

Business and non-household

Charges Scheme
2016/2017



Charges schemes

United Utilities Water Limited has published five charges schemes for 2016/2017 charging year. They include the charges to be paid for services provided by us in the course of carrying out our function as a water and sewerage undertaker. Below are details of all the schemes published by us.

This scheme is

Business and non-household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016, chargeable to non-household customers

The others are

Wholesale water charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016 for wholesale water services

Wholesale sewerage charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016 for wholesale sewerage services

Household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016, chargeable to household customers

New connections and developer services charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2016, for water supply and sewerage connections and developer services

All of the charges schemes shown above are available to download from our website using the following link: unitedutilities.com/leaflets

United Utilities Water Limited - regional map



CHARGES SCHEME 2016/2017

Table of contents

1.	Introduction.....	7
1.1	Charges scheme	7
1.2	Definitions.....	7
1.3	Amount of charges.....	11
1.4	Billing period	11
1.5	Value Added Tax (VAT)	12
2.	General.....	13
2.1	Liability for charges	13
2.2	Timing of payment	14
2.3	Discount for direct debit payers	14
2.4	Security deposits	15
2.5	Interest on outstanding charges and late payment charge.....	15
2.6	Legal services charge	15
2.7	Pre-payment devices	15
2.8	Billing adjustments.....	15
2.9	Group billing arrangements.....	16
2.10	Charges for copy documents	16
2.11	Complaints procedure	17
3.	Water supply charges.....	18
3.1	Liability for charges	18
3.2	Unmeasured water supply charges	18
3.2.1	Basis of charge	18
3.2.2	Assessed charges for water services.....	18
3.2.3	Farm troughs without a meter	18
3.3	Measured water supply charges.....	19
3.3.1	Basis of measured charges.....	19
3.3.2	Water meter installation.....	19
3.3.3	Water meter reading	19
3.3.4	Water meter testing	20
3.3.5	Change in water meter size or position.....	20
3.3.6	General site visit charge relating to metering	20
3.3.7	Charge for providing access to network management data logger information	21
3.3.8	Access to a water meter	21
3.3.9	Responsibility for metered charges	21
3.3.10	Leakage allowance - domestic and mixed premises.....	21
3.3.11	Leakage allowance - non-household premises.....	21
3.3.12	Standard measured tariff.....	22
3.3.13	Select 50 water tariff	22
3.3.14	Select 180 water tariff	22
3.3.15	Select 750 water tariff	23
3.3.16	Select Plus water tariff.....	23
3.3.17	Choice of tariff	24
3.3.18	Non-potable water.....	24

3.3.19	Charging for water used for fire-fighting purposes	24
3.3.20	Supply partially used for fire-fighting: notional downsizing of meter.....	24
3.4	Compulsory metering	25
3.4.1	Categories of premises	25
3.4.2	New premises	25
3.4.3	Common metering arrangement for household premises.....	26
3.4.4	Common metering arrangement for non-household premises	26
3.4.5	Alterations to premises.....	27
3.5	Disconnection and reconnection charges.....	27
3.5.1	Arising from non-payment.....	27
3.5.2	Permanent disconnection.....	28
3.5.3	Temporary disconnection (unmeasured premises).....	28
3.5.4	Reconnection following disconnection for non-compliance with the Fittings Regulations	29
3.6	Other water supply charges.....	29
3.6.1	Charges for water used for building/improvements	29
3.6.2	Inspection of plumbing work	29
3.6.3	Defective fittings	29
3.6.4	Water drawn from hydrants	29
3.7	Concessionary supplies	30
4.	Sewerage services.....	31
4.1	Liability for charges	31
4.2	Unmeasured sewerage charges.....	31
4.3	Assessed charges for sewerage services	33
4.4	Measured sewerage charges: foul drainage.....	33
4.4.1	Foul drainage	33
4.4.2	Return to sewer assumption.....	34
4.4.3	Non-return allowance	35
4.4.4	Trade effluent	35
4.4.5	Premises served by a private water supply	35
4.4.6	Temporary discharges.....	35
4.5	Measured sewerage charges: surface water drainage and highway drainage	36
4.5.1	Measured sewerage charges: site area charging	36
4.5.2	Tariff components.....	36
4.5.3	Chargeable area for measured premises.....	37
4.5.4	Multiple household premises served by a common water meter	39
4.5.5	Premises not connected for foul drainage	39
4.5.6	Reductions in surface water drainage charges.....	39
4.5.7	Highway drainage charges	41
4.5.8	Premises served by a septic tank that drains into a public sewer.....	41
4.5.9	Car parks	41
4.6	Dealing with the contents of cesspools or septic tanks	41
4.7	Other utilities	41
5.	Trade effluent charges	42
5.1	Responsibility for trade effluent charges	42
5.2	Calculation of charge	42

5.2.1	Mogden formula	42
5.2.2	Modification of Mogden formula	44
5.2.3	Minimum charge.....	44
5.2.4	Volume of trade effluent	44
5.2.5	Strength of trade effluent.....	45
5.2.6	Modification of consent.....	45
5.2.7	Temporary discharges.....	45
5.3	Agreements.....	46
5.4	Discharges direct to treatment works	46
5.5	Discharges that are not received at a treatment works.....	46
5.6	Allowances	46
5.6.1	Domestic sewage	46
5.6.2	Water used in products or lost during manufacturing processes	47
5.7	Accuracy of trade effluent meter	47
5.8	Accuracy of the water meter	47
5.9	Trade effluent reservation charges	47
5.10	Application and direction charges	48
6.	Methods of payment	50
6.1	Direct debit	50
6.2	Standing order	50
6.3	Debit card/credit card.....	50
6.4	Internet, telephone or TV banking	50
6.5	BACS/CHAPS.....	50
6.6	By post.....	50
6.7	Banks.....	51
6.8	Payzone	51
6.9	Post Offices	51
6.10	Mobile Payments	51
6.11	Water saving stamps.....	51
6.12	Failed payments, dishonoured cheques and rejected direct debits	52
7.	General information	53
7.1	Enquiries	53
7.2	Internet site.....	53
7.3	Data protection	53
7.4	Data sharing	54
7.5	Publications.....	55
7.6	Other water companies charges.....	55
8.	Schedule of charges 2016/2017.....	57
	Schedule A – Water and sewerage charges.....	57
	Schedule B – Miscellaneous charges	64

1. INTRODUCTION

1.1 Charges scheme

Applicable period of this charges scheme

This charges scheme is made by United Utilities Water Limited under section 143 of the Act for non-household customers, for the period 1 April 2016 to 31 March 2017. It fixes the charges to be paid for services provided by us in the course of carrying out our function as a water and sewerage undertaker.

Charges scheme compliance

In accordance with our duty under the Act and our Instrument of Appointment as the water and sewerage undertaker for our area, we have taken steps to ensure that this charges scheme and the charges contained in it do not unduly discriminate against, or show undue preference, to any class of customers or potential customers.

Miscellaneous charges

Certain miscellaneous charges listed throughout this scheme and in part 8 (schedule B) are included for convenience.

Water and sewerage supply area

Under our Instrument of Appointment (as updated) our original water supply and sewerage area excludes areas of Appointment for other water and sewerage undertakers.

1.2 Definitions

Definitions

The definitions used in this scheme are:

The Act – the Water Industry Act 1991 (as amended).

Assessed charge – applies when a meter cannot be installed, no charging value for the premises is available or where a charging value exists we have deemed it inappropriate (see 3.2.2 and 4.3).

Bib tap – a tap used mainly for garden watering or vehicle washing.

Billing agent – a person(s) or company with valid written authority from a customer to act on their behalf in relation to our water services charges. The customer remains liable for charges.

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

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

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

Chargeable area – for surface water drainage and highway drainage this is the total site area of premises including the boundary and all land held within that boundary but **excludes** any permanently grassed, cultivated or landscaped areas where no surface water or groundwater drains either directly or indirectly to a public sewer.

Charging bands – a range of bands which we use to charge for surface water drainage and highway drainage services based on the chargeable area of premises.

Charging value – the rateable value or a charging value assessed by us (based on either a rateable value or a business rateable value where rateable value is not appropriate), or a charge assessed by us for charging purposes.

Charging year – the period of one year commencing on 1st April.

Common billing agreement – an agreement between us and any person(s) or company who has agreed to pay charges for our services for two or more household or non-household premises.

Common supply pipe – a water supply pipe that serves two or more premises.

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

Community group – for surface water drainage and highway drainage charges, is a group which provides benefit to the local community and meets criteria we determine in accordance with our powers under the Flood and Water Management Act 2010.

Concessionary supply – a piped supply of water we provide other than by means of our mains network.

The Company – United Utilities Water Limited – registered number 2366678.

Connection – a connection to our network regulated by the Act and other relevant legislation through which you receive the benefit of one of our services.

Customer – a person for or to whom we provide services or who applies to become such a person and who is liable to pay charges for our services (see sections 150B and 219 of the Act).

Defective fittings notice – a notice served by us where there is actual or likely damage, contamination, waste, misuse, or undue consumption due to any defective fitting (including underground supply pipes) at premises.

Domestic premises – any premises used wholly or partly as a dwelling or intended for such use (see Condition A of our Instrument of Appointment). This definition relates only to leakage allowances (see 3.3.10).

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

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

Foul drainage – water discharged from premises as domestic sewage excluding surface water.

Furnished – containing furniture or sufficient fixtures and fittings that allows immediate use or used for storage purposes.

Green roof – for surface water drainage purposes is an organic roof cover consisting of all or some of the following features:

- a root resistant waterproof layer;
- a protection/moisture mat;
- a drainage layer;
- a fines layer or filter sheet;
- a growing medium or substrate;
- vegetation, as we determine.

Highway drainage – is water which drains from streets and roads into a public sewer.

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

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

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

Licensed water supplier – a company which is the holder for the time being of a water supply licence (see section 17B(9) of the Act).

Meter reading – a reading of a water meter to determine consumption or in the absence of such reading our estimate of consumption.

Meters Regulations – The Water (Meters) Regulations 1988.

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

Non-household premises – any premises where the principal use is not a house or a dwelling.

Non-potable water – water which is not fit for supply of domestic food or production.

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

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

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

See also definition for customer.

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

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

Private supply – a supply of water that is neither from a water supply currently owned and/or operated by us, nor a licensed water supplier.

Public or commercial swimming pool – a swimming pool maintained for or used by the general public with its own metered supply.

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

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

Services – any service provided by us related to water supply and sewerage services.

Sewerage services – any services provided by us related to the provision, alteration or disconnection of sewerage and the reception, conveyance and treatment of sewage.

Site – means premises in the same curtilage or adjoining each other receiving the benefit of our services, occupied and operated as a single economic unit.

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

Surface water drainage – collection of rainwater that falls on premises and then drains directly or otherwise to public sewers.

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

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

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

Water supply – water supplied by us to a customer.

Water supply services – any services provided by us related to the provision, alteration or disconnection of a water supply.

We, us or our – the Company or our representative(s).

You, your – a customer.

1.3 Amount of charges

Standard charges

The amount or value of each standard charge made under this scheme is detailed throughout and in part 8. Where any service is not provided for in this scheme, we may fix an appropriate charge.

1.4 Billing period

A billing period is the period covered by the bill and in the case of customers with a meter is the period between meter readings (or estimation of consumption). A billing period may cross two or more charging years for example the current charging year and the previous charging year.

1.5 Value Added Tax (VAT)

Liability to VAT

The liability of charges to VAT in this scheme is determined not only by the nature of the charge, but in some cases by the main 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 main activity falls within categories 1 to 5 of the Standard Industrial Classification (1980 Edition) (SIC) are subject to VAT at the standard rate. Water supply charges to all other customers are zero-rated.

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

VAT questionnaire

If you do not provide sufficient details for us to determine your SIC when you register with us as a customer, you will be charged at the standard rate until you provide such details. We will issue a VAT questionnaire to request these details where they are not available when you initially contact us to register.

This is not a definitive description of the liability of charges to VAT and is subject to changes in the Value Added Tax Act 1994 and HM Revenue and Customs' policy.

2. GENERAL

2.1 Liability for charges

Liability for charges

The occupier of premises is liable for charges except where another person, other than a billing agent, has agreed with us to accept responsibility. When section 144C of the Act comes into force, the occupier's liability may be shared with the owner of the premises.

In most landlord and tenant situations it is normally the tenant who is charged as the occupier and not the landlord. Exceptions include holiday lets and some bedsits and student accommodation as well as other short term accommodation where the occupation of the tenants is temporary. In these cases the landlord will usually be charged as the occupier.

Charges will be made when premises are occupied or furnished or where we provide services to those premises.

Requirements of third party billing agents

If you take on the services of a third party to act as your billing agent, we will require written authority from you, which can be sent to us by you or your billing agent, before making and recovering charges through your billing agent. For any additional dealings between us and your billing agent the authority must have been signed and dated within the previous 12 month period. The involvement of a billing agent does not affect your liability for charges.

Liability for an unmeasured supply

If you have an unmeasured water supply you are liable for water services charges until your premises are both unoccupied and unfurnished, or you give us notice that the supply should be disconnected.

Liability for a measured supply

If you have a measured water supply you are liable for water services charges until either:

- (i) you leave the premises having given us at least two working days' notice (if you don't give notice then the charges will be payable until the next meter reading is taken or until 28 days after you inform us) as provided by section 144 of the Act, or
- (ii) you request that the supply is disconnected; or
- (iii) where the meter serves more than one premises the person who accepted responsibility for payment of the charges gives a reasonable period of notice to end the agreement.

Charges for vacant unmeasured premises

If premises without a meter are both unoccupied and unfurnished and receive no services from us, no charges are payable. However if such premises are unoccupied but furnished then full charges will be payable. You can reduce the charges payable by removing all furniture, having a water meter installed or requesting that the water supply is temporarily disconnected (see 3.5.3).

Charges for vacant measured premises If premises with a meter are unoccupied and unfurnished, we will not charge for water services unless consumption is recorded on the meter. However if the premises are unoccupied and furnished then full charges will be payable.

More than one premises We reserve the right to apply the following arrangement where a single metered water supply serves more than one premises. Where the size of, and water use at all but one of those premises is, in our opinion, insignificant in relation to the total served under such an arrangement, we may regard the occupier of that one set of premises as the occupier of all the premises served.

2.2 Timing of payment

Payment date All charges are payable as stated on your bill. If you do not pay on time it will result in recovery action and you may need to pay additional cost because of this.

Payment options Unmeasured charges are due in advance. They can be paid annually, half yearly, quarterly or by instalments. If you choose to pay by instalments and you do not pay on time then all outstanding charges on your account become due immediately.

Measured charges are payable in line with your meter reading frequency (see 3.3.3). We may allow you to pay your charges on a payment plan.

Charges when a formal insolvency procedure occurs Charges will be apportioned on a daily basis if you enter into any formal insolvency procedure.

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

Other water companies If your sewerage charges are collected by another water company on our behalf the charges will be payable on the date stated by them.

2.3 Discount for direct debit payers

Direct debit discount You will receive an annual discount of **£5.00** if you choose to pay by direct debit, except those who have a group billing arrangement with us (see 2.9). The discount will be applied to your first instalment.

Application or removal of discount If you have a water meter and a payment plan the discount will be applied annually when your payment plan is reviewed.

We will remove the discount if you fail to keep up with your payments.

2.4 Security deposits

Security deposits

We may require you to provide a security deposit for payment of future charges. Interest will be payable on deposits at a rate determined by us. If you do not provide such security you may become ineligible for our Select tariffs (see 3.3.13 to 3.3.16; 4.4.1 and 5.2.1). Our standard measured tariff will then apply unless a security deposit is provided (see 3.3.12).

The value of the security deposit can be up to the equivalent value of your annual charges for water and sewerage services (including trade effluent).

2.5 Interest on outstanding charges and late payment charge

Interest on overdue accounts

We may require you to pay interest on overdue accounts; this is usually calculated at the rate of 4% above the base rate set by the Bank of England.

Late payment administration charge

We may charge you an administration charge for payments that have not been received on time.

2.6 Legal services charge

Legal services charge

We reserve the right to charge you for the costs we incur when we use legal services to recover outstanding water services charges or any other charge referred to in this charges scheme.

2.7 Pre-payment devices

Pre-payment devices

We may, where appropriate, install a pre-payment device at premises except those described in schedule 4A of the Act.

2.8 Billing adjustments

Adjustments to charges

Any adjustment to charges will normally be applied from the start of the charging year in which we are notified of a change of circumstances. If the change of circumstances happens within the current charging year, then the adjustment will be applied from that date.

Whilst we make every effort to make sure that all bills for charges are correct, in the case of error we reserve the right to make retrospective adjustments. This will always happen if the adjustment is in your favour.

We will not make retrospective adjustments in our favour if there is clear evidence that the undercharging has been due to a failure or error on our part.

Right to make retrospective adjustment

We reserve the right to make retrospective adjustments where you prevent or refuse access to install, exchange or read the meter, or you

provide incorrect information or withhold information that may affect your charges.

Adjustments following changes in business rateable values

If your charges are based on Business Rateable Value (see 3.2.1 and 4.2), and there is a change to this value, you may apply for the charge to be recalculated. We will calculate the charges payable from the date that the change in the Business Rateable Value took effect. Where appropriate, you will be entitled to a refund, together with an additional payment of 10% of that refund. You will not be entitled to any refund for a period greater than six years before the date on which we received your application.

Right to recover costs associated with reviewing charges

We reserve the right to recover from you or your agent any costs that we have reasonably incurred in investigating claims associated with our charging mechanisms, where we subsequently establish that the charges under review were correct.

2.9 Group billing arrangements

Group billing

We may agree to group billing arrangements for owners of multiple premises.

2.10 Charges for copy documents

Charges for copy documents including bills

We will charge you or your agent for copies of documents (including copy bills) (see table below).

A single copy of the last bill will not be charged for.

Charge for up to 10 A4 copy documents	
- Hardcopy	£39.00*
- Softcopy	£38.00*
Charge for additional A4 documents – in multiples of 10	
- Hardcopy	£7.00*
- Softcopy	£5.00*

* Subject to VAT at the standard rate.

A document includes a copy bill, an invoice, a map (no larger than A3) or any document that provides information contained in the original document.

Charges based on documents supplied at the same time; a limit of 20 documents may be applied to each request.

In addition, where we are requested to provide further information based on a customer's documents, we reserve the right to charge for the additional cost of providing this information.

2.11 Complaints procedure

Guaranteed Standards Scheme

We aim to deliver a high standard of service and to deal with your complaint 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 our standards of service that have been agreed with Ofwat.

Contact details for our complaints team

Where you are not happy with the response to your complaint or wish to discuss it further, you can contact your case owner at **United Utilities, PO Box 1259, Warrington, WA4 9QZ** for your complaint to be reviewed. The appointed case owner will pass your complaint for thorough review to a case manager.

Contact details for CCWater

If, following correspondence with us, you are still not happy you can refer your complaint to: The Consumer Council for Water (CCWater) 1st Floor Victoria Square House, Victoria Square, Birmingham B2 4AJ.

The Water Redress Scheme (WATRS)

After your complaint has been through our complaints procedure and has been considered by CCWater, if you remain unhappy with the outcome of your complaint you may be eligible to take your concerns to the Water Redress Scheme (WATRS) who can provide an independent binding decision.

You can find out more information about our complaints procedure by accessing our website at: [unitedutilities.com/Complaints-procedure](https://www.unitedutilities.com/Complaints-procedure)

3. WATER SUPPLY CHARGES

3.1 Liability for charges

Liability for water supply charges

You are liable for charges if premises are occupied or furnished or there is evidence of consumption, or you benefit from a supply of water made available to you.

3.2 Unmeasured water supply charges

3.2.1 Basis of charge

Structure of unmeasured water charges

Unmeasured water supply charges are made up of two parts:

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

Standing charge	Charge per £CV
£66.56*	£0.612*

If there is no charging value or we consider the charging value is no longer relevant, we will either require a meter to be installed or assess a charging value or apply an assessed charge. The charging value for premises may be assessed as set out in 4.2.

3.2.2 Assessed charges for water services

Assessed charge for water services

Where it is not practicable to fit a meter and there is no charging value or we consider the charging value is no longer relevant, an assessed charge for water services will be applied as shown in the following table.

Premises where we determine the meter size would be 15mm	£635.33*
Premises where we determine the meter size would be >15mm but ≤ 22mm	£1,584.75*

If you are likely to use more than 1,000 cubic metres per annum you will not be eligible for an assessed charge. Instead we will assess a charging value (see 1.2, 3.2.1 and 4.2) until the premises can be metered.

We can review an assessed charge at any time.

3.2.3 Farm troughs without a meter

Charges for farm troughs without a meter

A standing charge of **£122.00** is payable for each farm trough where the water used is not metered.

If you ask for the supply to a farm trough to be metered, you will be responsible for the cost of the meter installation.

3.3 Measured water supply charges

3.3.1 Basis of measured charges

Basis of measured charges

Potable water supplied through a meter is charged on our standard measured tariff (see 3.3.12), unless you have chosen to pay charges on one of our Select tariffs (see 3.3.13 to 3.3.16). In each case, where no meter size is shown on the water meter we will assess a meter size by reference to the nominal flow through the water meter.

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

3.3.2 Water meter installation

Position of water meter

Water meters and any associated equipment will be positioned in accordance with the Meters Regulations and must record the total use of water used by you. The water meter will ordinarily be sited inside your premises but may be outside if this is necessary for operational or access reasons. You can request an alternative location providing it is accepted by us and you meet any additional costs (see 3.3.5).

Metering of communal water facilities

If you have the right of use of communal water facilities, these facilities must normally be metered before you can have your own water meter installed. If it is not practicable to meter the communal water facilities, we may use the charging value for the communal part, where there is one, or apply an assessed charge (see 3.2.2) so that you can have a water meter installed. We may, at our discretion, exclude any bib tap from communal water facilities for the purpose of this paragraph.

Tampering with water meters

It is an offence to tamper with or remove a water meter without our permission (see section 175 and 176 of the Act).

3.3.3 Water meter reading

The meter reading is evidence of consumption.

Meter reading frequency

We will read your water meter at specific intervals throughout the year determined by us. Water meters are read and billed either quarterly or monthly. Bills are normally based on the actual usage shown on the water meter and we will attempt to read every water meter at least once every 12 months. If we cannot read the water meter we may ask you to do so.

Estimated bills

Where no meter reading has been obtained, we will estimate usage based on previous consumption (or assumed usage for any period prior to meter installation or where there is no record of previous consumption). If a meter stops recording consumption or fails to

register correctly, we will estimate usage based on the most reliable data available. Estimates may be adjusted later if necessary.

Apportionment of charges between charging years

Charges will be apportioned and billed on a pro-rata basis between the current and previous charging year for the first meter reading taken after 1 April.

3.3.4 Water meter testing

Accuracy of meters

You can write to ask us to test the water meter in accordance with regulation 6 of the Meters Regulations. The water meter will always be removed from the premises for testing, to ensure accuracy. A charge for the test (see schedule 8 B.21) is payable by you if it shows that the accuracy of the water meter falls within the prescribed limits of error. No charge is payable if the meter accuracy is outside the prescribed limits of error.

If the test shows the water meter is registering incorrectly, we will adjust your charges in accordance with regulation 9 of the Meters Regulations.

3.3.5 Change in water meter size or position

Request to change meter size or position at your expense

We will at the written request of you or your agent:

- (i) carry out a survey to check if a water meter can be repositioned in accordance with regulation 5 of the Meters Regulations; or
- (ii) carry out a survey to check your likely water requirements and whether the existing water meter is of the appropriate size;
- (iii) fit and remove a data logger and, where necessary;
- (iv) reposition the water meter or replace it with one of the appropriate size.

All such work will be at your expense and charged as shown in schedule 8 B.15.

If you request us to replace the water meter with one of a different size without us having carried out the survey in (ii) above, and that requested size is proved to be inappropriate, you will be required to pay for any necessary further works.

3.3.6 General site visit charge relating to metering

Charge for general site visit related to metering

If you request a visit from us in relation to carrying out work on a meter and we determine that no work is required, we will charge you for the visit (see schedule 8.B.15).

3.3.7 Charge for providing access to network management data logger information

Charge for access to network management data logger information

Where we have a data logging device fitted to a meter for network management purposes we may be able to provide you with electronic access to this information (subject to you agreeing to our terms and conditions). There will be a charge per data logger for access to this information see 8.B.15.

3.3.8 Access to a water meter

Access to meter

You must allow us access to the water meter at all reasonable times. If you fail to allow us reasonable access to read or maintain a water meter it may result in legal proceedings (see sections 162 and 172 of the Act) and you may be liable for any costs incurred by us, including associated legal costs.

3.3.9 Responsibility for metered charges

Responsibility for water registered on the meter

You are responsible for paying charges for all water registered on the meter. No allowance will be given against water charges for water lost due to a leak except in defined circumstances see 3.3.10 below.

3.3.10 Leakage allowance - domestic and mixed premises

Leakage allowance for domestic premises

We operate a leakage code of practice for domestic customers occupying domestic premises. Under this code if you have a water meter you can claim an allowance for water lost due to a leak on your outside supply pipe provided certain conditions (as detailed in our leakage code of practice) are met.

Leakage allowance for mixed premises

For mixed premises (part domestic and part non-household) we will consider an allowance for water lost due to leakage if evidence can be provided that the leak was on the part of the supply pipe that serves only the domestic element of the premises.

Full details of our leakage code of practice and a claim form can be found at: unitedutilities.com/leaflets

3.3.11 Leakage allowance - non-household premises

Leakage allowance for non-household premises

If you have a water meter no allowance for leakage will be given against water charges. However an allowance may be given against sewerage volumetric charges if the leaked water did not return to the public sewer and providing the leak is repaired within 2 weeks of detection and there has been no negligence in allowing the leak to occur.

Sewerage allowances for subsequent leaks

For subsequent leaks at non-household premises, further allowances may be granted for sewerage volumetric charges if the water did not return to the public sewer provided the same conditions are met.

3.3.12 Standard measured tariff

Standard measured potable water charges

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

- a charge of **£1.705*** per cubic metre of water used; and
- a standing charge based upon the size of the water meter as shown in the following table.

Water meter size	Standing charge
12/15mm	£43.31*
20/22mm	£44.11*
25/28mm	£48.96*
30/32/35mm	£48.96*
40/42mm	£63.82*
50/54mm	£95.38*
75/80mm	£95.38*
100mm	£114.94*
150mm+	£114.94*
Farm troughs	£43.31*

* Subject to VAT at the standard rate.

3.3.13 Select 50 water tariff

Select 50 tariff

You can choose to pay under our Select 50 tariff. This will benefit you if you use more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water per annum at one site (see 1.2). The charge is made up of three parts:

Annual fixed charge per site (in addition to the normal meter standing charges)	£18,939.20*
Plus volumetric charge – per cubic metre (m3)	£1.319*
Plus a standing charge per water meter based on its size (see 8.A.2.b)	

* Subject to VAT at the standard rate.

3.3.14 Select 180 water tariff

Select 180 tariff

You can choose to pay under our Select 180 tariff. This will benefit you if you use more than 180 megalitres but less than 750 megalitres (180,000

– 750,000 cubic metres) of potable water per annum at one site (see 1.2). The charge is made up of three parts:

Annual fixed charge per site (in addition to the normal meter standing charges)	£66,015.70*
Plus volumetric charge – per cubic metre (m3)	£1.057*
Plus a standing charge per water meter based on its size (see 8.A.2.b)	

* Subject to VAT at the standard rate.

3.3.15 Select 750 water tariff

*Select 750
tariff*

You can choose to pay under our Select 750 tariff. This will benefit you if you use more than 750 megalitres but less than 3,000 megalitres (750,000 – 3,000,000 cubic metres) of potable water per annum at one site (see 1.2). The charge is made up of three parts:

Annual fixed charge per site (in addition to the normal meter standing charges)	£118,322.93*
Plus volumetric charge – per cubic metre (m3)	£0.988*
Plus a standing charge per water meter based on its size (see 8.A.2.b)	

*Subject to VAT at the standard rate.

3.3.16 Select Plus water tariff

*Select Plus
tariff*

You can choose to pay under our Select Plus tariff. This will benefit you if you use more than 3,000 megalitres (3,000,000 cubic metres) of potable water per annum at one site (see 1.2). The charge is made up of four parts:

Annual fixed charge per site (in addition to the normal meter standing charges)	£118,322.93*
Plus volumetric charge – per cubic metre (m3) Up to 3,000,000 cubic metres p.a.	£0.988*
Over 3,000,000 cubic metres p.a.	£0.384*
Plus a standing charge per water meter based on its size (see 8.A.2.b)	

*Subject to VAT at the standard rate

Exclusions

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

3.3.17 Choice of tariff

Choice of tariff You must apply using our “Application to transfer to a new tariff form”, available to download at unitedutilities.com/charges-leaflets, if you want to pay on one of our Select tariffs (see 3.3.13 to 3.3.16; 4.4.1 and 5.2.1). On receipt of your application the tariff will normally be applied from the date of the last meter reading.

Change in tariff We will only allow you to change tariff once in a twelve month period.

Ineligibility for Select tariffs You will become ineligible for our Select tariffs if the water services charges for the site (or any related service charges including trade effluent charges, surface water drainage charges and/or highway drainage charges) are overdue for a period of 30 days starting from the bill date stated on your bill (see 2.2), unless we have agreed a payment arrangement with you, or there is a dispute on substantial grounds about the provision of the service which the charge relates to, or there is a failure on our part relating to charging or billing errors. The standard measured tariff (see 3.3.12) will be applied to all consumption for the remainder of the charging year from the date of ineligibility.

3.3.18 Non-potable water

Charges for non-potable water Where supplies of non-potable water are made available for non-domestic purposes, the charge consists of a standing charge based on the size of the meter and a charge of **£0.206*** per cubic metre of water used.

* Subject to VAT at the standard rate.

3.3.19 Charging for water used for fire-fighting purposes

Water used for fire-fighting In accordance with section 147 of the Act, where we are notified and we agree, no charge is made for water used for fire-fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire-fighting.

3.3.20 Supply partially used for fire-fighting: notional downsizing of meter

Notional downsizing of meter for fire-fighting purposes Where a metered supply serves fire-fighting equipment as well as water fittings for normal use, we will (at your written request), 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 installed 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, you must ask us (within 3 months of that determination) to replace the meter with one of the appropriate size 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 you must pay for the cost of the work.

3.4 Compulsory metering

3.4.1 Categories of premises

Categories of premises to be compulsorily metered

We require all non-household premises to be metered where metering is practicable including but not limited to:

- premises which are a mixture of household and non-household where the predominant use is non-household;
- household premises where water is used for business purposes e.g. the filling of storage tankers to facilitate drain cleaning and wheelie bin washing. In such cases the water will be recorded for control charging purposes and where trade effluent is discharged from those premises we will issue a consent to discharge to the public sewer and charge as non-household under this charges scheme;
- caravan sites and similar premises;
- farm troughs (or the supplies which feed those troughs); and
- premises or parts of premises containing communal water facilities (e.g. a communal laundry in a block of flats).

Responsibility for cost of meter installation

The cost of installing a water meter to a new water supply connection will be payable by the person requesting the supply (see section 148 of the Act). In all other cases, if we require a supply to be metered, we will fit a meter free of charge and you will not be allowed to revert to an unmeasured basis of charge.

Transfer to our water supply network

If a customer transfers from a private water supply to a water supply provided by us, having regard to the provisions above, we will normally charge for water based on a water meter but may use the charging value of the premises, where one exists.

3.4.2 New premises

Metering of new premises

Subject to 3.4.3 and 3.4.4, all new premises must be capable of being separately metered and we may require you to meet the conditions set out in sections 47(2) and 64(3) of the Act before the connection is made, and recover costs as set out in section 45(6).

3.4.3 Common metering arrangement for household premises

Common metering arrangements - household

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

- the owner, landlord or management company enters an agreement with us to pay all water services charges (including charges for surface water drainage and highway drainage services for periods of non-occupation) for the premises included in the group;
- the location of the common water meter is agreed with us;
- the plumbing arrangements for the premises included in the group are configured so that individual water 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 payment, 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, you become liable for charges from the date you are informed by us 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 water meters or until it is practicable to do so, an annual assessed charge will be payable by each occupier as set out in our household charges scheme).

Temporary common water meter arrangement

Where a developer has requested individual water 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 water 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 included in the development until individual water meters have been installed in all of the separate premises, at which time the common metering arrangement will terminate and individual charging will begin.

3.4.4 Common metering arrangement for non-household premises

Requirements to be supplied

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

by a common water meter

- the owner, landlord or management company enter an agreement with us to pay all charges relating to consumption recorded on the meter (including estimated consumption) for the group of premises included on a site;
- the location of the common water meter is agreed with us;
- the plumbing arrangements for the premises included in the group are configured so that individual water meters can easily be added, in accessible locations if the agreement terminates for any reason in the future;
- in the event of difficulties with payment, 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, you become liable for charges from the date you are informed by us 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 water meters or until it is practicable to do so, an annual assessed charge will be payable by each occupier (see 3.2.2 and 4.3) for their individual premises.

3.4.5 Alterations to premises

Requirements relating to alterations to premises

Unless agreed with us in advance, any alterations to existing premises resulting in the creation of additional premises or merging of existing premises must be made so 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 payable by you. In default, we may require you to meet the conditions set out in sections 47(2) and 64(3) of the Act before the connection is made and recover costs as set out in section 45(6). A charging value or assessed charge (see 3.2.2 and 4.3) may be applied if metering is not practicable, or until a water meter can be installed.

Illegal connections

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

3.5 Disconnection and reconnection charges

3.5.1 Arising from non-payment

Charges for disconnection arising from non-payment

Where we visit premises to disconnect a supply for non-payment of charges in accordance with section 61 of the Act, a charge will be payable (see table below). An additional charge will apply for each subsequent visit. Where we disconnect a supply for non-payment of

charges, the supply will not be reconnected until all outstanding water services charges and the charge for reconnection have been paid.

Where premises have been deemed to have been illegally reconnected, we reserve the right to charge for each subsequent visit to re-disconnect the supply.

We may require security to be provided for future payment of charges if you fail to pay and are subsequently disconnected.

Where our representative or agent visits premises to disconnect the supply as above and the disconnection does not go ahead, a charge for the visit may be payable.

Simple disconnection arising from non-payment (or actual cost if greater)	£145.00*
Complicated disconnection arising from non-payment (or actual cost if greater)	£80.00*
Plus an hourly rate	£39.00*
Visit for purpose of intended disconnection arising from non-payment	£40.00*
We reserve the right to charge for each subsequent visit to re-disconnect the supply at premises that have been deemed to have been illegally reconnected.	
Permanent disconnection	No charge
We reserve the right to charge you for reconnection for non-compliance with the Fittings Regulations.	

* Subject to VAT at the standard rate

3.5.2 Permanent disconnection

Permanent disconnection

No charge will be made if you ask us to permanently disconnect your water supply.

3.5.3 Temporary disconnection (unmeasured premises)

Temporary disconnection of a water supply

If you have an unmeasured water supply, you may request that the supply is temporarily disconnected provided the premises has a separate service pipe and this can be done without affecting other customers. Charges for surface water drainage and highway drainage services remain payable (see 4.1).

We reserve the right to make a charge for reconnection following temporary disconnection.

3.5.4 Reconnection following disconnection for non-compliance with the Fittings Regulations

Reconnection Where a water supply has been disconnected for non-compliance with the Fittings Regulations and you request reconnection, we reserve the right to charge you for reconnection.

3.6 Other water supply charges

3.6.1 Charges for water used for building/improvements

Charges for water used for building / improvements In the case of improvements to existing premises that are unoccupied and unfurnished but where water use is significant due to structural renovation, and the supply is not metered, a fixed charge of **£26.26** (subject to VAT at the standard rate) is payable.

Where the supply to such premises is metered and water is being used, this will be charged under our standard measured tariff (see 3.3.12).

3.6.2 Inspection of plumbing work

Charges for inspection of plumbing work Where an inspection is required at premises to confirm that plumbing works comply with the Fittings Regulations, there is no charge for initial inspections. If works do not comply with the Regulations, we reserve the right to make a charge for each necessary re-inspection visit.

We also reserve the right to make a charge where you request a visit from us to:

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

3.6.3 Defective fittings

Defective fittings notice Under sections 73 to 75 of the Act we have a duty to enforce the Fittings Regulations and have power to take steps to prevent contamination, waste and misuse of water. We will serve a defective fittings notice on you to repair any fault resulting from a defective fitting (including underground supply pipes). Where you fail to make the repair within the timescales we specify, the repair will be carried out by us, and the cost of the work will be re-charged to you.

3.6.4 Water drawn from hydrants

Charges for water drawn from hydrants The charges for water drawn from hydrants are set out in the United Utilities' wholesale water charges scheme.

3.7 Concessionary supplies

*Concessionary
supplies*

If you have a concessionary supply of water which becomes connected to a potable supply of water from us, you will be charged in accordance with this charges scheme. We may phase the application of such charges over a period of time determined by us.

4. SEWERAGE SERVICES

4.1 Liability for charges

Liability for sewerage charges

You are liable for payment of sewerage charges for 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 you have the benefit of facilities that drain to a public sewer (see section 144(1)(b) of the Act).

Charges for discharges not through a public sewer

If premises discharge foul or surface water or both to our wastewater treatment works but not through our public sewer, we will charge a reduced amount (see schedule 8.A.2.b). We will charge the full amount for highway drainage as this is provided for general benefit.

Charges for access to other premises or receiving the benefit of facilities

Sewerage charges for surface water drainage and highway drainage services are still payable where premises are not occupied but are furnished or there is evidence of consumption (see 2.1) or the water supply has been temporarily disconnected (see 3.5.3).

If you have access to other premises or you receive the benefit of facilities that drain to a public sewer, charges will be made as appropriate in accordance with the relevant sections below (see 4.2; 4.4 and 4.5).

4.2 Unmeasured sewerage charges

Unmeasured sewerage charges

For

- (i) premises that do not have a water meter;
- (ii) farms;
- (iii) other agricultural premises;
- (iv) and some existing measured premises determined by us

sewerage charges are based on the charging value for unmeasured premises as shown in the table below.

For (iv) above where there is a change of occupier, sewerage charges will be applied as set out in 4.4.1 and 4.5.2.

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 our measured water charges has not also agreed to pay the measured sewerage charge.

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£0.487	£0.261	£0.158	£0.906
No surface water drainage service	£0.487	N/a	£0.158	£0.645
Surface water drainage and highway drainage services only	N/a	£0.261	£0.158	£0.419

Places of worship without a meter or charging value

If a place of worship does not have a water meter nor a charging value, a standing charge for sewerage services is payable as shown in the table below.

	Foul drainage standing charge	Surface water drainage standing charge	Highway drainage standing charge	Total charge
All services	£61.94	£33.20	£20.10	£115.24

Requirement for meter installation or assessed charge

We may require you to have a water meter fitted or we may assess a charging value if a meter cannot be fitted for premises where there is no charging value or where we consider the charging value is no longer appropriate, for example where premises have been substantially altered.

A charging value may be assessed using the business rateable value or rateable value.

Where a business rateable value (determined by the Valuation Office Agency at appropriate intervals, see 1.2) is used to assess a charging value, the rating list divisors shown in the following table will be used.

Divisors for assessing charging values

Business rateable value	Rating list divisor
Effective between 1 April 1995 – 31 March 2000 (inclusive) (This will only apply to premises that have been given a business rate assessment effective from 1998)	9.12
Effective between 1 April 2000 – 31 March 2005 (inclusive)	11.32

Effective between 1 April 2005 – 31 March 2010 (inclusive)	13.09
Effective on or after 1 April 2010	15.48

Where we have assessed a charging value for any charging year, this value will apply as the basis of the charge for that year (and following years until we are notified otherwise and we agree that the charging value should be changed).

Any change to that charging value will be effective as set out in 2.8.

Right to assess a charge

We reserve the right to assess a charge by other means where no business rateable value is available determined by the services provided. The charge will either be site area based, volume based or a combination of both if appropriate.

4.3 Assessed charges for sewerage services

Assessed sewerage charges

Where it is not practicable to fit a water meter and there is no charging value or we consider the charging value is no longer relevant (see 3.2.2), an assessed charge for sewerage services will be applied as shown in the following table.

Premises where we determine the meter size would be 15mm	£391.58
Premises where we determine the meter size would be >15mm but ≤ 22mm	£976.74

Note: The sewerage charge quoted does not include surface water drainage and highway drainage charges. These will be charged separately based on a site area charging band for the chargeable area of the premises (see 4.5.3).

We can review an assessed charge at any time.

4.4 Measured sewerage charges: foul drainage

4.4.1 Foul drainage

Charges for foul drainage

Except for premises falling within 4.2, our charges for foul drainage will normally be a charge per cubic metre of water consumed.

A volumetric charge – per cubic metre (m3)	£1.105
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The charge per cubic metre will normally be based on the amount of water registered on the water meter.

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

Any relevant alterations to charges will be applied as set out in 2.8.

Standard charges for foul drainage

Standard charges for foul drainage apply except where you discharge more than 50 megalitres per annum from a site and have opted for our Sewerage Select tariff or are eligible for the swimming pool effluent charge.

Select sewerage tariff

If you discharge more than 50 megalitres per annum from a site, you can opt for our Select sewerage tariff.

Volumetric charge – per cubic metre (m3)	£1.105
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Existing customers who are being charged under our Select sewerage tariff who no longer meet the required threshold of discharging more than 50 megalitres annually will no longer be eligible for this tariff.

On receipt of the application for a change in tariff, the tariff will normally be applied from the date of the last meter reading. We will only allow you to change tariff once in a twelve month period (see 3.3.17).

Ineligibility for Select sewerage tariff

You will become ineligible for the Select sewerage tariff if the water services charges for the site (or any related service charges including trade effluent charges, surface water drainage charges and/or highway drainage charges) are overdue for a period of 30 days starting from the bill date stated on your bill (see 2.2), unless we have agreed a payment arrangement with you, or there is a dispute on substantial grounds about the provision of the service which the charge relates to, or there is a failure on our part relating to charging or billing errors. The standard volumetric sewerage charge (see 4.4.1) will be applied for the remainder of the charging year from the date of ineligibility.

Swimming pool effluent charge

Where the effluent from a public or commercial swimming pool largely consists of the filter backwash water, the swimming pool effluent charge and a non-return allowance (see 4.4.3) will be applied instead of our standard volumetric sewerage charge. You must apply for this tariff and if we are satisfied that the application is valid we will apply the tariff from the date the application is received.

Swimming pool effluent – per cubic metre (m3)	£0.950
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We will accept applications for this tariff where the water meter only records the water used for a public or commercial swimming pool and any other facilities directly associated with the use of the swimming pool such as changing rooms.

4.4.2 Return to sewer assumption

Return to sewer assumption

When we set the volumetric charge for sewerage we assume that on average five per cent of the metered water supplied is not returned to

the sewer. No adjustment is made to the billed volume because the five per cent non-return is included in the charge.

4.4.3 Non-return allowance

Non-return allowance

Where more than five per cent of the water supplied is not returned to the sewer, you may claim (using our 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 given from the date the application is received.

You 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 you provide the information or we become aware of the change.

Allowances can be reviewed by us at any time at our discretion. You must provide accurate records to enable us to calculate any such allowances. We may require sub meters to be installed at your expense for this purpose. Where a sub meter is installed the allowance will be calculated as a proportion of the total volumetric charge payable for the premises. Failure to provide accurate information will result in no allowance being given.

4.4.4 Trade effluent

Trade effluent

If you are consented to discharge trade effluent, the consented volumes will have charges applied as set out in part 5. Charges as set out in 4.4.1 will be applied as appropriate for any additional foul drainage.

4.4.5 Premises served by a private water supply

Sewerage charges for premises served by a private water supply

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

For premises with a private supply, which is metered, the sewerage charges payable are as set out in 4.4.1 For premises with a metered supply as well as a private supply, the measured charges payable under 4.4.1 will be based on the total volume of water received (estimated where appropriate).

4.4.6 Temporary discharges

Temporary discharges

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

4.5 Measured sewerage charges: surface water drainage and highway drainage

4.5.1 Measured sewerage charges: site area charging

Site area charging

Charges for surface water drainage and highway drainage for measured premises and car parks built from 1 April 2010 that do not have a water connection or a meter (see 4.5.9), and including those premises billed on our behalf by another water company will be based on site area (see 4.5.2).

4.5.2 Tariff components

Charges for surface water drainage

Surface water drainage and highway drainage charges for premises with a water meter and car parks built from 1 April 2010 that do not have a water connection or a water meter (see 4.5.9) consist of:

(a) a charge for surface water drainage

(i) based on a site area charging band (see table below) related to chargeable area as defined in 1.2; or

(ii) for eligible community groups as defined in 1.2 a site area charging band 1 (see table below).

Charges for highway drainage

(b) a charge for highway drainage

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

Concessionary scheme for community groups

We have a concessionary scheme relating to site area charges for eligible community groups (see 1.2). You can find details about this and how to apply by logging on to our website at:

www.unitedutilities.com/concessionary-for-community-groups.aspx

Site area charging bands

Site area charging band	Chargeable area m2	Surface water drainage only charge	Highway drainage only charge	Surface water drainage & highway drainage charge
Band 1	Up to 124	£87.69	£41.78	£129.48
Band 2	125–299	£217.83	£103.77	£321.60
Band 3	300–649	£485.46	£231.27	£716.73
Band 4	650–1,499	£1,098.38	£523.27	£1,621.64

Band 5	1,500–2,999	£2,297.42	£1,094.50	£3,391.91
Band 6	3,000–6,999	£5,107.87	£2,433.41	£7,541.28
Band 7	7,000–11,999	£9,704.36	£4,623.19	£14,327.55
Band 8	12,000–17,999	£14,714.81	£7,010.18	£21,724.99
Band 9	18,000–24,999	£21,091.44	£10,048.03	£31,139.47
Band 10	25,000–49,999	£36,787.76	£17,525.81	£54,313.57
Band 11	50,000 –74,999	£61,313.27	£29,209.83	£90,523.10
Band 12	75,000 – 99,999	£85,838.77	£40,893.86	£126,732.63
Band 13	100,000–124,999	£110,364.27	£52,577.88	£162,942.16
Band 14	125,000–149,999	£134,889.78	£64,261.91	£199,151.68
Band 15	≥ 150,000	£159,415.76	£75,946.17	£235,361.94

These charges also apply if you are billed on our behalf by another water company.

The charge under (a) and (b) in this section is payable by the occupier of any premises that benefit from these services.

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

Any relevant alterations to charges will be applied as set out in 2.8.

4.5.3 Chargeable area for measured premises

Allocation of site area charging band

For charging purposes, your premises will be allocated to a site area charging band on the basis of their chargeable area (see 1.2), including the allocation of any common areas as described below.

Allocation of chargeable areas for common areas and buildings in multiple occupation

Where there is a common area belonging to a number of separately occupied premises or buildings in multiple occupation, 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 separate premises or pro rata to the individual charging value of each premises, as determined by us.

For buildings in multiple occupation, common areas may include areas both internal and external to those buildings.

Chargeable areas calculated from charging values and non-household sewerage standing charges

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.

Before the introduction of site area charging, where customers had more than one charge for surface water drainage and highway drainage services applied to their premises, e.g. two non-household sewerage standing charges or two charging value charges, we have allocated a chargeable area/site area charging band for each separate charge previously raised. Such chargeable areas/site area charging bands may not be added together.

Single business rating assessment

We will only allocate a single chargeable area/site area charging band where a single business rating assessment is made available.

Where a single business rating assessment covers more than one site we will determine an individual chargeable area for each site.

Charges for shared car parks

Shared car parks (which may include car park spaces) will normally be apportioned to separately occupied premises on the above principles. Alternatively we will enter into an agreement with the site owner or freeholder subject to him accepting liability 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.

Right to recover costs where customer disputes site area charging band

We reserve the right to recover from you or your agent, any costs that we have reasonably incurred in cases where you or your agent dispute either the site area charging band to which your premises have been allocated or seek to demonstrate that your 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 your premises was correct.

Charges for surface water drainage inspections where the current site area charging band is proven to be correct are as follows:

Premises with a site area charging band 1-5 full connection claim where the current charge is proven to be correct	£134.00*
Premises with a site area charging band 6 and above full connection claim where the current charge is proven to be correct	£546.00*
Partial connection claim for measured premises where the current charge is proven to be correct	£591.00*
Site area charging band changes (including changes to surface types) where the current charge is proven to be correct	£128.00*

Changes to site area charging band You must provide us with notification of any change that may affect the site area charging band that has been given to your premises. Any adjustment resulting from a change in a site area 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.

Right to make retrospective adjustment We reserve the right to make retrospective adjustment in cases where you or your agent withhold or fail to provide information that may affect your site area charging band.

4.5.4 Multiple household premises served by a common water meter

Surface water drainage and highway drainage charges for household premises served by a common water meter Where a group of individual household premises (typically an apartment block) is served by a common water meter, the charge for surface water drainage and highway drainage services is a fixed charge of **£92.46** for each of the individual premises (see 8.A.2.d.3).

Where a party acting on behalf of all the occupiers agrees with us to receive and pay all water services charges for a group of individual household premises (typically an apartment block) served by a common water meter (see 3.4.3), a single chargeable area may be assessed for surface water drainage and highway drainage charges for the whole group (see 4.5.2).

In certain circumstances set out in 4.5.6 a different chargeable area may be applied for surface water drainage.

4.5.5 Premises not connected for foul drainage

Charges for surface water drainage where premises have no foul connection Where premises are connected to the public sewer for surface water drainage but not foul drainage, the charges for surface water drainage and highway drainage are as follows:

(i) for unmeasured premises (with or without a water supply) a charge per £ of the charging value (see 4.2);

(ii) for measured premises a site area charging band based on chargeable area (see 4.5.2);

(iii) for new unmeasured premises without a water supply from 1 April 2010 a site area charging band based on chargeable area (see 4.5.2).

4.5.6 Reductions in surface water drainage charges

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

(i) if none of the surface water from the premises enters the public sewer network (other than as trade effluent); or

(ii) for an unmeasured customer, if some of the surface water from the customer's premises goes directly to a watercourse and the customer pays a third party (e.g. British Waterways) for disposing of surface water; or

(iii) in the case of measured premises, by deduction from the chargeable area (see 1.2) of any area(s) that constitutes 10% or more of the total chargeable area and from which no surface water enters the public sewer network.

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

In case (i) no charge will be made for surface water drainage. In case (ii) the charge for surface water drainage will be reduced by the amount you pay to the third party (up to a maximum of the amount we charge you for that part of the service). In case (iii) we will allocate a different site area charging band (for surface water drainage only as set out in the table in 4.5.2) based on the applicable chargeable area for surface water drainage.

<i>Reduction for partial drainage</i>	A reduction in surface water drainage charges for partial drainage, is only applied to those customers who pay for this service based on site area charging bands. In determining the surface water drainage charge for customers who are not charged based on site area, an assumption has already been made to recognise that, for an average customer, the full site area of the premises does not drain to a sewer. Therefore, the charge already includes an allowance for partial surface water drainage. We do not consider it appropriate to measure the site area of individual household premises due to the high volume of administrative activities this would entail.
<i>Premises with a green roof</i>	For premises with a green roof, we may allow a 50% discount for the chargeable area of the green roof for surface water drainage.
<i>Submission of claim form</i>	Any claim must be submitted on our claim form, which can be obtained from our website at: unitedutilities.com/leaflets We only consider claims for reductions in surface water drainage charges in respect of the current occupier of the premises which are the subject of the claim.
<i>Application of reduction in charges</i>	The reduction in charge for a successful claim is applied from 1 April 2015. Where a change to a surface water connection is made during a charging year the reduction will be applied from the date of the change.
<i>Right to recover costs</i>	As set out in 2.8 we reserve the right to recover from you or your agent any costs reasonably incurred in dealing with such a claim where we establish that the claim is not valid.

4.5.7 Highway drainage charges

Highway drainage

The highway drainage part of the sewerage charge has to be paid by all customers whose premises are connected to the public sewer network (see 4.1).

Highway drainage charges will not be reduced under the circumstances set in 4.5.6. We will adjust the chargeable area for highway drainage where you can demonstrate that changes have been made to the chargeable area for any permanently grassed, cultivated or landscaped areas (see 1.2); these will be excluded from the chargeable area.

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

Premises served by a septic tank

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

4.5.9 Car parks

Car parks

For car parks without a water connection and without a water meter that have a surface water drainage connection, a charge is payable for surface water drainage and highway drainage services as follows:

(i) car parks in existence before 1 April 2010 a charge per £ of the charging value or a standing charge, as determined by us.

Where a charging value is not available we will assess one from a business rateable value;

(ii) car parks built from 1 April 2010 a site area charging band based upon chargeable area (see 4.5.2).

4.6 Dealing with the contents of cesspools or septic tanks

Contents of cesspools or septic tanks

A charge for receiving the contents of cesspools or septic tanks directly at a United Utilities wastewater treatment works is payable by the person making the delivery, as set out in the United Utilities' Wholesale sewerage charges scheme.

4.7 Other utilities

Utility companies' operational premises

Separate sewerage charges apply to other utility companies' operational premises that do not have separate charging values but are subject to a single central rating. Charges are payable under our measured sewerage tariff (see 4.4.1 and 4.5.2).

5. TRADE EFFLUENT CHARGES

5.1 Responsibility for trade effluent charges

Responsibility and liability for trade effluent charges

Where premises are connected directly or indirectly to the public sewer or to one of our wastewater treatment works, and trade effluent is discharged (whether on a permanent or temporary basis), a trade effluent consent or agreement is required under Chapter III of Part IV of the Act and you are 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 with our agreement.

We will make charges for the reception, conveyance, treatment and disposal components of trade effluent as is appropriate for the type of discharge. Trade effluent charges 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 sewage and sewage disposal charge. However, if 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 you for sewerage services as if the effluent was not subject to a trade effluent consent.

5.2 Calculation of charge

5.2.1 Mogden formula

Calculation of trade effluent charges

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

R	Reception and conveyance
V	Preliminary and primary treatment
B ¹ and B ²	Biological treatment
S	Sludge treatment and disposal

The charge per cubic metre of a particular trade effluent is calculated by adding the standard unit charge(s) for each of the above factors which are applicable to the treatment and disposal of that particular effluent, having first adjusted where necessary items B² and S. This is to take account of the relative strengths for chemical oxygen demand and suspended solids of the particular effluent and the average effluent

(mixed sewage and trade effluent) received at our wastewater treatment works in long-term average rainfall conditions.

The Mogden formula by which this calculation is made is	
$C = (R + V + B^1) + (B^2 \times Ot/Os) + (S \times St/Ss)$	
Where:	
C	is the unit charge per cubic metre of trade effluent discharged
R	is the unit cost of £0.3228 per cubic metre to receive and convey sewage
V	is the unit cost of £0.1789 per cubic metre of the preliminary and primary treatment of the sewage in our wastewater treatment works
B	is the unit cost per cubic metre of the biological oxidation treatment of settled sewage, including the cost of secondary sludge disposal. It consists of two elements: B ¹ is the unit cost of £0.0502 per cubic metre relating to financing charges on capital costs related to secondary settlement tanks, and B ² is the unit cost of £0.1404 per cubic metre relating to all other costs
S	is the cost of £0.1699 per cubic metre of treatment and disposal of primary sewage sludge
Ot	is the chemical oxygen demand (COD) 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 (COD) 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

The total charge for conveyance and full treatment of average strength effluent is **£0.8622**.

Large user reduction You are eligible for a reduction in the standard charge for reception of discharges from a site of more than 50 megalitres (50,000 cubic metres) per annum.

The reception charge for annual discharges of more than 50 megalitres (50,000 m³) at one site is **£0.2824** per cubic metre.

If you have a private supply of water you must apply for the reduction and it will be reviewed annually.

On receipt of the application we will normally allow you to change tariff from the date of the last meter reading. We will only allow you to change tariff once in a twelve month period (see 3.3.17).

Ineligibility for reduction You will become ineligible for a reduction if the water services charges for the site (or any related service charges including trade effluent charges, surface water drainage charges and/or highway drainage charges) are overdue for a period of 30 days starting from the bill date stated on your bill (see 2.2.), unless we have agreed a payment arrangement with you, or there is a dispute on substantial grounds about the provision of the service to which the charge relates to, or there is a failure on our part relating to charging or billing errors. The standard charge for reception will be applied to all consumption for the remainder of the charging year from the date of ineligibility.

5.2.2 Modification of Mogden formula

Modification of Mogden formula If new environmental requirements are introduced, 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 or ammonia removal or sulphate treatment) on a regional basis.

5.2.3 Minimum charge

Minimum charge If after applying the charging formula (see 5.2) the total annual charge falls below the minimum charge, then the minimum charge will be payable, billed annually in arrears.

Where you only have a consent for part of a year the minimum charge may be apportioned.

5.2.4 Volume of trade effluent

Method of determining volume of trade effluent The method of determining the volume of trade effluent discharged will be agreed in writing with you. You may be required to provide and maintain flow recording equipment to BS 3680 (or equivalent) and to ensure proper maintenance and calibration of this equipment. We will confirm this in writing when this is required.

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

All dischargers of trade effluent are required to have a water meter installed to measure their incoming water, for water balance estimation purposes.

Estimates

In the absence of discharge readings we may estimate a volume. If actual and reliable data becomes available for the period of estimation, estimates may be adjusted later if necessary.

We may estimate trade effluent charges from the date of application for a consent or from the date we determine that a consent is required.

5.2.5 Strength of trade effluent

Strength of trade effluent

The strength of the trade effluent (Ot and St) will be determined from the average of samples taken from the trade premises. Agreed fixed strengths may be used for the calculation of charges in certain circumstances such as low risk and consistent effluent. Where applied, these will be based on samples taken in previous charging periods.

Trade effluent charges may be calculated using regional or individual fixed strengths of particular effluents, where appropriate.

Trade effluent charges may be estimated, based on historical data where this is available, relating to the chemical oxygen demand and suspended solids of effluent discharged. In the absence of historical data we will agreed an estimate with you. Such estimates will be adjusted later if necessary at our discretion.

5.2.6 Modification of consent

Modification of consent

Where a trade effluent discharge is terminated or modified you should inform us as soon as you are aware of the change. Where the consent requires modification charges will be adjusted as appropriate.

5.2.7 Temporary discharges

Temporary discharges

Where you wish to discharge wastewater to a public sewer, on a short term basis, consent is required from us. We will issue time limited temporary discharge consent at your written request.

You will be required to pay an application charge; and the standard trade effluent charges (see 5.2.1) will be applied to the discharge to the extent that it consists of or includes trade effluent.

For a discharge of wastewater 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). Wastewater discharged in this

way (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

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

Discharges direct to treatment works

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

5.5 Discharges that are not received at a treatment works

Discharges not received at a treatment works

Where trade effluent is discharged into the public sewerage network which is not received at a treatment works, we will charge the 'R' factor of the charging formula.

For discharges that are not received at a treatment works where we incur additional costs to the R factor charging formula element (see 5.2.1), a charge of **£0.3880** per cubic metre will apply and may vary on a site by site basis having regard to any additional costs that we incur.

5.6 Allowances

Allowances

Where the domestic sewage is discharged independently of the trade effluent discharge, an allowance will be made for the volume of domestic sewage (see 5.6.1). An allowance may also be applied for any water supplied to the premises that is not returned to sewer (see 5.6.2).

You must provide accurate records when requested to enable us to calculate any such allowances otherwise no allowance will be given. We may require the installation of sub meters at your expense for this purpose.

Notification of changes and review of existing allowances

You must inform us in writing of any changes that affect an allowance. Any change in the allowance is effective from the date on which we are informed of the change. We may review existing allowances at any time at our discretion.

5.6.1 Domestic sewage

Allowances for domestic sewage

Where domestic sewage and trade effluent are discharged from your premises and the trade effluent is not independently metered, we will assess 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 living in such accommodation.

The domestic volume will be charged at the standard sewerage volumetric rate (see 8.A.2.c) and not by using the Mogden formula.

We will review these figures as appropriate. For the purposes of this provision you may stipulate which days are working days. In the absence of such stipulation “working day” will be interpreted in accordance with section 144(7) of the Act.

5.6.2 Water used in products or lost during manufacturing processes

Allowances for water used in products or evaporation

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

You must provide in writing accurate calculations detailing water usage.

5.7 Accuracy of trade effluent meter

Accuracy of a trade effluent meter

Under the conditions of your trade effluent consent (or agreement), you are required to make sure that any measuring equipment is maintained and calibrated. 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 matter was brought to our attention.

5.8 Accuracy of the water meter

Accuracy of the water meter

Where the volume of effluent discharged is calculated from the volume of water supplied, as registered on a water meter, and the meter is found on testing 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 Trade effluent reservation charges

Trade effluent reservation charges

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

Elements of reservation charges

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

- a daily element to reflect the cost of infrastructure capacity reserved, based on the volume and loads specified in your consent or agreement;

- a variable element based on the actual flow and loads discharged.

Mogden formula elements	Reservation charge per m3/day	Volume charge per m3
R = Reception & conveyance	£0.2469	£0.0759
V = Preliminary & primary treatment	£0.1022	£0.0767
B ¹ = Biological treatment (capital element)	£0.0502	N/a
B ² = Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.0453	£0.0951
S = Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.1104	£0.0595

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

Reduction in reservation charge

You are eligible for a reduction in the reception charge for discharges from a site of more than 50 megalitres (50,000 cubic metres) per annum.

The reception charge for treatment of more than 50 megalitres (50,000 m3) at one site is **£0.2144** per cubic metre/day and the volume charge is **£0.0680** per cubic metre.

5.10 Application and direction charges

Application charge

An application charge is payable (see table below) by you when a notice is served on us containing an application for a consent to discharge trade effluent into a public sewer under section 119 of the Act.

We will give consent in accordance with section 121 of the Act. The application charge is payable by whoever consent is given to on completion of the application. It will vary depending upon the volume of flow and the chemical composition of the discharge.

Direction charge

Where you ask us to vary your existing consent to discharge trade effluent, a direction charge (see table below) will be payable which will vary depending upon the volume and chemical composition of the discharge.

Application charge	
Low impact discharges for our network and treatment assets	£319.00
Discharges that require detailed assessment against our network and treatment assets	£473.00
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 Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£739.00
Direction charge	
Low impact discharges for our network and treatment assets	£176.00
Discharges that require detailed assessment against our network and treatment assets	£295.00
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 Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£479.00

*Available
methods of
payment*

6. METHODS OF PAYMENT

We accept payment of our charges by any of the methods below in accordance with 2.2 of this scheme.

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

6.1 Direct debit

You can arrange to pay by direct debit either via our website at: unitedutilities.com/dd or by telephoning us on 0345 072 6072 with your bank details or by completing and returning a direct debit instruction. Your direct debit arrangement will continue from year to year, unless cancelled at any time by you writing to your bank or building society. A choice of dates for payment is available. An annual discount is given for payment by this method (see 2.3).

6.2 Standing order

You can arrange to pay by standing order by completing a standing order form, available by telephoning us on 0345 072 6072.

6.3 Debit card/credit card

You can pay by debit card or credit card online at: unitedutilities.com/paybill by telephoning our automated payments line on 0800 980 6050 or the number shown on your bill 0345 072 6072.

Credit card transactions may be subject to an additional charge.

6.4 Internet, telephone or TV banking

You should contact your bank quoting United Utilities Water's Sort Code 010917 and bank account number 58933956 and your account number from your bill.

6.5 BACS/CHAPS

Payment can be made via BACS Payment Schemes Limited (BACS) and Clearing House Automated Payments System (CHAPS). You should quote United Utilities Water's Sort Code 010917 and bank account number 58933956 and your account number from your bill.

6.6 By post

Cheques should be made payable to United Utilities Water Limited, with your United Utilities' account number (shown on your bill), written on the back and sent to **United Utilities, PO Box 11249, Harlow, Essex, CM20 9NN**. Cash or post-dated cheques should not be sent.

We only accept cheques from a bank licensed by the Financial Conduct Authority (FCA).

6.7 Banks

You can pay at your own bank or building society. Just take your bill with you. You can pay by cash or with a cheque made payable to United Utilities Water Limited.

Please be aware that some banks and building societies will charge for this service. A receipt should be obtained.

6.8 Payzone

You can pay by cash using the remittance slip attached to your bill at any Payzone outlet which accepts Utility bill payments free of charge. You can find your nearest store here [payzone.co.uk/Store-Locator](https://www.payzone.co.uk/Store-Locator). At the retailer's discretion, payment by cheque or debit card using your bill may also be accepted, however the retailer may charge for this. A receipt should be obtained.

6.9 Post Offices

You can pay by cash or debit card free of charge at any Post Office using the remittance slip attached to your bill. A receipt should be obtained.

6.10 Mobile Payments

If you are registered for the Barclays Pingit mobile payment application you can scan the QR code shown on your bill and pay using the Pingit App. (You do not need to bank with Barclays to use this service).

6.11 Water saving stamps

Water saving stamps are no longer available. You can redeem stamps by forwarding them to **United Utilities, PO Box 11249, Harlow, Essex, CM20 9NN**. It is recommended that you send any stamps by recorded delivery. Details of your name, address and account number (shown on your bill) to be credited must also be quoted.

6.12 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.

Charges resulting from failed payments are as follow:

Refer to drawer cheques	£5.00
Unpaid direct debit / standing order	£5.00

7. GENERAL INFORMATION

7.1 Enquiries

Telephone enquiries

Telephone enquiries

Operational enquiries

Water and wastewater operational enquiries 0345 672 3723

Lines open:

Monday – Friday 08.00 – 20.00

Saturday 08.00 – 18.00

Sunday 08.00 – 12.00

If you have hearing or speech difficulties, and use a textphone, please dial 18001 followed by the number you require.

We also operate an emergency service out of hours; calls are diverted to our emergency call handling team. To report an emergency with your water or wastewater supply please call 0345 672 3723 (24 hours a day). You can also find out about emergency incidents for your area by visiting our website at: unitedutilities.com/emergencies

Land and highway drains may be the responsibility of the local council, rather than United Utilities Water Limited.

Billing enquiries

Billing enquiries

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

Lines open:

Monday – Friday 08.30 – 17.30

Written Enquiries

Written enquiries

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

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

7.2 Internet site

Internet site

More details about United Utilities Water Limited can be found at: unitedutilities.com/businesscustomers

7.3 Data protection

Data protection

We are committed to protecting your information and complying with the provisions of the Data Protection Act 1998. Any personal information you provide to us through verbal or written contact or through our website

will be dealt with in accordance with our privacy policy which can be found at: unitedutilities.com/privacy-notice

You can request a copy of the personal data we hold about you. We will charge you **£10.00** per request and you will be required to provide identification. If you would like a copy of your information please contact our Data Protection and Fraud Manager below. You also have the right to withdraw consent for the receipt of marketing information from us at any time. We record both inbound and outbound calls for training, monitoring, quality and security purposes. Any questions about the use of data and data protection should be sent to: **Data Protection and Fraud Manager, United Utilities Water Limited, Grasmere House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP.**

7.4 Data sharing

Data sharing

We want to make the best and fairest decisions we can about our customers by understanding their credit history and receiving accurate and up to date information, which will enable us to make informed, fair and reliable decisions about our customers' ability to pay, and their liability for charges. It will also enable us to verify the identity of our customers as well as locate and trace them.

In order to do this we may share information about you with Credit Reference Agencies (CRAs) and, we may use this information to ensure the accuracy of our information, populate your details, carry out an identity and verification checks as well as trace and locate non-payers.

Debt collection searches we carry out will leave a footprint on your credit file which lenders will also be able to view.

We may also use CRA information to make decisions regarding your account, your ability to pay and to enhance the effectiveness of our collection processes. We may also use CRAs and debt collection and/or trace companies to trace and locate non-payers which will leave a footprint on your credit file.

Since February 2011 we have notified our customers of our data sharing activities by placing a statement on the back of bills as well as displaying more detailed information on our external website. Further information about data sharing can be found on our website at:

unitedutilities.com/privacy-notice

We will also disclose your information where we are required to do so by courts of law, when we are required by law to do so or to comply with other legal obligations placed upon us and to detect and/or prevent crime. To assist us in managing your account, we may also buy data from reputable organisations.

7.5 Publications

Available
leaflets

You can download the following information leaflets from our website at:
unitedutilities.com/leaflets

- Surface water drainage – business and non-household 2016/2017 – application form to apply for a reduction in sewerage charges;
- A guide to using water wisely;
- Our standards of service – includes compensation payments made under the statutory Guaranteed Standards Scheme;
- Our complaints procedure;
- Business and non-household charges 2016/2017;
- A simple guide to pipes, drains and sewers;
- Replacing lead and common supply pipes;
- Testing non-household water meters 2016/2017.

7.6 Other water companies charges

Other water
companies

Charges will be different if you live near to the borders of our area and receive water supply or sewerage services from another company.

The table below shows the contact details for the water companies that border our area.

Company	Billing and account enquiries	Telephone	Website
Yorkshire Water	Yorkshire Water PO Box 52 Bradford BD3 7YD	0345 1 24 24 24	www.yorkshirewater.com
Northumbrian Water	Northumbrian Water Customer Centre P O Box 300 Durham DH1 9WQ	0345 733 5566	www.nwl.co.uk
Dee Valley Water	Dee Valley Water plc Packsaddle Wrexham Road Rhostyllen	01978 833 200	www.deevalleywater.co.uk

	Wrexham LL14 4EH		
Severn Trent Water	Severn Trent Water Ltd Customer Relations PO Box 5310 Coventry CV3 9FJ	0345 7500 500	<u>www.stwater.co.uk</u>
Welsh Water (Dwr Cymru)	Dŵr Cymru Welsh Water P.O. Box 690 Cardiff CF3 5WL	0800 052 0145	<u>www.dwrcymru.com</u>

8. SCHEDULE OF CHARGES 2016/2017

This schedule lists our charges for business and non-household customers (unless stated otherwise) and forms part of our charges scheme for 2016/2017. All charges apply from 1 April 2016.

Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT.

SCHEDULE A – WATER AND SEWERAGE CHARGES

A.1 Unmeasured premises

A.1.a Water charges

Standing charge	Charge per £CV
£66.56*	£0.612*

A.1.b Sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£0.487	£0.261	£0.158	£0.906
No surface water drainage service	£0.487	N/a	£0.158	£0.645
Surface water drainage and highway drainage services only	N/a	£0.261	£0.158	£0.419

A.2 Measured premises

A.2.a Water charges

Standard volumetric charge – per cubic metre (m3)	£1.705*
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Plus a standing charge (see A.2.b).

A.2.b Standing charges

Water meter size	Standing charge
12/15mm	£43.31*
20/22mm	£44.11*
25/28mm	£48.96*
30/32/35mm	£48.96*
40/42mm	£63.82*
50/54mm	£95.38*
75/80mm	£95.38*
100mm	£114.94*
150mm+	£114.94*
Farm troughs	£43.31*

A.2.c Sewerage charges – foul drainage

Standard volumetric charge – per cubic metre (m3)	£1.105
Swimming pool effluent – per cubic metre (m3)	£0.950
Charge for direct discharge to a wastewater treatment works – per cubic metre (m3)	£0.685
Select sewerage charge – per cubic metre (m3)	£1.105

A.2.d Surface water drainage and highway drainage charges

1. Charges for measured premises

Site area charging band	Chargeable area m2	Surface water drainage only charge	Highway drainage only charge	Surface water drainage and highway drainage charge
Band 1	Up to 124	£87.69	£41.78	£129.48
Band 2	125–299	£217.83	£103.77	£321.60
Band 3	300–649	£485.46	£231.27	£716.73

Band 4	650–1,499	£1,098.38	£523.27	£1,621.64
Band 5	1,500–2,999	£2,297.42	£1,094.50	£3,391.91
Band 6	3,000–6,999	£5,107.87	£2,433.41	£7,541.28
Band 7	7,000–11,999	£9,704.36	£4,623.19	£14,327.55
Band 8	12,000–17,999	£14,714.81	£7,010.18	£21,724.99
Band 9	18,000–24,999	£21,091.44	£10,048.03	£31,139.47
Band 10	25,000–49,999	£36,787.76	£17,525.81	£54,313.57
Band 11	50,000 –74,999	£61,313.27	£29,209.83	£90,523.10
Band 12	75,000 – 99,999	£85,838.77	£40,893.86	£126,732.63
Band 13	100,000–124,999	£110,364.27	£52,577.88	£162,942.16
Band 14	125,000–149,999	£134,889.78	£64,261.91	£199,151.68
Band 15	≥ 150,000	£159,415.76	£75,946.17	£235,361.94

2. Eligible community groups (including those billed on our behalf by another water company)

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

3. Household premises served by a common water meter

A fixed charge of **£92.46** for surface water drainage and highway drainage services or a site area charging band (see A.2.d.1) may be applied to each household premises served by a common water meter (see 4.5.4).

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, a fixed charge of **£32.71** for highway drainage will apply.

A.3 Assessed charges for water and sewerage services

The assessed charges for water and sewerage services payable under 3.2.2, 3.4.4; 3.4.5 and 4.3 will include a fixed annual amount as follows:

Type of premises	Water	Sewerage	Total
Premises where we determine the water meter size would be 15mm	£635.33*	£391.58	£1,026.91
Premises where we determine the water meter size would be >15mm but ≤ 22mm	£1,584.75*	£976.74	£2,561.49

Note: The sewerage charge quoted does not include surface water drainage and highway drainage charges. These will be charged separately based on a site area charging band for the chargeable area of the premises as set out in the table at A.2.d.1.

A.4 Optional water tariffs

A.4.a Select 50 water tariff

This tariff will benefit you if your annual volumetric usage at one site will be more than 50 megalitres (50,000 m3) p.a. but less than 180 megalitres (180,000 m3) p.a.

Annual fixed charge (in addition to the normal water meter standing charges (see A.2.b))	£18,939.20*
Plus volumetric charge – per cubic metre (m3)	£1.319*

A.4.b Select 180 water tariff

This tariff will benefit you if your annual volumetric usage at one site will be more than 180 megalitres (180,000 m3) p.a. but less than 750 megalitres (750,000 m3) p.a.

Annual fixed charge (in addition to the normal water meter standing charges (see A.2.b))	£66,015.70*
Plus volumetric charge – per cubic metre (m3)	£1.057*

A.4.c Select 750 water tariff

This tariff will benefit you if your annual volumetric usage at one site will be more than 750 megalitres (750,000 m3) p.a. but less than 3,000 megalitres (3,000,000 m3) p.a.

Annual fixed charge (in addition to the normal water meter standing charges (see A.2.b))	£118,322.93*
Plus volumetric charge – per cubic metre (m3)	£0.988*

A.4.d Select Plus water tariff

This tariff will benefit you if your annual volumetric usage at one site will be more than 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 (in addition to the normal water meter standing charges (see A.2.b))	£118,322.93*
Plus volumetric charge – per cubic metre (m3) Up to 3,000,000 cubic metres p.a.	£0.988*
Over 3,000,000 cubic metres p.a.	£0.384*

A.5 Non-potable water (where available)

The annual charge includes a standing charge based on the size of the water meter as set out in the table for measured premises in A.2.b. plus a volumetric charge of **£0.206*** per cubic metre.

A.6 Trade effluent

A.6.a Trade effluent charges

Standard unit charges per cubic metre for effluent of average strength based on the following Mogden formula elements:

Mogden formula elements	Volume charge per m3
R = Reception and conveyance	£0.3228
V = Preliminary and primary treatment	£0.1789
B ¹ = Biological treatment (capital element)	£0.0502
B ² = Biological oxidation (based on Chemical Oxygen Demand of 350mg/l)	£0.1404
S = Sludge treatment and disposal (based on Suspended Solids of 230mg/l)	£0.1699
Total charge for conveyance and full treatment of average strength effluent	£0.8622

Minimum charge **£246.45**.

Note 1: The reception charge for annual discharges of more than 50 megalitres (50,000 m3) from one site is **£0.2824** per cubic metre.

Note 2: For discharges that are not received at a treatment works (see 5.5) where we incur additional costs to the R factor charging formula element above, a charge of **£0.3880** per cubic metre will apply and may vary having regard to any additional costs that we incur.

A.6.b Trade effluent reservation charges

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

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

Mogden formula elements	Reservation charge per m ³ /day	Volume charge per m ³
R = Reception and conveyance	£0.2469	£0.0759
V = Preliminary and primary treatment	£0.1022	£0.0767
B ¹ = Biological treatment (capital element)	£0.0502	N/a
B ² = Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.0453	£0.0951
S = Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.1104	£0.0595

Note: The reception charge for treatment of more than 50 megalitres (50,000 m³) from one site is **£0.2144** per cubic metre/day and the volume charge is **£0.0680** per cubic metre.

A.7 Other sewerage charges

A.7.a Places of worship

Places of worship that do not have a water meter or a charging value will pay a standing charge for sewerage services as shown below.

	Foul drainage standing charge	Surface water drainage standing charge	Highway drainage standing charge	Total charge
All services	£61.94	£33.20	£20.10	£115.24

A.7.b Car parks

Car parks in existence before 1 April 2010 without a water connection and without a water meter that are connected to the public sewer for surface water drainage will pay a charge per £ of the charging value (see A.1) or a standing charge of **£135.54** as determined by us, for surface water drainage and highway drainage services.

Car parks built from 1 April 2010 without a water connection and without a water meter that are connected to the public sewer for surface water drainage will pay a charge based

on chargeable area (see A.2.d.1) for surface water drainage and highway drainage services.

A.8 Discount for direct debit payers

If you pay by direct debit an annual discount of **£5.00** (£2.50 per service) will be applied to your account (see 2.3). Owners of multiple premises who have agreed a group billing arrangement with us (see 2.9) will not receive the discount.

A.9 Competition in the water business for eligible premises

Water Supply Licensees (licensees) can request access to our water supply system to supply water to eligible premises. This access is governed by the Water Industry Act 1991 (as amended). Details of our published Access Code and indicative access prices can be found at: **unitedutilities.com/accesscodes**

A.10 V.A.T

All charges are shown exclusive of any V.A.T. Charges with the following symbol * may be subject to VAT at the standard rate in certain circumstances (see 1.5).

SCHEDULE B – MISCELLANEOUS CHARGES

B.1 Charges for water used for building/improvements

Unmeasured premises	£26.26* per premises
Any premises that we agree should be metered	Standard measured charges *

B.2 Disconnection and reconnection charge

Simple disconnection arising from non-payment (or actual cost if greater)	£145.00*
Complicated disconnection arising from non-payment (or actual cost if greater)	£80.00*
Plus an hourly rate	£39.00*
Visit for purpose of intended disconnection arising from non-payment	£40.00*
We reserve the right to charge for each subsequent visit to re-disconnect the supply at premises that have been deemed to have been illegally reconnected.	
Permanent disconnection	No charge
We reserve the right to make a charge for reconnection at your request of a temporarily disconnected water supply to unmeasured premises.	

B.2.1 Reconnection following disconnection for non-compliance with the Fittings Regulations

We reserve the right to charge you for reconnection for non-compliance with the Fittings Regulations.

B.3 Charges resulting from failed payments

Refer to drawer cheques	£5.00
Unpaid direct debit / standing order	£5.00

B.4 Charges resulting from late payments

We reserve the right to charge an administration charge for late payment.

B.5 Charge for copy documents

Charge for up to 10 A4 copy documents	
- hardcopy	£39.00*
- softcopy	£38.00*
Charge for additional A4 documents – in multiples of 10	
- hardcopy	£7.00*
- softcopy	£5.00*

Charges for a single copy of the latest bill will be waived.

Charges are based on documents supplied at the same time; a limit of 20 documents may be applied to each request.

A document includes a copy bill, an invoice, a map (no larger than A3) or any document that provides information contained in the original document.

In addition where we are requested to provide further information based on a customer's documents, we reserve the right to charge for the additional cost of providing this information.

B.6 Data Protection Act

Access request fee (per request)	£10.00
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B.7 Charges for inspections

We reserve the right to make a charge for inspections relating to the locating of a stop cock or stop valve for work on private pipework, or for providing advice about or assistance with private pipework.

Surface water drainage inspections	Charge
Premises with a site area charging band 1-5 full connection claim where the current charge is proven to be correct	£134.00*
Premises with a site area charging band 6 and above full connection claim where the current charge is proven to be correct	£546.00*
Partial connection claim for measured premises where the current charge is proven to be correct	£591.00*
Site area charging band changes (including changes to surface types) where the current charge is proven to be correct	£128.00*

B.8 Pressure/flow tests

We reserve the right to make a charge for carrying out a pressure/flow test.

B.9 Farm trough without a water meter

Per trough for water	£122.00
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B.10 Use of metered standpipes for drawing water from our mains

The charges for water drawn from hydrants are set out in United Utilities' Wholesale water charges scheme.

B.11 Re-inspection of plumbing work charge

We reserve the right to make a charge for re-inspection of plumbing work to confirm that such work complies with the Fittings Regulations.

B.12 Cesspool and septic tank waste

The charge made to a Local Authority/Contractor delivering contents cesspools and septic tank waste to a United Utilities' wastewater treatment works will be as set out in United Utilities' Wholesale sewerage charges scheme.

B.13 Tanker services

B.13.a Transporting water by tanker

We reserve the right to recover any costs* associated with the provision of this service.

B.13.b Disposal of sludge to land

We reserve the right to any costs* associated with the provision of this service.

B.14 Trade effluent - application and direction charges

Application charge	
Low impact discharges for our network and treatment assets	£319.00
Discharges that require detailed assessment against our network and treatment assets	£473.00
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£739.00

Direction charge	
Low impact discharges for our network and treatment assets	£176.00
Discharges that require detailed assessment against our network and treatment assets	£295.00
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£479.00

B.15 Water meter charges

Job description	15mm - 20mm	25mm	40mm	50mm - 100mm	100mm +
Water meter exchange					
With excavation	£336.00*	£566.00*	£609.00*	£1,209.00*	Quote on request*
Without excavation	£113.00*	£171.00*	£216.00*	£537.00*	Quote on request*
Water meter test (two point)					
With excavation	£476.00*	£706.00*	£812.00*	£1,436.00*	Quote on request*
Without excavation	£254.00*	£312.00*	£419.00*	£764.00*	Quote on request*
Note: There is no charge where the meter accuracy is outside the prescribed limits of error					
Chamber lid replacement	£186.00*	£186.00*	£312.00*	£458.00*	Quote on request*
Clear chamber (pump out)	Quote on request*				
Clear chamber (excavate rubble)	Quote on request*				
Water meter resize survey (no data logging)	£88.00*	£105.00*	£105.00*	£170.00*	£170.00*
Water meter resize survey (data logging)	£178.00*	£178.00*	£178.00*	£258.00*	£258.00*
Water meter resizing activity	Quote on request*				
Water meter relocation survey	£72.00*	£72.00*	£72.00*	£141.00*	£141.00*
Water meter relocation activity	Quote on request*				
Data logger installation / removal	£148.00*	£148.00*	£148.00*	£148.00*	£148.00*
Access to network management data logger information (where available) (per logger)	£96.00*	£96.00*	£96.00*	£96.00*	£96.00*
Provision / installation of pulse unit and splitter	£197.00*	£148.00*	£148.00*	£160.00*	£160.00*

Job description	15mm - 20mm	25mm	40mm	50mm - 100mm	100mm +
Provision / installation of pulse unit, splitter and scan counter	£268.00*	£218.00*	£218.00*	£230.00*	£230.00*
General site visit for any work associated with metering e.g. reprogram data logger etc.	£96.00*	£96.00*	£96.00*	£96.00*	£96.00*
Charge for test of pulse output capability	£148.00*	£148.00*	£148.00*	£148.00*	£148.00*
Installation of additional logger box	Quote on request*				
Provision of quote on request	£72.00*	£72.00*	£72.00*	£72.00*	£72.00*

* Subject to VAT at the standard rate.

Note: For the purpose of the charges in the above table normal working hours are Monday to Friday 08.00 – 20.00; Saturday 08.00 – 16.00 and exclude Bank Holidays. Any work carried out outside of normal working hours will be charged at cost.

B.16 V.A.T

All charges are shown exclusive of any V.A.T. Charges with the following symbol * may be subject to VAT at the standard rate (see 1.5).