



ANGLIAN WATER SERVICES LIMITED

2024-2025

HOUSEHOLD CHARGES SCHEME

PUBLICATIONS

| Revision number | Date | Amendment |
|------------------------|-------------|---|
| v1 | 31/01/2024 | |
| v2 | 02/02/2024 | Charges for Woods Meadow and Northstowe added |
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ABOUT THIS DOCUMENT

This document sets out the Household Charges Scheme made by Anglian Water Services Limited under Section 143 of the Water Industry Act 1991 (the "Act") as amended. It does not cover charges raised under agreements or items chargeable under other provisions of the Act. The document should be read in conjunction with the accompanying Schedule of Charges, which forms part of the Household Charges Scheme. This Charges Scheme has been made in accordance with charging rules issued by the Water Services Regulation Authority.

This document forms one of four separate charging documents published by Anglian Water. The other documents are:

- (i) the Wholesale Charges Schedule which details charges payable by licenced retailers, undertakers and customers in relation to wholesale services;
- (ii) the Developer Charging Arrangements; and
- (iii) New Appointment and Variation (NAV) Charging Arrangements.

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PART 1: INTRODUCTION

Introduction to Charging

- (1.1) This Charges Scheme applies for the charging year 2024/2025 for all Water Supply, Sewerage Services, and associated ancillary services provided to Households. It may also apply to certain Non-Primary Charges for services supplied direct to Households.
- (1.2) The type of services provided under this Charges Scheme are for the delivery of water and the removal and treatment of foul water and other discharges from a property, and for highway drainage.
- (1.3) This Scheme shall come into effect on 1 April 2024 and shall remain in force until revoked, amended or modified by Anglian Water.
- (1.4) This document explains what the charges are and how charges are calculated. To the extent that this Charges Scheme is inconsistent with any agreement binding upon Anglian Water, the charges specified in the agreement will prevail.
- (1.5) Charges are fixed by reference to:
 - (i) the service provided;
 - (ii) that the Premises served are Household Premises; and
 - (iii) the area in which the Premises are situated, namely the Anglian, Hartlepool, Finningley, Northstowe or Woods Meadow Areas.
- (1.6) Measured Charges will apply to all Household Premises when a Meter has been fitted and measured charges have been fixed in respect of those Premises. Otherwise, unless it has been impracticable to fit a Meter and therefore charges have been assessed, Unmeasured Charges will apply to the Premises.
- (1.7) The provisions of this Charges Scheme apply to our Water Supply and/or Sewerage Services on the following regional basis:
 - (i) Anglian Area (Water Supply and/or Sewerage);
 - (ii) Hartlepool Area (Water Supply);
 - (iii) Finningley Area (Sewerage);
 - (iv) Northstowe Area (Water Supply); and
 - (v) Woods Meadow Area (Water Supply).
- (1.8) For the avoidance of doubt, the Northstowe Area and Woods Meadows Area form part of the Anglian Area for the purposes of Sewerage Services.
- (1.9) This document is set out in parts and all parts should be read in conjunction with one another.
- (1.10) The Schedule of Household Charges sets out the Charges for each of the areas where we provide Water Supply and/or Sewerage Services.

Contact information

- (1.11) Customers can contact us online to make a payment, tell us they are moving, provide a meter reading, send us an enquiry, and update their accounts.

www.anglianwater.co.uk

Customers can also update their accounts, make payments, submit meter readings and contact us via our online account portal MyAccount or through our mobile app which is available to download from Google Play and the App Store.

- (1.12) For queries relating to bills, change of address, Meter readings and other billing enquiries, customers can alternatively contact us as set out below:

- (i) By telephone:

03457 919 155

8:00am–8:00pm Monday to Friday

8:00am–4:00pm on Saturdays

- (ii) By webchat at www.anglianwater.co.uk/help-and-contact-us/

- (iii) By WhatsApp on 01522 341343

- (iv) By post:

Anglian Water, Customer Services, PO Box 4994, LANCING, BN11 9AL

- (1.13) Customers can otherwise contact us using the following:

A free telephone translation service which is particularly useful for customers whose first language is not English, customers can call 03457 919 155. Language line is a confidential service for queries where the customer is linked by telephone both to a member of our staff and a translator.

A telephone service for people with speech or hearing difficulties: 0800 91 75 901

By Video sign language: www.anglianwater.co.uk/help-and-contact-us/

Emergencies and other non-billing enquiries:

For Water Supply and Sewerage Services enquiries, emergencies and other non-billing enquiries, customers can call our team at:

03457 145 145 (24 hours a day)

Alternatively customers can check on or report a water supply or sewerage service issue online at:

www.anglianwater.co.uk/help-and-advice/report-an-issue/

PART 2: INTERPRETATION

(2.1) In this Customer Charges Scheme, words and phrases set out below shall be given their respective definitions as follows:

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| Act | Water Industry Act 1991 including any statutory amendments whether made before or after the date of this scheme. |
| Anglian Area | the area in respect of which Anglian Water is appointed as Water Supply and/or Sewerage undertaker, which includes the Northstowe and Woods Meadow Area in respect of our Sewerage Services, but excludes: <ul style="list-style-type: none"> (i) the Finningley Area in respect of our Sewerage Services; and (ii) the Hartlepool, Northstowe and Woods Meadow Areas in respect of Water Supply. Also, including any Premises in the area of another water or sewerage undertaker in respect of which we provide a Cross Border Water Supply or Cross Border Sewerage Services from the Anglian Area. |
| Anglian Water | Anglian Water Services Limited (Company Number 2366656). |
| Assessed Measured Charge | an assessed charge where it is not reasonably practicable to fit a Meter or to fit a Meter would involve unreasonable expense. |
| Authority | Water Services Regulation Authority (also known as Ofwat) established by section 1A of the Act. |
| Bulk Meter | a Meter which serves more than one Premises which are in separate occupation. |
| 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 on the basis of the readings taken from the Bulk Meter. |
| Charges | the charges set out in this Customer Charges Scheme in respect of our Water Supply and Sewerage Services, which include, as appropriate, a Measured or Unmeasured Charge or a component of any such Charge, including a Fixed Charge, Rateable Value Charge, Volumetric Charge or Non-Primary Charge. |
| Charging Year | the period from 1 April to 31 March. |
| Common Billing Agreement | an agreement between us and any person(s) or company who has agreed to pay charges for our services for two or more household premises. |
| Core Customer Information Leaflet | our Core Customer Information Leaflet for Household customers: located at http://www.anglianwater.co.uk/about-us/core-customer-information/ |
| Customer | has the meaning ascribed to it under Section 219 of the Act, in other words any person for or to whom we provide any services in the course of carrying out our statutory functions, or any person who might become such a person on making an application for the purpose to us. |
| Finningley Area | the area at Finningley, South Yorkshire, in respect of which we are appointed as the sewerage undertaker. |
| Fixed Charge | a fixed charge, which forms part of the Customer Charges payable in respect of any Premises. |

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| Hartlepool Area | the Hartlepool Area served by Anglian Water Services Limited, in respect of which we are appointed as the water undertaker. |
| Household Premises | Premises, the whole or any part, which are used as a person's home or dwelling unless the use as a home or dwelling is not the principal use of the Premises and, without prejudice to the generality of the foregoing, may include any of the following if they are or are intended to be separately occupied: (i) any flat, maisonette or other part of a building; (ii) any chalet, caravan or mobile home; or (iii) a boat or similar structure designed or adapted for use as a place of habitation. |
| Infrastructure Charges | the charges applicable (i) for the first time connection of Premises, or (ii) for the redevelopment of Premises previously connected to a public Water Supply, or to a public sewer for domestic purposes. |
| Instrument of Appointment | the Instrument of Appointment of Anglian Water Services Limited as a water and sewerage undertaker dated August 1989 (as updated). |
| Invoice Period | the period stated to be covered by a Customer's account. |
| Measured Charges | a charge for services that are based wholly or partly on measured quantities of volume. |
| Measured Charges Notice | in respect of Household Premises, in which, or in any part of which, a person has his home, a notice under section 144A of the Act requesting a Meter to be fitted free of charge under that section. |
| Meter | any apparatus for measuring or showing the volume of water to, or effluent discharged from, any Premises, and includes a Meter installed by us or another water undertaker or in accordance with a specification approved by us or another water undertaker for the purposes of measuring the volume of water supplied to Premises and thereby calculating the Charges payable in respect of such Premises. |
| Non-Household Premises | means Premises whose principal use is not as a home and which is identified as an Eligible Premises by reference to the eligibility guidance issued by the Authority. |
| Non-Primary Charges | any Charges which are not Primary Charge and for the avoidance of doubt this includes all charges that relate to the provision of one off or discrete services. |
| Normal Working Hours | are 9:00am to 5:00pm Monday to Friday excluding Bank Holidays. |
| Northstowe Area | the area at Northstowe, Cambridgeshire, in respect of which we were appointed as the water undertaker on 20 January 2015. (For the avoidance of doubt, the Northstowe Area forms part of the Anglian Area for the purposes of Sewerage Services.) |
| Occupier | means in addition to any person in actual occupation of a property, any person who: (i) owns premises, which are left unoccupied for periods of time but are left with bedding or other furniture so that they may be used as a dwelling; (ii) owns premises for multiple occupation with shared facilities; |

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| | <p>(iii) owns premises for use as holiday, student, hostel or other accommodation;</p> <p>(iv) owns premises used for short term occupation or letting where the occupation or term of the tenancy is for less than 6 months;</p> <p>(v) has agreed with us to pay Water Supply and/or Sewerage Services charges in respect of any premises (e.g. a Bulk Meter Agreement);</p> <p>(vi) is the owner of premises whilst renovation or building work is being undertaken in or at the premises;</p> <p>(vii) is the owner of, or responsible for, premises which are not normally occupied;</p> <p>(viii) is the owner of premises occupied by an employee of the owner under the terms of a contract of employment; or</p> <p>(ix) has sufficient control over Premises to put them under a duty of care towards lawful visitors;</p> <p>but does not, the absence of the above criteria, include an owner of Premises who has shown us that they have let the whole of those Premises without retaining possession or control of any part of them (including common areas).</p> <p>(Landlords are encouraged to use the water industry's tenant address portal www.landlordtap.com to register details of new tenancies and those liable for Water Supply and Sewerage Services charges at their properties.)</p> <p>Where appropriate, words such as "occupy", "occupied" and "occupation" shall be construed accordingly.</p> |
| Potable | drinking water compliant with the Water Supply (Water Quality) Regulations 2000 or any replacement statutory provision made from time to time. |
| Premises | <p>to which we provide (directly or indirectly) a Water Supply and/or Sewerage Services and includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land. Premises can consist of:</p> <p>(i) Premises located within a single boundary where a single Customer occupies the premises and has a liability for Water Supply and/or Sewerage Services charges in respect of those premises (single boundary Premises); or</p> <p>(ii) Premises consisting of co-located buildings, other similar structures and/or land which have adjoining boundaries or which are separated only by transport infrastructure and a single Customer occupies the premises and has a liability for Water Supply and/or Sewerage Services charges in respect of those premises (common occupation co-located premises), where:</p> <p>(a) transport infrastructure includes public highways, railways, other public rights of way and watercourses;</p> <p>(b) co-located buildings with constituent parts that are separated from each other by anything other than transport infrastructure and its directly associated land cannot be joined together for charging purposes. Likewise, co-located premises that are separated by a combination of common land and transport infrastructure cannot be joined together for charging purposes because of the existence of common land.</p> |

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| Primary Charges | refers to all charges in the Household Charges Scheme relating to Water Supply and Sewerage Services both on an enduring or temporary basis, and including fixed and volumetric charges and allowances; but excluding, (i) all charges that relate to the provision of one off or discrete services performed. |
| Rateable Value Charge | For definition – see Part 8. |
| Return to Sewer | the applicable adjustment to Metered Volumes to derive the Volume of Sewerage Services supplied. |
| Sewerage Services | the provision of a drainage connection (whether direct or indirect) from Premises to our sewerage network, including a connection made directly to a Sewage Treatment Works (Water Recycling Centre). Where appropriate, "Sewerage" includes the terms sewage, foul water, surface water, highway drainage and sewage treatment (water recycling). |
| Standard Sewage Abatement | an allowance to cover the volume of water supplied to the Premises that is not returned to the sewer, e.g. due to evaporation and outdoor use. The Standard Household Sewage Abatement is 10% in the Anglian Area. |
| Tariff | a band of Charges (e.g. standard measured tariff). |
| Tariff Trials | trials aimed at testing the effectiveness of tariffs in supporting sustainability goals such as reducing demand and/or supporting affordability. |
| Unmeasured Charges | charges for services that are not based on measured quantities of volume to any extent. |
| Valuation List | a list which is or has at any time been maintained, for the purposes of rating, under section 41 of the Local Government Finance Act 1988, section 67 of the General Rate Act 1967 or any other enactment. |
| Volume | the volume of Water Supply or Foul Sewerage Services (or any combination of the above as the context may require) supplied in the relevant period, whether actual or estimated, as recorded by the Meter or as estimated. |
| Volumetric Charge | a charge fixed by reference to a reading taken from a Meter which measures the volume of water supplied to any Premises or, as the case may be, by reference to a reading taken from a Sewerage Meter which measures the volume of sewage discharged from any Premises. Such a Volumetric Charge forms part of the Customer Charges and, where appropriate, shall include estimated readings as to the volume of water supplied to any Premises or, as the case may be, the volume of sewage discharged from any Premises and shall also include Assessed Measured Charges. |
| Water Supply | the provision of a water connection (whether direct or indirect) from Premises to our water network, including a connection made directly to a Water Treatment Works. |
| Woods Meadow Area | the area at Oulton, Suffolk, comprising the housing development known as Woods Meadow, Oulton, together with the Wolseley and M.S.Oakes Business Parks, Oulton, in respect of which we were appointed as the water undertaker on 2 August 2013. (For the avoidance of doubt, the |

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| | Woods Meadow Area forms part of the Anglian Area for the purposes of Sewerage Services.) |
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- (2.2) Unless the contrary intention appears, words and expressions used in this Charges Scheme have the same meaning as in any provision of the Act.
- (2.3) Any phrase introduced by the terms "including", "include", "in particular", "such as" or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- (2.4) In this scheme words in the singular shall include the plural and vice-versa except where the context otherwise requires.
- (2.5) References to "we", "us" or "our" shall be taken as references to Anglian Water.

PART 3: PRIMARY CHARGES – GENERAL PROVISION

Liability for Primary Charges

Liability of Occupier

- (3.1) Water Supply and Sewerage Services Charges are payable by the Occupier of Premises to which we supply Water and/or provide Sewerage Services or such other person as may be made liable under the Act or under any other Act of Parliament, as the case may be, unless specified otherwise in this Charges Scheme or agreed separately by us and recorded against the Occupier's account.
- (3.2) Where more than one person is the Occupier in respect of a single supplied property, or connected property, then each such Occupier shall be jointly and severally liable for all charges arising in respect of that supplied or connected property and we may collect all charges in respect of the supplied property or connected property from any one of the said Occupiers.

Liability of Occupier for Vacant Premises

- (3.3) Unless the Occupier has informed us at least 2 working days in advance that they have vacated the Premises, the Occupier shall continue to be liable to pay Water Supply and Sewerage Charges after they have vacated the Premises until the first of the following dates:
- (i) 28 days after we have been so notified; or
 - (ii) the date when the Meter would normally have been read next; or
 - (iii) the date when we are notified by someone else that they have become the Occupier.
- (3.4) For this purpose, 2 working days means a period of 48 hours disregarding any time on a Saturday, Sunday, bank holiday or public holiday.
- (3.5) Subject to paragraph 3.6 and notwithstanding paragraph 3.1, we will not levy Charges in respect of Household Premises where no water is being consumed and one of the following conditions are met:
- (i) due to fire or flood the Premises are unfit for habitation for more than 30 days;
 - (ii) the Occupier is deceased; or
 - (iii) the Premises are long term vacant (>90 days) due to the Occupier being hospitalised, in a care home, or in prison.
- (3.6) The exemption given in paragraph 3.5 may be withdrawn by us at any time in respect of Unmeasured Charges. However, we may not withdraw the exemption where the consumer has exercised his right to give:
- (i) a measured charges notice under section 144A, or
 - (ii) any consent for the purposes of section 144B(2)(a)(ii),
- and has not revoked the measured charges notice or consent under section 144A of the Act.
- (3.7) Where a Meter has been fitted to measure water consumption at the Premises, a positive Meter reading will be taken as evidence that the Premises have not been vacated.

Water Supply to Premises which have been disconnected

- (3.8) If the Water Supply to any Premises is disconnected for any reason but there remains a connection, direct or indirect, with a public sewer, we will charge for the appropriate Sewerage Service unless we are satisfied that the Premises have been unoccupied whilst the Premises were disconnected.

Our Backdating Policy

- (3.9) Where we discover that the Customer has been billed incorrectly for all, or part, of their Water Supply and/or Sewerage Service, we reserve the right where circumstances allow, to make retrospective adjustments up to a maximum of six years. These adjustments will be handled in the following manner:
- (i) If the adjustment is in the Customer's favour, we will make retrospective adjustments;
 - (ii) If the adjustment is in our favour, we will backdate the charges unless there is clear evidence in the circumstances of avoidable failure or error on our part.
- (3.10) The approach as set out in section 3.9 above is subject to the policy on surface water drainage as set out in Part 6.

Value Added Tax (VAT)

- (3.11) All Charges are subject to the addition of Value Added Tax where this is payable under the relevant legislation.

Terms and Conditions

- (3.12) 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 the Act and "non-domestic purposes" are to be construed accordingly.)

Customers should also refer to our Core Customer Information leaflet which explains our services in more detail.

PART 4: METERING

- (4.1) Our powers to install Meters are contained in section 162 of the Act.
- (4.2) The Meter remains our property.||
- (4.3) Unless we consider it impracticable to fit a Meter or it would involve unreasonable expense, we will require a Meter to be fitted to existing Household Premises in the following circumstances:
- (i) if water is or is to be used at the Premises for any of the following purposes:
 - (a) for watering a garden, other than by hand, by means of any apparatus;
 - (b) for automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres;
 - (c) in a bath with a capacity (measured to the centre line of overflow) greater than 230 litres;
 - (d) 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;
 - (e) in a unit which incorporates reverse osmosis; or
 - (ii) if 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
 - (iii) if 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
 - (iv) if an existing connection is used to supply a new building following demolition of the previous Premises; or
 - (v) if the principal use has changed so that they have become Non-Household Premises; or
 - (vi) if the Premises are empty and are not Premises in which, or in any part of which, a person currently has their home; or
 - (vii) 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
 - (viii) we consider that the present Rateable Value is inappropriate for charging purposes, having regard to other Rateable Values in the locality.

Meter Location

- (4.4) The position of the Meter should be at the front of the Premises and must be reasonably accessible. We will specify where the Meter and any necessary out-reading apparatus should be sited; they must, be placed in a position that is reasonably accessible for reading, inspection, testing or maintenance.
- (4.5) We will consider an alternative location at the survey stage provided that it is reasonably accessible and meets the requirements of the Water Supply (Water Fittings) Regulations 1999. If there is an extra cost, the Customer will be invoiced for that amount but we will advise of the extra amount before we proceed.

Meter Optants

- (4.6) Any unmeasured household Customer receiving a Water Supply and wishing to be charged on a measured basis may apply for a Meter to be fitted free of charge through our Optant Meter Service by completing and submitting a Measured Charges Notice.
- (4.7) 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 Measured Charges Notice.
- (4.8) We are not obliged to fit a Meter if it is not reasonably practicable to do so or to do so would involve unreasonable expense. For further guidance, please see our Core Customer Information leaflet. Any dispute as to whether or not it is practicable to fit a Meter or would involve unreasonable expense may be referred to the Authority for determination.
- (4.9) Subject to paragraph 4(12) below, a Measured Charges Notice may be revoked by contacting us (i) within 24 months of the date when the Measured Tariffs became applicable to the Premises (i.e. the date of Meter installation) or (ii) within one month of the last Meter reading which, taken together with the earlier Meter reading(s), gives the consumption data for a period of 24 months, whichever is the longest.
- (4.10) The right to revoke the Measured Charges Notice can only be exercised once either by the person who served the Measured Charges Notice or a person in occupation of the Premises when the Measured Charges Notice was served, and that the person who gave the measured charges notice had not given any previous measured charges notice in relation to the premises. Following revocation of a Measured Charges Notice, the Meter will remain in place and Measured Charges will apply following the next change of occupation.
- (4.11) A Measured Charges Notice served in connection with a successful application to be charged on either the Watersure, Aquacare Plus, LITE or Extra LITE tariffs may be revoked by contacting the company within 24 months of the date when the customer submitting the Measured Charges Notice in relation to the application ceased to be eligible for any of these tariffs.
- (4.12) Revocation of a Measured Charges Notice will take effect from the date the notice is received. Unmeasured charges will be backdated for up to 24 months.
- (4.13) The right to revoke will not be available following a change of occupation or where a Premises is compulsorily metered.

New Connections to be Metered

- (4.14) All new or redeveloped Water Supply connections to Household Premises must have a Meter fitted for charging purposes to measure the volume of water supplied.
- (4.15) To enable us to perform our functions properly and charge Customers efficiently, each Premises (or part thereof) which may be occupied separately should have a separate supply and should have a separate Meter fitted on each service pipe.

Water usage prior to Meter being operational

- (4.16) In general, Measured Charges will apply from the date of installation of the Meter. However, if Measured Charges already 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 an assessment based upon the volume recorded by the first Meter reading.

Application of Measured Charges to New and Existing Connections

- (4.17) Subject to the following, Measured Charges will apply from the date the Meter is fitted.
- (4.18) If the Meter is being fitted in response to a Measured Charges Notice and access has been made available when required to carry out the installation, but the Meter has not been fitted within 50 working days, we will apply Measured Charges from the end of that 50 working day period and we will only charge the Customer the Fixed Charge up to the date of installation. Volumetric Charges will apply from the date of installation.
- (4.19) Where the circumstances set out in 4.3(ii) or 4.3(iii) 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.
- (4.20) Where the circumstances set out in 4.3(iv) and 4.3(vi) to (viii) apply, Measured Charges will apply as soon as the Meter has been fitted always provided that:
- (i) if any person was in occupation of the Premises as their home before and remains in occupation of the Premises as their home after the event in question; or
 - (ii) 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 further change in occupation.
- (4.21) If, despite a Meter having been fitted, Measured Charges do not yet apply to the Premises because:
- (i) the proviso set out in 4.20 applies; or
 - (ii) a Measured Charges Notice has been validly revoked; or
 - (iii) our ability to fix the Measured Charges at that time is otherwise restricted by the Act;
- then Measured Charges will apply and be fixed in respect of the Premises on the next change of occupation in respect of those Premises.
- (4.22) 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.

Meter Readings/Estimated Charges

- (4.23) Metered tariffs are subject to a volume charge. Where a meter reading is not available, the volume charge will be based on an estimate.

Meter Sizing (Re-sizing) / Meter Relocation

- (4.24) Over time:
- (i) the amount of water used at the Premises may change for various reasons, including introducing water efficient measures; reducing or increasing the number of occupants; and/or change to the existing size of the Premises; or
 - (ii) changes to the Premises may result in the meter location becoming unsuitable

Accordingly, the Customer may request in writing for us to:

- (i) carry out a survey to check if a Meter can be repositioned in accordance with regulation 5 of the Water (Meters) Regulations 1988; or
- (ii) carry out a survey to check the likely water requirements and whether the existing Meter is of the appropriate size; or
- (iii) reposition the Meter or replace it with one of the appropriate size.

(4.25) All such work will be at the Customer's expense.

(4.26) If the Customer requests us to replace the Meter with one of a different size without our having carried out the survey in (4.24)(ii) above, and that requested size is proved to be inappropriate, the Customer will be required to pay for any necessary further works.

Two or more Premises served by a Bulk Meter

(4.27) Where:

- (i) the Water Supply to two or more Premises (in separate occupation) is measured by a Bulk Meter; and
- (ii) 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 or such other persons who shall be liable for charges in respect of each of the Premises supplied through that Bulk Meter shall be jointly and severally liable for the whole of the charges calculated by reference to the volume of water passing through the Bulk Meter.

(4.28) This means that we can look to any one or more of the Occupiers for payment of the whole of the charges in relation to the water supplied via that Bulk Meter, provided that there is no duplication in recovery. How those Occupiers then re-apportion the payment between themselves is a private matter.

(4.29) Alternatively, at our discretion, we may ourselves apportion the charges between the Occupiers or such other persons who are liable for charges.

Bulk Meter Apportioned Measured Charge

(4.30) Where a Bulk Meter Agreement exists, the Customer will be the person who has agreed to pay the Charges which means that the individual Occupiers of part of the Premises will not be entitled to request a particular Tariff for their part of the Premises.

(4.31) In the event that a Bulk Meter Agreement comes to an end or becomes unenforceable for any reason and nobody is willing to take on the payment obligations, the individual Occupiers or such other persons who may be liable for charges will become jointly and severally liable for the Water Supply and Sewerage Services Charges in respect of the Premises.

(4.32) It is unlikely to be practicable to fit Meters to individual parts of the Premises without incurring unreasonable expense because either the supplies would need to be separated or Meters would need to be fitted to all other parts of the Premises which are capable of being occupied separately. In such circumstances, subject to (4.33) below, we will apply a Bulk Meter Apportioned 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 the Bulk Meter.

(4.33) The Bulk Meter Apportioned Measured Charge will not be applied to Premises if one or more persons taking a supply through the Bulk Meter then supply the water to other Premises or persons ("water re-sale") or if, for other reasons, we consider it inappropriate to apply a Bulk Meter Apportioned Measured Charge to the Premises.

Premises with shared facilities

- (4.34) Any person, for example the owner or landlord, who retains the right to occupy Premises where rooms are let individually to tenants forming more than one household who share a toilet, bathroom or kitchen facilities with other tenants, may be held liable for all Water Supply and Sewerage Services charges relating to said Premises.

PART 5: WATER SUPPLY

Water Supply Definitions

- (5.1) Potable water is wholesome in accordance with any regulations made pursuant to section 67 of the Act.

Use of water for firefighting purposes

- (5.2) No charge is made for water taken for the purpose of extinguishing fires, training personnel or for testing firefighting equipment or apparatus pursuant to section 147(1) of the Act. A charge will be made for any expenses incurred by us in providing fire hydrants.
- (5.3) Premises which have their own firefighting systems should have a separate Water Supply to the Premises designed solely for that purpose. If that is not possible, a sub-Meter should be installed to verify any claim for a rebate for water used for firefighting purposes.
- (5.4) If the firefighting supply is not separate, the Customer may apply for a rebate in respect of water that has been used for firefighting purposes, including testing apparatus and training personnel, within 15 days of receipt of the bill for the Invoice Period when the water was used. Full details and evidence of the volume of water used will be required.
- (5.5) No charge will be made for the discharge of water used or stored for firefighting purposes to the foul sewer network.

Building Water Supplies

- (5.6) The supply will be Metered and charged at standard Tariff rates (see Part 7).

PART 6: SEWERAGE SERVICES

- (6.1) Sewerage Services will be provided to Premises if they are drained by a sewer or a drain that connects directly or indirectly to a public sewer vested in us that is used for foul or surface water or both (see section 144(1) of the Act). Alternatively, services will be provided to Premises whose Occupiers have, in respect of those Premises, the benefit of facilities which drain to a sewer or drain connected to the public sewerage system. Sewerage Services Charges are payable in respect of every connected property whether this service, facility or right is in connection with:
- (i) foul water, defined under section 116(2) of the Act;
 - (ii) surface water, which can be defined as rain and other water which drains from the surface of buildings or land; and
 - (iii) highway drainage, which refers to the collection of rainwater (other than surface water) draining to public sewers.

Non-domestic discharge

- (6.2) Where a non-domestic discharge is made from a Household premises, charges will be applied as follows:
- (i) where the process uses the mains supply to the premises, Household Sewerage Services charges will continue to apply; or
 - (ii) where the discharge is temporary and does not relate to use of the mains water supply to the premises, the Volume will be charged on a strength-related charge per cubic metre plus a Fixed Charge. See Part 10, Non-Primary Charges for details.
- (6.3) Unless covered by a Regulatory Position Statement, in both of the above cases our consent to discharge will be required and an application charge payable. See our Wholesale Charges Schedule for details.

Foul Water

Return to sewer

- (6.4) The Volumetric Charge for measured premises will be based on the volume of water supplied to the Premises, minus the Standard Sewage Abatement using calculations based on the Meter readings taken in respect of the Premises or, if appropriate, our estimates or assessment of the volume of water supplied to the Premises.
- (6.5) If demonstrated to our satisfaction that the volume of sewage discharged from any Premises is less than the volume of water supplied to the Premises minus the Standard Sewage Abatement, an allowance will be made to reflect the lesser volume. In doing so, we will take account of:
- (i) the volume of sewage disposed of elsewhere; and
 - (ii) any other material consideration;
 - (iii) but no account will be taken of leaks on the Premises' pipes since they are already taken into account in part in the Standard Sewage Abatement and are otherwise dealt with through our leakage policy as set out in Part 9.
- (6.6) Where an application for a non-standard return to sewer has not been demonstrated to our satisfaction, or if the allowance claimed is material, then Charges will continue at the standard rate unless the Customer secures the:
- (i) installation and maintenance at their own expense of a Meter approved by us to measure the volume of sewage discharged; or

- (ii) installs and maintains at their own expense a Meter approved by us to measure the volume of water not returned to the public sewer; and
- (iii) provides us with full details recorded by said Meter, on a periodic basis, which we will use to determine the volume discharged to the sewer.

(6.7) Customers must inform us in writing of any changes that affect an allowance. Any allowance in excess of the Standard Sewage Abatement may be reviewed at any time and shall continue for a maximum period of two years, after which Customers will need to re-apply.

Rainwater Harvesting and Other Additional Sources

(6.8) If additional water is supplied by other means or from another source (e.g. 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 Customer's Meter (as described above in (6.7) measuring the volume of sewage which has been discharged or by assessing the volume of sewage or water supplied which is likely to have been discharged by reference to the particular circumstances or from similar properties.

Surface Water Drainage

Premises not connected to surface water drainage

(6.9) If the Premises are not connected, whether directly or through an intermediate sewer or drain, to a public sewer or public lateral drain for surface water drainage, the Customer may apply for exemption from the surface water element of their charges. The applicant must provide such evidence as may be required to demonstrate that no surface water is discharged from the Premises to a public sewer or public lateral drain. (Please note: the exemption will not apply until the evidence has been accepted by us.)

(6.10) If accepted, we will notify the Customer and the exemption will apply from the start of the Charging Year six years prior to that when the application was made or the start of the Customer's occupation of the Premises or the date from which they cease to discharge, whichever is the later.

(6.11) If the application is later found to include false or misleading information, we may cancel the exemption and full charges will be payable for the period in question as if no application had been made or accepted.

(6.12) The Customer 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.

(6.13) We reserve the right at any time to inspect the Premises and carry out tests to ascertain whether or not surface water is being discharged to a public sewer from the Premises. We will have the powers of entry for this purpose under section 172(2)(c) of the Act.

Surface water drainage partial rebates

(6.14) We recognise that alternative ways of dealing with surface run-off have an important role to play in encouraging sustainability and strengthening resilience. However, we have not yet put in place a system of applying partial reductions to standard charges as a number of important design and implementation issues are yet to be resolved. These include, but are

not limited to, how a reduction in surface water drained to the public sewer can be reliably estimated.

- (6.15) We continue to review these and other considerations in the context of wider charging policy. Any future charge will be subject to consultation with Customers, their representatives, regulators, and other stakeholders.

Highway Drainage

- (6.16) For the avoidance of doubt, highway drainage charges are payable where a foul water and/or surface water service is provided.

PART 7: MEASURED CHARGING

Determination of Relevant Tariff

(7.1) Charges in respect of Premises lying within the:

- (i) Anglian Area (Water and/or Sewerage);
- (ii) Finningley Area (Sewerage);
- (iii) Hartlepool Area (Water);
- (iv) Northstowe Area (Water); and
- (v) Woods Meadow Area (Water)

will be made in accordance with the appropriate Tariffs for their area.

(7.2) For Sewerage purposes, the Northstowe and Woods Meadow areas are included within the Anglian Area and Premises situated within those areas will be charged the Anglian sewerage Tariffs.

(7.3) Where we provide Sewerage Services as well as a Water Supply to the Premises, the Sewerage Services will be charged under the Anglian Standard Sewerage Services Tariff unless any relevant criteria are satisfied and the Customer chooses an alternative Sewerage Tariff.

Measured Charges

(7.4) The measured annual Charge for each Premises will consist of:

- (i) An annual Fixed Charge applied on a daily basis, , plus;
- (ii) A Volumetric Charge which is applied to all volumes recorded on the Meter(s) or, where there is an Assessed Measured Charge, the assessed volume or, where there is no reading from the Meter, the estimated volume;

for each Water Supply and Sewerage Services provided.

Measured Tariff Options

(7.5) Where there is a choice of Tariff, the Customer may choose an alternative Tariff subject to the eligibility criteria set out below, using our standard application form or by confirming their eligibility by telephone or webchat, where appropriate.

(7.6) Unless we read the Meter or the Customer provides its own Meter reading taken within 2 days of the date when the Tariff option would take effect, we will use an estimated Meter reading for the purposes of calculating the final balance under the old Tariff and the opening balance under the new Tariff.

Anglian Area Measured Household Tariffs

(7.7) Subject to the Tariff Trials, the Standard Measured Tariff applies to all Household Premises in the Anglian Area in respect of which Measured Charges are fixed unless any relevant criteria are satisfied and the Customer chooses one of the other available Tariffs, namely:

- (i) Watersure; or
- (ii) Aquacare Plus; or
- (iii) LITE; or
- (iv) Extra LITE.

Hartlepool Area Measured Household Water Supply Tariffs

(7.8) The Standard Measured Tariff applies to all Household Premises in the Hartlepool Area in respect of which Measured Charges are fixed unless any relevant criteria are satisfied and the Customer chooses one of the other available Tariffs, namely:

- (i) Watersure; or
- (ii) Aquacare Plus; or
- (iii) LITE; or
- (iv) Extra LITE.

Finningley Area Measured Household Sewerage Services Tariff

(7.9) The Standard Measured Sewerage Services Tariff apply to all Household Premises in the Finningley Area in respect of which Measured Charges are fixed unless any relevant criteria are satisfied and the Customer chooses one of the other available Tariffs, namely:

- (i) Watersure; or
- (ii) LITE; or
- (iii) Extra LITE.

Northstowe Area Measured Household Water Supply Tariffs

(7.10) The Everyday Measured Water Supply Tariff applies to all Household Premises in the Northstowe Area unless any relevant criteria are satisfied and the Customer chooses one of the other available Tariffs, namely:

- (i) Watersure; or
- (ii) LITE; or
- (iii) Extra LITE.

Woods Meadow Measured Household Water Supply Tariffs

(7.11) The Everyday Measured Water Supply Tariff applies to all Household Premises in the Woods Meadow Area unless any relevant criteria are satisfied and the Customer chooses one of the other available Tariffs, namely:

- (i) Watersure; or
- (ii) LITE; or
- (iii) Extra LITE.

Watersure Tariff

(7.12) The Watersure Tariffs comply with the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 made under section 143A of the Act and apply to Household Premises where Measured Charges would otherwise apply.

(7.13) To qualify, the Customer must fall within the class of persons specified in paragraph 7.15 and satisfy the conditions listed in paragraph 7.16.

Class of Persons

(7.14) The applicant or another person residing in the Premises is entitled to receive one of the benefits or tax credits listed below:

- (i) housing benefit
- (ii) income support;
- (iii) income based job seeker's allowance;

- (iv) income - related Employment and Support allowance;
- (v) child tax credit (except families in receipt of the family element only);
- (vi) working tax credit;
- (vii) pension credit, or
- (viii) Universal Credit;

AND either:

- (ix) that person is also entitled to receive child benefit for three or more dependent children who reside in the Premises; or
- (x) any person residing in the Premises 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;
 - (a) desquamation;
 - (b) weeping skin disease;
 - (c) incontinence;
 - (d) abdominal stoma;
 - (e) Crohn's disease;
 - (f) ulcerative colitis;
 - (g) 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
- (xi) any person residing in the Premises is diagnosed as suffering from another medical condition as certified by a registered medical practitioner that necessitates the use of significant additional water.

Other Conditions

(7.15) In addition:

- (i) the Premises must be occupied as the person's only or principal home;
- (ii) the principal use of the Premises must be as the person's home; and
- (iii) the water supplied to the Premises must not be used for watering a garden (other than by hand), or automatically replenishing a pond or a swimming pool, with a capacity greater than 10,000 litres.

(7.16) The Watersure Tariff is not applicable to Premises supplied through a Bulk Meter.

Applications

(7.17) If accepted, the Watersure Tariff will be applied from the start of the billing period in which the customer applies for assistance.

(7.18) At the end of each Charging Year, the Charges will be adjusted (if necessary) so that the Charges do not exceed the amount that would have been payable under the Standard Measured Tariff or such other tariff which would otherwise have applied.

(7.19) The Customer should advise us of any changes which affect their entitlement to the Watersure Tariff. Entitlement to the Watersure Tariff may be checked from time to time and may be withdrawn if proof of entitlement is not provided. If false or misleading information has been provided, the Standard Measured Tariff will be backdated to cover the period in question as if no application had been made or accepted.

Aquacare Plus Tariff

(7.20) The Aquacare Plus Tariff applies if:

the Customer is in receipt of:

- (i) housing benefit;
- (ii) income support;
- (iii) income-based job-seeker's allowance;
- (iv) income-based employment and support allowance;
- (v) child tax credit (except families in receipt of the family element only);
- (vi) the Working Tax Credit;
- (vii) Pension Credit; or
- (viii) Universal Credit;

and continues to be so entitled for the period to which the Tariff option applies; or

- (ix) having previously been granted support by the Anglian Water Assistance Fund, it has been recommended to us that the Customer should qualify for the Aquacare Plus Tariff on the basis that if they did not qualify there would be a probability that they would again fall into arrears with their account through no fault of their own.

(Entitlement to the Aquacare Plus Tariff on the basis of this sub-paragraph will be limited to 12 months).

(7.21) Subject to paragraph 7.21(i) 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.

(7.22) The Aquacare Plus Tariff is not applicable to Premises supplied through a Bulk Meter.

(7.23) The Aquacare Plus Tariff is not applicable for Water Supply in the Northstowe or Woods Meadow Areas or for Sewerage Services in the Finningley Area.

LITE and Extra LITE Tariff

(7.24) LITE is the name of our Social Tariff designed to assist Customers who may otherwise struggle with the payment of our Standard Charges. Eligibility is based on water and sewerage charges as a proportion of household disposable income (accounting for occupancy). The application process will consider the circumstances of individual Customers and the discount that should be given according to those individual circumstances.

(7.25) The LITE Tariff is subsidised by other Customers. As such, it is a limited fund with limited availability, although the fund will be refreshed annually.

(7.26) Customer payments are to be maintained going forward on the agreed basis. Failure to adhere to the agreed payment arrangement will lead to:

- (i) withdrawal of the LITE discount going forward;
- (ii) reversion to standard charges for all outstanding billed amounts, so that:
 - (a) where no payments have been received the tariff will be amended from the start of the billing period; and
 - (b) where part payment has been received, the customer will be billed up to date and the standard tariff applied from the withdrawal date onwards.

(7.27) If the Customer has difficulty in paying their bill and would like to apply for the LITE tariff they should contact us on 0800 169 3630.

(7.28) The LITE 60 and LITE 80 Tariffs are closed to new applicants with effect from 31 March 2021.

Tariff Trials

(7.29) We will be conducting trials of seasonal tariffs in the Norwich and Lincoln areas. These trials will commence 1 April 2024 and are expected to run for at least 24 months until 31 March 2026.

(7.30) Customers satisfying the following criteria will be included in the trial:

- (i) the premises must have been equipped with a smart meter before 1 April 2021;
- (ii) there must have been no change in occupation of the premises since that date;
- (iii) they must since that date have been charged on the measured Standard tariff for their water and sewerage service;
- (iv) the premises must not appear on the Priority Services Register in relation to a medical need for water; and
- (v) notice must have been given before 1 April 2024 that they may be included in the trial.

(7.32) For frequently asked questions regarding the trials see www.anglianwater.co.uk/seasonal

PART 8: UNMEASURED CHARGING

- (8.1) For each unmeasured Water Supply and/or Sewerage Services charges are made up of two parts:
- (i) a fixed charge for each service provided per Premises; and
 - (ii) a variable charge per £ of the rateable value of the Premises.

Determination of Rateable Value Charge

- (8.2) For the purposes of the Unmeasured Tariffs, Rateable Value Charge means a charge fixed for a particular supply point wholly or partly by reference to a rating valuation list or otherwise determined, whether directly or indirectly, by reference to any value or other amount specified at any time in such a list or which purports to be so fixed or determined.
- (8.3) In fixing the Rateable Value Charge, we make reference to:
- (i) the value shown in relation to the Premises in a valuation list as at 31 March 1990; or
 - (ii) where no such value is shown but a proposal for inclusion in a valuation list was made on or before 31 March 1990, the value shown in that proposal; or
 - (iii) where no value is shown and no proposal was made but the local rating authority levied rates in relation to the Premises by reference to an assessed or estimated Rateable Value, that assessed or estimated value; or
 - (iv) where a 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 sub-division 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 value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990; or
 - (v) where none of the above apply because the property was not constructed before 1 April 1990, a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990; or
 - (vi) in 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 April 1974.
- (8.4) References to "Premises having a Rateable Value" or to "Premises not having a Rateable Value" shall be construed accordingly.

Our Assessment of Rateable Value

- (8.5) 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.
- (8.6) If, within 1 month of notification of our assessment, the Customer notifies us in writing that they 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.
- (8.7) In the event of a dispute, we shall use our original assessment until the dispute is resolved. We will then re-calculate the charges using the Rateable Value as agreed or determined and will adjust the next account accordingly.

- (8.8) If two or more separate Premises have a single Rateable Value, a separate Fixed Charge will be payable in respect of each Premises.

Assessed Measured Charges

- (8.9) Where it is not reasonably practical to fit a Meter or to fit a Meter would involve unreasonable expense, we may offer an Assessed Measured Charge.
- (8.10) The Assessed Measured Charges will be based on the appropriate Measured Tariff which would have applied if a Meter had been fitted (see Part 7), taking account of the likely occupancy.
- (8.11) Assessed Measured Charges will take effect from the date they are agreed. Unmeasured Charges shall continue to apply until the agreed upon date.
- (8.12) From time to time we may, and whenever there is a change in occupation of the Premises we will, request the Customer provide an update of the data used to assess the amount of the Assessed Measured Charges. We will notify the Customer of any revision in the assessment of their charge.
- (8.13) If the Customer is paying Assessed Measured Charges, they should inform us immediately if there is 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.

PART 9: LEAKAGE ALLOWANCES

- (9.1) We will consider a claim from a Household Customer for an allowance to cover Water Supply charges lost through a leak and also the Sewerage Services charges in respect of that Volume not returned to the public sewer, provided that:
- (i) the claim was made within the 18 months of the date that the leak became reasonably evident (or such extended period as we may allow where the Customer can demonstrate to our satisfaction exceptional circumstances as to why it was not possible to make the claim within that time); and
 - (ii) the leak is repaired within 30 days of its existence being verified by us (or such extended period as we may allow where the Customer can demonstrate to our satisfaction exceptional circumstances as to why it was not possible to repair the leak within that time).
- (9.2) We may require written evidence to be provided by the Customer to confirm that the leak has been repaired.
- (9.3) We will usually calculate the allowance using past consumption. If this is not available then it will be based on two check readings following the repair.
- (9.4) Where there is no record of past consumption or check readings, we will base the allowance on typical usage for a household of a similar type.
- (9.5) The allowance will be limited to a maximum of 12 months of charges ending with the date of the repair (or such extended period as we may allow where the Customer can demonstrate to our satisfaction exceptional circumstances as to the impact of that time limitation).
- (9.6) An allowance may not be given:
- (i) where the leak has been caused through negligence of the Customer, the customer's agents or the owner;
 - (ii) where the Customer knew or ought to have known that there was a leak and failed to repair it;
 - (iii) where a previous leak repair was not adequately completed or maintained.

PART 10: NON-PRIMARY CHARGES

(10.1) Non-Primary Charges relate to services that may be provided by us and requested by a Customer.

(10.2) The standard charges set out are based on the work being carried out during normal working hours under standard conditions, unless stated otherwise. In other instances we reserve the right to charge on an at cost basis where we are able to provide a non-standard level of service including for those services where a charge is not otherwise levied in the normal course of business.

Warrant of Entry

(10.3) Where it is necessary for us to obtain a 'Warrant of Entry' from the Magistrates' Court in order to carry out work, we will recover the costs associated with this from the Customer.

Disconnection and Reconnection Services

Temporary Disconnection

(10.4) A Temporary Disconnection is any physical disconnection of Water Supply that is not a permanent disconnection and may subsequently be reconnected without a new connection being made.

| | |
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| Disconnection or cut-off of any premises at the request of the Customer, during normal working hours | No charge |
|--|-----------|

Abortive Visits for Disconnection

(10.5) If our personnel or agents are unable to undertake a disconnection due to the actions of the Customer, the Customer will be liable to pay the abortive costs of deploying the relevant personnel.

| | |
|-----------------------------------|---------|
| Abortive Visits for Disconnection | £109.00 |
|-----------------------------------|---------|

Disconnection performed by Anglian Water for breach of Water Fittings Regulation

(10.6) Where we carry out a disconnection for a breach of the Water Supply (Water Fittings) Regulations 1999 or equivalent regulations made under section 74 of the Act there will be a charge.

| | |
|--|---------|
| Disconnection for breach of the Water Fittings Regulations | £109.00 |
|--|---------|

Permanent Disconnection

(10.7) Where a Customer requests we carry out a permanent disconnection, there will be no charge for this service.

| | |
|---|-----------|
| Permanent Disconnection requested by the Customer | No charge |
|---|-----------|

Reconnection Charges (following temporary disconnection)

(10.8) Reconnections performed by us may follow the rectification of a breach of the Water Fittings Regulations and a temporary Disconnection requested by the Customer.

| | |
|---|---------|
| Reconnection following temporary disconnection, during normal working hours | £168.00 |
|---|---------|

Abortive Visits for Reconnection

(10.9) Where personnel have been dispatched to the Premises to carry out a reconnection and are unable to complete work due to the actions of the Customer, the Customer will be liable to pay the abortive costs of deploying such personnel.

| | |
|----------------------------------|---------|
| Abortive Visits for Reconnection | £168.00 |
|----------------------------------|---------|

Water fittings inspections

Breaches of Water Fittings Regulations

(10.10) Where we carry out a water fittings compliance visit and identify breaches of the Water Fittings Regulations and or equivalent legislation, we will notify the Customer of the breaches. If we make further inspections to assess compliance, we will charge for any subsequent failed inspections after the second visit.

| | |
|--|-----------|
| Site visit inspection confirming adherence within Legislation | No charge |
| Repeat site visit inspection to confirm continued breach of the Water Fittings Regulations | £122.00 |

Metering Services

Change of Meter size

(10.11) Where a Customer requests we change a water Meter that services a Supply Point(s), the Customer may request we undertake a site survey to establish if the exchange is viable and, where viable, the costs of exchanging the Meter, or the Customer may instruct us to exchange the Meter without a separate survey. The Customer is liable for the cost of any survey if the exchange is found not to be viable, and for the survey and the exchange where they request a change of Meter.

(10.12) The available choice of Meter model/type is determined by our existing procurement policy.

| Capacity modelling requests associated with change of Meter size: Meters 40mm and above | |
|--|---------|
| Survey charge | £120.00 |
| Capacity modelling charge | £617.00 |
| Meter re-size | At cost |
| Capacity modelling requests associated with change of Meter size: Meters below 40mm | |
| Survey charge | £120.00 |
| Meter re-size | At cost |

Meter Relocation

(10.13) Where a Customer requests we relocate a water Meter that services a Supply Point(s), the Customer may request we undertake a site survey to establish if the alternate location is viable and, where viable, the costs of the Meter relocation. If the Customer chooses not to proceed with the relocation once the survey has been completed, then the Customer will be liable for the cost of the survey.

| | |
|--|---------|
| Survey to check Meter can be repositioned in accordance with regulation 5 of the Water (Meters) Regulations 1988 | £120.00 |
|--|---------|

| | |
|---|---------|
| Relocation – Internal to internal only | £373.00 |
| Relocation - Internal to external, External to external or External to internal | £588.00 |
| Out-reader replacement | At cost |

Replacement or Repair of Apparatus

(10.14) Charges will apply when damage has occurred to apparatus, including a Meter box and/or Meter, that does not result from normal wear and tear and a replacement is required.

| | |
|--|---------|
| Replace Meter box unit by excavation to remove old box and fit new box | £782.00 |
| Replace Meter | At cost |
| Other | At cost |

Abortive Visits for Metering Services

(10.15) Where personnel have been dispatched to the Premises to carry out metering services and are unable to complete work due to the actions of the Customer, the Customer will be liable to pay the abortive costs of deploying such personnel.

| | |
|---------------------------------------|--------|
| Abortive Visits for Metering Services | £95.00 |
|---------------------------------------|--------|

Out of Hours Metering Services

(10.16) An additional charge will be made for services requested out of normal business hours to reflect the higher costs incurred by us where we are able to provide this non-standard level of service.

Water Services

Replacement of lead service pipes

(10.17) The replacement of lead service pipes is provided free of charge, following an application and confirmation that the customer side lead pipe has also been replaced.

Flow and Pressure Tests

(10.18) A charge at cost will be made for the testing and provision of flow and pressure information where requested for information purposes, such as insurance requirements, the installation of fire sprinkler systems etc.

Temporary Non-Domestic Discharges

(10.19) The appropriate Charge for temporary non-domestic discharges will comprise:

- (i) a Fixed Charge per Premises per temporary period; and
- (ii) a Volumetric Charge per cubic metre

(10.20) The Volumetric Charge will be based on one of three bands depending on the strength of the discharge. The band will be assessed at the time of the application and be based on the consent conditions.

(10.21) The non-domestic volume will be based on either:

- (i) the readings from the sewage Meter; or

- (ii) in the absence of such a reading or the malfunctioning of such a sewage Meter, shall be assessed by us in accordance with the Consent or any other material considerations which the Customer has notified to us.

| | |
|---|-----------|
| Band 0 - Volumetric Charge per m ³ | £0.3941 |
| Band 1 - Volumetric Charge per m ³ | £1.1067 |
| Band 2 - Volumetric Charge per m ³ | £2.0331 |
| Band 3 - Volumetric Charge per m ³ | £3.8564 |
| Band 4 - Volumetric Charge per m ³ | £101.3479 |
| Fixed Charge per temporary period | £12.00 |

PART 11: INFRASTRUCTURE CHARGES

- (11.1) Infrastructure Charges are made under section 146 of the Act.
- (11.2) Infrastructure Charges for Water Supply and Sewerage Services are payable for each new Supply Point connected to our Water Supply or public sewerage network of Premises which have not previously had a Water Supply or Sewerage Services connection provided by us or another undertaker for domestic Water Supply or Sewerage Services purposes, as the case may be.
- (11.3) These charges, along with those relating to new development and associated miscellaneous services, are detailed in the Developer Charging Arrangements document and validated by referencing them in this document.

PART 12: PAYMENT TERMS

- (12.1) The Customer is liable to pay Water Supply and/or Sewerage Services Charges for each day for which they are in occupation of the premises or otherwise responsible for Charges.

Unmeasured Charges or Assessed Measured Charges

- (12.2) In the case of Premises in respect of which Unmeasured Charges or Assessed Measured Charges apply, bills are sent out in February/March for the forthcoming Charging Year on the assumption that the Customer will remain in occupation or otherwise remain responsible for the whole of the forthcoming Charging Year.
- (12.3) Charges are due in full on demand and are payable by 1 April or such other date as may be specified in the account ("the Due Date").
- (12.4) Alternatively, the Charges may be paid:
- (i) in two instalments (April and October); or
 - (ii) ten monthly instalments; or
 - (iii) by arrangement, weekly, fortnightly or monthly payment options.

Measured Charges

- (12.5) In the case of Premises which are fitted with a Meter and to which Measured Charges apply, bills are typically sent every 12 months, 6 months, 3 months or monthly. Payment is due on receipt of the bill but the Customer may choose to pay by budget instalments (prior to receipt of the bill) in accordance with the payment methods set out in the bill. Bills are normally based on a Meter reading but may be based on an estimate. If the Customer receives an estimated bill, they may provide their own Meter reading.
- (12.6) We want to make paying the Customer's bill as easy and convenient as possible, which is why we offer a range of payment methods to suit everyone's needs. Full details are on our website and in our Core Customer Information Leaflet.
- (12.7) Where a Customer has accrued a credit balance on their account, we may raise an interim bill at any time during the Charging Year and allocate any money held on account to that bill.

Non-primary charges

- (12.8) Where payment is not required in advance, charges will be payable on the date specified in the account or if there is no such date, within 14 days of receipt of the request for payment.

Debt Recovery

- (12.9) 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 all appropriate enforcement action to recover the debt.
- (12.10) All costs incurred by us, our agents, or any third parties acting on our behalf in the collection of outstanding charges will be recharged directly to the Customer. Where any legal action is taken by us (whether by us internally or by our external legal advisers), these charges (such as solicitors' costs, court fees, pre-enforcement/enforcement costs and disbursements, warrant costs and interest) will be added directly to the account.

(12.11) As a less costly alternative to legal action we may refer the account to a debt collection agency, working on our behalf, to determine the Customers circumstances and/or to collect the outstanding charges. Before doing so, we will write to the Customer giving them the choice to pay the debt in full so as to avoid a referral being made and notifying them that a compensatory charge of £50.00 will be added to their account in the event that a referral is made. We will waive this compensatory charge if we are satisfied that there is or has been genuine hardship.

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

Collection of Charges by other parties

(12.13) Where water is supplied by another company, we may have arrangements in place whereby that company will collect the Sewerage Services Charges on our behalf. If so, the Customer will receive a single bill from that company and their payment terms will then apply.

(12.14) If there are no arrangements in place, the Customer will receive a separate bill from us in respect of the Sewerage Services.

PART 13: SCHEDULE OF HOUSEHOLD CHARGES

PART 13a: ANGLIAN AREA

i. HOUSEHOLD - Unmeasured Water Charges

| | Potable Water |
|--|----------------------|
| Rateable Value up to £1,000 (inclusive) | |
| Fixed Charge | £345.95 |
| Charge per £ of RV | £0.2000 |
| Rateable Value from £1,001 to £5,000 | |
| Fixed Charge | £661.55 |
| Charge per £ of RV | £0.2000 |
| Rateable Value above £5,000 | |
| Fixed Charge | £1,608.35 |
| Charge per £ of RV | £0.2000 |
| Zero or No Rateable Value | |
| Fixed Charge | £345.95 |

ii. HOUSEHOLD - Unmeasured Sewerage Charges

| | Foul Water Drainage | Surface Water Drainage | Highway Drainage | Foul Water, Surface Water & Highway Drainage | Foul Water & Highway Drainage | Surface Water & Highway Drainage |
|--|----------------------------|-------------------------------|-------------------------|---|--|---|
| Rateable Value up to £1,000 (inclusive) | | | | | | |
| Fixed Charge | £309.45 | £47.00 | £23.00 | £379.45 | £332.45 | £70.00 |
| Charge per £ of RV | £0.1949 | n/a | n/a | £0.1949 | £0.1949 | n/a |
| Rateable Value from £1,001 to £5,000 | | | | | | |
| Fixed Charge | £593.65 | £47.00 | £23.00 | £663.65 | £616.65 | £70.00 |
| Charge per £ of RV | £0.1949 | n/a | n/a | £0.1949 | £0.1949 | n/a |
| Rateable Value above £5,000 | | | | | | |
| Fixed Charge | £1,446.25 | £47.00 | £23.00 | £1,516.25 | £1,469.25 | £70.00 |
| Charge per £ of RV | £0.1949 | n/a | n/a | £0.1949 | £0.1949 | n/a |
| Zero or No Rateable Value | | | | | | |
| Fixed Charge | £309.45 | £47.00 | £23.00 | £379.45 | £332.45 | £70.00 |

¹Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations will apply and be billed for each Premises depending on the services received.

PART 13a: ANGLIAN AREA

iii. HOUSEHOLD - Measured Water Charges

| | Potable Water |
|--------------------------------------|--------------------------|
| Standard | |
| Fixed Charge | £37.00 |
| Volumetric Charge per m ³ | £2.0954 |
| Watersure | |
| Fixed Charge | £241.00 |
| Volumetric Charge per m ³ | n/a |
| Aquacare Plus | |
| Fixed Charge | £118.50 |
| Volumetric Charge per m ³ | £1.0087 |
| LITE | |
| Fixed Charge | £27.75 |
| Volumetric Charge per m ³ | £1.5716 |
| Extra LITE | |
| Fixed Charge | £18.50 |
| Volumetric Charge per m ³ | £1.0477 |
| LITE 60 | |
| Fixed Charge | £14.80 |
| Volumetric Charge per m ³ | £0.8382 |
| LITE 80 | |
| Fixed Charge | £7.40 |
| Volumetric Charge per m ³ | £0.4191 |

PART 13a: ANGLIAN AREA

iv. HOUSEHOLD - Measured Sewerage Charges

| | Foul Water Drainage | Surface Water Drainage | Highway Drainage | Foul Water, Surface Water & Highway Drainage | Foul Water & Highway Drainage | Surface Water & Highway Drainage |
|--------------------------------------|---------------------|------------------------|------------------|--|-------------------------------|----------------------------------|
| Standard | | | | | | |
| Fixed Charge | £33.00 | £47.00 | £23.00 | £103.00 | £56.00 | £70.00 |
| Volumetric Charge per m ³ | £2.1438 | n/a | n/a | £2.1438 | £2.1438 | n/a |
| Watersure | | | | | | |
| Fixed Charge | £225.00 | £47.00 | £23.00 | £295.00 | £248.00 | £70.00 |
| Volumetric Charge per m ³ | n/a | n/a | n/a | n/a | n/a | n/a |
| Aquacare Plus | | | | | | |
| Fixed Charge | £116.00 | £47.00 | £23.00 | £186.00 | £139.00 | £70.00 |
| Volumetric Charge per m ³ | £0.9142 | n/a | n/a | £0.9142 | £0.9142 | n/a |
| LITE | | | | | | |
| Fixed Charge | £24.75 | £35.25 | £17.25 | £77.25 | £42.00 | £52.50 |
| Volumetric Charge per m ³ | £1.6079 | n/a | n/a | £1.6079 | £1.6079 | n/a |
| Extra LITE | | | | | | |
| Fixed Charge | £16.50 | £23.50 | £11.50 | £51.50 | £28.00 | £35.00 |
| Volumetric Charge per m ³ | £1.0719 | n/a | n/a | £1.0719 | £1.0719 | n/a |
| LITE 60 | | | | | | |
| Fixed Charge | £13.20 | £18.80 | £9.20 | £41.20 | £22.40 | £28.00 |
| Volumetric Charge per m ³ | £0.8575 | n/a | n/a | £0.8575 | £0.8575 | n/a |
| LITE 80 | | | | | | |
| Fixed Charge | £6.60 | £9.40 | £4.60 | £20.60 | £11.20 | £14.00 |
| Volumetric Charge per m ³ | £0.4288 | n/a | n/a | £0.4288 | £0.4288 | n/a |

¹Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations above will apply and be billed for each Premises depending on the services received.

PART 13a: ANGLIAN AREA

v. HOUSEHOLD - Measured Water Tariff Trials

| | Potable Water |
|--|--------------------------|
| Seasonal Smart | |
| Fixed Charge | £37.00 |
| Volumetric Charge per m ³ – April, September to March | £1.5593 |
| Volumetric Charge per m ³ – May to August | £3.1008 |
| Seasonal Price | |
| Fixed Charge | £37.00 |
| Volumetric Charge per m ³ – April, September to March | £1.3847 |
| Volumetric Charge per m ³ – May to August | £3.4351 |

vi. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 13a of the Schedule of Charges

PART 13b: HARTLEPOOL AREA

i. HOUSEHOLD - Unmeasured Water Charges

| | Potable Water |
|--------------------|---------------|
| Unmeasured | |
| Fixed Charge | £161.45 |
| Charge per £ of RV | n/a |

ii. HOUSEHOLD - Measured Water Charges

| | Potable Water |
|--------------------------------------|---------------|
| Standard | |
| Fixed Charge | £31.50 |
| Volumetric Charge per m ³ | £1.2195 |
| Watersure | |
| Fixed Charge | £144.00 |
| Volumetric Charge per m ³ | n/a |
| Aquacare Plus | |
| Fixed Charge | £69.50 |
| Volumetric Charge per m ³ | £0.7128 |
| LITE | |
| Fixed Charge | £23.60 |
| Volumetric Charge per m ³ | £0.9146 |
| Extra LITE | |
| Fixed Charge | £15.75 |
| Volumetric Charge per m ³ | £0.6098 |
| LITE 60 | |
| Fixed Charge | £12.60 |
| Volumetric Charge per m ³ | £0.4878 |
| LITE 80 | |
| Fixed Charge | £6.30 |
| Volumetric Charge per m ³ | £0.2439 |

iii. HOUSEHOLD – Sewerage Charges

Sewerage services are provided by Northumbrian Water Ltd.

PART 13c: FINNINGLEY AREA

i. HOUSEHOLD - Water Charges

Water services are provided by Yorkshire Water Services Ltd.

ii. HOUSEHOLD - Unmeasured Sewerage Charges

| | Foul Water Drainage | Highway Drainage | Foul Water & Highway Drainage |
|--------------------|---------------------|------------------|-------------------------------|
| Unmeasured | | | |
| Fixed Charge | £109.45 | £23.00 | £132.45 |
| Charge per £ of RV | £0.4163 | n/a | £0.4163 |

¹Separate charges for Foul Water and Highway Drainage are provided for information purposes only. The service combination above will apply and be billed to each Premises.

iii. HOUSEHOLD - Measured Sewerage Charges

| | Foul Water Drainage | Highway Drainage | Foul Water & Highway Drainage |
|--------------------------------------|---------------------|------------------|-------------------------------|
| Standard | | | |
| Fixed Charge | £33.00 | £23.00 | £56.00 |
| Volumetric Charge per m ³ | £1.2280 | n/a | £1.2280 |
| Watersure | | | |
| Fixed Charge | £176.00 | £23.00 | £199.00 |
| Volumetric Charge per m ³ | n/a | n/a | n/a |
| LITE | | | |
| Fixed Charge | £24.75 | £17.25 | £42.00 |
| Volumetric Charge per m ³ | £0.9210 | n/a | £0.9210 |
| Extra LITE | | | |
| Fixed Charge | £16.50 | £11.50 | £28.00 |
| Volumetric Charge per m ³ | £0.6140 | n/a | £0.6140 |

¹Separate charges for Foul Water and Highway Drainage are provided for information purposes only. The service combination above will apply and be billed to each Premises.

PART 13d: NORTHSTOWE AREA

i. HOUSEHOLD - Measured Water Charges

| | Potable Water |
|--------------------------------------|---------------|
| Everyday | |
| Standing Charge | £47.28 |
| Volumetric Charge per m ³ | £1.1053 |
| Watersure | |
| Fixed Charge | £164.69 |
| Volumetric Charge per m ³ | £0.0000 |
| LITE | |
| Fixed Charge | £35.45 |
| Volumetric Charge per m ³ | £0.8290 |
| Extra LITE | |
| Fixed Charge | £23.60 |
| Volumetric Charge per m ³ | £0.5527 |

ii. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 13a of the Schedule of Charges

PART 13e: WOODS MEADOW AREA

i. HOUSEHOLD - Measured Water Charges

| | Potable Water |
|--------------------------------------|----------------------|
| Everyday | |
| Standing Charge | £52.26 |
| Volumetric Charge per m ³ | £1.7460 |
| Watersure | |
| Fixed Charge | £252.08 |
| Volumetric Charge per m ³ | £0.0000 |
| LITE | |
| Fixed Charge | £39.20 |
| Volumetric Charge per m ³ | £1.3095 |
| Extra LITE | |
| Fixed Charge | £26.13 |
| Volumetric Charge per m ³ | £0.8730 |

ii. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 13a of the Schedule of Charges.