

# Business & non-household consumers 2010-2011

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

## Preface

The full version of our charges scheme is available on our website at: [unitedutilities.com/leaflets](http://unitedutilities.com/leaflets). In any case of doubt, please refer to that scheme, not this summary.

## 1. Introduction

### 1.1 Introduction

This charges scheme is effective for the period 1 April 2010 to 31 March 2011. It fixes the charges to be paid for services we provide in carrying out our functions as a water and sewerage undertaker.

Where any service is not provided for in this scheme, we may fix an appropriate charge.

The Water Services Authority (Ofwat), our regulator, has approved the full scheme and, where applicable, the charges included in it.

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

### 1.2 Value Added Tax

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.

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.

We issue a VAT questionnaire to all new non-household consumers. Failure to return this within 21 days will result in the application of VAT.

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

All charges are shown exclusive of any VAT.

## 2. General

### 2.1 Liability for charges

The occupier of premises is liable for charges except where another person has agreed with us to accept responsibility, in which case that person is liable. Where premises are let for periods of less than 12 months or are in multiple occupation the owner may be regarded as the occupier.

In most landlord and tenant situations it is normally the tenant who is charged as the

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

Where a consumer engages the services of a third party to act as his billing agent, we 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 duly signed by the consumer or his authorised representative. The involvement of a billing agent does not affect the consumer's liability for charges. We require a written authority from the consumer or his billing agent at the start of each charging year.

Charges will be made wherever premises are occupied or furnished. If premises are not occupied or furnished, charges will be made for any services provided to the person receiving those services.

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

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

- he ceases to occupy the premises (or no longer requires a supply of water to them) and has given us at least two working days notice to that effect: or
- 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.

Where a single metered supply serves more than one set of premises but the size of, and water use at all but one of those sets of premises is, in our opinion, insignificant in relation to the total, we may regard the occupier of that one set of premises as the occupier of all the premises served by the said metered supply.

### 2.2 Timing of payment

Charges or instalments are payable on the due date stated on our bills. Failure to pay by the due date may result in recovery action and additional costs.

Unmeasured charges are normally payable in half-yearly instalments, with the due date being in advance of the period covered by the charges. Except where other arrangements are agreed, if an instalment is not paid on time the whole outstanding balance of charges becomes due immediately.

Measured charges are payable on demand either quarterly or monthly, according to the meter reading frequency set out in paragraph 3.3.3.

Where sewerage charges are collected on our behalf by another water undertaker, those charges will be payable at the times stated by that undertaker.

## 2.3 Changes in charges

The charges in this charges scheme apply from 1 April 2010 to 31 March 2011.

## 2.4 Discount for direct debit payers

A consumer who pays water services charges by direct debit directly to us will receive an annual discount of **£5.00**, 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 us (see paragraph 2.10) or who qualify for an owners allowance will not receive the discount.

For a consumer with a measured water supply who has agreed with us 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.

The discount is an annual amount. Where a consumer sets up an arrangement with us to pay water services charges by direct debit part way through a year, the full discount will be applied. Where a consumer defaults with his direct debit payments, his entitlement to the discount no longer applies and we may seek to recover it. The discount will be recovered for the charging year in which the consumer defaults.

## 2.5 Security deposits

We may, where appropriate, require security to be provided for payment of future charges. Interest will be payable on sums held on deposit at the rate determined by us. A consumer may become ineligible for our Select tariffs as specified in paragraphs 3.3.10 to 3.3.13 unless security is provided. In the case of such ineligibility the standard measured tariff as specified in 3.3.9 will apply.

## 2.6 Interest on outstanding charges

We may, where appropriate, 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.

## 2.7 Late payment fee

We may, in respect of non-household consumers charged on standard tariffs, charge a late payment fee of **£10.00** 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.

## 2.8 Pre-payment devices

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

## 2.9 Billing adjustments

We make every effort to ensure that charges are billed correctly and in accordance with our charges scheme. Any adjustment to

charges will normally be applied from the start of the charging year in which the change in circumstances is notified by a consumer to us, or otherwise brought to our attention. Where the change occurs in the current charging year and the change is brought to our attention during the current charging year any adjustment will be applied from the date of change.

In circumstances where it is identified that a consumer has been charged incorrectly because of an error caused by us, we reserve the right to make retrospective adjustment, and will always do so where the adjustment is in the consumer's favour.

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

Where a consumer is liable to pay charges for premises which are based on the Business Rateable Value of those premises 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.

## 2.10 Group billing arrangements

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

## 2.11 Charges for copy documents

We reserve the right to charge for copies of documents (including bills) issued by us to you or your agents as follows:

Request for up to 10 A4 documents	
hardcopy	<b>£30.57</b>
email	<b>£29.15</b>
Charge for additional A4 documents (in multiples of 10)	
hardcopy	<b>£5.27</b>
email	<b>£3.87</b>

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

Requests for more than 10 documents (supplied at the same time) will be charged **£30.57** (email **£29.15**) for the first set of 10 documents, then an additional charge for each further subsequent set of 10. A limit of 20 documents may be applied to each request.

## 2.12 Complaints procedure

We aim to deliver a high standard of service and to deal with consumer complaints speedily and satisfactorily. We should reply to any written complaint within 10 working days. If we fail to do this we will make 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 (details of which will be shown on our original response to your complaint) 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.

If, following review, 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

Consumers are liable for water supply charges in respect of all occupied or furnished premises to which, or for the benefit of which, a supply of water is provided or made available.

### 3.2 Compulsory metering

#### 3.2.1 Categories of premises

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

- new business, and non-household premises;
- business and non-household premises where metering is practicable;
- premises which do not have a rateable value or assessed charging value;
- 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);
- premises or parts of premises containing communal water facilities e.g. a communal laundry in a block of flats.

Where we require 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. In all other cases, the meter will be installed at our expense, and the consumer will not be allowed to transfer to an unmeasured basis of charge.

#### 3.2.2 New premises

Subject to paragraph 3.2.3 and 3.2.4, all new premises must be capable of being separately metered and we may refuse to make a new connection if they are not.

#### 3.2.3 Common metering arrangements for household premises

We may allow a group of individual household premises (typically an apartment block), having regard to paragraph 3.2.2, to be supplied through a common water meter, provided that:

- the owner, landlord or management company enters an agreement with us 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 us;
- 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, we reserve 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, an annual assessed charge will be payable by each occupier as shown in **Table 3a**.

Where a developer has requested individual meters to individual household premises which are supplied through a single connection to our water main (typically an apartment block), we 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 us 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.

### 3.2.4 Common metering arrangement for non-household premises

We may, having regard to 3.2.2, 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 us 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 us;
- 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, we reserve 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, an annual assessed charge for non-household premises as shown in **Table 3b** will be payable by each occupier.

### 3.2.5 Alterations to premises

Unless agreed with us any alterations to 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 our water main and capable of being separately metered. The costs of appropriate alterations to the pipework will be borne by the consumer. In default, we may terminate or refuse to make a new connection, or carry out the necessary work and recover costs. A charging value or charge may be assessed if metering is not practicable, or until a meter can be fitted shown in **Table 3a** and **3b**. In cases of illegal connection, we may pursue all appropriate criminal and civil remedies.

## 3.3 Measured water supply charges

### 3.3.1 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 as specified in paragraphs 3.3.10 to 3.3.13. In each case, where no meter size is indicated on the meter we will assess a meter size by reference to the nominal flow through the meter.

### 3.3.2 Meter installation

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 us and the consumer meets any additional costs.

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, we may use the charging value of 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. We may at our discretion exclude any bib tap from communal water using facilities for the purposes of this paragraph.

Failure to allow us or our agents' reasonable access to install or subsequently exchange or maintain a water meter may result in legal proceedings. The consumer may be liable for all costs incurred by us, including legal costs. It is an offence to tamper with a water meter without our express permission.

### 3.3.3 Meter reading

The meter reading is prima facie evidence of consumption.

Meter readings will be taken at intervals as determined by us.

Meters are normally read either quarterly or monthly, and bills are issued accordingly. Bills are based on the actual usage shown on the meter. If we cannot read the meter, we may ask the consumer to provide a reading. Where no reading is available, we will estimate usage based on previous consumption (or for any period prior to meter installation or where

**Table 3a - Assessed charges – household premises**

Type of premises	Water	Sewerage	Total
Single person household	£105.57	£138.62	£244.19
Detached (includes houses, link-detached and detached bungalows)	£225.11	£232.93	£458.04
Semi-detached (includes houses and semi-detached bungalows)	£205.87	£217.75	£423.62
Other household premises (includes flats and terraced houses)	£157.78	£179.81	£337.59

**Note:** 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 **£33.00 p.a.**

**Table 3b - Assessed charges for non-household premises (where metering not practicable)**

Type of premises	Water	Sewerage	Total
Non-household premises where the Company determines the meter size would be 15mm	£496.34	£314.45	£810.79
Non-household premises where the Company determines the meter size would be 15mm but <22mm	£1,188.35	£784.37	£1,972.72

**Note:** The sewerage charge quoted does not include surface water and highway drainage charges. These will be charged separately depending on the circumstances, as described in section 4.4.2.

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, we 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.

For the first meter reading after 1 April, we 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

At the written request of the consumer, we will carry out a test of the meter. The meter will always be removed from the premises for testing to ensure accuracy. If when tested the accuracy of the meter falls within the prescribed limits of error, a charge for carrying out the test is payable by the consumer as follows:

Meter size	Charge
Up to 20mm	<b>£91.00</b>
Up to 42mm	<b>£143.00</b>
50mm and over	<b>Quote on request</b>

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, normally for non-household consumers from the last meter reading but one before the matter was brought to our attention.

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

### 3.3.5 Change in meter size or position

At the written request of the consumer or his agent, we 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) re-position the meter or replace it with one of the appropriate size.

Charges will be directly related to the cost of the work undertaken as set out in 3.9. All such work will be at the consumer's expense.

Where the consumer requests us, to replace the meter with one of a specified different size without us 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.

### 3.3.6 Access to meter

A meter remains the property of United Utilities Water and the consumer must allow access to it at all reasonable times. Failure to allow our agents or us reasonable access may result in legal proceedings. The consumer may be liable for any costs incurred by us, including associated legal costs.

### 3.3.7 Responsibility for metered charges

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

For non-household consumers no allowance for leakage is given against water supply charges. However an allowance may be granted against sewerage volumetric charges if the water did not return to the public sewer, provided that the burst is repaired and certain conditions, as detailed in our Leakage code of practice, are met.

### 3.3.9 Standard measured tariff

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

- a charge of **£1.374** per cubic metre of water used; and
- a standing charge based upon the size of the meter, as follows:

Meter size	Standing charge p.a.
15mm	<b>£50.00</b>
20 - 22mm	<b>£75.00</b>
25 - 35mm	<b>£91.00</b>
40 - 42mm	<b>£126.00</b>
50 - 54mm	<b>£191.00</b>
80mm	<b>£619.00</b>
100mm	<b>£1,058.00</b>
150mm+	<b>£1,812.00</b>
Farm troughs	<b>£72.00</b>

### 3.3.10 Select Plus tariff

A consumer can choose to pay under our Select Plus tariff. This will benefit a consumer who 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 of **£112,454.00** p.a. per site; and
- a charge of **£0.832** per cubic metre of water used up to 3,000,000 cubic metres; and
- a reduced charge of **£0.276** per cubic metre for every cubic metre over 3,000,000 per annum; and
- a standing charge per meter based on its size, as set out in 3.3.9.

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

A consumer can choose to pay under our Select 750 tariff. This will benefit a consumer who 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 of **£112,454.00** p.a. per site; and
- a charge of **£0.832** per cubic metre of water used; and

- a standing charge per meter based on its size, as set out in 3.3.9 above.

### 3.3.12 Select 180 tariff

A consumer can choose to pay under our Select 180 tariff. This will benefit a consumer who 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 of **£57,755.00** p.a. per site; and
- a charge of **£0.905** per cubic metre of water used; and
- a standing charge per meter based on its size, as set out in 3.3.9.

### 3.3.13 Select 50 tariff

A consumer can choose to pay under our Select 50 tariff. This will benefit a consumer who 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 of **£10,254.00** p.a. per site; and
- a charge of **£1.169** per cubic metre of water used; and
- a standing charge per meter based on its size, as set out in 3.3.9.

### 3.3.14 Choice of tariff

A consumer who wishes to pay under one of our Select tariffs, must apply in writing using our prescribed form and sending it to our appropriate office 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. We will allow a consumer to change tariff from the date of his written application; however we will only allow one change in any twelve month period.

A consumer will become ineligible for our Select tariffs, as specified in paragraphs 3.3.10 to 3.3.13 if the water services charges are overdue for a period of 60 days starting from the date stated on the consumer's account, unless the consumer has a payment arrangement agreed by us 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 our part relating to charging or billing errors. In the case of such ineligibility the standard measured tariff (see paragraph 3.3.9) will be applied to all consumption for the remainder of the measured supply charging year from the date of ineligibility.

### 3.3.15 Supply partially used for fire fighting: notional downsizing of meter (measured non-household premises)

In respect of non-household premises where a metered supply serves fire fighting equipment as well as water fittings for normal use, we 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 we will apply a reduced standing charge, based on normal use requirements.

Where we determine that a meter of the appropriate size for the combined

requirements is not in place, the consumer must request us (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 as set out in 3.9.

### 3.3.16 Shipping supplies and damp down dust

A fixed charge of **£10.00** and a charge of **£2.617** per cubic metre are applied for water supplied to ships and provided at docks for damping down dust within normal working hours.

A fixed charge of **£10.00** will apply outside normal working hours.

**Note:** 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.

### 3.3.18 Non-potable water

Where supplies of non-potable water are made available for non-domestic purposes, the charge is made up of:

- a charge of **£0.323** per cubic metre of water used which is lower than that for potable water, and
- a standing charge per meter based on its size, as set out in 3.3.9.

## 3.4 Unmeasured water supply charges

### 3.4.1 Basis of charge

Where there is no meter and where we have agreed that unmeasured charges are payable, water services charges are made up of two parts:

- a standing charge of **£53.00** p.a.; and
- a charge of **£0.821** per £ of the charging value of the premises.

Where there is no rateable value (or assessed charging value) or where we consider the rateable value to be no longer appropriate, we 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.

### 3.4.2 Unmetered farm troughs

A standing charge of **£120.00** per annum 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.

## 3.5 Other water supply charges

### 3.5.1 Water reservation charges

Where a consumer requests us 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 us. 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.

The consumer must specify a daily maximum reserved amount in 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.

Where a consumer 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.

Where a consumer's actual consumption in a charging year exceeds that to which his annual reservation charge for that year would relate, the subsequent year's

reservation charge will automatically be set at a level appropriate to the previous year's consumption.

We reserve the right to downsize a metered connection to a size more appropriate to either the consumer's reserved amount or daily average amount. Details of the charges are shown in **Tables 3c** and **3d**.

### 3.5.2 Building water

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

Building water charges will be made as either:

- a charge of **£25.00** per new house or premises; or
- a charge **10p of per £100** of the contract value for developments other than those of houses; or
- if metered, a charge under United Utilities Water's standard measured tariff set out in 3.3.9.

## 3.6 Disconnection arising from non-payment

Where a water supply is disconnected for non-payment of charges, an additional charge of **£90.00** for disconnection and subsequent reconnection is payable for each visit. Where we disconnect a supply for non-payment of charges, it will not be reconnected until the consumer pays the amount owing and the charge for reconnection.

We may require security to be provided for future payment of charges from consumers who fail to pay and are subsequently disconnected. Where our representative or agent visits premises with the intention of disconnecting the supply and the disconnection does not proceed, a charge of **£45.00** for the visit may be payable.

## 3.7 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 such works do not comply with the Regulations, a charge of **£45.00** per hour will be made for each necessary re-inspection visit.

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.

## 3.8 Licensed operators - use of water drawn from hydrants

Where water is drawn from hydrants on an unmeasured basis, standard charges will be payable as follows:

- Use of unmetered standpipe - 22mm **£580.14 p.a.**
- Use of unmetered standpipe - 50mm **£1,450.43 p.a.**

**Table 3c - Potable water reservation charges**

Maximum daily volume reserved		Capacity charge	Fixed site charge	Volumetric charge per m <sup>3</sup>		
				Up to reserved amount	Over reserved amount	
Up to	0.137	MI/day	<b>£74,681.00</b>	<b>N/a</b>	<b>£1.168</b>	<b>£1.511</b>
Up to	0.493	MI/day	<b>£74,681.00</b>	<b>£9,741.00</b>	<b>£0.967</b>	<b>£1.286</b>
Up to	2.055	MI/day	<b>£74,681.00</b>	<b>£56,311.00</b>	<b>£0.702</b>	<b>£0.996</b>
Over	2.055	MI/day	<b>£74,681.00</b>	<b>£111,329.00</b>	<b>£0.628</b>	<b>£0.915</b>

**Table 3d - Non-potable water reservation charges**

Capacity charge p.a.	Volumetric charge per m <sup>3</sup>	
	Up to reserved amount	Over reserved amount
<b>£29,372.00</b>	<b>£0.242</b>	<b>£0.355</b>

Where water is drawn from hydrants using metered equipment, the standard measured tariff will apply, to all water recorded as used through the standpipe meter, as set out in 3.3.9. In addition an annual licence fee will be applied as follows:

- Use of metered standpipe – 22mm **£546.00 p.a.**
- Use of metered standpipe – 50mm **£694.00 p.a.**

We will determine the basis of charge depending upon the volume of water required by the consumer and the availability of the equipment.

The minimum hire period for a metered standpipe is four weeks. The minimum charge for a four week hire period is:

- 22mm **£42.00**
- 50mm **£53.38**

As part of our standpipe licensing policy we have a licensed operator scheme. Only licensed operators may open our hydrants and then only strictly in accordance with our policy. Anyone wishing to be a licensed operator must be assessed for competency. A certificate of competency will be issued following a successful test, for which a charge of **£59.00** is payable.

### 3.9 Other miscellaneous charges

A charge of **£45.00** per person per hour will be made for pressure or flow tests. Any associated expense will be billed separately.

Requests for a visit from us or our agents in connection with private pipework will be charged as follows:

To locate a stop cock or stop valve for work on private pipework (per visit) **£45.00**

To provide advice about or assistance with private pipework (per visit) **£45.00**

Requests for surveys in connection with meters will be charged as follows:

To determine whether a meter can be repositioned **£37.00**

To determine work to re-size a meter **£90.00**

To determine a consumer's likely water requirements and work to re-size a meter. **£160.00**

A charge of **£175.00** will be made to fit and remove a United Utilities data-logger or pulse unit.

### 3.10 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, as below:

Installations	
Mains over 100mm up to 150mm	<b>£756.00</b>
Mains over 150mm	<b>Quote on request</b>
Repair and maintenance	
Category 1	
Repairs affected without disturbance to the original surface (no dig)	<b>£252.00</b>
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	<b>£383.25</b>
Category 2	
Repairs involving excavation below the original surface i.e. greater depth than category 1	<b>£472.50</b>
Complete hydrant replacement or removal (any surface category) and permanent reinstatement upon completion	<b>£630.00</b>
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	<b>£378.00</b>

## 4. Sewerage charges

### 4.1 Liability for 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.

In respect of premises which discharge to our wastewater treatment works other than through a public sewer, we 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 we will charge the full amount for this element of the sewerage charges.

Sewerage charges in respect of surface water and highway drainage, will continue to be payable for premises that are not occupied or furnished 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 part of the sewerage charge will be payable.

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

### 4.2 Measured sewerage charges: household and non-household premises

For premises that do not have a meter, farms, other agricultural premises and some existing measured non-household premises determined by us, the sewerage charge is the charge of **£1.250** per £ of the charging value of the 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 of **£65.00** for sewerage services is payable

Where there is no charging value or where we consider the charging value is no longer appropriate, we 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.

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 we have 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 we are notified otherwise).

Any modification to that charging value will be given effect as indicated at paragraph 2.9.

### **4.3 Measured sewerage charges: non-household premises**

#### **4.3.1 Foul drainage**

We will normally (except for premises falling within paragraph 4.2) charge consumers of non-household premises with a water meter a charge of **£0.968** 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 we provide 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 meter readings.

Any relevant alterations to charges will be applied as indicated at paragraph 2.9.

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.

#### **4.3.2 Sewerage Select tariff**

A consumer who chooses to pay under one of the Company's Select tariffs as specified in paragraphs 3.3.10 to 3.3.13 or 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 volumetric sewerage charge for discharges in excess of 50 megalitres is **£0.935** per cubic metre.

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

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, 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 4.3.1 will be applied to all consumption for the remainder of the charging year from the date of ineligibility.

#### **4.3.3 Swimming pool effluent**

Where the effluent from a public or commercial swimming pool is largely comprised of the filter backwash water, the swimming pool effluent charge of **£0.812** per cubic metre and a non return allowance will be applied instead of our volumetric sewerage charge. A consumer must apply for this tariff. Where we are satisfied that the application is valid it will apply the tariff from the date the application is received

#### **4.3.4 Return to sewer assumption**

In setting the volumetric charge for sewerage we assume 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.

#### **4.3.5 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. We 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 us 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 we become aware of the change.

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

#### **4.3.6 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 4.3.1 charges will be applied as set out in section 5.1 of this scheme

#### **4.3.7 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 of **£1.250** 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 4.3.1 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 3.5.1), the metered charges payable under paragraph 4.3.1 will be based on the total volume of water received (estimated where appropriate).

#### **4.3.8 Temporary discharges**

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

### **4.4 Measured sewerage charges: non-household premises – surface water and highway drainage**

#### **4.4.1 Tariff components**

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 protected premises (eligible places of worship, scout and guide associations, sports clubs, village halls and community centres) a charge based upon the charging value of the premises where one exists, or a charge based upon the size of the meter. Where the charging value is £165 or below, a minimum charging value of £165 will be applied.
- (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 4.4.2 (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 2.9.

#### **4.4.2 Measured sewerage charges: non-household premises – site area charging**

Charges for surface water and highway drainage for measured non-household premises (except protected premises (eligible places of worship, scout and guide associations', sports clubs, village halls and community centres) and those billed on the Company's behalf by another water undertaker) will be based fully on site area for the 2010-2011 charging year.

We will continue to phase the move of non-household measured consumers whose surface water and highway drainage charges are billed on the Company's behalf by another water undertaker, to charges based upon their chargeable area.

The charges for each service will be applied for the 2010-2011 charging year as follows:

##### **a) Site area charges - surface water drainage**

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

Protected premises (eligible places of worship, scout and guide associations', sports

clubs, village halls and community centres) will be charged based upon the charging value of the premises where one exists, or a charge based upon the size of the meter.

Where the charging value is £165 or below, a minimum charging value of £165 will be applied.

#### 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. See **Tables 4a** and **4b**.

These charges also apply to consumers billed on behalf of the Company by another water

undertaker who occupy new or substantially altered premises or premises where there has been a change of occupier or business acquisition.

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

Non-household measured premises currently charged on chargeable area charges will remain so charged.

Full site area charges will be applied in the following circumstances:

- New premises
- Substantially altered premises

- Premises where there is a change of occupier or a business acquisition.

Other existing non-household measured premises (except protected premises) will be charged as follows:

- Premises with a charging value 2/3rds based on a chargeable area and 1/3rd based on a charging value
- Premises without a charging value 2/3rds based on a chargeable area and 1/3rd based on a standing charge

Protected premises (eligible places of worship, guide and scout associations, sports clubs, village halls and community centres) will be charged based upon the charging value of the premises where one exists, or a charge based upon the size of the meter.

Where the charging value is £165 or below, a minimum charging value of £165 will be applied.

#### 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 surface water drainage charges as set out in **Table 4c**.

#### 4.4.3 Chargeable area for measured non-household premises

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. We will 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 us.

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.

We may enter into an agreement with the owner, landlord or management company of a group of premises supplied through a single meter, to assess a single chargeable area for the whole of the group. Such agreement may be made where the owner, landlord or management company is liable for payment of all sewerage services charges for that group, (including charges for surface water and highway drainage services in respect of periods of non-occupation), and provided any other conditions as specified by us are met.

We may enter into an agreement with the owner, landlord or management company of a group of premises on a site supplied through multiple meters and in different occupancies, to assess a single chargeable area for the whole group. Such agreement may be made where the owner, landlord or management company is liable for payment of all sewerage services charges for that group of premises, (including charges for surface water and highway drainage services in respect of periods of non-occupation), and provided any other conditions as specified by us are met.

In the case of buildings in multiple occupation, common areas may include areas both

**Table 4a - Site area charges – measured non-household premises**

Charging band	Chargeable area m <sup>2</sup>	Surface water drainage charge	Highway drainage charge	Surface water & highway drainage charge
Band 1	0 – 124 m <sup>2</sup>	£48.36	£48.36	£96.72
Band 2	125 – 299 m <sup>2</sup>	£120.20	£120.20	£240.40
Band 3	300 – 649 m <sup>2</sup>	£268.02	£268.02	£536.04
Band 4	650 – 1,499 m <sup>2</sup>	£606.48	£606.48	£1,212.96
Band 5	1,500 – 2,999 m <sup>2</sup>	£1,268.68	£1,268.68	£2,537.36
Band 6	3,000 – 6,999 m <sup>2</sup>	£2,820.57	£2,820.57	£5,641.14
Band 7	7,000 – 11,999 m <sup>2</sup>	£5,358.84	£5,358.84	£10,717.68
Band 8	12,000 – 17,999 m <sup>2</sup>	£8,461.69	£8,461.69	£16,923.38
Band 9	18,000 – 24,999 m <sup>2</sup>	£12,128.19	£12,128.19	£24,256.38
Band 10	25,000 – 49,999 m <sup>2</sup>	£21,153.99	£21,153.99	£42,307.98
Band 11	50,000 – 74,999 m <sup>2</sup>	£35,256.35	£35,256.35	£70,512.70
Band 12	75,000 – 99,999 m <sup>2</sup>	£49,359.16	£49,359.16	£98,718.32
Band 13	100,000 – 124,999 m <sup>2</sup>	£63,461.51	£63,461.51	£126,923.02
Band 14	125,000 – 149,999 m <sup>2</sup>	£77,564.32	£77,564.32	£155,128.64
Band 15	≥150,000 m <sup>2</sup>	£80,113.19	£80,113.19	£160,226.38

These charges also apply to consumers billed on behalf of the Company by another water undertaker who occupy new or substantially altered premises or premises where there has been a change of occupier or business acquisition.

**Table 4b – Site area charges – protected premises (including those billed on the Company's behalf by another water undertaker)**

Charge per £ of charging value	
Surface water and highway drainage charge	£0.583
Highway drainage charge	£0.292

Where the charging value is £165 or below, a minimum charging value of £165 will be applied.

Where there is no charging value, a standing charge based upon the size of the meter

Meter size	Highway drainage charge	Surface water & highway drainage charge
15mm	£48.36	£96.72
20-22mm	£133.32	£266.64
25-35mm	£236.24	£472.48
40-42mm	£531.88	£1,063.76
50-54mm	£943.57	£1,887.14
80mm	£2,122.68	£4,245.36
100mm	£3,769.43	£7,538.86
150mm+	£8,475.51	£16,951.02

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.

Shared car parks will normally be apportioned to separately occupied premises on the above principles. However we 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 we will recover the charges from the occupiers of the separately occupied premises as described above.

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.

We reserve 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 our original assessment of the premises was correct.

The consumer must inform us 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 we are 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.

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

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

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

- (i) if none of the surface water from the consumer's premises enters the public sewer network (other than as metered trade effluent), or
- (ii) if 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 qualifying excluded area(s).

If we are satisfied that the claim is valid we will reduce the part of the sewerage charges which relate to surface water drainage as follows:

In the case of (i) no charge will be made for surface water drainage. In the case of (ii) the

**Table 4c – Site area charges – for measured non-household consumers billed on the Company's behalf by another water undertaker**

Charge per £ of charging value	
Surface water and highway drainage charge	£0.194
Highway drainage charge	£0.097

Or a standing charge

Meter size	Highway drainage charge	Surface water & highway drainage charge
15mm	£16.12	£32.24
20-22mm	£44.44	£88.88
25-35mm	£78.75	£157.50
40-42mm	£177.29	£354.58
50-54mm	£314.52	£629.04
80mm	£707.56	£1,415.12
100mm	£1,256.48	£2,512.96
150mm+	£2,825.17	£5,650.34

Plus a charge based upon the chargeable area of the premises-(phased 2/3)

Charging band	Chargeable area m <sup>2</sup>	Surface water drainage charge	Highway drainage charge	Surface water & highway drainage charge
Band 1	0 – 124 m <sup>2</sup>	£32.24	£32.24	£64.48
Band 2	125 – 299 m <sup>2</sup>	£80.13	£80.13	£160.26
Band 3	300 – 649 m <sup>2</sup>	£178.68	£178.68	£357.36
Band 4	650 – 1,499 m <sup>2</sup>	£404.32	£404.32	£808.64
Band 5	1,500 – 2,999 m <sup>2</sup>	£845.79	£845.79	£1,691.58
Band 6	3,000 – 6,999 m <sup>2</sup>	£1,880.38	£1,880.38	£3,760.76
Band 7	7,000 – 11,999 m <sup>2</sup>	£3,572.56	£3,572.56	£7,145.12
Band 8	12,000 – 17,999 m <sup>2</sup>	£5,641.13	£5,641.13	£11,282.26
Band 9	18,000 – 24,999 m <sup>2</sup>	£8,085.46	£8,085.46	£16,170.92
Band 10	25,000 – 49,999 m <sup>2</sup>	£14,102.66	£14,102.66	£28,205.32
Band 11	50,000 – 74,999 m <sup>2</sup>	£23,504.23	£23,504.23	£47,008.46
Band 12	75,000 – 99,999 m <sup>2</sup>	£32,906.11	£32,906.11	£65,812.22
Band 13	100,000 – 124,999 m <sup>2</sup>	£42,307.67	£42,307.67	£84,615.34
Band 14	125,000 – 149,999 m <sup>2</sup>	£51,709.55	£51,709.55	£103,419.10
Band 15	≥150,000 m <sup>2</sup>	£53,408.79	£53,408.79	£106,817.58

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 we charge him for that part of the service). In the case of (iii) we may allocate a different charging band reflecting the proportion of drained area for surface water drainage.

For premises with a green roof, we may allow a 50% discount of the chargeable area of the green roof.

No reduction will be made of the highway drainage part of the charges. This part of the charge has to be borne by all consumers whose premises are connected to the public sewer network.

Any claim must be submitted on our 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.

Any reduction in charge is applied from the start of the charging year in which the successful claim is made. This provision for reductions applies only from 1 April 2010, not retrospectively.

#### 4.5 Premises not connected for foul drainage

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 (except protected premises see.4.7) a charge based on the chargeable area,
- (iv) for new non-household unmeasured premises without a water supply from 1 April 2010 a charge based on chargeable area.

#### 4.6 Premises served by a septic tank that drains into a public sewer

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.

#### 4.7 Protected premises

Protected premises (eligible places of worship, guide and scout associations, sports clubs, village halls and community centres), will be charged for surface water and highway drainage services based upon the charging value of the premises where one exists, or a charge based upon the size of the meter as set out in **Table 4b**.

Where the charging value is £165 or below, a minimum charging value of £165 will be applied.

#### 4.8 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 of **£110.00**,
- (ii) new car parks from 1 April 2010 a charge based upon chargeable area as set out in **Table 4a**.

#### 4.9 Caravan Parks

In respect of caravan parks, the charges for surface water and highway drainage will normally be charged as set out in **Table 4a**.

#### 4.10 Other utilities

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 our measured sewerage tariff.

#### 4.11 Supervision of sewer connections and building over sewers

A charge will be made for the supervision of a standard connection or the building over sewers as follows:

Within normal working hours **£199.00**

Outside normal working hours **At cost**

(For the purpose of these charges, normal working hours are Monday to Friday 9 a.m. to 5.00 p.m. and exclude bank holidays)

Supervision of non-standard connections or building over sewers **At cost**

Abortive supervision visit **£45.00** per visit

#### 4.12 Dealing with the contents of cesspools or septic tanks

A charge of **£9.63** per cubic metre is made for receiving the contents of cesspools or septic tanks at our wastewater treatment works, and is payable by the person making the delivery.

A standing charge of **£5.00** is payable per visit to cover the cost of reception and administration.

#### 4.13 First time sewerage

Insofar as this scheme has effect to recover the costs of providing a sewer otherwise than by requisition, these costs are borne by United Utilities Water's consumers for sewerage services generally, and are not therefore charged to particular consumers.

### 5. Trade effluent charges

#### 5.1 Responsibility for trade effluent charges

Where premises are connected directly or indirectly to the public sewer or to one of our 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.

We 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, in our view, the costs of billing, calculating and

recovering trade effluent charges will exceed the income, we may at our 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

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

<b>R</b>	Reception and conveyance
<b>V</b>	Preliminary and primary treatment
<b>B1 &amp; B2</b>	Biological treatment
<b>S</b>	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 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 received at our wastewater treatment works in long-term average rainfall conditions.

A consumer will become 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. The reception charge for discharges in excess of 50 megalitres per annum is **£0.1790** per cubic metre as specified in formula below.

A consumer with a private supply of water must apply for the reduction and it will be reviewed annually.

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

The 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 of **£0.2120** per cubic metre to receive and convey sewage

**V** is the unit cost of **£0.1720** per cubic metre of the preliminary and primary treatment of the sewage in the Company's wastewater treatment works

**B** is the unit of the biological oxidation treatment of settled sewage, including the cost of secondary sludge disposal. It comprises two elements: **B1** is the unit cost of **£0.0250** per cubic metre relating to financing charges on capital costs related to secondary settlement tanks, and **B2** is the unit cost of **£0.1691** per cubic metre relating to all other costs.

**S** is the cost of **£0.1281** 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 of **350** 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 of **230** mg/l of average strength crude sewage

**Note:** In cases where we deem it appropriate after joint investigation with the discharger, the determination of Ot/Os within the formula may be made on a different basis.

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, unless the consumer has a payment arrangement agreed with us 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 our part 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 measured supply charging year from the date of ineligibility.

### 5.2.2 Modification of Mogden formula

As a consequence of new environmental requirements, we reserve 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

A minimum charge of **£275.00** p.a. is set for discharge consents and is billed annually in arrears. 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

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 our discretion.

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.

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

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

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 Termination or modification of consent

Where trade effluent charges are in arrears by four weeks or more, we may terminate the consent without further notice.

Where a trade effluent discharge is terminated or modified due to action by us 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

We 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 our 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

Where a non-household consumer wishes to discharge wastewater to a public sewer, on a short term basis, a permit is required. We 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 in 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, we will grant consent subject to such terms and conditions as we 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 us.

## 5.3 Agreements

We 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

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

## 5.5 Allowances for domestic sewage

Where domestic sewage and trade effluent are discharged together, we 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. We reserve the right to review these figures as appropriate. For the purpose of this provision "working day" will be construed in accordance with section 144(7) of the Act.

The consumer must inform us in writing of any changes in circumstances that affect the allowance. Any change that will result in an alteration to the estimated volume of domestic effluent will take effect from the date on which we are informed of such change. We 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

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, we will grant an allowance for that volume of water against the trade effluent charge.

The consumer must inform us in writing of any changes. Any change that will result in an alteration to the estimated volume of trade effluent will take effect from the date on which we are informed of such change. We may review existing allowances at any time as referred to in 5.2.4.

## 5.7 Accuracy of 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, we will amend charges from the last meter reading but one before the problem was brought to our attention.

## 5.8 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 our attention.

## 5.9 Reservation charges

A consumer can choose to pay a reservation charge based upon the volume and loads specified in the consent or agreement as specified in **Table 5a**.

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 sewer network, and
- an element based on the actual volume and strength output

Reservation charges are based on limits for each of the elements of volume (m<sup>3</sup>/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 us and used for charging purposes. Such estimates may be adjusted later if necessary.

We reserve 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.

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. The reception charge for treatment in excess of 50 megalitres (50,000 cubic metres) at one site is **£0.0228** per cubic metre/day and the volume charge is **£0.1562** per cubic metre.

**Table 5a - Reservation charges**

Mogden formula elements	Reservation charge per m <sup>3</sup> per day	Volume charge per m <sup>3</sup>
Reception & conveyance	<b>£0.0310</b>	<b>£0.1810</b>
Preliminary & primary treatment	<b>£0.0246</b>	<b>£0.1474</b>
Biological treatment (capital element)	<b>£0.0057</b>	<b>£0.0193</b>
Biological oxidation (based on chemical oxygen demand of 350mg/l)	<b>£0.0218</b>	<b>£0.1473</b>
Sludge treatment and disposal (based on suspended solids of 230mg/l)	<b>£0.0167</b>	<b>£0.1114</b>

**Table 5b - Application, consent and direction charges**

Application charge	<b>£58.00</b>
<b>Consent charge</b>	
Trade effluent discharges containing sanitary constituents only	<b>£170.00</b>
Trade effluent discharges containing chemical substances which are not prescribed under the Trade Effluent (Prescribed Processes and Substances) Regulations, 1989 (as amended)	<b>£286.00</b>
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)	<b>£455.00</b>
<b>Direction charge</b>	
Any discharge containing sanitary constituents only	<b>£117.00</b>
Any discharge containing chemical substances which are not prescribed under the Trade Effluent (Prescribed Processes and Substances) Regulations, 1989 (as amended)	<b>£170.00</b>
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)	<b>£228.00</b>

**Table 6 - Standard metered connection charges (up to & including 25mm diameter)**

Length of connection	Automated meter read (AMR) fit		Boundary/External fit	
	Unsurfaced (on site)	Surfaced (off site)	Unsurfaced (on site)	Surfaced (off site)
Very short up to 2 metres	<b>£385.00</b>	<b>£429.00</b>	<b>£423.00</b>	<b>£471.00</b>
Each additional metre of pipe	<b>£57.00</b>	<b>£73.00</b>	<b>£57.00</b>	<b>£73.00</b>

**Note 1:** For connections made under the developer connection scheme, a reduction of **£20.00** is applied for each connection.

**Note 2:** Charges under the Company's self lay scheme will be quoted on application.

**Note 3:** A non-refundable charge of **£80.00** is made for providing a quotation. This will be deducted if the work goes ahead.

Note 4: Installation of a meter in an underground meter box will not be available for any new developments from 1 April 2011 onwards.

Details of these charges - and other charges associated with mains requisitions - are contained in a separate leaflet - "Service connection charges 2010-2011".

## 5.10 Application, consent and direction charges

We reserve the right to make an application charge, payable by the consumer who serves the notice containing an application for a consent on United Utilities Water under section 119 of the Act. It is payable when the application is made.

We will give a consent in accordance with section 121 of the Act. We 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.

Where a consumer requests us 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.

These charges are shown in **Table 5b**.

## 5.11 Disputes

If you are unhappy with a refusal to grant a consent or the imposition of varied conditions attached to a consent, you should speak to your Regulatory Controller - Trade Effluent (RCTE) in the first instance. If any problem cannot be resolved between us, you can appeal to **Ofwat**. The address is: **Office of Water Services, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA**.

## 6. Connection charges

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

We operate a system of standard charges for making connections to our water mains of up to and including 25mm external diameter. The amount will depend upon the type of excavation in which the pipe is being laid and the distance between the main and the boundary of the property, up to a maximum of 15 metres. The charges for surfaced connections include the cost of excavating and restoring a fully constructed road or footpath to Local Authority standards. Exceptional work, connections over 25mm diameter and connections over 15m in length will be charged by individual quotation for the work involved.

Our standard charges are shown in **Table 6**.

## 7. Infrastructure charges

These charges are payable when properties become connected for the first time to the water supply and sewerage systems for domestic purposes. The principle of infrastructure charges recognises that every new connection imposes an additional demand on the capacity of our water and sewerage systems, and eventually they will need to be enlarged. The fixed charges represent a contribution towards the capital expenditure in meeting that new demand and are set by Ofwat.

Infrastructure charges are due when a connection is made. We 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.

Separate charges are payable for water and sewerage connections

Water infrastructure charge	<b>£298.15</b>
Sewerage infrastructure charge	<b>£298.15</b>

## 8. Repairs for damage to water pipes

Damages to the Company's pipes will normally be charged for at the rates specified in **Table 8**. Cases of engineering difficulty or of heavy damage may be charged at actual cost.

## 9. Methods of payment

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

### Direct Debit

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

### Bacs/Chaps

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

### Standing order

You can arrange to pay by standing order by requesting and completing a standing order form, available by telephoning United Utilities on 0845 746 2211.

### Internet, telephone or TV banking

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

### By post

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

### Post Offices

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

### Banks

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

### Debit card

You can pay by debit card, (minimum **£5.00** payment) online at our web site: [unitedutilities.com](http://unitedutilities.com)

### Credit card

In certain circumstances you may be able to pay by credit card. Credit card transactions will be subject to an additional charge dependent on the rates prevailing at the time.

### Failed payments, dishonoured cheques and rejected direct debits

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

The charges resulting from failed payments are:

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

**Table 8 - Repairs for damage to water pipes**

Description	Surface	Charge
Repairs to service pipes & apparatus up to 50mm/2" diameter.	Excavation and backfill by others or unmade ground	<b>£278.00</b>
	Footpath	<b>£379.00</b>
	Road	<b>£379.00</b>
	Private*	<b>£379.00</b>
Repairs to mains & apparatus less than 200mm/8" diameter	Excavation and backfill by others or unmade ground	<b>£513.00</b>
	Footpath	<b>£681.00</b>
	Road	<b>£681.00</b>
Repairs to mains & apparatus 200mm/8" diameter & greater	Any	<b>Actual cost</b>
Repairs to surface boxes and chambers	Excavation and backfill by others or unmade ground	<b>£232.00</b>
	Footpath	<b>£250.00</b>
	Road	<b>£250.00</b>
Additional cost to split an invoice to multiple consumers	Per additional invoice per consumer to be added to the appropriate rate above	<b>£82.35</b>

\*For repairs to supply pipes, please refer to the Company's "Private Leak Repair Scheme" factsheet (available on request by calling 0845 303 7711 or alternatively download a copy from our website at [unitedutilities.com](http://unitedutilities.com)). This charge only applies if we are granted access to repair at the first request. However if further visits or hired services are necessary to gain access these additional costs will be added as "actual cost" to the charge shown in Table 8 above.

## 10. General information

### 10.1 Enquiries

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

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

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  
8am - 8pm  
Saturday 8am - 5pm

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

Textphone  
**0808 143 0295**

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

We also operate an emergency service out of hours.

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

#### Business consumers

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

### 10.2 Internet site

More details about United Utilities Water PLC can be found at: [unitedutilities.com](http://unitedutilities.com)

### 10.3 Data Sharing

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

You can request a copy of information held about you by the Company on its computer records or paper files at any time. A fee of **£10.00** per request is payable. 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 Water PLC**  
**Windermere House**  
**Lingley Mere Business Park**  
**Lingley Green Avenue**  
**Great Sankey**  
**Warrington WA5 3LP**

### 10.3 Publications

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

- Charges scheme summary – Business and non-household consumers 2010 - 2011
- Leakage code of practice
- Our standards of service – includes compensation payments made under the statutory Guaranteed Standards Scheme.
- Our complaints procedure
- Surface water drainage – Business and non-household customers 2010 - 2011 – gives details about surface water drainage and how to claim for a reduction in sewerage charges
- Surface water and highway drainage – Site area charging 2010 - 2011 – explains our new way of charging measured non-household customers for these services
- Service connection charges 2010 - 2011 – sets out the charges associated with the connection of premises to the water supply and sewerage systems
- Private leak repair scheme – gives details about the Company's private leak repair scheme



[unitedutilities.com](http://unitedutilities.com)

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

Registered in England and Wales  
Registered Number 2366678



**DELIVERING TODAY,  
BUILDING FOR TOMORROW**