

# Tankered domestic waste: 2018/19 price list & credit terms

## Prices

For the period of 1st April 2018 to 31st March 2019, the prices for the reception and treatment of tankered domestic waste are as follows for waste discharged during normal opening hours:

'weak' waste (<800 non dissolved mg/l solids)	£1.12 per m3
'standard' waste (>800 non dissolved mg/l solids)	£14.19 per m3

In addition, a £8.27 standing charge applies to each tanker load discharged.  
All of the above charges are currently zero rated for VAT purposes.

## Waste discharged outside of normal opening hours (subject to prior agreement):

The volumetric and standing charges described above apply, plus an additional charge of £40.00 per hour that the works remains open outside normal hours.

## Miscellaneous charges

Although unlikely, the following charges will apply in the event of:

- a) Providing replacement gate or logger access fobs due to loss or damage, a charge of £25.00+ VAT will be made.
- b) In the event that you damage any Severn Trent Water equipment, the actual cost of repair to the logging equipment and any other process disruptions plus a 10% administration charge + VAT will be made. In extreme cases, where the logger is out of action for some considerable time due to damage caused by you or your Company representative, Severn Trent Water reserves the right to also charge for any loss of income suffered.

## Annual price changes

Any annual price changes are reviewed and approved by our Regulator, OFWAT. We will aim to advise you of any price changes in February of each year for the forthcoming period.

## Payment terms invoicing

We will produce one consolidated invoice for all the discharges made via your tanker fleet on a monthly basis. A detailed transaction listing to support the invoice will be sent under separate cover for each logger access fob that has been issued to you – including dates and times of the discharge.

## Credit facilities

For existing customers, we offer credit facilities of 30 days. New applicants will be requested to complete a credit application form, which will need to be accompanied by trade references. Following this submission, a credit limit can be determined. In some instances, you may be required to provide a deposit equivalent to one month's value of sales with us. This would be reviewed regularly and refunded once a prompt payment history is established.

## Late payment

In the event that you are late in paying your monthly invoice, with effect from 1 November 2002, we reserve the right to levy interest charges in line with the Late Payment of Commercial Debts (Interest) Act 1998. Our centralised logging system will record details of the customers who are late in paying and in extreme circumstances will deactivate logger access fobs until your account is once again paid up. We would however discuss this with you before taking such action.

## Billing queries

The information provided with your monthly invoice is based upon information taken directly from our loggers. The process for handling queries will, in the first instance be as follows:

- a) Other than clearly demonstrable errors associated with volumes discharged, you must always pay our monthly account as it is presented to you.
- b) Queries should be communicated in writing (including fax or e-mail) no later than 30 days of date of invoice.
- c) In the event that you wish to question the transaction volumes and/or charges levied, you will need to provide supporting documentation that proves conclusively, the origin and type of the waste and (if applicable) the associated volume.
- d) Should there have been an error on our part in the charge raised, you will receive the appropriate refund against your next invoice, along with a full refund of the £8.27 logger standing charge for that transaction.