV	1.3500	1STW-RVS01-ZON07	D7402	Unmeasured Sewerage RV Poundage
RV Zone 08 - Birmingham (Tame)	£/RV	1.2673	1STW-RVS01-ZON08	D7402	Unmeasured Sewerage RV Poundage

B8.2 Used Water only

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Used Water NHH RV Zone 01 - Shropshire (Upper Severn)	£/annum	49.49	1STW-RVU01-ZON01	D7401	Unmeasured Sewerage Fixed Charge
Used Water NHH RV Zone 02 - Worcester/Gloucester (Lower Severn)	£/annum	49.49	1STW-RVU01-ZON02	D7401	Unmeasured Sewerage Fixed Charge
Used Water NHH RV Zone 03 - Coventry/North Warks (Avon)	£/annum	49.49	1STW-RVU01-ZON03	D7401	Unmeasured Sewerage Fixed Charge
Used Water NHH RV Zone 04 - Leicestershire (Soar)	£/annum	49.49	1STW-RVU01-ZON04	D7401	Unmeasured Sewerage Fixed Charge
Used Water NHH RV Zone 05 - Nottinghamshire (Lower Trent)	£/annum	49.49	1STW-RVU01-ZON05	D7401	Unmeasured Sewerage Fixed Charge
Used Water NHH RV Zone 06 - Derbyshire (Derwent)	£/annum	49.49	1STW-RVU01-ZON06	D7401	Unmeasured Sewerage Fixed Charge
Used Water NHH RV Zone 07 - Staffordshire (Upper Trent)	£/annum	49.49	1STW-RVU01-ZON07	D7401	Unmeasured Sewerage Fixed Charge
Used Water NHH RV Zone 08 - Birmingham (Tame)	£/annum	49.49	1STW-RVU01-ZON08	D7401	Unmeasured Sewerage Fixed Charge
Used Water NHH RV Zone 01 - Shropshire (Upper Severn)	£/RV	1.1069	1STW-RVU01-ZON01	D7402	Unmeasured Sewerage RV Poundage
Used Water NHH RV Zone 02 - Worcester/Gloucester (Lower Severn)	£/RV	1.0655	1STW-RVU01-ZON02	D7402	Unmeasured Sewerage RV Poundage
Used Water NHH RV Zone 03 - Coventry/North Warks (Avon)	£/RV	1.0393	1STW-RVU01-ZON03	D7402	Unmeasured Sewerage RV Poundage
Used Water NHH RV Zone 04 - Leicestershire (Soar)	£/RV	1.0771	1STW-RVU01-ZON04	D7402	Unmeasured Sewerage RV Poundage
Used Water NHH RV Zone 05 - Nottinghamshire (Lower Trent)	£/RV	1.1069	1STW-RVU01-ZON05	D7402	Unmeasured Sewerage RV Poundage
Used Water NHH RV Zone 06 - Derbyshire (Derwent)	£/RV	1.1069	1STW-RVU01-ZON06	D7402	Unmeasured Sewerage RV Poundage
Used Water NHH RV Zone 07 - Staffordshire (Upper Trent)	£/RV	1.1069	1STW-RVU01-ZON07	D7402	Unmeasured Sewerage RV Poundage
Used Water NHH RV Zone 08 - Birmingham (Tame)	£/RV	1.0393	1STW-RVU01-ZON08	D7402	Unmeasured Sewerage RV Poundage

B8.3 Void Properties

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
RV VoidSWD Zone 01 - Shropshire (Upper Severn)	£/annum	27.97	1STW-RVS02-ZON01	D7401	Unmeasured Sewerage Fixed Charge
RV VoidSWD Zone 02 - Worcester/Gloucester (Lower Severn)	£/annum	27.97	1STW-RVS02-ZON02	D7401	Unmeasured Sewerage Fixed Charge
RV VoidSWD Zone 03 - Coventry/North Warks (Avon)	£/annum	27.97	1STW-RVS02-ZON03	D7401	Unmeasured Sewerage Fixed Charge
RV VoidSWD Zone 04 - Leicestershire (Soar)	£/annum	27.97	1STW-RVS02-ZON04	D7401	Unmeasured Sewerage Fixed Charge
RV VoidSWD Zone 05 - Nottinghamshire (Lower Trent)	£/annum	27.97	1STW-RVS02-ZON05	D7401	Unmeasured Sewerage Fixed Charge
RV VoidSWD Zone 06 - Derbyshire (Derwent)	£/annum	27.97	1STW-RVS02-ZON06	D7401	Unmeasured Sewerage Fixed Charge
RV VoidSWD Zone 07 - Staffordshire (Upper Trent)	£/annum	27.97	1STW-RVS02-ZON07	D7401	Unmeasured Sewerage Fixed Charge
RV VoidSWD Zone 08 - Birmingham (Tame)	£/annum	27.97	1STW-RVS02-ZON08	D7401	Unmeasured Sewerage Fixed Charge
RV VoidSWD Zone 01 - Shropshire (Upper Severn)	£/RV	0.2505	1STW-RVS02-ZON01	D7402	Unmeasured Sewerage RV Poundage
RV VoidSWD Zone 02 - Worcester/Gloucester (Lower Severn)	£/RV	0.2054	1STW-RVS02-ZON02	D7402	Unmeasured Sewerage RV Poundage
RV VoidSWD Zone 03 - Coventry/North Warks (Avon)	£/RV	0.2305	1STW-RVS02-ZON03	D7402	Unmeasured Sewerage RV Poundage
RV VoidSWD Zone 04 - Leicestershire (Soar)	£/RV	0.2505	1STW-RVS02-ZON04	D7402	Unmeasured Sewerage RV Poundage
RV VoidSWD Zone 05 - Nottinghamshire (Lower Trent)	£/RV	0.2505	1STW-RVS02-ZON05	D7402	Unmeasured Sewerage RV Poundage
RV VoidSWD Zone 06 - Derbyshire (Derwent)	£/RV	0.2505	1STW-RVS02-ZON06	D7402	Unmeasured Sewerage RV Poundage
RV VoidSWD Zone 07 - Staffordshire (Upper Trent)	£/RV	0.2430	1STW-RVS02-ZON07	D7402	Unmeasured Sewerage RV Poundage
RV VoidSWD Zone 08 - Birmingham (Tame)	£/RV	0.2280	1STW-RVS02-ZON08	D7402	Unmeasured Sewerage RV Poundage
	£/annum	126,532.67		D7404	Unmeasured Sewerage RV Maximum Charge

B9 Unmeasured Surface Water Drainage Charges

B9.1 Unmeasured Surface Water Drainage Charges

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Drainage Zone 1	£/annum	27.97	1STW-RVD01-ZON01	D7454	Surface Water Fixed Charge
Unmeasured Drainage Zone 2	£/annum	27.97	1STW-RVD01-ZON02	D7454	Surface Water Fixed Charge
Unmeasured Drainage Zone 3	£/annum	27.97	1STW-RVD01-ZON03	D7454	Surface Water Fixed Charge
Unmeasured Drainage Zone 4	£/annum	27.97	1STW-RVD01-ZON04	D7454	Surface Water Fixed Charge
Unmeasured Drainage Zone 5	£/annum	27.97	1STW-RVD01-ZON05	D7454	Surface Water Fixed Charge
Unmeasured Drainage Zone 6	£/annum	27.97	1STW-RVD01-ZON06	D7454	Surface Water Fixed Charge
Unmeasured Drainage Zone 7	£/annum	27.97	1STW-RVD01-ZON07	D7454	Surface Water Fixed Charge
Unmeasured Drainage Zone 8	£/annum	27.97	1STW-RVD01-ZON08	D7454	Surface Water Fixed Charge
Unmeasured Drainage Zone 1	£/RV	0.2505	1STW-RVD01-ZON01	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 2	£/RV	0.2054	1STW-RVD01-ZON02	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 3	£/RV	0.2305	1STW-RVD01-ZON03	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 4	£/RV	0.2505	1STW-RVD01-ZON04	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 5	£/RV	0.2505	1STW-RVD01-ZON05	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 6	£/RV	0.2505	1STW-RVD01-ZON06	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 7	£/RV	0.2430	1STW-RVD01-ZON07	D7455	Surface Water RV Poundage
Unmeasured Drainage Zone 8	£/RV	0.2280	1STW-RVD01-ZON08	D7455	Surface Water RV Poundage
	£/annum	126,532.67		D7457	Surface Water RV Maximum Charge

B10 Assessed Charges

B10.1 Assessed Water

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Fixed volume	£/annum	19.32	1STW-FW001	D7201	Assessed Water Fixed Charge
Fixed volume	£/m3	2.5503	1STW-FW001	D7203	Assessed Water Volumetric Charge
Chester	£/annum	0.00	1DVW-FW003	D7201	Assessed Water Fixed Charge
Chester	£/m3	2.3952	1DVW-FW003	D7203	Assessed Water Volumetric Charge
Wrexham	£/annum	0.00	1DVW-FW004	D7201	Assessed Water Fixed Charge
Wrexham	£/m3	2.4611	1DVW-FW004	D7203	Assessed Water Volumetric Charge
Option	£/annum	19.32	1STW-AWC01	D7201	Assessed Water Fixed Charge
Option	£/m3	2.5471	1STW-AWC01	D7203	Assessed Water Volumetric Charge

B10.2 Assessed Sewerage

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Fixed volume	£/annum	19.67	1STW-FS001	D7351	Assessed Sewerage Fixed Charge
Fixed volume	£/m3	1.6255	1STW-FS001	D7353	Sewerage Volumetric Charge
Assessed volume	£/annum	19.67	1STW-FS002	D7351	Assessed Sewerage Fixed Charge
Assessed volume	£/m3	1.6249	1STW-FS002	D7353	Sewerage Volumetric Charge

B11 Non-Potable Water

B11 Final Effluent - Special Agreements

Description	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Non-Potable Supply 03	£/annum	952.38	1STW-MNPW03	D7152	Metered Non-Potable Water Meter Fixed Charges
Non-Potable Supply 01	£/m3	2.5628	1STW-MNPW01	D7153	Metered Non-Potable Water Block Tariff
Non-Potable Supply 02	£/m3	0.2096	1STW-MNPW02	D7153	Metered Non-Potable Water Block Tariff

B12 Miscellaneous Matters

B12.1 Charges Applied When No Supply

Category of charge	A: Fixed and vol charges	B: No charges apply	C: Volume charges only	D: Drainage charges only	E: Volume and drainage charges
Vacancy Charging Method Water		VWB			
Temporary Disconnection Charging Method Water		TWB			
Vacancy Charging Method Sewerage		WSC			
Temporary Disconnection Charging Method Sewerage				TSB	

B12.2 Standing Data

Category of charge	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Default Return to Sewer Vacancy Charging Method	%	95.00	SD_STW		Default Return to Sewer

Section C: Metered charges

C1 Metered charges

C1.1 Metered charges for water

Compulsory metering policy

(i) Unless **we** have specifically agreed otherwise in writing, or it is impractical to install a **meter** at the property, all water **we** supply to **non-household premises** will be metered.

Liability for metered charges

(ii) Where the supply to a **premises** is metered and the charges are volume based, the **retailer** may continue to be liable for the payment of wholesale charges associated with that **premises** after the property has become vacant. This applies where the **retailer** has failed to notify **us** that the property will become vacant at least two **normal working days** before the customer does so. The charges for which the **retailer** will be liable will be those for the period ending whichever of the following first occurs after the **premises** becomes vacant:

a. where the **retailer** informs **us** that the **premises** will be vacant less than two **normal working days** before, or at any time after, the twenty-eighth day after **we** have been informed;
b. any day on which any **meter** would normally have been read in order for the amount of the charges to be determined.

The charges for metered **premises** are set out in the sub-sections below.

Measured tariff option

(iii) There is a choice of Tariff. The **Retailer** may choose an alternative tariff subject to the eligibility criteria set out below. If accepted, the application of the new tariff will take effect from the date that **we** receive the application.

Where **we** provide a water supply and sewerage services to the **premises** and:

a. the standard tariff applies to the water supply, then **we** will also apply that tariff to the sewerage services unless a specific alternative has been requested and agreed; or
b. the intermediate user tariff applies to the water supply, then **we** will also apply that tariff to the sewerage services unless a specific alternative has been requested and agreed;
c. the large user tariff applies to the water supply, then **we** will also apply that tariff to the sewerage services unless a specific alternative has been requested and agreed;
d. the customer has elected to secure a standby tariff, **we** will apply the appropriate sewerage tariff
(standard, intermediate user or large user), based upon the notified volume for the year.

Applications can be made using form H/04 as specified in the codes.

Water supply charge

(iv) Water **we** supply through one or more **meters** to any **premises** will be charged at the standard water supply charge in section B2.1 unless **we** agree otherwise, or one of the following tariffs applies: the intermediate user tariff, large user tariff, or the standby tariff (see sections B2.2, B2.3 and B2.4).

Water supply standing charges

(v) In addition to the charges set out above, there is a standing charge related to the size of the **meter** measuring the supply to the **premises** - see section B2.

Water supply fixed charge

(vi) A fixed charge related to the volume of water **we** supply to the **premises** also applies - see section B2.

These standing and fixed charges will apply from the appropriate date set out above. Unless **we** agree otherwise, these charges will be due on demand and apportioned for each billing period or on a daily basis for periods less than or greater than the normal billing period.

C1.2 Intermediate and large user tariffs

(i) An intermediate or large user tariff can apply to any **non-household premises** that is not required to have an alternative such as a standby tariff (see section C1.3). The **retailer** may choose one of these tariffs.

(ii) If the **premises** was charged the intermediate or large user tariff in the previous charging year, **we** will continue to charge on this basis until the **retailer** selects an alternative, or **we** require the **premises** to be charged a standby tariff.

(iii) Where one of these tariffs applies, **we** will charge:

a. standing charges related to **meter** size;
b. the fixed charge related to the volume of water **we** supply;
c. the relevant additional fixed charge; and
d. the relevant water supply charges; as detailed in section B2.2 or B2.3.

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

For the purposes of the above intermediate and large user tariffs, **retailers** must assess in advance the volume of water expected to be supplied to the **premises**. The **retailer** will pay **us** the appropriate intermediate or large user tariff throughout the period.

C1.3 Standby tariffs

(i) Where **we** supply water through one or more **meters** to a single **premises** and that **premises** also has access to an alternative source of water, other than the water **we** supply, which is capable (both legally and physically) of supplying at least 10,000 cubic metres, **we** will charge the standby tariff (instead of the standard metered, intermediate user or large user tariff above). The **occupier** may elect to secure a standby supply.

(ii) Where a standby supply applies, the **retailer** must notify **us** in writing of the maximum monthly volume of water required ("the notified volume") for the period from 1 April to 31 March by 1 April and will pay the following charges:

a. the standing charges related to **meter** size;
b. the fixed charge related to the volume of water **we** supply;
c. the capacity charges, payable irrespective of whether **we** supply any water.
d. the volume charges, payable for all water **we** supply, irrespective of the notified volume; as detailed in section B2.4.

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

For the purposes of the fixed charge and the fixed component of the capacity charge, the **retailer** will pay **us** the appropriate fixed charges throughout the period based on the annualised notified volume. At the end of the period, **we** will reconcile the volume of water actually supplied with the rates set out in section B2.4 as part of the **settlement** process.

We may share information on the "notified volume" with other **retailers**.

Premium charges

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

Where the notified volume is exceeded **we** will make a charge of twice the appropriate capacity charge in section 2.4 (excluding the fixed component) for each cubic metre of water supplied in excess of the notified volume for the relevant period.

For **premises** where the **retailer** has provided **us** with a notified volume of zero, or in circumstances where it is taken to have been notified as zero (see below), the **retailer** must give **us** at least twenty-four hours' notice before **our** supply is used at the **premises**. In addition to the appropriate charges set out in (a), (b), (c) and (d) above the **retailer** will pay the premium charges in section 2.4.

(iii) The above charges will be due from the first relevant **meter** reading on or after 1 April.

(iv) Where the **retailer** does not secure a standby supply, or does not provide **us** with the information as specified in section C1.3(ii) above by 1 April of the charging year, the maximum volume required for the year shall be taken to be zero.

(v) If **we** consider that **we** could not supply the notified volume and a revised notified volume cannot be agreed by 15 April, **we** will advise the **retailer** and the notified volume will be taken to be zero.

(vi) If **we** identify that an operational network problem may occur in circumstances where the notified volume (including circumstances where it is taken to be zero) is exceeded, **we** reserve the right to

(vii) downsize the relevant **meter** or **meters** to an appropriate size for the notified volume or to restrict the flow through one or more supplies to the **premises** through the installation of a suitable valve or valves.

(viii) Where it can be shown to **our** satisfaction that none of the water **we** supply through a **meter** or **meters** could be used to increase the supply of water to any part of the **premises** to which water from the alternative source is supplied, the **retailer** will pay the appropriate charges relating to those **meters** and any water supplied through them as set out in section C1.1 or section C1.2 above, as appropriate, instead of the standby tariff.

(ix) The "notified volume" in (ii) above will apply to the **premises** for the duration of the **year**. Where the **occupier** of the **premises** selects a different **retailer** during the course of a **year**, **we** will inform the new **retailer** of the "notified volume" and the annual fixed charges that will apply for the remainder of the billing period.

(x) Where **we** identify a **premises** where standby charges should apply after the start of the **year**:

a. **we** will inform the **retailer** of the supply which is available to the **premises** as a standby supply;
b. within one month of this notification, the **retailer** must inform **us** of the volume required as described in (ii) for the remainder of the **year**;
c. where the **retailer** does not provide notification within the specified time, or the required supply cannot be agreed, **we** will inform the **retailer** and the "notified volume" will be considered to be zero;
d. Standby charges will apply to the **premises** two months after **our** first notification in a.

C1.4 Metered charges for sewerage

Measured tariff option

(vii) There is a choice of Tariff. The **Retailer** may choose an alternative tariff subject to the eligibility criteria set out below. If accepted, the application of the new tariff will take effect from the date that **we** receive the application.

Where **we** provide a water supply and sewerage services to the **premises** and:

a. the standard tariff applies to the water supply, then **we** will also apply that tariff to the sewerage services unless a specific alternative has been requested and agreed; or
b. the intermediate user tariff applies to the water supply, then **we** will also apply that tariff to the sewerage services unless a specific alternative has been requested and agreed;
c. the large user tariff applies to the water supply, then **we** will also apply that tariff to the sewerage services unless a specific alternative has been requested and agreed;
d. the customer has elected to secure a standby tariff, **we** will apply the appropriate sewerage tariff (standard, intermediate user or large user), based upon the notified volume for the year.

Applications can be made using form H/04 as specified in the codes.

Sewerage charges

(viii) Where **we** provide sewerage services to a single **premises** whose water supply is metered, sewerage and sewage disposal charges will have the elements described in sections (ix), (x), (xiv) and (xxi) below.

Used water charges

(ix) With effect from 1 April 2026 or the first relevant water supply or used water **meter** reading on or after 1 April 2026 for monthly-billed **premises** (except where used water charges are billed with trade effluent charges under section D1.1), a charge per cubic metre of used water discharged directly or indirectly to a public sewer is payable at the rates shown in section B3.

Sewerage fixed charge

(x) A fixed charge or charges related to the services provided and volume of water supplied to the **premises** (see section B3).

Unless **we** agree otherwise the fixed and surface water drainage charges will be due on demand apportioned for each billing period, or on a daily basis for periods less than or greater than the normal billing period.

Water out equals water in less losses

(xi) **We** will calculate used water charges on the basis that the volume of "water out" is 95% of the volume of "water in". The volume of "water in" will be based upon the **meter** records of water supplied to or taken at the **premises**, trade effluent discharged from the **premises** and (where **we** cannot get such **meter** records) all other reliable information available to **us** at the time. This will subject to the paragraph below, be binding on the person liable to pay the charge (for the purposes of this clause, the **retailer**).

The 5% allowance 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. **We** make no specific adjustment for losses that are higher than "normal" levels, such as evaporation from swimming pools, but customers may opt to meter their own discharge as described in section
C1.4(xii) below.

Measurement of water out

(xii) If the **occupier** is not satisfied that the volume of used water should be based on the reading from their water **meter**, they may arrange for the installation and maintenance of meter(s), gauge recorder or other apparatus to determine a more accurate measurement, provided that:

a. **we** will not bear the cost of installing or maintaining the equipment;

b. **we** must approve the water fitting in question and the location where it is to be installed;

c. the **retailer** must provide full details of the volumes of water or used water recorded.

As long as **we** are satisfied as to the accuracy of the volume of water or used water recorded by the apparatus installed, **we** will use this information to determine the volume of used water discharged to the **public sewer**.

If **we** are not satisfied or if the **retailer** fails to provide full details of the relevant volumes to **us**, **we** will base the used water charge on the volume of used water discharged as described in section (xii) above.

Rainwater harvesting systems

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

a. Where the supply to the **premises** is metered, **we** will require the system to be installed in such a way that the water that is used and subsequently discharged (the "water-out") can be measured by means of a meter installed on the rain harvesting system.

b. The volume of "water-out" will be charged at the rates shown in table 6 and will be in addition to any charges calculated on the basis of "water in" measured by the water meter as per (xii) above.

c. Where surface water drainage charges apply, as specified in section C1.4(xiv) below (including where the **premises** does not receive a water supply), **we** will reduce the chargeable area as defined in section C1.4 (xiv) by the area from which rainwater is harvested.

d. Where the supply to the **premises** is not metered the charges as set out in sections E2.1, E2.2 or F1.1 below will apply.

Direct connection to our sewage treatment works

Where a property drains directly to one of **our sewage treatment works** or disposal works, via a private drain or sewer or a combination of the two, the volumetric charge for used water will be at a reduced rate as shown in B3.4.

Surface water drainage charges

(xiv) Charges will be based on:

a. the **rateable value** of the **premises** as specified in section E2.1 below; or

b. the chargeable area as specified in C1.4 (xv) below.

Site area surface water

(xv) The **retailer** must pay **us** surface water drainage charges as specified in section (xiv) above, or section C1.5(ii) (including where the **premises** does not receive a water supply), using the rates set out in B4.1 if:

a. The **occupier** opts to pay the charge. This option is not available for places of religious worship (as defined in section 39(2) of **the 1967 Act**); or

b. The **occupier** opts, or **we** require them, to have the water supply to the **premises** metered (except if the **premises** is a place of religious worship as defined) above in (a)); or

c. **we** have notified the **retailer** prior to this Scheme coming in to effect that the **premises** will be charged on this basis.

The charge will apply from:

- in the case of (a), the date **we** receive the notification from the **retailer** and all relevant information **we** may require;
- in the case of (b), the date of the approved installation;
- in the case of (c), from 1 April 2026 or the first relevant water supply or used water **meter** reading on or after 1 April 2026 for monthly billed **premises** (except where used water charges are billed with trade effluent charges in which case please see section D1.1 below);

"Chargeable area"

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

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

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

Site area surface water – special cases

(xvi) **We** will charge **community premises** as if their chargeable area was in the band of 100–199 square metres. For a place of religious worship (as defined in (xv)(a) above) the charge payable is based upon a notional **rateable value** of zero rather than the chargeable area of the **premises**.

We will charge **transitional scheme premises** on the basis of the notional Band T. The charge will apply until such time as:

a. the **retailer** notifies **us** that the **occupier** wishes to pay the charge based on the **premises** chargeable area; or
b. the **retailer** notifies **us** that there has been a change of **occupier** at the **premises**; or
c. we notify the **retailer** that the relevant charge based on the **premises** chargeable area is less than the charge currently paid by the **occupier** based on Band T.

(xvii) Where a number of **premises** in separate occupation have a **common area**, the chargeable area for each **premises** will include a proportionate part of the **common area** calculated by dividing the common area pro rata to the site area of each of the separate **non-household premises**.

(xviii) Where there is a **non-household premises** that includes an element of residential accommodation within the site, including access between buildings on the site (apart from by a highway), the charge payable for such **premises** shall be calculated by aggregating the total site area and applying the charges for **non-household premises**.

Where the **occupier** claims that the **premises** does not drain to the **public sewer**, the **retailer** should submit Form H/04 to **us** under **Market Code** Process H5. Provided **we** are satisfied that no surface water or groundwater drains directly or indirectly from the **premises** or any common area next to those **premises** to a **public sewer**, the surface water drainage charge shall cease to be payable from the start of the **year** six years prior to the date when the application was made, or, the date that the customer making the application occupied the **premises**, whichever is the later.

(xix) Where the **occupier** claims that the chargeable area for the **premises** should be reduced, the **retailer** should submit Form H/04 to **us** under **Market Code** Process H5. If **we** are satisfied that chargeable area should be modified, **we** will reflect the new chargeable area in wholesale sewerage charges to the **premises**. Any adjustment to the charges payable will be limited to 16 months prior to the invoice period preceding the claim in line with the Final Settlement (see section A1.3 above).

Where **we** determine that the chargeable area is not correct because of alterations to the **premises** or any other reason, **we** will inform the retailer. Charges will be based on the revised area from 16 months prior to the invoice period preceding the revision in line with the Final Settlement Report or the date the changes were made if later. For the purposes of surface water drainage charges the chargeable area prior to this will be deemed correct.

(xx) When determining the chargeable area as defined in section C1.4 (xv), **we** will reduce the chargeable area of any area that drains to a qualifying **Sustainable drainage system** by 90%.

Where the premises is within a catchment that is part of our Water Industry National Environment Programme (WINEP) action plan, we may provide interventions to reduce the impact of surface water on the foul combined sewerage network in pursuit of those actions. Where we have done so, the premises will qualify for a reduction in the chargeable area as described above.

The reduction above will apply from the date that the **premises** is connected to a **Sustainable drainage system.**

We reserve the right to periodically request evidence of effective maintenance of a **sustainable drainage system**. Where this is not provided, the reduction to the charge will be removed.

Highway drainage charges

(xxi) The fixed charge as set out in B5. Unless **we** agree otherwise these charges will be due on demand apportioned for each billing period, or on a daily basis for periods less than or greater than the normal billing period.

C1.5 Metered supplies – miscellaneous matters

Meter reading not obtained

(i) If the **retailer** does not provide an actual **meter** reading, charges will be based on estimates until **final settlement** as described in the **Market Code.**

Single meter supplying multiple premises

(ii) Where **we** supply water through a single **meter** to a number of properties in separate occupation, **we** may charge the **retailer** on an unmetered basis unless the **retailer** has agreed in writing to be legally responsible for payment of all metered water supply charges in respect of water supplied by **us** through the single **meter**.

Leakage allowance and non-return to sewer allowance

(iii) **Our** approach on leakage and non-return allowances is set out in **our** standard on *Allowances, Assessment Requests and Incentive Payments* at **stwater.co.uk/businesses/retailers**.

Temporary disconnection

(iv) Where a **retailer** requests that a metered supply be temporarily disconnected and then request for that supply to be reconnected:

a. within twelve months of the disconnection, there will be a reconnection fee in addition to the appropriate charges for the period when the supply was disconnected;
b. more than twelve months after the disconnection, there will be a reconnection fee but there will be no charges for the period when the supply was disconnected.

Our approach on disconnections is set out in **our** standard on *Disconnections* at:
stwater.co.uk/businesses/retailers

Meter downsizing

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

No compulsory metering on change of occupier

(vi) Unless the **premises** has been **substantially altered**, where there is a change in occupation of a **non-household premises** which is charged for water and sewerage services on an unmetered basis, the basis of charge will remain unchanged for the new **occupier**.

Non-potable supplies

(vii) **For connections** to non-potable mains or supplies on **our** network that are not covered by a separate agreement, **we** will charge:

a. for premises supplied with less than 10,000 cubic metres of water in Zones 1 to 8, a rate 25% less than the standard metered water supply charge as set out in B2.1;
b. for premises supplied with 10,000 cubic metres of water or more in Zones 1 to 8, a rate 25% less
than the relevant Intermediate or Large User metered water supply charge as set out in B2.2 and B2.3; rounding the unit rate to the nearest 4 decimal places in pounds per cubic metre.

Section D: Trade Effluent

D1 Trade Effluent

D1.1 Trade effluent charges

Who we will charge

(i) Charges shall be payable by **licensees** providing retail services to Dischargers, which are defined below:

a. any person who makes a discharge of trade effluent in accordance with a trade effluent consent (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this Scheme relates; or
b. any person to whom a **trade effluent consent** applies or has been given and, who at the time the trade effluent is or is authorised to be discharged described in (a) above, occupies the **premises** from which the discharge is made; or
c. any person making a discharge of effluent, which is however not deemed a trade effluent to be received (whether directly or indirectly through any intermediate sewer or drain) to a **public sewer** or **sewage treatment works** at any time during the period to which this scheme relates.

Dischargers may be required to enter into a performance guarantee arrangement linked to their permission to discharge.

Basis of charge

(ii) Subject to below, **our** trade effluent charges have four elements, “R”, “V”, “B” and “S”, shown in sections B6.2, B6.3, B6.4 and B6.5.

(iii) The charges in sections B6.1 include the cost of routine sampling and monitoring of trade effluent discharges.

(iv) Where the trade effluent does not receive the conveyance or treatment process giving rise to any of the charging elements in section B6.1, that particular charging element will not be included in the charge.

(v) Where, at or in connection with a **sewage treatment works**, **we** have installed particular pipes, plant or machinery, operated it in a particular manner or have used particular chemical treatment

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

Calculation of charges payable

(vi) Subject to section A1.1, section A1.3, section L and below the charge to be paid by the **retailer** for trade effluent discharged to the **public foul water sewer** or **sewage treatment works** will be calculated as the sum of:

a. the volume of **trade effluent** discharged in cubic metres multiplied by the appropriate charges per cubic metre for R and V in sections B6.2, B6.3, B6.4 and B6.5; and
b. the biological load of the **trade effluent** discharged in kilogrammes multiplied by the appropriate charge per kg for B in sections B6.2, B6.3, B6.4 and B6.5; and
c. the suspended solids load of the **trade effluent** discharged in kilogrammes multiplied by the charge per kg for S in sections B6.2, B6.3, B6.4 and B6.5; subject to (viii) below and to the fixed charges in B6.2, B6.3 or B6.4.

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

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

c. pumping stations with rising mains **we** consider to form part of **our sewage treatment works**;
d. inlet works, including screening, comminution, grit removal and pre-aeration facilities;
e. 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;
f. tertiary treatment facilities; and
g. outfalls for crude or treated sewage.

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

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

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

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

In cases where **we** decide it is appropriate after joint investigation with the discharger, **we** may make the assessment of COD on a different basis.
"S" is the charge for the treatment and disposal of primary sludges arising from the reception and treatment of the **trade effluent**, comprising the provision of all facilities necessary for:

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

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

(vii) Where a discharger makes a discharge of **trade effluent** to a **public surface water sewer** in accordance with a **trade effluent consent**, the **retailer** will pay the charge shown in B6.1 per cubic metre of **trade effluent** discharged.

(viii) Where the whole **trade effluent** volume or one of its separate components contains an unbalanced concentration of ammonia, a revised chargeable COD value will be calculated and used in the calculation detailed in (vi) above.

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

(ix) The fixed charges shown in B6.2, B6.3, B6.4, B6.5 and B6.6 will apply for each **trade effluent** consent that has been given or applies to the discharger. Unless **we** agree otherwise these will be due on demand and apportioned to the billing period. Where there are multiple sources of discharge to a single consented point of discharge, the fixed charges will apply to each source of discharge that has its own sampling point at any time during a half year period.

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

(xi) Subject to (xvi) below, **we** will determine the charge to be paid by the **retailer**, unless **we** agree otherwise, based on the analytical results of samples of the **trade effluent** discharged from the discharger's **trade premises** in the previous calendar year. Samples will be taken either by the discharger, or **us** and analysed by **us**.

We will notify the **retailer** of the proposed basis of charge prior to the start of the **year**. Any request for a modification of the basis of charge must be made within six weeks of **our** notification.

Any requests for a modification to the basis of charge during the **year** will be considered and if agreed by **us** will be applied from the date of application.

Where it becomes apparent during the charging year that the basis for charging is no longer representative of the **trade effluent** being discharged, then **we** may reassess the basis of charge from the date this becomes apparent.

For new discharges, or where there is limited or no sampling data available **we** will determine the charges to be paid based on:

a. representative sample data from similar discharges; or
b. samples taken over a different period which can be shown to be representative.

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

(xiii) The **retailer** shall provide **us** with full details of the recordings and readings of the volumes of water, **used water** or **trade effluent** at the **trade premises** through the processes laid out in the **Market Code** in order to calculate the volume of **trade effluent** discharged. Where:

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

b. the **retailer** fails to provide **us** with full details in accordance with **our** requirements;

we may require the charge to be based on **our** assessment of the volume of **trade effluent** discharged after taking into account all relevant information. The revision to volumes will be subject to the process set out for error rectification as set out in **Market Code** Subsidiary Document 0105.

(xiv) Where **we** are not satisfied that the recording of volumes is accurate (xiii)(a), **we** will require the discharger to test, repair or replace the meter, meters, gauge recorder or other apparatus that is not owned by **us** before the volumes recorded using the apparatus may be used for charging purposes. The discharger must provide **us** with photographic evidence that the apparatus is recording accurately or has been rectified, in line with the process laid out in **Market Code** Process B12. If **we** are not satisfied that the photographic evidence is sufficient to confirm the meter details **we** may visit the **premises** to inspect the apparatus. Until **we** are satisfied that the apparatus is recording accurately, **we** may continue to base charges on **our** assessment of volume as set out in (xiii) above.

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

Application of the Scheme in particular cases

(xvi) For the **trade effluents** shown in B6.1 **we** have assessed **trade effluent** charges determined on sampled standard strength figures for such effluents in terms of chemical oxygen demand and suspended solids. These charges will apply for these **trade effluents** unless the **retailer** gives **us** notice in writing prior to 1 April 2026, that the discharger's **trade effluent** should be sampled individually to determine its strength, and the discharger provides in due time a sampling point which is satisfactory to **us** in order to enable samples to be taken.

Section E: Unmetered charges

E1 Unmetered charges

E1.1 Unmetered charges for water

(ii) Where **we** supply water and a **meter** has not been used for charging purposes, **we** will normally calculate the annual charges as follows:

a. For water supply, a fixed charge plus an amount calculated by multiplying the **rateable value** of a **rateable value premises** by the rate per pound of **rateable value** for the appropriate charge zone (see B7.1).

(iii) Where **we** are satisfied that the **occupier** of any **rateable value premises** does not receive, take or have access to a supply of water, **we** will not charge water supply. **We** may require that the water supply is disconnected before this is the case.

(iv) The unmetered charges are different for different parts of **our** water area. This is because of **our** policy to equalise the amount of **our** unmetered charges on a per capita basis between **our** ten charging zones. The charges for each zone are in B7.1, and the area of each zone is shown in Section M.

E1. 2 Unmetered charges – miscellaneous matters

(vii) Charges may be based on **our** assessment of the volume of water supplied to the property which would give the same charge as if the property was charged for water supply on the basis of its **rateable value**.

(viii) Except where it is covered elsewhere in this Scheme, **we** will reduce or refund any charge or part of a charge made under this Scheme or any earlier Scheme where **we** are satisfied that:

a. the **rateable value** shown in the **valuation list** is certified by the valuation officer as having been excessive;
b. the **rateable value** used to calculate the charge was not the same as that in the **valuation list**; or
c. the relevant service was not provided to the **rateable value premises** in question.

E1.3 Free meter option

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

We will accept requests for a **meter** using the methods set out on Page 2.

Meter location

(x) **Our** preferred **meter** location is external, but **we** will consider installing the **meter** internally if this is practicable. Where an alternative to **our** preferred location has been requested, **we** will provide a quotation for any additional expenses incurred, which will be payable to **us** by the **Retailer**.

(xi) The **meter** and any equipment and assets associated with it will remain **our** property. Once the **meter** has been installed any request to have it re-sited will incur an additional charge and **we** must carry out the work.

Protection of and damage to the meter

(xii) **We** own and are responsible for the maintenance of the **meter** and any equipment associated with it. The **occupier** must take all reasonable care of the **meter** and must not cover or obstruct the **meter** in any way. The **occupier** must allow **us** reasonable access to their **premises** in order for **us** to access the **meter**. If **we** incur a cost in accessing or re-siting the **meter** because they have covered or obstructed it, then **we** will charge these costs to the **retailer**.

(xiii) It is a criminal offence under section 175 of **the Act** to interfere with, wilfully damage or remove the
meter. This means that the **occupier** must not remove it or instruct anyone to remove it for them. If the **occupier** is convicted of doing any of these things, they could face a fine imposed by the Magistrates Court.

Meter installation time

(xiv) **We** aim to install a **meter** within 22 **normal working days**, in accordance with the **Market Code** (Operational Terms – B1). Where **we** are unable to do so, **our** charges for the period from 22 **normal working days** after **we** received the request notice to the date the **meter** is installed will be based upon on the average daily consumption from installation to the first **meter** reading.

Meter installation not reasonably practicable or unreasonably expensive

(xv) If **we** consider that it is not reasonably practical or it would involve unreasonable expense **we** will not install a **meter**. In such cases, including those where a shared **meter** agreement is not possible or appropriate, the **occupier** may opt to pay the appropriate assessed volume charges detailed in section F1.1 below instead of a charge based on the **rateable value** of the **premises**.

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

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

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

E2.1 Unmetered charges for sewerage

(xiv) Where **we** supply provide sewerage services and a **meter** has not been used for charging purposes, **we** will normally calculate the annual charges as follows:

a. For sewerage services, a fixed charge plus an amount calculated by multiplying the **rateable value** of the **rateable value premises** by the relevant rate in the pound for the appropriate charging zone for the service (or services) that the property receives or benefits from (see section B8).

(xv) Where **we** are satisfied that the **occupier** of any **rateable value premises** does not receive, take or have access to a supply of water, **we** will not charge used water charges. **We** may require that the water supply is disconnected before this is the case. The surface water only charge may continue to apply. This is subject to a maximum charge per year (see section B8).

(xvi) The unmetered charges are different for different parts of **our** sewerage area. This is because of **our** policy to equalise the amount of **our** unmetered charges on a per capita basis between **our** ten charging zones. The charges for each zone are shown in section B8, and the area of each zone is shown in Section M.

E2.2 Unmetered charges – miscellaneous matters

(xvii) Where a property drains directly to one of **our** sewage treatment or disposal works, via a private drain or sewer or a combination of the two, the charge for sewerage services will be 72% of the used and surface water or used water only charge.

(xviii) Charges may be based on **our** assessment of the volume of used water discharged from, the property which would give the same charge as if the property was charged for used water on the basis of its **rateable value**.

(xix) Except where it is covered elsewhere in this Scheme, **we** will reduce or refund any charge or part of a charge made under this Scheme or any earlier Scheme where **we** are satisfied that:

a. the **rateable value** shown in the **valuation list** is certified by the valuation officer as having been excessive;
b. the **rateable value** used to calculate the charge was not the same as that in the **valuation list**; or
c. the relevant service was not provided to the **rateable value premises** in question.

(xx) **Rateable value premises** of any water undertaker in any charging zone will be charged by multiplying the used and surface water charge in section B8.1 by 17% of the **rateable value** of the **premises** unless **we** agree otherwise.

E2.3 Sewerage charges (other companies)

We usually do not provide sewerage services for customers in Zones 9 and 10 as Dwr Cymru (Welsh Water) and United Utilities provide sewerage services in these areas.

Sewerage charges cover the cost of providing and operating the public sewers, storm water drains and sewerage treatment works. Sewerage charges in Zones 9 and 10 are set by the sewerage company concerned and not Severn Trent Water Limited.

Section F: Assessed volume charges

F1 Assessed volume charges

F1.1 Assessed volume charges

(i) The assessed volume charges in B10 will apply per year. They will accrue on a daily basis and be payable for each billing period in the following circumstances:

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

b. where a **premises** is located in an area covered by **our** selective metering programme and it is not reasonably practicable for a **meter** to be installed, or it would involve unreasonable expense, and
the **retailer** opts to pay **us** the tariff below instead of charges based on the **rateable value** of the **premises**;

c. where a **non-household premises** that is charged on an unmetered basis is **substantially altered**;

d. where there is no appropriate **rateable value** and **we** consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to be metered;

e. where we consider that it is not reasonably practicable or it would involve unreasonable expense for the supply to a **non-household premises** to be metered;

f. where despite several visits and written requests **we** are still unable to obtain access to install, read and/or maintain **our meter**.

Section G: Other charges

G1 Other charges

G1.1 Charges for water supplies for building or civil engineering purposes

(i) For water supplied by **us** for building **household premises** or other **premises** through a service pipe with an external diameter of 25 mm or less the charge in I1.1 will apply.

(ii) All other supplies of water for building or civil engineering purposes will be metered and charges in accordance with section C1.1 (iv) and (v) will apply.

Section H: Guide to wholesale bills

H1: Retail overview

This section is for retailers supplying any non-household property, including businesses, public sector organisations, charities and other bodies – any premises that isn't defined as a household. You can read a full definition in the 'Glossary' section of this document in section L1.

H1.1 How we charge

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

- Metered
- Unmetered
- Assessed volume

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

Water supply

This covers the costs of supplying water to the property.

Used water

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

Surface water drainage

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

Highway drainage

This covers the cost of draining rainwater from streets, roads and public common areas to our sewers. The charge is paid if your premises is connected to the public sewer.

Trade effluent charges

If customers deposit more than just a domestic type of effluent into our sewers, we'll charge according to the strength of the effluent. For more information, see section D1 of **our** Wholesale Scheme of Charges. The basis of charges is set out in section B6.

VAT

Wholesale charges for water we supply are subject to VAT at the standard rate. Wholesale charges for waste water services are zero-rated for VAT.

H1.2 Metered charges for businesses and other organisations

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

Water supply charge

This is based on the volume of water supplied, based on actual meter or estimated meter reading. Our rates are set out in section B2.

Used (waste) water charge

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

For most customers, we assume that the volume of 'water out' i.e. returned to sewer is 95% of the volume of
'water supplied'. This covers water that doesn't actually reach the sewer because of things like evaporation.

To work out the charge, we multiply the volume of used water (actual or estimated) by the appropriate rate. For non-household customers, the wholesale rates we use are in section B3.

If the customer believes that they have more than 'normal losses', and can prove this by measurement, they can claim a reduction in the volume of used water. Contact us using the details on page 2.

Standing charge

As well as water supply and used water charges, we also apply a standing charge that is based on the size of the meter. This covers the cost of maintaining and eventually replacing the meter. Current standing charges are set out in section B2.

Surface water drainage charge

For non-household properties, our charge is normally based on the size of the area that drains into the public sewer. These charges are set out in section B4.

If the customer can show that their property does not have any surface water draining to the public sewer, they will not have to pay surface water drainage charges. If they pay someone else for part of their surface water drainage (for example the Canal and River Trust), they may be entitled to claim a reduction from us. Retailers should submit applications for an adjustment to us using Market Code Form H/01, using the contact details on page 2.

Highway drainage charges

A charge is payable by all customers whose premises are connected to the public sewer. The charge is se t out in section B5.

Fixed charge

There are separate fixed charges for each service provided (water supply, used water, surface water drainage and highway drainage). These charges are set out in sections B2and B3.

Intermediate and large volume users

Premises in Zones 1 to 8 using between 10,000 and 49,999 cubic metres of water are described as "Intermediate" and those using 50,000 cubic metres or more are described as "Large" - see sections B2.2 and B2.3.

In Zones 9 and 10 premises using over 50,000 cubic metres of water per annum or more are also described as "Large". The charges for these customers are set out in section B2.3.

Standby charges

For premises that also have their own water supply which – both legally and practically – is capable of providing them with more than 10,000 cubic metres of water in a year, we can charge what is known as a standby tariff. The user has to tell us how much water they need from us in the coming year and are charged at the appropriate rate. Other terms and conditions apply and are detailed in section B2.4 of this document.

There are also a range of other charges and tariffs that could apply to business customers including tariffs for trade effluent. These can be found in sections D1, F1 and G1.

H1.3 Unmetered charges for businesses and other organisations

If a property was built before April 1989, and it has not been practical to install a meter, it is possible that it could be paying unmetered charges. These are based on the 1989/90 rateable value of the property and are also known as unmeasured charges.

Unmetered business properties are charged for:

- Water supply

- Used water
- Surface water drainage
- Highway drainage

The charges for each of these services is calculated by multiplying the rateable value of the property by the rates for the services that it receives. The rates, including the fixed charge for each service (water supply, used water, surface water drainage and highway drainage) provided are set out in sections B7 and B8.

If the customer can show that their property does not have any surface water draining to the public sewer, they will not have to pay surface water drainage charges. If they pay someone else for part of their surface water drainage (for example the Canal and River Trust), they may be entitled to claim a reduction from us. Retailers should submit applications for an adjustment to us using Market Code Process H5, form H/04, using the contact details on page 2.

Please note that we usually do not provide sewerage services for customers in Zones 9 or 10.

H1.4 Requesting a meter

Applying for a meter

Most businesses and other organisations in our region already have a meter or meters installed. If they don't, they can choose to have a water meter installed. Retailers asking us to install a meter on behalf of their customers should submit Market Code Form B/01 **(**Process B1**)** to us, using the methods set out on page 2 at the start of the **'**Contacts**'** section. For standard installation there is no charge - we explain what we mean by "standard installation" in the Metering Standard document on our website: **stwater.co.uk/businesses/retailers**

For non-standard installations we will provide a quotation for the work.

When a meter can't be fitted

Where metering is not reasonably practicable or involves unreasonable expense, we will inform you of our reasons.

Where we are unable to fit a meter - and the customer currently pays unmetered charges - they can choose to stay on unmetered charges or pay assessed volume charges. When they opt for assessed volume charges, the start date for the new way of charging will be the date of the original application for a meter. The way in which assessed charges are calculated is described in section H1.5: Charges assessed by volume.

If the customer already pays assessed volume charges, you can ask us to reassess whether it would be practical to install a meter now. If it remains impractical, you can arrange for the necessary alterations to the pipework so that a meter can be fitted and apply for a contribution using Market Code Process H2.

H1.5 Charges assessed by volume

If it is not practical to fit a meter, and the customer's property does not have a rateable value, we base our charges on an assessment of the volume of water they use.

Assessed volume charges cover:

- Water supply charges
- Used water charges

We also charge for surface water and highway drainage.

Water supply charges and used water charges

Charges are based on our assessment of the water used. This assessment is based on a combination of the nature of the business and the number of full-time (or equivalent) employees. The rates we use for customers who use up to 10,000 cubic metres of water each year are shown in section B10.

Surface water drainage charges

For non-household properties, our charge is normally based on the size of the area that drains into the public sewer. These charges are set out in section B4.1.

Highway drainage charges

A charge payable by all customers whose premises are connected to the public sewer. The charge is set out in section B5.

Fixed Charge

There are separate fixed charges for each service provided (water supply, used water, surface water drainage and highway drainage). These charges are set out in sections B10.1 and B10.2.

H2 Frequently asked questions

Does the customer have the right to be charged unmetered charges?

Our policy is to meter all non-households wherever practicable. As rateable values were last calculated in 1989/90, any substantial alterations to a property after this date mean that it's no longer appropriate to base charges on a rateable value that is no longer valid. In these circumstances, if the property cannot be metered, we'll apply assessed volume charges. Where the property was built after April 1990, it will not have a rateable value and should usually be metered on connection. Where installing a meter would not be reasonably practicable or would involve unreasonable expense, assessed volume charges will be applied.

The customer has moved property. Will it be metered?

If a customer moves into a property that is already metered, we will charge them on a metered basis. If the previous occupier of the new property was charged on an unmetered basis or on an assessed volume basis, we will normally continue to charge them on this basis. If the new property is not metered, a customer can apply to have a meter installed and we will assess whether it is practical to do so.

The customer would like to have a meter installed

Retailers can request the installation of a meter at a property following the process set out in Market Code Process B1, using Form B/01.

What happens if a property is altered?

If a non-household property that we charge on the basis of rateable value is substantially altered, this will make the rateable value invalid. There is a more detailed explanation of what we mean by substantial alterations in section L1 (the Glossary). If a meter cannot be installed, we will base charges on an assessed volume charge, based on the number of Full Time Employees (FTE's) or the equivalent and the nature of the business. Where we need to install separate service pipes, a meter will need to be installed.

Will the customer be charged if there is a leak?

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

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

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

If there is a leak on a private supply the retailer will have to pay for the water that has leaked unless the occupier qualifies for a leakage allowance. A leakage allowance, including those in exceptional circumstances, will be at Severn Trent's discretion. Severn Trent reserves the right to reject any application for a burst allowance.
To see if you are eligible for a leakage allowance you can find out more in **our** standard on *Allowances, Assessment Requests and Incentive Payments* at **stwater.co.uk/businesses/retailers.**

The property is not connected for surface water drainage. Is the customer entitled to pay lower charges? Can these lower charges be backdated to previous years?

If the property has no connection at all to the public sewer for rainwater, the customer will only be charged for used water. For unmetered customers we will reduce the sewerage charge as set out in section B8.1. For metered customers we will cancel the rateable value or site area-based surface water drainage charge. Where the customer can demonstrate this to our satisfaction, the surface water drainage charge will cease to be payable from the start of the year six years prior to the date when the application was made, or, the date that the customer making the application occupied the premises, whichever is the later.

Can a customer be billed for more than one year's charges?

In the case of billing error we reserve the right to make retrospective adjustments. In line with Ofwat's **Customer Protection Code of Practice for non-household retailers**, we will not seek to recover charges for any period for which a Final Settlement Report has been provided by the Market Operator (a maximum of 16 months). In the case of surface water drainage, if incorrect bills have been submitted the adjustment will be limited to 16 months prior to the invoice period preceding the claim.

My customer has been overcharged

If a customer has been overcharged, excess wholesale charges can be recovered through the market settlement process, limited to a period of 44 months. In the case of surface water drainage (where the customer has been charged according to the wrong site area band) this will be limited to 16 months prior to the invoice period preceding the claim.

If a property is empty, will the customer have to pay any charges?

If a property is furnished and unoccupied, or, undergoing renovation or improvements, normal water and sewerage charges will continue to apply until you tell us that the customer does not need a water supply for the property and that we can disconnect the supply. There will be no charge for water supply or for used water after the date that we receive this notification.

If the property is unfurnished and unoccupied we will:

- waive any unmeasured charges; and
- waive any metered charges, provided that there is no consumption recorded at the property.

As **we** will continue to provide the service of surface water drainage for the property, **we** may charge for this. Where it would not be economic for **us** to charge for this service, **we** will not do so.
Retailer requests for disconnection of a supply are described in Process I1 of the **Market Code** and **our** *Disconnection* standard is published at **stwater.co.uk/businesses/retailers**.

Where can I find out about other Severn Trent Water charges?

Charges for some other services such as connecting properties to **our** network can be found under Developer Services **stwater.co.uk/developercharges**. If you can't find the service you are looking for then please contact us (for contact details, see page 2).

Section I: Non-primary charges

I1 Non-primary charges

I1.1: Charges for water supplies for building or civil engineering purposes

Charge for water supplies for building or civil engineering purposes	Charge
Volumetric charge (charge in £ per m3)	2.5503
Charge for water supplies for building or civil engineering purposes (£ per unit of property)	140.71

I1.2: Meter installation

Meter installation	Charge £
1. Standard meter installation	Free of charge
2. No access or process cancelled by client (abortive charge for standard job)	128.00
3. Non-standard job – subject to quotation	Quote
4. No access or process cancelled by client (abortive charge non-standard job)	128.00 plus costs incurred

I1.3: Meter accuracy testing

Meter accuracy testing	Charge £
1. Meter accuracy test - meters up to 28mm – no fault found	627.00
2. Meter accuracy test - meters over 28mm – no fault found	1168.00
3. Non-standard meter test – meters over 28mm	Quote
4. When a fault is found – all meter sizes (abortive charge for standard job)	No Charge
5. No access or process cancelled by client	128.00
6. No access or process cancelled by client (abortive charge non-standard job)	128.00 plus costs incurred

I1.4: Meter repair, replacement, re-sites, pulse units and splitters

a. Meter repair or replacement	Charge £
1. Repair or replacement of a Severn Trent Water Limited owned meter (through no fault of client/customer)	No Charge
2. No access or process cancelled by client (abortive charge for standard job)	128.00
b. Change meter size, location or model	**Charge £**
1. For meters less than 42mm diameter (standard jobs):-	
a) Re-site internal meter to new internal location	246.00
b) Re-site external to internal location from boundary box	125.00
c) Re-site internal meter to external screw in meter	494.00
d) Re-site internal meter to new external boundary box	651.00
e) Re-site external meter to new external meter location	990.00
f) Install boundary box meter in new boundary box	616.00
2. For meters greater than 42mm diameter (standard jobs):-	
a) Re-site internal meter to new internal location	246.00
b) Re-site external to internal location from boundary box	568.00
c) Re-site internal meter to new external boundary box	651.00
d) Re-site external meter to new external location	990.00
3. No access or process cancelled by client (abortive charge for standard job)	128.00
4. Non-standard job	Quote
5. No access or process cancelled by client (abortive charge non-standard job)	128.00 plus costs incurred
c. Pulse Unit, Splitter and RF splitter installations (to provide pulse output)	**Charge £**
1. For meters less than 42mm diameter (standard jobs), installation of:-	
a. Pulse Output Only (no splitter or RF required)	133.00
b. Pulse Unit + Splitter	423.00
2. For meters greater than 42mm diameter (standard jobs), installation of:-	
a. Pulse Output Only (no splitter or RF required)	267.00
b. Pulse Unit + Splitter	557.00
3. No access or process cancelled by client (abortive charge for standard job)	128.00
4. Non-standard job	Quote
5. No access or process cancelled by client (abortive charge non-standard job)	128.00 plus costs incurred

I1.5: Meter read for a non-market meter pending transfer

Carry out a meter read for a non-market meter pending transfer	Charge £
1. Standard job - one off charge for meter read	82.00
2. No access or process cancelled by client (abortive charge for standard job)	128.00

I1.6: Confirmation of meter details or supply

Confirmation of meter details	Charge £
1. Admin charge to process data supplied by meter owner when requested by client - no site visit required	28.00
2. Where process is cancelled by client - no site visit	28.00
3. Admin charge to process data supplied by meter owner when requested by client - site visit necessary	124.00
4. No access or process cancelled client - site visit necessary (abortive charge for standard job)	128.00

I1.7: Verification of meter details or supply arrangements

Verification of meter details or supply arrangements	Charge £
1. Where our data is correct - desktop investigation only	28.00
2. Process cancelled by client - where no site visit	28.00
3. Where our data is correct - site visit	106.00
4. No access or process cancelled by client - site visit necessary	128.00

I1.8: Deregistration of a supply or discharge point

a. Application to deregister a supply / discharge point – desktop investigation only	Charge £
1. Where deregistration goes ahead	28.00
2. Where deregistration does not go ahead (aborted)	28.00
b. Application to deregister a supply / discharge point – site visit required	**Charge £**
3. Where deregistration goes ahead	106.00
4. Where deregistration does not go ahead (abortive charge for standard job)	128.00

I1.9:Amendment to VOA BA reference or UPRN at supply point

Application to amend VOA BA reference or UPRN – desktop investigation only	Charge £
1. Where amendment goes ahead	28.00
2. Where amendment does not go ahead (abortive charge for standard job)	28.00

I1.10 Application for a trade effluent consent for Zones 1 to 8

Application for a trade effluent consent	Charge £
1. Grant of Trade Effluent consent or reactivation of discontinued consent - small volume letter	208.00
2. Grant of Trade Effluent consent or reactivation of discontinued consent - short term consent	154.00
3. Aborted Trade Effluent application	28.00
4. Retailer withdraws request to discharge Trade Effluent on behalf of non-household customer and a legal document has been produced	Costs incurred

I1.11 Assessment requests

Retailer application for change in tariff applied to a service/discharge component or application for allowance and volumetric adjustment	Charge £
1. Retailer application for change in tariff applied to a service/discharge component - desktop investigation only	28.00
2. Aborted retailer application for change in tariff applied to a service/discharge component – desktop investigation only	28.00
3. Retailer application for change in tariff applied to a service/discharge component - existing tariff correct - site visit necessary (excludes SWD site area/connectivity assessment surveys – see charges below)	Quote
4. Aborted retailer application for change in tariff applied to a service/discharge component - existing tariff correct – site visit necessary (abortive charge standard job)	128.00
5. Retailer application for change in surface water drainage tariff – site visit necessary to undertake site area assessment and / or connectivity survey:	
a. application for change in tariff applied to SWD current band 1 to 9	169.00
b. application for change in tariff applied to SWD current band 10 to 15	289.00
c. application for change in tariff applied to SWD current band 16 to 22	647.00
d. where no access or process cancelled by retailer – band 1 to 9 survey (abortive charge)	128.00
e. where no access or process cancelled by retailer – band 10 to 22 survey (abortive charge)	128.00

* We reserve the right to quote on sites > Band 20, where the time taken to undertake the site visit is estimated to exceed 6 man-days.

I1.12: Disconnections

a. Disconnection	Charge £
1. Standard job completed as per request	232.00
2. Where no access or process cancelled by client (abortive charge for standard job)	128.00
3. Non-standard job - subject to quotation	Quote
b. Gaining entry to premises for disconnection where costs recoverable	**Charge £**
4. Disconnection completed as per request	Costs recovered
5. Where no access or process cancelled by client	128.00

I1.13: Reconnections

a. Reconnection request (without water fittings visit)	Charge £
1. Standard job completed as per request	268.00
2. Where no access or process cancelled by client (abortive charge for standard job)	128.00
3. Non-standard job – charge equal to disconnection value	Quote
b. Reconnection request (with water fittings visit)	**Charge £**
4. Standard job completed as per request	370.00
5. Where no access or process cancelled by client (abortive charge for standard job)	128.00
6. Non-standard job - subject to quotation	Quote

I1.14: Replacement of lead service pipes

Replacement at request of client	Charge £
1. Replacement of lead service pipes owned by us	Quote
2. Replacement of customer-owned lead service pipes	Quote
3. Survey costs (where applicable) to enable accurate quote	Quote
4. Where no access or process cancelled by client	128.00

I1.15: Provision and maintenance of fire hydrants

Provision and maintenance of fire hydrants	Charge £
1. Category 1 - partial replacement or installation	1536.55
2. Category 2 - rebuild, replacement or partial installation	1513.28
. Category 3 - removal, renewal or installation	1693.29
4. Category 4 - installation of new fire hydrant as main laying proceeds:	
Category 4.a. Hydrant in unmade ground - Up to 4 inches	639.59
Category 4.b. Top Tee - no excavation required – Up to 4 inches	458.04
Category 4.c. Single spade valve - no excavation required – Up to 4 inches	297.52
Category 4.a. to 4.c. Sub Total	***1395.15***
Category 4.d. Hydrant in unmade ground - Up to 5 to 6 inches	707.52
Category 4.e. Top Tee - no excavation required – Up to 5 to 6 inches	705.88
Category 4.f. Single spade valve - no excavation required – Up to 5 to 6 inches	297.52
Category 4.d. to 4.f. Sub Total	***1710.92***
Category 4.g. Hydrant in unmade ground - Up to 7 to 9 inches	1084.71
Category 4.h. Top Tee - no excavation required – Up to 7 to 9 inches	1083.61
Category 4.i. Single spade valve - no excavation required – Up to 7 to 9 inches	297.52
Category 4.g. to 4.i. Sub Total	***2465.84***
5. Category A - repair work that does not require any excavation	612.36
6. Where no access or process cancelled by client (standard job abortive charge)	612.36

Note that the charges for new hydrants under category 4 assume that Severn Trent is required to undertake excavation and lay in unmade ground. The charge will be adjusted if excavation is undertaken by others, or if Severn Trent is required to excavate in the footpath or the carriageway. Rates for different types of excavation are set out in our Development Services and New Connections Charging Arrangements document under "Fittings – e.g. valves, hydrants, wash outs, tees, bends." Link here: st-charging-arrangements.pdf

For more information on Developer Charges, use this link: https://www.stwater.co.uk/building-and-developing/contact-developer-services

I1.16: Damage to apparatus

Damage to apparatus	Charge £
1. All work relating to repair and replacement of apparatus	Quote
2. Where no access or process cancelled by client (abortive charge for standard job)	128.00

I1.17: Site inspections

a. Misuse of water or water fittings		Charge £
1.	If enforcement process becomes necessary	Costs recovered retrospectively
2.	Where no access or process cancelled by client (abortive charge for enforcement)	128.00
b. Inspections – other than under water regulations		**Charge £**
3.	Site inspection requested by client	Quote
4.	Where no access or process cancelled by client (abortive charge for standard job)	128.00

I1.18: Provision and use of standpipes

Charge Description		Charge £	Deposit £
22mm Metered Standpipe Rental	Per Week	40.40	
			200.00
	Annually	1070.19	
40mm Metered Standpipe Rental	Per week	69.41	
			200.00
	Annually	1421.06	
Delivery and collection	Fixed	Quote	
Water Usage	£ Per cubic metre	2.5503	

Note:

1) Standpipe customers are required to provide a meter reading on a monthly basis.
2) Cash deposits are only taken on cash transactions.

I1.19: Provision of Logger Data

Activity	Charge £
1. Provision of logger data for each period requested and for each meter	22.00
2. Process cancelled by client	28.00
3. Non-standard job – subject to quotation	Quote
4. Process cancelled by client (abortive charge)	All costs incurred

Section J: Miscellaneous non-primary charges

J1 Miscellaneous non-primary charges

J1.1 General Principles

(i) These charges apply where any **client** requires us to work at a **premises**. A client may be:

a. a **retailer** asking **us** to carry out work at the **premises** of a customer;

b. an individual asking **us** to carry out work at a customer's **premises** other than via a **retailer** and we are required to do so by **Ofwat** charging rules**,** regulations**,** legislation, **market codes** or accepted market guidance;

c. an individual or organisation that requires **us** to carry out work under a statute or regulation;

Any charges applicable under this section are payable by the **client as defined above**.

(ii) **We** will apply the regular charges at the rates set out in section I where a "**Standard Job**" is required at the **premises**. In addition to any extra conditions described for the specific service, a **standard job** must meet the following criteria:

a. the job will take place within **normal working hours**;

b. the job will take place in an accessible location such as an external boundary box or a location on the **premises** with reasonable access; and

c. the job can be carried out in line with **our** Health and Safety criteria and does not involve working in a carriageway.

(iii) Where the **client** is a **retailer** which has requested a **standard job** on the required bilateral form under the **Market Code**, **we** will carry out the requested work without further confirmation from the **retailer** and the standard charge for that service will apply.

(iv) If the task does not meet the definition of a **standard job**, **we** will provide a quotation for "nonstandard" jobs. The quotation will be valid for a period of 3 months unless otherwise specified. **We** will not proceed with the work unless the **client** accepts the quotation.

(v) **We** will agree an **appointment window** to carry out the job with the **client**. **We** will agree the **appointment window** directly with the **occupier** if **we** have the **client's** consent. Where contacting the occupier is not unsuccessful **we** will set the appointment date and advise the **client**.

(vi) The **client** must pay **us** an abortive visit charge if:

a. we attend the **premises** to carry out the work within the arranged **appointment window**, but are unable to gain access to carry out the work requested through no fault of **ours**; or
b. the **client** cancels the request while the job is in progress.

A job will be considered to be in progress on the day of the **appointment window** or when **we** have ordered any materials necessary to complete the work, whichever is sooner. If the job concerned was of a non-standard nature, **we** will charge the **client** for the costs incurred in addition to the standard abortive visit charge.

(vii) Where requests for desktop based services are cancelled, **we** will charge the **client** an Administration Fee if the work has been substantially completed before cancellation.

(viii) Where a fixed price cannot be given but a charge needs to be made **we** have denoted this with the word 'Quote' in the tables of section I. A quote will enable the work required to be costed accurately.

(ix) In certain circumstances, a survey may need to be undertaken before a quote can be properly drawn up. **We** will not charge for straightforward surveys, but **we** reserve the right to charge for more complicated surveys. **We** will inform the **client** of any survey charges before any work is undertaken.

(x) Where work undertaken is not of a standard nature and the circumstances relating to the work does not allow a quote to be drawn up before work commences all costs will be recovered retrospectively. Where charges may be applied retrospectively, this is stated in the service description and the corresponding tables in section I.

J1.2 Meter installation

(i) In addition to the conditions set out in J1.1 above, in respect of a meter installation a **standard job** must satisfy the following criteria:

a. the **meter** to be installed is a **meter** from **our** published **meter** catalogue;
b. the existing installation of the **meter** comprises:
   (i) an accessible working stop cock;
   (ii) a "screw in" **meter** fitting appropriate to the size of **meter** to be installed; and
c. no major pipework modifications are required in excess of 1 metre of copper pipework.
d. the meter to be installed is in **our** preferred location

(ii) Where the installation meets the criteria for the Free Meter Option as set out in E1.3, **we** will make no charge for a **standard job** as described in (i) above.

(xi) If the installation does not meet the definition of a **standard job** and does not qualify for the Free Meter Option, **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the **client** agrees to pay for these additional costs.

(xii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in I1.2.

J1.3 Charges for meter accuracy testing

(i) If **we** are asked to prove the accuracy of a **meter**, and the **meter** is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, **we** will charge the **retailer** for carrying out the test:

a. for a **standard job** that satisfies the requirements set out in J1.1 and J1.2, **we** will apply the charge set out I1.3 for meters up to and including 28mm in diameter;

b. for a **standard job** where the **meter** has a diameter greater than 28mm and is one of those listed in **our** meter catalogue, the charge in I1.3;

c. where the standard job criteria are not met **the job** will be considered to be **non-standard** and **we** will quote for the actual cost of removing, testing and installing a replacement **meter**.

(ii) Where **we** are asked to test the accuracy of a **meter** and a fault exceeds the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988, **we** will make no charge.

(iii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in table I1.3.

J1.4 Meter repair, replacement, re-sites and pulse unit installations

(i) If a **meter** belonging to **us** is faulty and needs to be replaced **we** will not make a charge for replacing it provided the fault was not caused by the **occupier**'s negligence, or by the negligence of any third parties acting on their behalf.

(ii) Where a **meter** has become faulty due to the negligence of the **occupier**, or by the negligence of any third parties acting on their behalf, **we** will charge the cost of replacement to the **client** as described under J1.14 (Damage to Apparatus).

(iii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in I2.3.

(iv) If a **client** asks **us** to replace or re-site a **meter** that is not faulty, then **we** will charge the rate set out in I1.4(b) provided the installation meets the definition of a **standard job.** In addition to the conditions set out in J1.1 above, a **standard job** must satisfy the following criteria:

a. the **meter** to be installed is a **meter** from **our** published **meter** catalogue;

b. the existing installation of the **meter** comprises:

(i) an accessible working stop cock;

(ii) a "screw in" **meter** fitting appropriate to the size of **meter** to be installed; and

c. no major pipework modifications or material are required in excess of 1 metre of copper pipework.

d. No traffic management required

e. No excavation required

(v) If the installation does not meet the definition of a **standard job** in (iv), **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the **client** agrees to pay for these additional costs.

(vi) Pulse unit installations

a. **Clients** may request that **we** provide a pulse output from **our meter**, to allow the **client** or **non household** customer to install their own data logging device.

b. If the **client** is a **retailer**, the installation of pulse units should be requested using the C7 process. In order to provide a pulse output **we** may need to fit either: a) a pulse unit; or b) pulse unit and splitter; or c) pulse unit and RF splitter - this will depend on what equipment is already installed or needs to be installed to satisfy **our** own requirements.

c. The charges vary according the equipment required and size of **meter**.

d. Where the fitted **meter** is already capable of providing a pulse output and the standard job definition is satisfied, **we** will attempt to fit the equipment on the first visit and the charges in I1.4 (b) will apply.

e. Where the standard job criteria is not satisfied (for example if a **meter** exchange is necessary) then a quotation will be provided. **We** will not proceed with the work until the **client** accepts the quotation.

f. Abortive charges apply as set out in I1.4(c) will apply.

Our approach on **meter** installation, testing, repair and replacement is set out in **our** standard on *Metering* at: **stwater.co.uk/retailers.**

J1.5 Meter read for a non-market meter pending transfer

(i) For a monthly, quarterly or half-yearly read on a non-market meter, **we** will charge the rate set out in section I1.5, provided it meets the definition of a **standard job** set out in J1.1 above.

(ii) Where **we** are unable to gain access to the **premises** within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in section I1.5.

J1.6 Confirmation of meter details or supply

(i) Where a **client** wishes to confirm information relating to a **non-household customer's** private meter, and no site visit is necessary:

a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **client** the rate for a desktop study as set out in section I1.6;

b. where the request is cancelled by the **client** after **we** have undertaken work, **we** will apply the administration fee in section I1.6;

c. where the information on **our** systems is incorrect, no charge will be made.

(ii) Where a **client** wishes to confirm information relating to a **non-household customer's** private meter, and a site visit is necessary:

a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **client** the rate for a site visit as set out in section I1.6;

b. where the request is cancelled by the **client** or **we** are unable to gain access to the **premises** as described in J1.1, **we** will charge the **client** the abortive visit charge in section I1.6;

c. where the information on **our** systems is incorrect, no charge will be made.

J1.7 Verification of supply arrangements

(i) Where a **client** wishes to verify the supply arrangements to a **premises**, and no site visit is necessary:

a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **client** the rate for a desktop study as set out in section I1.7;

b. where the request is cancelled by the **client** after **we** have undertaken work, **we** will apply the administration fee in section I1.7;

c. where the information on **our** systems is incorrect, no charge will be made.

(ii) Where a **client** wishes to verify the supply arrangements to a **premises**, and a site visit is necessary:

a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **client** the rate for a site visit as set out in section I1.7;

b. where the request is cancelled by the **client** or **we** are unable to gain access to the **premises** as described in J1.1(ii), **we** will charge the **client** the abortive visit charge in section I1.7;

c. where the information on **our** systems is incorrect, no charge will be made.

J1.8 Application for a trade effluent consent

(i) Where a **client**, on behalf of a customer, applies for a **trade effluent consent** that is either:

a. A "**Small Volume Letter**" as described in J1.8(ii) below; or

b. A "**Short Term Discharge Consent**" as described in J1.8(iii) below;

We will charge the **client** the relevant amounts set out in section I1.10.
In addition charges shall apply related to the volume and strength of the discharge as described in section D1 Trade Effluent Charges and section B6.

c. Where an organisation, other than a **retailer,** applies directly to **us** for a "**Short Term Discharge Consent**" as described in J1.8(iii) below but of a duration < 6 months, **we** will charge the applicant the relevant amounts set out in section I2.9. In addition charges shall apply related to the volume and strength of the discharge as described in section D1 Trade Effluent Charges and section B6.

(ii) A "**Small Volume Letter**" will apply to small volume discharges, typically but not confined to discharges below $10m^3$. Authorisation will be granted in the form of a **small volume letter** for a period not exceeding 5 years. A full Trade Effluent Consent may be issued if **we** deem this more appropriate dependant on the nature and strength of the discharge and the risk posed to **our** assets.

(iii) A "**Short Term Discharge Consent**" will apply where an end date is provided not exceeding 12 months in duration and will typically be granted by means of a short term discharge authorisation. Short Term
Discharge Authorisations in excess of 12 months may be issued for groundwater discharges. A full Trade Effluent Consent may be issued if deemed more appropriate dependant on the nature and strength of the discharge and the risk posed to **our** assets.

(iv) **We** will make no charge for any other type of application for a **trade effluent consent**.

(v) If a **client** cancels a request for a **Short Term Discharge Consent** or **Small Volume Letter** then:

a. if the cancellation request is received after **we** have begun work on the application then **we** will charge the **client** an administrative fee as set out in section I1.10;
b. if a legal document has been produced, **we** will charge the full cost to the **client**.

J1.9 Assessment requests

(i) Where a **retailer** wishes **us** to change a tariff applied to a service or discharge component at a **premises**:

a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a desktop study as set out in section I1.11;
b. where the request is cancelled by the **retailer** after **we** have undertaken work, **we** will apply the relevant charges in section I1.11;
c. where the information on **our** systems is incorrect, no charge will be made.

(ii) Where a **retailer** wishes **us** to change a tariff applied to a service or discharge component at a **premises** and a site visit is necessary to verify whether the correct tariff or tariff components have been applied:

a. where the information held on **our** systems and supplied to the **Market Operator** is correct, then **we** will charge the **retailer** the rate for a site visit as set out in section I1.11;
b. where the request is cancelled by the **retailer** after **we** have undertaken work, **we** will apply the abortive visit charges in section I1.11;
c. where the information on **our** systems is incorrect, no charge will be made.

J1.10 Disconnections

(i) Where a **client** asks **us** to disconnect a **premises**, then in addition to the conditions set out in J1.1(ii) above, a **standard job** must satisfy the following criteria:

a. a **standard job** must be a temporary disconnection;
b. the **premises** to be disconnected has its own supply with an independent connection to **our** main which does not supply any other **premises**;

c. there is an accessible external stop tap whose location conforms to **our** Health and Safety criteria;
d. the **premises** being disconnected (and surrounding **premises** if necessary) can be accessed to allow "flow testing" to confirm that disconnection will only the affect the **premises** which is to be disconnected; and
e. the disconnection can be completed by a single operative on a single visit

(ii) For a **standard job** as defined in (i) above, the standard charge set out in section I1.12 will apply. The charge must be paid by the **client**.

(iii) If the disconnection does not meet the definition of a **standard job** in (i), **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the person requesting disconnection agrees to pay for these additional costs.

(iv) Where a **retailer** has submitted a bilateral **market code** form asking **us** to use powers of entry to gain access to a **premises to undertake a temporary disconnection for non payment**, all costs incurred in completing the disconnection will be recovered from the **retailer** as set out in section I1.12.

(v) No charges apply to permanent disconnections.

(vi) Where **we** are unable to gain access to the **premises** in order to carry out the disconnection within the **appointment window** agreed, or the **client** cancels the request, the **client** must pay **us** the abortive visit charge in section I1.12.

(vii) Where the **client** has asked **us** to use powers of entry to gain access to the **premises** in order to carry out the disconnection and cancels the request, the **client** must pay **us** the abortive visit charge in section I1.12.

J1.11 Reconnections

(i) In addition to the conditions set out in J1.1(ii) above, a **standard job** must satisfy the following criteria:

a. there is an accessible external stop tap whose location conforms to **our** Health and Safety Criteria;

b. the **premises** being reconnected (and surrounding properties if necessary) can be accessed to allow "flow testing" to confirm only the required **premises** has been affected by the reconnection when required;
c. the physical reconnection can be carried out by a single operative on a single visit
d. the disconnection of the **premises** was a temporary disconnection as described in J1.10 above.

(ii) For a **standard job** as described in (i), where the **premises** to be reconnected:

a. has been turned off for under 30 days; or
b. uses water for "domestic" **non-household** purposes such as toilets or sinks; and **we** do not consider a Water Regulations visit to be necessary, **we** will charge the **client** the rate set out in I1.13.

(iii) For a **standard** job as described in (i), where the **premises** to be reconnected:

a. has been turned off for over 30 days; or
b. uses water for a process for which **we** deem a Water Regulations visit is necessary;

we will reconnect the **premises** provided **we** deem it is safe to do so and will charge the **client** the rate set out in section I1.13.

(viii) For any reconnection that does not meet the definition of a **standard job** in (i), **we** will provide a quotation for additional work and materials. **We** will not proceed with the work unless the person requesting disconnection agrees to pay for these additional costs.

(ix) Where **we** are unable to gain access to the **premises** in order to carry out the reconnection within the **appointment window** agreed, or the **client** cancels the request:

a. if a Water Regulations visit has not been required, the **client** must pay **us** the abortive visit charge in section I1.13;
b. if a Water Regulations visit has been required, the **client** must pay **us** the abortive visit charge in section I1.13.

J1.12 Replacement of lead service pipes

(i) Where **we** are requested to replace lead pipes for a **non-household** supply **we** will require it to follow our Developer Services process and charge for this service. The charge will be subject to quotation dependent on, but not limited to, the following factors:

a. the surface material under which the pipe will be replaced;
b. the diameter and length of the pipe;
c. Traffic Management Act costs (if **we** are required to work in a carriageway);
d. administration costs, company overheads and margin.

(ii) Where **we** are unable to gain access to the **premises** in order to carry out the lead pipe replacement within the **appointment window** agreed, or the **client** cancels the request, the person requesting the service must pay **us** the abortive visit charge in section I1.14.

J1.13 Provision and maintenance of fire hydrants

(i) Where **we** are asked to undertake work on fire hydrants and the work is a **standard job** in line with the conditions set out in J1.1(ii), the work will be charged at the relevant rate for the categories below, as set out in section I1.15. These charges exclude any additional fees imposed by individual councils under the Traffic Management Act costs, which will be payable in addition to the standard charges set out in section I1.15. Where works require road closures and the relevant local authority charges **us** for doing so, these additional costs will be payable by the Fire and Rescue Services.

(ii) Where the Fire and Rescue Service asks **us** to repair fire hydrants situated on its property, charges will be in line with the standard charge repair categories as outlined in (i) above and section I1.15.

(iii) The Fire and Rescue Service will pay for any damage arising from its use of fire hydrants. Where **we** have given permission for any other person to use a fire hydrant, **we** will be responsible for repairing any damage caused. **We** will seek to recover the costs of the repair from the person responsible, in line with **our** general approach as set out in J1.14.

(iv) Subject to **our** formal agreement, the Fire and Rescue Service or its approved contractors may carry out repairs on fire hydrants that do not require work on the inner workings of the hydrant, the pipe work or excavation of the public highway (including pavements and verges). All other repairs must be carried out by **us**.

(v) The Fire and Rescue Service is responsible for ensuring any repair work undertaken by itself or its approved contractors complies with the provisions of the New Roads and Street Works Act 1991, Traffic Management Act 2004 and any other legislation which applies at that time.

(vi) The Fire and Rescue Service and **Severn Trent Water Limited** must inform each other of any alleged defect on a fire hydrant as soon as possible.

(vii) **We** will not undertake repairs until:

a. the alleged defect has been inspected by the Fire and Rescue Service;
b. the repair category agreed;
c. a Fire and Rescue Service order number has been submitted to **us**, including an accurate address and the X/Y coordinates of the hydrant;

unless **we** believe leaving a defect unrepaired would place **us** in a position of risk. In this case the repair will be carried out without agreement and both parties will work together to decide whether the work was necessary and the repair charge applicable.

(viii) **We** will notify the Fire and Rescue Service when repairs are completed. The Fire and Rescue service will confirm the repair is satisfactory within 14 calendar days and **we** will issue an invoice within 28 days of receipt of the confirmation.

(ix) **We** will guarantee workmanship and materials on fire hydrants for one year, and any reinstatement required under the New Roads and Street Works Act for two years. Guarantees will be effective from

the date on which the Fire and Rescue Service accepts that the fire hydrant is fit for purpose following installation, repair or rectification of unsatisfactory work.

(x) Where a fire hydrant defect is not repaired within:

a. 60 calendar days of receipt of a correctly specified Fire and Rescue Service order; or
b. 60 calendar days from the start from the date of a road closure required for the work;

(whichever is later), **we** will not charge for the work provided the Fire and Rescue Service has not submitted more than 5 orders in a single day.

(xi) Where the Fire and Rescue Service attends a fire hydrant and:

a. **we** have not completed work specified correctly in an order as described in (vii) above;
b. **we** have provided an incorrect address or location;
c. **we** agree that work is incomplete or unsatisfactory; **we** will pay the Fire and Rescue Service a fee equal to the charge for either a Category 1 installation (for Zones 1 to 8) or for an 80mm installation (Zones 9 and 10), as set out in section I1.15. The Fire and Rescue Service should send an invoice to **us** for these fees within 30 days of the end of each quarter of the charging year.

J1.14 Damage to apparatus

(i) Where a third party damages **our** equipment **we** will recover the cost of repair or replacement. The cost recovered will be dependent on the equipment damaged and will be calculated as the total cost of the repair or replacement plus company overhead and margin.

(ii) **Our** charge arrangements regarding damages to apparatus are set out in section I1.16 (including those for an abortive call).

J1.15 Site Inspections for misuse of water or water fittings

(i) Where **we** carry out an inspection and identify a contravention of the Water Supply (Water Fittings) Regulations 1999 **we** will issue an enforcement notice to the **occupier**.

(ii) Where the remedial work is not completed by the agreed upon date, or date stipulated in a subsequent notice served under section 75 (2) (b) of the Water Industry Act 1991, **we** will arrange for the work to be carried out. In such cases **we** will recover from the **occupier** all costs reasonably incurred in carrying out the remedial work including, labour materials and plant. **We** will not produce a quotation for this work before work commences and will charge these costs to the **occupier** once the work is complete.

(iii) Where it is necessary for **us** to obtain a 'Warrant of Entry' from the Magistrates Court in order to carry out the work, **we** will also recover the costs associated with this.

(iv) **Our** charge arrangements regarding site inspections (misuse of water or water fittings) are set out in I1.17 - including those for an abortive call.

J1.16 Provision and use of standpipes

(i) Standpipes to be used on **our** network must meet **our** standards and must be hired from **us** or **our** designated contractor. Contact details are under the Standpipe Hire heading on page 2.

(ii) Standpipes can be delivered anywhere within **our** network (a delivery cost will be quoted). Alternatively customers may prefer to collect a standpipe from their nearest available distribution point; for locations use the Standpipe Hire contact details on page 2.

(iii) Meter readings for standpipes must be provided to **us** on a monthly basis either directly by the standpipe user or via their **retailer**, using the methods set out under Standpipe Hire on page 2.

(iv) **Our** charge arrangements regarding provision and use of standpipes are set out in I1.18.

J1.17 Site inspections

(i) Where **we** are requested to carry out a site inspection **we** may charge for this service. As a site inspection can vary in duration and equipment may be needed the charge may be subject to quotation. Where a site inspection is for a purpose that has not already been described in the sections above:

a. Confirmation of meter details in J1.6;
b. Verification of supply arrangements in J1.7;
c. Assessment requests in J1.9;
d. Surveys to provide a quotation for a non-standard disconnection as required in J1.10;
e. Surveys of fire hydrants in J1.13; or
f. Inspections for misuse of water or water fittings in J1.15;

The charge quoted will be based upon the expected total cost of the inspection plus company overhead and margin. **Our** charge arrangements regarding site inspections are set out in I1.17 - including those for an abortive call.

J1.18 Provision of logger data

(i) **We** will provide historical consumption data from **our** loggers for monthly periods, either for a specified period or on an ongoing, rolling monthly basis where **we** have that data available. **We** do not have loggers fitted to all Non Household meters, so **we** will not be able to provide data for all meters. Where a logger is fitted, **we** may not have data available for every data point or for every period.

(ii) The **client** requesting the data must clearly state the meters and the period for which consumption data is required, referencing the meter Service Point Identification number.

(iii) Subject to the relevant consumption data being available, **we** will charge the requester the amounts set out in I1.19. Other charges, relating to the provision of logger data, are shown in I1.19.

(iv) Charges apply to each month of data and for each meter for which data is requested. If the request is for continuous, open ended provision of monthly data, the **client** will be liable for charges until the request is terminated. The service will end:

a. If the **client** gives us 5 business days written notice to terminate
b. Automatically if the **client** ceases to provide retail services for the Supply Point.

We will cease to provide consumption data from the time that the termination notice is received.

(v) If **we** are not able to provide at least 25% of the data points for 15 or more days in a calendar month, **we** will not charge for that month's data.

(vi) **We** will use reasonable skill and care in providing the consumption data service, but make no warranty or guarantee as to the availability, accuracy or suitability of any consumption data for the purposes of the **client** or for any other purpose. **Our** total liability to the **client** for any losses is limited
to the greater of the applicable tariff paid for the consumption data service in the previous year or £100.

(vii) The requesting **client** shall be liable for and shall indemnify **us** against liabilities, costs, expenses, damages and losses, including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses, suffered or incurred by **us**, arising out of or in connection with:

a. The **client**'s use of the consumption data and/or meter read, howsoever arising;
b. any action brought against **us** by the non-household customer or any third party with respect to the consumption data; and/or
c. any matter with respect to provision of consumption data services.

(viii) The **client** must comply with (and on request provide **us** with evidence of compliance with):

a. all relevant data protection legislation including (but not limited to) the Data Protection Act (1998), the General Data Protection Regulations and the Data Protection Act; and
b. all codes of practice, guidance and standards issued by the Information Commissioner's Office from time to time.

The **client** must advise **us** of any breach of data protection legislation with immediate effect and no later than eight hours after becoming aware of a breach or potential breach.

(ix) **We** are not obliged to disclose any consumption data and /or information to if **we** are of the view that to do so would be a breach of any law or regulation.

Further details, including how to request the service, are provided in our Metering Standards document available on **our** website at **https://www.stwater.co.uk/businesses/retailers/**

J1.19 Cross border meters

(i) Where a **client** requests work to be undertaken on a cross border meter under processes B15, B16 and B17 of the **market code**, **our** charge to the **client** will be based on the cross-border wholesaler's published scheme of charges for providing that service.

(ii) **We** will invoice these charges at cost plus overhead.

J1.20 Gap Site and Vacancy Incentives Scheme

Our approach on Gap sites and Vacancy incentives is set out in **our** relevant incentive scheme documents at: **stwater.co.uk/businesses/retailers**.

J1.21 Accredited Entity Scheme Contributions

Our approach to contributions made under the Accredited Entity Scheme is set out in **our** relevant accredited entity scheme documents at:
stwater.co.uk/businesses/retailers.

Section K: Charging and payment arrangements

K1.1 Charges to retailers

Payments from **retailers** to **us** are made under section 9 of Business Terms in the **Market Code.**

K1.2 Payment arrangements – other services and supplies

Where wholesale payments are due for any other service or supply such as a **bulk supply**, if a person is liable to pay to **us** charges for that service or supply, those charges shall be due on demand unless **we** agree otherwise.

Section L: Glossary

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

Clause and sub-clause headings are for convenience only and shall not affect the interpretation of this Scheme. In this Scheme, unless the context requires a different interpretation:

"appointment window" means a period of time on a specified date that **we** have agreed with a third party;

"bulk supply" means a supply agreement made under section 40 of **the Act**;

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

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

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

"Common Billing Agreement" means an agreement between **us** and any other person under which that person has agreed to pay charges for water supply or sewerage services (or both) in respect of two or more **household premises** which have a common supply pipe and, in any case where that agreement relates to

one of those services only, are also subject to a similar agreement for common billing between that person and the undertaker providing the other service;

"common occupation" is where a premise or **premises** consists of a number of co-located buildings, or similar structures and/or land that have adjoining boundaries or that are separated only by transport

infrastructure, and a single customer occupies the **premises** and is responsible for the payment of water bills in respect of those **premises**;

"community premises" means:

- village halls,
- community centres,
- scout, guide or cadet huts,
- or other **premises** that in **our** view are similar to the categories above;

"final settlement report" or *"RF"* means the final Settlement Report provided by Market Operator Services Limited and has the same meaning as described in the **Market Code**;

"highway drainage" means any water which drains from streets, roads and public common areas into a **public sewer**;

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

"income offset" means the reduction that **we** apply to **infrastructure charges** to reflect the income that **we** will recover from new connections to **our** network over time;

"infrastructure charges" apply to new connections to cover the cost of any reinforcement that may be required to our network when making new supplies, as set out in the Developer Services Charging Arranagement Document on our website;

"licensee" has the same meaning as **Retailer**, defined below;

"market code" means the Wholesale-Retail Code set by **Ofwat** and published by Market Operator Services Limited;

"meter" means **our** meter;

"non-household premises" means any supply which does not meet the definition of a household and which has been deemed to be eligible for the non-household retail market in line with guidance issued by **Ofwat**;

"non-primary charges" has the same meaning as defined in the **Market Code**;

"normal working days" are Monday to Friday and exclude Bank Holidays;

"normal working hours" are 9:00am to 5:00pm on normal working days;

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

- any person to whom **we** provide services in relation to such **premises**;
- any person entitled to exclusive occupation of the **premises** or to prevent third parties from interfering with, occupying or entering the **premises**;

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

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

"Ofwat" means the Water Services Regulation Authority;
"Ofwat charging rules" means rules issued by the Water Services Regulation Authority for the charging year under sections 66E and 117I of **the Act**;

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

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

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

"plot" for the purposes of this Scheme includes a building, buildings, part of a building and/or land that is or will be occupied by one or more **occupiers** to which water is supplied, whether directly or indirectly, through a single connection to the public mains supply;

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

"primary charges" has the same meaning as defined in the **Market Code**;

"public sewer" means a sewer that is owned by **us**;

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

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

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

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

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

"retailer" or *"licensee"* means an entity to which **Ofwat** has granted a Water Supply Licence or Sewerage Supply Licence, exercising its powers under section 17 of **the Act**;

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

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

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

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

"Sustainable drainage system" means a qualifying drainage system determined by **us** and assessed in accordance with Severn Trent SuDS standards as set out on our website alongside the principles set out in the National standards for sustainable drainage systems - GOV.UK

A qualifying **sustainable drainage system** can include:

- Detention basin
- Bio (retention) Swale
- Rain Garden
- Permeable Paving

Other proposals will be considered such as:

- Infiltration Trenches
- Other permeable surfaces
- Rainwater Harvesting System
- Green roof or Walls
- Attenuation Ponds and wetlands

"the Act" means the Water Industry Act 1991;

"the 1967 Act" means the General Rate Act 1967;

"the Licence" means the Instrument of Appointment by the Secretary of State for the Environment of Severn

Trent Water Limited as a Water and Sewerage Undertaker under the Water Act 1989;

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

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

"transitional scheme premises" means:

- **premises** principally used for the provision of day care as defined in section 79A(6) of the Children Act 1989,
- a children's home as defined in section 1 of the Care Standards Act 2000 and registered under section 11 of that Act,
- **premises** used as a care home as defined in section 3 of the Care Standards Act 2000 and registered under section 11 of that Act;

occupied for the first time prior to 1st April 2016;

"used water" does not include trade effluent discharged under the terms of a trade effluent consent or agreement and "used water meter" means a meter installed under section B3.1 (xiii) below;

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

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

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

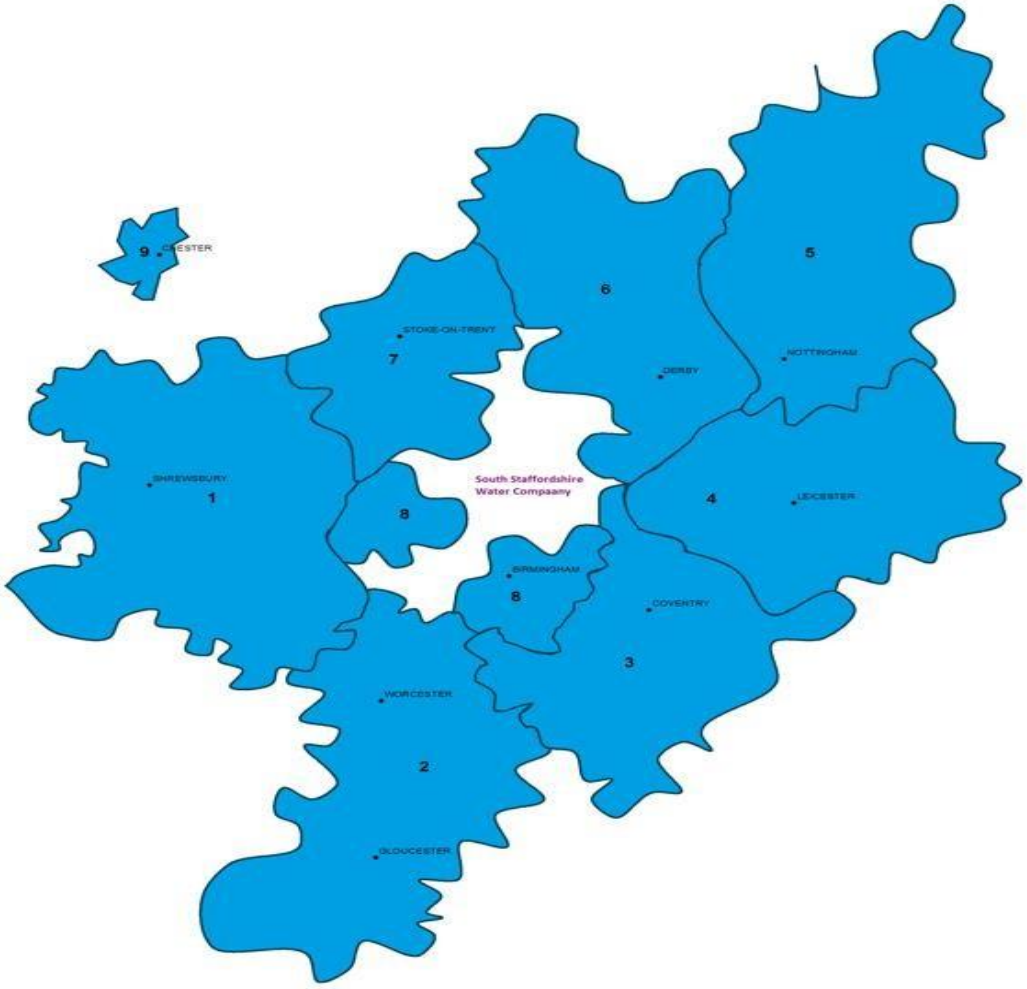
and words and expressions used in this Scheme shall have the same meaning as in any relevant provision of **the Act**.

Section M: Area served and charging zones

M1 Area served and Charging Zones

Charging zones for unmetered charges

As there are differences in the average levels of rateable value throughout our area, we vary our charges according to the area (or zone) the property is in. There are ten geographical zones in our region. This map provides a guide to the area covered by each zone. The zone marked 'S' is where the water supply is provided by South Staffs Water Plc. Zone 10 (not shown on the map below) is a small area on the border of England and Wales just below Zone 9. See next page for map.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STOKE-ON-TRENT
7
6
DERBY
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NOTTINGHAM
SHREWSBURY
1
South Staffordshire
Water Compaany
8
4
LEICESTER
BIRMINGHAM
8
COVENTRY
3
WORCESTER
2
GLOUCESTER