

# Anglian Water Services Limited

## Charges Scheme

for the year commencing 1st April 2009

This Charges Scheme is made under Section 143 of the Water Industry Act 1991 and sets out the tariffs and charges fixed by **Anglian Water Services Limited** as water and sewerage undertaker for the 12 months commencing 1st April 2009.

The Scheme applies to our customers within the Anglian, Finningley and Hartlepool areas.

All tariffs and charges are subject to the addition of Value Added Tax where this is payable under the relevant legislation.

Charges contained in the Charges Scheme have, where applicable, been approved by the Water Services Regulation Authority (Ofwat).

Dated 2009

**The common seal of Anglian Water Services Limited was hereunto affixed in the presence of:**

**Authorised Signatory.**

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## **PART A: GENERAL**

### **1: Definitions**

1.1 Words and phrases set out below shall be given their respective definitions:

Act	the Water Industry Act 1991
Anglian area	the area included within our Instrument of Appointment for water supply and sewerage purposes, excluding the Finningley and Hartlepool areas, but including any cross border supplies or sewerage services provided from the Anglian area to premises within the area of another water or sewerage undertaker.
Assessed Measured Charge	the charge assessed in accordance with Part A, section 5.
Billing Period	the period stated to be covered by a Customer's account.
Bulk Meter	a Meter which serves more than one premises in respect of which a Bulk Meter Agreement has previously been entered into.
Bulk Meter Agreement	A written agreement with one person who has agreed to pay the charges in respect of all the premises served by a Bulk Meter.
Bulk Meter Assessed Measured Charge	An assessed charge, payable in the event of a Bulk Meter Agreement coming to an end or becoming unenforceable, which is assessed (in accordance with Part A, Section 5, paragraph 2 below) on the basis of the readings taken from the Bulk Meter.
Charging Year	the period of 12 months commencing 1 <sup>st</sup> April and ending 31 <sup>st</sup> March in the following year.
Consent	a consent issued by, or agreement made with, us or our predecessor for the discharge of trade effluent into a public sewer in accordance with or taking effect under the Act.
Customer	any person liable to pay our charges.
Finningley area	the area at Finningley, South Yorkshire, which is included within our Instrument of Appointment for sewerage services only, together with any cross border sewerage services provided from the Finningley area to premises within the area of another sewerage undertaker.

Hartlepool area	the Hartlepool area served by Anglian Water Services Ltd trading as Hartlepool Water, which is included within our Instrument of Appointment for water supply purposes only, together with any cross border supplies provided from the Hartlepool area to premises within the area of another water undertaker.
Household Customer	a Customer occupying premises used or intended for use as a dwelling. Non-Household Customer shall be construed accordingly.
Household Premises	Premises used or intended for use as a dwelling. Non-Household Premises shall be construed accordingly.
Industrial Tariffs	collectively, the Industrial Potable Tariff, the Industrial Non-Potable Tariff, the Industrial (Plus) Non-Potable Tariff, and the Industrial Interruptible Tariff.
Instrument of Appointment	our Instrument of Appointment as water and/or sewerage undertaker for the Anglian, Finningley and Hartlepool areas, which takes effect under the Act.
Maximum Daily Demand Charge	an annual charge expressed in £'s per cubic metre payable in respect of the Peak Requirement.
Measured Charges Notice	A notice under section 144A of the Act requesting a Meter to be fitted free of charge under that section.
Meter	a meter installed by or in accordance with a specification approved by us or another water undertaker for charging purposes, or such meters as shall in individual cases have been approved by us for charging purposes.
Occupier	includes any person who, <ul style="list-style-type: none"> <li>(i) owns premises, which are left unoccupied for periods of time but are left with bedding, a desk or other furniture so that they may be used as a dwelling or as office or commercial premises;</li> <li>(ii) owns premises for multiple occupation with shared facilities;</li> <li>(iii) owns premises for use as holiday, student, hostel or other accommodation;</li> <li>(iv) owns premises used for short term occupation or letting</li> </ul>

where the occupation or term of the tenancy is for less than 6 months;

- (v) has agreed with us to pay water supply and/or sewerage charges in respect of any premises (eg. a Bulk Meter Agreement);
- (vi) is the owner of premises whilst renovation or building work is being undertaken in or at the premises; or
- (vii) is the owner of, or responsible for, premises which are not normally occupied as such, e.g. cattle troughs, car parks, etc.,

and, where appropriate, words such as "occupy", "occupied" and "occupation" shall be construed accordingly.

Ofwat	the Water Services Regulation Authority
Peak Requirement	<p>the peak rate of flow per 24 hour period likely to be taken or required by the Customer during the Charging Year excluding water likely to be taken or required for the purpose of:</p> <ul style="list-style-type: none"><li>(a) extinguishing fires or, if used by a fire authority, for any other emergency purpose;</li><li>(b) testing apparatus installed or equipment used for extinguishing fires; or</li><li>(c) training persons for fire fighting.</li></ul>
Potable	drinking water compliant with the Water Supply (Water Quality) Regulations 2000. "Non-Potable" shall be construed accordingly.
premises	<ul style="list-style-type: none"><li>(a) in the case of Household Premises which are connected (whether directly or indirectly) either to Anglian Water's water network or public sewerage network or both, includes the following if they are or are intended to be separately occupied:<ul style="list-style-type: none"><li>(i) any flat, maisonette or other part of a building;</li><li>(ii) any chalet, caravan or mobile home; or</li><li>(iii) a boat or similar structure designed or adapted for use as a place of habitation.</li></ul></li><li>(b) in the case of the Industrial Tariffs, premises which are connected (whether directly or indirectly) either to</li></ul>

Anglian Water's water network or public sewerage network or both and are:

- (i) located within a single boundary where a single Customer occupies the premises and is liable for water and/or sewerage charges in respect of those premises (single boundary premises);
- (ii) consist of co-located buildings, other similar structures and/or land which have adjoining boundaries or which are separated only by transport infrastructure where a single Customer occupies the premises and is liable for water and/or sewerage charges in respect of those premises (common occupation co-located premises); or
- (iii) consist of a single building or co-located, separately occupied buildings, other similar structures and/or land with all four of the following characteristics:
  - common landlord or managing agent for all the premises;
  - adjoining boundaries or separated only by transport infrastructure;
  - served by a self-contained common water supply or sewerage system that does not belong to us; and
  - a single Customer is liable for all water and/or sewerage charges for the premises (common management co-located premises).

Sewerage includes, where appropriate, the terms Integrated Waste Water and trade effluent.

- 1.2 If not defined above, words and expressions used in this Scheme shall be given the meaning used in the Act.
- 1.3 References to the Act or to any other Act or regulations shall include its or their amendment or replacement.
- 1.4 References to the singular shall, where appropriate, include the plural and references to the masculine shall, where appropriate, include the feminine.

## **2: Applicable to all Tariffs**

### **1. Determination of Relevant Tariff**

- 1.1 Customers within the Anglian, Finningley (sewerage only) and Hartlepool (water only) areas will be charged on the appropriate tariffs for their area.
- 1.2 Non-Household Customers will as a rule have a Meter fitted and be charged on a measured basis. If it is impracticable to fit a Meter or the premises only receive a sewerage service, they will be charged on the appropriate unmeasured tariff.
- 1.3 Where a meter has been fitted in respect of Household Premises, measured charges will apply when fixed in accordance with our Metering policy for Household Customers. Where measured charges do not apply, Household Customers will be charged unmeasured tariffs.
- 1.4 Where we provide both water supply and sewerage services the same tariff will usually apply to both services, except in the case of the Industrial Tariffs (see below) or where, for historical reasons, alternative arrangements already apply.

### **2. Mixed Use Premises**

- 2.1 Mixed use premises are premises used partly as a person's house or dwelling and partly for business purposes, eg. a supply serving both a farmhouse occupied as a sole or principal dwelling and a farm; or, a shop and a flat occupied as a sole or principal dwelling.
- 2.2 If the principal use of the premises is for business purposes, measured charges will apply as if the whole of the premises were Non-Household Premises. If the principal use of the premises is as a person's sole or principal dwelling, measured charges will apply when fixed in accordance with our Meter policy for Household Customers. Otherwise, as per 1.3 above, Customers will be charged unmeasured tariffs.
- 2.3 Occupiers of Mixed Use premises may choose whether the premises are charged under Household Charges or Non-Household Charges. However, if the dominant use of the premises is as Non-Household Premises you will not be entitled to apply for the Aquacare Plus tariffs and if you apply for the Watersure Tariff in respect of any part of the premises which you occupy a separate assessment will be made of the water used for domestic and non-domestic purposes in the remainder of the premises and charges in respect of that assessment will be separately payable under the Household or Non-Household tariffs, as the case maybe.
- 2.4 Choosing to pay Non-Household Charges will not affect your statutory rights if you are occupying the premises as your home or as your sole or principal

dwelling, but may otherwise affect your entitlement to certain benefits, eg. for a leakage rebate.

- 2.5 If at a later date separate supplies are provided to separate parts of the premises, those parts will be charged according to their use, ie. Household or Non-Household.

### **3. Liability of Occupier**

- 3.1 Water and sewerage charges are payable by the Occupier of premises to which we supply water and/or provide sewerage services, as the case may be, unless otherwise specified or agreed in writing by us.
- 3.2 Sewerage services are provided to premises if they connect, directly or through an intermediate sewer or drain, with a public sewer or sewage treatment works or any other pipe, outfall or other apparatus belonging to us.

### **4. Charges for Vacant Premises**

4. Household and Non-Household charges will apply to vacant premises in the following circumstances:
  - 4.1 premises which are left unoccupied for periods of time but are left with bedding, a desk or other furniture so that they may be used as a dwelling or as office or commercial premises;
  - 4.2 premises used for multiple occupation with shared facilities;
  - 4.3 premises used as holiday, student, hostel or other accommodation;
  - 4.4 premises used for short term occupation or letting where the occupation or term of the tenancy is for less than 6 months;
  - 4.5 premises in respect of which renovation or building work is being undertaken;  
or
  - 4.6 premises which are not normally regarded as being occupied such as cattle troughs, car parks, etc.

### **5. Choice of Tariffs**

- 5.1 Where you are given a choice of tariff (and you satisfy any criteria applicable to the tariff in question), the new tariff will apply from the date when the choice takes effect until the end of the Charging Year or the date when another tariff takes effect, whichever is the later.
- 5.2 We will notify you of the date when the new tariff will take effect.

- 5.3 If you no longer meet any criteria relevant to your current tariff, that tariff will cease to apply and you will be billed on the basis of the appropriate tariff until a further choice is made.

## **6. Disconnections**

- 6.1 Premises listed in Schedule 4A of the Act (eg. any dwelling occupied by a person as his or her only or principal home) cannot be disconnected for non-payment of charges.
- 6.2 If the water supply to any premises is disconnected for any reason but we continue to provide sewerage services to those premises, you will be charged the appropriate Sewerage Unmeasured Tariff unless you can confirm that the premises will be unoccupied for the period that the premises are disconnected in which case we will only charge for surface water for that period or the discharge is measured separately. (If it is found subsequently that the premises were occupied for any period when we were advised that the premises would be unoccupied the appropriate Sewerage Unmeasured Tariff will then apply to that period.)

## **7. Terms and Conditions for Water Supplies and Sewerage Services**

- 7.1 Water supplied for "domestic purposes" and sewerage services provided for "domestic sewerage purposes" are provided on the terms set out in the Act. ("Domestic purposes" and "domestic sewerage purposes" are defined in accordance with the Act and "non-domestic purposes" and "non-domestic sewerage purposes" are construed accordingly.)
- 7.2 Water supplies for "non-domestic purposes" are governed by the terms we have agreed with you. In the absence of a written agreement, the supply will be governed by our standard terms and conditions (small or large user), a copy of which can be provided on request. Discharges of trade effluent are governed by the Consent. Other sewerage services provided for "non-domestic sewerage purposes" are provided by agreement.

## **8. Fixed Charges**

8. Fixed charges are payable whether or not water is supplied or foul or surface water is discharged by the Customer.

## **9. V.A.T.**

- 9.1 All charges exclude VAT which will be charged at the prevailing rate, where required. Non-Household Customers will be asked to complete a VAT questionnaire to allow them to provide us with sufficient information to determine their correct VAT status.

### **9.2 Water Charges**

Measured and unmeasured water charges for customers whose Standard Industrial Classification (SIC) falls within divisions 1 - 5 of the 1980 Standard

Industrial Classification, see below, will be subject to VAT at the standard rate.

Standard Industrial Classification (1980 version):

Division 1: Agriculture, forestry and fishing

Division 2: Energy and water supply industries

Division 3: Extraction of minerals and ores other than fuels; manufacture of metals, mineral products and chemicals

Division 4: Other manufacturing industries

Division 5: Construction

For all other customers, including all Household customers, measured and unmeasured water charges will be zero-rated for VAT purposes.

### 9.3 Sewerage Charges

Measured and unmeasured sewerage charges, and trade effluent charges will be zero-rated for VAT purposes.

## **10. Access prices**

10. Where we enter into an agreement under sections 66A – C of the Act for either a wholesale supply or the introduction of water into our water supply system, the prices will be set out in that agreement or a schedule to that agreement. Indicative prices have been published in our Access Code, which is published separately.

### **3. Applicable to all Measured Tariffs**

#### **1. Volumetric Charges**

- 1.1 The volumetric part of our water supply charges are payable on the basis of the Meter readings or, if appropriate, our estimates of the water supplied.
- 1.2 Subject to 1.3 - 1.8 below, volumetric charges for sewerage are based on 90% of the volume of the water supplied to the premises.
- 1.3 The volumetric part of trade effluent charges is payable on the basis of readings from a meter recording the volume of trade effluent discharged or, in the absence of such a meter or a reading from such a meter, our estimate of the volume of trade effluent discharged.
- 1.4 If water is derived from another source (eg. a private borehole, well or a rainwater harvesting or effluent recycling scheme) or if other circumstances result in an increased discharge from the premises to the public sewer the additional volume will also be taken into account. This may be measured by means of a meter measuring the volume of wastewater which has been discharged or by assessing the volume of wastewater which is likely to have been discharged by reference to the particular circumstances or similar properties.
- 1.5 If under 1.4 above the volume of wastewater likely to be discharged has been assessed, such assessment will continue until we make a re-assessment. The volume of wastewater likely to be discharged may be re-assessed by us at any time. However, you may not ask for a re-assessment within 2 years of us having assessed or re-assessed the volume of wastewater being discharged unless it can be demonstrated that there has been a material change of circumstances which could significantly affect the assessment.
- 1.6 If demonstrated to our satisfaction that the volume of sewage discharged from any premises for any Billing Period is less than 90% of the volume of water supplied to the premises, an allowance will be made to reflect the lesser volume.
- 1.7 In calculating the volume of sewage discharged for the purposes of 1.6 above, account shall be taken of:
  - the volume of trade effluent (if any) discharged from the premises;
  - the volume of water disposed of otherwise than through our sewerage network; and
  - any other material consideration;but no account shall be taken of leaks on the Customer's pipes since that is already taken into account in part in the 10% allowance and is otherwise dealt with through our leakage policy.

- 1.8 Any allowance given under 1.6 above which is in excess of 10% may be reviewed at any time and shall continue for a maximum period of 2 years only. You will then need to re-apply for the allowance to continue.

## **2. Two or more premises served by a single meter**

- 2.1 Where:

- the water supply to two or more premises (in separate occupation) is measured by a single Meter; and

- there is no written agreement with us that the charges payable in respect of those premises are to be paid by any particular person;

then, the Occupiers of each of the premises supplied through that single Meter shall be jointly and severally liable for the whole of the charges calculated by reference to the volume of water passing through the single Meter.

- 2.2 Notwithstanding 2.1 above, if one or more persons taking a supply through a single Meter appears to be the principal user or, having taken a supply from us, then supplies water to other premises or persons (classified as a "water re-sale"), we may choose to bill that person or those persons for the charges payable in respect of all premises supplied through the single Meter.
- 2.3 Alternatively, at our discretion, we may apportion the charges between the Occupiers of each of the premises supplied through the single Meter on such basis as we think fit.

## **3. Multiple Supplies to Premises**

3. Except in the case of the Industrial Tariffs, where premises have two or more separate supplies the water supply charges will be calculated separately for each supply and a separate standing charge will be payable for each such supply. Sewerage charges will also be calculated separately for each such supply and the customer will be charged the same number of standing charges as have been charged by the relevant water undertaker for the water supply to the premises regardless of the number of sewerage connections.

## **4. Water usage prior to Meter becoming operational.**

4. Where, in the case of any premises, measured tariffs apply but a Meter has yet to be installed or become operational, charges for the period prior to the Meter's installation or operation shall be calculated according to the appropriate fixed charge and the volume recorded by the first Meter reading taken after installation. However, provided that access (if required) has been made available whenever necessary in order to carry out the installation, if the Meter is being fitted in response to a Measured Charges Notice and has

taken longer than 50 days to fit the Meter, we will only backdate the standard measured fixed charge and the volumetric charge will apply from the date of installation of the Meter.

## **5. Liability after occupation ceases**

5.1 Unless you have informed us at least 2 working days in advance that the premises are to be vacated, you will continue to be liable to pay water supply and sewerage charges after the premises have been vacated until the first of the following dates:-

- 28 days after we have been notified by you; or
- the date when the Meter would normally have been read next; or
- the date when we are notified by someone else that they have become the Occupier.

5.2 For these purposes, "2 working days" means a period of 48 hours disregarding any time on a Saturday or Sunday or on Christmas Day, Good Friday or a bank holiday.

## **6. Emergency use of water**

6.1 If the premises have their own fire fighting systems you are encouraged to arrange a separate supply to the premises, designed so that it cannot be used for any other purpose, or, if that is not possible, to install a sub-meter so that any claim for a rebate for water used for fire fighting purposes can be verified.

6.2 If the fire fighting supply is not separate, you may apply for a rebate in respect of water that has been used for fire fighting or for testing apparatus used, or for training personnel, for fire fighting purposes within 21 days of receipt of the bill for the Billing Period when the water was used. (You will need to provide evidence of the volume of water used and provide such information as we reasonably request.)

## **7. Meter Loggers**

7. No data logger may be fitted to a Meter without our consent. (Please note: this is potentially an offence under sections 174 and 175 of the Act.) Anyone wishing to fit a data logger will need to apply for consent and pay our administration charge for dealing with the application.

## **8. Meter Location**

- 8.1 For new and existing premises, the position of the Meter must be agreed with us and must be reasonably accessible for our staff to read it.
- 8.2 In the case of existing premises, our order of preference will be:
- (i) in an accessible part of the premises - usually the front garden;
  - (ii) if that is not feasible, in the highway at the front of the premises;
  - (iii) if that is not feasible, either inside the building or elsewhere on the premises with an outreader fitted in an accessible position externally - usually on the front of the property.
- 8.3 At the survey stage, we will consider an alternative location requested by you provided that it is still reasonably accessible, does not involve additional expense and meets the requirements of the Water Supply (Water Fittings) Regulations 1999. If your preferred location involves extra cost, we will advise you of the amount which you will be liable to pay to comply with your request.
- 8.4 Any request to relocate the Meter after it has been fitted will, if accepted by us, be undertaken at your expense.

## **9. Access to the Meter**

9. Where the Meter is on private premises (including third party land), you must ensure that the Meter remains accessible and that access is available at all reasonable times during the working day to read, inspect, maintain, repair and replace the Meter.

## **10. Maintenance of Meters and Meter Housing**

- 10.1 All Meters and their housing will belong to us and will be maintained by us.
- 10.2 You should notify us of any defect or damage to the Meter or the Meter housing as soon as reasonably practicable.
- 10.3 You will be liable for the cost of any repairs due to misuse or wilful or reckless damage or, if the meter has become obstructed, for any work necessary to gain access to the Meter.

## **11. Meter Readings/Estimated Charges**

- 11.1 We are not obliged to read the Meter on every occasion before a bill is sent. We will do our best to read the Meter, usually every six months. If no meter reading is available, we will calculate the charges based upon an estimated reading. Alternatively, you may provide your own reading – see paragraph 14 below.
- 11.2 Where, for whatever reason, the Meter does not appear to us to provide an accurate record of the water supplied to the premises, we will charge you for

the estimated consumption based on what we consider to be the most reliable data available, including the average consumption for earlier comparable periods.

- 11.3 Estimated charges may be adjusted subsequently if more reliable data becomes available.

## **12. Testing of Meters**

- 12.1 We may from time to time test the accuracy of any Meter.
- 12.2 If you query a Meter reading because it has recorded higher than normal consumption, we will visit the premises and investigate any possible causes. If no cause is found and the Meter is proved to be recording within the prescribed limits of error you will be liable to pay for the consumption recorded.
- 12.3 All Meters are tested in accordance with either the Measuring Instruments (Cold Water Meters) Regulations 2006 or Regulation 6(2) and (4) of the Measuring Equipment (Cold Water Meters) Regulations 1988, as applicable in order to determine their accuracy within the prescribed limits of error. If neither is applicable, the Meter will be tested in accordance with the 1988 Regulations.
- 12.4 The equipment used for testing the Meter shall comply with clause 7.6 of BS EN ISO 9001: 2000[4].
- 12.5 If necessary, we may remove the Meter from the premises in order to test it.
- 12.6 If a test is undertaken at your request we will provide you with a copy of the results of the test. If the Meter falls within the prescribed limits of error, you will be liable to pay the charge for the test. However, in the case of premises used solely as a person's only or principal home, we will waive the charge unless the Meter has to be removed from the premises to carry out the test.

## **13. Effect of Meter Reading**

- 13.1 Where a Meter has been fitted and charges are fixed in respect of those premises by reference to volume, a reading from the Meter shall be evidence of the volume of water supplied to the premises unless the Meter is proved to register incorrectly.
- 13.2 A Meter will be regarded as registering incorrectly if on being tested it is found to exceed the prescribed limits of error.
- 13.3 A reading taken from a Meter may be proved by producing the certificate of a person duly authorised to read the Meter and certify the reading.
- 13.4 Except where the Meter is proved to have begun to register incorrectly on some later date, a Meter which is found to exceed the prescribed limits of error shall be deemed to have done so since the last occasion but one on which we or any other duly authorised person last read the Meter.

#### **14. Providing your own Meter Readings**

14.1 If you have received an estimated account, you may provide your own reading by phoning:

- If you are in the Anglian area - 08457 919155;

- if you are in the Hartlepool area – 01429 858030.

14.2 If you are moving premises, we will generally provide a final account based on your final Meter reading but we are not obliged to do so if this is disputed by the incoming occupier and, in any event, we reserve the right to read the meter ourselves.

## **4. Metering Policy for Household Premises**

### **1. New connections to be metered**

- 1.1 Since 1<sup>st</sup> April 1990, all new water supply connections to premises within the Anglian area have been required to have a Meter fitted to our specification to measure the volume of water supplied for charging purposes. (In Hartlepool, this policy has applied since 1<sup>st</sup> April 2000.)
- 1.2 To enable us to perform our functions and charge premises supplied with water efficiently, we require a separate service pipe to each building (or part thereof) for all new connections to new or refurbished premises.

### **2. Existing Connections to be metered**

2. Unless we consider it impracticable to fit a meter, we will require a Meter to be fitted to our specification to measure the volume of water supplied to existing Household Premises for charging purposes in the following circumstances:
  - 2.1 the premises are not used solely as a person's home and the other use is the principal use of the premises (For the purposes of assessing whether premises are used principally as a person's home or for other purposes, account will be taken of whether a business is registered for V.A.T. purposes at the premises.); or
  - 2.2 water is or is to be used at the premises for any of the following purposes:
    - 2.2.1 for watering a garden, other than by hand, by means of any apparatus;
    - 2.2.2 for automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres;
    - 2.2.3 in a bath with a capacity (measured to the centre line of overflow) greater than 230 litres;
    - 2.2.4 in a shower unit of a type specified under paragraph 4(c) of the Table to regulation 5 of the Water Supply (Water Fittings) Regulations 1999; or
    - 2.2.5 in a unit which incorporates reverse osmosis; or
  - 2.3 the premises are in an area which has been determined by the Secretary of State to be an area of water scarcity for the purposes of the Water Industry (Prescribed Conditions) Regulations 1999; or
  - 2.4 the premises are in an area which has been determined by the Secretary of State to be an area of serious water stress and are subject to a programme for the fixing of charges by reference to volume, as specified in our Water Resources Management Plan published under section 37 of the Act; or

- 2.5 an existing connection is used to supply a new building following demolition of the previous premises and rebuilding work; or
- 2.6 the use of the premises has changed, so that they have become Non-Household premises; or
- 2.7 the premises are not at present (and have not been for a period of 6 months or more) premises in which, or in any part of which, a person has their home; or
- 2.8 a building has been split, merged or converted so that it or they have effectively become new premises and the Rateable Value of the former premises has become or will be inappropriate for the new premises (for example, a building converted into self-contained flats); or
- 2.9 we consider that the present Rateable Value is inappropriate for charging purposes, having regard to other Rateable Values in the locality.

### **3. Meter Optants**

- 3.1 Any unmeasured Household Customer receiving a water supply from us and wishing to be charged on a measured basis may apply for a Meter to be fitted by us free of charge by completing and submitting a Measured Charges Notice.
- 3.2 A Measured Charges Notice may only be revoked by notice in writing served within either 24 months of the date when the measured tariffs became applicable to the premises (i.e. the date of Meter installation) or one month of the date of the 4<sup>th</sup> Meter reading which, taken together with the earlier Meter readings, gives you consumption data for a period of 24 months, whichever is the longer.
- 3.3 The right to revoke the Measured Charges Notice can only be exercised once and can only be exercised by either the person who served the Measured Charges Notice or any person who was in occupation of the premises when the Measured Charges Notice was served. Following revocation of a Measured Charges Notice, the Meter will remain in place and measured charges will apply following the next change of occupation.
- 3.4 The right to revoke will not be available following a change of occupation or in any circumstances where measured tariffs would apply to the premises for other reasons in any event.

### **4. Application of Measured Tariffs to New and Existing Connections and to Meter Optants**

- 4.1 Household Measured Tariffs will apply automatically and be fixed in respect of:
  - 4.1.1 all premises with a new connection; and

- 4.1.2 all premises with an existing connection where the circumstances set out in 2.1, 2.2 and 2.6 above apply; and
- 4.1.3 all premises in respect of which a Measured Charges Notice has been served (unless that Measured Charges Notice is validly revoked under 3.2 above).
- 4.2 Where the circumstances set out in 2.3 or 2.4 above apply, we reserve the right to decide when measured charges will apply and be fixed and, at our discretion, may fix measured charges at different times in respect of premises in different areas or in certain circumstances, but not others.
- 4.3 Where the circumstances set out in 2.5 and 2.7–2.9 above apply, measured charges will apply and be fixed in respect of such premises as soon as the Meter has been fitted provided always that:
- 4.3.1 if any person was in occupation of the premises as their home before and remains in occupation of the premises in question as their home after the event in question; or
- 4.3.2 if the person who has become the Customer occupies the premises as their home and has received an unmeasured bill;
- measured charges shall not be fixed in respect of such premises until there is a change in occupation.
- 4.4 If, despite a Meter having been fitted, measured charges do not yet apply to the premises because:
- 4.4.1 the provisos set out in 4.3.1 or 4.3.2 apply; or
- 4.4.2 a Measured Charges Notice has been validly revoked after having been served; or
- 4.4.3 for any other reason:
- measured charges will apply and be fixed in respect of the premises on the next change of occupation in respect of those premises.
- 4.5 In each case, once measured charges apply they will apply to both the water supply and the sewerage services provided to the premises. Where we are the water undertaker only, we will notify the sewerage undertaker accordingly. Where we are the sewerage undertaker only, we will be notified by the water undertaker.

## **5. Fitting a Meter at Your Request**

- 5.1 On receipt of a Measured Charges Notice, we will arrange for a survey to be undertaken and, provided that it is practicable to fit a Meter at reasonable

cost, we will do so free of charge within 50 working days of receipt of the Notice.

- 5.2 If it is not practicable to fit a Meter or is not practicable to fit a Meter at reasonable cost, we will advise you of the additional work which will be required to fit the Meter and, subject to 5.5 below, we will offer you the alternative of an Assessed Measured Charge. (Please note: if the premises are served by a shared supply, it will not be practicable to fit a Meter unless the shared supply is separated with the consent of the existing occupiers or unless all the occupiers who are served by that shared supply agree to the fitting of a single Meter and agreement is reached as to how the water supply and sewerage charges in respect of those premises will be paid.)
- 5.3 The following works are examples of what is considered reasonable and will be carried out by us at our expense:
- cost of installation of the Meter at our preferred location or such other reasonable location requested by you at the survey stage, which we agree will be reasonably accessible;
  - standard reinstatement costs;
  - provision of an outreader for internal installations, where necessary;
- 5.4 The following works are examples of what is considered unreasonable:
- separation of shared supplies;
  - plumbing alterations or any internal alterations or works;
  - provision of additional Meters, other than a second Meter if the cost is not disproportionate);
  - excavation work in a Class A road.
- 5.5 Notwithstanding the fact that it is not practicable to fit a Meter or is not practicable to fit a Meter at reasonable cost, we may decline to offer you an Assessed Measured Charge if in our opinion a Meter could be fitted at reasonable cost if you undertook minor works (eg. removing or altering a kitchen cabinet or tiling) in order to facilitate the fitting of a Meter.
- 5.6 Normally, measured charges will apply from the date the Meter is fitted. However, provided that access (if required) has been made available whenever necessary in order to carry out the installation, if the Meter is being fitted in response to a Measured Charges Notice and is not fitted within 50 working days, we will only backdate the standard measured fixed charge back and the volumetric charge will be applied from the date of installation of the Meter.
- 5.7 Any dispute as to whether or not it is practicable to fit a Meter or would involve unreasonable expense may be referred to Ofwat for determination.

## **5. Assessed Measured Charges**

### **1. Assessed Measured Charges in respect of single premises**

1.1 Assessed Measured Charges will be offered to you if:

1.1.1 you have served a Measured Charges Notice, but it is not practicable to fit the Meter at reasonable cost; or

1.1.2 we only provide sewerage services to the premises and the premises cannot be metered because they receive their water supply otherwise than from a water undertaker or water supply licensee; or

1.1.3 the premises have previously been fitted by us with an Aquadapt Meter and we consider that the cost of fitting an alternative Meter in substitution for the Aquadapt Meter would be unreasonable;

but only if the premises are not served by a supply pipe which also serves other premises.

1.2 Assessed Measured Charges will be based on the appropriate measured tariff (i.e. Standard Measured or SoLow) which would otherwise apply to you, taking account of the likely occupancy of the premises, our assessment of the likely consumption and any other relevant circumstances.

1.3 In the circumstances set out in 1.1.1 or 1.1.2 above, Assessed Measured Charges will take effect from the date that they are agreed. If not agreed within 50 working days of receipt of the Measured Charges Notice (or any agreed extension thereof), unmeasured charges shall continue to apply until agreement is reached or a meter is fitted and measured charges become applicable to the premises. In the circumstances set out in 1.1.3 above, we will consult you prior to notifying you of our decision as to the amount of the Assessed Measured Charge which will be payable in respect of the premises.

1.4 If you are paying Assessed Measured Charges, you should inform us immediately if there is or is likely to be a material change in consumption at the premises (e.g. because of a change in the number of occupants) so that the Charges can be re-assessed.

1.5 From time to time, we may choose to inspect the premises to see whether circumstances have changed so that a Meter could be fitted at reasonable cost. If so, we may fit a Meter and measured charges will then apply from the date the meter is fitted.

1.6 From time to time we may, and whenever there is a change in occupation of the premises we will, re-assess the data used to assess the amount of the Assessed Measured Charges. Having done so, we will notify you accordingly of the revised amount and the reasons for the re-assessment which will then become applicable.

**2. Bulk Meter Assessed Measured Charge for circumstances where a Bulk Meter Agreement comes to an end or becomes unenforceable**

- 2.1 Where a Bulk Meter Agreement exists, it should be noted that the Customer will be the person who has signed the agreement so that the Occupier of any part of the premises which is occupied separately will not be entitled to require any particular tariff option for their part of the premises.
- 2.2 In the event that a Bulk Meter Agreement comes to an end or becomes unenforceable for any reason and no person or body is willing to take on the payment obligations under the Bulk Meter Agreement, the individual Occupiers will become jointly and severally liable for the water supply and sewerage charges. However, it will not be practicable to fit separate Meters in respect of any parts of the building or premises which are or are capable of being occupied separately without also fitting Meters in respect of all other parts of the building or premises which are or are capable of being occupied separately. This is likely to involve unreasonable expense.
- 2.3 Therefore, subject to 2.5 below, in such circumstances we will apply a Bulk Meter Assessed Measured Charge to all premises occupied or capable of being occupied separately by apportioning the reading taken from the Bulk Meter between all premises served by that Bulk Meter.
- 2.4 However, it will remain the case that Occupiers of any parts of the building or premises which are or are capable of being occupied separately will not be entitled to the SoLow or Aquacare Plus tariffs instead of the Bulk Meter Assessed Measured Charge.
- 2.5 The Bulk Meter Assessed Measured Charge will not be applied to premises if one or more persons taking a supply through the Bulk Meter then supplies the water to other premises or persons (a "water re-sale") or if, for other reasons, we consider it is inappropriate to apply a Bulk Meter Assessed Measured Charge to the premises.

## **6. Criteria for the Different Household Tariffs**

### **1. Standard Tariffs**

- 1.1 The Standard Measured Tariffs apply to all Household Premises in respect of which measured charges are fixed in accordance with our Metering policy unless you choose another tariff and satisfy all the relevant criteria.
- 1.2 The appropriate Household Unmeasured Tariff will apply to Household Premises in respect of which measured charges are not fixed in accordance with our Metering policy.

### **2. Criteria for the SoLow Tariffs**

- 2.1 These tariffs apply to Household Premises where measured charges apply, provided the premises are occupied by you as your only or principal home, those premises are not supplied via a Bulk Meter and a Bulk Meter Assessed Measured Charge does not apply. (This includes mixed use premises where, for example, a house or flat is occupied by you as the only or principal home together with a shop.)
- 2.2 Premises used as a place of worship, village hall, scout or guide hut, or other community building occupied by a charity which are not used for commercial or trade purposes, may also choose to pay under the SoLow Tariff as if the premises were Household Premises. However, all other terms for such premises shall be those which apply to Non-Household Premises or to Non-Household Customers.

### **3. Criteria for the Watersure Tariffs (previously known as Aquacare)**

#### **3.1 Introduction**

- 3.1.1 The Watersure tariffs comply with the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 made under sections 143A of the Act and apply to Household Premises where measured charges apply.
- 3.1.2 You will be entitled to be charged under the Watersure Tariffs if you fall within the class of persons specified in 3.2 below and satisfy certain other conditions listed in 3.3 below.

#### **3.2. Class of Persons**

- 3.2.1 You fall within the specified class of persons if you or another person residing with you in the premises ("the qualifying person") is entitled to receive any of the benefits or tax credits listed below:

- council tax benefit, housing benefit or income support under Part VII of the Social Security Contributions and Benefits Act 1992;
- income based job seeker's allowance under section 1(4) of the Jobseekers Act 1995;
- income - related Employment and Support allowance under the Welfare Reform Act 2007;
- child tax credit (if it includes an amount in respect of the individual element of child tax credit, but not those in receipt of the family element only) or working tax credit under Part 1 of the Tax Credits Act 2002;
- state pension credit under the State Pension Credit Act 2002

**AND** either

3.2.2 the qualifying person is entitled to receive child benefit under Part IX, Social Security Contributions and Benefits Act 1992 for 3 or more children under the age of 19; or

3.2.3 you or another person residing in the premises, whether or not the same person as the qualifying person

(a) is diagnosed as suffering from any of the medical conditions listed below and as a result of that condition is obliged to use a significant additional volume of water;

- desquamation;
- weeping skin disease;
- incontinence;
- abdominal stoma;
- Crohn's disease;
- ulcerative colitis;
- renal failure requiring dialysis at home (but this shall not apply if the health authority has made a contribution to the cost of water used); or

(b) is diagnosed as suffering from a medical condition other than one listed above and as a result is obliged to use a significant additional volume of water.

### **3.3 Other Conditions**

3.3 The other conditions specified for the purposes of 3.1 above are:

3.3.1 water supply charges for the premises are fixed by reference to volume or would be so fixed if you had not been receiving assistance under the Watersure Tariff;

3.3.2 you and any other qualifying person occupy the whole or part of the premises as your or their only or principal home;

3.3.3 in the case of premises which are not used solely as your home, the other use is not the principal use of the premises;

3.3.4 water supplied to the premises is not used for:

- (a) watering a garden, other than by hand, by means of any apparatus; or
- (b) automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres; and

3.3.5 you have applied for assistance and established your entitlement in accordance with these provisions.

### **3.4 Applications**

3.4.1 If you think you qualify you may request an application form together with a comparison of your current charges compared with the Watersure Tariff.

3.4.2 The completed form should be returned to us together with:

(a) in the case of any of the benefits and tax credits (including child benefit), a copy of the order book, or of the latest notice of entitlement, which must be dated no more than 12 months prior to the application in the case of all benefits, other than child benefit, and in the case of the tax credits must be dated no more than 6 months before the application. (We reserve the right to see the original order book or latest notice of entitlement, if necessary, to prove entitlement.)

(b) in the case of the medical conditions, sufficient information regarding:

- the medical condition; and
- its impact on increased water consumption.

(c) in the case of a non-listed medical condition, a signed certificate from a registered medical practitioner setting out

- the name of the person in respect of whom the diagnosis is made;
- the diagnosis of the medical condition which obliges the person to use a significant additional volume of water;
- the date on which the certificate is given; and
- the name and address of the registered medical practitioner.

3.4.3 We reserve the right to ask you for consent to contact your medical practitioner for further information regarding any medical condition to prove your entitlement.

3.4.4 Where we supply water and sewerage services to the premises, the tariff option will apply to both services.

3.4.5 We aim to deal with applications within 10 working days of receipt of the correctly completed application form and all supporting documents.

3.4.6 When your entitlement to the Watersure Tariff has been accepted by us, the tariff will be applied from the start of the Billing Period in which the application was made.

3.4.7 Once accepted, you will pay the charges due under the Watersure Tariff until the end of the Billing Period in which the earliest of the following occurs:

- (a) you ask us to change to another tariff;
- (b) you no longer qualify for the tariff;
- (c) one year after the date the Watersure Tariff took effect or, if that is part way through a Billing Period, after the end of that Billing Period unless you have applied for a renewal;

and, in any such case, we may adjust any account already rendered to take account of the above.

3.4.8 We may check entitlement to the tariff through visits, periodic requests for renewed proofs of benefit entitlement and medical condition and periodic checks with the Jobcentre Plus, Department for Work and Pensions, Inland Revenue, The Pension Service and medical practitioners.

3.4.9 If you are unable to prove that you currently qualify for the tariff you will lose the benefit of the tariff and be liable to pay the Standard Measured Tariff or other appropriate tariff from the date notified by us.

3.4.10 A tariff option accepted by us in reliance upon false or misleading information provided by you will be void and you will be liable to pay normal charges for the period in question as if no application had been made or accepted.

3.4.11 You must inform us immediately if you cease to fall within the class of persons specified in 3.2 above or if you fail to continue to meet the conditions listed in 3.3 above.

3.4.12 During the Charging Year your charges will be calculated according to the Watersure Tariff. However, at the end of the Charging Year in question the charges will be adjusted, if necessary, so that the charges for the Charging Year in question do not exceed the amount you would have paid under the Standard Measured Tariff or such other tariff for which you would have qualified if you had not applied for assistance.

#### **4. Criteria for the Aquacare Plus Tariff**

4.1 You will be entitled to be charged under the Aquacare Plus Tariff if:

- 4.1.1 you are in receipt of council tax benefit, housing benefit, income support under Part VII of the Social Security Contributions and Benefits Act 1992, income based job-seeker's allowance under section 1(4) of the Jobseekers Act 1995, income based employment and support allowance under the Welfare Reform Act 2007, child tax credit (if it includes an amount in respect of the individual element of child tax credit, but not families in receipt of the family element only) or the Working Tax Credit under Part 1 of the Tax Credits Act 2002, or State Pension Credit under the State Pension Credit Act 2002 and continue to be so entitled for the period to which the tariff option applies; or
- 4.1.2 having previously been granted support by the Anglian Water Trust Fund, the Trust have recommended to us that you should qualify for the Aquacare Plus tariff on the basis that if you did not qualify there would be a probability that you would again fall into arrears with your account through no fault of your own. (Entitlement to the Aquacare Plus tariff on the basis of this subparagraph will be limited to 12 months following the recommendation by the Trust.).
- 4.2 Subject to 4.1 above, all other provisions and procedures which apply to the Watersure Tariff (see above) will apply, subject to any necessary modifications, to the Aquacare Plus Tariff as they do to the Watersure Tariff.
- 4.3 For the avoidance of doubt, this tariff will not be available to a person who is in occupation of premises where water is supplied through a Bulk Meter or where a Bulk Meter Assessed Measured Charge applies.

## **7. Unmeasured Tariffs – Rateable Values**

### **1. Definition of Rateable Value**

1. For the purposes of the Unmeasured Tariffs in this Charges Scheme, Rateable Value means:
  - 1.1 in relation to premises within the Finningley area the Rateable Value shown in relation to those premises in the 1973 Dwelling House Revaluation Schedules held by the Valuation Office Agency (Crown Property Unit) as adjusted by the Valuation Statutory Deductions Order 1973 with effect from 1<sup>st</sup> April 1974
  - 1.2 in relation to all other premises the value shown in relation to those premises in a valuation list as at 31<sup>st</sup> March 1990. "Valuation List" means a valuation list maintained prior to 31<sup>st</sup> March 1990 for the purpose of rating under section 67 General Rate Act 1967 and being in force as at 31<sup>st</sup> March 1990;
  - 1.3 where no such value is shown but a proposal for the inclusion of those premises in a valuation list was made on or before 31<sup>st</sup> March 1990, the value shown in that proposal relating to those premises;
  - 1.4 where no such value is shown and no such proposal was made, but the local rating authority levied rates in relation to those premises by reference to an assessed or estimated Rateable Value, that assessed or estimated value;
  - 1.5 where any existing Rateable Value has become inappropriate for any reason, (including re-development, conversion or modernisation of the premises, the merger of two or more former premises or parts of former premises, the subdivision of one or more former premises, a change in use of the premises so that the premises have become or have ceased to be a non-domestic hereditament for the purposes of Part III, Local Government Finance Act 1988, or because the premises were not liable to be separately rated under the General Rate Act 1967) a Rateable Value assessed by us having regard to the Rateable Values of other properties within the locality as at 31<sup>st</sup> March 1990;
  - 1.6 where none of the above apply either because the property was not constructed on or before 1<sup>st</sup> April 1990 or otherwise, a Rateable Value assessed by us having regard to the Rateable Values of other properties within the locality as at 31<sup>st</sup> March 1990.
  - 1.7 References to "premises having a Rateable Value" or to "premises not having a Rateable Value" shall be construed accordingly.

### **2 Our Assessment of Rateable Value**

- 2.1 Where a Rateable Value has been assessed by us in relation to premises, any charges to be calculated in relation to those premises (both in relation to

periods before (if appropriate) and after the date of the assessment) shall be calculated by reference to that Rateable Value.

- 2.2 If, within 3 months of notification of our assessment, you notify us in writing that you dispute that assessment, the dispute shall be referred to the decision of a valuer (who shall act as an expert and not as arbitrator) appointed, in default of agreement, by the President of the Royal Institution of Chartered Surveyors whose decision shall be final and binding and whose costs shall be payable as they decide.
- 2.3. In the event of a dispute under 2.2 above, we shall use our original assessment until such time as a different Rateable Value is agreed or determined. We will then re-calculate the charges using the Rateable Value (as agreed or determined) and will adjust the next account in respect of the premises accordingly.
- 2.4 If two or more separate dwellings have a single Rateable Value, a separate fixed charge will be payable in respect of each dwelling.

## **8. Leakage Policy for Household Premises**

### **1. Allowances**

- 1.1 We encourage measured customers to monitor consumption regularly (especially after moving into a property) so that any leak can be identified as soon as possible.
- 1.2 If you report a leak on your metered supply, we will consider an ex-gratia once-only claim from a Household Customer for an allowance to cover the cost of the water lost through the leak during the last 12 months and also the sewerage charges due in respect of that volume.
- 1.3 A "once only" claim means once per Customer. (A Customer will be regarded as the same person if they have simply changed their name.)
- 1.4 All claims must be made within 12 months of the date the leak was repaired.

### **2. Beyond the Box Policy**

- 2.1 In addition, we operate a "Beyond the Box" policy in the Anglian Area and a Free Supply Pipe Repair Scheme in the Hartlepool Area. In brief, if a leak occurs on the service pipe belonging to a Household Customer (measured or unmeasured), we will offer to repair the leak (once only per premises) and, if necessary, replace the service pipe free of charge for a distance of up to 25 metres.
- 2.2 Please note: the policy does not cover leaks in certain circumstances, e.g. if the leak is found within 2 years of a new connection being made, if the leak is inside or under a building or other structure, or if the pipe has been deliberately or recklessly damaged.
- 2.3 A copy of the current terms and conditions is available on request by writing to:

P.O.Box 770, Lincoln, LN5 7WX; or

(for Hartlepool) to 3 Lancaster Road, Hartlepool;

or by telephoning:

08457 919155; or

(for Hartlepool) 0800 0284816.

## **9. Metering Policy for Non-Household Premises**

### **1. New connections to be metered**

- 1.1 Since 1<sup>st</sup> April 1990, all new water supply connections to premises within the Anglian area have been required to have a Meter fitted to our specification to measure the volume of water supplied for charging purposes. (This policy has applied to the Hartlepool area since 1<sup>st</sup> April 2000.)
- 1.2 To enable us to perform our functions and charge premises supplied with water efficiently, we require a separate service pipe to each building for all connections to new or refurbished premises.

### **2. Existing Connections to be metered**

2. Unless we consider it impracticable to fit a Meter, we will require a Meter to be fitted to our specification to measure the volume of water supplied for charging purposes to all Non-Household premises or to any other premises where the principal use of the premises is not as a person's home. (For the purposes of assessing whether the principal use of the premises is otherwise than as a person's home account will be taken of whether a business is registered for V.A.T. purposes at the premises.)

### **3. Costs of fitting a meter**

3. Non-Household Customers will be charged for fitting a Meter.

### **4. Application of Measured Charges to New and Existing Connections**

4. Non-Household Measured Tariffs will automatically apply and be fixed in respect of all Non-Household Premises to which a Meter has been fitted to our specification to measure the volume of water supplied for charging purposes. Otherwise, the Unmeasured Tariffs will apply.

## **10. Criteria for the different Non-Household Tariffs**

### **1. Introduction to the Non - Household Measured Tariffs**

- 1.1 A Non-Household Customer in the Anglian Area who takes less than 50 megalitres of water per annum and does not wish to reserve a supply in excess of 0.2 megalitres per day will be charged on the Streamline Green tariff unless they opt for one of the alternative tariffs, namely:
  - Streamline Orange (Potable and Non-Potable);
  - Streamline Blue (Potable and Non-Potable);
  - Industrial Potable;
  - Industrial Non-Potable;
  - Industrial (Plus) Non-Potable; or
  - Industrial Interruptible Potable.
- 1.2 A Non-Household Customer in the Hartlepool Area who takes less than 50 megalitres of water per annum and does not wish to reserve a supply in excess of 0.2 megalitres per day will be charged on the Commercial tariff unless they opt for the Industrial Potable Tariff.
- 1.3 A Non-Household Customer in the Anglian Area who takes more than 50 megalitres of water per annum or wishes to reserve the availability of a supply in excess of 0.2 megalitres per day will be charged on the Industrial Potable Tariff unless they meet the criteria and opt for one of the alternative tariffs applicable within that area, namely:
  - Industrial Non-Potable;
  - Industrial (Plus) Non Potable; or
  - Industrial Interruptible Potable.
- 1.4 A Non-Household Customer in the Hartlepool Area who takes more than 50 megalitres of water per annum or wishes to reserve the availability of a supply in excess of 0.2 megalitres per day will be charged on the Industrial Potable Tariff.
- 1.5 If we provide sewerage services as well as water to the premises and one of the Industrial Tariffs applies to the water supply to the premises, you may choose a different Streamline (Green, Orange or Blue) Tariff for the sewerage service.
- 1.6 If you wish to choose a different tariff you must give notice on our standard form specifying your choice of tariff.
- 1.7 If accepted, a tariff notice will take effect from the date we receive the notice unless we receive the notice within 30 days of the end of the last Billing Period in which case we will backdate the revised charges to that date.

- 1.8 A tariff notice will take effect for a minimum period of 12 months and no further tariff notice can be served until after that 12 month period has expired.
- 1.9 A tariff option will cease to apply sooner than the time specified in 1.8 above when the first of the following events occurs:
  - 1.9.1 you no longer occupy the premises in question;
  - 1.9.2 you no longer qualify for the relevant tariff at the premises in which case the tariff will cease to apply from the start of the next Billing Period after you cease to qualify;
  - 1.9.3 it is found that the application for the tariff included false or misleading information, in which case the tariff will be deemed never to have applied and your account will be revised accordingly and back-dated, if necessary; or
  - 1.9.4 the water supply to any premises is disconnected for any reason.
- 1.10 The Meter reading to be used for the purposes of calculating the final balance under the previous tariff and/or as the first Meter reading for the purposes of the new tariff may be an estimated reading unless:
  - 1.10.1 the Meter has been read by us or on our behalf; or
  - 1.10.2 you provide us with your own Meter reading taken within 2 days of the date when the tariff notice would take effect.
- 1.11 If you change tariff, any higher fixed charge which has been paid already will be apportioned and the balance credited against future water and/or sewerage charges. Any additional fixed charge payable as a result of the tariff change will be payable immediately from the date the change takes effect.
- 1.12 All Customers paying under the Streamline Blue Tariff or the Industrial Tariffs will be billed monthly.
- 1.13 For monthly billed accounts, the volumetric charges will apply to water supplied and sewage discharged during the period commencing with the first monthly Meter reading taken after the commencement of the Charging Year and ending with the first monthly Meter reading taken after the end of the Charging Year.
- 1.14 The measured trade effluent element of the relevant Integrated Waste Water Tariff will apply to the first trade effluent billing period commencing on or after the commencement of the Charging Year and continue until the start of the first trade effluent Billing Period commencing on or after the end of the Charging Year.

- 1.15 In the case of premises used as a place of worship, village hall, scout or guide hut, or other community building occupied by a charity which are not used for commercial or trade purposes, you may also choose to pay under the SoLow Tariff as if the premises were Household Premises. However, all other terms for such premises shall be those which apply to Non-Household Premises or to Non- Household Customers.

## **2. Provisions applicable to all of the Industrial Tariffs**

- 2.1 The Industrial Tariffs include a fixed charge, Maximum Daily Demand Charge and volumetric charge.
- 2.2 When the Industrial Tariffs apply, the water supply charges will be calculated regardless of the number of connections as follows:
  - 2.2.1 one fixed charge for the Potable supply to the premises and one fixed charge for the Non-Potable supply to the premises;
  - 2.2.2 the Maximum Daily Demand will be calculated separately on the aggregate Peak Requirement for the Potable supply to the premises and the aggregate Peak Requirement for the Non-Potable supply to the premises; and
  - 2.2.3 the volumetric charges shall be calculated on the aggregate volumes of potable water supplied and the aggregate volumes of non-potable water supplied.
- 2.3 The Peak Requirement, once set, will continue to apply until it is changed.
- 2.4 If you were not previously on the Industrial Tariffs, you will be asked to supply your Peak Requirement before the relevant tariff takes effect. If this is not provided and you have become liable to pay the Industrial Tariffs by virtue of 1.3 or 1.4 above, we will:
  - 2.4.1 assess the Peak Requirement by taking the maximum volume of water taken per month during the previous 12 month period and dividing that by 22; or
  - 2.4.2 if that information is not available, by using other available information; or
  - 2.4.3 if you are liable to pay the Industrial Tariffs because you have reserved a supply in excess of 0.2 megalitres per day, by taking the volume of water reserved per day as the Peak Requirement.
- 2.5 Subject to the following provisions, once set, the Maximum Daily Demand Charge (based upon the Peak Requirement determined in accordance with 2.4 above) will be fixed for the Charging Year in question;
- 2.6 You are not entitled to take water in excess of the Peak Requirement at any time during the Charging Year except in accordance with a written supply agreement regulating total volumetric and peak demand requirements or

you have received written consent from us (such consent not to be unreasonably withheld or delayed).

- 2.7 Notwithstanding 2.6 above, if you take water at a rate of flow in excess of the Peak Requirement over any 24 hour period during the Charging Year, the Peak Requirement shall be revised upwards accordingly and that revised Peak Requirement shall then apply from the date of the exceedance for a minimum of 12 months subject to any further revision upwards or any revision downwards, provided that a downwards revision may only be made in accordance with 2.8 below. Where the Peak Requirement is revised by us under this provision, you may then take water up to the amount of that revised Peak Requirement if it is available but you will have no entitlement to any water in excess of your previous entitlement.
- 2.8 If, during the Charging Year, you take water at a rate of flow less than your current Peak Requirement, you may submit a lower Peak Requirement which, if accepted, would take effect from the next Billing Period for the purposes of calculating the Maximum Daily Demand Charge, but this shall not be lower than the highest daily rate of flow recorded during the preceding 12 month period unless you can demonstrate to our reasonable satisfaction that there has been or will be a sustained long term reduction of your water demand requirements which will reduce your Peak Requirement to a level below the highest daily rate of flow recorded during the preceding 12 month period.
- 2.9 If you have a supply agreement with us regulating total volumetric and peak demand requirements and you have provided a demand profile for your future water supply requirements which we have accepted, we will plan our water resources to supply you with water to meet that Peak Requirement and your future demand profile subject to and in accordance with the terms and conditions of our supply agreement with you. In the absence of a supply agreement, you may find that you cannot take water in accordance with the Peak Requirement.

### **3. Provisions applicable to the Industrial Non-Potable and Industrial (Plus) Non-Potable Tariffs only**

3. Water supplied under this Tariff will not meet the requirements of the Water Supply (Water Quality) Regulations and will be non-potable.

### **4. Provisions Applicable to the Industrial Interruptible Tariff only**

- 4.1 If you wish to be charged under the Industrial Interruptible Tariff you must give written notice to us on our standard form.
- 4.2 To qualify:
  - 4.2.1 the water supply must be used predominantly for non-domestic purposes;

- 4.2.2 you must at all times have in use at the premises to which the supply is made, storage facilities for not less than 6 hours non-domestic water consumption (excluding fire fighting purposes) at your average rate of consumption;
  - 4.2.3 you must undertake not to take water anywhere on the premises, whether by means of the same or another supply pipe, except for domestic or fire fighting purposes, during the operative period of a Supply Interruption Notice; and
  - 4.2.4 you must undertake to allow us to enter your premises for the purpose of verifying that a Supply Interruption Notice has been or is being observed and to install and maintain telemetry or other apparatus on the supply pipe or any other supply pipe for verification purposes.
- 4.3 A Supply Interruption Notice served by us may:
- 4.3.1 specify any period up to 4 hours duration during which water may not be taken by anyone at the premises except for domestic or fire fighting purposes;
  - 4.3.2 take effect on a specified day or days or on a particular day or days of the week until further notice;
  - 4.3.3 apply to any day, but not on more than one occasion per day;
  - 4.3.4 be served by first class post, facsimile, or by hand delivery; and
  - 4.3.5 take effect at any time being not less than one hour after it has been served on you.
- 4.4 If you fail to comply with a Supply Interruption Notice or to give access as required you will cease to be eligible for the tariff and will be liable to pay the Industrial Potable Tariff for the whole of the Charging Year.

# 11. Leakage Policy for Non-Household Customers

## 1. Introduction

1. We encourage measured customers to monitor consumption regularly (especially after moving into a property) so that any leak can be identified as soon as possible.
- 1.2 In the circumstances described below, we will consider an ex-gratia once-only claim from a Non-Household Customer reporting a leak on a metered supply for an allowance in respect of the sewerage charges relating to the leak. All claims must be made within 6 weeks of the date the leak was repaired.
- 1.3 A "once only" claim means once per Customer. (A Customer will be regarded as the same person if it has simply changed its name or re-structured.)

## 2. Allowances

- 2.1 In the case of premises occupied by a Non-Household Customer, no refund will be made in respect of water supply charges for leaks on the Customer's pipe(s).
- 2.2 Refunds will be made in respect of sewerage (including trade effluent) charges, but only in the following circumstances:
  - 2.2.1 If a leak is discovered by you (not following receipt of a bill or notification from us - see para 2.2.2 and 2.2.3 below), we will consider a once only claim for a refund in respect of any sewerage charges due to the leak from the date of the last bill until the date of its repair. To qualify for a 100% refund of the sewerage charges due to the leak, the leak should be repaired within 4 weeks of the date of its discovery. If you can demonstrate that you have taken all reasonable steps but have been unable to repair the leak within 4 weeks, we will extend that 4 week period to 8 weeks provided that:
    - (i) the repair is made within 8 weeks of its discovery (no refund will be made under any circumstances if the leak is not repaired within 8 weeks of its discovery); and
    - (ii) the refund will be made on a declining scale so that: if the leak is repaired after 4 weeks but before the end of the 6th week since its discovery, only 75% of the sewerage charges due to the leak will be refunded; if the leak is repaired after 6 weeks but before the end of the 8th week since its discovery, only 50% of the sewerage charges due to the leak will be refunded.
  - 2.2.2 If we notify you of the leak, we will consider a once only claim for a refund in respect of the sewerage charges due to the leak for the period from the date of the last bill until the date of its repair. To qualify for the refund, the leak must be repaired within 4 weeks of the date we notify you. (Please note. no refund will be made under any circumstances if the leak is not repaired within 4 weeks of our notification).

2.2.3 If a leak is discovered by you following receipt of a bill, we will consider a once only claim for a refund in respect of the sewerage charges due to the leak from the date of the last bill (ie. the bill which led to the discovery) until the date of its repair and for half of the billing period covered by that bill. To qualify for the refund, the leak must be repaired within 4 weeks of the date of the last bill. (Please note: no refund will be made under any circumstances if the leak is not repaired within 4 weeks of the date of the last bill).

2.2.4 We reserve the right not to make any refund under paragraphs 2.2.1 - 2.2.3 if we believe that the water lost through leakage had returned to the public sewer or that the leak was the result of blatant abuse or wanton neglect by the Customer.

## 12. Trade Effluent Charges and Charging Formula

### 1. Introduction

- 1.1 In respect of every discharge of trade effluent from any premises there shall be payable a charge per cubic metre.
- 1.2 The appropriate charge shall be determined according to the relevant Integrated Waste Water Tariff or, if applicable, the Trade Effluent (Water Unmeasured) Tariff and calculated according to the following formula.
- 1.3 If the discharge is ongoing but unconsented, trade effluent charges shall be raised from the date that the initial application is received by us provided that the status and acceptability of the discharge has been confirmed in writing. (Note: this includes those discharges that are formally referred to the Environment Agency as Special Category Effluent.) If the discharge is to commence at a date in the future, trade effluent charges shall be applied from the date of commencement. This does not prevent the collection of charges for dealing with the application itself.
- 1.4 Acceptance of payment of Trade Effluent Charges does not constitute a grant of Consent, nor does it constitute a waiver of any of our rights or remedies in respect of any discharge made by you.
- 1.5 Any discharge of wastewater which is neither trade effluent (other than a Short Term Discharge of Non-Trade Effluent (see Part F - Miscellaneous Charges) nor domestic sewage shall also pay charges according to the following formula as if it was a discharge of trade effluent.

### 2. Formula

$$C = R + VB + \frac{Qt}{Os} B + \frac{St}{Ss} S$$

Where:

	<b>Rate A Green</b>	<b>Rate B Orange</b>	<b>Rate C Blue</b>	<b>Rate D Industrial</b>
C = The charge payable per cubic metre.				
R = the charge per cubic metre for the reception and conveyance of trade effluent.	21.72p	19.88p	19.28p	15.30p
VB = the charge per cubic metre for volumetric and primary treatment for trade effluent discharged to a sewage treatment works where biological treatment is given.	40.54p	37.14p	36.00p	28.58p

	<b>Rate A Green</b>	<b>Rate B Orange</b>	<b>Rate C Blue</b>	<b>Rate D Industrial</b>
Ot = The chemical oxygen demand of the settled trade effluent expressed in milligrams per litre.				
B = the charge per cubic metre in relation to the biological oxidation of settled sewage.	30.77p	28.19p	27.31p	21.70p
St = The suspended solids content of the trade effluent expressed in milligrams per litre.				
S = The charge per cubic metre for the treatment and disposal of primary sludge from a sewage treatment works.	25.31p	23.21p	22.46p	17.84p
Os = 457, being the mean chemical oxygen demand expressed in milligrams per litre of settled sewage at sewage treatment works within our area as assessed by us.				
Ss = 423, being the mean suspended solids content of sewage expressed in milligrams per litre at sewage treatment works within our area as assessed by us.				

For the purpose of this formula:-

1. The volume of trade effluent discharged from any premises shall be determined in accordance with the readings of any Meter approved by us and installed at the premises in accordance with the Consent and, in the absence of or malfunctioning of such Meter, shall be assessed by us in accordance with the Consent or on the basis of water usage at the premises and other material considerations.
2. The chemical oxygen demand and the suspended solids present in any trade effluent shall be determined in accordance with the measurements and readings of any approved apparatus installed at the premises in accordance with the Consent or shall be assessed by us on the basis of our analysis of the samples which have been taken.
3. Standard strengths shall be applied to trade effluents from municipal and other swimming pools operated on a commercial basis, automatic vehicle washes, launderettes, jet washes operated on a commercial basis and photographic laboratories (as defined in the Code of Practice for the Photo-

processing Industry for the Care of the Environment) as calculated by us from time to time. The standard strengths for these premises, with the exception of photographic laboratories are as follows:

<b>Business type</b>	<b>Average COD mg/l</b>	<b>Average SS mg/l</b>
Swimming pools	76	112
Automatic vehicle wash	211	114
Launderettes	722	287
Jet washes.	451	237

4. The 'R' Charge will not be applied where trade effluent is discharged directly into the sewage treatment works without passing through a public sewer, disposal main or other pipe belonging to us.
5. We will carry out sampling to ascertain the strength of the trade effluent for charging purposes. Where the discharge has a significant or highly variable organic load or where the annual trade effluent charge is likely to exceed £100,000 samples taken over a period ('composite samples') will be used.
6. Except where the strength of a discharge has been agreed with you or a standard strength is applicable, not less than six composite or twelve spot samples will normally be taken in the year in relation to each discharge of trade effluent and such additional samples as we consider appropriate to be a representative measurement of the discharge for charging purposes in the light of the volume and nature of the discharge.
8. All results of samples taken for charging purposes will be used in the calculation of charges unless you provide evidence to satisfy us that a particular sample was not representative of the discharge.

## **13. Capital Contributions Policy**

1. If you wish to receive a new or additional supply of water for non-domestic purposes and in order to make that supply available it is necessary for us to undertake additional infrastructure works a capital contribution may be payable before we agree to provide that supply. Where the present value of the costs associated with the infrastructure works exceeds the present value of the income recoverable over a 4 year period we will require a contribution equal to the difference. The relevant costs will be the costs of providing the capital investment required for the necessary infrastructure works and additional operating costs.
2. Alternatively, if you wish to make a new or increased trade effluent discharge and in order to provide capacity for the reception and treatment of that discharge it is necessary for us to undertake additional infrastructure works a capital contribution may be payable before we agree to the discharge being made. Where the present value of the costs associated with the infrastructure works exceeds the present value of the income recoverable over a 4 year period we will require a contribution equal to the difference. The relevant costs will be the costs of providing the capital investment required for the necessary infrastructure works and additional operating costs.
3. We can provide further information in relation to the application of the above policy in a particular case on request.
4. Whether or not a contribution is payable, you will be required to enter into a minimum income (take or pay) agreement for the period necessary to secure the income used in calculating the amount of the contribution and we will require such agreement to be supported by either a bond or parent company guarantee.

## **14. Applicable to surface water drainage**

### **1. Introduction**

1. The fixed charge element of the Sewerage Tariffs (or, as the case may be, the volumetric charge of the SoLow Sewerage Tariff) specifies whether or not surface water drainage is included.

### **2. Premises not connected for Surface water drainage**

- 2.1 Where premises are not connected to a public sewer for surface water drainage, whether directly or through an intermediate sewer or drain, you may apply in writing to be charged the lower charge by completing our standard form and providing such further evidence as may be required to demonstrate that no surface water is discharged from the premises, whether directly or through an intermediate drain or sewer, to our public sewer. (Please note: the lower charge will not apply unless an application has been made by you and accepted by us.)
- 2.2. If accepted, we will notify you in writing and the lower charge will then apply from the start of the Charging Year in which the application was made.

### **3. Tests and Inspections**

3. In accepting the application, we reserve the right at any time to inspect the premises and carry out such tests as we consider appropriate in order to ascertain whether or not surface water is being discharged from the premises.

### **4. Return to normal charges**

- 4.1 If the application is later found to include false or misleading information, we may cancel the lower charge and you will be liable to pay full charges for the period in question as if no application had been made or accepted.
- 4.2 You must notify us immediately if at any time the premises become connected to a public sewer, whether directly or through an intermediate sewer or drain, for surface water drainage. Whether or not we are notified, full charges will become payable immediately from the date of the connection.

## **15. Payment Terms for Household Customers**

### **1. Household Measured Customers**

1. Household Measured water supply and sewerage charges are payable on the date set out in the account and may be paid as follows:
  - 1.1 in full on receipt of the account;
  - 1.2 by monthly (or other periodic) Direct Debit instalments subject to an annual review of the instalment amount;
  - 1.3 under our instalment scheme, by monthly, fortnightly or weekly payments;
  - 1.4 by arrangement, if you are having difficulty making payments, by weekly, fortnightly or monthly payments.

### **2. Unmeasured Customers**

2. Unmeasured water supply and sewerage charges are payable in advance on 1st April or on the date set out in the account, whichever is the later, as follows:
  - 2.1 in full on 1<sup>st</sup> April or such other date as may be specified in the account; or
  - 2.2 by half yearly instalments (payable by Direct Debit or otherwise) on 1st April and 1st October;
  - 2.3 by ten monthly Direct Debit instalments normally commencing in April subject to an annual review of the instalment amount;
  - 2.4 under our instalment scheme by monthly, fortnightly or weekly payments;
  - 2.5 by special arrangement, by payments made weekly, fortnightly or monthly. (This last option is at our discretion in the light of special circumstances if an individual is having difficulty making payments.)

### **3. Debt Recovery**

- 3.1 If a bill is not paid by the due date or if payment arrangements, having been accepted, are not adhered to, we will issue an appropriate warning notice. If still unpaid, any payment arrangements will be cancelled and the whole of the outstanding debt will become due. We will take appropriate enforcement action through the courts to recover the debt.
- 3.2 All costs, for example, solicitors' costs, court fees, enforcement and warrant costs, incurred by us or our agents in the collection of outstanding charges will be recharged directly to you, the Customer. If legal action is being considered, we may try to determine your circumstances or the circumstances of any other person liable for the debt prior to commencing proceedings. This

is intended to be a less costly alternative to legal action. We will make an administration charge of £25 to recover our costs in doing this, although we will waive that administration charge if we are satisfied that there is or has been genuine hardship.

- 3.3 In addition, if debt recovery proceedings are issued through the court, we will apply to the court for interest to be added from the date payment was due to be paid at the standard County Court rate.

#### **4. Anglian Area - Paying your bill**

- 4.1 We want to make paying your bill as easy and convenient as possible, which is why we offer a range of payment methods to suit everyone's needs. If you live in the Anglian Area and would like to discuss the best payment method for you, please call us on 08457 919155.

- 4.2 An administration charge of £12 will be made in respect of cheques or direct debits that are returned by the bank unpaid due to lack of funds.

- 4.3 The following payment methods are available:

##### **Telephone payments**

Using our automated system, you can now pay your bill by one of the following debit cards:

- Visa
- Maestro
- Electron
- Solo

Call 08457 919155 and follow the instructions. Please have your 9 digit Anglian Water account number to hand, as you will be asked for this information.

##### **direct debit**

Automatic payments from your bank or building society. To set up a direct debit visit our website – <http://www.anglianwater.co.uk> or call us on 08457 919155.

##### **at the Post Office**

By cash or cheque at any Post Office using the payment slip provided at the bottom of your bill. A charge will be payable. Cheques should be made payable to "Post Office Ltd".

##### **PayZone**

Cash payment can be made at some shops where you see the PayZone sign. Take the whole of your bill and your cash payment with you. There is no charge for this service.

##### **by post**

Cheques or postal orders should be made payable to "Anglian Water". Write your account number on the back and send it together with the completed payment slip to Anglian Water, Payment Centre, PO Box 854, Lincoln LN5 7WR. Do not send cash through the post.

**on- line** If you bank with Lloyds TSB, NatWest or Royal Bank of Scotland you can now view and pay your bill on-line. For details of these arrangements and other banks joining this scheme, please visit our website.

**on-line or telephone banking** To make payment on-line or by telephone, please provide your bank/building society with the following details:

- Anglian Water's bank account number 90011916
- our sort code 20-43-63

your 9 digit customer account number (shown on the front of the bill)

**by instalment** If you are not a direct debit customer but would like to pay by instalments, you can pay by weekly, fortnightly or monthly instalments using an instalment arrangement. To arrange instalments please call us on 08457 919155 or visit our website - <http://www.anglianwater.co.uk>

## **5. Hartlepool and Finningley Areas - Paying your bill**

5.1 We want to make paying your bill as easy and convenient as possible, which is why we offer a range of payment methods to suit everyone's needs. If you live in the Hartlepool or Finningley Areas and would like to discuss the best payment method for you, please contact us by telephone - 01429 858050 (between 8.30am and 5.00pm Monday to Friday) or visit our office at Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW.

5.2 An administration charge of £12 will be made in respect of cheques or direct debits that are returned by the bank unpaid due to lack of funds.

5.3 The following payment methods are available:

**at Hartlepool Water's cash office – Lancaster Road** By cash, cheque, postal order or debit/credit card, Monday to Friday (except bank holidays), between 9.30 and 15.30 hours. Cheques and postal orders should be payable to **"Hartlepool Water"**.

**Telephone payments** By credit/debit card by telephoning 01429 858030, Monday to Friday (except bank holidays), between 8.30am and 5.00pm.

**Direct debit** Automatic payments from your bank or building society can help take away the worry of forgetting to pay your bills on time. To set up a direct debit you can call us on 01429 858030.

**at the Post Office** You can pay by cash, cheque or payment card at any Post Office using the payment slip provided at the bottom of your bill. A charge will be payable. If you are paying by cheque, please make it payable to "Post Office Ltd".

- at any branch of Barclays Bank** You can pay by cash or cheque at any branch of Barclays Bank using the payment slip provided at the bottom of your bill – this service is free of charge.
- PayZone** Cash payment can be made at some shops where you see the PayZone sign. Take the whole of your bill and your cash payment with you. There is no charge for this service.
- by post** Send your cheques or postal orders made payable to “Hartlepool Water”. Write your account number on the back and send it together with the completed payment slip to Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW. (Please do not send cash through the post.)
- home or telephone banking** To make a payment via this route, please ring your bank/building society and quote:
- Anglian Water’s bank account number 90011916
  - our sort code 20-43-63
  - your nine digit account number (which is shown on the front of the bill)
- by instalment** If you are not a direct debit customer but would like to pay by instalments, we can help. You can choose to pay weekly, fortnightly or monthly using an instalment arrangement. To arrange instalments you can call us on 01429 858030 or visit our website - <http://www.anglianwater.co.uk>

## **6. Collection of Charges by other parties**

- 6.1 Sewerage customers in areas where water is supplied by Cambridge Water, Three Valleys Water, Tendring Hundred Water and Thames Water will have their sewerage charges collected by those companies.
- 6.2 Sewerage customers in areas where water is supplied by Severn Trent on a measured basis will have their sewerage charges collected by Severn Trent. Sewerage customers in those areas with an unmeasured water supply will have their sewerage charges collected by Anglian.
- 6.3 Tenants of certain councils and the Sir Malcom Stewart Trust will have their charges collected by those bodies.
- 6.4 The payment arrangements offered by the collecting body will be applicable.

## **7. Problems paying your bill**

- 7.1 If you live in the Anglian Area and you are having problems paying your bill, please call our Freephone Debt Line on 0800 169 3630 or email us at [CustService@anglianwater.co.uk](mailto:CustService@anglianwater.co.uk) or write to us at Anglian Water, Customer

Services, PO Box 770, Lincoln LN5 7WX. Further information is provided in our Code of Practice on Debt Recovery.

- 7.2 If you live in the Hartlepool or Finningley Areas and you are having problems paying your bill, please call us on - 01429 858030 (between 8.30am and 5.00pm Monday to Friday); or email us at [enquiries@hartlepoolwater.co.uk](mailto:enquiries@hartlepoolwater.co.uk); or write to us or visit our offices at Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW. Further information is provided in our Code of Practice on Debt Recovery.

## **16. Payment Terms for Non-Household Customers**

### **1. Non-Household Measured Tariffs**

- 1.1 Charges under the Streamline, Commercial and Industrial Tariffs are payable in full on the date set out in the account.
- 1.2 Subject to 1.3 below, if payment is not received within 21 days of the date of the account, we may charge interest on the outstanding balance at the rate of 8%.
- 1.3 In the event of a bona fide dispute raised by you in connection with the account (or any part thereof), which has been notified to us (together with a full statement of the grounds of the dispute) within 21 days of receipt of the account, no interest will be charged until the dispute has been resolved provided always that we shall still be entitled to charge interest on any undisputed part of the account and in respect of the disputed part we shall be entitled to charge interest 21 days after the date when the dispute is resolved. If, following consideration of the grounds for disputing the account (or part thereof), we determine that there is no proper basis for the dispute and the account (or part thereof) is properly payable, we may notify you in writing that interest will be added to the account from a date specified in the notice.

### **2. Unmeasured Customers**

2. Unmeasured water supply and sewerage charges are payable in advance on 1st April or on the date set out in the account, whichever is the later, as follows:
  - 2.1 in full on 1<sup>st</sup> April or such other date as may be specified in the account; or
  - 2.2 by half yearly instalments (payable by Direct Debit or otherwise) on 1st April and 1st October; or
  - 2.3 by ten monthly Direct Debit instalments normally commencing in April subject to an annual review of the instalment amount.

### **3. Security and Debt Recovery**

- 3.1 In certain circumstances, we may insist upon payment of a deposit or other security to cover payment of future charges. Without prejudice to the generality of the above, such a demand may be made where a credit check has been undertaken and revealed a risk of non-payment, where there is no credit history for the company or where there is a history of two or more late payments. Initially, you will be given a choice of paying such deposit as we reasonably consider necessary to protect our business and our other Customers, providing a bank guarantee or, if we are satisfied that your

parent company has a satisfactory credit rating, a parent company guarantee. If such a deposit or other security is not provided by the date we have notified, we will issue a bill for the amount of the deposit and in the event of non-payment by the due date such amount shall become a debt owed to us. Failure to pay such amount may result in steps being taken to recover the debt, interest becoming payable and, if appropriate, termination of the water supply or sewerage services.

- 3.2 If a bill is not paid by the due date or if payment arrangements, having been accepted, are not adhered to, we will issue an appropriate warning notice. If still unpaid, any payment arrangements will be cancelled and the whole of the outstanding debt will become due. We will take appropriate enforcement action through the courts to recover the debt.
- 3.3 Interest will be charged from the date the payment was due to be paid at the rate set out in the Late Payment of Commercial Debts (Interest) Act 1998.
- 3.4 All costs, for example, solicitors' costs, court fees, enforcement and warrant costs, incurred by us or our agents in the collection of outstanding charges will be recharged directly to you, the Customer.

#### **4. Anglian Area - Paying your bill**

- 4.1 We want to make paying your bill as easy and convenient as possible, which is why we offer a range of payment methods to suit everyone's needs. If your business is in the Anglian Area and you would like to discuss the best payment method for you, please contact us by telephone – 08457 919155.
- 4.2 An administration charge will be made in respect of cheques or direct debits that are returned by the bank unpaid due to lack of funds.
- 4.3 The following payment methods are available:

**Telegraphic transfer/BACS** To pay your bill by telegraphic transfer / BACS, please call 08457 626784 or write to us.

**Cheques** Please make cheques and postal orders payable to "Anglian Water" and write your account number on the back. Please do not send post-dated cheques as they will be processed on receipt and you may incur bank charges as a result. Unfortunately, receipts cannot be issued for cheque payments.

**To make a payment by post** Complete the payment slip and return it together with your payment using the envelope provided or send to Anglian Water, Payment Centre, PO Box 854, Lincoln LN5 7WR. - Do not send cash through the post.

## **5. Hartlepool Area - Paying your bill**

- 5.1 We want to make paying your bill as easy and convenient as possible, which is why we offer a range of payment methods to suit everyone's needs. If your business is in the Hartlepool Area and you would like to discuss the best payment method for you, please call us on – 01429 858030 (between 8.30am and 5.00pm Monday to Friday) or visit our office at Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW.
- 5.2 An administration charge will be made in respect of cheques or direct debits that are returned by the bank unpaid due to lack of funds.
- 5.3 The following payment methods are available:

**Telegraphic transfer/BACS** To pay your bill by telegraphic transfer / BACS, please call 01429 858050 or write to us.

**Cheques** Please make cheques and postal orders payable to "Anglian Water" and write your account number on the back. Please do not send post-dated cheques as they will be processed on receipt and you may incur bank charges as a result. Unfortunately, receipts cannot be issued for cheque payments.

**To make a payment by post** Complete the payment slip and return it together with your payment using the envelope provided or send to Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW. - Do not send cash through the post.

## **6. Collection of Charges by other parties**

- 6.1 Sewerage customers in areas where water is supplied by Cambridge Water, Three Valleys Water, Tendring Hundred Water and Thames Water will have their sewerage charges collected by those companies.
- 6.2 Sewerage customers in areas where water is supplied by Severn Trent on a measured basis will have their sewerage charges collected by Severn Trent. Sewerage customers in those areas with an unmeasured water supply will have their sewerage charges collected by Anglian.
- 6.3 The payment arrangements offered by the collecting body will be applicable.

## **7. Problems paying your bill**

- 7.1 If your business is in the Anglian Area and you are having problems paying your bill, please call our Freephone Debt Line on 0800 169 3630 or email us at [CustService@anglianwater.co.uk](mailto:CustService@anglianwater.co.uk) or write to us at Anglian Water, Customer Services, PO Box 770, Lincoln LN5 7WX.

7.2 If your business is in the Hartlepool Area and you are having problems paying your bill, please call us on - 01429 858030 (between 8.30am and 5.00pm Monday to Friday); or email us at [enquiries@hartlepoolwater.co.uk](mailto:enquiries@hartlepoolwater.co.uk); or write to us or visit our offices at Hartlepool Water, 3 Lancaster Road, Hartlepool TS24 8LW

## 17. General Information and Complaints

For further information on any matter please contact the relevant telephone number or address below:

### Complaints

If you have a complaint or dispute regarding your account please call Customer Services for assistance:

(a) for the **Anglian** area, the telephone number is **08457 919155**. Household customers who are having problems paying their bill may phone the Freephone Debt Line on **0800 1693630**. Alternatively, please email us at [CustService@anglianwater.co.uk](mailto:CustService@anglianwater.co.uk) or write to Anglian Water Services Ltd, P O Box 770, Lincoln, LN5 7WX; or

(b) for the **Finningley** or **Hartlepool** areas, the telephone number is **01429 858050**. Alternatively, please email us at [enquiries@hartlepoolwater.co.uk](mailto:enquiries@hartlepoolwater.co.uk) or write to Hartlepool Water at 3 Lancaster Road, Hartlepool TS24 8LW or our fax number is 01429 858000.

You should receive a written reply within 10 working days from receipt of your letter.

If you remain dissatisfied, please write direct to our Director of Customer Services at the same address.

If you continue to be dissatisfied, please contact the local Consumer Council for Water at:

In the Anglian area:

Consumer Council for Water Eastern  
Ground Floor, Carlyle House,  
Carlyle Road,  
Cambridge, CB4 3DN

Tel: 01223 323889

Or: 08457 959369

Fax: 01223 323930

Email: [eastern@ccwater.org.uk](mailto:eastern@ccwater.org.uk)

In the Finningley and Hartlepool areas:

Consumer Council for Water,  
8<sup>th</sup> Floor, Northgate House,  
St Augustine's Way,  
Darlington, DL1 1XA.

Tel: 01325 464222

Or: 08457 089367

Fax: 01325 369269

Email: [Northumbria@ccwater.org.uk](mailto:Northumbria@ccwater.org.uk)

## **PART B: ANGLIAN TARIFFS**

### **B1 Household Measured Tariffs**

#### **B1.1 Standard Measured Water Supply Tariff (Anglian Area)**

1.1.1 A fixed charge in respect of the water supply to the premises for the Charging Year (or proportionately for any part thereof) of: £27.00

**AND**

1.1.2 A volumetric charge per cubic metre of water supplied of: 128.64p

#### **B1.2 Standard Measured Sewerage Tariff (Anglian Area)**

1.2.1 For those premises which have a connection to the public sewer for both foul and surface water drainage, a fixed charge in respect of the sewerage services for the Charging Year (or proportionately for any part thereof) of: £75.00

**OR**

1.2.2 For those premises which only have a connection to the public sewer for foul drainage and have no connection for surface water drainage, a fixed charge in respect of the sewerage services for the Charging Year (or proportionately for any part thereof) of: £40.00

**AND**, in either of the above cases,

1.2.3 A volumetric charge per cubic metre of sewage discharged of: 142.35p

**OR**

1.2.4 For those premises which only have a connection to the public sewer for surface water drainage and have no connection for foul drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £60.00

#### **B1.3 SoLow Water Supply Tariff (Anglian Area)**

1.3 A volumetric charge only per cubic metre of water supplied to premises of: 164.64p

#### **B1.4 SoLow Sewerage Tariff (Anglian Area)**

1.4.1 For those premises which have a connection to the public sewer for both foul and surface water drainage, a volumetric charge only per cubic metre of sewage discharged of: 253.47p

**OR**

1.4.2 For those premises which only have a connection to the public sewer for foul drainage and have no connection for surface water drainage, a volumetric charge per cubic metre of sewage discharged of: 201.61p

#### **B1.5 Watersure Water Supply Tariff (Anglian Area)**

1.5 A fixed charge in respect of the water supply to premises for the Charging Year (or proportionately for any part thereof) of: £174.00

#### **B1.6 Watersure Sewerage Tariff (Anglian Area)**

1.6.1 A fixed charge in respect of the sewerage services provided to premises having a connection to the public sewer for both foul and surface water drainage for the Charging Year (or proportionately for any part thereof) of: £218.00

**OR**

1.6.2 A fixed charge in respect of the sewerage services provided to premises which only have a connection to the public sewer for foul drainage and do not have a connection for surface water drainage for the Charging Year (or proportionately for any part thereof) of: £183.00

#### **B1.7 Aquacare Plus Water Supply Tariff (Anglian Area)**

1.7.1 A fixed charge in respect of the water supply to premises for the Charging Year (or proportionately for any part thereof) of: £74.00

**AND**

1.7.2 A volumetric charge per cubic metre of water supplied of: 65.97p

### **B1.8 Aquacare Plus Sewerage Tariff (Anglian area)**

1.8.1 For those premises which have a connection to the public sewer for both foul and surface water drainage, a fixed charge in respect of the sewerage services for the Charging Year (or proportionately for any part thereof) of: £128.00

**OR**

1.8.2 For those premises which only have a connection to the public sewer for foul drainage and have no connection for surface water drainage, a fixed charge in respect of the Sewerage services for the Charging Year (or proportionately for any part thereof) of: £93.00

**AND, in either case,**

1.8.3 A volumetric charge per cubic metre of sewage discharged of: 63.84p

## **B2 NON-HOUSEHOLD MEASURED TARIFFS**

### **B2.1 Streamline Green Water Supply Tariff (Anglian area).**

2.1.1 A fixed charge in respect of the water supply to premises for the Charging Year (or proportionately for any part thereof) of: £50.00

**AND**

2.1.2 A volumetric charge per cubic metre of water supplied of: 111.67p

### **B2.2 Streamline Green Integrated Waste Water (Anglian area)**

2.2.1 For those premises which have a connection to the public sewer for both foul (including, if appropriate, trade effluent) and surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £124.00

**OR**

2.2.2 For those premises which only have a connection to the public sewer for foul drainage (including, if appropriate, trade effluent) and have no connection for surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £89.00

**AND, in either case,**

2.2.3 A volumetric charge per cubic metre of sewage (excluding trade effluent) discharged of: 137.14p

**AND, if appropriate,**

2.2.4 A charge for trade effluent calculated in accordance with Rate A of the Charging Formula for Trade Effluent on the basis of the volume and strength of the discharge.

### **B2.3 Streamline Orange Potable Water Supply Tariff (Anglian area).**

2.3.1 A fixed charge in respect of the potable water supply to premises for the Charging Year (or proportionately for any part thereof) of: £81.00

**AND**

2.3.2 A volumetric charge per cubic metre of potable water supplied of: 105.42p

#### **B2.4 Streamline Orange Non-Potable Water Supply (Anglian area)**

2.4.1 A fixed charge in respect of the non-potable water supply to premises for the Charging Year (or proportionately for any part thereof) of: £81.00

**AND**

2.4.2 A volumetric charge per cubic metre of non-potable water supplied of: 94.88p

#### **B2.5 Streamline Orange Integrated Waste Water (Anglian area)**

2.5.1 For those premises which have a connection to the public sewer for both foul (including, if appropriate, trade effluent) and surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £164.00

**OR**

2.5.2 For those premises which only have a connection to the public sewer for foul drainage (including, if appropriate, trade effluent) and do not have a connection for surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £117.00

**AND, in either case,**

2.5.3 A volumetric charge per cubic metre of sewage (excluding trade effluent) discharged of: 129.11p

**AND, if appropriate**

2.5.4 A charge for trade effluent calculated in accordance with Rate B of the Charging Formula for Trade Effluent on the basis of the volume and strength of the discharge.

#### **B2.6 Streamline Blue Potable Water Supply Tariff (Anglian area)**

2.6.1 A fixed charge in respect of the potable water supply to premises for the Charging Year (or proportionately for any part thereof) of: £552.00

**AND**

2.6.2 A volumetric charge per cubic metre of potable water supplied of: 95.99p

### **B2.7 Streamline Blue Non-Potable Water Supply (Anglian area)**

2.7.1 A fixed charge in respect of the non-potable water supply to premises for the Charging Year (or proportionately for any part thereof) of: £552.00

**AND**

2.7.2 A volumetric charge per cubic metre of non-potable water supplied of: 86.39p

### **B2.8 Streamline Blue Integrated Waste Water (Anglian area)**

2.8.1 For those premises which have a connection to the public sewer for both foul (including, if appropriate, trade effluent) and surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £428.00

**OR**

2.8.2 For those premises which only have a connection to the public sewer for foul drainage (including, if appropriate, trade effluent) and do not have connection to the public sewer for surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £311.00

**AND, in either case,**

2.8.3 A volumetric charge per cubic metre of sewage (excluding trade effluent) discharged of: 123.83p

**AND, if appropriate**

2.8.4 A charge for trade effluent calculated in accordance with Rate C of the Charging Formula for Trade Effluent on the basis of the volume and strength of the discharge.

### **B2.9 Industrial Potable Water Supply (Anglian area)**

2.9.1 A fixed charge in respect of the water supply to premises for the Charging Year (or proportionately for any part thereof) of: £6,800.00

**AND**

2.9.2 A Maximum Daily Demand Charge per cubic metre of: £149.54

**AND**

2.9.3 A volumetric charge per cubic metre of potable water supplied of: 21.70p

**B2.10 Industrial Non-Potable Water Supply (Anglian area)**

2.10.1 A fixed charge in respect of the water supply to premises for the Charging Year (or proportionately for any part thereof) of: £6,800.00

**AND**

2.10.2 A Maximum Daily Demand Charge per cubic metre of: £137.83

**AND**

2.10.3 A volumetric charge per cubic metre of non-potable water supplied of: 20.00p

**B2.11 Industrial Plus Non-Potable Water Supply (Anglian area)**

2.11.1 A fixed charge in respect of the water supply to premises for the Charging Year (or proportionately for any part thereof) of: £60,000.00

**AND**

2.11.2 A Maximum Daily Demand Charge per cubic metre of: £137.83

**AND**

2.11.3 A volumetric charge per cubic metre of non-potable water supplied of: 7.68p

## **B2.12 Industrial Interruptible Tariff (Anglian area)**

2.12.1 A fixed charge in respect of the potable water to be supplied on an interruptible basis to premises for the Charging Year (or proportionately for any part thereof) of: £6,800.00

**AND**

2.12.2 A Maximum Daily Demand Charge per cubic metre of: £136.03

**AND**

2.12.3 A volumetric charge per cubic metre of potable water supplied on an interruptible basis of: 19.74p

## **B2.13 Industrial Integrated Waste Water (Anglian area)**

2.13.1 For those premises which have a connection to the public sewer for both foul (including, if appropriate, trade effluent) and surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £4,574.00

**OR**

2.13.2 For those premises which only have a connection to the public sewer for foul drainage (including, if appropriate, trade effluent) and do not have a connection for surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £3,403.00

**AND, in either case,**

2.13.3 A volumetric charge per cubic metre of sewage (excluding trade effluent) discharged of: 115.54p

**AND, if appropriate**

2.13.4 A charge for trade effluent calculated in accordance with Rate D of the Charging Formula for Trade Effluent on the basis of the volume and strength of the discharge.

## B3 Anglian Unmeasured Charges

### B3.1 Unmeasured Water Supply Tariff for Premises having a Rateable Value (Anglian area)

3.1.1 A fixed charge in respect of the water supply to premises for the Charging Year (or proportionately for any part thereof) calculated according to the Rateable Values set out below:

<b>Rateable Value of the premises</b>	<b>Fixed Charge per Charging Year</b>
Up to £1,000 (inclusive)	£144.53
From £1,001 up to £5,000 (inclusive)	£289.06
From £5,001 up to £50,000 (inclusive)	£722.65
Above £50,000	£2,890.60
Or for premises having a single Rateable Value comprising two or more separate dwellings	£144.53 for each dwelling

**AND, in each case**

3.1.2 A charge calculated by multiplying the Rateable Value of the premises by: 41.14p

### B3.2 Unmeasured Sewerage Tariff for Premises having a Rateable Value (Anglian Area)

3.2.1 For those premises which have a connection to the public sewer for foul and surface water drainage, a fixed charge per Charging Year (or proportionately for any part thereof) calculated according to the rateable value set out below:

<b>Rateable Value of the premises</b>	<b>Fixed Charge per Charging Year</b>
Up to £1,000 (inclusive)	£174.15
From £1,001 up to £5,000 (inclusive)	£348.30
From £5,001 up to £50,000 (inclusive)	£870.75
Above £50,000	£3,483.00

Or for those premises having a single Rateable Value comprising two or more separate dwellings £174.15 for each dwelling

**OR**

3.2.2 For those premises which only have a connection to the public sewer for foul drainage and have no connection for surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) calculated according to the Rateable Value set out below:

<b>Rateable Value of the premises</b>	<b>Fixed Charge per charging Year</b>
Up to £1,000 (inclusive)	£139.15
From £1,001 up to £5,000 (inclusive)	£313.30
From £5,001 to £50,000 (inclusive)	£835.75
Above £50,000	£3,448.00

**AND, in either case,**

3.2.3 A charge calculated by multiplying the Rateable Value of the premises by: 44.00p

### **B3.3 Unmeasured Trade Effluent (Water Unmeasured) Tariff for Premises having a Rateable Value (Anglian area)**

3.3 For Non-Household Premises which do not receive a measured supply of water from us or any other water undertaker, but which discharge trade effluent to a public sewer vested in us, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £258.00

### **B3.4 Unmeasured Surface Water only Tariff for Premises having a Rateable Value (Anglian area) only**

3.4 For those premises which only have a connection to the public sewer for surface water drainage and have no connection for foul drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £60.00

**B3.5 Unmeasured Water Supply Tariff for Premises not having (or having a zero) Rateable Value (Anglian area)**

3.5.1 In the case of Household Premises, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £190.00

**OR**

3.5.2 In the case of Non-Household Premises, a fixed charge for the Charging Year (and proportionately for any part thereof) of: £314.00

**B3.6 Unmeasured Sewerage Tariff for Premises not having (or having a zero) Rateable Value (Anglian area)**

3.6.1 For Household Premises which have a connection to the public sewer for both foul and surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £216.00

3.6.2 For Non-Household Premises which have a connection to the public sewer for both foul and surface water drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £218.00

**B3.7 Unmeasured Trade Effluent (Water Unmeasured) Tariff for Premises not having (or having a zero) Rateable Value (Anglian area)**

3.7 For Non-Household Premises which do not receive a measured supply of water from us or any other water undertaker, but which discharge trade effluent to a public sewer vested in us, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £258.00

**B3.8 Unmeasured Surface Water Only Tariff for Premises not having (or having a zero) Rateable Value (Anglian area)**

3.8.1 For Household Premises which are occupied by a person who has a connection to the public sewer for surface water drainage only, but not for foul drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £60.00

3.8.2 For Non-Household Premises which are occupied by a person who has a connection to the public sewer for surface water drainage only, but not for foul drainage, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £60.00

## **PART C: HARTLEPOOL TARIFFS**

### **C1 Household Measured Tariffs**

#### **C1.1 Standard Measured Water Supply Tariff (Hartlepool area)**

1.1.1 A fixed charge in respect of the water supply to premises within the Hartlepool area for the Charging Year (or proportionately for any part thereof) of: £27.00

**AND**

1.1.2 A volumetric charge per cubic metre of water supplied of: 96.48p

#### **C1.2 SoLow Water Supply Tariff (Hartlepool area)**

1.2 A volumetric charge only per cubic metre of water supplied to premises of: 132.48p

#### **C1.3 Watersure Water Supply Tariff (Hartlepool Area)**

C1.3 A fixed charge in respect of the water supply to premises for the Charging Year (and proportionately for any part thereof) of: £129.00

#### **C1.4 Aquacare Plus Water Supply Tariff (Hartlepool area)**

1.4.1 A fixed charge in respect of the water supply to premises within the Hartlepool area for the Charging Year (or proportionately for any part thereof) of: £58.00

**AND**

1.4.2 A volumetric charge per cubic metre of water supplied of: 55.14p

## **C2 Non-Household Measured Tariffs**

### **C2.1 Commercial Tariff (Hartlepool Area)**

2.1.1 A fixed charge in respect of the water supply to premises for the Charging Year (and proportionately for any part thereof) of: £45.00

**AND**

2.1.2 A volumetric charge per cubic metre of water supplied of: 61.48p

### **C2.2 Industrial Potable Water Supply (Hartlepool area)**

2.2.1 A fixed charge in respect of the water supply to premises for the Charging Year (and proportionately for any part thereof) of: £1,400.00

**AND**

2.2.2 A Maximum Daily Demand Charge per cubic metre of: £80.74

**AND**

2.2.3 A volumetric charge per cubic metre of potable water supplied of: 16.75p

## **C3 Unmeasured Tariffs for Hartlepool Premises**

### **C3.1 Hartlepool Water Supply Unmeasured Tariff**

3.1 For those premises within the Hartlepool area where measured charges do not apply, a fixed charge for the Charging Year (or proportionately for any part thereof) of: £130.26

## **PART D: FINNINGLEY TARIFFS**

### **D1 Household Measured Tariffs**

#### **D1.1 Standard Measured Sewerage Tariff (Finningley Area)**

- 1.1.1 For those premises which have a connection to the public sewer for foul water drainage, a fixed charge in respect of the sewerage services for the Charging Year (and proportionately for any part thereof) of: £40.00

**AND**

- 1.1.2 A volumetric charge per cubic metre of sewage discharged of: 128.62p

#### **D1.2 Watersure Sewerage Tariff (Finningley Area)**

- 1.2 A fixed charge in respect of the sewerage services provided to premises within the Finningley Area which have a connection to the public sewer for foul drainage for the Charging Year (and proportionately for any part thereof) of: £183.00

### **D2 Unmeasured Tariffs**

#### **D2.1 Sewerage Unmeasured Tariff (Finningley area)**

- 2.1.1 For those premises which have a connection to the public sewer for foul drainage, a fixed charge per Charging Year (or proportionately for any part thereof) of: £120.43

**AND**

- 2.1.2 A charge calculated by multiplying the Rateable Value of the premises by: 38.84p

## **PART E: MISCELLANEOUS CHARGES**

### **1. Infrastructure Charges**

#### **1. Water Supply Infrastructure Charge**

1. The water supply infrastructure charge is payable for the connection (whether directly or indirectly) to our water supply network in the Anglian and Hartlepool areas of premises which have never at any previous time been connected to a supply of water provided by us (or any other water undertaker or any other authority or body which at that time provided supplies of water in the course of carrying out functions under any enactment) for domestic purposes as defined in Section 218 of the Act.
- 1.2 Where a site is developed or redeveloped and there were, within the period of 5 years before the development or redevelopment began on that site, premises with a water connection (direct or indirect) for domestic purposes then a credit equal to one infrastructure charge at the standard amount will be given for each such premises. In addition, our current policy is to give additional credits for water supplied for domestic purposes where the premises were previously used for industrial or commercial premises.

#### **2. Sewerage Infrastructure Charge**

- 2.1 The sewerage infrastructure charge is payable for the connection (whether directly or through an intermediate sewer or drain) to a public sewer in the Anglian and Finningley areas of premises which have never at any previous time been connected to a sewer used for the drainage for domestic sewerage purposes (as defined in Section 117 of the Act) of those premises by us (or any other sewerage undertaker or any other authority or body which at that time provided sewerage services in the course of carrying out functions under any enactment).
- 2.2 Where a site is developed or redeveloped and there were, within the period of 5 years before the development or redevelopment began on that site premises with a sewerage connection for domestic sewerage purposes then a credit equal to one infrastructure charge at the standard amount will be given for each premises with a connection.

#### **3. Liability to pay**

- 3.1 Infrastructure charges are payable by the person making or requesting the connection to any premises or on whose behalf the connection or the request for connection is made and, in accordance with paragraph 3.2 below, shall also be recoverable from any person who has or had undertaken to pay charges in respect of two or more houses or the Occupier (whether at the time of connection or subsequently) of those premises.

### 3.2 Where:

- (i) a person who has received a demand for, or has undertaken to pay, infrastructure charges in respect of two or more Houses subject to a Common Billing Agreement fails to pay them, or any part of them, within 14 days of the date of connection; or
- (ii) a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it;

we are entitled to recover either from that person or from the Occupier of each House subject to the agreement, infrastructure charges in respect of that House at the standard amount.

## 4. Calculation of water supply and sewerage infrastructure charges

### A. For premises not falling within categories B and C below (the standard amount):

Water Supply	£297.00
Sewerage	£297.00

### B. For a House subject to a common billing agreement:

Water Supply	£297.00 x RM for that House
Sewerage	£297.00 x RM for that House

### C. For premises, other than Houses, to which water is provided by a supply pipe with an internal diameter exceeding 20mm

Water Supply	£297.00 x RM for those premises
Sewerage	£297.00 x RM for those premises

For the purpose of this calculation:

- (a) "House" means any building or part of a building which is occupied as a private dwelling house, or which if unoccupied is likely to be so occupied and includes a flat.
- (b) A House is subject to a common billing agreement if there is a written agreement between us and any other person under which that person has undertaken to pay, on agreed terms, charges for water supply or as, the case may be, sewerage services in respect of that House and another House or Houses which have a common supply pipe. Where both water supply and

sewerage services are provided (whether by us alone or together with another undertaker) any agreement must cover both services.

- (c) "Supply pipe" means the part of the service pipe between the water main and the premises supplied with water which we or another water undertaker could be, or have been, required to lay under section 46 of the Act. It will normally be that part of the service pipe which lies between the stopcock installed or vested in us near the highway and the premises.
- (d) RM (Relevant Multiplier) is calculated as follows:-
  - (i) For premises in category B above, a loading factor for all the Houses subject to the common billing agreement (including communal facilities shared by any of them) is ascertained by applying the number of loading units set out in column 2 of the table below to the total number of water fittings installed or to be installed in all the categories set out in column 1 of the table, the loading factor being the total of all the loading units (increased, where necessary, to take account of the minimum loading units for domestic appliances).
  - (ii) The loading factor is divided by 24 and further divided by the number of Houses.
  - (iii) The resulting number is the RM for each House.
  - (iv) For premises in category C above the calculation is carried out in the same way in respect of the total number of water fittings installed or to be installed in those premises, but in this case the Relevant Multiplier cannot be less than one.
  - (v) Any dispute as to the calculation of the RM in any particular case, or as to the number or type of fittings on which it is based, may be referred to Ofwat for determination.

## **5. Time for payment**

- 5.1 Except as provided below, water supply and sewerage infrastructure charges are due before the connection to a water supply or to a public sewer is made. Whilst we cannot insist on payment as a pre-condition under section 47 before making the connection, if not paid when due, interest will accrue from the date the connection is made or the date when the charge became payable, whichever is the later, at a rate of 2% above the Bank of England Base Rate. In addition, legal proceedings may be commenced to recover the debt immediately after the connection has been made and you may then become liable for court fees and our legal costs.
- 5.2 Where the premises comprise a building or part of a building which was occupied as a dwelling house immediately before the connection was made then the person liable to pay the charge may pay either:

5.2.1 the charge in full within 21 days of the connection having been made;  
or

5.2.2 subject to that person giving such undertakings in relation to the payment as the Company shall reasonably require, an amount equal to the instalment amount (as defined below) in each of the 12 years following the making of the connection provided that the first instalment is paid within 21 days of the connection having been made and the remaining payments are paid at yearly intervals thereafter

5.2.3 "the instalment amount" means the aggregate amount which would fall to be paid in any year by way of payments of interest and repayments of capital if an amount equal to the charge payable under this provision in respect of the connection of any premises to a water supply or a public sewer (as the case may be) had been borrowed by us on terms:

- (a) requiring interest to be paid and capital to be repaid in 12 equal annual instalments; and
- (b) providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined either by us with the approval of Ofwat or, in default of such a determination, by Ofwat.

<b>Table</b>	
<b>Column 1</b>	<b>Column 2</b>
<b>Water Fitting (See note 1)</b>	<b>Loading Units</b>
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size ¾"/20mm) (See note 2)	10
Bath (tap nominal size larger than ¾"/20mm) (See note 2)	22
Shower	3
Sink (tap nominal size ½"/15mm)	3
Sink (tap nominal size larger than ½"/15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per house) (See notes 3 and 4)	3
Communal and commercial appliances (See note 3)	10
Any other water fitting or outlet (including a tap - but excluding a urinal or water softener)	3

## **Notes to Table**

1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space, or planning or other provision for that fitting.
2. "Bath" includes a whirlpool bath and a Jacuzzi.
3. "Domestic appliance" means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a House and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a House (including in communal facilities).
4. A minimum of six loading units shall be included, in respect of each House, for domestic appliances (whether or not the House has any such appliances) except, in the case of any House, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the House.
5. In the case of any premises with a sewerage only connection and no water fittings, the relevant multiplier will be one.

## 2. Approved Miscellaneous Charges

Note: If not specified in this Charges Scheme, all other services provided by Anglian Water will be charged at cost.

### A. Anglian area – Water supply

#### A.1 Hire of Standpipes

1.1	<b>20mm Standpipe</b> (For 20mm standpipes, the hire charges cover both standpipe hire and water used.)	
1.1.1	Deposit for standpipe	£105.00
1.1.2	Deposit for key	£33.00
1.1.3	Minimum hire charge (for 7 day hire)	£28.00
1.1.4	Daily charge payable for each day thereafter	£1.08
1.2	<b>60mm Standpipe</b> (For 60mm standpipes, the hire charge does not include the price of the water used.)	
1.2.1	Deposit for standpipe	£568.00
1.2.2	Deposit for key	£34.00
1.2.3	Minimum hire charge (for 7 day hire)	£12.00
1.2.4	Daily charge payable for each day thereafter	£1.12
1.2.5	Volumetric charge per cubic metre used	Streamline green tariff

Notes:

1. All standpipe sizes are measured by their internal diameter.
2. Deposits will be refunded if the standpipe and key are returned in good condition. Deductions are made for any damage.
3. Hire agreements continue for a maximum of 12 months only.
4. Where the standpipe is not returned in order for the meter to be read, water usage will be estimated on the basis of 5 cubic metres per day for the duration of the hire period.

#### A.2 Building Supplies / Water

- 2.1 The supply will be metered and charged at normal standard tariff rates.

### A.3 Pre-Development and Greenfield Inset Enquiries

- 3.1 On application, we will provide information regarding our ability to supply water and drain sites for proposed new developments.
- 3.2 Our standard response provides:
- a copy of our assets for the area
  - confirmation of any assets we have that will be affected by the proposed development
  - information about our ability to supply and / or drain the site
  - details of any off-site works and reinforcements to which the developer will need to contribute

<b>Residential/Mixed (Size of Development)</b>	<b>Industrial/Commercial (Peak Water Demand, Peak Surface Water Discharge and/or Peak Foul Discharge (litres/second))</b>	<b>Water only</b>	<b>Wastewater only</b>	<b>Water and wastewater</b>
Up to 10 properties/units	Less than 1 l/s	£143.00	£143.00	£217.00
11 to 250 properties/units	1.1 to 5 l/s	£231.00	£284.00	£402.00
251 to 1000 properties/units	5.1 to 15 l/s	£297.00	£561.00	£745.00
1001 and above properties/units	Greater than 15.1 l/s	£385.00	£1,265.00	£1,537.00

Please note that if demands and discharges required are significantly higher than detailed in the table above, Anglian Water will charge the actual cost for the work. This will be agreed upfront prior to work commencing.

Please also note that in some circumstances on site feasibility studies are required. Where this is the case, the costs of that study will be additional to the above and will be invoiced separately to the developer.

### A4. Preparation of Site Schemes

- 4.1 Survey and preparation of each water mains site scheme including up to 20 household premises with no more than one site visit for each survey. (The same fee will be charged for each further block of 20 household premises thereafter.) £225.00

(Where manifolds are involved, a manifold will count as one premises, for the purpose of calculating the charge.)

- 4.2 Further site visits, per visit. £96.00

## **B Anglian and Finningley areas - Sewerage**

### **B.1 Pre-Development Sewerage Enquiries**

1. As per charges for the Anglian area – water supply.

## **C. Hartlepool – Water Supply**

### **C.1 General**

1. Miscellaneous Charges for the Hartlepool area will be the same as for the Anglian area, unless stated otherwise either below or in Part E.3 (Unapproved Charges). Section C.

### **C.2 Hire of Standpipes**

- |     |                                                                                       |        |
|-----|---------------------------------------------------------------------------------------|--------|
| 2.1 | First month or part thereof.                                                          | £72.00 |
| 2.2 | Each subsequent month or part thereof.                                                | £30.00 |
| 2.3 | In addition, a volumetric charge per cubic metre used based on the Commercial Tariff. |        |

### **3. Unapproved Miscellaneous Charges**

#### **A Anglian – Water Supply**

##### **A.1 Disconnections and Reconnections**

- |     |                                                                                                                                                                                                |        |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 1.1 | For the disconnection or cut-off of any premises (other than premises specified in Schedule 4A of the Act) for non payment of water charges                                                    | £49.00 |
| 1.2 | Reconnection, following temporary disconnection or disconnection for non-payment of charges (during normal working hours, i.e. weekdays 8.00am to 5.00pm, excluding public and bank holidays). | £49.00 |

##### **A.2 Service Pipe Connections**

###### **2.1 Temporary Building Supply**

- |     |                                                                                                                                                                                                 |         |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 2.1 | Connection for the purposes of a temporary building supply, which will be disconnected on completion of the building supply and is not to be used as a service pipe connection to any premises. | £633.00 |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|

###### **2.2 Basic Connection Charges - Per property**

###### **2.2.1 For service pipes up to 32mm (1").**

Boundary Box - Standard Connection	£432.00
Boundary Box – Standard Connection (contaminated land)	£472.00
Boundary Box – Standard 2 Connection Manifold	£550.00
Boundary Box - Standard 4 Connection Manifold	£1,004.00
Boundary Box – Standard 4 Connection Manifold – (Contaminated Land)	£1,195.00
Boundary Box - Standard 6 Connection Manifold	£1,254.00
Boundary Box – Standard 6 Connection Manifold – (Contaminated Land)	£1,554.00
Wall Mounted Box - Standard Connection	£393.00
Wall Mounted Box - Standard Connection (contaminated land)	£417.00
Wall Mounted Box – Ferrule Connection	£263.00
Wall Mounted Box – Ferrule Connection (contaminated land)	£295.00
Internal Meter fit.	£146.00

### 2.2.2 Large Connections

Large Connection – 32 - 63mm .	£1,657.00
Large Connection – 32 - 63mm – (contaminated land)	£1,840.00
Large Connection – 80mm.	£2,133.00
Large Connection – 150 mm.	£2,855.00
Large Unmeasured Fire Main Connection – 80mm	£1,891.00
Large Unmeasured Fire Main Connection – 150mm	£2,629.00

### 2.2.3 Other connections

Connection for Domestic Sprinkler System	£799.00
------------------------------------------	---------

NB. All the above pipe sizes are measured by their external diameter.

## **2.3 Additional Charges**

2.3.1 Charge for abortive visit – eg. if a connection has been requested, but the site isn't ready.	£99.00
-----------------------------------------------------------------------------------------------------	--------

2.3.2 If thrust boring is used, a charge per linear metre.	£21.00
------------------------------------------------------------	--------

2.3.3 Excavations longer than 2 metres for service pipe connections up to 63mm:-	
----------------------------------------------------------------------------------	--

(a) Part made roads and footpaths (FRD) per linear metre of trench;	£62.00
(b) Fully made roads (Class 1 – 4);	£104.00
(c) In verge / open ground per linear meter of trench;	£27.00
(d) Using developer laid duct/pipe in same trench.	£6.00

2.3.4 Excavations longer than 2 metres for service pipe connections 80 - 150mm:-	
----------------------------------------------------------------------------------	--

(a) Part made roads and footpaths (FRD) per linear metre of trench;	£94.00
(b) Fully made roads (Class 1 – 4);	£122.00
(c) In verge / open ground per linear meter of trench;	£55.00

2.3.5 Replace Meter box unit by excavation to remove old box and fit new box. (Not applicable if premises are used solely as a person's principal home or main residence.)	£182.00
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## **2.4 Discounts for Use of an Approved Plumber /Approved Contractor /Approved House Type**

Anglian Water supports and encourages the use of approved plumbers and contractors and approved house types. If a developer uses an approved plumber / contractor (whether via the national Water Industry Approved Plumber Scheme or a Water Company specific scheme) to self certify the installation as compliant with the Water Supply ( Water Fittings ) Regulations 1999 or an approved house type, a discount will be offered on the service connection fees (set out above) as follows:

2.4.1	Use of an approved underground installer/site agent to self certify underground pipework installation.	£9.00 per connection
2.4.2	Use of an approved plumber to self certify the internal plumbing.	£9.00 per connection
2.4.3	Use of an approved house type scheme	£9.00 per connection

### **Notes:**

- 1 The above charges for Water Supply Service Pipe Connections are based on our average expenses of carrying out work of this kind. Alternatively, you may ask to pay on the basis of the actual expenses reasonably incurred by us in carrying out the work in accordance with section 45(6) of the Act. In the event of a dispute as to whether the expenses were reasonably incurred you may refer the dispute to Ofwat for determination.
- 2 A standard connection includes a service pipe up to 32mm external diameter, the cost of the Meter and 2 metres of excavation (including backfill and reinstatement). Any further excavation will be charged at the appropriate rate per linear metre dependent upon surface type.
- 3 For Boundary Box Standard Connections, you are responsible for laying the service pipe from the building to the highway boundary. We will provide the Boundary Box.
- 4 For Wall Mounted Meter boxes no Boundary Box is required, but you will be responsible for procuring and installing the Meter box and laying the service pipe from the building to the highway boundary.
- 5 A Wall Mounted Box Ferrule Connection is only available on new estates where the estate road is not yet in public use. You will be responsible for procuring and installing the Meter box, laying the service pipe from the building to the water main and carrying out all work in the estate road, including excavation and re-instatement.
- 6 The use of a manifold and chamber is at our discretion. If used the appropriate manifold charge will be payable together with the charge for

any thrust-boring or trench work in made-up surfaces and the standard connection charge per property. Manifolds will only be installed where 4 or 6 separate connections, as the case may be, are required. If not connected at the same time, further visits will be charged separately.

- 7 All other installations or work not covered by the charges shown above (including connections in dual carriageway roads) are charged on the basis of work actually involved.
- 8 Additional charges for traffic management, temporary traffic lights, road closures and permits will be recovered where necessary.

### **A.3 Fire Hydrants**

#### **3.1 Installation of Fire Hydrants**

3.1.1	Installation of hydrant on a new water main as part of a main laying scheme.	£763.00
3.1.2	Installation of new hydrant wash-out on new water main as part of a main laying scheme	£294.00
3.1.3	Installation of new hydrant on existing mains	At cost

#### **3.2 Fire Hydrant Repairs**

3.2.1	Hydrant Repair / Replace Chamber	£733.00
3.2.2	Cover and Frame	£341.00
3.2.3	Post/Plate/Minor in situ works	£227.00
3.2.4		£165.00

#### **3.3 Conversion and Removal of Fire Hydrant**

3.3.1	Conversion of Fire Hydrant to Washout up to 250mm (internal diameter)	£389.00
3.3.2	Above 250mm	At cost
3.3.3	Permanent removal of Fire Hydrant on mains up to 250mm (internal diameter).	£1,331.00
3.3.4	Above 250mm	At cost

Notes:

1. Conversion to washout applies when the Fire Authority no longer requires the Hydrant, but Anglian Water decides to retain the hydrant as a washout.
2. Permanent abandonment applies when neither the Fire Authority nor Anglian Water has any further use for the hydrant and the tee is removed from the main.

## **A.4 Meters**

### **4.1 Meter Option**

- 4.1.1 Household Customers may request a Meter free of charge if the premises are used as their sole or principal residence.
- 4.1.2 All other Customers will be charged at cost.

### **4.2 Meter Tests**

- 4.2.1 In the case of premises used as a person's sole or principal residence, our current policy is to waive the charge for testing the Meter unless the Meter needs to be removed from the premises in order to carry out the test.
- 4.2.2 In all cases, charges for testing the Meter are only payable if the Meter is found to be inside the prescribed limits of error set out in the Measuring Equipment (Cold Water Meters) Regulations 1988, as amended.
- 4.2.3 In all other cases, our charges for carrying out a Meter test, including removal, testing and re-installation of the Meter are set out below:

- Meter serving Household Premises	£57.00
- Meter serving Non-Household Premises up to 20mm inclusive	£57.00
- Meter serving Non-Household Premises - 21 to 40mm inclusive	£393.00
- Meter serving Non-Household Premises - 41 to 80mm inclusive	£472.00
- Meter serving Non-Household Premises - 81 to 150mm inclusive	£692.00

NB. The above pipe sizes are their internal diameter.

### **4.3 Meter Re-locate - Charge for Re-siting meter at customer request**

4.3.1	Relocation, external to external, external to internal or internal to external	£269.00
4.3.2	Relocation, internal to internal only	£161.00
4.3.3	Outreader Replacement	£37.00

NB. Meter re-location charges include survey costs.

### **4.4 Meter Logging Application Charge**

4.4.1	Charge for processing an application for permission to install a data logger on Anglian Water's Meter.	£71.00
4.4.2	Where the Meter needs to be changed in order to accommodate the request to fit a data logger, an additional charge will be payable to recover the costs of changing the Meter.	£66.00

## **A.5 Self Lay schemes**

### **5.1 Design Fees**

5.1.1	On-site mains – per 20 properties	£225.00
5.1.2	Off – site mains	Price on application

NB. The above design fees include the cost of one site visit.

5.1.3	Additional Site Visits	£96.00
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### **5.2 Other Charges**

5.2.1	Commissioning	£3,634.00
5.2.2	Commissioning – back to back – piece through.	£1,817.00
5.2.3	Non-standard arrangements	Price on application
5.2.4	Inspection and supervision fee per phase	£1,190.00
5.2.5	Abortive work – each additional sample	£170.00
5.2.6	Extra site visit	£96.00
5.2.7	Service connection fee (AW to fit Meter)	£126.00
5.2.8	Service connection fee (SLO to fit Meter)	£64.00
5.2.9	Preparation and issue of legal agreement	£61.00

NB. Anglian Water supports and encourages the use of approved plumbers and contractors and approved house

types. If a developer uses an approved plumber / contractor (whether via the national Water Industry Approved Plumber Scheme or a Water Company specific scheme) to self certify the installation as compliant with the Water Supply ( Water Fittings ) Regulations 1999 or an approved house type, a discount will be offered on the service connection fees (set out above) as follows:

Use of an approved underground installer/site agent to self certify underground pipework installation.	£9.00 per connection
Use of an approved plumber to self certify the internal plumbing.	£9.00 per connection
Use of an approved house type scheme	£9.00 per connection

## **A.6 Preparation of Site Schemes**

6. Surveys for on-site water mains schemes for non-household or complicated developments will be charged at cost on the basis of work actually involved.

## **B. Anglian and Finningley – Sewerage**

### **B.1 Sewer connections**

- 1.1 **Sewer Connection (without a public lateral drain)**  
Fee for processing and assessment of an application to connect (without a public lateral drain) to a gravity public sewer vested in Anglian Water. £206.00
- (For the purposes of this charge, a connection will be treated as one connection whether it is for single premises connected by means of a lateral drain or for several premises connected by means of a sewer.)
- NB. The fee is payable at the time of making the application and includes the cost of one visit to the site, if required. If more than one visit is required, a further fee will be payable for each additional visit.
- 1.2 **Sewer Connection (with public lateral drain)**  
Fee for processing and assessment of an application to connect (with a public lateral drain) to a gravity public sewer vested in Anglian Water. £206.00
- (For the purposes of this charge, a connection will be for single premises.)
- NB. The fee is payable at the time of making the application and includes the cost of one visit to the site, if required. If more than one visit is required, a further fee will be payable for each additional visit.
- 1.3 **Vacuum Sewer Connections**  
Charge for making a vacuum sewer connection to an existing pot on a section 101A scheme (including all associated works) per property. £1,556.00
- Charge for making a vacuum sewer connection not involving an existing pot on a section 101A scheme (including all associated works) per property. £3,114.00
- 1.4 **Highway drainage connection by highway authority (per street)**  
Fee for approving and entering into an agreement under section 115 of the Act allowing a highway authority to connect highway drainage to a public sewer. £211.00
- NB.1. For the purposes of this charge, a single fee will be payable per street, even though there may be several gully connections in the street.

NB.2. The fee includes the cost of one visit to the site, if that is necessary. If more than one visit is required, a further fee will be payable for each additional visit.

## **B.2 Septic Tanks / Cesspools**

- |    |                                                                                                |       |
|----|------------------------------------------------------------------------------------------------|-------|
| 2. | Reception and treatment of contents of private septic tanks/cesspools - price per cubic metre. | £7.83 |
|----|------------------------------------------------------------------------------------------------|-------|

## **B.3 Trade Effluent Application and Variation Fees**

### **3.1 Application for Consent to discharge trade effluent.**

Charge band/Risk – Group A - no sample or analysis required.

1 - negligible	£74.00
2 - low	£111.00
3 - low (non-sanitary)	£149.00
4 - medium	£223.00
5 - medium/high	£297.00
6 - high	£594.00
7 - very high	£1,188.00

Charge band/Risk Group B - one sample and analysis required

1 – negligible	£126.00
2 - low	£163.00
3 - low (non-sanitary)	£200.00
4 - medium	£274.00
5 - medium/high	£349.00
6 - high	£646.00
7 - very high	£1,240.00

Charge band/Risk Group C - one sample and more complex analysis required.

1 - negligible	£435.00
2 - low	£472.00
3 - low (non-sanitary)	£509.00
4 - medium	£583.00
5 - medium/high	£658.00
6 - high	£955.00
7 - very high	£1,549.00

### **3.2 Application by Customer for a temporary variation of a consent**

#### Charge band/Risk Group D - no sample or analysis required.

1 - negligible	£37.00
2 - low	£56.00
3 - low (non-sanitary)	£74.00
4 - medium	£111.00
5 - medium/high	£149.00
6 - high	£297.00
7 - very high	£594.00

#### Charge band/Risk Group E - one sample and analysis required

1 - negligible	£89.00
2 - low	£107.00
3 - low (non-sanitary)	£126.00
4 - medium	£163.00
5 - medium/high	£200.00
6 - high	£349.00
7 - very high	£646.00

#### Charge band/Risk Group F - one sample and more complex analysis required.

1 - negligible	£398.00
2 - low	£416.00
3 - low (non-sanitary)	£435.00
4 - medium	£472.00
5 - medium/high	£509.00
6 - high	£658.00
7 - very high	£955.00

### **3.3 Application for short term discharge of non-trade effluent.**

#### Charge band/Risk Group G - no sample or analysis required.

1 - low	£74.00
2 - medium	£111.00
3 - high	£149.00

#### Charge band/Risk Group H - one sample and analysis required

1 - low	£118.00
2 - medium	£155.00
3 - high	£192.00

#### Charge band/Risk Group I - one sample and more complex analysis required.

1 - low	£427.00
2 - medium	£464.00
3 - high	£501.00

#### **4. Building over Sewers**

- 4.1 Fee for the processing and assessment of a consultation regarding building over or within 3m of a public sewer. The fee includes the provision of a formal consent document and there is no charge for rejected applications. £281.00

#### **5. Work on Private Sewers and Pumping Stations**

(carried out within normal working hours, i.e. weekdays 8.00am to 5.00pm, excluding public and bank holidays.)

- 5.1 **Blockage clearance**  
For each hour (or part of an hour) on site. (Minimum 1 hour.) £101.00

#### **5.2 CCTV Surveys**

Portable CCTV for sewers 100mm to 225mm sizes:

- minimum 1 hour charge. £104.00
- additional hourly rate £89.00
- additional charge for video (no written report) £7.00

- 5.3 Full Spec CCTV (incl. Video and written report):
- minimum 1.5 hours charge £157.00
  - additional hourly rate £89.00

#### **Sewer Maintenance/ Jetting/ Root Cutting**

- 5.4 Using Vanpac:
- minimum 4 hour charge £363.00
  - additional hourly rate. £85.00

- 5.5 Using Tanker Jetter:
- minimum 4 hour charge £510.00
  - additional hourly rate £124.00

#### **Sewer & Pumping Station Maintenance**

- 5.6 Maintenance hourly rate. (Minimum one hour charge.) £63.00
- 5.7 Pumping Station Call out fee. A minimum one hour charge applies in all cases. £73.00

The following additional charge applies for any work outside the normal working hours set out above.

- 5.8 Per out of hours job £59.00

**6. Sewer Level Enquiries**

- |    |                                                                                                                                                     |        |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 6. | Site visit to ascertain the level and fall of a public sewer, for each hour or part thereof (including travelling time). (Minimum one hour charge.) | £92.00 |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------|

## **C. Hartlepool – Water Supply**

### **C.1 General**

1. Miscellaneous Charges for the Hartlepool area will be the same as for the Anglian area, unless stated otherwise either in Part E, 2 (Approved Charges), Section C or below.

### **C.2 Disconnections and Reconnections**

- |     |                                                                                                                                                                                             |           |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1.1 | For the disconnection or cut-off of any premises (other than premises specified in Schedule 4A of the Water Industry Act 1991, as amended,) for non-payment of water charges.               | £23.00    |
| 1.2 | For the re-connection of any premises where the supply has been cut off for non-payment of water charges.                                                                                   | £23.00    |
| 1.3 | For the re-connection at the Customer's request of any premises outside normal working hours (normal working hours are weekdays from 8.00am to 5.00pm, excluding public and bank holidays). | £45.00    |
| 1.4 | For the re-connection at the Customer's request of any premises inside normal working hours provided the connection and service pipe is in order and of sufficient capacity.                | No charge |
| 1.5 | For the re-connection at the Customer's request of any premises where a physical reconnection or repair is required.                                                                        | £101.00   |

### **C.3 Water Supply Pipe Connections**

- |     |                                                                                                                                             |         |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 3.1 | For a new connection of a service pipe where the main is on the near side of the road and the excavation is undertaken by the developer:    |         |
|     | - Greenfield site – 25 mm                                                                                                                   | £232.00 |
|     | - Greenfield site – 32 mm                                                                                                                   | £320.00 |
|     | - Brownfield site – 25mm                                                                                                                    | £249.00 |
|     | - Brownfield site – 32mm                                                                                                                    | £336.00 |
| 3.2 | For a new connection of a service pipe where the main is on the near side of the road and the excavation is undertaken by Hartlepool Water: |         |
|     | - Greenfield site – 25 mm – open ground or verge                                                                                            | £264.00 |
|     | - Greenfield site – 32 mm – open ground or verge                                                                                            | £352.00 |
|     | - Brownfield site – 25mm - open ground or verge                                                                                             | £280.00 |
|     | - Brownfield site – 32mm - open ground or verge                                                                                             | £369.00 |

- Greenfield site – 25mm – road or footpath	£336.00
- Greenfield site – 32mm – road or footpath	£424.00
- Brownfield site – 25mm – road or footpath	£352.00
- Brownfield site – 32mm – road or footpath	£440.00

3.3 For all other cases, the work (including laying Anglian Water’s part of the service pipe and installing the stopcock and meter) will be done at cost.

We will normally be prepared to agree a fixed price in advance if the estimated amount does not exceed £2,000.00. However, we reserve the right in all cases to charge on a cost basis.

Notes:

1. For all other cases, the work (including laying Anglian Water’s part of the service pipe and installing the stopcock and meter) will be done at cost.
2. We will normally be prepared to agree a fixed price in advance if the estimated amount does not exceed £2,000.00. However, we reserve the right in all cases to charge on a cost basis.

**C.4 Installation of Meters**

4.1 Household Customers may request a Meter free of charge if the premises are used as their sole or principal residence.

4.2 Non-Household Customers will be charged:

- where there is a suitable boundary box	£31.00
- where no suitable boundary box exists	£215.00

**C.4 Provision and Repair of Fire Hydrants**

**4.1 Installation of Fire Hydrants**

4.1.1 on new water main the charge is dependent on pipe diameter:

- 90 mm	£397.00
- 100 mm	£428.00
- 150 mm	£560.00
- 200mm and above	At cost

4.1.2 for existing water mains the charge will be: At cost

## 4.2 Repair of Fire Hydrant

Inspect/Locate	£49.00
Replace Lid	£62.00
Replace Lid and Frame	£135.00
Rebuild Chamber	£307.00
Replace Hydrant	£578.00
Abandon Hydrant	£430.00

Where a fire hydrant which requires repair is abandoned by the Fire Authority and we do not wish to adopt the hydrant for operational reasons. £215.00

Hydrants abandoned during a mains refurbishment scheme No charge

## **4. VAT**

### **1. VAT on Water and Sewerage Miscellaneous Charges**

- 1.1 Miscellaneous charges will, in the main, be subject to VAT at the standard rate. Exceptions to this rule include:

- Building water supply
- Standpipe water supply
- Water bowser supply
- Disconnection charge for non-payment

- 1.2. In the case of the above, where the Standard Industrial Classification (SIC) for the customer falls outside of divisions 1- 5 of the 1980 SIC, the charges will be VAT zero rated
- 1.3 Any charge for the hire of equipment associated with the above will be subject to VAT at the standard rate
- 1.4 Receipt of a deposit against safe return of the above is not liable to VAT
- 1.5 Compensation for damage caused to the above is also outside the scope of VAT

### **2. VAT on Connection Charges, Infrastructure Charges and Capital Contributions**

- 2.1 Charges in respect of construction services/civil engineering services supplied in the course of the construction of new domestic dwellings, or other qualifying buildings may be zero rated.
- 2.2 Charges in respect of construction services/civil engineering services supplied in the course of approved alterations to a listed building may be zero rated.
- 2.3 Charges in respect of construction services/civil engineering services supplied in the course of certain residential conversions may be taxed at the reduced rate of VAT, but only where the work is done wholly within the site of the development
- 2.4 Charges in respect of construction services/civil engineering services supplied in the course of renovating and altering certain buildings that have been empty for three or more years may be taxed at the reduced rate of VAT, but only where the work is done wholly within the site of the development
- 2.5 Included within the above are connection charges, infrastructure charges and capital contributions
- 2.6 Please note: All work that is not specifically zero rated or taxable at the reduced rate is standard rated

## **5. Payment Terms for Miscellaneous Charges other than Infrastructure Charges**

1. Payment will generally be required in advance. Where payment is not required in advance or the payment terms are set out in a separate written agreement, miscellaneous charges will be payable (as stated on the invoice) within 21 days of receipt of the invoice.