

# **CHARGES SCHEME 2016/17**

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Wholesale

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## CONTENTS

PART A	WHOLESALE CHARGING METHODOLOGY .....	1
1	SCOPE OF THIS CHARGES SCHEME .....	1
2	DEFINITIONS .....	3
3	INFORMATION ABOUT NWL .....	6
4	APPLICATION OF WHOLESALE CHARGES .....	8
5	BILLING, METER READING AND PAYMENT ARRANGEMENTS .....	11
6	METERS AND METERING .....	13
7	NON-HOUSEHOLD WATER SUPPLY CHARGES .....	15
7.1	Measured Water Charges.....	15
7.1.1	Standard water tariff .....	15
7.1.2	Focus tariffs .....	15
7.1.3	Non-potable water tariff .....	16
7.1.4	Leakage Allowances for Water .....	17
7.1.5	Allowance for Water Used for Firefighting Purposes .....	17
7.2	Unmeasured Water Charges .....	17
7.2.1	Assessed Tariff for water .....	17
8	NON-HOUSEHOLD SEWERAGE CHARGES .....	18
8.1	General Information about Sewerage Charges .....	18
8.2	Measured Sewerage Charges .....	19
8.2.1	Standard Measured Sewerage Charges.....	19
8.2.2	Large User Tariff for Sewerage .....	19
8.2.3	Determining the volume to charge for domestic foul sewage .....	20
8.2.4	Non-return to sewer allowances .....	20
8.2.5	Leakage Allowances for Sewerage.....	21
8.3	Unmeasured Sewerage Charges.....	21
8.3.1	Assessed Tariff for sewerage .....	21
8.4	Chargeable Area.....	22
8.4.1	Determining chargeable area .....	22
8.4.2	Concessions on charges for surface water drainage for certain community groups .....	23
8.5	Reduced Charges In Relation To Surface Water Drainage .....	24
8.5.1	General.....	24
8.5.2	How to apply for reduced charges .....	25
9	TRADE EFFLUENT CHARGES .....	27
10	HOUSEHOLD WHOLESALE CHARGES METHODOLOGY .....	31
PART B	MISCELLANEOUS CHARGES.....	32
B.1	Defintion of Miscellaneous charges .....	32
B.2	Conditions Applying to Miscellaneous Charges .....	32
B.3	Attendance On Site By NWL Technicians At Customer Request .....	33
B.4	Stop tap valves .....	33
B.5	Damage to NWL Apparatus.....	35
B.6	Managing Trade Effluent Consents .....	35
B.7	Cleaning And Blockage Clearance Of Private Drains And Sewers.....	35
B.8	Charges for Meter related activities .....	36
B.9	Payments by credit card .....	37
B.10	Consequence Of Non-Payment Of Account .....	37
B.11	Requests for non-standard bills .....	38
B.12	Other Services.....	38
PART C	HOUSEHOLD WHOLESALE LEVEL OF CHARGES .....	39
C.1	Northumbrian Water region .....	39
C.2	Essex & Suffolk Water region .....	40
PART D	NON-HOUSEHOLD WHOLESALE LEVEL OF CHARGES.....	41
D.1	Northumbrian Water Region .....	41
D.2	Essex & Suffolk Water Region.....	43

## PART A WHOLESALE CHARGING METHODOLOGY

### 1 SCOPE OF THIS CHARGES SCHEME

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|--|---|
| <i>Charges scheme</i>  | (1) This Charges Scheme is made by Northumbrian Water Limited (NWL) under the provisions of the Water Industry Act 1991.  |
| <i>Contents of charges scheme</i>                              | (2) This Charges Scheme sets out how NWL will make and recover wholesale charges from 1 April 2016.<br>(3) This charges scheme is set out in parts and all parts should be read in conjunction with one another.  |
| <i>Consistency with any agreements</i>                         | (4) Where the terms of any agreement is inconsistent with the terms of this charges scheme, the charges specified in the agreement will apply.  |
| <i>Applicability of this document to NWL operating regions</i> | (5) The provisions of this charges scheme apply to both the Northumbrian Water and Essex & Suffolk Water regions in which NWL provides water and sewerage services. Where different services, charges, or terms and conditions apply between the two operating regions, this is clearly specified in this charges scheme using the following referencing:<br>(a) Where Northumbrian Water or NW is used, the conditions only apply in that region;<br>(b) Where Essex & Suffolk Water or ESW is used, the conditions only apply in that region.<br>(c) In all other cases the conditions will apply in both regions.  |
| <i>Wholesale service types</i>                                 | (6) More information on NWL can be found in section 3.<br>(7) There are two types of service provided:<br>(a) Primary services are for the delivery of water and the removal and treatment of foul, trade effluent and other discharges from a property<br>(i) Charges for primary services are set out in Part C and Part D of this wholesale charges scheme;<br>(b) Non-primary (other wholesale services) services are for activities that are carried out for an individual retailer, that are not directly related to the ongoing provision of primary services.<br>(i) Charges for non-primary services are set out in Part B of this wholesale charges scheme; |
| <i>Charges scheme structure</i>                                | (8) The methodology for applying primary wholesale charges is laid out in Part A.<br>(9) The level and conditions for miscellaneous charges are set out in Part B.<br>(10) The levels of primary household wholesale charges are set out in Part C.<br>(11) The levels of primary non-household wholesale charges are set out in Part D.<br>(12) Charges for new development are set out in a separate charges scheme.  |

- Non-household wholesale charges*
- (13) Non-household properties as specified under the Water Industry Act 1991 section 17D may choose a different retailer to NWL for their water services.
- Currently, and until legislation is changed, all non-household properties using a volume of water greater than 5,000 cubic metres per year may choose a different licensed water retailer.
- (14) If a non-household customer chooses a retailer, other than NWL to provide retail services for their properties, NWL will still provide wholesale water and sewerage services to the property, and the charges stated in this document will be charged to the licensed retailer.
- Households wholesale charges*
- (15) Retail competition is only applicable to non-household properties. Household wholesale charges will be applied as part of the end customer tariffs published in the Northumbrian Water Household Charges Scheme and the Essex & Suffolk Water Household Charges Scheme, and according to the principles set out in those charges schemes.
- (16) Household wholesale charges are shown, for information, in Part C of this charges scheme, but will not be detailed separately on customer bills.
- Definitions*
- (17) A glossary of definitions used throughout this scheme can be found in section 2.
- (18) In this Scheme words in the singular shall include the plural and vice-versa except where the context otherwise requires.

## 2 DEFINITIONS

- (19) A number of terms are used throughout this scheme; they normally have the following meanings:
- (a) “premises” and “property” mean the hereditament or if there is no hereditament it is land, any interest in land or any easement or right in, on, under or over land;
  - (b) "household premises" and "household property" means premises in which, or in any part of which, a person has his home and the principal use of the premises is as a home.
    - For mixed-use premises where the principal use of the premises is in question; the premises will be defined as non-household where both the household part of the premises is dependent in some way upon the non-household part and the premises are liable for business rates or exempt from business rates;
  - (c) "non-household premises" and "non-household property" means all premises which are not household premises. For the definition of household premises see paragraph (19)(b);
  - (d) “water services charges” means a charge or any combination of charges for water supply, and sewerage and sewage disposal services;
  - (e) “supplied property” relates to water services and means any property which benefits from or is;
    - (i) receiving a supply of water or;
    - (ii) occupied by a person having the use of or right to use or benefit of facilities (whether or not for the benefit of the property) in connection with NWL's water supply function;
  - (f) “connected property” relates to sewerage services and means any property which benefits from or is;
    - (i) drained by a sewer or drain connecting either directly or through an intermediate sewer or drain with a public sewer or sewage treatment works provided by NWL or;
    - (ii) occupied by persons having the use of or right to use or benefit of facilities (whether or not for the benefit of the property) which drain to a sewer or drain so connecting;
  - (g) “customer” means in the case of water services, the “Consumer”, as defined in Section 93 (1) of the Water Industry Act 1991 and in respect of other services means the person for whom a service is performed, facilities provided or right made available in pursuance of NWL's water supply or sewerage and sewage disposal functions (without prejudice to the foregoing this means the person provided with or benefiting from water supply or sewerage or sewage disposal);
  - (h) “occupier” bears the same meaning as the word “occupier” in Section 144 of the Water Industry Act 1991;

*Definition of  
standard terms*

- (i) “hereditament”, “valuation list” and “valuation officer” shall have the meanings assigned to them by Section 115 (1) of the General Rate Act 1967 as if that Act remained in force;
- (j) “occupied property” means:
- (i) For a household property, one of the following conditions apply:
- anyone is living at the property;
  - a property contains furnishings and fittings;
  - when a property is unfurnished and water is being used for any purpose, including refurbishment.
- (ii) For a non-household property, where the premises;
- remain a “connected property”, or a “supplied property” as defined in paragraph (19)(e) and (19)(f), and;
  - are being used for any purpose and are benefitting from a water or sewerage service provided by NWL.
- (k) “site” means the boundary of a single set of premises, joined together for water and / or sewerage charging purposes.
- (i) The site can consist of co-located buildings, other similar structures and/or land which have adjoining boundaries or which are separated only by transport infrastructure and a single customer occupies the premises and is liable for water and / or sewerage services charges in respect of those premises (common occupation co-located premises).
- Transport infrastructure includes public highways, railways, other public rights of way and watercourses. Co-located premises with constituent parts that are separated from each other by anything other than transport infrastructure and its directly associated land cannot be joined together for charging purposes. Likewise, co-located premises that are separated by a combination of common land and transport infrastructure cannot be joined together for charging purposes because of the existence of common land.
- (ii) Where a customer has co-located premises which satisfy the criteria set out in (19)(k)(i) then;
- the water consumption of all premises included in the site can be added together to determine whether the threshold for eligibility for non-household retail competition is met; and
  - the water consumption of all premises included in the site can be added together to determine whether the threshold for the Large User Water and / or Sewerage Tariff is met; and
  - the chargeable area for surface water drainage charges will be based on the site.
- (l) “domestic foul sewage” means discharge of waste water from customers’ premises that has been used for domestic purposes;

- (m) “trade effluent” has the same meaning as in the Water Industry Act 1991, s141, that is:
- (i) means any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises; and
  - (ii) in relation to any trade premises, means any such liquid which is so produced in the course of any trade or industry carried on at those premises,
  - (iii) but does not include domestic sewage.”
- (n) “trade premises” also has the same meaning as in the Water Industry Act 1991, s141, that is:
- (i) means “... any premises used or intended to be used for carrying on any trade or industry”, subject to the qualifications mentioned in subsection (2) of the Water Industry Act 1991, section 141.
- (o) “rateable value” means the net annual value shown on the valuation list made under Section 67 General Rate Act 1967 that was applicable at 31 March 1990 for households, or the amount shown on the valuation list made under Section 41 or 52 of the Local Government Finance Act 1998 for non-households;
- (p) “infrastructure charges” means the charge applicable for first time connection of premises, or for the redevelopment of premises previously connected, to a public water supply or to a public sewer for household purposes. When such premises are connected, costs are incurred in extending the local network. These costs are met by developers and by customers in such premises.
- (q) “retailer” means an organisation licenced by Ofwat under the Water Industry Act 1991 section 17.
- (r) “retailer agreement” means the agreement in place between NWL and the retailer.



### 3 INFORMATION ABOUT NWL

#### 3.1 ABOUT NWL

(20) Northumbrian Water Limited (NWL) acts as a water and sewerage undertaker in two separate regions of England. The areas served and the services provided are:

(a) The “Northumbrian Water” (NW) region in North East England

- (i) Water and sewerage services are provided across the region, except for an area around Hartlepool where water services are provided by Hartlepool Water.
- (ii) For water charges for customers served by Hartlepool Water, reference should be made to their charges scheme.

*NWL operating regions*

(b) The “Essex & Suffolk Water” (ESW) region in South East England

- (i) ESW provides water only services in areas of Essex, Suffolk, Norfolk and Greater London.
- (ii) Sewerage services in these areas are provided by either Anglian Water Services Limited or Thames Water Utilities Limited.
  - For charges related to these sewerage services reference should be made to the respective Thames Water or Anglian Water charges schemes.

(iii) ESW collects sewerage service charges on behalf of and as agents for Thames Water Utilities Limited within parts of ESW.

#### 3.2 CONTACT DETAILS

(21) Information about NWL can be obtained from our websites by contacting us using the details below.

*Other information and contact details*

- Email: [competition@nwl.co.uk](mailto:competition@nwl.co.uk)
- NW website: [www.nwl.co.uk](http://www.nwl.co.uk)
- ESW website: [www.eswater.co.uk](http://www.eswater.co.uk)

#### 3.3 COMPLAINTS

(22) We aim to deal with queries and complaints speedily and satisfactorily. If you are dissatisfied with the way your complaint has been handled, you may refer the matter to the Consumer Council for Water which will act on your behalf. Their address is shown below;

*Referral of complaints*

Consumer Council for Water  
1st Floor Victoria Square House,  
Victoria Square,  
Birmingham,  
B2 4AJ  
Telephone: 0300 034 2222  
Fax: 0121 345 1001  
Email: enquiries@ccwater.org.uk

### **3.4 OTHER INFORMATION**

- (23) This Charges Scheme as well as other leaflets and information are published on our website, or on request.
- (24) Water quality information is available free of charge on our website.
- (25) Water quality sampling results may be inspected and a print out given. This service is free to residents for samples taken within their supply zone.

*Water quality  
information*

## 4 APPLICATION OF WHOLESALE CHARGES

### 4.1 APPLYING WHOLESALE CHARGES

*Chargeable properties*

- (26) Wholesale charges will be applied to any supplied property and sewerage charges to any connected property, as defined in section 2.
- (27) Each retailer or occupier will be charged for the relevant water and sewerage charges for each of the properties registered to it.
- (28) Wholesale charges made to retailers will be made on the same basis as those that would apply if they were directly billed to occupiers.
- (29) Wholesale charges will be apportioned on a calendar day basis for each of the properties registered to each retailer.

### 4.2 PERSONS CHARGEABLE

#### 4.2.1 General liability

*Liability for charges*

- (30) Liability for charges is confined to retailers or to those persons who are “occupiers” within the meaning of Section 144 of the Water Industry Act 1991, save in those circumstances where the Act itself otherwise provides. The meaning of “occupier” is essentially similar to that used in the field of rating, as elucidated in case law.
- (31) In most landlord and tenant situations the result will be that it is the tenant or their retailer who is to be charged as occupier and not the landlord. The significant exceptions include the case of holiday lets, the case of lodgers and bed and breakfast accommodation, where the occupation of the tenants is too transient. In such cases the landlord will be treated as being in occupation and charges will be made to the landlord or their retailer.

*Multiple customers*

- (32) Where more than one person is the customer in respect of a single supplied property, or connected property, then each such customer shall be jointly and severally liable for all charges arising in respect of that supplied or connected property and NWL may collect all charges in respect of the supplied property or connected property from any one, or combination, of the said customers or their retailers.

*County Court - fee recovery from defendant*

- (33) If NWL takes action through the County Court to recover outstanding debts, NWL may recover costs and fees from the defendant in accordance with the rates stipulated by the Lord Chancellor's Department as varied from time to time.

#### 4.2.2 Common Supplies

*Disconnection of unmeasured supplies*

- (34) Where a retailer requests the disconnection of an unmeasured supply that also serves other customers, he must first request NWL install a separate supply so that his disconnection can be carried out unless agreed otherwise by NWL.

- (35) Where a customer or property benefits from a water or sewerage service indirectly via or from another property, NWL may charge the occupiers of both properties for the supply of water and sewerage services on the same basis as would apply if both properties were provided with separate services.
- Liability when benefitting from a service*
- (36) If services provided to one property are used by the occupier of another property or for the benefit of another property, these services must be metered. NWL can recover from the occupiers of either or both properties the costs of any services provided prior to their being metered.
- Limitations on common supplies*
- (37) NWL requires all supplies to new or redeveloped properties to be separate metered supplies and the requirements of section 64 of the Water Industry Act 1991 will apply. Where a common supply exists due to historic reasons or where it is not practicable to install separate supplies, paragraph (38) will apply.
- Common metered supplies*
- (38) In relation to properties that have a metered water supply connection which supplies more than one property in different occupancies, each customer shall be held jointly and severally liable for water and sewerage charges. Charges will be recoverable under one of the following conditions:
- Common billing agreements*
- (a) NWL may make an agreement, known as a Common Billing Agreement, with the Owners, Property Management Company or other party to accept liability for the payment of:
- (i) the metered water supply charges for all the properties supplied through the common meter, unless agreed otherwise by NWL;
- (ii) **Plus:** all sewerage services charges due in respect of all the properties supplied through the common meter, including for periods when the properties are unoccupied.
- Liability for charges where a common billing agreement does not exist*
- (b) In all other situations, NWL reserves the right to apply the most appropriate form of charge to all properties supplied or connected through the single metered water supply connection. This may take the form of apportionment of the measured charge, or any other form of charge set out in this charges scheme and will be chosen by NWL.
- Installing separate supplies*
- (39) Owners may opt, at their cost, to have a separate metered supply installed to each property, if technically possible, which would enable all charges to be made direct to the occupiers.

#### **4.2.3 Surface water drainage charges liability where water supplies are turned off**

- (40) Charges for water and sewerage services remain due whilst a property is occupied as defined in paragraph (19), unless the following condition applies.
- Waiving charges in special circumstances*
- (a) If an unmeasured property is occupied but the water supply to the premises has been turned off by NWL, then no water volume or foul sewerage charges will apply. Charges for surface water and highway drainage will continue to be due.

#### 4.3 VALUE ADDED TAX (VAT)

- VAT
- (41) Charges set out in this charges scheme are stated exclusive of VAT.
  - (42) VAT will be applied to water and sewerage charges as required by taxation legislation.

#### 4.4 ADDITIONAL SUPPLIES

- Standby supply agreements*
- (43) A customer may choose an alternative or additional supply to that provided to the site from the NWL mains supply and ask NWL to provide facilities that would enable the customer to take additional supplies on an intermittent basis or that would serve as an emergency or standby provision.
  - (44) In such cases NWL may require that the customer, and the retailer, enter into an agreement to pay such additional sums as may be necessary to ensure that the costs of providing such facilities are met.

## 5 BILLING, METER READING AND PAYMENT ARRANGEMENTS

### 5.1 BILLING

(45) Bills are issued on the following basis:

- Bill frequency*
- (a) Measured bills are issued either monthly, quarterly or six monthly.
  - (b) Unmeasured bills are issued annually, at the beginning of the charging year.

- Billing periods*
- (46) When a measured bill is raised for a period that commences before 1 April and ends on or after 1 April, the charges shall be apportioned into sub-periods on a daily basis between the start of the period covered by the bill and 31 March and the period from 1 April until the end of the period covered by the bill. Each sub-period so apportioned will then be charged at the tariffs of the relevant charging year.

### 5.2 METER READING

- Metering readings*
- (47) Measured bills will be based upon metering readings provided by the retailer to NWL.

- Estimated meter readings*
- (48) When a retailer does not provide a meter reading on which volumetric charges can be based, bills will be produced using an estimated consumption, calculated by NWL.

- NWL meter reading*
- (49) NWL may take an 'actual meter reading' at any time.
- (50) NWL may use its own meter reading information to:
- (a) Verify meter readings provided by the retailer;
  - (b) Use this information to estimate consumption if a retailer does not provide a meter reading.

- Definition of 'actual reading'*
- (51) An 'actual meter reading' means any reading taken directly from a meter or supplied by any remote reading device associated with a meter.

(52) If a retailer believes a water meter is not registering accurately they must notify NWL.

(53) If requested by the retailer NWL will arrange for a meter accuracy test to be carried out and will confirm the results to the retailer.

- Meter accuracy testing*
- (54) Charges for meter accuracy testing will be applied as follows:
- (a) Where the error for the tested meter exceeds tolerances under applicable legislation, no meter accuracy test charge will be made to the retailer
    - (i) Any refund or additional charges payable as a result of an inaccurate meter reading will be determined in accordance with Statutory Instrument 1988/1048 or subsequent amendments thereof.

(b) Where the error for the tested meter does not exceed tolerances under applicable legislation, NWL will recover, from the retailer, all costs

associated with testing the accuracy of the meter.

### **5.3 PAYMENT OF CHARGES**

#### **5.3.1 When Payment is Due**

- (55) Payment of charges is due within 14 calendar days of receipt of the invoice or in accordance with the provisions of the retailer's contract.
- (56) Failure to adhere to the terms of payment may result in the retailer's contract being revoked.

#### **5.3.2 How Payment can be made**

- (57) Payment of charges can be made in one of the following ways:
  - (a) Make a payment by BACS using the bank details on the back of the bill and by sending a remittance advice to [bacs@nwl.co.uk](mailto:bacs@nwl.co.uk) or Northumbrian Water Limited, PO Box 300, Durham, DH1 9WQ.
  - (b) Automatic transfer to bank account (details available on request);
  - (c) Cheque.

### **5.4 OTHER CHARGES RELATED TO PAYMENTS**

*Charges related  
to failed payments*

- (58) NWL reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders, credit cards or direct debits. These charges are set out in section Part B.

*Foreign currency  
payments*

- (59) When payment is made in foreign currency, the exchange rate applicable will be that on the day of receipt of payment. Any shortfall or benefit will be debited or credited to the customer's account accordingly. Commission charges will be deducted from the amount paid.

*Interest on late  
payments*

- (60) NWL reserves the right to claim interest pursuant to the "Late Payment of Commercial Debts Act 1998.

## 6 METERS AND METERING

### 6.1 METERING

#### 6.1.1 New Properties

*Metered properties*

(61) All new properties will be required to be metered. This includes any connection to be used wholly or partially for supplying water for firefighting purposes.

#### 6.1.2 Cases when a property charged on an unmeasured basis will move to being charged on a measured basis

*Selective metering*

(62) NWL may require unmeasured properties to have a meter installed and it is our policy to meter non-household properties wherever practicable.

(63) Unmeasured non-household customers may choose to have a meter installed and be charged on a measured basis.

*Optant metering*

(a) A charge is payable unless the property already has an existing boundary box. The current level of charge appears in the Part B Miscellaneous Charges.

(b) The meter will be installed within 15 working days of receiving the customer's payment.

*Unmeterable properties*

(64) If it is not practicable to install a meter, charges will be made on an assessed basis as described in sections 7 and 8.

#### 6.1.3 Meter locations

*Preferred locations for water meters*

(65) The preferred location for the meter installation is in an existing boundary box. If an existing boundary box is not available, the water meter will normally be fitted in NWL's next preferred location according to NWL's meter location policy in force at the time of installation.

### 6.2 INFORMATION ABOUT METERS

#### 6.2.1 Meter Ownership

*Ownership of meters and remote reading devices*

(66) The water meter and any remote reading device, if fitted, are the property of NWL.

(a) NWL shall be responsible for the maintenance of the meter.

(b) Where a meter has been fitted either externally within the boundary of the customer's property or internally, the customer must allow NWL or its representatives reasonable access for the purposes of reading the meter, maintaining it and replacing it when necessary. The customer will have a duty of care in respect of the meter and meter chamber in these circumstances.

(c) If the meter is installed other than within the boundary of a customer's property, the maintenance, access and safety of the meter will solely be



the responsibility of NWL.

*Accuracy of  
meters*

(67) In respect of the accuracy of meters, testing of meters, expenses of testing, method of proof and affect of meter reading, notice of vacation and liability for charges, and offences of tampering with meters, the requirements of the Water Industry Act 1991 and the Water (Meters) Regulations 1988, will apply.

*Tampering with  
meters*

(68) It is an offence to tamper with or remove a water meter without the express permission of the Company (see section 175 and 176 of the Water Industry Act). NWL reserves the right to make a charge should their meter or remote reading device be removed or tampered with in any way.

### **6.2.2 Changing meter sizes**

*Changing meters  
by NWL*

(69) NWL may exchange an existing meter for one of a different size, if in its view this is more appropriate to a customer's circumstances. No charge will be made for this.

*Changing meters  
at the customers  
request*

(70) Where a retailer asks for an existing meter to be replaced with a meter of different size or requests the meter and/or its associated remote reading device be relocated, NWL will relocate the meter within the limits of its meter location policy and make an appropriate charge to cover the costs of such change. No charge will be made where the meter and/or remote reading device relocation is requested to facilitate meter reading for elderly or disabled customers.

## 7 NON-HOUSEHOLD WATER SUPPLY CHARGES

- Levels of tariffs* (71) The methodology set out in this section applies to both the Northumbrian Water and Essex & Suffolk Water regions. The method of applying charges is set out in this section, and the level of each charge is detailed in Part D.
- Types of customer* (72) There are two classes of property;
- (a) measured, where the supply of water is charged by reference to volume, as set out in section 7.1.
  - (b) unmeasured, where the supply of water is not charged by reference to volume, as set out in section 7.2.
- Changing to being charged on a measured basis* (73) Properties charged on an unmeasured basis may become charged on a measured basis either by choosing to do so, or by being required to do so as detailed in section 6.

### 7.1 MEASURED WATER CHARGES

- (74) The measured annual water charge for each property will consist of:
- (a) An annual fixed charge based on size of each meter installed, applied on a daily basis, plus;
  - (b) A charge made on the volume of potable water recorded through each meter. This charge will be based on one of the following tariffs as set out in 5.1.1 and 5.1.2:
    - (i) Standard water tariff
    - (ii) Focus20 tariff;
    - (iii) FocusExtra tariff;
    - (iv) FocusPlus tariff, plus
  - (c) A charge made on the consumption of non-potable water recorded through each meter delivering water through the Teesside Industrial Raw Water System.
- Structure of unmeasured charges* (75) All properties will be charged for potable water on the standard water tariff unless one of the focus tariffs for large users applies as detailed in section 7.1.2.

#### 7.1.1 Standard water tariff

- Standard water tariffs* (76) The standard water tariff charge is produced by multiplying a rate in the pound per cubic metre by the total the total consumption recorded on the meters installed at the property.

#### 7.1.2 Focus tariffs

- Large user tariff options* (77) In respect of a single site at which at least one meter records or is likely to record an annual consumption in excess of 10,000 cubic metres, retailers may choose to pay on the basis of one of three optional tariffs: Focus20,

FocusExtra or FocusPlus.

(78) These tariffs comprise, in addition to the fixed charge per meter detailed in paragraph (74)(a):

- (a) A annual fixed charge per site, applied on a daily basis, for the selected large user water tariff, plus;
- (b) A volumetric charge for the selected large user water tariff, made on the consumption recorded through each meter supplying potable water to the site.

(79) Depending on the volume of water used at each site, each focus tariff will give the lowest level of charge for a different volume range. These ranges are:

- (a) Between 20,000 and 50,000 cubic metres annual consumption the Focus20 tariff would produce the lowest charge;
- (b) Between 50,000 and 175,000 cubic metres annual consumption the FocusExtra tariff would produce the lowest charge;
- (c) For annual consumption greater than 175,000, the FocusPlus tariff would produce the lowest charge;
  - (i) For any consumption greater than 3,000,000 cubic metres in a charging year, in the NW region, the FocusPlus Super Large User tariff will apply.

*Focus tariff ranges*

(80) It should be noted that the standard water tariff would produce the lowest charge for sites where consumption is less than 20,000 cubic metres per year.

(81) Properties will be charged on the standard tariff or a focus tariff using the following principles:

- (a) From 1 April in the charging year, charges will be made using the tariff that would be most appropriate, based on the most recent 12 months potable water consumption data available to NWL;
  - (i) The tariff applied as of 1 April will be charged for the full charging year unless a retailer chooses an alternative tariff;
- (b) Retailers may choose to switch to an alternative tariff at any time;
  - (i) If a retailer chooses to change tariff, the new tariff will apply from beginning of the next billing period and no retrospective review of charges will take place.

*Applying tariffs*

### **7.1.3 Non-potable water tariff**

(82) The Teesside Industrial Raw Water System delivers non-potable water on a discrete system on Teesside.

*Non-potable water tariff*

(83) In addition to the fixed charge per meter detailed in paragraph (74)(a), and any potable water tariffs made under 7.1.1 and 7.1.2, the non-potable water tariff charge will be made on the following basis:

- (a) An annual site charge, applied on a daily basis; plus
- (b) A volumetric charge is produced by multiplying a rate in the pound per cubic metre by the total the total consumption recorded on the meters installed at the property that supply non-potable water.

#### **7.1.4 Leakage Allowances for Water**

*Leakage allowances for non-household customers*

- (84) For non-household customers no allowance for leakage is given against water supply charges.

#### **7.1.5 Allowance for Water Used for Firefighting Purposes**

*Water for firefighting purposes*

- (85) Where it can be demonstrated that water has been used for fire fighting purposes an allowance will be given. Any such claim should be made within 30 days of the date of issue of the bill.

### **7.2 UNMEASURED WATER CHARGES**

*Structure of unmeasured charge*

- (86) The annual tariff for unmeasured supplies shall be based on the Assessed Tariff as detailed in section 7.2.1.

#### **7.2.1 Assessed Tariff for water**

- (87) The Assessed Tariff for non-households will be a fixed annual charge, applied on a daily basis, based on assumed volumes of water consumption. There are three levels of Assessed Tariff, one of which will be applied to the property:

- (a) NWL will assess the volume of water likely to be used at a property and allocate it to a band. This assessment may take whatever form NWL deems appropriate.

- (b) The three bands are:

- Band 1
  - where water consumption is assessed as less than 150 cubic metres per year;
- Band 2
  - where water consumption is assessed as between 151 and 300 cubic metres per year;
- Band 3
  - where water consumption is assessed as greater than 300 cubic metres per year.

*Assessed charges structures*

## 8 NON-HOUSEHOLD SEWERAGE CHARGES

### 8.1 GENERAL INFORMATION ABOUT SEWERAGE CHARGES

- (88) The methodology set out in this section applies to properties in the Northumbrian Water region. The method of applying non-household wholesale sewerage charges is set out in this section, and the level of each charge is detailed in Part D.
- Levels of tariffs*
- (89) Sewerage services to properties in the Essex & Suffolk Water region are provided either by Anglian Water or by Thames Water. Reference to their respective wholesale charges schemes should be made for sewerage charges for properties in the Essex & Suffolk Water region.
- Properties covered by the charge*
- (90) Sewerage charges are payable in respect of every connected property whether this service, facility or right is in connection with foul and/or other discharges, including surface water and roof water drainage.
- (91) If Northumbrian Water is of the view that the costs of billing and recovering charges will exceed the income from certain properties, then the charge may be waived for those properties.
- (92) There are two classes of property:
- (a) measured, where any part of the sewerage charges to the property, or any related water charges, is charged by reference to volume. Sewerage charges for these properties are set out in section 8.2.
- Types of customer*
- (i) customers receiving and being charged for water supplies through a water abstraction licensed by the Environment Agency will be considered as a measured sewerage customer.
- (b) unmeasured, where no charges for the property are charged by reference to volume. Sewerage charges for these properties are set out in section 8.3.
- Properties to be charged on a measured basis*
- (93) All new properties are required to pay for sewerage services on a measured basis, as are properties that are split into parts or merged with others.
- (94) There are three types of sewerage service, defined as follows:
- (a) Domestic foul sewage as defined in paragraph(19)(l);
- (b) Trade effluent;
- (i) Where any discharge is classed as trade effluent strength, as defined in paragraph (19)(m), a trade effluent consent is required and charges will be applied as set out under section 9.
- Sewerage services*
- (c) Other discharges, including highway drainage, surface water drainage including water from roofs and external areas, and residual discharges including infiltration etc. Other discharges will be referred to as surface water drainage.
- Where a property is not connected for surface water drainage, section 8.5 will apply.

## 8.2 MEASURED SEWERAGE CHARGES

### 8.2.1 Standard Measured Sewerage Charges

(95) The annual charge for measured sewerage supplies will be made as follows:

(a) For domestic foul sewage:

- a volumetric charge calculated by reference to the quantity of water registered on the water supply meter and/or water resource authorised licensed abstraction quantity. The volume charged is determined as set out in section 8.2.3.

(b) For discharges classed as trade effluent, charges as set out in section 9;

(c) For other discharges, a charge based upon the chargeable area of the site as detailed in section 8.4.

*Structure of  
measured charge*

### 8.2.2 Large User Tariff for Sewerage

(96) In respect of a single site which is likely to discharge in excess of 50,000 cubic metres of domestic foul sewage on an annual basis (determined in accordance with paragraph (95)(a) above), the retailer may choose to pay for the domestic foul sewage on the basis of an optional sewerage tariff. This comprises:

(i) An annual fixed charge per site, applied on a daily basis;

(ii) For domestic foul sewage a volumetric charge less than that applicable to customers paying on the basis of paragraph (95)(a) above.

*Sewerage large  
user tariff*

(97) For discharges classed as trade effluent, charges apply as set out in section 9.

(98) Other discharges are charged on the same basis as set out in paragraph (95)(c).

(99) Properties will be charged on the standard tariff or large user tariff using the following principles:

(a) From 1 April in the charging year, charges will be made using the tariff that would be most appropriate, based on the most recent 12 months foul sewage discharge data available to Northumbrian Water;

*Applying tariffs*

(i) The tariff applied as of 1 April will be charged for the full charging year unless a customer chooses an alternative tariff;

(b) Customers may choose to switch to an alternative tariff at any time;

(i) If a customer chooses to change tariff, the new tariff will apply from beginning of the next billing period and no retrospective review of charges will take place.

### 8.2.3 Determining the volume to charge for domestic foul sewage

(100) The volume of domestic foul sewage to be charged will be calculated as:

- (a) Volume of water entering a property;
  - (i) Volumes will be calculated by reference to the quantity of water registered on the water supply meter and/or water resource authorised licensed abstraction quantity;
- (b) Less any volume given as a non-return to sewer allowance as determined under section 8.2.4.
- (c) Less any volume charged as trade effluent.

*Calculating the volume of foul sewage to be charged*

(101) A standard non-return to sewer allowance of 5% is factored into the domestic foul volumetric tariff, to take account of the fact that some water used does not return to the sewer.

### 8.2.4 Non-return to sewer allowances

(102) A non-return to sewer allowance is a reduction to the volume of domestic foul sewage charged, in addition to standard 5% factored into the domestic foul sewage volumetric tariff.

*Non-returns allowance definition*

- A non-return to sewer allowance is included in the calculation of the domestic foul sewage volume on each bill issued for the duration of the allowance.

(103) A non-return to sewer allowance against the quantity of water measured at the property may be given at Northumbrian Water's discretion where it can be demonstrated that:

*Non-returns allowance for foul sewerage*

- (a) there are losses of water in excess of the standard 5% non-return to sewer allowance due to processes carried on in the property;
- (b) there is water that is not discharged to a public sewer or treatment works.

(104) The amount of non-return to sewer allowance granted will be calculated by facts, estimates, engineering aspects and other formulae, as considered relevant by Northumbrian Water.

*Calculating non-returns allowances*

- The readings on any water meter or meters supplying the properties concerned shall be prima facie evidence of water entering connected properties.

(105) The start date of a new non-returns to sewer allowance will be the most recent date of:

*Start date for new non-returns to sewer allowances*

- (a) 1 April in the charging year in which claim for the allowance is made to Northumbrian Water; or
- (b) the date the premises was occupied by the occupier making the request for an allowance;

*Changes non-returns to sewer allowances*

(106) Where there is an existing non-returns to sewer allowance and the volume of water not returned to sewer changes, Northumbrian Water will determine, at its discretion, the date from which the changes will apply, taking into account

the evidence available.

- Customers should inform Northumbrian Water immediately should any changes occur to their non-returns to sewer volume.

*Renewing non-returns to sewer allowances*

(107) When a non-returns to sewer allowance terminates, if there is no contact from the customer requesting a renewal within 12 months of the date of termination, any subsequent request for a non-returns to sewer allowance for the same property will be treated as a new non-returns to sewer allowance and applied as set out in paragraph (105).

### 8.2.5 Leakage Allowances for Sewerage

*Leakage allowances*

(108) For measured properties, a discretionary one-off allowance may be given against the volumetric domestic foul sewage charge, for water lost through leakage, provided all or part of the leaked water did not discharge into the public sewer.

*Sewerage allowance period*

(109) For any sewerage leakage allowance claim made to Northumbrian Water during the period covered by this charges scheme, any claim that is granted will be calculated as follows:

- The start of the allowance will be calculated as the start of the billing period prior to the billing period in which the leak was repaired;
- The end of the allowance will be calculated as the date the leak was repaired.

*Leakage allowance conditions*

(110) For any sewerage leakage allowance to be granted, dateable evidence that a leakage repair was carried out must be provided.

(111) Where a customer has not responded to contact from Northumbrian Water about a potential leak at their site, Northumbrian Water reserves the right to not grant a leakage allowance for sewerage.

*Calculating the amount of allowance granted*

(112) The amount given as an allowance will be calculated by facts, estimates, engineering aspects and other formulae, as considered relevant by Northumbrian Water.

## 8.3 UNMEASURED SEWERAGE CHARGES

*Structure of unmeasured charge*

(113) The annual tariff for unmeasured supplies shall be based on the Assessed Tariff as detailed in section 8.3.1.

### 8.3.1 Assessed Tariff for sewerage

*Structure of assessed charges*

(114) The Assessed Tariff for sewerage consists of two elements:

- For domestic foul sewage, an assessed charge based on the assessment of the volume of foul sewage discharged to the sewer as set out in paragraph (116).
- For other discharges, a charge made on the same basis as set out in paragraph (95)(c).



<i>Properties connected for surface water drainage only</i>	(115) For unmeasured properties that are connected only for other discharges, but have no domestic foul sewage, only charges as set out under paragraph (114)(b) will apply.
<i>Structure of assessed charges</i>	<p>(116) The domestic foul sewage element of the Assessed Tariff is based on assumed volumes of water consumption. There are three bands of assessed foul sewage.</p> <p>(a) Properties will be allocated to a band by Northumbrian Water based on its assessment of the volume of foul sewage likely to be discharged at the property.</p> <p>(b) The three bands are:</p> <ul style="list-style-type: none"> <li>• Band 1 <ul style="list-style-type: none"> <li>• where water consumption is assessed as less than 150 cubic metres per year;</li> </ul> </li> <li>• Band 2 <ul style="list-style-type: none"> <li>• where water consumption is assessed as between 151 and 300 cubic metres per year;</li> </ul> </li> <li>• Band 3 <ul style="list-style-type: none"> <li>• where water consumption is assessed as greater than 300 cubic metres per year.</li> </ul> </li> </ul>
<i>Allocation of properties to an assessed charge band</i>	(c) Where properties are charged for both water and sewerage, the sewerage assessed charge band will be the same as the water assessed charge band.

## 8.4 CHARGEABLE AREA

### 8.4.1 Determining chargeable area

<i>Other discharges</i>	(117) Other discharges from measured non-household properties will be charged on the basis of their assessed chargeable area.
<i>Chargeable area</i>	<p>(118) The chargeable area of a customer's site <b>excludes</b> any <u>defined excluded area</u> that constitutes 10% or more of the total site area.</p> <p>(119) A <u>defined excluded area</u> is any area of land as determined by Northumbrian Water. Examples may include, but are not restricted to, permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course or parkland.</p>
<i>Allocation of charges for common areas</i>	(120) For the purposes of paragraph (118), 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 individual site measurement of each such separate premise. In the case of buildings in multiple occupation, common areas may include areas both internal and external to those buildings.
<i>Shared car parks</i>	(121) Shared car parks will normally be apportioned to separately occupied premises on the principles detailed in paragraph (120). However

Northumbrian Water may also enter into an agreement with the site owner or freeholder whereby he would be liable for the charges for the chargeable area of the car park. Should the owner or freeholder default on payment of such charges then Northumbrian Water will recover the charges from the occupiers of the separately occupied premises as described above.

*Banding of surface areas for charging*

(122) For charging purposes, premises will be allocated to charging bands on the basis of their chargeable area, including the allocation of any shared areas, as described above. Separate band charges appear in Part C.

*Date from which changes to a chargeable area will be applied*

(123) When Northumbrian Water agrees a change to a chargeable area measurement that results in a change to a charging band, this change will be applied from the later of the 1 April in the charging year in which the claim was made or the date on which the retailer became responsible for charges for that site.

*Disputed measurements*

(124) Northumbrian Water reserves the right to recover any costs that it has reasonably incurred in cases where there is a dispute regarding the charging band to which premises have been allocated or the connection status of the premises and it is subsequently demonstrated that Northumbrian Water's original assessment of the premises was correct.

#### **8.4.2 Concessions on charges for surface water drainage for certain community groups**

*Form of concession*

(125) Retailers with measured properties falling under the criteria defined in paragraph (126) may make an application for charges for that property to be capped to a Band 1 level. Applications will be considered on a case by case basis.

(126) To be eligible for a surface water drainage concession the following conditions must apply:

(a) Properties must be primarily used as a:

- (i) Community Amateur Sports Club (CASC) registered with HM Revenue & Customs;
- (ii) place of public religious worship;
- (iii) village or community hall, or community association receiving discretionary relief from their local council for business rates;
- (iv) meeting place for Scout and Guide Association groups or similar youth organisations.

*Eligibility for a concession*

(b) The occupier of the property must:

- (i) be run as a not-for-profit organisation, i.e. the organisation does not exist for commercial reasons and that its shareholders, trustees or others do not benefit financially from the activities of the organisation;
- (ii) be non-governmental and non-political;
- (iii) be open to the whole community without discrimination;

- (iv) reinvest any and all profits in the organisation;
- (v) not receive all its funding from local government.

(127) When deciding whether a property is eligible for a concession Northumbrian Water may request information to support the application, including but not limited to information demonstrating the items listed in paragraph (127).

*Start date for concessions*

(128) Concessions for site based surface water drainage charges will be applied from the most recent date of the date of occupation, the date that the property became eligible under paragraph (126), April 1st of the charging year covered by this charges scheme or the date on which the retailer became responsible for charges for the property.

(129) Northumbrian Water may request proof of eligibility for a surface water drainage concession at any time. If proof of eligibility cannot be provided the concession will be removed from that date.

## 8.5 REDUCED CHARGES IN RELATION TO SURFACE WATER DRAINAGE

### 8.5.1 General

(130) Where it can be demonstrated that a property does not drain any of its surface water or groundwater either directly or indirectly to Northumbrian Water's systems, a reduction in charges is available as set out in this section.

*Surface water drainage connection status*

(131) Reduced charges will not be granted where volumes of surface water draining to Northumbrian Water's sewerage system have been significantly reduced, other than where the chargeable area has been reassessed.

- Reduced charges on this basis have not been given historically. Careful consideration of the any rebalancing of charges between different customer groups, different tariffs and the potential impacts of modification to charges for other discharges is required before changing this position. Such analysis may, or may not, result in an update to future charges schemes.

*No sewerage services*

(132) Where a property is not connected for either foul sewage, trade effluent or for surface water drainage, no sewerage charges will be payable.

*Reduced surface water drainage charges*

(133) Where a non-household customer can demonstrate to Northumbrian Water's satisfaction that the provisions of either points (133)(a) or (133)(b), apply, by providing detailed site plans or such other evidence as Northumbrian Water may reasonably require, charges for highway drainage will be payable as detailed in paragraph (134) or (135).

- (a) Drainage arrangements made in respect of a site are such that **no** surface water or groundwater drains directly or indirectly to a public sewer from that property or from any common area appertaining to that property;
- (b) **All** surface water or groundwater draining from the site is charged as trade effluent.

*Measured properties*

(134) Where paragraph (133) applies, for measured properties the chargeable area of the site, as defined in paragraph (118), will be allocated to a band and 30% of this band charge will be applied to cover highway drainage charges,

as set out in Part D.

- |   |   |
|---|---|
| <i>Unmeasured properties</i>  | (135) Where paragraph (133) applies, for unmeasured properties a reduced fixed charge will be applied, as set out in Part D.  |
| <i>Applying reduced charges</i>                                     | (136) Rebates as described in paragraphs (134) and (135) will be applied from the later of the 1 <sup>st</sup> April 2001, the date on which the customer became responsible for charges or the date on which the site was disconnected from Northumbrian Water's systems.  |
| <i>Highway drainage and surface water drainage charges</i>          | (137) Where, for a measured property, the customer can demonstrate to Northumbrian Water's satisfaction that the provisions of either points (137)(a) or (137)(b) apply, by providing detailed site plans or such other evidence as Northumbrian Water may reasonably require, charges will be payable as detailed in paragraph (138).<br><br>(a) Drainage arrangements made in respect of a site are such that surface water or groundwater <b>from only part of the site</b> drains directly or indirectly to a public sewer from that property or from any common area appertaining to that property,<br><br>(b) <b>Some</b> surface water or groundwater draining from the site is charged as trade effluent, |
| <i>Basis of charge</i>  | (138) Where paragraph (137) applies, two chargeable areas will be defined and charged as follows:<br><br>(a) A chargeable area will be defined for the site as detailed in paragraph (118) for the proportion of the site from which surface water and groundwater drains directly or indirectly to a public sewer, or for which the surface water or groundwater is not charged as trade effluent. 70% of the tariff for the band of this chargeable area will be charged.<br><br>(b) <b>Plus:</b> a second chargeable area will be measured as the total area of the site. 30% of the band charge for this chargeable area of the site will be applied to cover highway drainage charges.                       |
| <i>Applying separate highway and surface water drainage charges</i> | (139) Rebates as described in paragraph (137) will be applied retrospectively as far back as the 1 <sup>st</sup> April of the charging year in which the claim for a rebate is made.  |

### 8.5.2 How to apply for reduced charges

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|--|---|
| <i>Applying for reduced surface water drainage charges</i> | (140) Retailers who consider that a property may qualify for reduced charges as a result of having no other discharges than foul sewage should contact Northumbrian Water using the information set out in section 3.2.   |
|  | (141) Retailers will be sent a questionnaire for completion. This will include the request for a simple site plan that indicates how the surface water and groundwater from the property is currently drained. This will help the retailer to determine whether a claim under the provisions of this section is likely to be successful. If the retailer remains of the opinion that he may be entitled to reduced sewerage charges, he should return the completed questionnaire to Northumbrian Water. Northumbrian Water may require more detailed plans for some properties and reserves the right to visit any property to establish its |

connection status.

## 9 TRADE EFFLUENT CHARGES

### 9.1 GENERAL INFORMATION ON TRADE EFFLUENT CHARGES

*Regional application of charges*

(142) Trade effluent services to properties in the Essex & Suffolk Water region are provided either by Anglian Water or by Thames Water. Reference to their respective wholesale charges schemes should be made for sewerage charges for properties in the Essex & Suffolk Water region.

(143) The level of charges for trade effluent services to properties in the Northumbrian Water region are provided in Part D.

(144) Trade effluent charges for reception, conveyance, treatment and disposal are due in respect of premises discharging trade effluent into public sewers.

*Liability of trade effluent charges*

(145) Any trade effluent charges payable are in addition to any domestic foul sewage charges as made under section 8.

(146) If, in the view of Northumbrian Water, the costs of billing, calculating and recovering trade effluent charges will exceed the income, Northumbrian Water may at its discretion, waive the trade effluent charge and charge for sewerage services as if the effluent was not subject to a trade effluent consent.

*Consent charges*

(147) A charge will be made to the retailer for determining new consent conditions and revised consent conditions if the trader seeks the variation. These charges will also including an element for the recovery of costs associated with any referral to the Environment Agency.

*Non standard trade effluent charges*

(148) Any additional expense incurred or likely to be incurred by Northumbrian Water in connection with the reception or disposal of constituents of specified trade effluents may be recovered in addition to those detailed below.

### 9.2 STRUCTURE OF TRADE EFFLUENT CHARGE

*Structure of trade effluent charge*

(149) Standard unit charges for trade effluent will apply, comprising the following elements:

(a) A Reception and Conveyance Charge per cubic metre - 'R'

(b) A Volumetric Treatment Charge per cubic metre - 'V'

(c) An Additional Volumetric Charge per cubic metre, where biological treatment applies - 'Bv'

(d) A Biological Treatment Charge per cubic metre (standardised – see (153)(a) below) - 'B'

(e) A Sludge Treatment and Disposal Charge per cubic metre (standardised – see (153)(a) below) - 'S'

*Discharge strength*

(150) The charges made take into account the strength of the discharge in relation to Northumbrian Water's average regional strength factors. The formula used in the calculation of individual charges is set out in paragraph (153).

*Minimum Charge* (151) A minimum charge for trade effluent discharges will be applied on a monthly basis.

*Level of charge* (152) The levels of the standard unit charge elements for the current charging year, as well as the minimum charge, are shown in Part D of this Charges Scheme.

(153) Northumbrian Water trade effluent formula

$$c = R + V + Bv + \frac{Ot}{Os} B + \frac{St}{Ss} S$$

(a) Where:

*Trade effluent charge formula*

- c = Total Charge per cubic metre of Trade Effluent;
- R = Regional Reception and Conveyance Charge per cubic metre;
- V = Regional Volumetric Treatment Charge per cubic metre;
- Bv = Additional Volumetric Charge for biological treatment per cubic metre;
- B = Regional Biological Treatment Charge per cubic metre;
- S = Regional Sludge Treatment and Disposal Charge per cubic metre;
- Ot = COD (Chemical Oxygen Demand) in mg/l of the trade effluent after one hour quiescent settlement. In rare cases where COD is not applicable, an alternative oxidation parameter will be applied;
- Os = Regional weighted averaged COD in mg/l of settled sewage. In rare cases where COD is not applicable, an alternative oxidation; parameter will be applied. In 2016/17, the regional weighted average will be 315 mg/l;
- St = Total suspended solids in mg/l settled from the trade effluent after one hour quiescent settlement;
- Ss = Regional weighted average of suspended solids in mg/l removed from crude sewage by primary settlement. In 2016/17, the regional weighted average will be 125 mg/l.

### 9.3 TRADE EFFLUENT VOLUMES

*Verification of discharge volume*

(154) The trade effluent discharger may be required to provide apparatus suitable and adequate for measuring and automatically recording the volume of trade effluent to the satisfaction of Northumbrian Water and in accordance with the consent to discharge trade effluent. The volumes of effluent recorded on such a flow meter will be used for charging purposes.

(155) Where a flow meter has not recorded accurately or information has not been provided to Northumbrian Water, Northumbrian Water will determine the volume of trade effluent discharged by any method it feels appropriate.

(a) The assessment of volume may include the use of readings taken from incoming water supply meters with allowances for volumetric domestic foul sewage usage and non-returns to sewer using facts, estimates,

engineering aspects and other formulae as considered relevant by Northumbrian Water.

*Revision of discharge volumes*

- (156) Where any change to assessment of discharge volumes has been made this will be applied from the later of the date on which the trader became responsible for charges for that property or the date from which evidence, that is satisfactory to Northumbrian Water, demonstrates the change in discharge volumes.

#### 9.4 TRADE EFFLUENT STRENGTHS

*Verification of discharge strength*

- (157) The trade effluent discharger may also be required to provide apparatus capable of determining and recording the nature and composition of the trade effluent in accordance with the consent to discharge. The results from such apparatus may be used as the basis of the charge.

- (158) Where such apparatus has not recorded accurately or information has not been provided to Northumbrian Water, Northumbrian Water will determine the quality of effluent by any method it feels appropriate.

- (a) The assessment may include the use of standard strengths (see paragraph (160)) or analysis of samples taken from the effluent with allowances for domestic elements of effluent as considered relevant by Northumbrian Water.

- (159) Where charges are to be determined by sampling techniques, Northumbrian Water is prepared to provide the trade effluent discharger with additional samples or duplicate samples at the time of sampling, providing the discharger makes the request for the service in advance. Northumbrian Water may charge the discharger for this service.

- (160) The need to recover costs incurred in the treatment and disposal of trade effluent has led to the need for a compromise between the costs of sampling and analysis in relation to the total income generated by the discharge. For certain small discharges where the trade effluent discharger has not provided apparatus capable of determining and recording the nature and composition of their effluent, it is uneconomic to analyse individual samples. The concept of the standard regional strength has been introduced for six types of discharge as shown in the table below.

*Standard trade effluent strengths*

Discharge Type	Standard Regional Strength	
	Suspended Solids mg/l (St)	COD mg/l (Ot)
Vehicle washes	124	284
Launderettes	55	800
Portable toilet waste	9,000	13,500
Small abattoirs	250	2,250
Small breweries (<20m <sup>3</sup> / day)	80	5,000
Swimming pool filter backwash	120	100

- (161) These values are subject to periodic review.



## 9.5 TRADE EFFLUENT PAYMENT TERMS

- Payment of trade effluent charges* (162) Trade effluent charges made on the basis set out in this section 9 shall be payable on demand.
- Capital contributions and special agreements* (163) If, with the agreement of Northumbrian Water, a capital contribution is made by the retailer or trader towards the expense of disposing of the discharge, then Northumbrian Water may make an appropriate adjustment to the trade effluent charges.
- Termination of consent* (164) Where the retailer is in arrears of four weeks or more in payment of the charges specified above, Northumbrian Water may terminate the consent without further notice.
- Additional expenses* (165) Northumbrian Water may require payment from the retailer for any additional expenses incurred in connection with the reception and disposal of the trade effluent, beyond those recovered in its trade effluent tariffs.
- Sampling charges* (166) Northumbrian Water will make a charge when it is necessary to resample trade effluent discharges where analysis of the preceding sample has shown that conditions of the trade effluent discharger's consent were contravened. The current level of this charge is shown in Part B.
- Trade effluent disputes* (167) If a trader disputes either the refusal by Northumbrian Water to grant a trade effluent consent or the conditions attached to any consent that may be granted, he may have his case determined by the Water Services Regulation Authority (Ofwat).

## **10 HOUSEHOLD WHOLESALE CHARGES METHODOLOGY**

- (168) Household wholesale charges will be applied according to the methodology set out in the Northumbrian Water and Essex & Suffolk Water Household Charges Schemes.
- (169) As household properties are not eligible to choose a different retailer than NWL, these wholesale charges will be applied as part of the end customer retail charges.
- (170) Household wholesale charges will not be billable separately to the charges set out in the Northumbrian Water and Essex & Suffolk Water Household Charges Schemes
- (171) The levels of household wholesale charges are published for information purposes only and can be found in Part C.

## PART B MISCELLANEOUS CHARGES

### B.1 DEFINITION OF MISCELLANEOUS CHARGES

- Defining miscellaneous charges*
- (172) Where the retailer asks for additional non-primary services to be carried out charges will be made for these services. These are called Miscellaneous Charges.
- (173) The types of Miscellaneous Charge, and when they apply are described in this section.
- New connection charges*
- (174) Charges for activities related to making new connections to the water and sewerage networks can be found in the New Development Charges Scheme, which is available on our website and on request.

### B.2 CONDITIONS APPLYING TO MISCELLANEOUS CHARGES

- Charges for normal working hours*
- (175) The standard charges quoted apply for works carried out during normal working hours on normal working days under standard conditions. In other instances NWL reserves the right to charge on a basis of actual costs, provided the applicant is notified accordingly prior to commencement of the work.
- Payment*
- (176) Payments for charges in this section may be required in advance unless specified to the contrary.
- VAT*
- (177) All charges published in this appendix **exclude** VAT unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.
- Traffic Management Act*
- (178) Additional charges may be made for traffic management expenses.
- Disputes*
- (179) In accordance with Section 45(6A) Water Industry Act 1991 any dispute between NWL and any other person as to the charge in this Appendix may be referred to the Water Services Regulation Authority for determination.
- Bonds and Deposits*
- (180) In accordance with normal business practice, NWL can require, under certain circumstances normally associated with new development, the provision of cash bonds or deposits to secure the provision of services.
- Charges for additional services*
- (181) In respect of any service performed, facility provided or right made available by NWL for which a charge is not applicable elsewhere in this scheme, including CCTV surveys, provision of information and advice, drain cleaning and drainage enquiries, NWL may make such charges as it determines appropriate, having regard to the cost of performing the service, providing the facility or making the right available. Payment of such charges may be required in advance, unless specified to the contrary.

	NW	ESW
<b>B.3 ATTENDANCE ON SITE BY NWL TECHNICIANS AT CUSTOMER REQUEST</b>		
(182) When a retailer requests attendance on site by an NWL technician, a charge will be made.		
(183) There will be a charge for any activity requested that is not related to a fault on our apparatus.		
(184) When charges do apply, they will be secured in advance at the point of contact.		
(185) Charges per visit are as follows:		
(a) During Normal Working Hours (08.00-17.00 Mon-Fri only):		
(i) Minimum of one hour (inclusive of travelling time to the incident):	£52.10	£41.10
(b) Outside Normal Working Hours and Public Holidays:		
(i) Minimum of 2 hours (inclusive of travelling time to the incident):	£104.10	£84.10
(c) Additional hourly charge for each subsequent hour or part hour:	£52.10	£41.10
(186) The charge does not apply if the fault is covered under our supply pipe policy.	No charge	No charge
(187) If a repair team are subsequently required, all work carried out by them will be in addition to the Technician fixed charge above, this will be at actual cost inclusive of overheads excepting where it is covered by the fixed cost work covered elsewhere in these charges, (additional costs could include plant, equipment, hire charges, contractor charges, reinstatement of surfaces and fittings etc.).	At cost	At cost
<b>B.4 STOP TAP VALVES</b>		
<b>B.4.a Charge to install, renew, repair, operate, locate or clean a stop tap valve belonging to NWL</b>		
(188) Standard charge to for activities relating to stop tap valves belonging to NWL where the retailer specifically requests this to be done in less than 20 working days:		
(a) During normal working hours:		
(i) No reinstatement:	£274.87	£240.87
(ii) With reinstatement:	£346.87	£327.87

	NW	ESW
(b) Outside normal working hours:		
(i) No reinstatement:	£327.87	£289.87
(ii) With reinstatement:	£399.87	£363.87
(189) The 20 working days, this period of notice may be extended by the application of the Traffic Management Act.		
(190) Where the stop tap work is carried out more than 20 days after to request (or any extended period required for Traffic Management Act permits), NWL will undertake this work at its cost.	At cost	At cost
<b>B.4.b Turning off a stoptap</b>		
(191) When NWL turn off a stop tap no charge will be made.		
(a) If the retailer, requests the Technician to wait and turn the supply back on during the visit, or if a return visit is requested, a charge will be made for the technician's time according to section B.3.		
(b) The retailer will be advised that a qualified plumber can carry out the work on his behalf, except for where the stop tap is located in the highway, in which case the customer will be advised to use a NWL technician.	See B.3	See B.3
<b>B.4.c Connection of Customers Relaid Supply Pipe</b>		
(192) Where a supply pipe has been relaid and a request is made to connect this pipe to the water main a charge will be made as follows:		
(a) No excavation:	£115.87	£145.87
(b) No reinstatement:	£259.87	£227.87
(c) With reinstatement:	£335.87	£367.87
<b>B.4.d Other Activities</b>		
(193) Attendance for commercial activities during normal working hours (tank filling, flow and pressure tests on the network, leakage advice etc.) will be charged at the rates shown in section B.3.		
(194) In addition any water used will be charged the standard volume rate:		
• Pounds per cubic meter:	£1.1463	

	NW	ESW
<b>B.5 DAMAGE TO NWL APPARATUS</b>		
(195) Where damage to NWL apparatus has occurred, charges will be made to repair the equipment.		
(196) Repairs to NWL apparatus will be carried out by NWL staff or approved contractors.		
(197) All charges will be based on actual costs inclusive of overheads excepting where it is covered by the fixed cost work covered elsewhere in these charges (additional costs could include plant, equipment, hire charges, contractor charges, reinstatement of surfaces and fittings, etc.)	At cost	At cost
<b>B.6 MANAGING TRADE EFFLUENT CONSENTS</b>		
<b>B.6.a New or Revised Consents</b>		
(198) Charge for determining new or revised consent conditions		
(a) Without Special Category Effluent:	£146.87	
(b) With Special Category Effluent or other significant parameter:	At cost	
<b>B.6.b Sampling</b>		
(199) Resample charge:	£112.47	
<b>B.7 CLEANING AND BLOCKAGE CLEARANCE OF PRIVATE DRAINS AND SEWERS</b>		
(200) When NWL cleans or removes blockages from private drains or sewers, NWL may make the following charges:		
(a) During normal working hours (07:00 – 20:00 Mon to Sat):	£104.24	
(b) Outside normal working hours (20:00 – 07:00 Mon to Sat, Sundays and Bank Holidays):	£139.59	
(201) In exceptional circumstances, NWL reserves the right to make additional charges.	At cost	

	NW	ESW
<b>B.8 CHARGES FOR METER RELATED ACTIVITIES</b>		
<b>B.8.a Meter testing</b>		
(202) A standard charge will be made, as set out below, where a meter test is carried out, in accordance with the Water (Meters) Regulations 1988 SI1988/1048 or subsequent amendments thereof, at the request of the retailer and the meter on being tested falls within the prescribed limits of error.		
(203) Such testing will normally require the removal of the meter from the customer's premises.		
(a) Meters up to 40mm (including VAT):	£70.00	£70.00
(b) All other meters:	At cost	At cost
<b>B.8.b Meter readings</b>		
(204) For any meter readings carried out by NWL at the request of the retailer:		
(a) Privately owned meters:	£28.07	£28.07
(b) NWL owned meters:	£28.07	£28.07
<b>B.8.c Meter installations</b>		
(205) Installation of a new meter in alternate locations to that defined by NWL's Meter Location Policy:	£47.87	£47.87
(206) Installation of a meter on existing metered supply:		
(a) External installation – on existing external pipework, with no boundary box		
(i) 15mm/20mm meter on Private Land (excluding reinstatement):	£350.67	£260.52
(ii) 15mm/20mm meter in Public Highway (including reinstatement):	£395.37	£347.42
(iii) Other meter sizes:	At cost	At cost
(b) External installation - in existing boundary box		
(i) Meters less than 25mm:	£125.47	£59.37
(ii) Other meter sizes:	At cost	At cost

	<b>NW</b>	<b>ESW</b>
(c) Internal installation:	£286.57	£197.92
(d) External installation – where retailers contractor carries out the excavations and installation		
(i) Up to two separate visits to be made by NWL to mark the excavation location and to inspect the boundary box installation and fix the meter where appropriate:	No charge	No charge
(ii) Additional visits by NWL to site:	See B.3	See B.3
<b>B.8.d Change to meter sizes</b>		
(207) Reduction in meter size at retailer or customer’s request:	Price on Application	Price on Application
<b>B.8.e All Other Situations</b>		
(208) All other situations for installation or modification of meters on existing supplies will be charged at cost/on a fixed price quotation basis that has previously been notified to the customer unless specified otherwise.	At cost	At cost
<b>B.9 PAYMENTS BY CREDIT CARD</b>		
(209) For all payments made by credit card an additional charge will be made, of 2% of the payment amount.	2% of payment amount	2% of payment amount
<b>B.10 CONSEQUENCE OF NON-PAYMENT OF ACCOUNT</b>		
(210) Where payments fail this requires intervention by NWL to resolve the payment, and an charge will be made for this activity in the following cases:		
(a) Cheque payments that have to be referred back to the account holder:	£16.70	£16.70
(b) Unpaid Direct Debit / Credit Card transactions:	£4.85	£4.85
(211) In certain cases where payments have not been made and access is required to a property to ensure that any disconnection allowed does not disconnect properties that cannot be disconnected a charge for the requirement warrant will be made as follows:		
(a) Magistrates Forced Entry Warrant:	£422.00	£422.00
(b) Visit to non-household customer to collect outstanding charges (including any required stop tap operation):		



	NW	ESW
(i) Visit carried out during Normal Working Hours (08.00-17.00 Mon-Fri only):	£69.85	£69.85
(ii) Visit carried out outside Normal Working Hours or on a Public Holidays:	£140.65	£140.65
(212) Disconnection of non-household premises:	At cost	At cost
<b>B.11 REQUESTS FOR NON-STANDARD BILLS</b>		
(213) Where a retailer request copies of bills and/or a statement of charges covering a number of previous charging periods, for example, for the purpose of completing returns to the Inland Revenue or providing information to accountants, charges will be made as follows:		
(a) Requests for copies of previously issued bills (up to 10 bills per charge)	£7.32	£7.32
(b) Statement of charges (per statement)	£22.62	£22.62
(c) Request for separate bills for water and sewerage services (per bill)	At cost	At cost

#### **B.12 OTHER SERVICES**

(214) Other services as listed below are available from NWL. Charges for these services can be found on our website, on request from NWL or in a separate leaflet entitled: "Charges relating to Other Services".

(215) The available other services are:

- (a) Meter standpipes
- (b) Supply of water from NWL Depots
- (c) Disposal Of Septic Tank And Cesspool Contents
- (d) Water Regulation Inspections
- (e) Treatment of Tankered Industrial Effluents
- (f) Fire Hydrants

## PART C HOUSEHOLD WHOLESALE LEVEL OF CHARGES

### C.1 NORTHUMBRIAN WATER REGION

(216) These charges will be made to households as part of their end customer retail tariffs as set out in the Northumbrian Water Household Charges Scheme. As retail competition is only available to non-household properties these charges will not be applicable to households other than in conjunction with the aforementioned end customer retail charges.

(217) These charges are published for information purposes only and will not appear on any bills.

#### NW Household Charges

	Water	Sewerage (charges from one of these options will apply to each property)		
		foul and surface water drainage	Foul only	surface water drainage only
<b><u>Unmeasured Supplies</u></b>				
<u>Properties charged as standard</u>				
Fixed Charge per property per year	£87.60	£124.30	£66.30	£76.80
plus RV Charge per £rateable value	£0.5522	£0.5718	£0.5718	
<u>Properties charged on an assessed basis</u>				
Standard Assessed Charge per property per year	£137.60	£196.40	£138.90	£76.80
Single Occupier Assessed Charge per property per year	£68.80	£136.60	£79.10	£76.80
<b><u>Measured Supplies</u></b>				
<u>Properties charged as standard</u>				
Standing Charge per meter by meter size per year:				
0-24mm	£19.70			
25-34mm	£32.80			
35-39mm	£49.30			
40-49mm	£65.70			
50-64mm	£164.25			
65mm and larger	£492.75			
Plus Fixed Charge for other discharges		£76.80	£22.80	£76.80
Plus Volume Charge per cubic meter	£1.1464	£0.9965	£0.9965	
<u>Properties on the WaterSure scheme</u>				
Level at which bills are capped	£152.00	£190.00	£190.00	£76.80
<b><u>Charges relating to Payment Methods</u></b>				
Charges paid by Credit Card	2% of payment amount	2% of payment amount	2% of payment amount	2% of payment amount

## C.2 ESSEX & SUFFOLK WATER REGION

(218) These charges will be made to households as part of their end customer retail tariffs as set out in the Essex & Suffolk Water Household Charges Scheme. As retail competition is only available to non-household properties these charges will not be applicable to households other than in conjunction with the aforementioned end customer retail charges.

(219) These charges are published for information purposes only and will not appear on any bills.

### ESW Household Charges

#### Unmeasured Supplies

##### Properties charged as standard

Fixed Charge per property per year	£52.60
plus RV Charge per £rateable value	£0.9080

##### Properties charged on an assessed basis

Standard Assessed Charge per property per year	£167.30
Single Occupier Assessed Charge per property per year	£83.60

##### Supplementary Charges

Swimming Pool - Circulating	£71.10
Swimming Pool - Non-circulating	£167.30
Sprinkler	£66.90

#### Measured Supplies

##### Properties charged as standard

Standing Charge per meter by meter size per year:

0-24mm	£19.70
25-34mm	£32.80
35-39mm	£49.30
40-49mm	£65.70
50-64mm	£164.25
65mm and larger	£492.75

Plus Volume Charge per cubic meter	£1.3940
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##### Properties on the WaterSure scheme

Level at which bills are capped	£209.00
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#### Charges relating to Payment Methods

Charges paid by Credit Card	2% of payment amount
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## PART D NON-HOUSEHOLD WHOLESALE LEVEL OF CHARGES

### D.1 NORTHUMBRIAN WATER REGION

**Table 1 – Charges relating to Payment Methods**

	<b>Water</b>	<b>Sewerage</b>
Charges paid by Credit Card	2% of payment amount	2% of payment amount

**Table 2 – Measured charges for potable water**

	<b>Tariff – one of these will apply</b>			
	<b>Standard</b>	<b>Focus20</b>	<b>Focusextra</b>	<b>Focusplus</b>
Fixed charge per potable meter per year, by meter size:				
0-24mm	£19.70	£19.70	£19.70	£19.70
25-34mm	£32.80	£32.80	£32.80	£32.80
35-39mm	£49.30	£49.30	£49.30	£49.30
40-49mm	£65.70	£65.70	£65.70	£65.70
50-64mm	£164.25	£164.25	£164.25	£164.25
65mm and larger	£492.75	£492.75	£492.75	£492.75
PLUS:				
Site charge per year		£2,292.20	£10,891.60	£40,974.90
PLUS:				
Volume charge per cubic metre	£1.1463	£1.0317	£0.8597	£0.6878
FocusPlus Super Large User (volumes greater than 3,000,000m3)				£0.5846

**Table 3 – Measured charges for non-potable water**

For properties connected to the Teesside Industrial Raw Water System

Fixed charge per non-potable meter per year, by meter size:

0-24mm	£19.70
25-34mm	£32.80
35-39mm	£49.30
40-49mm	£65.70
50-64mm	£164.25
65mm and larger	£492.75
PLUS:	
Site charge per year	£7,161.30
PLUS:	
Volume charge per cubic metre	£0.2286

**Table 4 – Measured charges for sewerage**

	<b>Tariff – one of these will apply</b>	
	<b>Standard</b>	<b>Large User</b>
For domestic foul sewage:		
Site charge per year		£1,500.00
PLUS:		
Volume charge per cubic metre	£0.9807	£0.9513
PLUS for surface water and / or highway drainage:		
Fixed charge per year	See Table 5	See Table 5
PLUS for trade effluent:		
Charges per cubic meter, as applicable	See Table 6	See Table 6

**Table 5 – Surface water drainage charges by band**

	<b>Surface water &amp; highway drainage</b>	<b>Highway drainage part</b>	<b>Surface water drainage part</b>
Band 1 - up to 350 m <sup>2</sup>	£113.15	£32.85	£80.30
Band 2 - 351 to 750 m <sup>2</sup>	£350.40	£105.85	£244.55
Band 3 - 751 to 1,500 m <sup>2</sup>	£726.35	£219.00	£507.35
Band 4 - 1,501 to 2,500 m <sup>2</sup>	£1,292.10	£386.90	£905.20
Band 5 - 2,501 to 5,000 m <sup>2</sup>	£2,416.30	£726.35	£1,689.95
Band 6 - 5,001 to 7,500 m <sup>2</sup>	£4,015.00	£1,204.50	£2,810.50
Band 7 - 7,501 to 10,000 m <sup>2</sup>	£5,617.35	£1,686.30	£3,931.05
Band 8 - 10,001 to 15,000 m <sup>2</sup>	£8,000.80	£2,398.05	£5,602.75
Band 9 - 15,001 to 25,000 m <sup>2</sup>	£12,731.20	£3,817.90	£8,913.30
Band 10 - 25,001 to 50,000 m <sup>2</sup>	£23,615.50	£7,084.65	£16,530.85
Band 11 - 50,001 to 75,000 m <sup>2</sup>	£38,719.20	£11,614.30	£27,104.90
Band 12 - 75,001 to 100,000 m <sup>2</sup>	£53,326.50	£15,997.95	£37,328.55
Band 13 - 100,001 to 125,000 m <sup>2</sup>	£67,419.15	£20,224.65	£47,194.50
Band 14 - 125,001 to 150,000 m <sup>2</sup>	£80,570.10	£24,170.30	£56,399.80
Band 15 - over 150,000 m <sup>2</sup>	£99,860.35	£29,959.20	£69,901.15

**Table 6 – Trade effluent charges**

	<b>£ per m3</b>	<b>£ per year</b>
Reception (R)	£0.3577	
Volumetric (V)	£0.1753	
Biological Volume (Bv)	£0.0973	
Biological (B)	£0.1238	
Sludge (S)	£0.0894	
Regional average B strength		315mg/l
Regional average S strength		125mg/l
Minimum Charge per year (per billing period)		£441.65

**Table 7 – Unmeasured Charges**

	<b>Assessed Tariff - one of these will apply</b>		
	<b>Band 1</b>	<b>Band 2</b>	<b>Band 3</b>
For water, a fixed charge per year	£65.70	£193.45	£573.05
PLUS:			
For domestic foul sewage, a fixed charge per year	£54.75	£164.25	£489.10
PLUS:			
For surface water and / or highway drainage, a fixed charge per year	See Table 5	See Table 5	See Table 5

## D.2 ESSEX & SUFFOLK WATER REGION

Table 1 – Charges relating to Payment Methods

Charges paid by Credit Card 2% of payment amount

Table 2 – Measured charges

	Standard	Tariff – one of these will apply		
		Focus20	FocusExtra	FocusPlus
Fixed charge per potable meter per year, by meter size:				
0-24mm	£19.70	£19.70	£19.70	£19.70
25-34mm	£32.80	£32.80	£32.80	£32.80
35-39mm	£49.30	£49.30	£49.30	£49.30
40-49mm	£65.70	£65.70	£65.70	£65.70
50-64mm	£164.25	£164.25	£164.25	£164.25
65mm and larger	£492.75	£492.75	£492.75	£492.75
PLUS:				
Site charge per year		£2,920.00	£11,680.00	£32,138.25
PLUS:				
Volume charge per cubic metre	£1.4602	£1.3142	£1.1390	£1.0221

Table 7 – Unmeasured Charges

	Assessed Tariff - one of these will apply		
	Band 1	Band 2	Band 3
For water, a fixed charge per year	£83.95	£248.20	£730.00

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[www.eswater.co.uk](http://www.eswater.co.uk)