

Charges Scheme
2020/2021

Wholesale sewerage

Charges schemes

United Utilities Water Limited has published four charges schemes for 2020/2021 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

Wholesale sewerage charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020 for wholesale sewerage services

The others are

Wholesale water charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020 for wholesale water services

New connections and developer services charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020, for water supply and sewerage connections and developer services

Household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2020, chargeable to household customers

All of the charges schemes shown above, and our **Charges statement for New Appointments & Variations** are available to download from our website: [unitedutilities.com](https://www.unitedutilities.com)

United Utilities Water Limited – regional map



Contents

1. Introduction	6
2. General provisions.....	7
2.1 Liability for charges	7
2.2 Payment terms	7
2.3 Value Added Tax (VAT).....	7
2.4 Charges related to unmeasured supply points	7
2.5 Metered charges	7
2.6 Charges related to rateable value or business rateable value.....	7
2.7 Charges related to site area	8
2.8 Concessionary Schemes	9
2.9 Adjustments to charges	9
2.10 Leakage allowances.....	10
3. Primary charges.....	11
3.1 Primary charges for unmeasured supply points	11
3.2 Assessed charge for sewerage services where a water meter cannot be installed	11
3.3 Primary charges for measured supply points	12
3.4 Select sewerage charge.....	12
3.5 Swimming pool effluent charge	12
3.6 Non-return to sewer assumption.....	12
3.7 Sewerage charges for premises served by a private water supply.....	13
3.8 Temporary disconnection of water supply	13
3.9 Reductions in surface water drainage charges	13
3.10 Highway drainage charges	15
4. Schedule of primary sewerage charges 2020/2021	16
Non-household primary sewerage charges.....	16
4.1 Unmeasured sewerage charges	16
4.2 Assessed charges for sewerage services.....	16
4.3 Measured sewerage charges	17
4.4 Other sewerage charges	19
Household primary sewerage charges	20
4.5 Unmeasured sewerage charges	20
4.6 Assessed charges for household sewerage services where a water meter cannot be installed	20
4.7 Measured sewerage charges	21
4.8 Household premises served by a common water meter	21
5. Primary Charges for Trade Effluent.....	22
5.1 Mogden formula	22

5.2	Discharges direct to treatment works.....	25
5.3	Discharges that are not received at a treatment works	25
5.4	Allowances	26
5.5	Accuracy of meters.....	26
5.6	Reservation charges	27
6.	Schedule of primary charges for Trade effluent 2020/2021	28
6.1	Trade effluent charges	28
6.2	Reservation charges.....	29
7.	Non-primary charges	30
7.1	Non household enquiries - site visit charges	30
7.2	Data amendment requests	30
7.3	Vacant site administration charge	30
7.4	Provision of additional information	31
7.5	Charge for surface water drainage inspections	31
7.6	Dealing with the contents of cesspools or septic tanks.....	31
7.7	Repairs for damage to our assets.....	31
7.8	Temporary discharges	31
7.9	Recovery of costs associated with an unauthorised or non-compliant discharge of trade effluent	32
7.10	Application and variation charges for discharging trade effluent	32
7.11	Provision of trade effluent meter data	32
8.	Schedule of non-primary charges 2020/2021.....	33
8.1	Site visit charges	33
8.2	Data amendment	33
8.3	Vacant site administration charge	33
8.4	Provision of additional information	33
8.5	Charges for surface water drainage and site area band inspections.....	33
8.6	Cesspool and septic tank waste	34
8.7	Repairs for damage to our assets.....	34
8.8	Costs associated with unauthorised or non-compliant discharges of trade effluent	34
8.9	Trade effluent - application and variation charges.....	35
8.10	Trade effluent meter data provision.....	35
9.	Incentive schemes	36
9.1	Gap site incentive	36
9.2	Vacancy incentive.....	36
9.3	Disputes in relation to incentive schemes	37
10.	Payment options	37
11.	Information	37
12.	Definitions.....	38

1. INTRODUCTION

This charges scheme made under section 143 of the Act, contains details of wholesale charges for sewerage services provided to you by United Utilities Water Limited, for the period 1 April 2020 to 31 March 2021.

It explains how we will demand and recover the specific charges for our wholesale services (primary and non-primary) provided directly by us on request.

There are two types of services provided:

- Primary services related to the removal and treatment of foul effluent, trade effluent, surface water drainage and highway drainage;
- Non-primary services are for activities that are not directly related to the on-going provision of primary services.

The amount or value of each standard charge made under this scheme is detailed in schedule 4, 6 and 8, and is stated exclusive of VAT. Where any service is not provided for in this scheme, we may fix an appropriate charge.

The charges in this document, where applicable, comply with the requirements of our Instrument of Appointment.

To the extent that the information in this charges scheme is inconsistent with any agreement binding upon us, the charges specified in the agreement will prevail.

2. GENERAL PROVISIONS

2.1 Liability for charges

Sewerage services consist of foul effluent, trade effluent, surface water drainage and highway drainage.

You are liable for charges applied to connected supply points where you receive a service from us, or where a premises has the benefit of facilities that drain to a public sewer (see section 144(1)(b) of the Act), and any other wholesale services you receive from us.

Where all water supplies to premises are permanently disconnected or the premises (or site in the case of site area based charges) is vacant, no charges will apply, unless water consumption is recorded on the meter.

Where consumption is recorded on the meter, volumetric charges will be applied.

Where occupancy is established, full charges will be applied from the date of occupation.

2.2 Payment terms

All charges are payable in accordance with our agreement with you, where applicable. Failure to pay on time will result in recovery action and you may need to pay additional costs because of this.

2.3 Value Added Tax (VAT)

Charges in 4, 6 and 8 are stated exclusive of VAT; however, VAT will be chargeable in line with relevant legislation.

2.4 Charges related to unmeasured supply points

Charges for unmeasured supply points will be based on either a charging value (a rateable value or a charging value assessed from a business rateable value) or an assessed charge for each supply point (section 4.1 and 4.5).

2.5 Metered charges

Foul drainage charges at metered supply points will be based on the volume of water recorded by the water meter(s) (section 4.3 and 4.7).

2.6 Charges related to rateable value or business rateable value

Rateable value will be the basis of charge for sewerage services for unmeasured supply points that existed before 1 April 1990. For unmeasured non-household supply points, a charging value may be assessed using the business rateable value or rateable value for the premises.

Where a business rateable value is used to assess a charging value, it will be assessed by dividing the business rateable value by the appropriate rating list divisor as shown in the table below.

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

This basis of charge will also be applied to car parks that do not have a water supply or a meter in existence before 1 April 2010 that have a surface water drainage connection.

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 amended.

2.7 Charges related to site area

Site area will be the basis for charging for surface water drainage and highway drainage services for non-household premises with a measured supply point (section 4.3.2).

This basis of charge will also be applied to car parks built from 1 April 2010 that do not have a meter or a water supply but have a surface water drainage connection.

A site area charging band will be allocated to the premises based on the chargeable area, including the allocation of a proportionate part of any common areas. The proportionate part of the common areas will be assessed pro rata to the individual site measurement of each separate premises supplied by the supply point, or, if the floor area of the individual premises cannot be readily determined, 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.

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

We will only allocate a single chargeable area/site area charging band where a single business rating assessment is made available. Where an eligible premises is not liable for a business rate assessment, or a single business rating assessment covers more than one site we will determine an individual chargeable area for each site.

Shared car parks (which may include car park spaces) will normally be apportioned to separately occupied premises on the above principles.

2.8 Concessionary Schemes

We operate two concessionary schemes for surface water drainage charges. Concessions may apply to community groups and eligible schools who pay surface water charges based on site area.

Full details of the schemes can be found on our website at:

[unitedutilities.com/concessionary-for-community-groups](https://www.unitedutilities.com/concessionary-for-community-groups)

2.8.1 Charges for community groups

The Flood and Water Management Act 2010 provided for community groups to be given a concession for surface water drainage and highway drainage charges that are based on a chargeable area, if they meet specified criteria.

Supply points supplying eligible community groups will be charged on a site area charging band 1 for surface water drainage and highway drainage services.

Your premises will be eligible for our concessionary scheme if the principal use is as a:

- Place of worship
- Scout and guides hall
- Sea cadets unit
- Community amateur sports club (as defined by HM Revenue & Customs)
- Village hall or community centre
- Cemetery
- Local authority park

2.8.2 Charges based on site area for schools

Premises which fall within the scope of the following definition will be eligible for a concession for surface water and highway drainage charges, where these charges are based on a chargeable area.

An educational establishment which:

- is used exclusively or nearly exclusively for delivering education and tuition of students for any or all of Key Stages 1 – 5 or equivalent; and also
- has a playground facility attached.

Supply points supplying eligible premises will be charged on a site area charging band as described in 4.3.2 C for surface water drainage and highway drainage services.

2.9 Adjustments to charges

Whilst we make every effort to make sure that all supply point data and associated charging is correct, in the case of error we reserve the right to make retrospective adjustments.

The detail of any adjustment will vary depending on the charge affected and the reason for adjustment.

Full details can be found on our website at:

<https://www.unitedutilities.com/Business-services/retailers/adjustments/>

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

We reserve the right to make retrospective adjustments where access is prevented or refused to install, inspect or exchange a meter, or incorrect information is provided or information is withheld, or delays caused that may affect charges.

2.10 Leakage allowances

We operate a leakage code of practice for household customers occupying domestic premises.

Full details of our leakage code of practice can be found on our website at:

unitedutilities.com/leaflets

Leakage allowances against sewerage charges for non-household customers with respect to leaks from water supply pipework will be made providing;

- the leak is repaired within 30 days of discovery of the leak; and
- the leak was not due to faulty machinery or equipment; and
- the leak was not caused by faulty fixtures or fittings, such as faulty cistern overflows; and
- there has been no negligence in allowing the leak to occur.

We will only make one adjustment for an internal leak and one adjustment for an external leak per customer per property.

3. PRIMARY CHARGES

3.1 Primary charges for unmeasured supply points

Unmeasured sewerage charges (section 4.1 and 4.5) are based on the charging value of the premises in the following circumstances:

- Where no water meter is installed;
- Farms and other agricultural premises; and
- Some existing measured non-household premises determined by us. However where there is a change of occupier at these premises, we will apply volumetric charges for foul drainage and site area charges for surface water drainage and highway drainage services.

A standing charge for sewerage services will be applied for places of worship without a water meter or a charging value (section 4.4.1).

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 each non-household premises may be assessed as set out in section 2.6.

3.2 Assessed charge for sewerage services where a water meter cannot be installed

3.2.1 Household

Where it is not reasonably practicable to install a water meter at household premises charges will be based on an assessed charge for sewerage services (see 4.6). This will be a fixed annual charge and will depend on occupancy and the nature of the premises.

Where we require household premises to be metered, if installation, replacement or maintenance of a meter is obstructed or delayed, we reserve the right to apply the assessed volume charge for a larger property (see 4.6).

These types of properties are listed in the United Utilities Wholesale water charges scheme (section 2.8.1).

unitedutilities.com/wholesale-services/wholesale-charges

3.2.2 Non-household

Where it is not reasonably practicable to install a water meter at non-household premises and there is no charging value, or we consider the charging value is no longer relevant, we may assess a charging value until the premises can be metered or we may apply an assessed charge based on an assumed meter size (section 4.2). Assessed charges will not be available where we deem the assumed meter size to be greater than 22mm.

We can review an assessed charge at any time.

3.3 Primary charges for measured supply points

3.3.1 Measured sewerage charges: household premises

Household premises with a water meter (including those served by a common water meter) will be charged for sewerage services as follows (section 4.7):

- Foul drainage; a charge per cubic metre based upon the volume of water registered on the water meter; and
- a fixed charge for surface water drainage and/or highway drainage, as appropriate.

3.3.2 Measured sewerage charges: non-household premises

Non-household premises with a water meter will be charged for sewerage services as follows:

- Foul drainage; a charge per cubic metre based upon the volume of water registered on the water meter (section 4.3.1). If premises discharge foul effluent to our wastewater treatment works but not through our public sewer, we will charge a reduced amount;
- Surface water drainage and highway drainage; based on a site area charging band related to the chargeable area of the premises or for eligible community groups a site area charging band 1 (section 4.3.2).

3.4 Select sewerage charge

If the combined trade effluent and foul effluent discharge from a premises is more than 50 megalitres (50,000 cubic metres) per annum, you can apply for our select sewerage charge (section 4.3.1). Where applied, eligibility for the reduced charge will be reviewed periodically.

3.5 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 (section 4.3.1) and a non-return allowance (section 3.6) will be applied instead of our standard volumetric sewerage charge for foul drainage.

This tariff is only available 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.

3.6 Non-return to sewer assumption

When we set the volumetric charge for foul 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 accounted for in the charge.

Where more than five per cent of the water supplied is not returned to the sewer, an allowance may be given against the total volumetric charge payable determined by the volume, either expressed as a percentage not returned, or a value determined by us.

3.7 Sewerage charges for premises served by a private water supply

Sewerage charges for premises with a private supply of water and without a metered water supply point, are based on a charge per £ of the charging value (section 3.1).

For premises with a private supply which is metered, sewerage charges are based on the total volume of water as recorded by both the private water meter(s) and our water meter(s) (section 3.3).

3.8 Temporary disconnection of water supply

Where the water supply at occupied premises is temporarily disconnected, charges for surface water drainage and highway drainage services remain payable.

3.9 Reductions in surface water drainage charges

Surface water charges are payable when surface water enters the public sewer network, either directly or indirectly (other than as trade effluent).

3.9.1 Surface water discharged to watercourse

For a measured household premises or an unmeasured premises, where some of the surface water from a premises goes directly to a watercourse and payment is made to a third party – the surface water charge will be reduced by the amount paid to a third party for that service (up to a maximum of the amount we charge you for that service).

3.9.2 Partial surface water connections – measured non-household premises

Customers who occupy measured non-household premises can make a claim for a reduction in surface water charges where the surface water from an area equivalent to 10% or more of the chargeable area does not drain to a public sewer; or a proportion of such drainage is charged as trade effluent. The new surface water band is allocated based on the applicable chargeable area for surface water drainage.

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. In determining the surface water drainage charge for customers who are not charged based on chargeable 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 and unmeasured non-household premises, due to the high volume of administrative activities this would entail.

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.

Where we establish that a partial surface water connection claim made by you is invalid, a charge will be payable (section 8.5).

If connectivity of a site cannot be fully established during a site visit due to the actions or inaction of the occupier, you will be charged for any subsequent site visits requested.

3.9.3 Sustainable drainage systems

For measured non-household customers, where it is demonstrated that surface water from an area equivalent to at least 10% of the site is drained to a public sewer via an appropriately designed, built and maintained sustainable drainage system, a reduction will be applied to the chargeable area for surface water charges.

Qualifying systems are determined by us and have been assessed with regard to the Construction Industry Research and Information Association (CIRIA) C753, The SuDS Manual.

Qualifying sustainable drainage systems

- green roof
- infiltration system
- bio-retention system
- detention basin
- ponds & wetlands

In order to qualify for the reduction in the chargeable area, you must apply using the appropriate market form, and include:

- drawing to show connectivity, including areas drained via the sustainable drainage system; and
- as built drawings, to confirm that the system has been designed in accordance with the CIRIA SuDS Manual, with evidence of flow control devices if appropriate; and
- a copy of the maintenance schedule, with proof of maintenance being completed in accordance with the schedule (e.g. invoice) for a minimum of 12 months.

A reduction in chargeable area of 80% will apply to the area of the site drained via the sustainable drainage system. The new surface water band is allocated based on the applicable chargeable area for surface water drainage.

We reserve the right to request evidence of effective maintenance of a sustainable drainage system periodically. Where this is not provided, the reduction to chargeable area will be removed.

Where a qualifying sustainable drainage system is installed the reduction will be applied from the date of the change up to a maximum of 12 months from receipt of claim.

A reduction in surface water drainage charges for sustainable drainage is only applied to those customers who pay for this service based on site area.

No adjustment to the chargeable area will be made for highway drainage charges.

3.10 Highway drainage charges

The highway drainage charge is payable in respect of all premises connected to our public sewer network.

Highway drainage charges (section 4.3.2) will not be reduced under the circumstances set out in section 3.9. We will adjust the chargeable area for highway drainage to exclude any permanently grassed, cultivated or landscaped areas where no surface water or groundwater drains directly or indirectly to a public sewer should you notify us of a change.

4. SCHEDULE OF PRIMARY SEWERAGE CHARGES 2020/2021

This schedule lists our primary sewerage charges and forms part of our wholesale sewerage charges scheme for 2020/2021.

All charges apply from 1 April 2020.

Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT. Primary wastewater removal services are currently zero rated for VAT purposes.

NON-HOUSEHOLD PRIMARY SEWERAGE CHARGES

4.1 Unmeasured sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£0.434	£0.270	£0.116	£0.820
No surface water drainage	£0.434	N/a	£0.116	£0.550
Surface water drainage and highway drainage only	N/a	£0.270	£0.116	£0.386

4.2 Assessed charges for sewerage services

The assessed charges for sewerage services payable under section 3.2 are shown below.

Non-household premises where we determine the water meter size would be 15mm	£384.85
Non-household premises where we determine the water meter size would be >15mm but ≤ 22mm	£959.99

Note: The non-household sewerage charge quoted above relates to foul drainage; it does not include surface water drainage and highway drainage charges. These will be charged separately based a site area charging band for the chargeable area of the premises as shown in the table at 4.3.2.

4.3 Measured sewerage charges

4.3.1 Sewerage charges (foul drainage)

Standard volumetric charge – per cubic metre (m3)	£1.184
Swimming pool effluent – per cubic metre (m3)	£1.020
Charge for direct discharge to wastewater treatment works – per cubic metre (m3)	£0.774
Select sewerage charge – per cubic metre (m3)	£1.120

4.3.2 Surface water drainage and highway drainage charges

A. Charges for measured non-household 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	£90.52	£38.80	£129.32
Band 2	125–299	£224.85	£96.36	£321.21
Band 3	300–649	£501.09	£214.75	£715.84
Band 4	650–1,499	£1,133.77	£485.90	£1,619.67
Band 5	1,500–2,999	£2,371.43	£1,016.33	£3,387.76
Band 6	3,000–6,999	£5,272.47	£2,259.63	£7,532.10
Band 7	7,000–11,999	£10,017.09	£4,293.04	£14,310.13
Band 8	12,000–17,999	£16,549.54	£7,092.66	£23,642.20
Band 9	18,000–24,999	£23,721.25	£10,166.25	£33,887.50
Band 10	25,000–49,999	£41,374.67	£17,732.00	£59,106.67
Band 11	50,000 –74,999	£68,958.16	£29,553.50	£98,511.66
Band 12	75,000 – 99,999	£96,541.63	£41,374.99	£137,916.62
Band 13	100,000–124,999	£124,125.11	£53,196.48	£177,321.59
Band 14	125,000–149,999	£151,708.61	£65,017.97	£216,726.58
Band 15	≥ 150,000	£179,292.61	£76,839.69	£256,132.30

B. Charges for eligible community groups

A charge based on site area charging band 1 as shown in table 4.3.2 A.

C. Charges for eligible schools

Site area charging band	Chargeable area m ²	Surface water drainage only charge	Highway drainage only charge	Surface water drainage and highway drainage charge
Band 1s	Up to 124	£90.52	£38.80	£129.32
Band 2s	125–299	£112.43	£48.17	£160.60
Band 3s	300–649	£250.55	£107.37	£357.92
Band 4s	650–1,499	£566.88	£242.95	£809.83
Band 5s	1,500–2,999	£1,185.71	£508.16	£1,693.87
Band 6s	3,000–6,999	£2,636.23	£1,129.81	£3,766.04
Band 7s	7,000–11,999	£5,008.55	£2,146.51	£7,155.06
Band 8s	12,000–17,999	£8,274.77	£3,546.32	£11,821.09
Band 9s	18,000–24,999	£11,860.63	£5,083.12	£16,943.75
Band 10s	25,000–49,999	£20,687.34	£8,866.00	£29,553.34
Band 11s	50,000 –74,999	£34,479.08	£14,776.75	£49,255.83
Band 12s	75,000 – 99,999	£48,270.82	£20,687.49	£68,958.31
Band 13s	100,000–124,999	£62,062.55	£26,598.24	£88,660.79
Band 14s	125,000–149,999	£75,854.30	£32,508.98	£108,363.28
Band 15s	≥ 150,000	£89,646.32	£38,419.84	£128,066.16

4.4 Other sewerage charges

4.4.1 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 follows:

	Foul drainage standing charge	Surface water drainage standing charge	Highway drainage standing charge	Total charge
All services	£97.64	£55.24	£23.67	£176.55

4.4.2 Car parks

Car parks (in existence before 1 April 2010) without a water connection and without a water meter but with a connection for surface water drainage will pay a charge per £ of the charging value for the premises (section 4.1) for surface water drainage and highway drainage services.

Car parks built from 1 April 2010 without a water connection and without a water meter but with a connection for surface water drainage will pay a charge based on chargeable area (section 4.3.2 A) for surface water drainage and highway drainage services.

HOUSEHOLD PRIMARY SEWERAGE CHARGES

4.5 Unmeasured sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£0.938	£0.428	£0.183	£1.549
No surface water drainage service	£0.938	N/a	£0.183	£1.121
Surface water drainage and highway drainage services only	N/a	£0.428	£0.183	£0.611

4.6 Assessed charges for household sewerage services – where a water meter cannot be installed

The assessed charges for sewerage services payable under section 3.2.1 where a water meter cannot be installed to a household supply point, will include a fixed annual amount varying according to occupancy and the nature of the premises as detailed below:

Single person household (not applicable to any property with a swimming pool larger than 10,000 litres)	£150.27
Detached (includes houses, link detached and detached bungalows)*	£241.53
Semi-detached (includes houses and semi-detached bungalows)*	£226.74
Other household premises (includes flats and terraced houses)*	£190.17
Larger property – a property which either: <ul style="list-style-type: none"> • has a swimming pool (larger than 10,000 litres) or; • has a building footprint larger than 250m² in area, (including any annex buildings) and has six or more bedrooms 	£385.36
* excludes properties which meet the larger property criteria	

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge for each type of premises will be reduced by **£65.29**.

4.7 Measured sewerage charges

	Foul drainage volumetric charge per m3	Surface water drainage standing charge	Highway drainage fixed charge
All services	£1.150	£65.29	£28.00
No surface water drainage service	£1.150	N/a	£28.00

These charges will also be applied to each household premises served by a common water meter.

4.8 Household premises served by a common water meter

A fixed charge of **£93.29** for surface water drainage and highway drainage services may be applied to each household premises served by a common water meter.

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, a fixed charge of **£28.00** for highway drainage will apply.

5. PRIMARY CHARGES FOR TRADE EFFLUENT

If a premises is 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. You are responsible for trade effluent charges in addition to sewerage charges.

The trade effluent charge is payable during the period of discharge of the effluent or at the date payment is due.

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 for all premises consented to discharge 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, 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.

5.1 Mogden formula

The charge is based on a standard unit charge per cubic metre of trade effluent discharged to a public sewer (section 6.1). The standard unit charge is based on the Mogden formula using the following factors:

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

The charge per cubic metre of a particular trade effluent is calculated by adding the standard unit charge(s) for each of the above factors which are applicable to the treatment and disposal of that particular effluent, having first adjusted where necessary items B2 and S. This is to take account of the relative strengths 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 £0.3483 charge per cubic metre for the reception and conveyance of sewage
V	is the unit cost of £0.1824 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. It consists of two elements: B ₁ is the unit charge of £0.0529 per cubic metre relating to volume related secondary treatment costs and B ₂ is the unit cost of £0.1458 per cubic metre relating to all other biological oxidation treatment costs
S	is the cost of £0.1809 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

If the combined foul effluent and trade effluent discharge from a premises is more than 50 megalitres (50,000 cubic metres) per annum, a reduction in the standard charge for the reception and conveyance of sewage can apply upon receipt of a valid application (section 6.1). Where applied, eligibility for the reduced charge will be reviewed periodically. This reduction also applies if a premises has a private supply of water.

5.1.1 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.

5.1.2 Minimum charge

If after applying the charging formula (section 5.1) the total annual charge for the discharge point falls below the minimum charge of **£193.83**, then the minimum charge will be payable.

The charge will be assessed and apportioned on a daily basis in line with market requirements.

Where a consent is in place for part of a charging year the minimum charge will be apportioned to the effective dates.

5.1.3 Volume of trade effluent

Your customer 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. It is your customer's responsibility to provide details following installation, exchange or repair of such equipment.

If exempted in writing from the requirement to provide flow reading equipment, the volume will be assessed from the volume of water supplied or by a method agreed by us.

The method of determining the volume of trade effluent discharged will be confirmed in writing to you and your customer.

All premises discharging trade effluent are required to have a water meter installed to measure the incoming water, for water balance estimation purposes.

In the absence of discharge readings a volume may be estimated. 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.

5.1.4 Strength of Trade Effluent

Trade effluent operational parameters (Ot and St) used to determine effluent strength will be derived from the analytical results of samples taken from the trade premises in the previous calendar year. Operational parameters are generally fixed for the charging year however we may in exceptional circumstances modify data which we do not consider to be typical of the effluent quality.

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. A regional fixed strength may also be determined for particular effluent types where appropriate.

Notification of the operational parameters to be used for charging purposes will be supplied to you prior to the start of the charging year. Requests for modification of the operational parameters proposed should be made within six weeks of the data being supplied.

Requests for modifications to operational parameters within the charging year will be considered and if agreed by us will be applied from the date of application.

Where it becomes apparent that the operational parameters being used for charging are no longer representative of the effluent strength across the charging year then we may reassess the strengths from the date this becomes apparent.

For new discharges, or where limited or no sampling data is available, we will determine operational parameters to be used for charging purposes based on the following:

- (i) representative data from similar discharges; or
- (ii) samples taken over a different period but which can be shown to be representative.

5.1.5 Variation of consent

Where the nature of a trade effluent discharge is changed you should inform us as soon as you are aware of the change.

Where the consent requires modification, application charges may be payable, and operational parameters will be updated accordingly.

5.1.6 Termination of consent

Where you notify us that you wish to terminate a consent, charges will be adjusted as appropriate.

5.2 Discharges direct to treatment works

Where trade effluent is discharged from premises by a private pipe directly into the treatment works, without passing through our sewerage network, we will not charge the 'R' factor of the charging formula.

5.3 Discharges that are 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 (section 6.1), an additional charge per cubic metre will apply and may vary on a premises by premises basis having regard to any additional costs that we incur.

5.4 Allowances

Where the domestic sewage is discharged independently of the trade effluent discharge, an allowance will be made for the volume of domestic sewage (section 5.4.1).

An allowance may also be applied for any water supplied to the premises that is not returned to sewer (section 5.4.2).

For any allowance, you must apply using the appropriate market form and include any supporting information to enable us to determine if any such allowances are justified, otherwise no allowance will be given. We may require the installation of sub meters at your expense for this purpose.

You must inform us of any changes that affect an allowance. Any change to an allowance is effective from the date on which a valid application is received. We may review existing allowances at any time at our discretion.

5.4.1 Domestic sewage

Where domestic sewage and trade effluent are discharged from a premises and the trade effluent is not independently metered, we will assess the amount of domestic sewage on a per capita basis of 25 litres per head per working day, or 50 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 water meter(s), 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 non-household standard sewerage volumetric rate charge (section 4.3) 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.

5.4.2 Water used in products or lost during manufacturing processes

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

You must provide accurate calculations detailing water usage as part of the supporting information for an allowance application. Any allowance will need to be verified by us before it is applied.

5.5 Accuracy of meters

Under the conditions of your customer’s trade effluent consent (or agreement), they are required to make sure that any measuring equipment is maintained and calibrated according to manufacturer specifications or relevant standard. 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.

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.

5.6 Reservation charges

A reservation charge (section 6.2) may be payable based upon the volume and loads specified in your customer's consent or agreement.

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 volume and loads discharged.

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

We will charge for any shortfall in the capital elements of the charge, where more than the reserved volume or strength of effluent is discharged.

A reduction in the reservation reception charge for discharges from a premises of more than 50 megalitres (50,000 cubic metres) per annum may be applicable (section 6.2).

6. SCHEDULE OF PRIMARY CHARGES FOR TRADE EFFLUENT 2020/2021

This schedule lists our primary trade effluent charges and forms part of our wholesale sewerage charges scheme for 2020/2021.

All charges apply from 1 April 2020.

Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT. Primary wastewater removal services are currently zero rated for VAT purposes.

6.1 Trade effluent charges

Standard unit charges per cubic metre (m³) for effluent of average strength based on the following Mogden formula elements:

Mogden formula elements	Volume charge per m ³
R = Reception and conveyance	£0.3483
V = Preliminary and primary treatment	£0.1824
B ₁ = Biological treatment (volume related secondary treatment costs)	£0.0529
B ₂ = Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.1458
S = Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.1809
Total charge for conveyance and full treatment of average strength effluent	£0.9103

Minimum annual charge - per discharge point **£193.83**.

Note 1: The reception charge for annual discharges of more than 50 megalitres (50,000 m³) from premises is **£0.2982** per cubic metre.

Note 2: For discharges that are not received at a treatment works (section 5.3) where we incur additional costs to the R factor charging formula element above, an additional charge of **£0.4023** per cubic metre will apply and may vary having regard to any additional costs that we incur.

6.2 Reservation charges

Where applicable a reservation 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 volume and loads discharged.

Mogden formula elements	Reservation charge per m3/day	Volume charge per m3
R = Reception and conveyance	£0.2663	£0.0820
V = Preliminary and primary treatment	£0.1043	£0.0781
B ₁ = Biological treatment (volume related secondary treatment costs)	£0.0529	N/a
B ₂ = Biological oxidation (based on chemical oxygen demand of 350mg/l)	£0.0470	£0.0988
S = Sludge treatment and disposal (based on suspended solids of 230mg/l)	£0.1176	£0.0633

Note: The reception charge for treatment of more than 50 megalitres (50,000 m3) from premises is **£0.2265** per cubic metre (m3)/day and the volume charge is **£0.0717** per cubic metre (m3).

7. NON-PRIMARY CHARGES

Charges for the services listed below will be charged as stated. All services are subject to availability and may be subject to terms and conditions. Additional charges will be applied if the service is required outside of the standard business day.

Abortive visit charges will apply when we are prevented from carrying out any scheduled activity by the actions or non-attendance of you or your customer. This charge will also apply where this is as a result of incorrect information provided by you or your customer.

7.1 Non household enquiries - site visit charges

The site visit charge will be payable where you request a site visit from us, the level of charge depends on the scheduled activity and will be based on a cost per hour (section 8.1).

If you request a visit from us in relation to carrying out work and from that visit, we determine that no work is required by us, site visit charges will apply and will be based on an hourly rate (section 8.1).

7.2 Data amendment requests

Where you ask us to apply a data amendment to a discharge point, we will carry out an investigation to verify that the change is required:

Examples include:

- Application to de-register a supply point
- Application for an allowance
- Tariff change request
- Amendment to valuation office assessment business authority reference (VOA BA)
- Amendment to unique property reference number (UPRN)

Charges include a single site visit and a desktop study. Where it is possible to do so, we will verify the data by a desktop study. Where this is the case, the desktop study charge will apply.

Charges apply where, as a result of our investigation there is no amendment to the market data (section 8.2).

If we have initiated an investigation at your request and you fail to provide information reasonably requested by us to enable us to complete that investigation, the desktop study charge will be payable.

7.3 Vacant site administration charge

Where we believe a non-household premises is incorrectly marked as vacant within the Central Market Operating System, we may submit a vacancy change application to the market operator to have the occupancy status corrected. Where this is successful, charges will apply (section 8.3).

7.4 Provision of additional information

We may be able to provide additional information or data at your request over and above that which we share with you in accordance with your agreement, market codes or that covered by the Environmental Information Regulations. Where applicable, charges for the provision of such information will be based on a cost per hour of collating and providing this information (section 8.4).

7.5 Charge for surface water drainage inspections

We will charge for surface water drainage inspections where the current site area charging band is proven to be correct (section 8.5). Where scheduled activity cannot be carried out due to the actions or non-attendance of you or your customer, full charges as stated in 8.5 will apply.

7.6 Dealing with the contents of cesspools or septic tanks

We will charge for receiving the contents of cesspools or septic tanks directly at our wastewater treatment works payable by the person making the delivery (section 8.6).

7.7 Repairs for damage to our assets

Charges will be made for repairs for damage to our assets to whoever is responsible for damaging them (section 8.7).

7.8 Temporary discharges

If your customer wishes to discharge wastewater to a public sewer for less than six months, approval for the temporary discharge will be required from us. Applications should be made using the appropriate market form. Where we confirm that the discharge is acceptable, a time limited temporary discharge authorisation will be issued.

An application charge is payable and the standard trade effluent charges (section 8.9 and 6.1) 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.

7.9 Recovery of costs associated with an unauthorised or non-compliant discharge of trade effluent

If trade effluent is discharged to the public sewer network or treatment works and that discharge results in additional costs (not recovered through trade effluent charges as described in this charges scheme) for its reception, conveyance, treatment and disposal by us, those costs are recoverable by us from the discharger.

The additional costs may relate to physical damage to assets or clean-up costs which occur as a result of an unauthorised or non-compliant discharge and costs necessary to mitigate the effect of the discharge (section 8.8).

7.10 Application and variation charges for discharging trade effluent

An application charge is payable (section 8.9) 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 on completion of the application. It will vary depending upon the volume of flow and the chemical composition of the discharge.

Where you ask us to vary your customer's existing consent to discharge trade effluent, a variation charge (section 8.9) will be payable. The charge will vary depending upon the volume and chemical composition of the discharge.

Where substances defined under Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended) are identified as part of your customers' application, additional assessment of the discharge may be required. We reserve the right to recover the cost of this assessment. These costs will be discussed with you and your customer before commencement of any work (section 8.9).

7.11 Provision of trade effluent meter data

Where we have collected meter data for your customer's premises as part of our routine activity, we may be able to provide you with an electronic copy of this data, subject to agreement with our terms and conditions.

This service will be offered free of charge for the 2020/21 charging year.

Provision of the service and the level of charge will be reviewed for future years.

8. SCHEDULE OF NON-PRIMARY CHARGES 2020/2021

This schedule lists our non-primary other services charges and forms part of our wholesale sewerage charges scheme for 2020/2021.

All charges apply from 1 April 2020. Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT. VAT will be applied to charges as required by relevant legislation.

8.1 Site visit charges

Charges for inspections – per hour	£105.85
Abortive site visit charge – per hour	£105.85

8.2 Data amendment

Where you ask us to apply a data amendment to a supply point, we will carry out an investigation to verify that the change is required. Charges will apply where as a result of our investigation there is no amendment to the market data (see 7.2).

	Desktop study only	Site visit required	Abortive visit
Deregistration of a supply Amendment to VOA BA reference or UPRN at supply point	£57.74	£150.78	£95.46
Allowance/Assessment request – not charged elsewhere Review of tariff Application for change in tariff applied to service component Invalid claim for incentive schemes (section 9)	£28.88	£121.92	£66.59

8.3 Vacant site administration charge

Vacant site administration charge	£136.80
-----------------------------------	----------------

8.4 Provision of additional information

Provision of additional information – per hour	£28.88
--	---------------

8.5 Charges for surface water drainage and site area band inspections

Non-household with a site area charging band 1-5 full connection claim where the current charge is proven to be correct	£150.75
Non-household with a site area charging band 6 and above full connection claim where the current charge is proven to be correct	£804.57
Non-household partial connection claims for measured premises where the current charge is proven to be correct	£795.66
Site area charging band changes including changes to surface types where the current charge is proven to be correct	£135.38

8.6 Cesspool and septic tank waste

Charge made to the Local Authority/customer delivering contents of cesspools and septic tanks to our wastewater treatment works.

Charge for reception, treatment and disposal of the contents (per m3) Note: a minimum charge of one cubic metre will be applied	£10.91
Standing charge to cover the cost of reception and administration (per visit)	£16.50

8.7 Repairs for damage to our assets

Repairs to sewers and apparatus	Recovery of direct and indirect costs
We will recover all costs incurred (UU and contractor) associated with investigation, administration, statutory noticing, repair and reinstatement of the asset. We will also recover any other costs we incur as a result of the damage	

8.8 Costs associated with unauthorised or non-compliant discharges of trade effluent

Non-standard costs	Recovery of direct and indirect costs
We will recover all costs incurred (UU and contractor) associated with investigation, administration and clean-up. We will also recover any other costs we incur as a result of the discharge including costs associated with mitigating the effect of the discharge	

8.9 Trade effluent - application and variation charges

Application charge	
Low impact discharges for our network and treatment assets	£413.90
Discharges that require detailed assessment against our network and treatment assets	£617.84
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)	£961.73
Additional assessment - Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended)	Recovery of costs
Variation charge	
Any discharge containing sanitary constituents only	£216.14
Any discharge containing chemical substances which are not prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£372.28
Any discharge which constitutes a large proportion of the flow or load at the receiving wastewater treatment works and/or contains substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£602.20
Additional assessment - Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended)	Recovery of costs

8.10 Trade effluent meter data provision

Charge per data item	Free of charge
----------------------	-----------------------

9. INCENTIVE SCHEMES

9.1 Gap site incentive

Our gap site incentive scheme has been designed to incentivise business retailers to ensure that all eligible premises are registered correctly in the Central Market Operating system, to support fairness of charging for all customers.

We will offer a gap-site incentive payment where you identify a gap site that is subsequently successfully registered in the Central Market Operating System.

The scheme is subject to qualifying criteria and the maximum number of incentive payments made by us per year will be limited.

Full details of qualifying criteria can be found on our website at:

unitedutilities.com/wholesale-services/retailers/retailer-contract-and-charges

The incentive payment will be made once the SPID is has a status of tradeable in the Central Market Operating System.

Gap site incentive payment (per site)	£250.00
---------------------------------------	----------------

An administration charge may apply where as a result of our investigation there is no amendment to the market data (section 8.2).

If a water industry standard gap site incentive scheme is developed during the charging year, we may consider aligning our approach with that scheme.

9.2 Vacancy incentive

Our vacancy incentive scheme is designed to incentivise business retailers who work in our area to identify and change occupied premises that are showing as vacant within the Central Market Operating System, to support fairness of charging for all customers.

We will offer a vacancy incentive payment where you inform us of a site that is incorrectly identified as vacant within the Central Market Operating System

The scheme is subject to qualifying criteria and the maximum number of incentive payments made by us per year will be limited.

Full details of qualifying criteria can be found on our website at:

unitedutilities.com/wholesale-services/retailers/retailer-contract-and-charges

The incentive payment will be made once the vacancy flag for the SPID has been removed in the Central Market Operating System.

Vacancy incentive payment (per site)	£200.00
--------------------------------------	----------------

An administration charge may apply where as a result of our investigation there is no amendment to the market data (section 8.2).

If a standard water industry vacancy incentive scheme is developed during the charging year, we may consider aligning our approach with that scheme.

9.3 Disputes in relation to incentive schemes

Any disputes arising in relation to these incentive schemes will be resolved in accordance with the Non-Trading Disputes provision within the market codes.

10. PAYMENT OPTIONS

Payment terms are set out in your agreement or on your bill.

11. INFORMATION

Further information on wholesale services can be found on our website at:

unitedutilities.com/services/wholesale-services

You can contact us at: **WholesaleServiceDesk@uuplc.co.uk**

12. DEFINITIONS

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

Agreement – is a legally enforceable contract between us and you. It covers the water or sewerage services that we agree to provide to you, and the commercial terms on which those services are provided.

Assessed charge - applies when a water meter cannot be installed, no charging value for the premises is available or where a charging value exists we have deemed it inappropriate (section 3.2).

Business Day – 08:00 to 18:00 Monday to Friday, excluding Bank Holidays.

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 a 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 used 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 an assessed charge used for charging purposes. Also referred to as CV.

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

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.

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

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

Customer – the end customer of the water and sewerage service.

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).

Eligible premises – premises other than household premises and which may be identified as eligible premises in light of any eligibility guidance.

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.

Gap site - an eligible premises which is in receipt of water services and/or sewerage services where no supply points are registered in relation to such eligible premises in the supply point register.

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.

Household premises – premises in any part of which a person has his home and whose principal use is a home and which may be identified as such in light of any eligibility guidance.

Instrument of Appointment – is 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).

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 from 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 premises – premises other than household premises.

Non-primary charge – any wholesale charges which are not primary charges and to avoid doubt this includes all charges that relate to the provision of one off or discrete services performed pursuant to the operational terms or as otherwise set out in this scheme in relation to specific circumstances or events.

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

- maintains premises for occupation (including multiple occupation) with shared facilities or as holiday or other household 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 not furnished .

See also definition for a customer.

Operational Parameters – analytical results used to determine effluent strength:

- Ot - 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;
- St - the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage.

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.

Primary charges – all charges in this scheme that relate to the supply of sewerage services both on an enduring or temporary basis, and including:

- (i) fixed and volumetric charges and allowances;
- (ii) any other charges set out in this scheme in relation to specific circumstances or events, but excluding;
- (iii) all charges that relate to the provision of one off or discrete services performed pursuant to the operational terms.

together with all such charges calculated in relation to a special agreement by reference to the relevant factor(s) and tariff(s) as set out in the published special agreements charges.

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 (section 2.6).

Services – any service provided by us related to foul drainage, surface water drainage, highway drainage and trade effluent.

Sewerage services – any services provided by us related to the provision or alteration of sewerage and the reception, conveyance and treatment of sewage including surface water drainage and highway drainage.

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.

Supply point - the point at which sewerage services are provided. In relation to any eligible premises.

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).

Vacant Premises – premises are considered to be Vacant if all of the following criteria are met:

- (i) there is no physical occupation by any person, for any purpose, other than for the sole purpose of providing security services for the premises;
- (ii) the premises is not open or available to the public or visitors;
- (iii) there is no stock left in the premises, except where these items have been abandoned by a former tenant and the premises is not in use;
- (iv) there are no moveable items left on the premises such as furniture, equipment tools or moveable equipment or machinery; and
- (v) any fixtures and fittings have been abandoned by a former tenant and the premises is not in use.

A property that is prohibited by law from being occupied, for example an unsafe property, is also considered to be a Vacant Premises.

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

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

We, us or our – United Utilities Water Limited (registered number 2366678) or our representative(s).

Wholesale services – sewerage services that we provide to you.

You, your – a water supply licensee, another wholesaler or any other recipient of our wholesale products and services.

