

CHARGES SCHEME SUMMARY

Water and sewerage charges 2010 - 2011

This schedule lists our tariffs and forms part of the Company's charges scheme for 2010-2011. All charges apply from 1 April 2010.

Charges are annual unless stated otherwise.

Schedule A – Household charges

A.1. Unmeasured charges

Water		Sewerage
Standing charge	Charge per ERV	Charge per ERV
£53.00	£0.821	£1.250

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge is **£0.959** per ERV (rateable value).

If premises only receive a surface water drainage service, the charge is **£0.583** per ERV (rateable value).

A.2. Measured charges

Water		Sewerage		
Standing charge	Volumetric charge per m ³	Standing charge	Fixed charge (surface water and highway drainage)	Volumetric charge per m ³
£30.00	£1.374	£15.00	£64.00	£1.084

Assumes a 15mm meter has been fitted.

If premises only receive a water service the standing charge will be **£44.00**.

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage fixed charge is **£31.00**.

A.3. Assessed charges – household where metering is impracticable

For household premises where a measured charges notice has been served but where metering is impracticable, an assessed charge is available comprising of a fixed annual sum varying according to the type of premises as detailed below:

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

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**.

A.4. Assessed charges - altered household premises

For household premises that have been altered but where a meter has not been installed, an assessed charge is available comprising of a fixed annual sum varying according to the type of premises as detailed below:

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

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**.

A.5. WaterSure - Vulnerable groups' tariff

For a measured household consumer who qualifies for the Company's WaterSure scheme the annual charge payable is based on the average household charge as shown below:

	Water	Sewerage	Total
Average household charge	£171.00	£188.00	£359.00

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge will be **£155.00**.

A.6. Support tariff

The annual charges payable by household consumers who have established their entitlement for this tariff are shown in the table below:

Support tariff	Water	Sewerage	Total
Band 1	£49.00	£48.00	£97.00
Band 2	£75.00	£74.00	£149.00
Band 3	£108.00	£105.00	£213.00
Band 4	£141.00	£136.00	£277.00
Band 5	£184.00	£179.00	£363.00
Band 6	£191.00	£186.00	£377.00

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 or who qualify for an owners allowance 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 **£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.

A.9. Owners allowance

An annual allowance of 3.5% is available to owners of premises who, by agreement with the Company, under take 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 ERV	Charge per ERV
£53.00	£0.821	£1.250

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge is **£0.959** per ERV (rateable value).

If premises only receive a surface water drainage service, the charge is **£0.583** per ERV (rateable value).

B.2. Measured premises

B.2.a. Water charges

A volumetric charge – per cubic metre (m ³)	£1.374
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Plus: a standing charge

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

B.2.b. Sewerage charges – Foul drainage

Foul drainage	
A volumetric charge – per cubic metre (m ³)	£0.968
Swimming pool effluent – per cubic metre (m ³)	£0.812

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

Also applies 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.

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

A charge based on the charging value

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

3. Surface water and highway drainage charges for measured non-household consumers billed on the Company's behalf by another water undertaker

For premises with a charging value

A charge based upon the chargeable area of the premises

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

Plus: a charge based on the charging value

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

For premises without a charging value

A charge based upon the chargeable area of the premises

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

Plus: 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

B.3. Assessed charges for non-household premises

The assessed charge for non-household premises where it is impracticable to install a meter comprises 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	£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 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 customers 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 customers 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)	£112,454.00
Plus volumetric charge – per cubic metre (m ³)	
Up to 3,000,000 cubic metres p.a.	£0.832
Over 3,000,000 cubic metres p.a.	£0.276

B.4.b. Select 750 tariff

This tariff will benefit customers 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)	£112,454.00
Plus volumetric charge – per cubic metre (m ³)	£0.832

B.4.c. Select 180 tariff

This tariff will benefit customers 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)	£57,755.00
Plus volumetric charge – per cubic metre (m ³)	£0.905

B.4.d. Select 50 tariff

This tariff will benefit customers 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)	£10,254.00
Plus volumetric charge – per cubic metre (m ³)	£1.169

B.5. Sewerage select tariff

This tariff will benefit 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)	£0.935
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B.6. Shipping supplies and damping down dust

A fixed charge of **£10.00** and a charge of **£2.617** 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 **£10.00** 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 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	
					Up to reserved amount	Over reserved amount
Up to	0.137	MI/day	£74,681.00	N/a	£1.168	£1.511
Up to	0.493	MI/day	£74,681.00	£9,741.00	£0.967	£1.286
Up to	2.055	MI/day	£74,681.00	£56,311.00	£0.702	£0.996
Over	2.055	MI/day	£74,681.00	£111,329.00	£0.628	£0.915

B.7.a. Potable charges

Capacity charge	Volumetric charge per m ³	
	Up to reserved amount	Over reserved amount
£29,372.00	£0.242	£0.355

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 **£0.323** 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	£0.2120
Preliminary and primary treatment	£0.1720
Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.1691
Biological treatment (capital element)	£0.0250
Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.1281
Total charge for conveyance and full treatment of average strength effluent	£0.7062

Minimum charge **£275.00**

Note: The reception charge for annual discharges in excess of 50 megalitres (50,000 m³) at one site is **£0.1790** 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 per day	Volume charge per m ³
Reception & conveyance	£0.0310	£0.1810
Preliminary & primary treatment	£0.0246	£0.1474
Biological treatment (capital element)	£0.0057	£0.0193
Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.0218	£0.1473
Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.0167	£0.1114

Note: 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.

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 **£65.00**.

B.10.b. Car parks

Car parks without a water connection or charging value and without a meter will pay a standing charge of **£110.00** 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 agreed a group billing arrangement with the Company will not receive the discount.

B.12. Competition in the water business for 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	£298.15
Sewerage infrastructure charge	£298.15

C.2. 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 mtrs)	£385.00	£429.00	£423.00	£471.00
Each additional metre of pipe	£57.00	£73.00	£57.00	£73.00

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 onward.

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

£91.00

Up to 42mm

£143.00

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.3. Meter testing

To determine whether a meter can be repositioned

£37.00

To determine the work required to re-size a meter

£90.00

To determine a customer's likely water requirements and the work required to re-size a meter

£160.00

C.5. To fit and remove a United Utilities Water data logger or pulse unit

£175.00

C.6. 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	£48.00
Internal	New internal position (relocated by the Company)	£34.00	£221.00*	N/a
External (property boundary)	New external at property boundary (must be relocated by the Company)	£34.00	£356.00*	N/a
Internal	New external location in boundary box (must be relocated by the Company)	£34.00	£356.00*	N/a
Internal	New external location in an existing boundary box (must be relocated by the company)	£34.00	£77.00*	N/a

* Approximate costs of relocating a meter

C.7. 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 of the contract value
Any premises that the Company agrees should be metered	Standard measured charges

C.8. Disconnection	
Permanent disconnection	No charge
Disconnection and reconnection	
Arising from non-payment in the case of non-household consumers (or actual cost if greater)	£90.00
Reconnection of a temporary disconnected water supply to unmeasured household premises, at customer's request	£45.00
Visit for purpose of intended disconnection of a non-household consumer arising from non-payment	£45.00
C.9. Charges resulting from failed payments	
Refer to drawer cheques	£5.00
Unpaid direct debit / standing order	£5.00
C.10. Charges resulting from late payments	£10.00
C.11. Charges for replacement payment cards	£5.00
C.12. Charge for copy documents	
Requests for up to 10 A4 copy documents	
• hardcopy	£30.57
• email	£29.15
(Charges for a single copy of the latest bill may be waived)	
Charge for additional A4 documents – in multiples of 10	
• hardcopy	£5.27
• email	£3.87
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)	£45.00
Visit to provide advice/assistance with private pipework (per hour)	£45.00
The charge for inspections only includes the first hour of the visit.	
Additional charges will apply for each additional hour or part thereof.	
C.15. Pressure/Flow tests	£45.00
(Per hour per person) Any associated expense will be billed separately	
C.16. Unmetered farm troughs	£120.00
(Per trough per annum)	
C.17. Use of unmetered standpipes for drawing water from our mains	
Use of unmetered standpipe – 22mm	£580.14
Use of unmetered standpipe – 50mm	£1,450.43
C.18. Use of metered standpipes for drawing water from our mains	
Annual licence fee – 22mm	£546.00
Annual licence fee – 50mm	£694.00
In addition a charge of £1.374 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	£42.00
The minimum charge for a four week hire period - 50mm	£53.38
C.19. Licensed operator certification charge (per hour)	£59.00
C.20. Re-inspection of plumbing work charge (per hour)	£45.00
C.21. Supervision of sewer connections and building over sewers	
Supervision of standard connection or building over sewers within normal working hours	£199.00
Supervision of standard connection or building over sewers outside normal working hours	At cost
Supervision of non-standard connections or building over sewers	At cost
Abortive visit (per visit)	£45.00
(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.22. Cesspool and septic tank waste	
Charge for reception, treatment and disposal of the contents (charge made to the Local Authority/ Contractor delivering contents to United Utilities Water wastewater treatment works (per m ³).	£9.63
Standing charge to cover the cost of reception and administration (per visit)	£5.00

C.23. 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

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

£323.00

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	£889.00
Medium – 21 to 100 connections	£1,111.00
Large – 101 to 200 connections	£1,475.00

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. Fire hydrants

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

C.26. Repairs for damage to water pipes

Damages to the Company's pipes 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	£278.00
	Footpath	£379.00
	Road	£379.00
	Private *	£379.00
Repairs to mains and apparatus less than 200mm/8" diameter	Excavation and backfill by others or unmade ground	£513.00
	Footpath	£681.00
	Road	£681.00
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	£232.00
	Footpath	£250.00
	Road	£250.00
Additional cost to split an invoice to multiple customers	Per additional invoice per customer to be added to the appropriate rate above	£82.35

*For repairs to supply pipes, please refer to the Company's "Private Leak Repair Scheme" factsheet (which is available on request by telephoning 0845 303 7711 or alternatively download a copy from our website at: unitedutilities.com). 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.27. Trade effluent - Application, consent and direction charges

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

C.28. 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.29. V.A.T

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

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



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