

Water and wastewater
charges and services
for business customers
from **anglianwater**



Our business charges for water and wastewater services for 2010/11

We recognise that different customers have different needs. For business customers, we offer a range of tariffs tailored to individual consumption patterns. Selecting the right tariff will help you obtain the best value for your water and wastewater services.

This leaflet outlines the tariff options available to you for water supply and wastewater services from 1 April 2010.

To help determine which tariff option is best suited to your business needs, you need to carry out a few simple calculations:

1. Estimate your water consumption for the coming year.
2. Estimate the volume of wastewater you will return to the sewer, taking into account any sewage abatements or other allowances. Usually, the volume of sewage discharged will be assessed at 90 per cent of the volume of water taken, except where:
 - a claim for a larger allowance is agreed.
 - water obtained from another source is discharged to the sewer.
3. Apply the appropriate tariffs to the estimated volume of water and/or wastewater and add the appropriate fixed charge.

Please note: for Streamline tariffs, the same tariff option must be applied to both water and wastewater charges.

New charges apply from the 1 April each year. Details of our tariffs and charges are available on www.anglianwater.co.uk from mid-March.

If you wish to remain on your current tariff, you need take no further action as your existing tariff will apply automatically. However, if you would like to change to a different tariff please call us on **08457 626 784**.

Important: A change in tariff will take effect from the date the tariff change form is received by Anglian Water. Where the form has been received within 30 days of the end of the last billing period the revised charges will be backdated to that date. The new tariff will take effect for a minimum period of 12 months. You cannot make another request within this period.

Alternative suppliers

Some customers do not receive both their water and wastewater services from Anglian Water. Where another company is involved their charges will be different. If you wish to query charges or services provided by another company, please contact them directly. However if in doubt please call us on **08457 626 784**.

Trade effluent

Trade effluent is wastewater produced in the course of a trade or industry but not including domestic sewage.

Trade effluent charges are calculated using the formula shown below.

Code definitions for the trade effluent formula

C = R+VB+Ot/Os B+St/Ss S

- R** Reception and conveyance
- VB** Volumetric and primary treatment (works with biological treatment)
- Ot** Chemical Oxygen Demand (COD) (in mg/l) of the trade effluent after one-hour quiescent settlement
- Os** The mean strength of settled sewage at Anglian Water's Sewage Treatment Works, as determined by COD (460mg/l)
- B** Biological treatment
- St** Total suspended solids (in mg/l) of the trade effluent
- Ss** The mean suspended solids content of sewage at Anglian Water's Sewage Treatment Works (416mg/l)
- S** Sludge treatment and disposal

Tariff options – Unmeasured charges

Rateable value	Standing charge	Charge (per £ of RV)
Water supply		33.63p
<£1,001	£157.16	
£1,001 – £5,000	£314.32	
£5,001 – £49,999	£785.80	
>£50,000	£3,143.20	
Sewerage (foul and surface water drainage)		36.35p
<£1,001	£188.48	
£1,001 – £5,000	£376.96	
£5,001 – £49,999	£942.40	
>£50,000	£3,769.60	
Sewerage (foul water drainage only)		36.35p
<£1,001	£153.48	
£1,001 – £5,000	£341.96	
£5,001 – £50,000	£907.40	
>£50,000	£3,734.60	

However, if the premises have a zero or no rateable value, the annual charge is:

	Annual charge
Water supply	£314.00
Sewerage (foul and surface water drainage)	£225.00

Unmeasured trade effluent

	Annual charge
Trade effluent	£258.00

Measured charges

Streamline Green

If you use less than 500 cubic metres a year, the Streamline Green tariff is probably the best option for you.

	Fixed charge	Volumetric charge (per cubic metre)
Water supply	£50.00	110.78p
Sewerage – connected for foul and surface water drainage	£126.00	136.39p
Sewerage – connected for foul water drainage only	£91.00	136.39p

Trade effluent unit prices	Per cubic metre
R Reception and conveyance	21.72p
VB Volumetric and primary treatment (works with biological treatment)	40.53p
B Biological treatment	30.97p
S Sludge treatment and disposal	24.88p

Streamline Orange

If you use between 501 and 5,000 cubic metres a year, the Streamline Orange tariff is probably the best option for you.

	Fixed charge	Volumetric charge (per cubic metre)
Water supply	£81.00	104.60p
Sewerage—connected for foul and surface water drainage	£162.00	129.24p
Sewerage—connected for foul water drainage only	£115.00	129.24p

Trade effluent unit prices	Per cubic metre
R Reception and conveyance	19.88p
VB Volumetric and primary treatment (works with biological treatment)	37.13p
B Biological treatment	28.37p
S Sludge treatment and disposal	22.82p

Streamline Blue

If you use between 5,001 and 24,999 cubic metres a year, the Streamline Blue tariff is probably the best option for you.

	Fixed charge	Volumetric charge (per cubic metre)
Water supply	£538.00	95.45p
Sewerage – connected for foul and surface water drainage	£426.00	123.96p
Sewerage – connected for foul water drainage only	£309.00	123.96p

Trade effluent unit prices	Per cubic metre
R Reception and conveyance	19.28p
VB Volumetric and primary treatment (works with biological treatment)	35.99p
B Biological treatment	27.49p
S Sludge treatment and disposal	22.08p



Industrial tariffs

If you use or expect to use between 25,000 – 49,999 cubic metres of water a year, you will be charged on the industrial 25 potable tariff unless you meet the necessary required criteria and opt for the industrial 25 non-potable tariff. If you use or expect to use more than 50,000 cubic metres of water a year, you will be charged on the industrial potable tariff unless you meet the necessary required criteria and opt for one of the following tariffs:

- Industrial interruptible.
- Industrial non-potable.
- Industrial Plus.

In addition to the fixed charge and the volumetric charge, a **Maximum Daily Demand** charge per cubic metre of peak day demand (either potable or non-potable) is also charged.

The **Maximum Daily Demand** charge will be based on the peak rate of flow per 24-hour period likely to be taken or required. The charges will be fixed for the charging year based on the peak day requirement and subject to an agreement that you will not take any water in excess of the peak day requirement at any time during the charging year without written consent.

If your peak day requirement is exceeded in any 24-hour period during the charging year, the peak day requirement will be adjusted upwards accordingly and the revised peak day requirement shall then apply for a minimum of 12 months subject to any further revisions. However, you will not be entitled to take water in excess of the previously agreed peak day requirement unless agreed in writing by Anglian Water.



	Fixed charge	Volumetric charge (per cubic metre)	Maximum Daily Demand (per cubic metre of peak day demand)
Industrial 25 potable	£590.00	58.39p	£94.46
Industrial potable	£7,750.00	20.83p	£148.28
Sewerage – connected for foul and surface water drainage	£4,497.00	115.82p	n/a
Sewerage – connected for foul water drainage only	£3,326.00	115.82p	n/a

Trade effluent unit prices		Per cubic metre
R	Reception and conveyance	15.30p
VB	Volumetric and primary treatment (works with biological treatment)	28.57p
B	Biological treatment	21.84p
S	Sludge treatment and disposal	17.54p

	Fixed charge	Volumetric charge (per cubic metre)	Maximum Daily Demand (per cubic metre of peak day demand)
Industrial interruptible	£7,750.00	18.93p	£134.78
Industrial 25 non-potable	£590.00	52.56p	£85.03
Industrial non-potable	£7,750.00	19.19p	£136.61
Industrial Plus	£60,000.00	7.52p	£136.61

General notes

Where a customer receives both water and wastewater services, but neither is charged on one of the industrial tariffs, the chosen tariff applies to all services.

Fixed charges are payable whether or not water is taken or wastewater is discharged during the year.

The measured sewerage and trade effluent tariffs are a combined integrated wastewater tariff. For a single fixed charge, a customer is charged on all the tariffs pertaining to that option, whether they use both services or not.

For Streamline tariff customers, if premises have two or more separate supplies, the charges will be calculated separately for each supply with an annual fixed charge payable for each service. This does not apply in the case of customers on the industrial tariffs.

VAT

Measured and unmeasured water charges for customers whose standard industrial classification falls within categories 1–5 of the 1980 Standard Industrial Classification will be subject to VAT at the standard rate. For all other customers, measured and unmeasured water charges will be zero-rated.

All measured and unmeasured sewerage charges will be zero-rated for VAT purposes, as will trade effluent charges (where they apply).



Trade effluent application and variation fees

The charges are grouped as:

Group A, D and G – no sample and analysis required.

Group B, E and H – one sample and analysis required.

Group C, F and I – one sample and more complex analysis required.

Application for consent to discharge

A risk-related fee for the evaluation of an application for consent to discharge trade effluent and the production of consent documentation.

Charges	Band/risk	Group A	Group B	Group C
1	Negligible	£74.00	£126.00	£436.00
2	Low	£112.00	£163.00	£473.00
3	Low (non-sanitary)	£149.00	£201.00	£511.00
4	Medium	£223.00	£275.00	£585.00
5	Medium/high	£298.00	£350.00	£660.00
6	High	£596.00	£648.00	£957.00
7	Very high	£1,192.00	£1,243.00	£1,553.00

VAT at the standard rate will be applied to the above charges.

Fees for dealing with temporary variation to the consent

Charges	Band/risk	Group D	Group E	Group F
1	Negligible	£37.00	£89.00	£399.00
2	Low	£56.00	£108.00	£417.00
3	Low (non-sanitary)	£74.00	£126.00	£436.00
4	Medium	£112.00	£163.00	£473.00
5	Medium/high	£149.00	£201.00	£511.00
6	High	£298.00	£350.00	£660.00
7	Very high	£596.00	£648.00	£957.00

VAT at the standard rate will be applied to the above charges.

Additional services

We are always keen to help and support customers wishing to become more water efficient.

To minimise leakage from your pipes, we encourage you to monitor consumption regularly so any leaks can be identified. The simplest way to do this is to read your meter from time to time. Any unusual changes or high consumption when little water is being used could indicate leakage.

Leakage detection service

Should you suspect leakage on your site, Anglian Water's specialist leakage detection service for business customers could help detect and pinpoint leaks so that they can be repaired. For more information on this service please call us on **08457 626 784**.

Data logging service

We also provide a data logging service enabling you to receive detailed flow data for individual meters through the internet. This service can provide data down to 15-minute intervals and enable alarms to be activated should unusual changes in flow be detected. For more information on this service please call us on **08457 626 784**.

If you wish to connect your own equipment to one of our meters, please call **08457 626 784** and we will be happy to explain the process. **Please note**, no equipment should be connected to one of our meters without our approval.

Leakage policy

If you discover a leak on your supply you should have it repaired as quickly as possible. Once repaired you may be entitled to claim **once-only** per customer a 100 per cent refund of the sewerage and trade effluent charge incurred as a result of the leak, provided that the leak is repaired within four weeks of its discovery.

Please note: An allowance of less than 100 per cent will be considered on repairs that take longer than four weeks. No allowance will be made if the leak is allowed to run for more than eight weeks.

If you discover a leak following the receipt of a bill, we will consider a **once-only** claim per customer for a refund in respect of sewerage and trade effluent charges due to the leak from the date of the last bill until the date it is repaired and for half of the billing period covered by that bill. To qualify for the refund, the leak must be repaired within four weeks of the date of the last bill.

No refund is given for the water element of your charges.



If you have a problem

If you're not happy with any part of our service, please tell us – we want to know and put things right.

Contact our **Business Customer Services Team** at PO Box 855, Lincoln LN5 7WQ or you can call us on **08457 626 784**.

Independent help

If together we are unable to reach an agreement, independent help is available from:

Consumer Council for Water

Website: www.ccwater.org.uk

Telephone: **08457 959 369** or
01223 323 889

Email: eastern@ccwater.org.uk

In writing: **Ground Floor, Carlyle House,
Carlyle Road, Cambridge CB4 3DN**

How to contact us

By telephone

Business customer services 08457 626 784

8.30am – 5.30pm Monday – Thursday

8.30am – 5pm on Fridays

- Queries about your bill.

Operational queries

08457 145 145

24 hours

- Water and wastewater queries.
- In an emergency.

By writing

Please write to us at:

**Anglian Water,
Business Customer Services,
PO Box 855, Lincoln, LN5 7WQ**

By email

Email us at: **businesscustomerservices
@anglianwater.co.uk**





Want to know more about Anglian Water?

Visit www.anglianwater.co.uk to see our full range of services.

Registered office

Anglian Water Services Limited

Anglian House, Ambury Road
Huntingdon, Cambridgeshire PE29 3NZ

Tel: **01480 323000** Fax: 01480 323115

Registered in England No: 2366656

This Report has been printed on Revive 50/50 silk which is made from fibre responsibly sourced from managed, sustainable forests. Both printer and paper are FSC certified and support the growth of responsible forest management.



Mixed Sources

Product group from well-managed forests, controlled sources and recycled wood or fibre

www.fsc.org Cert no. SGS COC 1202
© 1996 Forest Stewardship Council