

UNITED UTILITIES

Charges scheme 2011-2012

United Utilities Water PLC - regional map



CHARGES SCHEME 2011-2012

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1. INTRODUCTION

1.1 Charges scheme

Applicable period of this charges scheme

This charges scheme is made by United Utilities Water PLC under section 143 of the Water Industry Act 1991, for the period 1 April 2011 to 31 March 2012. It fixes the charges to be paid for services provided by the Company in the course of carrying out its functions as a water and sewerage undertaker.

Charges scheme approval

This charges scheme has been approved by the Water Services Regulation Authority (Ofwat) under powers conferred on them by the Act. The charges contained in this scheme have also, where applicable, been approved by them.

Licence obligations

The Company is required to ensure that its charges do not show undue preference to, or discriminate unduly against, any class of persons. In addition the Company is required to ensure that its level of charges does not exceed the charges limit set by Ofwat.

Certain miscellaneous charges, listed in section 10 (schedule C) of this scheme for convenience, do not require approval by Ofwat.

1.2 Definitions

Definitions

The definitions used in this scheme are:

The Act - the Water Industry Act 1991.

Assessed charging value – a value applied to premises and assessed by the Company for charging purposes, by reference to either rateable value or business rateable value (where rateable value is not available).

Bib tap – an external tap (whether or not of hose union type) situated outside a building and used primarily for garden watering or vehicle washing.

Billing period – period covered by a bill and in the case of metered consumers is the period between the consecutive readings of the meter (or estimation of consumption).

Building water – water used in the construction or alteration of premises, including testing of water fittings.

Business rateable value – a rateable value in a list maintained under section 41 (local rating lists) or 52 (central rating lists) of the Local Government Finance Act 1988.

Change of occupier – means a change in the occupier of the premises or where charges are paid by the owner, a change in the ownership of the premises.

Chargeable area – in respect of **surface water drainage** and **highway drainage** comprises the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith.

It **excludes** any permanently grassed, cultivated or landscaped areas. Examples are playing fields, farmland, racecourses, sports grounds, golf courses, parklands or areas of land on which no building is by law permitted to be erected.

For details about reductions in surface water drainage charges refer to section 4.10.

Charging bands – a range of bands based on the chargeable area of premises.

Charging value – the rateable value or assessed charging value applicable to the premises, or a value assessed by the Company.

Charging year – a year commencing on 1st April.

Common billing agreement - an agreement between the Company and any person under which that person has undertaken to pay charges for water supply or sewerage services, or both, for two or more houses or non-household premises.

Common supply pipe - a single supply pipe that serves two or more premises.

Common water meter – a single water meter that serves two or more premises.

Community group – an eligible community group which provides benefit to the local community and meets criteria determined by the Company in accordance with the Company's powers under the Flood and Water Management Act 2010.

The Company – United Utilities Water PLC.

Connection - a connection regulated by the Act and other relevant legislation from which the consumer receives the benefit of one of the Company's services.

Consumer - the person who is liable for payment of the Company's charges in respect of a water supply or sewerage service (see section 150B of the Act).

Customer - a person for or to whom the Company provides any water or sewerage services or who applies to become such a person (see section 219 of the Act).

Developer connection scheme - a scheme associated with the connection of properties to the water and sewerage systems for housing developers who are current members of the House Builders Federation.

Domestic premises – any premises used wholly or partly as a dwelling or intended for such use (see Condition A3 of the Instrument of Appointment). This definition relates only to leakage allowances (see paragraph 3.3.8).

Domestic sewage – the contents of toilets, water which has been used for cooking or washing, and surface water but not including water used for the business of a laundry (see section 117 of the Act).

Due date – the date stated as the date on which payment becomes due on the consumer’s account.

Fittings Regulations - The Water Supply (Water Fittings) Regulations 1999.

Furnished – containing furniture or in the case of non-household premises sufficient fixtures and fittings to enable immediate use.

Green roof – an organic roof cover consisting of all or some of the following features:-

- a root resistant waterproof layer;
- a protection/moisture mat;
- a drainage layer;
- a fines layer or filter sheet;
- a growing medium or substrate, and
- vegetation, as determined by the Company.

House - any building or part of a building (including a flat) occupied or likely to be occupied as a private dwelling - house.

Household consumer – a person who is the occupier of a house or who the Company has identified as being responsible for water services charges provided to the occupier.

Household premises – premises defined as a house.

Infrastructure charge - a water infrastructure charge or a sewerage infrastructure charge being a charge for first time water and/or sewerage connection for domestic purposes.

Instrument of Appointment – the Instrument of Appointment of the Company, then known as North West Water Ltd as a water and sewerage undertaker dated 24 August 1989.

Interim duty tariff – most appropriate tariff where the Company has an interim duty under section 63AC of the Act to continue the supply of water to premises which was made by a licensed water supplier.

Meter reading – a reading of the water meter taken either by the Company or by the consumer or in the absence of such reading an estimate by the Company of the consumption for the period.

Meters Regulations - The Water (Meters) Regulations 1988.

Non-household consumer – a person who is the occupier of premises other than a house or who the Company has identified as being responsible for water services charges provided to the occupier.

Non-household premises – premises other than a house.

Notification – the provision of information relating to a change to a charging value, any other change affecting charging, or other relevant information (including details of any change to a rateable value or business rateable value) necessary to verify and support that change.

Occupier – any person in actual occupation of premises, or any person who:

- has sufficient control over premises to put him under a duty of care towards lawful visitors;
- maintains premises used or intended for use as a dwelling or non-household premises furnished and ready for occupation;
- maintains premises for occupation (including multiple occupation) with shared facilities or as holiday, student, hostel or other accommodation for short term occupation (whether let wholly or in part), usually less than 12 months;
- develops or owns any new premises that are empty or unfurnished.

Potable water – water fit for supply for domestic, or food production, purposes.

Premises – includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land.

Qualifying person – a consumer falling within a class of person as specified in 2.10.1 and 2.11.1 of this scheme.

Rateable value – the value of premises shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990.

Relevant multiplier - a number (which may be one or more or less than one).

Site – means premises in the same curtilage or which adjoin each other receiving the benefit of the supply or service and which are in the occupation of a single consumer and operated as a single economic unit.

Substantially altered – means substantially physically altered, including being subjected to a material change of use, split into different and separate occupations, merged with other premises, partially demolished, or otherwise altered in such a manner that the recorded charging value of premises is in the opinion of the Company no longer appropriate; “substantial alteration” will be construed accordingly.

Trade effluent – any liquid, either with or without particles of matter in suspension therein, which is wholly or in part produced in the course of any trade or industry carried on at trade premises, but not including domestic sewage (see section 141 of the Act).

Water services charges – a charge or any combination of charges for water supply services or sewerage services or both.

Water and sewerage undertaker – the Company appointed to carry out water and sewerage duties pursuant to the Water Industry Act 1991.

Year 2000 rating list divisor – the factor by which, on average, values in the year 2000 rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973.

Year 2005 rating list divisor – the factor by which, on average,

values in the year 2005 rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973.

Year 2010 rating list divisor – the factor by which, on average, values in the year 2010 rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973.

1.3 Amount of charges

Standard charges

The amount or value of each standard charge made under this scheme is detailed in section 10. Where any service is not provided for in this scheme, the Company may fix an appropriate charge.

1.4 Value Added Tax

Liability to VAT

The liability to VAT of charges in this scheme is determined not only by the nature of the charge, but in some cases by the predominant activity of the business to which the bill or invoice for services is addressed, and may be summarised as follows:

Measured and unmeasured water supply charges, to businesses whose predominant activity falls within categories 1 to 5 of the Standard Industrial Classification (1980 Edition) are subject to VAT at the standard rate. Water supply charges to all other consumers are zero-rated.

Measured and unmeasured sewerage and sewage disposal charges, and trade effluent charges, are always zero-rated.

VAT exceptions

Charges for engineering and construction services are subject to VAT at the standard rate, unless they relate to new construction of dwellings. Infrastructure charges are outside the scope of VAT.

VAT questionnaire

The Company issues a VAT questionnaire to all new non-household consumers.

This paragraph is not a definitive description of the liability to VAT of charges and is subject to changes in VAT legislation.

2. GENERAL

2.1 Liability for charges

Liability for charges

The occupier of premises is liable for charges as the consumer except where another person has agreed with the Company to accept responsibility, in which case that person is liable. 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 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, bedsits, 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 will be made wherever premises are occupied or furnished. If premises are not occupied or furnished, the Company will make charges for any services provided to the person receiving those services.

Requirements of third party billing agents

Where a consumer engages the services of a third party to act as his billing agent, the Company will require written authority either directly from the consumer or indirectly from his billing agent before making and recovering charges through such agent. Any letter of authority must be signed by the consumer or his authorised representative. The involvement of a billing agent does not affect the consumer's liability for charges. The Company requires a new written authority from the consumer or his billing agent at the start of each charging year.

Liability for an unmeasured supply

A consumer with an unmeasured water supply remains liable for water services charges until the premises either cease to be occupied and/or furnished, or he no longer requires the supply and has given notice to the Company.

Liability for a measured supply

A consumer with a measured water supply is liable for water services charges until either:

- (i) he ceases to occupy the premises (or no longer requires a supply of water to them) and has given the Company at least two working days notice to that effect; or
- (ii) where a meter supplies several separately occupied premises the person who has accepted responsibility for payment of charges gives a reasonable period of notice to terminate that arrangement.

In the case of (i) failure to give such notice will result in these charges being payable until the next normal meter reading date except as provided by section 144 of the Act.

Charges for vacant unmeasured premises

In circumstances where premises for which unmeasured charges are payable are both unoccupied and unfurnished the Company will not charge water services charges. However where such premises are unoccupied but furnished, full charges will be applied. In these circumstances a consumer can reduce the charges payable by either removing all furniture, having a water meter installed or requesting that the water supply is temporarily disconnected (see paragraph 3.2.3).

Charges for vacant measured premises In circumstances where premises for which measured charges are payable are both unoccupied and unfurnished, the Company will not charge water services charges except where there is evidence of consumption. However where such premises are unoccupied but remain furnished full charges will be applied.

More than one set of premises The Company reserves the right to apply the following arrangement where a single metered water supply serves more than one set of premises. Where the size of, and water use at, all but one of those sets of premises is, in the opinion of the Company, insignificant in relation to the total so served, the Company may regard the occupier of that one set of premises as the occupier of all the premises so served.

2.2 Timing of payment

Due date Charges or instalments are payable on the due date stated on the consumer's account. Failure to pay by the due date may result in recovery action and additional cost to the consumer.

Payment options For unmeasured charges, the due date will normally be in advance of the period covered by the charges. Unmeasured charges are payable either annually, half yearly, quarterly or by up to 10 instalments (up to 12 instalments if paid by direct debit). Except where other arrangements are agreed, if an instalment is not paid on time the whole outstanding balance of charges for the year (and any sum outstanding in respect of previous years) becomes due immediately.

Measured charges are payable on demand either half yearly, quarterly or monthly according to the meter reading frequency set out in paragraph 3.3.3. Where agreed by the Company, measured charges may be paid by monthly instalments.

For household consumers experiencing payment difficulties, weekly and fortnightly payments may be accepted.

Changes when a formal insolvency procedure occurs Where a consumer enters into any formal insolvency procedure the Company 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.

Other charges For all other charges payment terms will be stated at the time of invoicing or as determined by the Company.

Other water companies Where sewerage charges are collected on the Company's behalf by another water undertaker those charges will be payable at the times stated by that undertaker.

2.3 Changes in charges

Changes in charges The charges contained within this charges scheme apply from 1 April 2011 to 31 March 2012.

2.4 Discount for direct debit payers

Direct debit A consumer who pays water services charges by direct debit directly

discount to the Company will receive an annual discount, normally credited to the first bill issued in the current charging year for each service for which an account exists. Owners of multiple premises who have either agreed a group billing arrangement with the Company (see paragraph 2.13) or who qualify for an owners allowance (see section 10) will not receive the discount.

Application of direct debit discount – measured consumers For a consumer with a measured water supply who has agreed with the Company to pay his water services charges by direct debit on a budget payment plan, the discount will be applied at the time of the annual review of the payment plan.

Default in direct debit payments Where a consumer defaults in payment by direct debit the entitlement to the discount no longer applies and the Company may seek to recover it. The discount will be recovered for the charging year in which the consumer defaults.

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

Discount for household consumers The Company may apply an annual discount to household consumers where there is an agreement with a registered social housing landlord or local authority for the provision of billing and collection of water services charges on the Company's behalf.

The discount will be applied once in any charging year, either at the beginning of the year or part way through a charging year as consumers move onto the scheme.

This discount will be applied each year a household consumer continues to pay by this method.

2.6 Security deposits

Security deposits The Company may, where appropriate in respect of non-household consumers, require security to be provided for payment of future charges. Interest will be payable on deposits at the rate determined by the Company. A non-household consumer may become ineligible for the Company's Select tariffs as specified in paragraphs 3.3.10 to 3.3.13 unless such security is provided. In the case of such ineligibility the Company will apply the standard measured tariff as specified in 3.3.9.

2.7 Interest on outstanding charges

Interest on overdue accounts The Company may, where appropriate in respect of non-household consumers, require interest to be paid on overdue accounts. The amount will normally be calculated at the rate of 4% above the base rate set by the Lloyds TSB Bank plc.

2.8 Late payment fee

Late payment fee The Company may, in respect of non-household consumers charged on standard tariffs, charge a late payment fee for failure to pay by the due date. This provision does not apply to non-household consumers charged on the Company's Select tariffs as specified in paragraphs 3.3.10 to 3.3.13.

2.9 Pre-payment devices

Pre-payment devices

In the case of non-household consumers not being the occupiers of premises described in schedule 4A of the Act, the Company may, where appropriate install a pre-payment device at the premises.

2.10 WaterSure - special provision for vulnerable groups and related matters

2.10.1 Introduction

WaterSure scheme

The Company's WaterSure Scheme permits household consumers to pay a charge based on the Company's average charges for household consumers for water supplies or sewerage services. A measured household consumer or other person residing with him in the premises ("the qualifying person") may apply for inclusion in the WaterSure Scheme if he satisfies the criteria and conditions as set out in paragraph 2.10.2.

A household consumer who pays an assessed charge as set out in paragraph 3.5.5 may also apply, on an annual basis, to pay this charge.

2.10.2 Criteria and conditions

Eligibility criteria

The criteria which reflect the relevant requirements of the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 (as amended) for application are that -

(a) the consumer or qualifying person is entitled to receive any of the following benefits or tax credits:

- under Part VII of the Social Security Contributions and Benefits Act 1992
 - council tax benefit;
 - housing benefit;
 - income support;
- under section 1(4) of the Jobseeker's Act 1995
 - income-based job seeker's allowance;
- under section 8 of the Tax Credit Act 2002
 - the new Working Tax Credit;
- under section 10 and 11 of the Tax Credit Act 2002
 - the Child Tax Credit (except families in receipt of the family element only);
- under the State Pension Credit Act 2002
 - State Pension credit;
- under Part 1 of the Welfare Reform Act 2007
 - income related employment and support allowance.

and either

(b) the qualifying person is entitled to receive child benefit (under Part IX of the Social Security Contributions and Benefits Act 1992) for three or more children under the age of 19 (in full time education) who reside in the premises; or

c) the consumer or another person residing with him in the premises, whether or not the same person as the qualifying person is diagnosed as suffering from any of the following medical conditions:

- desquamation;
- weeping skin disease;
- incontinence;
- abdominal stomas;
- Crohn's disease;
- ulcerative colitis;
- renal failure requiring dialysis at home (does not apply where a contribution to the cost of the water consumed in the process of dialysis during the billing period is made by the health authority); or
- another medical condition duly certified.

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

The Company will also consider requests for assistance from measured consumers whose households contain an individual who has been diagnosed as suffering from a medical condition that involves significant use of water.

Eligibility conditions

The conditions referred to in the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 (as amended) are:

(d) the consumer and any other qualifying person occupies the whole or part of the premises as his only principal home;

(e) in the case of premises which are not used solely as a person's home, the other use is not the principal use of the premises;

(f) water supplied to the premises is not used for:

- watering a garden (other than by hand) by means of any apparatus; or
- automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres; and

(g) the consumer has applied for assistance and established his entitlement to it under 2.10.4.

2.10.3 Assistance to be provided

Assistance provided

The charges for a consumer who has established his entitlement to assistance will be based on the average charges for household consumers for water and/or sewerage services respectively. A consumer's entitlement to assistance begins at the start of the billing period in which he successfully applies for assistance. It ends 12 months later unless that is part way through a billing period in which case it ends at the end of that billing period. Where a consumer ceases to be eligible for assistance, his period of entitlement ends at the end of the billing period in which this occurs.

The Company will continue to read the meter during the period of the consumer's entitlement for an average household charge. Where at the end of the consumer's period of entitlement, the amount of the average household charge exceeds the amount he would have been charged if he had not applied for assistance; the Company will credit his account with the difference.

2.10.4 Method of establishing entitlement to assistance

Establishing assistance

Claims must be made in writing to the Company's office providing evidence of entitlement. Such claims must be made on the Company's prescribed form. A form can be obtained through the Company's website or by telephoning the Company's 24 hour automated leaflet request line on 0845 303 7711.

Other water companies

Where the Company's sewerage charges are collected by another water undertaker on the Company's behalf, the claim should be made to that undertaker, except in the case of Dee Valley Water when the claim should be made to United Utilities Water PLC.

Evidence of eligibility

For claims made in respect of three or more children under 19 (in full time education) and benefit entitlement, the Company may refuse an application for assistance if it is not supported by:

Requirements for claims

- the order book, or a copy of the latest notice of entitlement, confirming the qualifying person's entitlement to receive child benefit; and
- the order book, or copy of the latest notice of entitlement, confirming that person's entitlement to receive one of the benefits listed in paragraph 2.10.2(a); or if any of the supporting documents is dated more than 12 months (or 6 months in the case of tax credits) before the date of the application for assistance.

For claims made in respect of medical conditions, the Company may refuse the application if it is not supported in the case of conditions listed in 2.10.2(c) by relevant information on the medical conditions; and its impact on increased water consumption at the premises; or in the case of any other medical condition, by a certificate given by a registered medical practitioner bearing his signature and containing the following information:

- the name of the person in respect of whom the diagnosis is made (the patient);
- the diagnosis of the patient's medical condition which obliges the patient to use a significant additional volume of water;
- the date on which the certificate is given; and
- the name and address of the registered medical practitioner.

Verification of claims

The Company may check the validity of claims with third parties.

2.10.5 Changes in entitlement and renewal of entitlement

Changes and renewal of entitlement

The consumer is responsible for advising the Company of any change in circumstances that may affect his entitlement.

Where a consumer requires assistance to continue beyond a charging year, he must renew his application on the Company's prescribed form and submit it supported by the information referred to in paragraph 2.10.4. The Company will remind consumers of the need to re-apply at the due time.

Where a consumer is no longer entitled to assistance, or fails to renew the application by the end of the following billing period, the charges for that consumer will revert to the Company's standard measured tariff from the start of the next billing period.

2.11 Support tariff

2.11.1 Introduction

Support tariff – pilot scheme

The Company is continuing with its pilot scheme for the 2011-2012 charging year, with household consumers residing in the East Lancashire and Fylde Coast areas of its region (defined by postcode). Under this scheme, where a household consumer (measured or unmeasured) or other person residing with him in the premises (the qualifying person) meets the following criteria and conditions, such consumer may apply, on an annual basis, to have his water services charges fixed by reference to the Company's Support tariff.

The Company reserves the right to extend the postcode area covered by the pilot scheme.

2.11.2 Criteria and conditions

Eligibility criteria

The criteria for application are that

a) the consumer or qualifying person is entitled to receive any of the following benefits or tax credits:

- under Part VII of the Social Security Contributions and Benefits Act 1992
 - council tax benefit;
 - housing benefit;
 - income support;
- under section 1 (4) of the Jobseeker's Act 1995
 - income-based job seeker's allowance;
- under section 8 of the Tax Credit Act 2002
 - the new Working Tax Credit;
- under the State Pension Credit Act 2002
 - Pension Credit Guarantee;
- under Part 1 of the Welfare Reform Act 2007
 - income related employment and support allowance.

Eligibility conditions

The conditions referred to in 2.11.1 are:

b) the qualifying person is a non-home owner;

c) the qualifying person occupies the whole or part of the premises as his only principal home;

d) in the case of premises which are not used solely as a person's;

home, the other use is not the principal use of the premises

e) water supplied to the premises is not used for:

- watering a garden (other than by hand) by means of any apparatus; or
- automatically replenishing a pond or a swimming pool with a capacity greater than 10,000 litres; and

f) the consumer has applied for assistance and established his entitlement to it under 2.11.4.

2.11.3 Assistance to be provided

Assistance provided

Where an application is accepted by the Company charges in respect of such premises will, (starting from the commencement of the billing period in which the application is made), be fixed by reference to the Support tariff as set out in section 10 (schedule A.6).

The Company will continue to read the meter at such premises where charges were previously calculated by reference to the volume of water registered on the meter. If the meter readings show to the applicant that he would pay less if billed on the standard measured charges then the consumer is able to request the Company to revert back to standard measured charges. Charges would be adjusted by the Company back to the date of the last meter reading prior to the consumer informing the Company of a desire to revert to standard measured charging.

2.11.4 Method of establishing entitlement to assistance

Application process

An application to exercise the rights under this paragraph must be made to the Company by the qualifying person or such other occupier of the premises who may be responsible jointly or otherwise to pay the charges for the services provided to the premises.

Evidence of qualification

The application must be supported by reasonable evidence of qualification for assistance and must be supported by a completed means assessment in a form prescribed by the Company relating to the entire income of those residing at the premises who would be liable to pay charges under the Act and such other evidence that the Company may demand.

Such application may result in the Company seeking verification with the applicant's consent from a potential qualifying person's registered Jobcentre Plus of evidence to support a request to exercise the rights granted under this paragraph.

The applicant must give the debt advice agency recognised and approved by the Company e.g. Citizens Advice Bureau, permission to act on his behalf in assessing eligibility for the Support tariff.

Requirements of debt advice agency

The debt advice agency must confirm to the Company that on the evidence of the completed means assessment form the applicant's household is not able to afford the level of payment that meets their current annual bill for services provided by the Company to the premises.

The debt advice agency must recommend (and the applicant agrees) that the applicant applies for the Support tariff. The agency will be required to advise of the band in section 10, (schedule A.6) of this scheme that should apply in the context of the household's ability to

pay the Company's water services charges.

The recommendation will be reviewed by the Company to determine whether it is satisfied that the means assessment made by the debt agency is reasonable regarding the ability of the applicant's household to pay. The Company's decision about eligibility for the Support tariff will be final and will take into account all relevant circumstances about the household's financial circumstances and how they have arisen.

2.11.5 Changes in entitlement and renewal of entitlement

Changes in entitlement

The consumer is responsible for advising the Company of any change in circumstances that may affect his entitlement.

Renewal of entitlement

Where an applicant is accepted onto the Support tariff, they will be asked to reapply for the tariff for another charging year on the anniversary of their first successful application. The Company will require written confirmation from the applicant that there has been no material change in the household's financial circumstances and that the applicant wishes to remain on the tariff. The Company reserves the right to request the consumer to provide proof of eligibility to the benefits listed at paragraph 2.11.2 and to submit a new means assessment via a debt advice agency.

Variations

If the successful applicant does not reapply or fails to provide the necessary evidence or provides evidence to show that their financial situation has improved, the Company reserves the right to vary the Support tariff level or apply standard charges as appropriate.

Restrictions

Where an application is made or where a consumer agrees to pay the Support tariff the Company reserves the right to apply the Support tariff to premises occupied by a consumer already on a payment arrangement that does not cover their annual bill for services provided. In such circumstances the Support tariff may be applied without a means assessment.

If a successful applicant moves out of the pilot area part way through a charging year, he will no longer be entitled to the Support tariff, standard charges will apply.

Where a successful applicant defaults on payments, the Company will require that the applicant reverts back to his original basis of charge from the start of the next charging year.

If an applicant is not successful then no further application for eligibility may be made by the applicant until six months has elapsed or there has been a material change of circumstances in the consumer's financial circumstances.

No other rebates or allowances whether set out in this scheme or otherwise will apply to those consumers paying the Support tariff.

2.12 Billing adjustments

Adjustments to charges

The Company makes every effort to ensure that charges are billed correctly and in accordance with its charges scheme. Any adjustment to charges will normally be applied from the start of the charging year in which the change of circumstances is notified by a consumer to the Company, or otherwise brought to the Company's attention. Where the change occurs in the current charging year and the change is brought to the Company's attention during the current charging year, any adjustment will be applied from the date of change.

Right to make retrospective adjustment

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

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

Adjustments following changes in business rateable values

Where a consumer is liable to pay charges for premises based on Business Rateable Value as set out in paragraph 4.2, and there is a change in that Business Rateable Value, the consumer may apply for the charge to be recalculated. Where such an application is made by the consumer the charges payable will be calculated by reference to the date on which the change in the Business Rateable Value took effect. Where appropriate, the consumer will be entitled to a refund, together with an additional payment of 10% of such refund, provided that the consumer will not be entitled to any refund in respect of a period greater than six years prior to the date on which the application was received by the Company.

Right to recover costs associated with reviewing charges

In the case of non-household consumers the Company reserves the right to recover from the consumer or his agent any costs that it has reasonably incurred in investigating claims associated with its charging mechanisms, where it is subsequently established by the Company that the charges under review were correct.

2.13 Group billing arrangements

Group billing arrangements may be available by agreement with the Company, for owners of multiple premises.

2.14 Charges for copy documents

Charges for copy documents including bills

The Company reserves the right to charge for copies of documents (including bills) issued by the Company to non-household consumers or their agents. Charges for a single copy of the latest bill may be waived.

2.15 Complaints procedure

Contact details for the Company's complaints team

The Company aims to deliver a high standard of service and to deal with consumer complaints speedily and satisfactorily. The Company should reply to any written complaint within 10 working days. If the Company fails to do this it will make an automatic payment under the statutory Guaranteed Standards Scheme. This forms part of the Company's standards of service that have been agreed with Ofwat.

Where a consumer is not satisfied with the response to a complaint or wishes to discuss it further, he can contact his case owner at United Utilities, PO Box 453, Warrington WA55 1SE for his complaint to be reviewed. The appointed case owner will pass the complaint for thorough review to a case manager.

Contact details for CCWater

If, following correspondence with the Company, the consumer is still not satisfied: complaints can be referred to The Consumer Council for Water (CCWater). The address is: CCWater, Suite 902, Bridgewater House, Whitworth Street, Manchester M1 6LT.

3. WATER SUPPLY CHARGES

3.1 Liability for charges

Liability for water charges

Consumers are liable for water supply charges in respect of all occupied or furnished premises (including unoccupied and unfurnished premises where there is evidence of consumption) to which, or for the benefit of which, a supply of water is provided or made available.

3.2 Unmeasured water supply charges

3.2.1 Basis of charge

Structure of unmeasured water charges

Where there is no meter or where the Company has agreed that unmeasured charges are payable, water supply charges are made up of two parts:

- a standing charge; and
- a charge per £ of the charging value of the premises.

Where there is no charging value or where the Company considers the charging value is no longer appropriate, the Company may require the consumer to have a meter installed or may assess a charging value or a charge. In the case of non-household premises the charging value may be assessed as set out in paragraph 4.2.

3.2.2 Unmetered farm troughs

Charges for unmetered farm troughs

A standing charge is payable for each unmetered farm trough.

Where a consumer requests that the supply to a farm trough be metered, the cost of meter installation will be borne by the consumer.

3.2.3 Temporary disconnection (unmeasured household premises)

Temporary disconnection of a water supply

A household consumer with an unmeasured water supply, may request the Company to temporarily disconnect his water supply provided the premises has a separate service pipe and this can be done without affecting other consumers. The Company will make a charge for reconnection following temporary disconnection.

3.3 Measured water supply charges

3.3.1 Basis of measured charges

Basis of measured charges

A consumer is charged for potable water supplied through a meter on the standard measured tariff, unless he elects to pay charges on one of the Company's Select tariffs referred to in paragraphs 3.3.10 to 3.3.13. In each case, where no meter size is indicated on the meter the Company will assess a meter size by reference to the nominal flow through the meter.

Where the Company has an interim duty under section 63AC of the Act to continue the supply of water to premises previously supplied by a licensed water supplier charges will be based on the interim duty tariff, as appropriate.

3.3.2 Meter installation

Position of water meter Meters and any associated ancillary equipment will be positioned in accordance with the Meters Regulations and must record the total use of water by a consumer. The meter will normally be sited internally but may be external for operational requirements. Consumers can request an alternative location providing it is acceptable to the Company and the consumer meets any additional costs (see 3.5.3 and 3.3.5).

Metering of communal water facilities Where a consumer has the use (or right of use) of communal water facilities, those facilities must be subject to measured charging before any separate use of water by the consumer can become subject to measured charging. Where metering of the communal water facilities is impracticable, the Company may use the charging value for the communal element, where one exists, for charging purposes and allow any separate use of water by the consumer to become subject to measured charging, provided this is practicable. The Company may at its discretion exclude any bib tap from communal water facilities for the purpose of this paragraph.

Access to install exchange or maintain a water meter Failure to allow the Company or its agents reasonable access to install or subsequently exchange or maintain a water meter may result in legal proceedings. (see sections 162 & 172 of the Act). The consumer may be liable for any costs incurred by the Company, including associated legal costs.

Tampering with water meters It is an offence to tamper with a water meter without the express permission of the Company (see section 175 and 176 of the Act). As set out in paragraph 3.3.5, a household consumer may be allowed to relocate a water meter provided certain conditions are met.

3.3.3 Meter reading

The meter reading is prima facie evidence of consumption.

Meter reading frequency Meter readings will be taken at intervals determined by the Company. Household meters are normally read half yearly and bills issued accordingly. Non-household meters are normally read either quarterly or monthly, and bills are issued accordingly. Bills are based on the actual usage shown on the meter. The Company will seek to read every meter at least once every 12 months. If the Company cannot read the meter it may ask the consumer to provide a reading.

Estimated bills In the event of no reading being obtained, the Company will estimate usage based on previous consumption (or for any period prior to meter installation or where there is no record of previous consumption, assumed usage). Where a meter has stopped recording or fails to register correctly the quantity of water consumed, the Company will estimate usage for any period when the meter was out of order, based on the most reliable data available (normally either previous or subsequent consumption). Any such estimates may be adjusted later if necessary.

Apportionment of charges between charging years For the first meter reading after 1 April, the Company will apportion the consumption on a pro-rata basis as between the current charging year and the previous charging year and bill accordingly.

3.3.4 Meter testing

Accuracy of At the written request of the consumer, the Company will carry out a test of the meter in accordance with regulation 6 of the Meters

meters Regulations. The meter will always be removed from the premises for testing, to ensure accuracy. When tested if the accuracy of the meter falls within the prescribed limits of error a charge for carrying out the test is payable by the consumer.

Where a 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 for household consumers to the period of six months before the last meter reading which brought the matter to the Company's attention.

3.3.5 Change in meter size or position

Request to change meter size or position at consumer's expense At the written request of the consumer or his agent the Company will:

- (i) carry out a survey to determine whether a meter can be repositioned in accordance with regulation 5 of the Meters Regulations; or
- (ii) carry out a survey to determine the consumer's likely water requirements and whether any existing meter is of the appropriate size and, where necessary;
- (iii) reposition the meter or replace it with one of the appropriate size.

All such work will be at the consumer's expense.

Where the consumer requests the Company to replace the meter with one of a specified different size without the Company having carried out the survey in (ii) above, and that specified size proves to be inappropriate, the consumer will bear the expenses of any necessary further works.

Relocation of a household water meter The Company will allow a household consumer to relocate a water meter from one internal location to another internal location, provided that the work meets the requirements of the Company and the work is inspected by the Company. On completion a charge for the inspection is payable. Charges for relocating a water meter will normally be waived where a household consumer is registered with the Company for its ExtraCare services.

3.3.6 Access to meter

Access to meter A meter remains the property of the Company and the consumer must allow the Company access to it at all reasonable times. Failure to allow the Company or its agents reasonable access may result in legal proceedings (see sections 162 & 172 of the Act). The consumer may be liable for any costs incurred by the Company, including associated legal costs.

3.3.7 Responsibility for metered charges

Responsibility for water registered on the meter The consumer is responsible for charges for all water registered on the meter. No allowance will be given against water charges for water lost due to a burst except in the defined circumstances set out in paragraph 3.3.8 below.

3.3.8 Leakage allowances

Leakage allowance for The Company operates a leakage code of practice for domestic consumers occupying domestic premises. Under this code an

domestic consumers

allowance can be claimed in respect of water lost on the first leak or burst following the installation of the meter provided certain conditions (as detailed in the Company's Leakage code of practice) are met. For subsequent bursts an allowance may be granted for sewerage volumetric charges if the water did not return to the public sewer provided the same conditions are met.

Leakage allowance for non-domestic consumers

For non-domestic consumers no allowance for leakage is given against water supply charges. However an allowance may be given against sewerage volumetric charges if the leaked water did not return to the public sewer and provided certain conditions as specified by the Company are met.

3.3.9 Standard measured tariff

Format of standard measured charges

The charges for potable water are made up of two parts:

- a charge per cubic metre of water used; and
- a standing charge based upon the size of the meter.

Standing charges for household consumers

For household premises the standing charge will be a uniform amount except where the meter is larger than 15mm diameter in which case the standing charge applicable to business and non-household premises will apply.

For household premises, the Company considers that a 15mm meter is adequate and will normally insist that this size meter is fitted at all such premises.

3.3.10 Select Plus tariff

Select Plus tariff

A consumer can choose to pay under the Company's Select Plus tariff. This will benefit a consumer if he uses more than 3,000 megalitres (3,000,000 cubic metres) of potable water per annum at one site. The charge is made up of four parts:

- a fixed charge per site; and
- a charge per cubic metre of water used up to 3,000,000 cubic metres; and
- a reduced charge per cubic metre of water used for every cubic metre over 3,000,000 per annum; and
- a standing charge per meter based on its size.

Exclusions

This tariff is not available to consumers situated in the North and West Cumbria zones (Allerdale, Copeland, Carlisle and Eden districts).

3.3.11 Select 750 tariff

Select 750 tariff

A consumer can choose to pay under the Company's Select 750 tariff. This will benefit a consumer if he uses more than 750 megalitres (750,000 cubic metres) of potable water per annum at one site. The charge is made up of three parts:

- a fixed charge per site; and
- a charge per cubic metre of water used; and
- a standing charge per meter based on its size.

3.3.12 Select 180 tariff

Select 180 tariff

A consumer can choose to pay under the Company's Select 180 tariff. This will benefit a consumer if he uses more than 180 megalitres (180,000 cubic metres) of potable water per annum at one site. The charge is made up of three parts:

- a fixed charge per site; and
- a charge per cubic metre of water used; and
- a standing charge per meter based on its size.

3.3.13 Select 50 tariff

Select 50 tariff

A consumer can choose to pay under the Company's Select 50 tariff. This will benefit a consumer if he uses more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water per annum at one site. The charge is made up of three parts:

- a fixed charge per site; and
- a charge per cubic metre of water used; and
- a standing charge per meter based on its size.

3.3.14 Choice of tariff

Choice of tariff

A consumer who wishes to pay under one of the Company's Select tariffs described in paragraphs 3.3.10 to 3.3.13 must apply in writing, using the Company's prescribed form and sending it to the Company's appropriate office or address. The tariff will normally be applied from the first meter reading on or after 1 April in the charging year commencing after the receipt of the request.

Application of change

The Company will allow a consumer to change tariff from the date of application; however the Company will only allow one change in any twelve month period.

Ineligibility for Select tariffs

The consumer will become ineligible for the Company's Select tariffs if the water services charges are overdue for a period of 60 days starting from the due date stated on the consumer's account (see paragraph 2.2.), unless the consumer has a payment arrangement agreed with the Company, or there is a dispute on substantial grounds as to provision of the service to which the charge relates, or there is a failure on the part of the Company relating to charging or billing errors. In the case of such ineligibility the standard measured tariff as specified in 3.3.9 will be applied to all consumption for the remainder of the charging year from the date of ineligibility.

3.3.15 Water reservation charges

Potable and non-potable reservation charges

Where a consumer requests the Company to reserve capacity for his use (for example, as a back-up to an alternative supply available to him, or to provide capacity above his daily average consumption), the consumer will pay on demand an annual reservation charge for the availability of potable or non-potable water, based upon a daily reserved volume (megalitres per day) as agreed with the Company. Charges will comprise a capacity charge and a volumetric charge, together with (in the case of potable consumers) a fixed site charge. These are in addition to the standing charge per meter based on its size.

Requirements

The consumer must specify a daily maximum reserved amount in

<i>of a consumer to reserve a water supply</i>	megalitres per day. In the case of potable reserved supplies, the daily maximum reserved amount will be determined by the total potable requirements for the site, including an estimate of normal consumption and a reserved amount. For non potable supplies the daily maximum will be determined by an estimate of normal consumption on the supply plus a reserved amount. Once agreed, this daily reservation will apply for a full charging year. It will be reviewed on an annual basis.
<i>Apportioning of charges</i>	Where a consumer to whom this paragraph of the scheme applies requests a reservation part way through a charging year he must specify a reserved amount (megalitres per day) for the remainder of that charging year. The reservation charge along with the standing charge applicable will be apportioned accordingly.
<i>Level of reservation charge</i>	Where a consumer's actual consumption in a charging year exceeds his annual reservation charge for that year, the subsequent year's reservation charge will automatically be set at a level appropriate to the previous year's consumption.
<i>Right to downsize metered connection</i>	The Company reserves the right to downsize a metered connection to a size more appropriate to either the consumer's reserved amount or daily average amount.
	3.3.16 Supply partially used for fire fighting: notional downsizing of meter (measured non-household premises)
<i>Notional downsizing of meter for fire fighting purposes</i>	<p>In respect of non-household premises where a metered supply serves fire fighting equipment as well as water fittings for normal use, the Company will (at the written request of the consumer), determine the appropriate meter size required for normal water use and indicate the appropriate size of meter for the combined requirements. Where a meter of this size is fitted the Company will apply a reduced standing charge, based on normal use requirements.</p> <p>Where the Company determines that a meter of the appropriate size for the combined requirements is not in place, the consumer must request the Company (within 3 months of that determination) to replace the meter with one of the appropriate size in order for a reduced standing charge to be applied, based on normal use requirements. In such circumstances the reduced charge will apply from the date of that request and the consumer must pay for the cost of the work.</p>
	3.3.17 Shipping supplies and damping down dust
<i>Shipping supplies and damping down dust</i>	<p>A fixed charge and a charge per cubic metre is applied for water supplied to ships and for water provided at docks for damping down dust during a normal working hours.</p> <p>Additional charges will apply outside normal working hours.</p>
	3.3.18 Non-potable water
<i>Charges for non-potable water</i>	Where supplies of non-potable water are made available for non-domestic purposes, the charge comprises a standing charge based on the size of the meter, together with a charge per cubic metre of water used which is lower than that for potable water.

3.4 Compulsory metering

3.4.1 Categories of premises

Categories of premises to be compulsorily metered

The Company will usually require the following categories of premises to be metered:

- new business, and non-household premises;
- new household premises built on or after 1 April 1990, including flats (which should normally be separately metered);
- premises which have been split or merged into a different number of premises or substantially altered (except household premises where the occupier has previously received an unmeasured bill in respect of those premises (see section 144B of the Act);
- business and non-household premises where metering is practicable;
- premises which do not have a charging value (except household premises where the occupier has previously received an unmeasured bill in respect of those premises (see section 144B of the Act);
- household premises where there is likely to be high water use by reference to the matters mentioned in Regulation 2(b) of the Water Industry (Prescribed Conditions) Regulations 1999, namely where water is used:
 - (i) for watering a garden, other than by hand, by means of any apparatus;
 - (ii) for automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres;
 - (iii) in a bath with a capacity (measured to the centre line of overflow) greater than 230 litres;
 - (iv) in a shower unit of a type specified in paragraph 4(c) of the Table in regulation 5 of the Water Fittings Regulations;
 - (v) in a unit which incorporates reverse osmosis;
- household premises where there has been a change in the occupation of the premises and no charges have yet been demanded from the person who has become the consumer (see section 144B(2)(b) of the Act);
- household premises where water is used for business purposes e.g. the filling of storage tankers to facilitate drain cleaning and wheelie bin washing;
- premises which are a mixture of household and non-household (e.g. a combined flat and shop);
- caravan sites and similar premises;
- farm troughs (or the supplies which feed those troughs); and
- premises or parts of premises containing communal water facilities (e.g. a communal laundry in a block of flats).

Household premises - water used for

Where the Company requires a meter to be fitted to household premises where water is used for business purposes as described above, the volume will be recorded for control charging purposes and

business purposes

where trade effluent is discharged from those premises, the Company will issue a consent to discharge to the public sewer.

Responsibility for cost of meter installation

Where the Company requires a supply to be metered as a condition of providing a new water supply connection, the cost of meter installation will be recoverable from the person requesting the supply (see section 148 of the Act). In all other cases, where the Company requires a supply to be metered, the meter will be installed at the Company's expense, and the consumer will not be allowed to revert to an unmeasured basis of charge.

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

3.4.2 New premises

Metering of new premises

Subject to paragraph 3.4.3 and 3.4.4, all new premises must be capable of being separately metered and the Company may make compliance with the requirements set out in sections 47(2) and 64(3) of the Act a condition of making the connection, and recover costs as set out in section 45(6).

3.4.3 Common metering arrangement for household premises

Common metering arrangements - household

The Company may allow a group of individual household premises (typically an apartment block), to be supplied through a common water meter (see paragraph 3.4.2), provided that:

- the owner, landlord or management company enters an agreement with the Company to pay all water services charges (including charges for surface water and highway drainage services in respect of periods of non-occupation) for the premises comprised in the group;
- the location of the common water meter is agreed with the Company;
- the plumbing arrangements for the premises comprised in the group are configured so that individual meters, in accessible locations in communal areas, can easily be added if the agreement terminates for any reason in the future;
- in the event of difficulties with the payment agreement, or if the owner, landlord or management company defaults in payment, the Company reserves the right to terminate the agreement and apply and enforce individual charging. Where individual charging is enforced the consumer becomes liable for charges from the date he is informed of the date of termination of the agreement with the owner, landlord or management company;
- in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual meters or until it is practicable to do so, an annual assessed charge will be payable by each occupier as provided in paragraph 3.5.5.

Temporary

Where a developer has requested individual meters to individual

*common
water meter
arrangement*

household premises which are supplied through a single connection to the Company's water main (typically an apartment block), the Company may require the installation of a temporary common meter as part of the connection agreement.

The developer or management company may be required to enter into a temporary common metering arrangement with the Company and agree to pay all water services charges for premises comprised in the development until such time as individual meters have been installed in all of the separate premises, at which time the common metering arrangement will terminate and individual charging will commence.

3.4.4 Common metering arrangement for non-household premises

*Requirements
for a group of
non-household
premises to be
supplied by a
common
water meter*

The Company may, having regard to 3.4.2 allow a group of individual non-household premises, comprised on a site, to be supplied through a common water meter, **provided** that:

- the owner, landlord or management company enter an agreement with the Company to pay all water services charges (including charges for surface water and highway drainage services in respect of periods of non-occupation), for the group of premises comprised on a site;
- the location of the common water meter is agreed with the Company;
- the plumbing arrangements for the premises comprised in the group are configured so that individual meters can easily be added, in accessible locations if the agreement terminates for any reason in the future;
- in the event of difficulties with the payment agreement, or if the owner, landlord or management company defaults in payment, the Company reserves the right to terminate the agreement and apply and enforce individual charging. Where individual charging is enforced the consumer becomes liable for charges from the date he is informed of the date of termination of the agreement with the owner, landlord or management company;
- in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual meters or until it is practicable to do so, an annual assessed charge for non-household premises will be payable by each occupier.

3.4.5 Alterations to premises

Requirements relating to alterations to premises

Unless agreed with the Company, any alterations to existing premises resulting in the creation of additional premises or merging of existing premises must be so made that each of the premises is separately connected to the Company's water main and capable of being separately metered. The costs of appropriate alterations to the pipework will be borne by the consumer. In default, the Company may make compliance with the requirements set out in sections 47(2) and 64(3) of the Act a condition of making the connection, and recover costs as set out in section 45(6). A charging value or charge may be assessed if metering is not practicable, or until a meter can be fitted. For household premises the assessed charge will normally be as set out in paragraph 3.5.5.

Illegal connections

In cases of illegal connection, the Company may pursue all appropriate criminal and civil remedies.

3.5 Optional metering

3.5.1 Service of measured charges notice

Application for a water meter free of charge

Any household consumer provided with an unmeasured water supply by the Company may serve a measured charges notice, requesting the Company to install a meter free of charge and fix charges by reference to volume. The notice must be on the Company's prescribed form and sent to the Company's appropriate office.

The Company may accept a telephone call or a request via the Company's web site as notice for this purpose.

3.5.2 Circumstances where a measured charges notice will not be actioned

Circumstances where a water meter cannot be fitted

The Company will **not** install a water meter as requested in 3.5.1 where:

- more than one metre of pipework requires alteration, or more than one water meter is needed, or the plumbing does not comply with the Fittings Regulations or access to the premises is denied or alterations, which make metering impracticable, have taken place without the agreement of the Company (see 3.4.5); 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 (see 3.5.12); or
- where the expense of metering would, in the opinion of the Company, be unreasonable (see 3.5.14)

unless in the view of the Company the circumstances are exceptional.

3.5.3 Meter position

Position of water meter

The Company will determine the position of the meter and of any associated ancillary equipment in accordance with paragraph 3.3.2. It will normally be sited internally but may be external for operational requirements. Installation is at the Company's expense except where the consumer requests that the meter be installed in a different position from that specified by the Company, in which case the consumer bears any additional expense.

3.5.4 Standard of service and allowance for failure to fit meter on time

Timescales for installing meters

The Company will install a water meter and commence charging by reference to volume within three months of receipt of a valid measured charges notice, or, if later within three months of verification that the plumbing complies with the Fittings Regulations.

Allowance for failure to fit on time

If the Company fails to do so, it will normally allow £4 to the consumer for each subsequent week's delay, until the meter has been installed or the consumer notified that a meter cannot be installed. But the Company will not make an allowance where the delay is wholly or partially caused by a failure on the consumer's part to carry out any necessary plumbing alterations or to provide access to the premises. Unmeasured charging will in any event continue until the meter is installed.

The Company will automatically apply the allowance to the consumer's first measured bill.

3.5.5 Assessed charge option where a meter cannot be fitted

Assessed charges where a meter cannot be fitted

Where a measured charges notice has not been actioned because:

- one or more of the reasons in paragraph 3.5.2 apply (except that relating to non-compliance with the Fittings Regulations); and
- a shared meter cannot be installed as set out in paragraph 3.5.12.

the Company will offer the consumer the option of paying an assessed charge instead of a charge under its unmeasured tariff. This will be a fixed annual sum, varying according to the type of premises, namely:

- Single person household;
- Detached (includes houses, link detached and detached bungalows);
- Semi-detached (includes houses and semi-detached bungalows);
- Other household premises (includes flats and terraced houses).

An assessed charge will apply from the date of inspection on which it is determined that metering is impracticable.

An application to pay an assessed charge must be received within three months from the date on which the Company notifies the consumer that metering is impracticable.

Assessed charge for a single person household

Where an assessed charge is based upon the premises being a single person household, it is the consumer's responsibility to inform the Company immediately if this is no longer the case. Consumers may be required to provide the Company with reasonable evidence to support the basis of the assessed charge as a single person household, e.g. council tax single person discount. Where an occupier vacates premises which are charged on an assessed basis as a single person household the premises will revert to the property type as described above for charging purposes until such time as it is occupied again as a single person household.

While these circumstances exist, subsequent occupiers of the same premises will be required to pay the assessed charge.

3.5.6 Revocation of measured charges notice

Reversion to unmeasured charges at consumer's request

A consumer who has served a measured charges notice may revoke it at any time before the end of a period of thirteen months from the date on which measured charging began. A notice of revocation must be in the Company's prescribed form and sent to the Company's appropriate office or address. Reversions will only be allowed strictly in accordance with the Company's policy.

3.5.7 Limitation on revocation

Limit on reversion to unmeasured charges

A measured charges notice cannot be revoked where a previous one has been given in respect of the premises or where no person in occupation of the premises when the notice was given remains in occupation (see section 144A of the Act). Nor will measured charging cease where the high water use conditions of the compulsory metering categories apply (see paragraph 3.4.1).

3.5.8 Procedure following revocation

Date of reversion to unmeasured charges

Where a valid notice of revocation is received, the meter will remain in situ but water supply charges will cease to be fixed by reference to volume, and will revert to an unmeasured basis, from the date of the last meter reading (if within the previous 28 days), or (if there has been no such reading) from the date the consumer provides a satisfactory reading of the meter at the Company's request, or failing this the date of a special reading of the meter by the Company.

3.5.9 Continuation of measured charging under previous option

Where premises are charged by reference to volume as the result of the exercise of a meter option under a charges scheme prior to 1 April 2000, the occupier will be required to continue to pay charges fixed by reference to volume.

3.5.10 Continuance of measured charging following total change of occupancy

Requirement to pay measured charges on change of occupier

Where there is a total change of occupancy of household premises in respect of which a meter has been installed, the new consumer will be required to pay charges fixed by reference to volume, except where he has received an unmeasured bill in respect of those premises (see section 144B of the Act). This also applies where a measured charges notice has been revoked.

3.5.11 Premises metered under previous option where not all consumption is measured

Requirements for metered premises where not all consumption measured

Where it is established that a meter has been installed in premises as the result of:

- the exercise of a meter option under a meter option scheme prior to 1 April 2000; or
- the service of a measured charges notice at any time after 31 March 2000

but that meter does not measure the total consumption of water at the premises (including any communal water facilities see 3.3.2), the Company will either

- require the meter to be moved so that it measures the total consumption of water used at the premises; or
- in respect of premises that are the whole or part of a building of which different parts are in different occupancies and as respects which the requirement of 3.5.12 are satisfied, install a meter such that it measures total consumption of water used at the premises; or
- require a meter to be installed so that it measures the total consumption of water used by any communal water facilities.

Where these options are not practicable, or an agreement cannot be reached for the responsibility and liability for payment of the water services charges in respect of any communal water facilities, the Company will require that the consumer changes back to an unmeasured basis of charge and will offer him an assessed charge as set out in 3.5.5 or a charging value where one exists.

3.5.12 Premises served by a common supply pipe

Common metering and billing arrangements

Where a measured charges notice is served in respect of premises which are the whole or part of a building of which different parts are in different occupancies, the Company may install a meter of the appropriate size and commence charging by reference to volume **provided** that:

- there is agreement from all occupiers;
- where the meter is larger than 22mm a party acting on behalf of all the occupiers may be required to pay the cost of meter installation; and
- that party agrees with each of these occupiers appropriate arrangements for the recovery by him from them of due proportions of the water services charges (including charges for surface water and highway drainage services in respect of periods of non-occupation) and also agrees with the Company to pay the water services charges; and
- if that party terminates the agreement after the end of a period of 12 months from the date on which charges began to be fixed by reference to volume, and no other party is prepared to agree to pay the water services charges, either an annual assessed charge as provided in paragraph 3.5.5 or a charge based on the charging value of the premises where one exists, will be payable by each occupier.

3.5.13 Common meter serving a number of household premises

Charging requirements for a common meter

Where a common meter serves a number of household premises and there is no agreement over liability for payment of the water services charges, the Company will require individual metering or where meters cannot be fitted, apply either an assessed charge, as set out in paragraph 3.5.5, for each premises or a charge based on the charging value of the individual premises where one exists.

The Company will normally apply an assessed charge except where an occupier of premises with a charging value requests to be charged based on that value.

3.5.14 Disputes relating to meter installation

Right of appeal

Any dispute regarding the Company's refusal to install a meter may be referred to the Water Services Regulation Authority (Ofwat) for determination (see section 144A(4) of the Act). The address is: Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

3.6 Disconnection arising from non-payment

Charges for disconnection arising from non-payment

Where the Company visits premises for the purpose of disconnecting a supply for non-payment of charges in accordance with section 61 of the Act, a charge will be payable. An additional charge will apply for each subsequent visit. Where the Company disconnects a supply for non-payment of charges, the supply will not be reconnected until the consumer pays all outstanding water services charges and the charge for reconnection.

The Company may require security to be provided for future payment of charges from consumers who fail to pay and are subsequently disconnected.

Where a representative or agent of the Company visits premises with the intention of disconnecting the supply as above and the disconnection does not proceed, a charge for the visit may be payable.

The charges in this paragraph are only applied to non-household consumers.

3.7 Other water supply charges

3.7.1 Building water

Building water charges

The Company will normally charge for building water based on the number of houses or premises to be built on a site (standard size connections) unless the Company determines that the supply should be metered.

Building water charges will be made as either:

- a charge per new house or premises; or
- a charge per £ of the contract value for developments other than those of houses; or
- if metered, a charge under the Company's standard measured tariff.

3.7.2 Inspection of plumbing work

Charges for inspection of plumbing work

Where an inspection is required at premises to confirm that plumbing works meet the Fittings Regulations, there is no charge for initial inspections. If works do not comply with the Regulations, a charge will be made for each necessary re-inspection visit.

A charge will be made where a consumer requests a visit from the Company or its agent to:-

- locate a stop cock or stop valve for work on private pipework; or
- provide advice about or assistance with private pipework; or
- carry out a pressure/flow test.

The charge for inspections only includes the first hour of a visit. An hourly charge will be made for each additional hour or part thereof.

3.7.3 Water drawn from hydrants

Charges for water drawn from hydrants

Water may only be drawn from hydrants in accordance with the Company's standpipe licensing policy (licensed operator scheme). Only licensed operators may open the Company's hydrants and then only strictly in accordance with the policy. The Company will determine the basis of charge depending upon the volume of water required by the consumer and the availability of the equipment.

Where water is drawn from hydrants using unmetered equipment, standard charges will be payable according to the apparatus used. Where it is drawn using metered equipment, in addition to the standpipe hire charge, the Company's standard measured tariff will apply to all water recorded as used through the standpipe meter. The minimum hire period for a metered standpipe is four weeks.

3.7.4 Fire hydrants

Fire hydrants

Where appropriate, in accordance with sections 57 and 58 of the Act, standard charges will be payable in respect of the installation or maintenance of a fire hydrant.

3.7.5 Repairs for damage to Company's assets

Charges for repairs

Where appropriate, in accordance with section 174 of the Act, charges will be made for repairs for damage to the Company's assets.

4. SEWERAGE SERVICES

4.1 Liability for charges

Liability for sewerage charges

Sewerage charges are payable in respect of any premises which are physically connected or drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer provided for foul or surface water or both; or where the occupier has the benefit of facilities that drain to a public sewer (see section 144 (1)(b) of the Act).

Charges for discharges other than through a public sewer

In respect of premises which discharge to the Company's wastewater treatment works other than through a public sewer, the Company will charge half the amount which would have been payable had the discharge been made via a public sewer for foul or surface water drainage or both. Highway drainage is provided for the benefit of the general public, therefore the Company will charge the full amount for this element of the sewerage charges.

Charges for access to other premises connected for surface water drainage

Sewerage charges in respect of surface water and highway drainage, will continue to be payable for premises that are not occupied or furnished and where there is evidence of consumption or to which the water supply has been temporarily disconnected.

Where an occupier of premises has access to other premises that are connected for surface water drainage, the surface water and highway drainage parts of the sewerage charge will be payable.

4.2 Unmeasured sewerage charges: household and non-household premises

Unmeasured sewerage charges

For premises that do not have a meter, farms, other agricultural premises and some existing measured non-household premises determined by the Company, the Company's sewerage charge is the charge per £ of the charging value for unmeasured premises. This basis of charge will also be applied where two or more sets of premises share the same metered water supply, but the person who has agreed to pay the Company's measured water charges has not also agreed to pay the measured sewerage charge.

In respect of places of worship, which have neither a water meter nor a charging value, a standing charge for sewerage services is payable.

Requirement for meter installation or assessed charge

Where there is no charging value or where the Company considers the charging value is no longer appropriate, the Company may require the consumer to have a meter installed or may assess a charging value and/or a charge where a meter cannot be fitted. In the case of non-household premises a charging value may be assessed using the business rateable value or rateable value.

Where a business rateable value is used to assess a charging value the following divisors will be used.

Divisors for assessing charging values

For business rateable values effective between 1 April 1995 and 31 March 2000 inclusive, the charging value will be assessed by dividing the business rateable value by 9.12.

For premises which are not the subject of a business rateable value in a 1995 rating list, and for which a business rateable value becomes effective on or after 1 April 2000, a charging value will be assessed by dividing the business rateable value by the year 2000 rating list

divisor of 11.32.

For premises which are not the subject of a business rateable value in a 2000 rating list, and for which a business rateable value becomes effective on or after 1 April 2005, a charging value will be assessed by dividing the business rateable value by the year 2005 rating list divisor of 13.09.

For premises which are not the subject of a business rateable value in a 2005 rating list, and for which a business rateable value becomes effective on or after 1 April 2010, a charging value will be assessed by dividing the business rateable value by the year 2010 rating list divisor of 15.48.

Where the Company has assessed a charging value in relation to any charging year, this value will apply as the basis of the charge for that year (and subsequent years until the Company is notified otherwise).

Any modification to that charging value will be given effect as indicated at paragraph 2.12.

The Company reserves the right to assess a charge by other means where no business rateable value is available.

4.3 Measured sewerage charges: household premises

Structure of measured sewerage charges – household premises

Sewerage services charges for household premises with a water meter comprise:

- a charge per cubic metre based upon the amount of water registered on the meter for foul drainage; and
- a standing charge; and
- a fixed charge for surface water and highway drainage.

4.4 Measured sewerage charges: non-household premises

4.4.1 Foul drainage

Charges for foul drainage

The Company will normally (except for premises falling within paragraph 4.2) charge consumers of non-household premises with a water meter a charge per cubic metre for foul drainage.

The charge per cubic metre will normally be based upon the amount of water registered on the meter.

Where the Company provides a consumer with sewerage services only, a charge will be made for the customer related costs associated with providing those services.

Under certain agreements charges for foul and/or surface water drainage may be based on readings from meters measuring such discharges.

Any relevant alterations to charges will be applied as indicated at paragraph 2.12.

Standard charges for foul drainage

Standard charges apply except where a consumer has opted for the Company's Sewerage Select tariff or is eligible for the swimming pool effluent charge.

Sewerage Select tariff

A consumer who discharges in excess of 50 megalitres per annum from a site, will become eligible to a reduction in the standard volumetric charge for discharges.

The Company will allow a consumer to change tariff from the date of application; however the Company will only allow one change in any twelve month period (see 3.3.14).

Ineligibility for sewerage Select tariff

A consumer will become ineligible for the reduction if the water services charges are overdue for a period of 60 days starting from the due date stated on the consumer's account (see paragraph 2.2), unless the consumer has a payment arrangement agreed with the Company, or there is a dispute on substantial grounds as to provision of the service to which the charge relates, or there is a failure on the part of the Company relating to charging or billing errors. In the case of such ineligibility the standard volumetric tariff as specified in 4.4.1 will be applied to all consumption for the remainder of the charging year from the date of ineligibility.

Swimming pool effluent charge

Where the effluent from a public or commercial swimming pool is largely comprised of the filter backwash water, the swimming pool effluent charge and a non return allowance will be applied instead of the Company's volumetric sewerage charge. A consumer must apply for this tariff. Where the Company is satisfied that the application is valid it will apply the tariff from the date the application is received.

4.4.2 Return to sewer assumption

Return to sewer assumption

In setting the volumetric charge for sewerage the Company assumes that on average 5 per cent of the metered water supplied to consumers is not returned to the sewer. No adjustment is made to the billed volume because the 5 per cent non-return is included in the charge.

4.4.3 Non-return allowance

Non-return allowance

Where more than 10 per cent of the water supplied to non-household premises is not returned to the sewer, the consumer may claim (using the Company's prescribed form) an allowance against the total volumetric charge payable. The Company will assess any such allowance on the basis of the evidence available, and the allowance will be granted from the date of the claim.

The consumer must inform the Company of any change that may affect the percentage of water returned to the sewer. Any adjustment to the charge will be given from the date the consumer provides the information or the Company becomes aware of the change.

The Company may review such allowances at any time. The consumer must provide accurate records to enable the Company to calculate any such allowances. Failure to provide such information will result in no allowance being given.

4.4.4 Trade effluent

Trade effluent

Where a consumer is consented to discharge trade effluent, instead of applying the Company's volumetric sewerage charge as set out in section 4.4.1, charges will be applied as set out in section 5 of this scheme.

4.4.5 Premises served by a private water supply

Sewerage charges for premises served by a private water supply

For premises with a private supply of water and without a metered supply provided by the Company, sewerage charges are based on a charge per £ of the charging value for unmeasured premises.

For premises with a private supply, which is metered by the Company, the sewerage charges payable are as specified in paragraph 4.3 for household premises and 4.4.1 for non-household premises.

For premises with a metered supply from the Company as well as a private supply (including reserved supplies as specified in 3.3.15), the metered charges payable under paragraph 4.4.1 will be based on the total volume of water received (estimated where appropriate).

4.4.6 Temporary discharges

Temporary discharges

For any temporary discharge to a public sewer or sewage disposal works, the Company may make an appropriate charge, which may be based on the Mogden formula as specified in 5.2.1.

4.5 Measured sewerage charges: non-household premises – surface water and highway drainage

4.5.1 Tariff components

Charges for surface water drainage

Surface water and highway drainage charges for non-household premises (new and existing) with a water meter comprise:

(a) a charge for surface water drainage

(i) based upon chargeable area; or

(ii) in respect of community groups as defined in paragraph 1.2 a charge based upon site area charges, band 1.

Charges for highway drainage

(b) a charge for highway drainage

Charges for highway drainage will be applied in the same way as surface water drainage charges as set out above.

The charge under (a) and (b) is payable in respect of each of the premises served by the meter or the occupiers who have the benefit of the facilities served by the meter.

Paragraph 4.5.2 (c) and (d) sets out the way non-household measured consumers whose surface water and highway drainage charges are billed on the Company's behalf by another water undertaker, are charged.

Under certain agreements charges for foul and/or surface water drainage may be based on meter readings.

Any relevant alterations to charges will be applied as indicated at paragraph 2.12.

4.5.2 Measured sewerage charges: non-household premises – site area charging

Site area charging

Charges for surface water and highway drainage for measured non-household premises (except community groups) will be based fully on site area for the 2011-2012 charging year.

Charges for non-household measured consumers, whose surface

water and highway drainage charges are billed on the Company's behalf by another water undertaker, will be based fully on site area for the 2011-2012 charging year.

Household consumers

Site area charges do not normally apply to household consumers, measured or unmeasured, who will continue to pay on a fixed charge basis for surface water and highway drainage as specified in paragraphs 4.2 and 4.3.

The charges for each service will be applied for the 2011-2012 charging year as follows:

Surface water drainage charges

a) Site area charges - surface water drainage

All new and existing non-household measured premises (except community groups) will be charged on full site area charges.

Community groups as defined in paragraph 1.2 will be charged based upon site area charges, band 1.

Highway drainage charges

b) Site area charges - highway drainage

Charges for highway drainage will be applied in the same way as surface water drainage charges as set out above.

Surface water drainage billed on the Company's behalf

c) Surface water drainage charges billed by another water undertaker on the Company's behalf

Charges for surface water drainage will be applied as set out in a) above.

Highway drainage charges billed on the Company's behalf

d) Highway drainage charges billed by another water undertaker on the Company's behalf

Charges for highway drainage will be applied in the same way as set out in b) above.

4.5.3 Chargeable area for measured non-household premises

Allocation of chargeable areas for common areas

Where there is a common area appertaining to a number of separately occupied premises, the chargeable area for each of the premises will include a proportionate part of the common area. The Company shall assess the proportionate part by either dividing the common area pro rata to the individual site measurement of each such separate premises or by pro rata to the individual charging value of each such premises, as determined by the Company.

Where the chargeable area has been calculated by reference to charging values, and there is a change to one of these values, only the chargeable area relating to the affected premises will be reviewed.

Chargeable area for buildings in multiple occupation

In the case of buildings in multiple occupation, common areas may include areas both internal and external to those buildings. The chargeable area for such premises will be calculated to include a proportionate part of any such common area by dividing any such area pro rata to the individual charging value of each such separate premises.

Charges for shared car parks

Shared car parks will normally be apportioned to separately occupied premises on the above principles. However the Company may also enter into an agreement with the site owner or freeholder whereby he would be liable for the charges for the chargeable area of the car park. Should the owner or freeholder default on payment of such

charges then the Company will recover the charges from the occupiers of the separately occupied premises as described above.

Allocation of charging band

For charging purposes, consumers' premises will be allocated to a charging band on the basis of their chargeable area, including the allocation of any shared areas as described above.

Right to recover costs where consumer disputes charging band

The Company reserves the right to recover from the consumer any costs that it has reasonably incurred in cases where a consumer disputes either the charging band to which his premises have been allocated or asserts that his premises do not drain any surface water or groundwater either directly or indirectly to a public sewer and it is subsequently demonstrated that the Company's original assessment of the premises was correct.

Changes to charging band

The consumer must inform the Company of any change that may affect the charging band to which his premises have been allocated. Any adjustment resulting from a change in a charging band will normally be applied from the start of the charging year in which the Company is notified of the change, unless the change is made during the charging year when the adjustment will be applied from the date of the change.

Right to make retrospective adjustment

The Company reserves the right to make retrospective adjustment in cases where a consumer withholds or fails to provide information that may affect the charging band.

4.5.4 Multiple household premises served by a common water meter

Surface water and highway drainage charges for household premises served by a common meter

Where a group of individual household premises (typically an apartment block) are served by a common water meter, the charge for surface water and highway drainage services is a fixed charge for each of the individual premises.

Where a party acting on behalf of all the occupiers agrees with the Company to receive and pay all water services charges for a group of individual household premises (typically an apartment block) served by a common meter (see 3.4.3 and 3.5.12), a single chargeable area may be assessed for surface water and highway drainage charges for the whole group. A different chargeable area may be applied for surface water drainage (see 1.2).

4.5.5 Premises not connected for foul drainage

Charges for surface water drainage where premises have no foul connection

Where premises are connected to the public sewer for surface water but not foul drainage, the charges for surface water and highway drainage are as follows:

- (i) for household and non-household unmeasured premises (with or without a water supply) a charge per £ of the charging value;
- (ii) for measured household premises a fixed charge;
- (iii) for measured non-household premises a charge based on chargeable area,
- (iv) for new non-household unmeasured premises without a water supply from 1 April 2010 a charge based on chargeable area.

4.5.6 Premises served by a septic tank that drains into a public sewer

Premises served by a septic tank

Where there is no discharge of foul drainage from premises to a public sewer other than from a properly maintained septic tank, surface water and highway drainage charges are payable on the same basis as specified in paragraph 4.5.5.

4.5.7 Car parks

Car parks

In respect of car parks without a water connection or a charging value and without a meter, a charge is payable for surface water and highway drainage services as follows:

- (i) car parks in existence before 1 April 2010 a standing charge;
- (ii) new car parks from 1 April 2010 a charge based upon chargeable area.

4.6 Dealing with the contents of cesspools or septic tanks

Contents of cesspools or septic tanks

A charge for receiving the contents of cesspools or septic tanks at the Company's wastewater treatment works is payable by the person making the delivery.

4.7 First time sewerage

First time sewerage

In so far as this scheme has effect to recover the Company's costs of providing a sewer by virtue of, or in the course of carrying out, its duty under section 101A of the Act, (provision of public sewers otherwise than by requisition) these costs are borne by the Company's consumers for sewerage services generally, and are not therefore charged to particular consumers.

4.8 Other utilities

Utility companies operational premises

Separate sewerage charges apply in respect of certain other utility companies' operational premises that do not have separate charging values but are subject to central rating en bloc. Charges are payable under the Company's measured sewerage tariff (see 4.4.1 and 4.5.1).

4.9 Repairs for damage to Company's assets

Charge for repairs

Where appropriate, in accordance with section 174 of the Act, charges will be made for repairs for damage to the Company's assets.

4.10 Reductions in the surface water and highway drainage parts of the sewerage charges

Reductions in surface water drainage charges

A reduction can be claimed in the surface water element (but not the highway drainage element) of the surface water and highway drainage parts of the sewerage charges in the following circumstances:

- (i) for any consumer, if none of the surface water from the consumer's premises enters the public sewer network (other than as trade effluent); or
- (ii) for unmeasured consumers, if some of the surface water from the consumer's premises goes directly to a watercourse

and the consumer pays a third party (e.g. British Waterways) for disposing of surface water; or

(iii) in the case of measured non-household premises, by deduction from the chargeable area of any area(s) that constitutes 10% or more of the chargeable area and from which no surface water enters the public sewer network.

If the Company is satisfied that the claim is valid it will reduce or adjust the part of the sewerage charges, which relate to surface water drainage as follows:

In case (i) no charge will be made for surface water drainage. In case (ii) the charge for surface water drainage will be reduced by the amount the consumer pays to the third party (up to a maximum of the amount the Company charges him for that part of the service). In case (iii) the Company may allocate a different charging band (for surface water drainage only) reflecting the drained area for surface water drainage.

<i>Premises with a green roof</i>	For premises with a green roof, the Company may allow a 50% discount of the chargeable area of the green roof in respect of surface water drainage.
<i>Highway drainage</i>	The highway drainage part of the charge has to be borne by all consumers whose premises are connected to the public sewer network.
<i>Submission of claim form</i>	Any claim must be submitted on the Company's claim form, which can be obtained through the Company's website or by telephoning the Company's 24 hour automated leaflet request line on 0845 303 7711.
<i>Application of reduction in charges</i>	<p>In the case of household and non-household consumers, the reduction in charge is applied from the start of the charging year in which a successful claim is made.</p> <p>Where a change to a surface water connection is made during a charging year the reduction will be applied from the date of the change.</p> <p>This provision for reductions applies only from 1 April 2011, not retrospectively.</p>
<i>Right to recover costs associated with a claim</i>	As set out in paragraph 2.12 the Company reserves the right to recover from a non-household consumer or his agent, any costs reasonably incurred in dealing with such a claim where it is established by the Company that the claim is not valid.

5. TRADE EFFLUENT CHARGES

5.1 Responsibility for trade effluent charges

Responsibility and liability for trade effluent charges

Where premises are connected directly or indirectly to the public sewer or to one of the Company's wastewater treatment works, and trade effluent is discharged (whether on a long term or temporary basis), a trade effluent consent or agreement is required under Chapter III of Part IV of the Act and the consumer is responsible for trade effluent charges in addition to sewerage charges.

The trade effluent charge is payable by any person who is or was the occupier of the premises during the period of discharge of the effluent or at the date payment is due, or by any other person by agreement with the Company.

The Company may make charges for the components of trade effluent as is appropriate for the type of discharge. Trade effluent charges for reception, conveyance, treatment and disposal are payable by all occupiers of premises discharging trade effluent into public sewers. Any trade effluent charges payable are taken into account in the calculation of any volumetric sewerage and sewage disposal charge. However, if in the view of the Company, the costs of billing, calculating and recovering trade effluent charges will exceed the income, the Company may at its discretion, waive the trade effluent charge and charge the consumer for sewerage services as if the effluent was not subject to a trade effluent consent.

5.2 Calculation of charge

5.2.1 Mogden formula

Calculation of trade effluent charges

The charge is based on a standard unit charge per cubic metre of trade effluent discharged to a public sewer. The standard unit charge is based on the following factors:

R	Reception and conveyance
V	Preliminary and primary treatment
B1 & B2	Biological treatment
S	Sludge treatment and disposal

The charge per cubic metre of a particular trade effluent is calculated by adding the standard unit charge(s) for each of the above factors which are applicable to the treatment and disposal of that particular effluent, having first adjusted where necessary items B2 and S. This is to take account of the relative strengths in terms of chemical oxygen demand and suspended solids of the particular effluent and the average effluent (mixed sewage and trade effluent) received at the Company's wastewater treatment works in long-term average rainfall conditions.

Modgen formula

The Mogden formula by which this calculation is made is $C = (R + V + B1) + (B2 \times Ot/Os) + (S \times St/Ss)$	
Where:	
C	is the unit charge in pence per cubic metre of trade effluent discharged
R	is the unit cost in pence per cubic metre to receive and convey sewage
V	is the unit cost in pence per cubic metre of the preliminary and primary treatment of the sewage in the Company's wastewater treatment works
B	is the unit cost in pence per cubic metre of the biological oxidation treatment of settled sewage, including the cost of secondary sludge disposal. It comprises two elements: B1 is the financing charges on capital costs related to secondary settlement tanks, and B2 is all other costs
S	is the cost in pence per cubic metre of treatment and disposal of primary sludge
Ot	is the chemical oxygen demand in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage
Os	is the chemical oxygen demand in mg/l of average strength settled sewage
St	is the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage
Ss	is the suspended solids in mg/l of average strength crude sewage

Note:

Variation of formula

In cases where the Company deems it appropriate after joint investigation with the discharger, the determination of Ot/Os within the above formula may be made on a different basis.

Large user reduction

A consumer is eligible for a reduction in the standard charge in respect of the reception charge for discharges from a site in excess of 50 megalitres (50,000 cubic metres) per annum. A consumer with a private supply of water must apply for the reduction and it will be reviewed annually.

The Company will allow a consumer to change tariff from the date of application; however the Company will only allow one change in any twelve month period (see 3.3.14).

Ineligibility for reduction

A consumer will become ineligible for a reduction if the water services charges are overdue for a period of 60 days starting from the due date stated on the consumer's account (see paragraph 2.2.), unless the consumer has a payment arrangement agreed with the Company, or there is a dispute on substantial grounds as to provision of the service to which the charge relates, or there is a failure on the part of the Company relating to charging or billing errors. In the case of such ineligibility the standard charge for reception will be applied to all consumption for the remainder of the charging year from the date of ineligibility.

5.2.2 Modification of Mogden formula

Modification of Mogden formula As a consequence of new environmental requirements, the Company reserves the right to make a charge for the chemical oxidation of sewage or trade effluent carried out in lieu of biological oxidation, and to include additional elements in the Mogden formula to recover the cost of additional treatment processes (such as phosphate removal) on a regional basis.

5.2.3 Minimum charge

Minimum charge A minimum charge is set for discharge consents. It is not apportioned for parts of the year.

Where the charge payable by applying the charging formula results in a charge below this figure, the minimum charge is payable and is billed annually in arrears.

5.2.4 Volume of trade effluent

Method of determining volume of trade effluent The method of determining the volume of trade effluent discharged will be agreed in writing with each consumer. Large consumers are required to provide and maintain flow recording equipment to BS 3680 (or equivalent) and to ensure proper maintenance and calibration of this equipment. All dischargers of trade effluent are required to have a water meter installed to measure their incoming water, for water balance estimation purposes.

If exempted in writing from this requirement, the volume may be assessed from the volume of water supplied or by any other means at the discretion of the Company.

Allowances Where it is assessed, an allowance will be made for water not returned to sewer, and for domestic sewage, as detailed in 5.5 and 5.6.

The Company may review such allowances at any time. The consumer must provide accurate records to enable the Company to calculate any such allowances, the installation of sub meters at the expense of the consumer may be required by the Company for this purpose. Failure to provide such information will result in no allowance being given.

Estimates Trade effluent charges may be estimated by assessing the volume of effluent discharged. Such estimates may be adjusted later if necessary.

Trade effluent charges based on meter readings are not apportioned between charging years.

5.2.5 Strength of trade effluent

Strength of trade effluent The strength of the trade effluent (Ot and St) will be determined from the average of one or more samples taken during the period covered by the charge. Individually agreed fixed strengths may be applied in certain circumstances. Where applied, these will be based on samples taken in previous charging periods.

Regional average or notional strengths of particular effluents may be applied in the following cases:

1	Farm effluents, where the volume will be assessed on a per head basis
2	Launderette effluent
3	Vehicle washing effluent
4	Gas holder seal water
5	Other discharges, by agreement

Trade effluent charges may be estimated by assessing the chemical oxygen demand and suspended solids of effluent discharged. Such estimates may be adjusted later if necessary.

5.2.6 Modification of consent

Modification of consent

Where a trade effluent discharge is terminated or modified due to action by the Company or the Environment Agency under the powers relating to special category effluent, charges will be adjusted as appropriate.

5.2.7 Consent for small discharges

Consent for small discharges

The Company will, at the written request of a consumer, issue a consent for small discharges (any discharge of less than 1 cubic metre, not including car washes and launderettes) and may at its discretion, waive the trade effluent charge and charge the consumer for sewerage services as if the effluent was not subject to trade effluent consent.

The consumer will be required to pay an application charge and must reapply every two years.

5.2.8 Temporary discharges

Temporary discharges

Where a non-household consumer wishes to discharge wastewater to a public sewer, on a short term basis, a permit is required. The Company will issue a time limited temporary discharge permit at the written request of the consumer.

The consumer will be required to pay an application fee; and the standard trade effluent charges as stated at paragraph 5.2.1 will be applied to the discharge to the extent that it consists of or comprises trade effluent.

For a discharge of water made to a public sewer under the authority of a provision in a local enactment or in an Order under the Transport and Works Act 1992, the Company will grant consent subject to such terms and conditions as it may reasonably impose (and may not unreasonably withhold such consent). Water so discharged (which must be as free as practicable from solid substances, oil or matter in suspension) will normally be charged for on a volumetric basis, or as otherwise agreed with the Company.

5.3 Agreements

Agreements The Company may enter into an agreement with any discharger on the financial contribution to be made, where a substantial new or increased trade effluent requires the provision of new or extended sewers or wastewater treatment works.

5.4 Discharges direct to treatment works

Discharges direct to treatment works Where trade effluent is discharged by a private pipe from premises directly into the treatment works and not to the public sewerage network, the Company will not charge for the 'R' factor of the charging formula.

5.5 Allowances for domestic sewage

Allowances for domestic sewage Where domestic sewage and trade effluent are discharged together, the Company will estimate the amount of domestic sewage on a per capita basis of 50 litres per head per working day, or 60 litres per head per working day, where canteen facilities are available, or by any other agreed method including direct measurement. Where trade premises include living accommodation which is supplied through the mains meter, an allowance of 180 litres per head per day is made for each person normally resident in such accommodation. The Company reserves the right to review these figures as appropriate. For the purposes of this provision the consumer may stipulate which days are working. In the absence of such stipulation "working day" will be construed in accordance with section 144(7) of the Act.

Notification of changes and review of existing allowances The consumer must inform the Company in writing of any changes in circumstances that affect the allowance. Any change will result in an alteration to the estimated volume of domestic effluent with effect from the date on which the Company is informed of such change. The Company may review existing allowances at any time as referred to in 5.2.4.

5.6 Allowances for water used in products or lost during manufacturing processes

Allowances for water used in products or evaporation Where the volume of trade effluent is assessed from the volume of water supplied, and water is used in products, evaporates or is otherwise not discharged to the sewer, the Company will grant an allowance for that volume of water against the trade effluent charge.

Notification of changes and review of existing allowances The consumer must inform the Company in writing of any changes. Any change will result in an alteration to the estimated volume of trade effluent with effect from the date on which the Company is informed of such change. The Company may review existing allowances at any time as referred to in 5.2.4.

5.7 Accuracy of trade effluent meter

Accuracy of a trade effluent meter Under the conditions of the consumer's trade effluent consent (or agreement), the consumer is required to ensure that any measuring equipment is maintained properly. Where a meter has been found to either under-record or over-record the amount of effluent discharged, the Company will amend charges from the last meter reading but one before the matter was brought to the Company's attention.

5.8 Accuracy of the water meter

Accuracy of the water meter

Where the volume of effluent discharged is derived from the volume of water supplied, as registered on a water meter, and the meter is found on test to be registering incorrectly, charges will be amended from the last meter reading but one before the matter was brought to the Company's attention.

5.9 Reservation charges

Reservation charges

A consumer can choose to pay a reservation charge based upon the volume and loads specified in the consent or agreement.

Elements of reservation charges

Where applied, the charge will be made in two parts:

- a fixed element to reflect the cost of infrastructure capacity reserved, based on the volume and loads specified in the consumer's consent or agreement;
- a variable element based on the actual flow and loads discharged.

Reservation charges are based on limits for each of the elements of volume (m³/day), chemical oxygen demand (kg/day) and suspended solids (kg/day) specified in trade effluent consents and agreements. Where these limits do not exist, or in cases of dispute, values for these elements may be estimated by the Company and used for charging purposes. Such estimates may be adjusted later if necessary.

The Company reserves the right to charge for any shortfall in the capital elements of the charge, where more than the reserved volume or strength of effluent is discharged.

Reduction in reservation charge

A consumer is eligible for a reduction in the reservation charge in respect of the reception charge for discharges from a site in excess of 50 megalitres (50,000 cubic metres) per annum (see section 10, schedule B.9.b).

5.10 Application, consent and direction charges

Application charge

The Company reserves the right to make an application charge, payable by the consumer who serves the notice containing an application for a consent on the Company under section 119 of the Act. It is payable when the application is made.

Consent charge

A consent will be given by the Company in accordance with section 121 of the Act. The Company may impose a consent charge payable by the consumer to whom the consent is given. It is payable when the consent is given and will vary depending upon the volume of consented flow and the chemical composition of the discharge.

Direction charge

Where a consumer requests the Company to vary its existing consent to discharge trade effluent, a direction charge will be payable which will vary depending upon the volume and chemical composition of the discharge.

5.11 Disputes

*Right of
appeal*

Any person aggrieved by a refusal to grant a consent or the imposition of varied conditions attached to a consent may appeal to the Water Services Regulation Authority (Ofwat) (see section 122 of the Act). The address is: Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

6. CONNECTION CHARGES

6.1 Water connection charges

Standard connection charges

For the purpose of recovering expenses in accordance with section 45(6) of the Act, standard charges are applied for connections of up to and including 25mm external diameter to the Company's water mains. Different standard charges apply according to the type of excavation in which the pipe is being laid, the distance between the main and the boundary of the premises (up to a maximum of 15 metres), the position of the meter and the option to source a wall mounted meter box of choice.

Exceptional work

Exceptional work, connections over 25mm diameter and connections over 15 metres in length will be charged by an individual quotation for the work involved.

Payment of charge

Charges are payable by the person who requests the connection. Payment is due at the time of connection, although the Company reserves the right to require payment in advance.

Disputes

Any dispute concerning the level of the Company's connection charges, which cannot be resolved locally can be referred for determination to the Water Services Regulation Authority (Ofwat). The address is: Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

6.2 Sewerage connections

Sewerage connections and cost of supervision

Sewerage connections are made by the person who has given the Company notice of intention to make them, in accordance with sections 101a and 106 to 109 of the Act. Payment of the Company's costs of supervision of the connection work, or of the reasonable expenses of connections made by the Company under section 107 of the Act, will be required from that person under those provisions.

7. INFRASTRUCTURE CHARGES

7.1 Introduction

Infrastructure charges Infrastructure charges are payable in accordance with section 146(2) of the Act and Condition C and D of the Company's Appointment when premises become connected for the first time to the Company's water supply and/or sewerage systems for domestic purposes.

The principle of infrastructure charges recognises that every new connection imposes an additional demand on the capacity of the water supply and sewerage systems, and eventually those systems will need to be enlarged. The infrastructure charge represents a notional contribution towards the capital expenditure that may be involved in meeting that additional demand.

Due date for charges Infrastructure charges are due when a connection is made. The Company will usually raise an invoice for water connection (and/or sewerage connection) and infrastructure charges on application for a new connection to facilitate easier payment and collection of charges due.

Instalments for existing premises Where existing premises are connected to the network for the first time, the charge can be paid in 12 equal annual instalments at a rate of interest fixed by the Water Services Regulation Authority (Ofwat).

7.2 Liability for infrastructure charges

Liability for charge Infrastructure charges are due and payable when a water or sewerage connection for domestic purposes is made to premises that have not previously received the service, or where premises are split into more than one set of premises or where a site is otherwise redeveloped.

Timing of payment Except where provided under paragraph 7.1, infrastructure charges are payable on connection of the premises.

Person responsible for payment Infrastructure charges are payable by the person who requests the connection. If a connection is made without authorisation, the Company may recover the infrastructure charge(s) from that person or from any person using the services provided.

7.3 Calculation of the infrastructure charge

Level of charge One infrastructure charge for water and sewerage respectively will be made in respect of each set of premises connected, except that the infrastructure charge will be multiplied by the relevant multiplier in the case of:

- houses subject to a common billing agreement;
- non-household premises served by a supply pipe larger than a 25mm external diameter.

Reductions in infrastructure charge New premises that are built on a site that was previously connected for either water or sewerage services, at some stage within the previous 5 years, may be given a reduction in infrastructure charges.

Relevant multiplier calculation

7.4 Relevant multiplier

The relevant multiplier is calculated as follows:

Each water fitting or appliance is assigned a loading unit according to the table.

These loading units are added together and the result divided by 24. If the result of this division is less than or equal to 1 then a single infrastructure charge is payable, otherwise the amount payable is the result of the division multiplied by the infrastructure charge.

Water fitting	Loading units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size up to 20mm)	10
Bath (tap nominal size larger than 20mm)	22
Shower	3
Sink (tap nominal size up to 15mm)	3
Sink (tap nominal size larger than 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance – see 3 rd note below (subject to a minimum of 6 loading units per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

Notes

- Any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
- A bath includes a whirlpool or a Jacuzzi.
- "Domestic appliance" means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a house and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).
- In any calculation a minimum of six loading units will be included, in respect of each house, for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the house.

In the case of any premises with only a sewerage connection and no water fittings, the relevant multiplier will be one.

7.5 Disputes

Determination of a dispute

Any dispute relating to the calculation of the relevant multiplier or the number or type of fittings on which the calculation is based, is determinable by the Water Services Regulation Authority (Ofwat) (see paragraph 1.1). The address is: Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

*Available
methods of
payment*

8. METHODS OF PAYMENT

The Company will accept payment of its charges by any of the methods detailed below in accordance with the due dates set out in paragraph 2.2 of this scheme.

All methods are free of charge to the consumer at the point of payment unless otherwise stated.

8.1 Direct debit

Arrangements to pay by direct debit can be made either by telephone to United Utilities Water (with bank details), via our Internet site at unitedutilities.com/dd or by the completion and return of a direct debit instruction. The arrangement will continue from year to year, unless cancelled at any time by the consumer writing to his bank or building society. A choice of payment dates is available; a consumer can choose any date from the 1st until the 28th of the month. An annual discount is given for payment by this method (see schedule 10).

8.2 Standing order

Arrangements to pay by standing order can be made by completing a standing order form, available by telephoning United Utilities Water on 0845 746 2211.

8.3 BACS/CHAPS

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

8.4 Internet, telephone or TV banking

The consumer should contact his bank quoting United Utilities Water's Sort Code 30 00 02 and account number 00277717 and his consumer reference number.

8.5 By post

Cheques should be made payable to United Utilities Water PLC, with the consumer's reference number written on the back and sent to PO Box 450 Warrington WA55 1WA. Cash, post dated cheques or water saving stamps should not be sent.

8.6 Banks

Payment can be made at the consumer's own bank by cash or cheque. At most banks this service is free although some now make a charge. Cheques should be made payable to United Utilities Water PLC. A receipt should be obtained.

8.7 Payzone

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

8.8 Payment card

Consumers may by arrangement with the Company, pay by payment card at a Payzone outlet.

8.9 Post Offices

Payment can be made by cash or by cheque at any Post Office using the remittance slip. Cheques should be made payable to "Post Office Ltd" with the consumer's reference number written on the back. A receipt should be obtained. You will have to pay the Post Office counter fee prevailing at the time.

8.10 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 from their household tenants on the Company's behalf. Consumers who are included in these collection agreements should contact their landlord for details of payment options.

The Company may introduce additional collection agreements with other housing providers during the year.

8.11 Department for Work and Pensions – Water Direct

Where a household consumer or person occupying the premises with him is in receipt of Income Support, Income Based Job Seeker's Allowance, Pension Credit or Income Related Employment and Support Allowance he may apply for deductions from his benefit for the payment of his water services charges. This arrangement is subject to agreement with JobCentre Plus. The Company can also make applications on a consumer's behalf.

8.12 Debit card/credit card

Payment can be made by debit card or credit card by telephoning our automated payments line on 0845 402 1366 or the number shown on your bill 0845 746 2211 or alternatively online at **unitedutilities.com/payyourbill**

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

8.13 Water saving stamps

Water saving stamps are no longer available. Redemption must be made by forwarding stamps to PO Box 450 Warrington WA5 1WA. It is recommended that these be sent by recorded delivery. Details of the consumer's name, address and the account reference number to be credited must also be quoted.

8.14 Failed payments, dishonoured cheques and rejected direct debits

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

9. GENERAL INFORMATION

9.1 Enquiries

Written enquiries

Any written enquiries about this booklet and about water services bills should be made to:

United Utilities Water PLC, PO Box 50, Warrington, WA55 1AQ

Telephone enquiries

Telephone enquiries

Water services billing enquiries

Consumers with a meter 0845 746 2222

Consumers without a meter 0845 746 1100

Textphone 0808 143 1195

Lines open:

Monday – Friday 8a.m. - 8p.m.

Saturday 8a.m. - 5p.m.

Water and wastewater operational enquiries

0845 746 2200

Textphone 0808 143 0295

Lines open:

Monday – Friday 8a.m. - 8p.m.

Saturday 8a.m. - 6p.m.

Sunday 8a.m. – 12midday

We also operate an emergency service out of hours.

Land and highway drains may be the responsibility of the local council and will not normally be that of the Company.

Business consumers

Business consumers

Please use the telephone number on your bill to contact us.

9.2 Internet site

Internet site

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

9.3 Data sharing

Data Protection

The Company complies 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 us 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/or tracing agencies, and/or (ii) share your data with other utilities and local authorities who will use the data to help us or them to locate, trace and recover the monies you owe.

You can request a copy of information held about you by the Company. You also have the right to withdraw consent for the receipt of marketing information from the Company at any time. Any questions regarding the use of data and data protection should be sent to: Data Protection & Fraud Manager, United Utilities PLC, Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP.

9.4 Publications

*Available
leaflets*

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

- 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 meter option scheme
- Leakage code of practice
- Code of practice and procedure on debt recovery
- Our standards of service – includes compensation payments made under the statutory Guaranteed Standards Scheme
- ExtraCare – our services for consumers with extra needs
- WaterSure – financial assistance for metered household consumers who use large amounts of water for essential purposes
- Our complaints procedure
- Testing household water meters
- Replacing lead and common supply pipes
- Charges scheme summary – household consumers 2011-2012
- Charges scheme summary – business and non-household consumers 2011-2012
- Surface water drainage - household 2011-2012 – gives details about surface water drainage and how to claim for a reduction in sewerage charges
- Surface water drainage – business and non-household 2011-2012 – gives details about surface water drainage and how to claim for a reduction in sewerage charges

Other water companies

9.5 Other water companies charges

Charges will be different for consumers who live near to the borders of the Company's area and receive water supply or sewerage services from another company.

The table below shows the contact details for the water companies that border the Company's area.

Company	Billing and account enquiries	Telephone
Yorkshire Water	Yorkshire Water PO Box 52 Bradford BD3 7YD	0845 1 242424
Northumbrian Water	Northumbrian Water Customer Centre P O Box 300 Durham DH1 9WQ	0845 733 5566
Dee Valley Water	Dee Valley Water plc Packsaddle Wrexham Road Rhostyllen Wrexham LL14 4EH	01978 833 200
Severn Trent Water	Severn Trent Water Ltd Customer Relations PO Box 5310 Coventry CV3 9FJ	0845 7500 500
Welsh Water (Dwr Cymru)	Dŵr Cymru Welsh Water P.O. Box 690 Cardiff CF3 5WL	0800 052 0145

9.6 Enquiries over basis of charge

Household consumers moving into premises within the Company's area can obtain details of the basis of charge for those premises by telephoning 0845 746 1100.

10. SCHEDULE OF CHARGES 2011-2012

This schedule lists our tariffs and forms part of the Company's charges scheme for 2011-2012. All charges apply from 1 April 2011.

Charges are annual unless stated otherwise.

SCHEDULE A – HOUSEHOLD CHARGES

A.1. Unmeasured charges

Water		Sewerage
Standing charge	Charge per £RV	Charge per £RV
£56.00	£0.883	£1.297

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge is **£0.995** per £RV (rateable value).

If premises only receive a surface water drainage service, the charge is **£0.605** per £RV (rateable value).

A.2. Measured charges

Water		Sewerage		
Standing charge	Volumetric charge per m3	Standing charge	Fixed charge (surface water & highway drainage)	Volumetric charge per m3
£32.00	£1.457	£16.00	£66.00	£1.124

Assumes a 15mm meter has been fitted.

If premises only receive a water service the standing charge will be **£47.00**.

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage fixed charge is **£32.00**.

A.3. Assessed charges – household where metering impracticable

The assessed charge payable under paragraph 3.5.5 following the serving of a measured charges notice, will comprise a fixed annual sum varying according to the type of premises as detailed below:

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

If 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**.

A.4. Assessed charges - altered household premises

The assessed charge for household premises payable under paragraphs 3.2.3 and 3.2.5 will comprise a fixed annual sum varying according to property type as detailed below:

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

If 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**.

A.5. WaterSure - Vulnerable groups' tariff

The annual charge payable under paragraph 2.10 is based on the average household charge as shown below:

	Water	Sewerage	Total
Average household charge	£182.00	£194.00	£376.00

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

A.6. Support tariff

The annual charge payable under paragraph 2.11 is shown below:

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

A.7. Discount for direct debit payers

An annual discount of **£5.00** (£2.50 per service) will be made to consumers who pay by direct debit. Owners of multiple premises who have either agreed a group billing arrangement with the Company (see paragraph 2.13) or who qualify for an owners allowance (see schedule A9) will not receive the discount.

A.8. Discount for household consumers paying water services charges via registered social housing landlord or local authority

An annual discount of **£10.00** (£5.00 per service) will be applied to the account of a household consumer paying his water services charges via a registered social landlord or local authority that is participating in the Company's scheme (see paragraph 2.5).

A.9. Owners allowance

An annual allowance of 3.5% is available to owners of premises who, by agreement with the Company, undertake to pay water services charges for one or more tenanted household premises. To qualify for the allowance, payment must be made by the due date stated on the consumer's account.

SCHEDULE B – BUSINESS AND NON-HOUSEHOLD CHARGES

B.1. Unmeasured premises

Water		Sewerage
Standing charge	Charge per £RV	Charge per £RV
£56.00	£0.883	£1.297

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge is **£0.995** per £RV (rateable value).

If premises only receive a surface water drainage service, the charge is **£0.605** per £RV (rateable value).

B.2. Measured premises

B.2.a. Water charges - standard

A volumetric charge – per cubic metre (m3)	£1.457
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Plus a standing charge

Meter size	Standing charge
15mm	£53.00
20-22mm	£80.00
25-35mm	£97.00
40-42mm	£134.00
50-54mm	£203.00
80mm	£657.00
100mm	£1,123.00
150mm+	£1,923.00
Farm troughs	£76.00

B.2.b. Sewerage charges – Foul drainage

Foul drainage	
A volumetric charge – per cubic metre (m3)	£1.004
Swimming pool effluent – per cubic metre (m3)	£0.842

Also applies to consumers billed on behalf of the Company by another water undertaker.

B.2.c. Surface water and highway drainage charges

1. Charges for measured non-household premises

Charging Band	Chargeable area m2	Surface water drainage only charge	Highway drainage only charge	Surface water & highway drainage charge
Band 1	Up to 124 m2	£50.15	£50.15	£100.30
Band 2	125 – 299 m2	£124.65	£124.65	£249.30
Band 3	300 – 649 m2	£277.94	£277.94	£555.88
Band 4	650 – 1,499 m2	£628.92	£628.92	£1,257.84
Band 5	1,500 – 2,999 m2	£1,315.63	£1,315.63	£2,631.26
Band 6	3,000 – 6,999 m2	£2,924.94	£2,924.94	£5,849.88
Band 7	7,000 – 11,999 m2	£5,557.12	£5,557.12	£11,114.24
Band 8	12,000 – 17,999 m2	£8,774.78	£8,774.78	£17,549.56
Band 9	18,000 – 24,999 m2	£12,576.94	£12,576.94	£25,153.88
Band 10	25,000 – 49,999 m2	£21,936.69	£21,936.69	£43,873.38
Band 11	50,000 – 74,999 m2	£36,560.84	£36,560.84	£73,121.68
Band 12	75,000 – 99,999 m2	£51,185.45	£51,185.45	£102,370.90
Band 13	100,000 – 124,999 m2	£65,809.59	£65,809.59	£131,619.18
Band 14	125,000 – 149,999 m2	£80,434.20	£80,434.20	£160,868.40
Band 15	≥ 150,000 m2	£83,077.38	£83,077.38	£166,154.76

Also applies to consumers billed on behalf of the Company by another water undertaker.

2. Community groups (including those billed on behalf of the Company by another water undertaker)

A charge based on site area charges, band 1 as set out in the table above.

B.3. Assessed charges for non-household premises

The assessed charge for non-household premises payable under paragraphs 3.4.4 and 3.4.5 will comprise of a fixed annual sum as follows:

Type of premises	Water	Sewerage	Total
Non-household premises where the Company determines the meter size would be 15mm	£526.31	£326.15	£852.46
Non-household premises where the Company determines the meter size would be >15mm but ≤ 22mm	£1,260.61	£813.54	£2,074.15

Note: The sewerage charge quoted does not include surface water and highway drainage charges. These will be charged separately based on a chargeable area as shown in the table at B.2.c.1.

B.4. Optional water tariffs

B.4.a. Select Plus tariff

This tariff will benefit consumers whose annual volumetric usage at one site will be in excess of 3,000 megalitres (3,000,000 m³) p.a. Charges are applied as for business metered consumers except the water volumetric charge is reduced for usage up to 3,000 megalitres and reduced further for usage above 3,000 megalitres and an additional annual fixed charge is payable.

Annual fixed charge per site (in addition to the normal meter standing charges)	£119,247.00
Plus volumetric charge – per cubic metre (m ³)	
Up to 3,000,000 cubic metres p.a.	£0.883
Over 3,000,000 cubic metres p.a.	£0.277

B.4.b. Select 750 tariff

This tariff will benefit consumers whose annual volumetric usage at one site will be in excess of 750 megalitres (750,000 m³) p.a.

Annual fixed charge per site (in addition to the normal meter standing charges)	£119,247.00
Plus volumetric charge – per cubic metre (m ³)	£0.883

B.4.c. Select 180 tariff

This tariff will benefit consumers whose annual volumetric usage at one site will be in excess of 180 megalitres (180,000 m³) p.a.

Annual fixed charge per site (in addition to the normal meter standing charges)	£61,244.00
Plus volumetric charge – per cubic metre (m ³)	£0.960

B.4.d. Select 50 tariff

This tariff will benefit consumers whose annual volumetric usage at one site will be in excess of 50 megalitres (50,000 m³) p.a.

Annual fixed charge per site (in addition to the normal meter standing charges)	£10,873.00
Plus volumetric charge – per cubic metre (m ³)	£1.240

B.5. Sewerage select tariff

This tariff is available for consumers whose annual discharge at one site is in excess of 50 megalitres (50,000 m³) p.a.

Volumetric charge – per cubic metre (m ³)	£0.970
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B.6. Shipping supplies and damping down dust

A fixed charge of **£26.00** and a charge of **£2.782** per cubic metre of water will be applied for water supplied to ships and provided at docks for damping down dust within normal working hours.

A fixed charge of **£26.00** will apply outside normal working hours.

(For the purpose of these charges, normal working hours are Monday to Friday 9.00 a.m. to 5.00 p.m. and exclude Bank Holidays).

B.7. Water reservation charges

The reservation charges referred to in paragraph 3.3.15 are annual charges related to the volume of reserved capacity as detailed below:

B.7.a. Potable charges

Maximum daily volume reserved			Capacity charge	Fixed site charge	Volumetric charge per m ³	
			Per MI/per day		Up to reserved amount	Over reserved amount
Up to	0.137	MI/day	£79,253.00	N/a	£1.240	£1.603
Up to	0.493	MI/day	£79,253.00	£10,329.35	£1.026	£1.364
Up to	2.055	MI/day	£79,253.00	£59,712.90	£0.745	£1.056
Over	2.055	MI/day	£79,253.00	£118,054.53	£0.667	£0.971

B.7.b. Non-potable charges

Capacity charge	Volumetric charge per m ³	
Per MI/per day	Up to reserved amount	Over reserved amount
£30,755.00	£0.254	£0.372

B.8. Non-potable water (where available)

The annual charge comprises a standing charge based on the size of the water meter as set out in the table for measured premises in section B.2.a plus a volumetric charge of **£0.338** per cubic metre.

B.9. Trade effluent

B.9.a. Trade effluent charges

Charges per cubic metre for effluent of average strength:

Mogden formula elements	Volume charge per m ³
Reception and conveyance	£0.2200
Preliminary and primary treatment	£0.1780
Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)	£0.1750
Biological treatment (capital element)	£0.0260
Sludge treatment and disposal (based on Suspended Solids of 230mg/l)	£0.1327
Total charge for conveyance and full treatment of average strength effluent	£0.7317

Minimum charge **£285.00**

Note: The reception charge for annual discharges in excess of 50 megalitres (50,000 m³) at one site is **£0.1850** per cubic metre.

B.9.b. Reservation charges

Where applicable a reservation charge will be made in two parts:

- A daily element per cubic metre of volume and treatment capacity reserved in the sewerage network; and
- An element based on actual volume and strength output

Mogden formula elements	Reservation charge per m ³ /day	Volume charge per m ³
Reception & conveyance	£0.0321	£0.1879
Preliminary & primary treatment	£0.0254	£0.1526
Biological treatment (capital element)	£0.0059	£0.0201
Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.0224	£0.1525
Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.0172	£0.1156

Note: The reception charge for treatment in excess of 50 megalitres (50,000 m³) at one site is **£0.0234** per cubic metre/day and the volume charge is **£0.1616** per cubic

metre.

B.10. Other sewerage charges

B.10.a. Places of worship

Places of worship that have neither a water meter nor a charging value will pay a standing charge for sewerage services of **£67.00**.

B.10.b. Car parks

Car parks without a water connection or charging value and without a meter will pay a standing charge of **£114.00** for surface water and highway drainage services.

New car parks from 1 April 2010 will pay a charge based on chargeable area as set out in B.2.c.1 for surface water and highway drainage services.

B.11. Discount for direct debit payers

An annual discount of **£5.00** (£2.50 per service) will be made to consumers who pay by direct debit. Owners of multiple premises who have either agreed a group billing arrangement with the Company (see paragraph 2.13) will not receive the discount.

B.12. Competition in the water business for eligible non-household consumers

Water Supply Licensees (licensees) can request access to the Company's water supply system to supply water to eligible consumers. This access is governed by the Water Industry Act 1991, as amended by the Water Act 2003. Details of the Company's published Access Code and indicative access prices can be found at: unitedutilities.com.

B.13. V.A.T

All charges are shown exclusive of any V.A.T.

SCHEDULE C – MISCELLANEOUS CHARGES

C.1. Infrastructure charges

Water infrastructure charge	£312.19
Sewerage infrastructure charge	£312.19

C.2. 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 mtrs)	£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 (SLO's) who are able submit Water Industry Approved Plumber Scheme (WIAPS) certificates for work carried out. Membership of the scheme is at the Company's discretion. For connections made under the Developer connection scheme, a reduction of **£20.00** is applied for each connection.

Note 2: For the purposes of recovering expenses in producing a quotation for new connections the Company 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: The Company no longer offer an external boundary box as a meter location choice

C.3. Meter testing

Where the meter accuracy is outside the prescribed limits of the Meter Regulations **No charge**

Where the meter accuracy is within the prescribed limits the following charges apply:

Household meter **£70.00**

Non-household meter

Up to 20mm **£95.00**

Up to 42mm **£150.00**

50mm and over **Quote on request**

Note: The charge quoted for non-household tests between 20mm and 42mm relates to testing carried out by the Company. Where this is not available the charge will be quoted at cost.

C.4. Survey at consumer's request

To determine whether a meter can be repositioned **£39.00**

To determine the work required to re-size a meter **£94.00**

To determine a consumer's likely water requirements and the work required to re-size a meter **£168.00**

C.5. To fit and remove a Company data logger or pulse unit **£183.00**

C.6. Installation of an optional meter in a location other than that defined in the Company's meter location policy **£100.00**

C.7. Relocation of a water meter (household)

Meter location From	Meter location To	Survey fee	Relocation fee	Inspection fee
Internal	New internal position (relocated by your plumber)	N/a	N/a	£50.00
Internal or external	New internal position (relocated by the Company)	£36.00	£231.00*	N/a
External (property boundary)	New external at property boundary (must be relocated by the Company)	£36.00	£373.00*	N/a
Internal	New external location in boundary box (must be relocated by the Company)	£36.00	£373.00*	N/a
Internal	New external location in an existing boundary box (must be relocated by the Company)	£36.00	£81.00*	N/a

* Approximate costs of relocating a meter

C.8. Building water

Premises supplied	Charge
Houses or other premises with a standard size connection	£25.00 per unit
Developments other than those of houses	10p per £100.00 of the contract value
Any premises that the Company agrees should be metered	Standard measured charges

C.9. Disconnection

Permanent disconnection **No charge**

Disconnection and reconnection

Arising from non-payment in the case of non-household consumers (or actual cost if greater) **£94.00**

Reconnection of a temporary disconnected water supply to unmeasured household premises, at consumer's request **£47.00**

Visit for purpose of intended disconnection of a non-household consumer arising from non-payment **£47.00**

C.10. Charges resulting from failed payments

Refer to drawer cheques **£5.00**

Unpaid direct debit / standing order **£5.00**

C.11. Charges resulting from late payments **£10.00**

C.12. Charge for copy documents

Requests for up to 10 copy documents

- hardcopy **£32.00**

- softcopy **£30.52**

(Charges for a single copy of the latest bill may be waived)

Charge for additional A4 documents – in multiples of 10

- hardcopy **£5.52**

- softcopy **£4.05**

A document includes a copy bill or invoice or a map (no larger than A3)

Assumes 10 documents supplied at the same time.

A limit of 20 documents may be applied to each request.

C.13. Data Protection Act – access request fee (per request) **£10.00**

C.14. Charges for inspections

Visit to locate a stop cock or stop valve (per hour) **£47.00**

Visit to provide advice/assistance with private pipework (per hour) **£47.00**

The charge for inspections only includes the first hour of the visit.

Additional charges will apply for each additional hour or part thereof.

Surface water drainage claim on or below band 6 where the current charge is proven to be correct	£105.00
Surface water drainage claim above band 6 where the current charge is proven to be correct	£466.00
Site area charging band changes including changes to surface types where the current charge is proven to be correct	£54.00
C.15. Pressure/Flow tests (per hour per person) Any associated expense will be billed separately	£47.00
C.16. Unmetered farm troughs (per trough per annum for water)	£128.00
C.17. Use of unmetered standpipes for drawing water from our mains	
Use of unmetered standpipe – 22mm	£615.18
Use of unmetered standpipe – 50mm	£1,538.05
C.18. Use of metered standpipes for drawing water from our mains	
Annual licence fee – 22mm	£579.43
Annual licence fee – 50mm	£736.49
In addition a charge of £1.457 per cubic metre will be made for all water recorded as used through the standpipe meter.	
The minimum hire period for a metered standpipe is four weeks	
The minimum charge for a four week hire period - 22 mm	£44.57
The minimum charge for a four week hire period - 50mm	£56.65
C.19. Licensed operator certification charge (per test)	£62.00
C.20. Re-inspection of plumbing work charge (per hour)	£47.00
C.21. Cesspool and septic tank waste	
Charge for reception, treatment and disposal of the contents (per m3)	£9.97
(Charge made to the Local Authority/Contractor delivering contents to the Company's wastewater treatment works).	
Standing charge to cover the cost of reception and administration (per visit)	£5.00

C.22. Tanker services

C.22.a. Transporting water by tanker

The Company reserves the right to recover transport, administration and any other costs associated with the provision of this service.

C.23.b. Disposal of sludge to land

The Company reserves the right to recover transport, administration and any other costs associated with the provision of this service.

C.24. Developer enquiries - water

C.24.a. Pre-development enquiry – application fee £338.21

Note 1. Developments up to 200 connections.

Note 2. The validity period for information provided is six months.

Note 3. The application fee is non-refundable, however if the development proceeds and new water mains are requisitioned from the Company within the validity period, the fee will be deducted from the final bill.

C.24.b. Provision of mains design for building developments

Type of development	Application fee
Small – 1 to 20 connections	£930.86
Medium – 21 – 100 connections	£1,163.32
Large – 101 to 200 connections	£1,544.46

Note 1. Developments of over 200 connections will be quoted on application

Note 2. The validity period for quotations is 90 days.

Note 3. The application fee is non-refundable however if the development proceeds and new water mains are requisitioned from the Company within the validity period, the fee will be deducted from the final bill.

C.25. Developer enquiries - sewerage

C.25.a. Supervision of sewer connections

Type of connection	Charge
Supervision of standard connection within normal working hours	£208.00
Supervision of standard connection outside normal working hours	At cost
Supervision of non-standard sewer connections	At cost
Abortive visit (per visit)	£47.00

(For the purpose of these charges, normal working hours are Monday to Friday 9.00 a.m. to 5.00 p.m. and exclude Bank Holidays).

C.25.b. Supervision of building over sewers

Type of connection	Charge
Initial application and assessment of suitability for building over a Company sewer	£48.00
Site visit to establish suitability for building over a Company sewer (will apply only if suitability cannot be fully assessed without a site visit)	£155.00
CCTV survey (Consumers can choose to appoint their own contractor to carry out CCTV)	£164.00
CCTV review (This charge applies if consumers choose to appoint their own contractor to carry out CCTV)	£23.00
Legal build over agreement	£375.00
Developer enquiry for drainage proposals initial application fee	£100.00
Site visit to provide further information on drainage proposals	£112.00
Abortive visit (per visit)	£47.00

C.26. Fire hydrants

Installation charge	
Mains over 100mm up to 150mm	£792.00
Mains over 150mm	Quote on request
Repair and maintenance charge	
Category 1	
Repairs affected without disturbance to the original surface (no dig)	£264.00
Repairs affected by excavation from the original surface up to the cover and frame depth level, (any surface category), including resetting of surface box and permanent reinstatement upon completion	£401.00
Category 2	
Repairs involving excavation below the original surface i.e. greater depth than category 1	£495.00
Complete hydrant replacement or removal (any surface category) and permanent reinstatement upon completion	£660.00
Category 3	
Relates to work involving the following activities: replace lid and/or reset cover and frame including permanent reinstatements (any surface category) and/or install/replace marker post(s), plates and numerals	£396.00

C.27. Repairs for damage to Company's assets

Damages to the Company's assets will normally be charged for at the following rates. Cases of engineering difficulty or of heavy damage may be charged at actual cost.

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 and apparatus 200mm/8" diameter and 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 the Company's "Private Leak Repair Scheme" factsheet (see section 9.3 for details of how to request a copy). This charge only applies if the Company is 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.

C.28. Trade effluent - Application, consent and direction charges

Application charge	£61.00
Consent charge	
Trade effluent discharges containing sanitary constituents only	£178.00
Trade effluent discharges containing chemical substances which are not prescribed under the Trade Effluent (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£299.00
Trade effluent discharges which constitutes a large proportion of the flow or load at the receiving wastewater treatment works and/or contains substances prescribed under the Trade Effluent (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£476.00

Direction charge	
Any discharge containing sanitary constituents only	£123.00
Any discharge containing chemical substances which are not prescribed under the Trade Effluent (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£178.00
Any discharge which constitutes a large proportion of the flow or load at the receiving wastewater treatment works and/or contains substances prescribed under the Trade Effluent (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£239.00

C.29. Supply of information by post or fax

Charges for water main or public sewer searches are available on request by contacting:

Property Searches,
 Stephen's Way, Goose Green, Wigan WN3 6PJ
 Telephone: 0870 751 0101

Fax: 0870 751 0102

Email: property.searches@uuplc.co.uk

C.30. V.A.T

All charges are shown exclusive of any V.A.T.