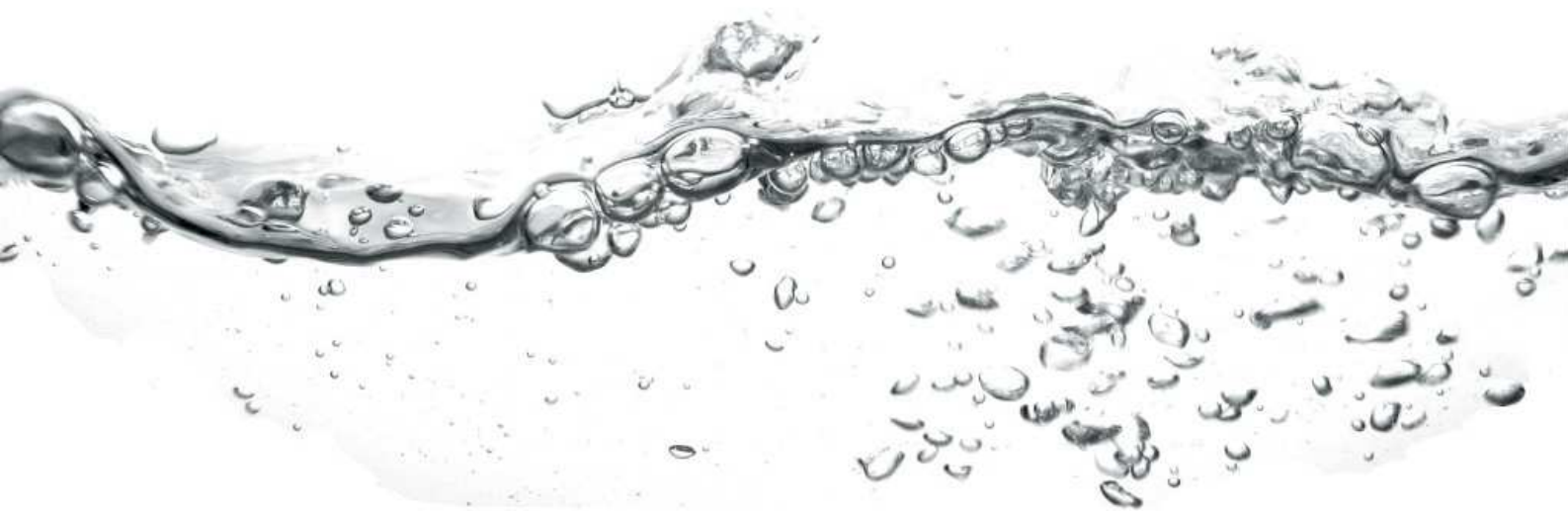


PEEL WATER NETWORKS LIMITED

CHARGES SCHEME 2010/11



Peel Water Networks Limited,
Peel Dome,
The Trafford Centre,
Manchester.
M17 8PL.
Registered No: 6680258

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A. Introduction

1. Introduction

- 1.1 Peel Water Networks Limited are a Licensed provider for water and wastewater services at the inset named Media City UK.
- 1.2 This charges scheme is made by Peel Water Networks Limited under section 143 of the Water industry Act 1991, for the period 01st April 2010 to 31st March 2011. It fixes the charges to be paid for services provided by the company in the course of carrying out its functions as a water and sewerage undertaker.
- 1.3 This charges scheme has been approved by the Water Services Regulation Authority (Ofwat), using powers conferred on them by the Act. The charges in this scheme, where applicable, have also been approved by them.

2. Definitions.

- 2.1 The definitions used in this scheme are:

The Act means The Water Industry Act 1991 (as amended).

Billing Period means the period covered by a bill and in the case of metered customers is the period between consecutive readings of the meter (or estimate of consumption).

Building Water means water used in construction, alteration or decoration of premises, including testing of water fittings.

Chargeable Area means in respect of surface water drainage comprises the total area, within a site, of non-permeable surfaces from which surface water or groundwater drains directly or indirectly to a public sewer. It comprises the whole site less any qualifying excluded areas. In respect of highway drainage it comprises the whole site less any permeable areas.

Charging Year means a year commencing on the 1st April.

Common Billing Agreement means an agreement between the Company and any person, under which that person has undertaken to pay charges for water services or sewerage services, or both, for two or more Premises that have a common supply pipe.

The Company means Peel Water Networks Ltd.

Connection means a Connection regulated by the Act and other relevant legislation by virtue of which the Consumer receives the benefit of one of the Company's services.

Consumer means the person on whom liability to pay the Company's charges in respect of water supply or sewerage services falls or would fall (cf. section 50B of the Act).

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

Domestic Premises means any Premises used wholly or partly as a dwelling or intended for such use. (cf. Condition A3 of the Instrument of Appointment). This definition relates only to leakage allowances.

Domestic Sewage means 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 (cf. section 117 of the Act).

Due Date means the date stated as the date on which payment becomes due on the Consumer's account.

Fittings Regulations means the Water Supply (Water Fittings) Regulations 1999.

Furnished means containing furniture or in the case of Non-Household Premises sufficient fixtures and fittings to enable immediate use.

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

Household Customer means a person who is the Occupier of a house or who has agreed with the Company to accept responsibility for Water Services Charges provided to the Occupier.

Household Premises means Premises defined as a house.

Infrastructure Charge means a water Infrastructure Charge or a sewerage Infrastructure Charge.

Instrument of Appointment means the Instrument of Appointment of Peel Water Networks Ltd as a water and sewerage undertaker dated 13th February 2009.

Interim Duty Tariff means most appropriate tariff where the Company has an interim duty under section 63 of the Act.

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

Meters Regulations means The Water (Meters) Regulations 1988.

Non-Household Customer means a person who is the Occupier of Premises other than a house or who has agreed with the Company to accept responsibility for Water Services Charges provided to the Occupier.

Non-Household Premises means Premises other than a house.

Notification means in relation to any other change affecting charging, means the provision to the Company of all relevant information necessary to verify and support that change.

Occupier means in addition to any person in actual occupation of Premises, any person who:

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

Potable Water means water fit for supply for domestic or for food production purposes.

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

Qualifying Excluded Area means any part of a Chargeable Area, consisting of at least ten percent of the whole, comprising:

- any permeable area (that is, any permanently grassed or cultivated area, or any playing field, farmland, racecourse, sports ground, golf course, parkland, or other land on which no building is permitted, or such other land as is accepted as qualifying by the Company), or
- any non-permeable area from which no surface water or groundwater drains either directly or indirectly to a public sewer, or

Provided that areas comprising less than ten percent of the Chargeable Area cannot be aggregated for this purpose of this definition.

Qualifying Person means a Consumer falling within a class of person as specified in the vulnerable groups section of this scheme.

Relevant Multiplier means a number (which may be one or more or less than one).

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

Water Services Charges means a charge or any combination of charges for water supply services or sewerage services or both.

3. Amount of Charges

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

4. Value Added Tax

- 4.1 The liability to VAT of charges in this scheme is determined not only by the nature of the charge, but in some cases by the predominant activity of the business to which the bill or invoice for services is addressed, and may be summarised as follows:
- Measured and unmeasured water supply charges, to businesses whose predominant activity falls within categories 1 to 5 of the Standard Industrial Classification (1980 Edition) are subject to VAT at the standard rate. Water supply charges to all other Customers are zero rated.
 - Measured and unmeasured sewerage and sewage disposal charges are always zero rated.
 - Charges for engineering and construction services, including Infrastructure Charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings.
- 4.2 The Company issues a VAT questionnaire to all new Non-Household Customers. Failure to return this within 21 days will result in the application of VAT.
- 4.3 This section is not a definitive description of the liability to VAT of charges and is subject to changes in VAT legislation.

B. General

1. Liability for Charges

- 1.1. The Occupier of Premises is liable for charges except where another person has agreed with the Company to accept responsibility, in which case that person is liable. Charges will be made wherever Premises are occupied or Furnished. If Premises are not occupied or Furnished, the Company will make charges for any services provided to the person receiving those services.
- 1.2. A Consumer with a measured water supply will continue to be liable for Water Services Charges until either:
 - (i) He ceases to occupy the Premises (or no longer requires a supply of water to them) and has given the Company at least two working days notice to that effect; or
 - (ii) Where a meter supplies several separately occupied Premises the person who has accepted responsibility for payment of charges gives a reasonable period of notice to terminate that arrangement.
- 1.3. In the case of (i) failure to give such notice will result in these charges being payable until the next normal meter reading date except as provided by section 144 of the Act. In circumstances where Premises for which measured charges are payable are both unoccupied and unfurnished, the Company will not charge Water Services Charges. However where such Premises are unoccupied but remain Furnished full charges will be applied.
- 1.4. Where a single metered water supply serves more than one set of Premises but the size of, and water use at, all but one of those sets of Premises is, in the opinion of the Company, insignificant in relation to the total, the Company may regard the Occupier of that one set of Premises as the Occupier of all the Premises served by the said metered supply.

2. Timing of Payment

- 2.1 Charges or instalments are payable on the due date stated on the Consumer's account. Failure to pay by the due date may result in recovery action and consequent additional cost to the Consumer.
- 2.2 Measured charges are payable on demand either half yearly, quarterly or monthly according to the Meter Reading frequency set out in part **D3**. Where agreed by the Company, measured charges may be paid by monthly instalments.
- 2.3 For Household Customers experiencing payment difficulties, weekly and fortnightly payments may be accepted.

3. Changes in Charges

- 3.1 Revisions in charges apply from 1st April.

4. Discount for Direct Debit Payers

- 4.1 Where a Consumer's Water Services Charges are paid by direct debit directly to the Company, an annual discount will be applied. This discount will be

credited to the first bill rendered in the current charging year for each service for which an account exists. Owners of multiple Premises who have either agreed a group billing arrangement with the Company (cf. part **B.10**) or who qualify for an owner's allowance (cf. **part J,7,7.11**) will not receive the discount.

- 4.2 The discount is an annual amount. Where a Consumer sets up an arrangement with the Company to pay Water Services Charges by direct debit part way through a year, the full discount will be applied.
- 4.3 Where a Customer defaults in his direct debit payments, his entitlement to the discount no longer applies and the Company may seek to recover it. The discount will be recovered for the Charging Year in which the Consumer defaults.

5. Security Deposits

- 5.1 The Company may, where appropriate, in respect of Non-Household Customers, require security to be provided for payment of future charges. Interest will be payable on sums held on deposit at the rate determined by the Company.

6. Interest on Outstanding Charges

- 6.1 The Company may, where appropriate, in respect of Non-Household Customers, require interest to be paid on overdue accounts. The amount will normally be calculated at the rate of 4% above the base rate set by the Royal Bank of Scotland plc.

7. Pre-payment Devices

- 7.1 The Company may, where appropriate in the case of Non-Household Customers not being the Occupiers of Premises described in schedule 4A to the Act, install a pre-payment device at the Premises.

8. WaterSure Scheme - Special Provision for Vulnerable Groups and Related Matters

Introduction

- 8.1 Where a measured Household Customer or other person residing with him in the Premises ("the qualifying person") meets the following criteria and satisfies the following conditions (which criteria and conditions reflect the relevant requirements of the Water Industry (Charges) (Vulnerable Groups) Regulations 1999), the Consumer may apply, on an annual basis, to pay a charge based on the Company's average charges for Household Customers for water supplies or sewerage services.

Criteria and Conditions

- 8.2 The criteria for application are that:
 - a. The Consumer or qualifying person is entitled to receive any of the following benefits or tax credits:

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

and either

- b. the qualifying person is entitled to receive child benefit (under Part IX of the Social Security Contributions and Benefits Act 1992) for three or more children up to the age of 19 (in full time education) who reside in the Premises; or
- c. the Consumer or another person residing with him in the Premises, whether or not the same person as the qualifying person, is diagnosed as suffering from any of the following medical conditions:
 - desquamation;
 - weeping skin disease;
 - incontinence;
 - abdominal stomas;
 - Crohn's disease;
 - ulcerative colitis;
 - renal failure requiring dialysis at home (does not apply where a contribution to the cost of the water consumed in the process of dialysis during the billing period is made by the health authority);

or another medical condition duly certified as mentioned in "**Method of establishing the entitlement to assistance**" below and as a result of that condition is obliged to use a significant additional volume of water. The Company will also consider requests for assistance from measured Consumers whose households contain an individual who has been diagnosed as suffering from a medical condition that involves significant use of water.

The conditions referred to in the "**Introduction**" above are:

- d. the Consumer and any other qualifying person occupies the whole or part of the premises as his only principal home;
- e. in the case of premises which are not used solely as a person's home, the other use is not the principal use of the Premises;

- f. water supplied to the Premises is not used for:
 - (i) watering a garden (other than by hand) by means of any apparatus; or
 - (ii) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres; and
- g. the Consumer has applied for assistance and established his entitlement to it under the “**Method of establishing the entitlement to assistance**” below.

Assistance to be Provided

- 8.3 The charges for a Consumer who has established his entitlement to assistance will be based on the average charges for Household Customers in United Utilities Water area for water and/or sewerage services respectively.
- 8.4 A Customer’s entitlement to assistance begins at the start of the billing period in which he successfully applies for assistance, and it ends 12 months later unless that is part way through a billing period in which case it ends at the end of that billing period. Where a Consumer ceases to be eligible for assistance, his period of entitlement ends at the end of the billing period in which this occurs.
- 8.5 The Company will continue to read the meter during the period of the Consumer’s entitlement for an average household charge. Where at the end of the Consumer’s period of entitlement, the average household charge exceeds the amount he would have been charged if he had not applied for assistance, the Company will credit his account with the difference between the average household charge and the Consumer’s actual charge based on his metered consumption.

Method of Establishing Entitlement to Assistance

- 8.6 Claims must be made to the Company’s designated office providing evidence of entitlement. Such claims must be made on the Company’s prescribed form.
- 8.7 For claims made in respect of three or more children under 19 (in full time education) and benefit entitlement, the Company may refuse an application for assistance if it is not supported by:
 - (i) the order book, or a copy of the latest notice of entitlement, confirming the qualifying person’s entitlement to receive child benefit; and
 - (ii) the order book, or copy of the latest notice of entitlement, confirming that person’s entitlement to receive one of the benefits listed in “**Criteria and conditions**”; or if any of the supporting documents is dated more than 12 months (or 6 months in the case of tax credits) before the date of the application for assistance.
- 8.8 For Claims made in respect of medical conditions, the Company may refuse the application if it is not supported by an order book, or copy of the latest notice of entitlement, confirming that person’s entitlement to receive one of the benefits listed in “**Criteria and conditions**”; or if any of the supporting documents is dated more than 12 months (or 6 months in the case of tax credits) before the date of the application for assistance.
- 8.9 For Claims made in respect of medical conditions, the Company may refuse the application if it is not supported in the case of conditions listed in “**Criteria**

and conditions”(c) by relevant information on the medical conditions; and its impact on increased water consumption at the Premises; or in the case of any other medical condition, by a certificate given by a registered medical practitioner bearing his signature and containing the following information:

- (i) the name of the person in respect of whom the diagnosis is made (the patient);
- (ii) the diagnosis of the patient’s medical condition which obliges the patient to use a significant additional volume of water;
- (iii) the date on which the certificate is given; and
- (iv) the name and address of the registered medical practitioner. The Company may check the validity of claims with third parties.

Changes in Entitlement and Renewal of Entitlement

- 8.10 The Consumer is responsible for advising the Company of any change in circumstances that may affect his entitlement.
- 8.11 Where a Consumer requires assistance to continue beyond a Charging Year, he must renew his application on the Company’s prescribed form and submit it supported by the information referred to in “**Method of establishing entitlement to assistance**” above. The Company will remind Consumers of the need to re-apply at the due time.
- 8.12 Where a Consumer is no longer entitled to assistance, or where he fails to renew his application by the end of the following billing period, the charges for that Consumer will revert to the Company’s standard measured tariff from the start of the next billing period.

9. Billing Adjustments

- 9.1 The Company makes every effort to ensure that charges are billed correctly and in accordance with its charges scheme. Any adjustment to charges will normally be applied from the start of the Charging Year in which the change of circumstances occasioning it is notified by a Consumer to the Company, or otherwise brought to the Company’s attention, except where the change occurs in the current Charging Year when any adjustment will be applied from the date of notification.
- 9.2 In circumstances where it is identified that a Consumer has been charged incorrectly because of an error caused by the Company, it reserves the right to make retrospective adjustment, and will always do so where the adjustment is in the Consumer’s favour.
- 9.3 The Company reserves the right to make retrospective adjustment where a Consumer intentionally provides incorrect information or withholds information that may affect his charges.

10. Group Billing Arrangements

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

11. Charges For Copy Documents

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

12. Complaints Procedure

- 12.1 Where a Consumer is not satisfied with the response to a complaint or wishes to discuss it further, he can contact his case owner at Peel Water Networks Ltd, Peel Dome, The Trafford Centre, Manchester, M17 8PL for his complaint to be reviewed.
- 12.2 The appointed case owner will pass the complaint for thorough review to a case manager.
- 12.3 If, following review, the Consumer is still not satisfied, he can refer his complaint to The Consumer Council for Water (CCWater). The address is: CCWater, 1st Floor, Victoria Square House, Victoria Square, Birmingham. B2 4AJ.

C. Water Supply Charges

1. Liability For Charges

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

2. Compulsory Metering

- 2.1 The Company will require all business, Non-Household Premises and Household Premises to be metered as they are new premises.

3. Alterations to Premises

- 3.1 Except where otherwise agreed with the Company, any alterations to existing Premises that result in the creation of additional Premises or merging of existing Premises must be so made that each of the Premises is separately connected to the Company's water main and can be separately metered.
- 3.2 Each Consumer must meet the costs of appropriate alterations to the pipework. In default, the Company may terminate or refuse to make a new Connection, or carry out the necessary work and recover costs.
- 3.3 A charging value or charge may be assessed if metering is not practicable, or until a meter can be fitted. In such cases an assessed charge will normally be charged as set out in part **C5** below.
- 3.4 In cases of illegal connection, the Company may pursue all appropriate criminal and civil remedies.

4. Meter Position

- 4.1 The Company will determine the position of the meter and of any associated ancillary equipment in accordance with part **D2** below. It will normally be sited externally at or near the boundary of the Premises but may be internal where operational requirements necessitate. Installation is at the Company's expense except where the Consumer requests that the meter be installed in a different position from that specified by the Company, in which case the Consumer bears any additional expense.

5. Assessed Charge Option Where Metering Impracticable

- 5.1 Where a meter cannot be installed the Company will invoice the Consumer based on an assessed charge. This will be a fixed annual sum, varying according to the type of Premises except where only one person lives at the premise:
- Detached (includes houses, link detached and detached bungalows);
 - Semi-detached (includes houses and semi-detached bungalows);
 - Other Household Premises (includes flats and terraced houses);
 - Single person household

- Non-Household Premises where the Company determines the meter size would be 15mm;
- Non-Household Premises where the Company determines the meter size would be >15mm but \leq 22mm.

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

D. Measured Water Supply Charges

1. Basis of Measured Charges

- 1.1 A Consumer is charged for potable water supplied through a meter on the standard measured tariff, unless he elects to pay charges on the Select 50 tariff. In each case, where no meter size is indicated on the meter the Company will assess a meter size by reference to the nominal flow through the meter.

2. Meter Installation

- 2.1 Meters and any associated ancillary equipment will be positioned in accordance with the Meters Regulations and must record the total use of water by a Consumer. Consumers can request an alternative location providing it is acceptable to the Company and the Consumer meets any additional costs (cf. part **C4** above and part **D5** below).
- 2.2 Failure to allow the Company or its agents reasonable access to install a water meter may result in legal proceedings. (cf. sections 162 & 172 of the Act). The Consumer may be liable for any costs incurred by the Company, including associated legal costs. It is an offence to tamper with a water meter without the express permission of the Company (cf. section 175 and 176 of the Act). As set out in part **D5** below, a Household Customer may be allowed to relocate a water meter provided certain conditions are met.

3. Meter Reading

- 3.1 The Meter Reading is prima facie evidence of consumption.
- 3.2 Meter Readings will be taken at such intervals as the Company may determine. Household meters are read half yearly and bills issued accordingly. Non-household meters are normally read either quarterly or monthly, and bills are issued accordingly. Bills are based on the actual usage shown on the meter. If the Company cannot read the meter, it may ask the Consumer to provide a reading. In the event of no reading being obtained, the Company will estimate usage based on previous consumption (or for any period prior to meter installation or where there is no record of previous consumption, assumed usage). Where a meter has stopped recording or fails to register correctly the quantity of water consumed, the Company will estimate usage for any period when the meter was out of order, based on the most reliable data available (normally either previous or subsequent consumption). Any such estimates may be adjusted later if necessary.
- 3.3 On the occasion of the first meter reading after 1 April, the Company will apportion the consumption on a pro-rata basis as between the current Charging Year and the previous Charging Year and bill accordingly.

4. Meter Testing

- 4.1 At the written request of the Consumer, the Company will carry out a test of the meter in accordance with regulation 6 of the Meters Regulations. The meter will always be removed from the Premises for testing, to ensure accuracy.

- 4.2 If when tested the accuracy of the meter falls within the prescribed limits of error, a charge for carrying out the test is payable by the Consumer. Where a meter has been found on test to be registering incorrectly, charges will be amended from the last meter reading but one before the matter was brought to the Company's attention.

5. Change in Meter Size or Position

- 5.1 At the written request of the Consumer or his agent the Company will:
- (i) carry out a survey to determine whether a meter can be repositioned in accordance with regulation 5 of the Meters Regulations, or
 - (ii) carry out a survey to determine the Consumer's likely water requirements and whether any existing meter is of the appropriate size and, where necessary,
 - (iii) reposition the meter or replace it with one of the appropriate size.

All such work shall be at the Consumer's expense.

- 5.2 Where the Consumer requests the Company to replace the meter with one of a specified different size without the Company having carried out the survey in (ii) above, and that specified size proves to be inappropriate, the Consumer will bear the expenses of any necessary further works.
- 5.3 The Company will allow a Household Customer to relocate a water meter from one internal location to another internal location, provided that the work meets the requirements of the Company and the work is inspected by the Company, on completion a charge for the inspection being payable. Charges for relocating a water meter will normally be waived where a Household Customer is registered with the Company for its Extra Need services.

6. Access to Meter

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

7. Responsibility For Metered Charges

- 7.1 The Consumer is responsible for charges for all water registered on the meter. No allowance will be given against Water Services Charges for water lost due to a burst except in the defined circumstances set out in part **D8** below.

8. Leakage Allowance

- 8.1 The Company operates a leakage code of practice for domestic Customers occupying Domestic Premises. Under this code an allowance is claimable in respect of water lost on the occasion of the first leak or burst following the installation of the meter provided certain conditions, as detailed in the Company's Leakage Code of Practice, are met. On the occasion of subsequent bursts an allowance may be granted for sewerage volumetric

charges if the water did not return to the public sewer provided the same conditions are met.

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

9. Standard Measured Tariff

- 9.1 The charges for potable water are made up of two parts:
- a charge per cubic metre of water used; and
 - a standing charge based upon the size of the meter.
- 9.2 For Household Premises the standing charge will be a uniform amount except where the meter is larger than 15mm diameter, in which case the standing charge applicable to business and Non-Household Premises will apply.
- 9.3 In respect of Household Premises, the Company considers that a 15mm meter is adequate and will normally insist that this size meter is fitted at all such Premises.

10. Select 50 Tariff

- 10.1 A Consumer can choose to pay under the Company's Select 50 tariff. This will benefit a Consumer if he uses more than 50 megalitres (50,000 cubic metres) of potable water per annum at one site. The charge is made up of three parts:
- a fixed charge per site;
 - a charge per cubic metre of water used; and
 - a standing charge per meter based on its size.

11. Choice of Tariff

- 11.1 A Consumer who wishes to pay under the Company's Select 50 tariff must apply in writing, using the Company's prescribed form and sending it to the Company's appropriate office or address. The tariff will normally be applied from the first meter reading on or after 1 April in the Charging Year commencing after the receipt of the request.
- 11.2 The Company will allow a Consumer to change tariff from the date of application; however the Company will only allow one change in any twelve month period.
- 11.3 The Consumer shall become ineligible for the Company's select tariffs, as specified in part **D10**, if the Water Services Charges are overdue for a period of 60 days starting from the due date stated on the Consumer's account, (cf. part **B2**) unless the Consumer has a payment arrangement agreed with the Company, or there is a dispute on substantial grounds as to provision of the service to which the charge relates, or there is a failure on the part of the Company relating to charging or billing errors. In the case of such ineligibility, the standard measured tariff, as specified in part **D9**, shall be applied to all consumption for the remainder of the measured supply Charging Year, from the date of ineligibility.

12. Supply Partially Used For Fire Fighting: Notional Downsizing of Meter (Measured Non-Household Premises)

- 12.1 In respect of Non-Household Premises, where a metered supply serves fire fighting equipment as well as water fittings for normal use, the Company will at the written request of the Consumer, determine the appropriate meter size required for normal water use and indicate the appropriate size of meter for the combined requirements. Where a meter of this size is fitted the Company will apply a reduced standing charge, based on normal use requirements.
- 12.2 Where the Company determines that a meter of the appropriate size for the combined requirements is **not** in place, the Consumer must request the Company (within 3 months of that determination) to replace the meter with one of the appropriate size, in order for a reduced standing charge to be applied, based on normal use requirements. In such circumstances the reduced charge will apply from the date of that request and the Consumer must pay for the cost of the work.

13. Shipping Supplies

- 13.1 A charge per cubic metre different from the Company's standard measured tariff per cubic metre is applied for water supplied to ships.

14. Damping Down Dust

- 14.1 A charge per cubic metre different from the Company's standard measured tariff per cubic metre is applied for water provided at docks for damping down dust.

15. Non-Potable Water

- 15.1 The Company does not supply non-potable water.

16. Meter Responsibility

- 16.1 The water meter remains the property of the Company. This means that the Company are responsible for maintaining and eventually replacing it and will do this at its own expense, unless the meter has been tampered with.
- 16.2 Tampering with a meter is a serious offence. You should not remove the meter or carry out any work on it without the Company's permission. The Company will recover the costs of any expense, loss or damage from the person responsible.

E. Other Water Supply Charges

1. Building Water

1.1 Building water charges will be made as either:

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

1.2 The Company will normally charge for Building Water based on the number of houses or Premises to be built on a site (standard size Connections), unless the Company determines that the supply should be metered.

2. Disconnection Arising From Non-Payment

2.1 Where the Company disconnects a supply for non-payment of charges in accordance with section 61 of the Act, an additional charge for disconnection and subsequent reconnection will be payable.

2.2 Where the Company disconnects a supply for non-payment of charges, it will not be reconnected until the Consumer pays the amount owing and the charge for reconnection. The Company may require security to be provided for future payment of charges from Consumers who fail to pay and are subsequently disconnected.

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

2.4 The charges in this paragraph are only applied to Non-Household Customers.

3. Inspection of Plumbing Work

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

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

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

4. Water Drawn From Hydrants

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

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

5. Fire Hydrants

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

F. Sewerage Services

1. Liability For Charges

- 1.1 Sewerage charges are payable in respect of any Premises, which are physically connected or drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer provided for foul or surface water or both; or where the Occupier has the benefit of facilities that drain to a public sewer (cf. section 144 (1) (b) of the Act).
- 1.2 Sewerage charges in respect of surface water and highway drainage, will continue to be payable for Premises that are not occupied or Furnished or to which the water supply has been temporarily disconnected.
- 1.3 Where an Occupier of a Premises has access to other Premises that are connected for surface water drainage, the surface water and highway drainage parts of the sewerage charge will be payable.

2. Measured Sewerage Charges: Household Premises

- 2.1 Sewerage services charges for Household Premises with a water meter comprise:
 - a charge per cubic metre based upon the amount of water registered on the meter;
 - a standing charge; and
 - a fixed charge for surface water and highway drainage.

3. Measured Sewerage Charges: Non-Household Premises

- 3.1 All measured Non-Household Customers' bills for surface water and highway drainage will be based upon their Chargeable Area.

4. Tariff Components

- 4.1 Sewerage services charges for Non-Household Premises with a water meter comprise:
 - a charge per cubic metre for foul drainage; plus
 - a charge for surface water and highway drainage, based wholly upon Chargeable Area.

5. Chargeable Area For Measured Non Household Premises

- 5.1 Where there is a common area appertaining to a number of separately occupied Premises, the Chargeable Area for each such Premise shall be calculated to include a proportionate part of any such common area, by dividing any such area pro rata to the total individual site area measurement of each such separate Premises. Chargeable Areas appertaining to Premises individually assessed for business rate purposes may not be aggregated.

- 5.2 In the case of buildings in multiple occupation, common areas may include areas both internal and external to those buildings. The Chargeable Area for such Premises shall be calculated to include a proportionate part of any such common area by dividing any such area pro rata to the individual site area or charging value of each such separate premises.
- 5.3 Shared car parks will normally be apportioned to separately occupied Premises on the above principles. However, the Company may also enter into an agreement with the site owner or freeholder, whereby he would be liable for the charges for the Chargeable Area of the car park.
- 5.4 Should the owner or freeholder default on payment of such charges, then the Company will recover the charges from the Occupiers of the separately occupied Premises as described above.
- 5.5 For charging purposes, Consumers' Premises will be allocated to a charging band on the basis of their Chargeable Area, including the allocation of any shared areas as described above.
- 5.6 The Company reserves the right to recover from the Consumer any costs that it has reasonably incurred in cases where a Consumer disputes either: the charging band to which his Premises have been allocated; or asserts that his Premises does not drain any surface water or groundwater either directly or indirectly to a public sewer and it is subsequently demonstrated that the Company's original assessment of the Premises was correct.
- 5.7 The Consumer must inform the Company of any change that may affect the charging band to which his Premises has been allocated. Any adjustment will be applied as indicated at part **B9** above. The Company reserves the right to make retrospective adjustment in cases where a Consumer intentionally withholds or fails to provide information that may affect the charging band.

6. Return to Sewer Assumption

- 6.1 In setting the volumetric charge for sewerage, the Company assumes that on average 5 percent of the metered water supplied to Consumers is not returned to the sewer.

7. Non Return Allowance

- 7.1 Where more than 10 percent of the water supplied to Non-Household Premises is not returned to the sewer, the Consumer may claim an allowance against the total volumetric charge payable on the Company's prescribed form. The Company will assess any such allowance on the basis of the evidence available, and the allowance will be granted from the date of the claim.
- 7.2 The Consumer must inform the Company of any change that may affect the percentage of water returned to the sewer. Any adjustment to the charge will be given from the date the Consumer provides the information or the Company becomes aware of the change.
- 7.3 The Company may review such allowances at any time. The Consumer must provide accurate records to enable the Company to calculate any such allowances. Failure to provide such information will result in no allowance being given.

8. Reductions in the Surface water and Highway Drainage Parts of the Sewerage Charges

- 8.1 A reduction can be claimed in the surface water part of the sewerage charges in the following circumstances:
- (i) if none of the surface water from the Consumer's Premises enters the sewer network (other than as metered trade effluent), or
 - (ii) in the case of Non-Household Premises, by deduction from the Chargeable Area of any Qualified Excluded Area(s).
- 8.2 If the Company is satisfied that the claim is valid it will reduce or adjust the part of the sewerage charges, which relate to surface water drainage as follows:
- in case 9.1 (i) no charge will be made for surface water drainage;
 - in case 9.1 (ii) the Company may allocate a different charging band reflecting the proportion of drained area.
- 8.3 A reduction will only be made to the highway drainage part of the charges if a customer can demonstrate that physical changes have been made in order to reduce the overall impermeable area of the premises.
- Note: The adjustment provisions in 9.1 (ii) apply only to measured Non-Household Premises.
- 8.4 Any claim must be submitted on the Company's claim form, which is obtainable from its appropriate office or address.
- 8.5 In the case of Household Customers and Non-Household customer, the reduction in charge is applied from the start of the Charging Year in which a successful claim is made.
- 8.6 This provision for reductions applies only from 1 April 2010, not retrospectively.

9. Sewerage Select Tariff

- 9.1 A Consumer who chooses to pay under the Select 50 tariff, as specified in part **D10**, shall become eligible for a reduction in the standard volumetric charge for measured sewerage.
- 9.2 The Consumer shall become ineligible for the Company's sewerage select tariffs if the Water Services Charges are overdue for a period of 60 days, starting from the due date stated on the Consumer's account, (cf. part **B2**), unless the Consumer has a payment arrangement agreed with the Company, or there is a dispute on substantial grounds as to provision of the service to which the charge relates, or there is a failure on the part of the Company relating to charging or billing errors.
- 9.3 In the case of such ineligibility, the standard measured tariff as specified in **F5**, shall be applied to all consumption for the remainder of the measured supply Charging Year, from the date of ineligibility.

G. Connection Charges

1. Water Connection Charges

- 1.1 For the purpose of recovering expenses, in accordance with section 45 (6) of the Act, standard charges are applied for Connections of up to and including 32mm external diameter to the Company's water mains. Different standard charges apply according to the type of excavation in which the pipe is being laid, the distance between the main and the boundary of the Premises (up to a maximum of 15 metres), the position of the meter and the option to source a wall mounted meter box of choice.
- 1.2 Exceptional work, Connections over 32mm diameter and Connections over 15 metres in length, will be charged by an individual quotation for the work involved.
- 1.3 Charges are payable by the person who requests the Connection. Payment is due at the time of Connection, although the Company reserves the right to require payment in advance.
- 1.4 Any dispute concerning the level of the Company's Connection charges, which cannot be resolved locally, can be referred for determination to the Water Services Regulation Authority (Ofwat). The address is: Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

2. Sewerage Connections

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

H. Infrastructure Charges

1. Introduction

- 1.1 Infrastructure Charges are payable in accordance with section 146(2) of the Act and Condition C and D of the Company's Appointment, when Premises become connected for the first time to the Company's water supply and/or sewerage systems for domestic purposes.
- 1.2 The principle of Infrastructure Charges recognises that every new Connection imposes an additional demand on the capacity of the water supply and sewerage systems, and eventually those systems will need to be enlarged. The Infrastructure Charge represents a notional contribution towards the capital expenditure that may be involved in meeting that additional demand.
- 1.3 Infrastructure Charges are due when a Connection is made. The Company will usually raise an invoice for water Connection (and/or sewerage Connection) and Infrastructure Charges on application for a new Connection to facilitate easier payment and collection of charges due.
- 1.4 Where existing premises are connected to the network for the first time, the charge can be paid in 12 equal annual instalments at a rate of interest fixed by the Water Services Regulation Authority (Ofwat).

2. Liability For Infrastructure Charges

- 2.1 Infrastructure Charges are due and payable when a water or sewerage Connection for domestic purposes is made to Premises that have not previously received the service, or where Premises are split into more than one set of Premises or where a site is otherwise redeveloped.
- 2.2 Except where provided under part **H1** above, Infrastructure Charges are payable on Connection of the Premises.
- 2.3 Infrastructure Charges are payable by the person who requests the Connection. If a Connection is made without authorisation, the Company may recover the Infrastructure Charge(s) from that person or from any person using the services provided.

3. Calculation of the Infrastructure Charge

- 3.1 One Infrastructure Charge for water and sewerage respectively will be made in respect of each set of Premises connected, except that the Infrastructure Charge will be multiplied by the Relevant Multiplier in the case of:
 - (i) Houses subject to a common billing agreement;
 - (ii) Non-Household Premises served by a supply pipe larger than a 25mm external diameter.
- 3.2 New Premises that are built on a site that was previously connected for either water or sewerage services, at some stage within the previous 5 years, may be given a reduction in Infrastructure Charges.

4. Relevant Multiplier

- 4.1 The Relevant Multiplier is calculated as follows:

Each water fitting or appliance is assigned a loading unit according to the table. These loading units are added together and the result divided by 24. If the result of this division is less than or equal to 1 then a single Infrastructure Charge is payable, otherwise the amount payable is the result of the division multiplied by the Infrastructure Charge.

Notes

- a. Any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
- b. A bath includes a whirlpool or a Jacuzzi.
- c. "Domestic appliance" means an appliance (including a dishwasher, a washing machine and (waste disposal unit) in a house and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).
- d. Water fitting Loading Units:
 - WC flushing cistern 2;
 - Wash basin in a house 1.5;
 - Wash basin elsewhere 3;
 - Bath (tap nominal size up to 20mm) 10;
 - Bath (tap nominal size larger than 20mm) 22;
 - Shower 3;
 - Sink (tap nominal size up to 15mm) 3;
 - Sink (tap nominal size larger than 15mm) 5;
 - Spray tap 0.5;
 - Bidet 1.5;
 - Domestic appliance – see note c (subject to a minimum of 6 loading units per house) 3;
 - Communal or commercial appliance 10;
 - Any other water fitting or outlet (including a tap but excluding a urinal or water softener) 3.
- e. In any calculation a minimum of six loading units shall be included, in respect of each House, for domestic appliances (whether or not the House has any such appliances) except, in the case of any House, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the House.
- f. In the case of any Premises with only a sewerage Connection and no water fittings, the Relevant Multiplier will be one.

5. Disputes

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

I. Methods of Payment

The Company will accept payment of its charges by any of the methods detailed below in accordance with the due dates set out in part **B2** above of this scheme. All methods are free of charge to the Consumer at the point of payment unless otherwise stated.

We will offer a range of payment options to suit the needs of our customers. This will include the option of paying in frequent intervals, in cash and at reasonable accessible locations for no additional charge.

1. Direct Debit

1.1 Arrangements to pay by direct debit can be made via post by completion and return of a direct debit mandate. The arrangement will continue from year to year, unless cancelled at any time by the Consumer writing to his bank or building society.

2. BACS/CHAPS

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

3. By Post

3.1 Cheques should be made payable to Peel Water Networks Ltd, with the Consumer's reference number written on the back and sent to Peel Water Networks Ltd, Peel Dome, The Trafford Centre, Manchester, M17 8PL. Cash or post dated cheques should not be sent.

4. Failed Payments, Dishonoured Cheques and Rejected Direct Debits

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

J. Schedule Of Charges 2010 – 2011

1. Measured Charges

1.1 Households

Table 1

Water		Sewerage		
Standing Charge per annum	Volumetric charge per m ³	Standing Charge per annum	Fixed charge per annum surface water and highway drainage	Volumetric charge per m ³
£28.50	£1.305	£15.00	£64.00	£1.084

Assumes a 15mm meter has been fitted.

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

1.2 Non-Households

Water supply and foul sewerage charges:

Table 2

Meter Size	Standing Charge per annum	Water volumetric charge per m ³	Sewerage volumetric charge per m ³
15mm	£47.50	£1.305	£0.968
20mm – 22mm	£71.25	£1.305	£0.968
25mm – 35mm	£86.45	£1.305	£0.968
40mm – 42mm	£119.70	£1.305	£0.968
50mm – 54mm	£181.45	£1.305	£0.968
80mm	£588.05	£1.305	£0.968
100mm	£1,005.10	£1.305	£0.968
150mm	£1,721.40	£1.305	£0.968

Surface water and highway drainage charges:

Table 3

Band	Chargeable area	Surface water drainage only charge p.a.	Highway drainage only charge p.a.	Surface water & highway drainage charge p.a.
Band 1	0 -124 m ²	£48.36	£48.36	£96.72
Band 2	125 -299 m ²	£120.20	£120.20	£240.40
Band 3	300 - 649 ²	£268.02	£268.02	£536.04
Band 4	650 - 1,499 m ²	£606.48	£606.48	£1,212.96
Band 5	1,500 – 2,999 m ²	£1,268.68	£1,268.68	£2,537.36
Band 6	3,000 - 6,999 m ²	£2,820.57	£2,820.57	£5,641.14
Band 7	7,000 -11,999 m ²	£5,358.84	£5,358.84	£10,717.68

Band 8	12,000 - 17,999 m ²	£8,461.69	£8,461.69	£16,923.38
Band 9	18,000 - 24,999 m ²	£12,128.19	£12,128.19	£24,256.38
Band 10	25,000 - 49,999 m ²	£21,153.99	£21,153.99	£42,307.98
Band 11	50,000 -74,999 m ²	£35,256.35	£35,256.35	£70,512.70
Band 12	75,000 - 99,999 m ²	£49,359.16	£49,359.16	£98,718.32
Band 13	100,000 - 124,999 m ²	£63,461.51	£63,461.51	£126,923.02
Band 14	125,000 - 149,999 m ²	£77,564.32	£77,564.32	£155,128.64
Band 15	> 150,000 m ²	£80,113.19	£80,113.19	£160,226.38

1.3 Select 50 Tariff:

This tariff will benefit Customers whose annual volumetric usage at one site will be in excess of 50 megalitres (50,000 m³) per annum. In addition to the normal meter standing charge there is an annual charge of **£9,741.00** and a volumetric charge of **£1.111 per m³**. The sewerage volumetric charge will be **£0.935 per m³**.

2. Assessed Charges – Where Metering is Impracticable

- 2.1 For Household Premises where metering is impractical, an assessed charge is available, comprising a fixed annual sum varying according to the type of Premises except where only one person lives at the premise as detailed below.

Table 4

Type of premises	Water	Sewerage	Total
Detached (including houses, link detached and detached bungalows)	£213.85	£232.93	£446.78
Semi-detached (includes houses and semi-detached bungalows)	£195.58	£217.75	£413.33
Other Household Premises (includes flats and terraced houses)	£149.89	£179.81	£329.70
Single person household tariff	£100.29	£138.62	£238.91

- 2.2 For Non-Household Premises where metering is impractical, an assessed charge is available, comprising a fixed annual sum varying according to the type of Premises detailed below.

Table 5

Type of premises	Water	Sewerage	Total
Non-Household Premises where the Company determines the meter size would be 15mm	£471.52	£314.45	£785.97
Non-Household Premises where the Company determines the meter size would be >15mm but ≤ 22mm	£1,128.93	£784.37	£1,913.30

Note 1: The sewerage charge quoted does not include surface water and highway drainage charges. These will be charged separately based on a Chargeable Area as shown in Table 3 – sewerage charges.

3. WaterSure Tariff

- 3.1 The charges payable under part **B8** above is based on the estimated average household charge for United Utilities Water area as shown below:

Table 6

	Water	Sewerage	Total
Estimated average household charge per annum	£162.45	£188.00	£350.45

4. Other Metered Water Charges

Shipping charges **£2.617 per m³**

5. Infrastructure Charges

Water Infrastructure Charge **£298.15**

Sewerage Infrastructure Charge **£298.15**

6. Standard Metered Connection Charge (up to & including 32mm diameter)

Table 7

Length of Connection	Unsurfaced ground	Surfaced ground (Including reinstatement)
Very short up to 2 metres	£423.00	£471.00

Note 1: Cost of each additional metre of pipe – unsurfaced ground **£57.00**

Cost of each additional metre of pipe – surfaced ground **£73.00**

7. Miscellaneous Charges

7.1 Meter Testing

Where the meter accuracy is outside the prescribed limits **there is no charge.**

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

Household meter **£70.00**

Non-household meter:

Up to 20mm **£91.00**

Up to 42mm **£143.00**

50mm and over **subject to quotation on request**

7.2 Customer Requested Survey to Reposition a Meter

To determine work for repositioning a meter **£37.00**

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

7.3 Building Water

Table 8

Premises supplied	Charge
Household or other premises with a standard size Connection	£25.00 per unit
Developments other than those of houses	10p per £100 of contract value
Any premises the Company agrees should be metered	Standard measured charge

7.4 Disconnection and Reconnection

There is no charge for permanent disconnection.
Arising from non payment in the case of Non-Household Customers **£90.00** or actual cost if this is greater.

7.5 Charges Resulting From Failed Payments

Refer to drawer cheques **£5.00 per cheque**
Unpaid direct debit / standing order **£5.00 per item**

7.6 Use of Stand Pipes For Drawing Water From Our Mains

22mm unmetered standpipe **£580.14 per annum**
50mm unmetered standpipe **£1,450.43 per annum**
20mm metered standpipe - Annual licence fee **£546.00 per annum**
50mm metered standpipe – Annual licence fee **£694.00 per annum**

In addition a charge of **£1.305** per cubic metre for all water recorded as used through the standpipe meter.

7.7 Supervision of Sewer Connections

Supervision of standard Connections within normal working hours will be charged at **£199.00**.

For the purposes of charging, normal working hours are Monday to Friday 9.00am to 5.00pm and exclude Bank Holidays.

Supervision of non-standard Connections and Connections outside normal working hours will be at cost.

Abortive supervision visits will be charged at **£45.00** per visit.

7.8 Mains enquiry and design of mains layouts for building developments – Application fee

Table 9

Type of development	Application fee
Small – 1 to 20 connections	£889.00
Medium – 21 to 100 connections	£1111.00

Large – 101 to 200 connections	£1,475.00
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7.9 Fire Hydrants

Table 10

Installation	
Min up to 100mm	£682.00
Mains over 100mm up to 150mm	£756.00
Mains over 150mm	Quote on request

All repair and maintenance will be charged at cost.

7.10 V.A.T.

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