

CHARGES SCHEME SUMMARY

Household consumers 2011 – 2012

This factsheet provides a summary of our charges scheme for household consumers. Charges are annual unless otherwise stated.



Preface

We have tried to make this factsheet easy to understand and we have also provided (in italics) explanations of the principles behind the different components of our charges.

Copies of the full charges scheme are available on request and in any case of doubt please refer to the full scheme, not this summary.

The full version of our charges scheme is available on our website at: unitedutilities.com/leaflets. The leaflets and forms we refer to are available via our 24 hour automated leaflet line **0845 303 7711**. Alternatively these are also available to download from our website.

1. Introduction

We are required by the Water Industry Act 1991 (the Act) to fix our charges by means of a charges scheme. This present scheme covers the period from 1 April 2011 to 31 March 2012. It relates to charges for both water and sewerage services. The Water Services Regulation Authority (Ofwat), our regulator, has approved the full scheme and, where applicable, the charges included.

We are required to ensure that our charges are such as not to show undue preference to, or discriminate unduly against, any class of persons. In addition we are required to ensure that our level of charges does not exceed the charges limit set by Ofwat.

For any service we provide which is not covered by this scheme, we may make an appropriate charge.

The charges quoted are exclusive of any VAT, though for household consumers nearly all our charges are in any case zero-rated.

2. General

Who has to pay water and sewerage charges?

It is the occupier of a property who is liable to pay water charges unless another person, such as an owner, has agreed with us that he will pay. Alternatively, the occupier's liability may be shared jointly and severally with the owner pursuant to section 144C of the Act on the coming into force of that provision.

In certain circumstances - such as where a property is in multiple occupancy or it is let for periods of less than twelve months - we may regard the owner as being the occupier for the purpose of our charges.

In most landlord and tenant situations it is normally the tenant who is charged as the occupier and not the landlord. The main exceptions include the case of holiday lets, bed-sits, student accommodation or other short term accommodation where the occupation of the tenants is transient. In such cases the landlord will be treated as being in occupation.

Charges are payable when properties are occupied or furnished. In other cases, a charge will be made if we are providing any services. *For example, we would charge for water used in renovating an empty house.*

When do water charges have to be paid?

Our bills say when payment is due. If you do not pay on time we may take recovery action and additional costs may be payable.

Charges based on rateable value are normally payable in advance, either annually, half-yearly or in monthly instalments. If an instalment is not paid on time, the whole balance of the charges becomes due.

Charges based on meter readings are payable on demand, usually half-yearly for household consumers. Alternatively, you can arrange to pay by a monthly budget account.

Where a consumer enters into any formal insolvency procedure we may apportion any charges on a daily basis up to and including the date the relevant insolvency procedure becomes effective ('the insolvency date').

Any apportioned charges after the insolvency date will be payable by the occupier of the premises in question and fall due on the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be calculated according to the basis of charge that was applicable on the insolvency date.

If you pay your bill by direct debit, we will deduct an annual discount of **£5.00** (£2.50 per service) from it. However, if you default with your direct debit payments the discount no longer applies and we may seek to recover it. The discount will be recovered for the charging year in which a consumer defaults. Owners of multiple household premises who have either a group billing arrangement with us or who qualify for an owners allowance will not receive the discount.

If you are finding it difficult to pay, you can ask for weekly or fortnightly instalments. A leaflet 'A simple guide to paying your water bill' explains the options.

The borders of our region overlap in places with those of other water companies and where another water company is collecting charges for us they will tell you when payment is due.

What help is available to vulnerable consumers?

A reduction in charge may be available to **metered** household consumers whom the Government classify as 'vulnerable'. Such consumers can ask to pay the same as an average household, rather than charges based on water usage.

Consumers who pay an assessed charge as set out in **Table 2** may also apply, on an annual basis, for this reduction.

To qualify as a vulnerable consumer, you (or someone living with you) must:

- a) Receive one of the following benefits/tax credits:
 - council tax benefit
 - housing benefit
 - income support
 - income-based job seeker's allowance
 - the new working tax credit
 - the child tax credit (except families in receipt of the family element only)
 - pension credit
 - income related employment and support allowance

and either

- b) be entitled to receive child benefit for 3 or more children who are all under 19 years old (in full time education) living with you; or

- c) you, or any person living with you, uses significant amounts of water by way of treatment for any of the following medical conditions:
- desquamation (a type of dry skin disease)
 - weeping skin disease
 - incontinence
 - abdominal stomas
 - Crohn's disease
 - Ulcerative colitis
 - renal failure requiring dialysis at home (does not apply where the health authority contributes to the cost of the water consumed in the process of dialysis)

Other medical conditions that involve a significant use of water will also be considered.

and

- d) satisfy other conditions, concerning the use of the premises (it must be your only - or main - home) and the use of water (for example, it must not be used for automatic garden watering or to replenish a large pond or swimming pool).

If you think you qualify, you must fill in an application form and return it to us. We will ask for proof of your entitlement. We will need to see your order book (or a copy of your latest notice of entitlement to benefit). For those with medical conditions, we will ask for supporting information and we may check with your doctor.

For our factsheet called 'WaterSure scheme' and an application form, please call **0845 303 7711** or write to **United Utilities Water PLC, PO Box 50, Warrington, WA55 1AQ** or log on to our website at: unitedutilities.com/watersure

Once we have confirmed your entitlement, your charges for the year will be as shown in **Table 1**.

This will start from the billing period in which you apply. It will end after 12 months (unless your entitlement ceases before then) and we will remind you to reapply at that time.

We will continue to read your water meter and if your metered charges would have been lower we will credit your account with the difference. You must tell us if your circumstances change in a way that is likely to affect your entitlement.

If I have been billed incorrectly, will my bill be adjusted?

We make every effort to ensure that charges are billed correctly and in accordance with our charges scheme. Any adjustment in charges will normally be applied from the start of the charging year in which the change of circumstances occasioning it is notified by a consumer to us or otherwise brought to

our attention. Where the change occurs in the current charging year and the change is brought to our attention during the current charging year any adjustment will be applied from the date of change.

In circumstances where it is identified that a consumer has been charged incorrectly because of an error, we reserve the right to make retrospective adjustment.

We reserve the right to make retrospective adjustment where a consumer provides incorrect information or withholds information that may affect his charges.

How can consumers complain?

We aim to deliver a high standard of service and to deal with consumer complaints speedily and satisfactorily. We should reply to any written complaint within 10 working days. If we fail to do this we will make automatic payment under the statutory Guaranteed Standards scheme. This forms part of our standards of service that have been agreed with Ofwat.

If you are not satisfied with the way we have dealt with a complaint, you should contact your case owner (details of which will be shown on our original response to your complaint) at: **United Utilities, PO Box 453, Warrington WA55 1SE** for your complaint to be reviewed. The appointed case owner will pass the complaint for thorough review to a case manager.

If after this you are still not satisfied, you can refer your complaint to the **Regional Manager of The Consumer Council for Water (CCWater)**. The address is: **Suite 902, Bridgewater House, Whitworth Street, Manchester M1 6LT**.

3. Water supply charges

Who has to pay?

You are liable for water supply charges if you are occupying a property to which we provide water or if your property is furnished or has the use of unmetered water that we supply.

If your water is not metered, charges remain payable until you leave the property and it becomes unfurnished, unless you have told us you no longer require the supply.

The position is similar if your water is metered, except that you should give us at least two working days' notice when you leave (to enable us to take a final water meter reading). Failure to do so could result in charges remaining payable until the next normal water meter reading date.

What types of properties are compulsorily metered?

We can require new household properties built on or after 1 April 1990 to be metered, including flats, as well as premises that have been substantially altered including split or merged (unless the occupier still lives there). The plumbing to such properties must enable

them to be individually metered; otherwise we may refuse to connect them to our water mains.

We can also require 'mixed' properties (e.g. a flat and shop combined) to be metered and houses where water is used for business purposes such as the filling of storage tankers to facilitate drain cleaning and wheelie bin washing.

Where we require a water meter to be fitted to household premises where the water is used for business purposes as described above, the volume will be recorded for control charging purposes and where trade effluent is to be discharged from those premises, we will issue a consent to discharge to the public sewer.

In addition we have legal powers to require metering, if we so wish, where water use is likely to be high because of the use of certain appliances: automatic garden watering, power showers, swimming pools and the like or where there has been a change in occupation and no charges have yet been demanded from the occupier. Detailed definitions are contained in legal regulations and in the Water Industry Act 1991.

Where consumers at existing household premises transfer from a private water supply to a water supply provided by us, we may, having regard to the provisions above, charge those consumers for water services based on the rateable value of the premises, where one exists.

Where we require a new property to be metered, the cost is added to the connection charge. If we require an existing water supply to be metered, we will pay the cost involved and you will not be able to transfer back to a rateable value basis of charge.

How can consumers opt for a water meter?

If you are a household consumer receiving an unmetered water supply from us you can fill in a form called a 'measured charges notice', asking us to install a water meter free of charge. We may accept a telephone call or a request via our web site as notice for this purpose. A leaflet 'Could you pay less with a water meter?' available via our website, will help you decide if this would save you money.

In certain circumstances we may refuse to install a water meter: usually where a lot of plumbing alterations would be required, or it would need more than one water meter, or an agreement cannot be reached for the responsibility and liability for payment of the water services charges in respect of any premises with communal water facilities or it would cost too much. Nor would we install a water meter if the plumbing is found to be faulty (until it is put right and you reapply) or if access to the premises is denied or alterations, which render metering impracticable, have taken place without our agreement.

Otherwise we will install a water meter within three months of receiving your request. If we don't meet this deadline, we will pay you **£4.00** for each week by which we exceed it (unless we have been waiting for you to carry

Table 1 - WaterSure - Vulnerable groups' tariff

	Water	Sewerage	Total
Average household charge p.a.	£182.00	£194.00	£376.00

Note: If your premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge will be **£160.00 per year**.

out plumbing alterations or provide access to your property), which will be applied automatically to your first measured bill. You will continue to be charged by rateable value until the water meter is installed.

The water meter will normally be positioned internally and must record your total water use. If you want it positioned somewhere else, we will ask you to pay the extra cost involved. Where there is a common supply pipe (i.e. a single pipe serving a number of properties such as an older block of flats), we may install a shared water meter (recording the total consumption of all the properties), provided everyone agrees and one party accepts responsibility for paying the water services bills (including charges for surface water and highway drainage services for periods of non-occupation) as well as the cost of water meter installation where we deem it is necessary, if the water meter is over 22mm.

What happens if a water meter cannot be installed?

Where we cannot agree to install a water meter for any of the reasons set out above (except faulty plumbing, denial of access or unapproved alterations), and a shared water meter cannot be fitted either, you can apply to pay an assessed charge, as an alternative to a charge based on rateable value. This is a fixed annual sum, depending on property type – see **Table 2**.

An assessed charge would be payable from the date we visited your property and found it could not be readily metered providing your application is received within 3 months of the date that we let you know about this. Otherwise it would be payable from the date we received your application. It would also be payable by subsequent occupiers of your property.

Where an assessed charge is based upon the premises being a single person household, you are responsible for informing us if this is no longer the case. You may be required to provide us with reasonable evidence to support the basis of the assessed charge as a single person household. If you vacate the premises, the assessed charge will revert to one based on the type of premises until such time as it is occupied again as a single person household.

These assessed charges would also be payable where a single water meter registers the water used by several homes but there is no agreement over who should pay the water services charges.

Any dispute about our refusal to install a water meter can be referred to **Ofwat at Centre City Tower, 7 Hill Street, Birmingham, B5 4UA**.

Can I change back from being charged by water meter?

Once a water meter has been installed under the above arrangements, you can switch back to a rateable value basis of charge if you want to – but only within the first thirteen months and only if you do not have any of the high water using appliances mentioned earlier. Nor can you go back to a rateable value charge if your property has been the subject of a previous switch or if none of the people living there when the water meter was requested are still resident.

If you do decide to switch back, the water meter will stay where it is, but we will stop charging you on a metered basis from the date of the last water meter reading (if it was within the last 28 days) or from the date you supply us with a water meter reading or we take a special reading.

Anyone who opted for a water meter under an 'old' scheme before 1 April 2000 (which has now been replaced) may be able to switch back providing they are not a high water user as detailed in the legal regulations.

Where there is a complete change of occupiers at a property which is metered (including those where the previous occupier has switched back to unmeasured charging), charges will remain based on the water meter.

What charges are paid by metered households?

The charges are in two parts:

- (a) a charge of **£1.457** per cubic metre of water used
- (b) a standing charge of **£32.00** per year (or **£47.00** per year if no sewerage service)

The standing charge covers those costs which vary according to the number of consumers we supply rather than the volume of water they use - such as providing and maintaining the water meter, reading it, sending bills and dealing with consumer enquiries.

Two thirds of these costs are recovered through the metered water standing charge and the other third through the sewerage standing charge. This is because the water meter readings are used to charge for both services (except of course where a consumer only receives one of these services).

Bills are issued twice a year, based on the actual usage shown on the water meter. We will try to read the water meter every time and will certainly do so at least once a year. Where we are unable to read the water meter we may ask you to provide a reading. If no reading is available we will estimate your water usage (usually on the basis of your past consumption). We will also estimate consumption during any periods when the water meter is not working or fails to register correctly the quantity of water consumed. Any estimates may be adjusted later if necessary.

Charges are revised from 1 April each year. On the first bill after 1 April, consumption will be split between the old and new year's charges according to the number of days.

We will install the water meter and any associated ancillary equipment, in accordance with legal regulations and it must record the total use of water by you.

If you have the use (or right of use) of communal water facilities, those facilities must be metered before we would allow you to have a water meter fitted. We may at our discretion exclude any bib tap from communal water facilities.

The water meter belongs to us and you must allow us access to take readings or to replace it. Failure to allow us reasonable access to fit, read, exchange or maintain a water meter may result in legal proceedings. It is an offence to tamper with it. You may be liable for any costs incurred by us, including associated legal costs. It is an offence to tamper with a water meter without our express permission.

We consider that a 15mm water meter is adequate for household premises and will normally insist that this size of water meter is fitted at all such premises.

What if I think the water meter is wrong?

The reading on the water meter is regarded as evidence of the amount of water you have used. If you want us to test the water meter we will do so, but a charge will be payable if it is found to be accurate (within the tolerance allowed by the Meters Regulations). The water meter will always be removed, to ensure accuracy and the charge is **£70.00**.

Where a water meter has been found on test to be registering incorrectly, charges will be adjusted in accordance with regulation 9 of the Meters Regulations limited in time to the period six months before the last water meter reading we were told about it.

What if I want the water meter moving to a different location?

You can ask us to move the water meter to a different location provided you meet any additional costs. We will allow you to move the water meter from one internal location to another provided the work is done according to our specifications and is inspected by us on completion. An inspection fee of **£50.00** is payable.

Please ask for our explanatory leaflet 'Relocating your water meter' which contains all the information you need to know along with an application form.

Table 2 - Assessed charge where water meter cannot be fitted

Type of premises	Water	Sewerage	Total
Single person household	£112.14	£143.82	£255.96
Detached (includes houses, link-detached and detached bungalows)	£238.89	£241.61	£480.50
Semi-detached (includes houses and semi-detached bungalows)	£218.50	£225.87	£444.37
Other household premises (includes flats and terraced houses)	£167.50	£186.53	£354.03

Note: If your premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge for each type of premises will be reduced by **£34.00 per year**.

What if I have a burst pipe or other leakage of water?

You are liable for payment for all water registered on the water meter, except where an allowance is given under our leakage code of practice. This can be claimed on the first occasion you have a burst pipe or leak of water, provided certain conditions are met. In such cases we will not charge for the lost water. Allowances may also be given against sewerage charges.

Please ask for our explanatory leaflet 'Leakage code of practice' which gives details of the code of practice and procedures on leakage from metered domestic properties.

What charges are paid by unmetered households?

The charges are in two parts:

- (a) a charge of **£0.883** per ERV, based on the rateable value of your property
- (b) a standing charge of **£56.00** per year

The standing charge serves two purposes. It covers those costs, which vary according to the number of consumers we supply, such as sending bills and dealing with consumer enquiries. It also helps to make bills fairer. Without it, consumers with very low rateable values would tend to pay too little in relation to their likely use of water, and high rated properties would tend to be charged too much.

Where a property does not have a rateable value or if we consider the rateable value is out of date, we may require a water meter to be installed or, alternatively, in some circumstances we may assess a charge.

You can ask us to temporarily disconnect the water supply to your property, provided this would not affect the supply to other consumers. We charge **£47.00** for reconnection. This might be worthwhile if you are leaving the property for a long period and want to avoid paying water supply charges.

4. Sewerage charges

Who has to pay?

You are liable for sewerage charges if you are occupying a property which is connected (even indirectly) to a public sewer for foul water drainage or surface water drainage (or both), or if your property has the use of facilities that are connected to a public sewer.

The position concerning the sewerage charges payable when you leave the property is the same as for water supply charges described earlier.

Sewerage charges cover three services:

- (a) the disposal of foul effluent (dirty water)
- (b) the disposal of surface water (rainwater) from roads and paved areas
- (c) the disposal of rainwater from roads and highways (highway drainage).

The part of the sewerage charge relating to surface water and highway drainage remains payable for premises that are not occupied or furnished and where there is evidence of consumption or where the water supply has been temporarily disconnected.

What charges are paid by metered households?

The charges are in three parts:

- (a) a charge of **£1.124** per cubic metre of water used
- (b) a standing charge of **£16.00** per year
- (c) a fixed charge of **£66.00** per year

The charge per cubic metre covers the cost of disposing of foul effluent. In most cases the amount of clean water we supply is a good indicator of the amount of dirty water discharged to the public sewer. (We build a factor into the charge to allow for water not returned to sewer, such as that used in garden watering.)

The standing charge covers the one third of our consumer-related costs referred to earlier.

The fixed charge covers the cost of surface water and highway drainage.

Where a number of households share a water meter (e.g. a block of flats with a single water meter), they will each pay the fixed charge unless a party acting on behalf of all occupiers agrees with us to receive and pay all water services charges for all the houses served by the shared water meter, when a single chargeable area may be assessed for surface water and highway drainage charges for the whole group.

What charges are paid by unmetered households?

The charge is based entirely on the rateable value of your property, at **£1.297** per ERV.

Can I claim a reduction in charge if my property is not connected for surface water drainage?

Yes - provided none of the surface water from your property enters a public sewer. Please ask for our explanatory leaflet 'Surface water drainage - household 2011 - 2012'.

If we agree with your claim, we will reduce the part of the sewerage charge that relates to surface water drainage. For unmeasured households this results in a rateable value charge of **£0.995** per ERV. For metered households, this results in a fixed charge of **£32.00** per year.

What charges are payable if my property is not connected for foul water drainage?

For unmetered households the rateable value charge is reduced to **£0.605** per ERV. For metered households the volumetric charge for sewerage is waived.

What if I have a septic tank that drains into a public sewer?

Where no foul water drains to a public sewer other than from a septic tank, that same reduction in sewerage charges will be given.

Do I have to pay sewerage charges if I have a private water supply?

Yes - if your property is connected to the public sewer. You will be charged the same as other unmetered households.

5. Connection charges

These are charges associated with making connections to our water supply systems.

We operate a system of standard charges for making connections to our water mains of up to and including 25mm external diameter. The amount will depend upon the type of excavation in which the pipe is being laid and the distance between the main and the boundary of the property, up to a maximum of 15 metres.

The charge for surfaced connections includes the cost of excavating and restoring a fully constructed road or footpath to Local Authority standards. Exceptional work, connections over 25mm diameter and connections over 15 metres in length will be charged by individual quotation for the work involved.

Our standard charges are shown in **Table 3**.

Further information is given in our leaflet 'Connection charges 2011 - 2012'

6. Infrastructure charges

These charges are payable when properties become connected for the first time to the water supply and sewerage systems for domestic purposes. The principle of infrastructure charges recognises that every new connection imposes an additional demand on the capacity of our water and sewerage systems, and eventually they

Table 3 - Standard metered connection charges (up to & including 25mm diameter)

Length of connection	Internal/wall mounted metered connections	
	Unsurfaced (on site)	Surfaced (off site)
Very short up to 2 metres	£404.00	£450.00
Each additional metre of excavation	£59.00	£76.00

Note 1: The Developer Scheme is only open to developers and Self Lay Organisations (SLOs) who are able to submit Water Industry Approved Plumber Scheme (WIAPS) certificates for work carried out. Membership of the scheme is at our discretion. For connections made under the developer connection scheme, a reduction of **£20.00** is applied for each connection.

Note 2: For the purpose of recovering expenses in producing a quotation for new connections we currently impose a charge of **£80.00** for processing customer quotations. These costs are currently recovered if the work is not taken up within the quotation validity period.

Note 3: We no longer offer an external boundary box as a water meter location choice.

will need to be enlarged. The fixed charges represent a contribution towards the capital expenditure in meeting that new demand. Ofwat sets the maximum level of these charges.

Separate charges are payable for water and sewerage connections.

Water infrastructure charge	£312.19
Sewerage infrastructure charge	£312.19

7. Repairs for damage to water pipes

Damages to our pipes will normally be charged at the rates specified in **Table 4**. Cases of engineering difficulty or of heavy damage may be charged at actual cost.

8. Other tariffs

Support tariff

We are continuing with our pilot scheme for household consumers (measured or unmeasured) who reside in the East Lancashire and Fylde coast areas of our region who may be able to apply for our Support tariff. To qualify for this tariff you (or someone living with you) must

- a) receive one of the following benefits/tax credits

- council tax benefit
- housing benefit
- income support
- income-based jobseekers allowance
- the new working tax credit
- pension credit guarantee
- income related employment and support allowance

- b) be a non-home owner
- c) satisfy other conditions, concerning the use of the premises (it must be your only – or main – home and the use of water (for example, it must not be used for automatic garden watering or to replenish a large pond or swimming pool)

If you think you qualify, you must fill in an application form and return it to us. We will ask for reasonable evidence of qualification for assistance and your application must be supported by a completed means assessment relating to the entire income of those living at the premises. Your application form needs to be approved by a registered partner appointed by us. We reserve the right to extend the post code area covered by the pilot scheme.

For our factsheet called 'Support tariff - Help for household customers who are struggling

to pay their bill' and an application form or more details, please call **0845 309 3001** or write to **United Utilities Water PLC, PO Box 50, Warrington WA55 1AQ**.

Once we have confirmed your entitlement, your charges for the year will be as shown in **Table 5**.

This will start from the billing period in which you apply. It will end after 12 months (unless your entitlement ceases before then) and we will remind you to reapply at that time.

We will continue to read your water meter if you have one and if your metered charges would have been lower we will credit your account with the difference. You must tell us if your circumstances change in a way that is likely to affect your entitlement.

Discount for paying water services charges via a registered social housing landlord or local authority

An annual discount will be applied of **£10.00** (£5.00 per service), to household consumers who pay their water services bill directly to a registered social housing landlord or local authority who bill and collect water services charges on our behalf.

9. Methods of payment

We accept payment of our charges by any of the following methods. All methods are free of charge to the consumer at the point of payment unless otherwise stated.

Direct Debit

You should either telephone us with your bank details or sign and return a direct debit instruction or visit our website and sign up online unitedutilities.com/dd. The arrangement will continue from year to year but you can cancel it at any time by writing to your bank or building society. A choice of payment dates is available; you can choose any date from the 1st until the 28th of the month. An annual discount of **£5.00** (£2.50 per service) is given for payment by this method.

Standing order

You can arrange to pay by standing order by requesting and completing a standing order form, available from us by telephoning **0845 746 2211**.

Internet /telephone/TV banking

You should call your bank, quoting our Sort Code 30-00-02 and account number 00277717, together with your consumer reference number.

By post

You should make your cheque payable to United Utilities Water PLC, write your consumer reference on the back, and send it to PO Box 450, Warrington WA5 1WA. You should not send cash, post-dated cheques or water savings stamps.

BACS/CHAPS

Payment can be made via Banks Automated Clearing System (BACS) and Clearing House Automated Payments System (CHAPS).

Payzone

Payment can be made by cash using the remittance slip or by payment card at

Table 4 - Repairs for damage to the Company's assets

Description	Surface	Charge
Repairs to service pipes and apparatus up to 50mm/2" diameter.	Excavation and backfill by others or unmade ground	£291.00
	Footpath	£397.00
	Road	£397.00
	Private *	£397.00
Repairs to mains and apparatus less than 200mm/8" diameter	Excavation and backfill by others or unmade ground	£537.00
	Footpath	£713.00
	Road	£713.00
Repairs to mains & apparatus 200mm/8" diameter & greater	Any	Actual cost
Repairs to surface boxes and chambers	Excavation and backfill by others or unmade ground	£243.00
	Footpath	£262.00
	Road	£262.00
Additional cost to split an invoice to multiple consumers	Per additional invoice per consumer to be added to the appropriate rate above	£86.00
Repairs to sewers and apparatus	Any	Actual cost

*For repairs to supply pipes, please refer to our 'Private Leak Repair Scheme' factsheet (available on request by telephoning 0845 303 7711 or alternatively download a copy from our website at: unitedutilities.com/bursthome). This charge only applies if we are granted access to repair at the first request. However if further visits or hired services are necessary to gain access these additional costs will be added as 'actual cost' to the charge shown in the table.

Table 5 - Support tariff

Support tariff	Water	Sewerage	Total
Band 1	£52.00	£50.00	£102.00
Band 2	£80.00	£77.00	£157.00
Band 3	£115.00	£109.00	£224.00
Band 4	£150.00	£141.00	£291.00
Band 5	£195.00	£185.00	£380.00
Band 6	£203.00	£192.00	£395.00

any Payzone outlet which accepts utility bill payments. At the retailer's discretion payment by cheque using the remittance slip may also be accepted. A receipt should be obtained.

Payment card

You may be able to pay - by arrangement with us - with a payment card at the Post Office or a Payzone outlet.

Post Offices

You can pay by cash, or by cheque at any Post Office using the remittance slip. You should make cheques payable to Post Office Ltd and write your consumer reference on the back. You should obtain a receipt. You will have to pay the Post Office counter fee prevailing at the time.

Banks/building societies

You can pay at your own bank or building society by cash or cheque. At most banks this service is free although some now make a charge. You should make cheques payable to United Utilities Water PLC and you should obtain a receipt.

Registered social housing landlords arrangements

Counter facilities for payment of water services charges are available at designated offices of Knowsley Housing Trust.

In addition, a number of registered social housing landlords bill and collect water services charges for us from their household tenants on our behalf. Consumers who are included in these collection agreements should contact their landlord for details of payment options.

Department for Work and Pensions - Water Direct

You can pay under Water Direct if you are in arrears. If you or your partner is in receipt of Income Support, Income based Job Seeker's Allowance, Pension Credit or Income Related Employment and Support Allowance you can apply for deductions from your benefit for the payment of your water services charges, subject to the agreement of the JobCentre Plus. We can also make applications on your behalf.

Debit/credit card

You can pay by debit card or credit card, (minimum **£5.00** payment) by telephoning our automated payments line on **0845 746 2211** or alternatively online at our web site: unitedutilities.com/payyourbill.

Credit card transactions may be subject to an additional charge dependent on the rates prevailing at the time.

Water saving stamps

Water saving stamps are no longer available. Redemption must be made by forwarding stamps to PO Box 450 Warrington WA5 1WA. You must provide us with the name and address details along with an account reference for the account to be credited. It is recommended that you return your stamps to us by recorded delivery.

Failed payments, dishonoured cheques and rejected direct debits

We reserve the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders or direct debits.

The charges resulting from failed payments are:

- refer to drawer cheques **£5.00**
- unpaid direct debit /standing order **£5.00**

10. General information

Enquiries

Any written enquiries about this leaflet or about our bills should be made to:

United Utilities Water PLC
PO Box 50
Warrington
WA55 1AQ

Telephone enquiries

Water services billing enquiries

Consumers with a water meter: **0845 746 2222**

Consumers without a water meter: **0845 746 1100**

Textphone: **0808 143 1195**

Lines open: Monday - Friday 8am - 8pm
Saturday 8am - 5pm

Water and wastewater operational enquiries **0845 746 2200**

Textphone: **0808 143 0295**

Lines open: Monday - Friday 8am - 8pm
Saturday 8am - 6pm
Sunday 8am - 12 midday

We also operate an emergency service out of hours.

Land and highway drains in all areas remain the responsibility of your local council.

Data sharing

We comply with the requirements of the Data Protection Act 1998. We may need to search the files of credit reference agencies who will record the search. If you move out of your property, without giving us your forwarding address and still owing money, or you are still living there and default on your water services bill, we may (i) share your information with the Department for Work and Pensions, credit providers, credit reference agencies, debt collection and tracing agencies, and/or (ii) share your data with other utilities and local authorities who will use the data to help us or them locate, trace and recover the monies you owe.

You can request a copy of information held about you by us at any time or to correct any inaccurate information. A fee of **£10.00** per request is payable. You also have the right to withdraw consent for the receipt of marketing information from us at any time.

Any questions regarding the use of data and data protection should be sent to: **Data Protection & Fraud Manager, United Utilities Water PLC, Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP**

Internet site

More details about United Utilities Water PLC can be found at: unitedutilities.com

Publications

The following consumer information leaflets are available on request by telephoning our 24 hour automated leaflet request line **0845 303 7711**. Alternatively these are available to download from our website at: unitedutilities.com/leaflets

- Charges scheme 2011-2012 (full version)
- A guide to using water wisely
- A simple guide to paying your water bill
- A simple guide to water pipes, drains and sewers
- Could you pay less with a water meter? - includes details and an application form for our free water meter option scheme
- Leakage code of practice - gives details of the code of practice and procedures on leakage from metered domestic premises - explains who is responsible for leaks and when water charges would be adjusted
- Code of practice and procedure on debt recovery
- ExtraCare - our services for customers with extra needs
- WaterSure scheme - help for metered household customers using large amounts of water for essential purposes
- Our standards of service - includes our code of practice for domestic customers and includes compensation payments made under the statutory Guaranteed Standards Scheme
- Our complaints procedure
- Testing household water meters
- Replacing lead and common supply pipes
- Surface water drainage - household 2011 - 2012 - advice on how to claim a reduction in charge

unitedutilities.com

United Utilities Water PLC
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington
WA5 3LP

Registered in England and Wales
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