

ANGLIAN WATER SERVICES LIMITED

2018-2019 CUSTOMER CHARGES SCHEME

HOUSEHOLDS

This document sets out the Customer 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 Customer 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 three 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; and
- (ii) the Developer Charging Arrangements.

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PART 1: INTRODUCTION - CHARGES SCHEME

Introduction to Charging

- (1.1) This Charges Scheme applies for the charging year 2018/2019 for all Water, Sewerage, and associated ancillary services provided to Customers. It may also apply to certain Non-Primary Charges for services supplied direct to Customers.
- (1.2) This Scheme shall come into effect on 1 April 2018 and shall remain in force until revoked, amended or modified by Anglian Water.
- (1.3) This document explains how charges are calculated and what the charges are. To the extent that this Charges Scheme is inconsistent with any agreement binding upon Anglian Water, the charges specified in the agreement will prevail.
- (1.4) The type of services provided under this Customer 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.
- (1.5) Customer 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 charges have been assessed, Unmeasured Charges will apply to the Premises.
- (1.7) The provisions of this Charges Scheme apply to our Water Supply Services and/or Sewerage Services on the following regional basis: the Anglian Area (Water Supply and/or Sewerage), Hartlepool Area (Water Supply), Finningley Area (Sewerage), Northstowe Area (Water Supply) and 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 Customer Charges for each of the areas where we provide Water Supply and/or Sewerage Services.

Contact information

General Enquiries and Billing

- (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 much more.

www.anglianwater.co.uk

www.hartlepoolwater.co.uk

- (1.12) For queries relating to bills, change of address, meter readings and other billing enquiries, customers can speak to our team by telephone at:

Anglian Water: 03457 919 155, 8am–8pm Monday to Friday and 9am–1pm on Saturdays

Hartlepool Water: 01429 858 030, 8:30am-5:00pm Monday to Friday

- (1.13) By email:

Anglian Water: anglianwatercustomerservices@anglianwater.co.uk

Hartlepool Water: enquiries@hartlepoolwater.co.uk

- (1.14) By post:

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

Hartlepool Water, 3 Lancaster Road, Hartlepool, TS24 8LW

- (1.15) Customers can otherwise contact by the following:

For 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 billing queries where the customer is linked by telephone both to a member of our staff and a translator.

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

By Webchat: www.anglianwater.co.uk/help-and-contact-us/

- (1.16) Emergencies and other non-billing enquiries

For water and sewerage enquiries, emergencies and other non-billing enquiries, customers can call our team at:

Anglian Water: 03457 145 145 (24 hours a day)

Hartlepool Water: 01429 858 030 (office hours) or 0800 028 4816 (out of hours emergency)

- (1.17) For all enquiries relating to the Woods Meadow or Northstowe areas contact Anglian Water using the above contact details. For enquiries relating to the Finningley area contact Hartlepool Water.

PART 2: INTERPRETATION

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

Act	Water Industry Act 1991 including any statutory amendments whether made before or after the date of this scheme.
Anglian Area	<p>the area in respect of which Anglian Water is appointed as water and/or sewerage undertaker, which includes the Northstowe and Woods Meadow Area in respect of our Sewerage Services, but excludes:</p> <p style="padding-left: 40px;">(i) the Finningley Area in respect of our Sewerage Services; and (ii) the Hartlepool, Northstowe and Woods Meadow Areas in respect of Water Supply.</p> <p>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.</p>
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 in the following year.
Code of Practice	our Code of Practice for Household customers: located at http://www.anglianwater.co.uk/household/promise/
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.
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.

Hartlepool Area	the Hartlepool Area served by Anglian Water Services Limited trading as Hartlepool Water, in respect of which we are appointed as the water undertaker.
Household Premises	<p>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:</p> <ul style="list-style-type: none"> (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.
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 to avoid doubt this includes all charges that relate to the provision of one off or discrete services.
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	<p>means in addition to any person in actual occupation of a property, any person who:</p> <ul style="list-style-type: none"> (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; (iii) owns premises for use as holiday, student, hostel or other accommodation; (iv) owns premises used for short term occupation or letting 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 wastewater charges in respect of any premises (e.g. a Bulk Meter

	<p>Agreement);</p> <ul style="list-style-type: none"> (vi) is the owner of premises whilst renovation or building work is being undertaken in or at the premises; (vii) is the owner of, or responsible for, premises which are not normally occupied, such as cattle troughs and car parks; (viii) is the owner of premises occupied by an employee of the owner under the terms of a contract of employment; or (ix) has sufficient control over Premises to put them under a duty of care towards lawful visitors; <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 and sewerage 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> <ul style="list-style-type: none"> (i) Premises located within a single boundary where a single Customer occupies the premises and has a liability for water and/or sewerage charges in respect of those premises (single boundary Premises); or (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 and/or sewerage charges in respect of those premises (common occupation co-located premises), where: <ul style="list-style-type: none"> (a) transport infrastructure includes public highways, railways, other public rights of way and watercourses; (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.
Primary Charges	refers to all charges in the Household Customer Charges Scheme relating to Water Supply services and Sewerage Services both on an enduring or temporary basis, and including:

	<p>(i) fixed and volumetric charges and allowances;</p> <p>(ii) any other charges set out in the Household Customer Charges Scheme in relation to specific circumstances or events,</p> <p>but excluding,</p> <p>(i) all charges that relate to the provision of one off or discrete services performed.</p>
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 Anglian Water’s 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 Sewage Abatement is 10% in the Anglian Area.
Tariff	a band of Charges (e.g. standard measured tariff).
Unmeasured Charges	charges for services that are not based on measured quantities of volume to any extent.
Volume	the volume of Water Supply services or Foul Sewerage Services (or any combination of the above as the context may require) supplied in relation to any Discharge Point or Supply Point, in the relevant period, whether actual or estimated, as recorded by the Meter or as estimated.
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.
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 Anglian Water’s 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 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 and sewerage 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) The Occupier is liable for charges applied to each and every connected water and sewage service point where a service is received from us.
- (3.3) 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 Anglian Water 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

- (3.4) 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.
- (3.5) For this purpose, 2 working days means a period of 48 hours disregarding any time on a Saturday, Sunday, bank holiday or public holiday.
- (3.6) Subject to paragraph 3.7 and notwithstanding paragraph 3.1, Anglian Water will not levy Charges in respect of Household Premises:
 - (i) that are unfurnished or unfit for habitation; and
 - (ii) where no water is being consumed.
- (3.7) The exemption given in paragraph 3.6 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:
 - (ii) a measured charges notice under section 144A, or
 - (iii) 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).
- (3.8) 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 Services to Premises which have been disconnected

- (3.9) 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 the appropriate sewerage Tariff unless we are satisfied that the Premises have been unoccupied whilst the Premises were disconnected.

Our Backdating Policy

- (3.10) Where Anglian Water discovers 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. 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 Anglian Water's favour, we will backdate the charges unless there is clear evidence in the circumstances of avoidable failure or error on our part.

- (3.11) The approach as set out in section 3.10 above is subject to the policy on surface water drainage as set out in Part 6 sections 6.11 – 6.15.

Value Added Tax (VAT)

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

Terms and Conditions

- (3.13) 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 Code of Practice which explains our services in more detail.

PART 4: METERING

Metering of Premises for Water Supply Services

(4.1) Anglian Water's powers to install Meters are contained in section 162 of the Act.

(4.2) The meter remains the property of Anglian Water.

Existing connections to be Metered

(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 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 Optants

(4.4) 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.

- (4.5) 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.
- (4.6) 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 Code of Practice. 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.
- (4.7) A Measured Charges Notice may be revoked by written notice or by telephone either (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 longer.
- (4.8) 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. Following revocation of a Measured Charges Notice, the Meter will remain in place and Measured Charges will apply following the next change of occupation.
- (4.9) The right to revoke will not be available following a change of occupation or if Measured Tariffs would apply to the Premises in any event.

New Connections to be Metered

- (4.10) 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.
- (4.11) 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.

Meter Location

- (4.12) The position of the Meter should be at the front of the Premises and must be reasonably accessible. Anglian Water may specify where the Meter and any necessary out-reading apparatus should be sited; they must, however, be placed in a position that is reasonably accessible for reading, inspection, testing or maintenance.
- (4.13) Anglian Water 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.

Water usage prior to Meter being operational

- (4.14) 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

- (4.15) Subject to the following, Measured Charges will apply from the date the Meter is fitted.
- (4.16) 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.
- (4.17) 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.
- (4.18) Where the circumstances set out in 4.3(iv) and 4.3(vi) to (viii) above apply, Measured Charges will apply as soon as the Meter has been fitted provided always 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.
- (4.19) If, despite a Meter having been fitted, Measured Charges do not yet apply to the Premises because:
- (i) the proviso set out in 4.17 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.
- (4.20) 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

(4.21) 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 Accuracy Testing

(4.22) We will carry out a meter accuracy test on our own initiative or if requested by the Customer. Testing charges will apply where the accuracy of the Meter falls within the prescribed limits of error. These charges are listed in the Non-Primary Charges, section 10.14.

(4.23) Wherever a meter accuracy test shows that a meter has been recording incorrectly, Anglian Water shall notify the Customer of any adjustment.

Meter Sizing (Re-sizing) / Meter Relocation

(4.24) Over time the amount of water used at that the Premises may change for various reasons, including: introducing water efficient measures; reducing or increasing the amount of occupants; and/or change to the existing size of the Premises. 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 (ii) above, and that requested size is proved to be inappropriate, the Occupier or 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 double recovery. How those Occupiers then re-apportion the payment between themselves is a private matter.

Premises with shared facilities

- (4.29) Any person who retains the right to occupy, for example the owner or landlord of 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 and sewerage charges relating to said Premises.

Discretion to apportion charges

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

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

- (4.31) 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.
- (4.32) 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 Charges in respect of the Premises.
- (4.33) It is unlikely to be practicable to fit Meters to one or more 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 (4.34) below, 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.
- (4.34) 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 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 Assessed Measured Charge to the Premises.

Assessed Measured Charge

- (4.35) 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.
- (4.36) The Assessed Measured Charges will be based on the appropriate Measured Tariff (i.e. Standard Measured) which would have applied if a Meter had been fitted, taking account of the likely occupancy.
- (4.37) Assessed Measured Charges will take effect from the date they are agreed. Unmeasured Charges shall continue to apply until agreement is reached or a Meter is fitted.
- (4.38) 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.
- (4.39) 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 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 21 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 normal standard Tariff rates.

PART 6: SEWERAGE SERVICES

General

- (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 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 water that falls as rain and (under section 219 of the Act) includes water from roofs;
 - (iii) highway drainage, which refers to the collection of rainwater (other than surface water) draining to public sewers.
- (6.2) For the avoidance of doubt, highway drainage charges are payable where a foul water and/or surface water service is provided.

Non-domestic discharge

- (6.3) Where a non-domestic discharge resulting from a commercial activity 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 charges will continue to apply; or
 - (ii) where the discharge is temporary and does not relate to use the mains water supply to the premises, the Volume will be charged on a strength-related charge per cubic meter plus a Fixed Charge. See Part 10, Non Primary Charges for details.
- (6.4) Unless covered by a Regulatory Position Statement, in both cases the consent of Anglian water to discharge will be required and an application charge payable. See Wholesale Charges Schedule for details.

Foul Water Allowances

Return to sewer

- (6.5) The Volumetric Charge 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.
- (6.6) The Standard Sewage Abatement covers normal losses that are not returned to the sewer, e.g. evaporation and outdoor use.
- (6.7) 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.
- (6.8) 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 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.
- (6.9) 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 2 years, after which Customers will need to re-apply.

Additional sources

- (6.10) 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 (6.8) 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 similar properties.

Premises not connected to surface water drainage

- (6.11) 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.)
- (6.12) If accepted, we will notify the Customer and the exemption will apply from the start of the Charging Year five years prior to that when the application was made or the start of the Customer's occupation of the Premises, whichever is the later.
- (6.13) If the application is later found to include false or misleading information, we may cancel the exemption and full charges will be come payable for the period in question as if no application had been made or accepted.
- (6.14) 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.
- (6.15) 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

- (6.16) Anglian Water recognises 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 in 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.
- (6.17) 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.

PART 7: MEASURED CHARGING

Determination of Relevant Tariff

- (7.1) Charges in respect of Premises lying within the Anglian, Finningley (Sewerage), Hartlepool (Water), Northstowe (Water) and Woods Meadow (Water) Areas will be made in accordance with the appropriate Tariffs for their area. For Sewerage purposes, the Northstowe and Woods Meadow areas are included within the Anglian Area and Premises lying within those areas will be charged the Anglian sewerage Tariffs.
- (7.2) Customers will be able to choose their Tariff for Water Supply and or for Sewerage Services subject to the eligibility criteria set out below.

Measured Charges

- (7.3) The measured annual Charge for each Premises will consist of:
- (i) A Fixed Charge, which is payable for the Charging Year or, if appropriate, on a proportionate basis for any part thereof, for each service provided, for each Premises, 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.

Household Measured Tariffs

Tariff Options/Eligibility

- (7.4) Where there is a choice of Tariff, the Customer may choose an alternative Tariff using our standard application form or by confirming their eligibility by telephone, where appropriate.
- (7.5) If accepted, the new Tariff will usually take effect from the date we approve the application. However, if the application is received within 30 days from the end of the last Invoice Period, the revised charges (if approved) will apply from the end of that last Invoice Period.
- (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) 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.

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.

Finningley Area Measured Household Sewerage Tariffs

(7.9) The Standard FIN Measured Sewerage Tariffs 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, the Watersure FIN Tariff.

Northstowe Area Measured Household Water Supply Tariffs

(7.10) The Everyday CBG Measured Water Supply Tariff applies to all Household Premises in the Northstowe Area unless any relevant criteria are satisfied and the Customer chooses, the Watersure CBG Tariff.

(7.11) 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 Service Tariff unless any relevant criteria are satisfied and the Customer chooses an alternative Sewerage Tariff.

Woods Meadow Measured Household Water Supply Tariffs

(7.12) The Everyday SFK Measured Water Supply Tariff applies to all Household Premises in the Woods Meadow Area unless any relevant criteria are satisfied and the Customer chooses, the Watersure SFK Tariff.

(7.13) 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 Service Tariff unless any relevant criteria are satisfied and the Customer chooses an alternative Sewerage Tariff.

Watersure Tariff

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

(7.15) To qualify, the Customer must fall within the class of persons specified in paragraph 7.16 and satisfy the conditions listed in paragraph 7.17.

Class of Persons

(7.16) 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 Credits;

AND either person is:

- (ix) entitled to receive child benefit for 3 or more children under the age of 19; or
- (x) 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) is diagnosed as suffering from another medical condition which necessitates the use of significant additional water.

Other Conditions

(7.17) 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.

Applications

- (7.18) If accepted, the Watersure Tariff will be applied from the date we receive the application. However, it can be backdated to the end of the last Invoice Period if the application is received within 30 days of the bill being produced.
- (7.19) 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.
- (7.20) 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

(7.21) The Aquacare Plus Tariff applies if:

- (i) the Customer is in receipt of housing benefit, income support, income based job-seeker's allowance, income based employment and support allowance, child tax credit (except families in receipt of the family element only), the Working Tax Credit, Pension Credit or Universal Credit and continue to be so entitled for the period to which the Tariff option applies; or

- (ii) 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).
- (7.22) 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.
- (7.23) The Aquacare Plus Tariff is not applicable to Premises supplied through a Bulk Meter or where it is impracticable to install a Bulk Meter or to do so would involve unreasonable expense.
- (7.24) The Aquacare Plus Tariff is not applicable for Water Supply in the Finningley, Northstowe or Woods Meadow Areas.

LITE Tariff

- (7.25) LITE is the name of Anglian Water's Social Tariff designed to assist Customers who may otherwise struggle with the payment of our Standard Charges. The application process will consider the circumstances of individual Customers and the discount that should be given according to the individual circumstances.
- (7.26) 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.
- (7.27) 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 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 is applied from the rejection date onwards.
- (7.28) If the Customer has difficulty in paying their bill and would like to apply for the LITE tariff they should either contact Anglian Water on 0800 9755574 or Hartlepool Water on 0800 051 8969. The Customer may also contact their local Citizens Advice Bureau for advice and support.

SoLow Tariff

- (7.29) The SoLow Tariff is closed to new applicants with effect from 31 March 2015 and for existing Customers is gradually being adjusted before its ultimate withdrawal.

Transition Tariff

- (7.30) Customers that as of the 31 March 2017 were charged on non-household measured charges but whose principal use is as a home and therefore not identified as Eligible Premises by reference to the Eligibility Guidance for the non-household retail market, may be charged on one of the three Transitional Tariffs. These are temporary Tariffs designed to aid the transition.

PART 8: UNMEASURED CHARGING

Basis of Charge

- (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, Anglian Water makes 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 as detailed in Part 4.
- (8.10) The Assessed Measured Charges will be based on the appropriate Measured Tariff (i.e. Standard Measured) which would have applied if a Meter had been fitted, taking account of the likely occupancy.

PART 9: LEAKAGE ALLOWANCES

Leakage Allowance

- (9.1) We will consider a one-off claim per 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 in respect of that volume, provided that the leak is repaired within 30 days of it being confirmed by Anglian Water.
- (9.2) We will usually calculate the allowance based on two check readings following the repair. If these are not available then we will use past normal consumption.
- (9.3) Where there is no record of past consumption, or check readings we will base the allowance on typical usage for a property of a similar type.
- (9.4) All claims should be made within 12 months of the date the leak was repaired. The allowance will be backdated for a maximum of 12 months up to the date the leak was repaired.
- (9.5) An allowance will 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.

PART 10: NON-PRIMARY CHARGES

Introduction

- (10.1) This part covers the Non-Primary Charges, which relate to services that may be provided by Anglian Water 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 Anglian Water reserves the right to charge on an at cost basis including for those services where a charge is not otherwise levied in the normal course of business.

Disconnection and Reconnection Services

Temporary Disconnection

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

Disconnection or cut-off of any premises (other than premises specified in Schedule 4A of the Act) for non-payment of water charges, during normal working hours	£32.00
Disconnection or cut-off of any premises at the request of the Customer, during normal working hours	No charge

Abortive Visits for Disconnection (for non-payment)

- (10.4) Where Anglian Water has dispatched personnel or agents to the Eligible Premises to carry out a disconnection for non-payment (following the appropriate notice) and the Customer pays the overdue amount payment between such dispatch and actual disconnection, the Customer will be charged for the abortive costs of deploying such personnel.

Abortive Visits for Disconnection	£32.00
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Abortive Visits for Disconnection (other than Non-Payment)

- (10.5) If Anglian Water's personnel or agents are unable to undertake a disconnection due to the actions of the Customer (other than for non-payment), the Customer will be liable to pay the abortive costs of deploying the relevant personnel.

Abortive Visits for Disconnection	£32.00
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Disconnection performed by Anglian Water for breach of Water Fittings Regulation

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

Disconnection for breach of the Water Fittings Regulations	£32.00
Site visit inspection confirming adherence within Legislation	No charge
Repeat site visit inspection to confirm continued breach of the Water Fittings Regulations	£87.00

Permanent Disconnection

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

Permanent Disconnection requested by the Customer	No charge
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Reconnection Charges (following temporary disconnection)

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

Reconnection following temporary disconnection, during normal working hours	£32.00
Reconnection following disconnection for non-payment of water charges, during normal working hours	£32.00

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	£32.00
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Metering Services

Changing of meter size

(10.10) Where a Customer requests Anglian Water to change a water meter that services a Supply Point(s), the Customer can request Anglian Water to undertake a site survey to establish if the exchange is viable and, where viable, the costs of exchanging the meter, or instruct Anglian Water to exchange the meter without a separate survey. The Customer is liable for the cost of any survey as well as the exchange where they request a change of meter.

(10.11) The available choice of meter model/type is determined by Anglian Water's existing procurement policy.

Capacity modelling requests associated with change of meter size: Meters 40mm and above	
Survey charge	£33.00
Capacity modelling charge	£446.00
Meter re-size	At cost
Capacity modelling requests associated with change of meter size: Meters below 40mm	
Survey charge	£33.00
Meter re-size	At cost

Meter Relocation

(10.12) Where a Customer requests Anglian Water to relocate a water meter that services a Supply Point(s), the Customer can request Anglian Water to 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	£33.00
Relocation – Internal to internal only	£260.00
Relocation - Internal to external, External to external or External to internal	£402.00
Out-reader replacement	At cost

Meter Accuracy Test

(10.13) Where a test is undertaken at the request of the Customer and the Meter on being tested falls within the prescribed limits of error, the requester shall pay the charge set out below.

(10.14) If the test shows the meter to be operating incorrectly, Anglian Water will not apply a testing charge and we will adjust usage charges in accordance with the Meter Regulations.

Test carried out by removing the meter from the Premises	£70.00
Test carried out at Premises	£20.00

Replacement or Repair of Apparatus

(10.15) 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	£465.00
Replace meter	At cost
Other	At cost

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 Anglian Water where we are able to provide this non-standard level of service.

Abortive Visits for Metering Services

(10.17) 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	£91.00
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Water Services

Replacement of lead service pipes

(10.18) 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 removed.

Flow and Pressure Tests

(10.19) 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. Anglian Water will test at the boundary box and will subsequently test the network if the issue/complaint is not resolved.

Temporary Non-Domestic Discharges

(10.20) 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

(10.21) 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.

(10.22) 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 1 - Volumetric Charge per m ³	73.99p
Band 2 - Volumetric Charge per m ³	147.44p
Band 3 - Volumetric Charge per m ³	288.96p
Fixed Charge per temporary period	£10.00

Payment Terms

(10.23) 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 invoice.

PART 11: PAYMENT TERMS

General

(11.1) The Customer is liable to pay water and sewerage Charges for each day for which they are in occupation of the premises or otherwise responsible for Charges.

Unmeasured Charges or Assessed Measured Charges

(11.2) 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. The following charging rules apply:

(11.3) 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").

(11.4) Alternatively, the Charges may be paid:

- (i) in two instalments (April and October); or
- (ii) ten monthly instalments by Direct Debit; or
- (iii) by arrangement, weekly, fortnightly or monthly payment options.

Measured Charges

(11.5) In the case of Premises which are fitted with a Meter and to which Measured Charges apply, bills are 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 occasionally be based on an estimate. If the Customer receives an estimated bill, they may provide their own meter reading.

(11.6) 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 Code of Practice.

Debt Recovery

(11.7) 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.

(11.8) An administration charge of £14.00 will be made for cheques or direct debits that are returned by the bank unpaid due to lack of funds.

(11.9) 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.

(11.10) 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 Customer's 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 you

that a compensatory charge of £40.00 would be added to their account in the event that a referral was made. We will waive this compensatory charge if we are satisfied that there is or has been genuine hardship.

(11.11) 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

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

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

PART 12: SCHEDULE OF HOUSEHOLD CHARGES

PART 12a: ANGLIAN AREA

i. HOUSEHOLD - Unmeasured Water Charges

	Potable Water
Rateable Value up to £1,000 (inclusive)	
Fixed Charge	£241.62
Charge per £ of RV	14.31p
Rateable Value from £1,001 to £5,000	
Fixed Charge	£463.02
Charge per £ of RV	14.31p
Rateable Value above £5,000	
Fixed Charge	£1,127.22
Charge per £ of RV	14.31p
Zero or No Rateable Value	
Fixed Charge	£241.62

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	£218.25	£37.00	£31.00	£286.25	£249.25	£68.00
Charge per £ of RV	15.39p	n/a	n/a	15.39p	15.39p	n/a
Rateable Value from £1,001 to £5,000						
Fixed Charge	£422.25	£37.00	£31.00	£490.25	£453.25	£68.00
Charge per £ of RV	15.39p	n/a	n/a	15.39p	15.39p	n/a
Rateable Value above £5,000						
Fixed Charge	£1,034.25	£37.00	£31.00	£1,102.25	£1,065.25	£68.00
Charge per £ of RV	15.39p	n/a	n/a	15.39p	15.39p	n/a
Zero or No Rateable Value						
Fixed Charge	£218.25	£37.00	£31.00	£286.25	£249.25	£68.00

¹ Separate 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 12a: ANGLIAN AREA

iii. HOUSEHOLD - Measured Water Charges

	Potable Water
Standard	
Fixed Charge	£28.00
Volumetric Charge per m ³	152.88p
SoLow	
Fixed Charge	£27.00
Volumetric Charge per m ³	154.21p
Watersure	
Fixed Charge	£187.00
Volumetric Charge per m ³	n/a
Aquacare Plus	
Fixed Charge	£88.00
Volumetric Charge per m ³	72.88p
LITE 20	
Fixed Charge	£22.40
Volumetric Charge per m ³	122.30p
LITE 40	
Fixed Charge	£16.80
Volumetric Charge per m ³	91.73p
LITE 60	
Fixed Charge	£11.20
Volumetric Charge per m ³	61.15p
LITE 80	
Fixed Charge	£5.60
Volumetric Charge per m ³	30.58p

PART 12a: ANGLIAN AREA

HOUSEHOLD - Measured Water Charges cont.

	Potable Water
Transition 1	
Fixed Charge	£28.00
Volumetric Charge per m ³	145.82p
Transition 2	
Fixed Charge	£57.35
Volumetric Charge per m ³	136.82p
Transition 3	
Fixed Charge	£97.35
Volumetric Charge per m ³	124.82p

PART 12a: 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	£20.00	£37.00	£31.00	£88.00	£51.00	£68.00
Volumetric Charge per m ³	169.52p	n/a	n/a	169.52p	169.52p	n/a
SoLow						
Fixed Charge	£20.00	£16.60	£14.20	£50.80	£34.20	£30.80
Volumetric Charge per m ³	169.52p	30.22p	24.89p	224.63p	194.41p	55.11p
Watersure						
Fixed Charge	£180.00	£37.00	£31.00	£248.00	£211.00	£68.00
Volumetric Charge per m ³	n/a	n/a	n/a	n/a	n/a	n/a
Aquacare Plus						
Fixed Charge	£87.00	£37.00	£31.00	£155.00	£118.00	£68.00
Volumetric Charge per m ³	70.26p	n/a	n/a	70.26p	70.26p	n/a
LITE 20						
Fixed Charge	£16.00	£29.60	£24.80	£70.40	£40.80	£54.40
Volumetric Charge per m ³	135.62p	n/a	n/a	135.62p	135.62p	n/a
LITE 40						
Fixed Charge	£12.00	£22.20	£18.60	£52.80	£30.60	£40.80
Volumetric Charge per m ³	101.71p	n/a	n/a	101.71p	101.71p	n/a
LITE 60						
Fixed Charge	£8.00	£14.80	£12.40	£35.20	£20.40	£27.20
Volumetric Charge per m ³	67.81p	n/a	n/a	67.81p	67.81p	n/a
LITE 80						
Fixed Charge	£4.00	£7.40	£6.20	£17.60	£10.20	£13.60
Volumetric Charge per m ³	33.90p	n/a	n/a	33.90p	33.90p	n/a

PART 12a: ANGLIAN AREA

HOUSEHOLD - Measured Sewerage Charges cont.

	Foul Water Drainage	Surface Water Drainage	Highway Drainage	Foul Water, Surface Water & Highway Drainage	Foul Water & Highway Drainage	Surface Water & Highway Drainage
Transition 1						
Fixed Charge	£20.00	£37.00	£31.00	£88.00	£51.00	£68.00
Volumetric Charge per m ³	168.28p	n/a	n/a	168.28p	168.28p	n/a
Transition 2						
Fixed Charge	£22.90	£37.00	£31.00	£90.90	£53.90	£68.00
Volumetric Charge per m ³	164.48p	n/a	n/a	164.48p	164.48p	n/a
Transition 3						
Fixed Charge	£66.90	£37.00	£31.00	£134.90	£97.90	£68.00
Volumetric Charge per m ³	157.48p	n/a	n/a	157.48p	157.48p	n/a

¹ Separate 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 12b: HARTLEPOOL AREA

i. HOUSEHOLD - Unmeasured Water Charges

	Potable Water
Unmeasured	
Fixed Charge	£147.00
Charge per £ of RV	n/a

ii. HOUSEHOLD - Unmeasured Sewerage Charges

Sewerage services are provided by Northumbrian Water Ltd.

PART 12b: HARTLEPOOL AREA

iii. HOUSEHOLD - Measured Water Charges

	Potable Water
Standard	
Fixed Charge	£25.00
Volumetric Charge per m ³	111.66p
SoLow	
Fixed Charge	£23.00
Volumetric Charge per m ³	114.33p
Watersure	
Fixed Charge	£136.00
Volumetric Charge per m ³	n/a
Aquacare Plus	
Fixed Charge	£63.00
Volumetric Charge per m ³	60.99p
LITE 20	
Fixed Charge	£20.00
Volumetric Charge per m ³	89.33p
LITE 40	
Fixed Charge	£15.00
Volumetric Charge per m ³	67.00p
LITE 60	
Fixed Charge	£10.00
Volumetric Charge per m ³	44.66p
LITE 80	
Fixed Charge	£5.00
Volumetric Charge per m ³	22.33p

iv. HOUSEHOLD - Measured Sewerage Charges

Sewerage services are provided by Northumbrian Water Ltd.

PART 12c: FINNINGLEY AREA

i. HOUSEHOLD - Unmeasured 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 FIN			
Fixed Charge	£87.45	£31.00	£118.45
Charge per £ of RV	36.06p	n/a	36.06p

¹ Separate 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 Water Charges

Water services are provided by Yorkshire Water Services Ltd.

iv. HOUSEHOLD - Measured Sewerage Charges

	Foul Water Drainage	Highway Drainage	Foul Water & Highway Drainage
Standard FIN			
Fixed Charge	£20.00	£31.00	£51.00
Volumetric Charge per m ³	110.41p	n/a	110.41p
Watersure FIN			
Fixed Charge	£180.00	£31.00	£211.00
Volumetric Charge per m ³	n/a	n/a	n/a

¹ Separate 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 12d: NORTHSTOWE AREA

i. HOUSEHOLD - Measured Water Charges

	Potable Water
Everyday CBG	
Standing Charge	£39.99
Volumetric Charge per m3	85.57p
Watersure CBG	
Fixed Charge	£130.73
Volumetric Charge per m3	n/a

ii. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 12a of the Schedule of Charges

PART 12e: WOODS MEADOW AREA

i. HOUSEHOLD - Measured Water Charges

	Potable Water
Everyday SFK	
Standing Charge	£43.77
Volumetric Charge per m3	155.17p
Watersure SFK	
Fixed Charge	£249.75
Volumetric Charge per m3	n/a

Discount for payments made by Direct Debit or Water Direct £3.75

ii. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 12a of the Schedule of Charges.