

# **Dee Valley Water plc**

## **Scheme of Charges 2010/2011**

<b>CONTENTS</b>	<b>Pages(s)</b>
Definition of Terms	1
1.    Introduction	3
2.    Complaints	4
3.    Value Added Tax	5
4.    Liability for Payment of Charges	5
4.1    General	5
4.2    Change of occupancy	5
4.3    Claiming suspension of charges on unoccupied properties	6
5.    Optional Metering	6
6.    Leakage Allowance	7
7.    How We Charge You	8
7.1    Measured charge	8
7.2    Unmeasured charge	10
7.3    Assessed measured charge	10
7.4    WaterSure (previously known as Vulnerable Group Tariff)	11
7.5    Large user tariff	12
7.6    Sewerage charges	12
8.    Timings and Methods of Payment	16
8.1    Payment options	16
8.2    Payment methods	16
9.    Additional Charges	19
9.1    Standby charges	19
9.2    Standpipe hire charges - domestic	19
10.   Developer Services	19
11.   Infrastructure Charges	20
11.1   Water infrastructure charge	20
11.2   Sewerage infrastructure charge – United Utilities	23
11.3   Sewerage infrastructure charge – Dwr Cymru Welsh Water	23
12.   Contact Details	23

## **ANNEX A CHARGES NOT SUBJECT TO OFWAT'S APPROVAL**

A1.	Additional Charges	25
	A1.1 Reconnection fee	25
	A1.2 Customer service charges	25
	A1.3 Extraordinary meter reading charges	25
	A1.4 Extraordinary optional metering installation charges	26
	A1.5 Standpipe hire charge – non domestic	26
	A1.6 Copying of title deeds/relevant documents	26
	A1.7 Home Information Packs enquiries (water only)	26
A2.	Meter Testing	26
A3.	Relocation of Meters	27
A4.	Developer Services	27
	A4.1 Enquiries	27
	A4.2 Design	27
	A4.3 Self lay work	28
	A4.4 Notes on VAT	29
A5.	New Connections	29
A6	Water Infrastructure Charges – Non-domestic	31

## DEFINITION OF TERMS

In this Scheme, unless the context otherwise requires:-

"**Act**" means the Water Industry Act 1991 & 1999 and amendments thereto.

"**CCWater Wales**" means Consumer Council for Water Wales.

"**Company**" or "**The Company**" means Dee Valley Water plc.

"**Connection**" means the installation of a pipe, meter and fittings provided by the Company to bring water from the Company's water main to the boundary of the customer's property, regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of the Company's services.

"**Customer or potential customer**" means a person receiving a service from the Company or who is liable to pay charges in accordance with the Company's Scheme of Charges, or a person who might become such a person on making an application for the purpose to the Company.

"**Fixed term tenancy**" means any tenancy other than a periodic tenancy.

"**Household**" means any building or part of a building which is occupied as a dwelling house, whether or not a private dwelling house, or which, if unoccupied, is likely to be so occupied (as described in Section 219 of the Act). In particular, a house includes a flat but not a caravan or mobile home, which is temporarily situated.

"**Household purposes**" generally means a supply for drinking, washing, cooking, central heating and sanitary purposes and is defined in Section 218 of the Act.

"**Measured charges notice**" means the request from the customer to the Company to fix charges in respect of the supply by reference to the volume of water supplied (as described in Section 6 of the Water Industry Act 1999). The Company will accept a request in writing only.

"**Non-household**" means a premises/customer other than a household premises/customer – for definition of household see above.

"**Non-household purposes**" refers to a supply for any use except for domestic purposes; for example supplies for manufacturing purposes, to building sites and to field troughs are for non-domestic purposes.

"**Premises**" means a building, its grounds and appurtenances or any facility for which a supply of water is made available. A building includes a house, a part of a building capable of separate occupation, a temporary structure providing shelter, a building partly constructed or demolished and a permanently sited caravan or mobile home.

"**Rateable value**" (RV) means the value shown in the valuation list maintained by a rating authority under Part V of the General Rate Act 1967 on 31 March 1990, and

includes Rateable Values which were proposed at that date and were subsequently directed to become effective from a date on or before 31 March 1990.

**“Redevelopment”** is a site where connections are changed or their use is changed. Redevelopment includes, for example, replacement of old houses with new houses, alteration of a large house into flats, replacement of a factory with offices, extension of a factory or offices and the change of a building water supply to a house connection.

**“Service pipe”** means the pipe (or part of the pipe) to supply water from the Company’s water main to any premises and is defined in section 219 of the Act.

**“Single site”** refers to premises within one location.

**“Supply pipe”** means any part of a service pipe which the Company could not be, or have been required to lay under Sections 46 of the Act.

**“Treated water”** means water that is fit for human consumption.

**“Untreated water”** means water that is suitable for industrial use only.

## 1. INTRODUCTION

This document sets out the Charging Policy and Practice of Dee Valley Water plc (“The Company”), together with the scale of charges payable with effect from 1 April 2010. Also included are the sewerage charges, which the Company collects on behalf of Dwr Cymru Welsh Water and United Utilities.

The Company’s powers to charge for water supplies are contained in the relevant parts of the Licence and the Water Industry Acts 1991 and 1999 together with any regulations set by the National Assembly for Wales.

Where applicable, the charges set out in this document have been approved by the Water Services Regulation Authority (Ofwat) under the Water Industry Act 1999.

The Company has taken steps to ensure that the charges do not unduly discriminate against, or show undue preference to, any class of persons.

The Company provides water services to homes, offices, businesses and factories in the area shown on the map below.



Customers who are planning to move to a new property can contact the Company on 01978 833200 or email [customer.services@deevalleygroup.com](mailto:customer.services@deevalleygroup.com) in order to ascertain the basis on which they would pay charges for the property.

The Company produces customer information publications about the services it provides. Details of these and copies can be obtained free of charge by

telephoning 01978 846946 or by visiting the Company's website, [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

Some of the charges in this Scheme of Charges are regulated by Ofwat and subject to its approval, others are unregulated. Unregulated charges are shown separately in Annex A.

## 2. COMPLAINTS

The Company is committed to providing a high standard of service. If you are not satisfied with the way in which we have acted, you can use Dee Valley Water's formal complaints procedure. When a complaint is received the Company will act promptly and at the highest level in its efforts to resolve the matter to your satisfaction.

If you have a complaint about your bill, please contact our Customer Accounts Department on 01978 833200, between Monday – Friday 8am and 6pm. For all other issues please contact our Control Room 01978 846946.

If the Company is unable to resolve your complaint over the telephone, or you would prefer to correspond in writing, please contact Mr N Holladay, Managing Director at:-

Dee Valley Water plc  
Packsaddle  
Wrexham Road  
Rhostyllen  
Wrexham  
LL14 4EH

You can also e-mail your complaint to [customer.complaints@deevalleygroup.com](mailto:customer.complaints@deevalleygroup.com)

If you remain dissatisfied with how your complaint was handled you can pursue the matter with the Consumer Council for Water Wales:-

Consumer Council for Water Wales  
Room 140  
Caradog House  
1-6 St Andrew's Place  
Cardiff  
CF10 3BE

Tel: 08457 078267 (calls are charged at local rate)  
Fax: 02920 239847  
Email address: [wales@ccwater.org.uk](mailto:wales@ccwater.org.uk)

CCWater Wales will normally only investigate complaints that have already been referred to the Company.

If you remain dissatisfied with how your complaint was handled, you can pursue the matter through CCW Wales' appeals process. Use the above contact details for further information on the process.

The Company maintains a Guaranteed Standards Scheme which sets out our minimum service standards and also provides details of any compensation available to customers. For further details please contact the Company on 01978 846946 or visit our website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

### **3. VALUE ADDED TAX**

VAT will be added to water supply charges (including water for construction) raised to industrial customers who are defined within divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). Water supply charges to all other customers are zero rated for VAT purposes. A questionnaire is sent to new industrial customers asking them to declare the nature of their business and to identify the appropriate SIC code from a guidance booklet that is also sent. VAT is charged by default if the questionnaire is not returned and the VAT liability is not known.

### **4. LIABILITY FOR PAYMENT OF CHARGES**

#### **4.1 General**

Water service charges are payable for all premises to which a supply of water is made available, whether or not such supplies are actually used.

**The person(s) named or the occupier of premises will be responsible for making payment in full on the due date of water service charges unless a separate agreement has been made with the Company.**

Any change in circumstances must be notified in writing to the Company promptly.

Where more than one person is named on the account, each is jointly and severally responsible for payment of charges.

The occupier of premises receiving a supply of unmeasured or measured water shall pay the associated charges. Where a single metered supply is provided to a property which is divided into a number of separate units with shared water facilities such as cooking, washing and toilets, charges will be payable by the owner or his agent.

#### **4.2 Change of Occupancy**

Customers must inform the Company about any changes of occupancy in writing **two** working days in advance of any change. The Company will generate the final bill based on the date advised. The bill remains the responsibility of the persons vacating the property until the next reading or billing where such notice has not been given.

#### **4.3 Claiming Suspension of Charges on Unoccupied Properties**

Water service charges will remain payable whilst a premises contains furnishings and/or fittings, is being renovated or is otherwise occupied. Charges to unoccupied properties will remain payable as normal unless a request is received to turn the water supply off.

Where a tenanted, furnished property is unoccupied, the landlord shall be responsible for charges whilst the premises are unoccupied or until such time that the landlord provides details of any new tenancy.

#### **5. OPTIONAL METERING**

Household customers, (except household tenants with fixed term tenancies of less than six months who may require consent in accordance with the terms of the tenancy agreement) can request a meter to be fitted to their supply. Requests to have a meter installed can be made by contacting the Company on 01978 833200 or via the website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

Following receipt of a signed Measured Charges Notice, the Company will fit a meter free of charge, providing it is reasonably practicable to do so and doing so will not incur unreasonable expense. Unreasonable expense would include the cost of separating the customer's shared supply pipe, the cost of substantial alterations to existing plumbing to enable the meter to be installed or the cost of additional meters if the customer is served by more than one supply.

The Company undertakes to install a meter within 3 months of receipt of a completed application form. Prior to meter installation, for up to a period of 3 months from receipt of a completed application form, water and sewerage charges will continue to be assessed on the basis of the Rateable Value of the property and are due for prompt payment.

If the meter is not installed by the end of 3 months from receipt of application, an assessed charge will be payable. Once the meter is installed, charges will be based on meter readings thereafter. No adjustment will be made in respect of the period of assessed charge.

The Company's preferred location for the meter is at the boundary of the premises. The customer may request that the meter be fitted in another location providing the Company considers it practicable to do so. However, this could incur an additional charge payable by the customer. Details of the charge will be given on request. The Company will consider waiving this charge for customers who have difficulty in reading their meter, for example, through age or illness.

Any disputes between the Company and the customer about any aspect of the meter installation can be referred to Ofwat.

Optional metering installation charges that do not require Ofwat's approval are stated in Annex A.

Customers may request to revert back to unmeasured charges provided that the Company is notified in writing any time up to one month after the date of the fourth quarterly bill. Customers will remain liable for all metered charges prior to switching back to an unmeasured supply.

**For multi-occupied buildings it may be possible to provide a single metered supply to the building, subject to signing of a written agreement between the Company and the person or body who has control of the property or supply (ie landlord, owner or management company). A security deposit will be required where the Company believes that there may be a credit risk.**

The Company recognises that there may be difficulties in apportioning a single metered bill for multi-occupied buildings, but this is for the customers concerned to consider. **The Company must be satisfied that appropriate arrangements governing payment of the bill have been made before agreeing to a request.**

## **6. LEAKAGE ALLOWANCE**

Customers are entitled to a "first time leakage allowance". This allowance is for excess water passed through a meter compared to average consumption. Household customers and customers with mixed-use premises are entitled to a 100% excess over average usage allowance and non-household customers are entitled to a 50% excess over average usage allowance. To qualify for an allowance:-

- you must ensure that any leak has been repaired in a timely manner (normally within 21 days from the date the leak was detected) and
- you must as soon as reasonably practicable inform Dee Valley Water, but always within six months of the leak being detected and
- only one allowance can be claimed per customer per property

We will backdate the allowance to the earliest time it can be identified that the leak occurred.

The allowance will be based upon the customer's past normal consumption. Where there is no record of past consumption, the adjustment will be based upon typical usage for property of a similar type and the customer's measured charges shall be further adjusted if the customer's subsequent actual usage is significantly different.

All household customers and customers with mixed-use premise are entitled to a sewerage allowance where the water lost due to leakage has not returned to the sewer. Depending on circumstances, non-household customers may be entitled to a sewerage allowance. The allowance must be claimed within 6 months of the leak being repaired. Customers should contact Dee Valley Water in the first

instance and the Company will pass on the request to the relevant sewerage provider for consideration.

**No allowances will be given if the leak has been caused through the carelessness of the customer or someone acting on behalf of the customer.** Further details can be found in the Company's Leakage Code of Practice, available on request or from the website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

## **7. HOW WE CHARGE YOU**

### **7.1 Measured Charge**

It is Company practice to read household meters once in each financial year. Where a bill has been based on an estimated meter reading, customers can choose to provide their own meter reading by completing and returning the yellow self reading card enclosed with every estimated bill, or by submitting their meter reading via the Company's website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk), or by contacting our Customer Accounts Department on 01978 833200. Any discrepancy with estimated meter readings will be corrected when the Company meter reading is obtained.

If a customer moves into a property that is metered, the method of payment cannot be changed back to an unmeasured basis. The measured bill is based on the amount of water used. All properties built since 1 April 1990 are metered.

Where the Company has sustained consistent difficulty in accessing and reading a meter installed inside a property, the Company reserves the right to charge on the basis of an unmeasured assessed charge. Prior to initiating this change the Company will have made repeated attempts to contact the customer to arrange a mutually acceptable appointment when access to the property can be gained.

Meter reading charges that do not require Ofwat's approval are stated in Annex A.

Failure to allow the Company reasonable access to install, exchange or maintain a water meter may result in court action resulting in a warrant to obtain access. The customer may be liable for any costs incurred by the Company.

It is an offence to tamper with a water meter without the express permission of the Company (in accordance with the Water Industry Act 1999).

Properties that have a swimming pool or use automated watering devices (ie not hand held hosepipes) must be metered. Household measured bills are sent quarterly and are based on the actual usage shown on the meter or an estimate of the usage. The Company seeks to read meters at least once every 12 months. However, in the event that the meter is not read the Company may ask the customer to provide a reading, make a convenient appointment with the customer to obtain a reading, or estimate the usage.

In general terms, the more water used the higher the bill. Where applicable, sewerage is normally charged on the assumption that 95% of the water used returns to the sewer. Where a meter bill spans a period before and after 1 April 2010, the Company will charge for the water used before 1 April 2010 at 2009/2010 rates and water used after that date at 2010/2011 rates.

All non-households are required to be metered.

The measured charge is made up as follows:-

**Volumetric charge** – based on the water used as measured by the meter in cubic metres.

**Standing charge** – calculated on a daily basis and based on the size of the meter. The standing charge covers the cost of reading and maintaining the meter and replacing it when it becomes necessary.

Where applicable sewerage charges will be based on the water used as measured by the meter in cubic metres and will be subject to a standing charge dependent on the size of the meter.

If for any reason a measured bill is estimated, the bill is based on the volume of water consumed during the same period of the previous year. If this information is not available an estimated bill will be raised based on a daily average.

Where the Company cannot obtain an actual reading in instances where a meter has stopped, usage will be estimated based on previous consumption until such time as the meter is replaced. If there is no previous consumption profile the Company will estimate consumption based on future consumption patterns once the meter has been replaced and backdate the appropriate charges.

Where the Company is unable to establish who is responsible for the water supply and therefore believes the property to be empty, the Company reserves the right to shut off the supply until such time as a responsible person requests a water supply.

**For the Area Formerly Supplied by Wrexham Water plc**

Measured Water Services	
Size of meter up to:	
15mm	£ 27.60
22mm	£ 27.60
28mm	£ 72.00
35mm	£ 100.00
42mm	£ 151.00
54mm	£ 211.00
80mm	£ 376.00
100mm	£ 525.00
150mm	£ 695.00

200mm and above	£	826.00
Volumetric charge - per cubic metre treated	£	0.9717
Volumetric charge - per cubic metre untreated	£	0.6120

#### **For the Area Formerly Supplied by Chester Waterworks Company**

<b>Measured Water Services</b>		
Size of meter up to:		
15mm	£	27.60
22mm	£	27.60
28mm	£	72.00
35mm	£	100.00
42mm	£	151.00
54mm	£	211.00
80mm	£	376.00
100mm	£	525.00
150mm	£	695.00
200mm and above	£	826.00
Volumetric charge - per cubic metre treated	£	0.8978

### **7.2 Unmeasured Charge**

Unmeasured bills are calculated based on the Rateable Value of the property multiplied by the pence per pound rate plus an annual fixed charge.

Where a property does not have a Rateable Value and where it is impracticable to install a meter, the charge will be an assessed charge for water (and sewerage where applicable) in accordance with this Scheme of Charges.

Where the Company is unable to establish who is responsible for the water supply and therefore believes the property to be empty, the Company reserves the right to shut off the supply until such time as a responsible person requests a water supply.

#### **For the Area Formerly Supplied by Wrexham Water plc**

<b>Unmeasured Water Services</b>		
Annual standing charge	£	80.80
RV based charge - per poundage of RV	£	0.5562

#### **For the Area Formerly Supplied by Chester Waterworks Company**

<b>Unmeasured Water Services</b>		
Annual standing charge	£	46.77
RV based charge – per poundage of RV	£	0.5209

### **7.3 Assessed Measured Charge**

Following receipt of an optional meter application a household customer may choose the assessed measured charge when it is not reasonably practicable to fit

a meter, or it is unreasonably expensive to fit a meter. Where an assessed charge applies it will be charged from the date of the property survey, which shall not be longer than 3 months from receipt of the completed application form.

The assessed charge is based on the average consumption of customers who have previously opted for a measured supply.

**Unmeasured water service charges will remain payable up to the date the meter is installed or up to the date the assessed charge is applied.**

Assessed charge	£ 94.57
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#### **7.4 WaterSure Charge (previously known as Vulnerable Group Tariff)**

There are a number of reasons why some customers may need to use a larger amount of water than average, in these cases, qualifying customers may be entitled to a reduction in their water charges. The WaterSure tariff is set at the average charge for a household customer for water and sewerage. In cases where the standard charges for the household are lower than the charges calculated using the WaterSure tariff, the lower charging rate will be applied.

Customers or a member of the household must be responsible for 3 or more children up to the age of nineteen who reside at the premises and are in full time education AND be in receipt of one of the following benefits or tax credits:-

- Council Tax Benefit
- Housing Benefit
- Income Support
- Income Related Employment and Support Allowance
- Income based Job Seekers Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Pension Credit.

OR

Customers or a member of the household must be in receipt of one of the benefits or tax credits listed above AND be diagnosed as suffering from one of the following medical conditions:-

- Renal failure, requiring dialysis at home, except where the health authority contributes to the water consumed
- Crohn's disease
- Ulcerative colitis
- Abdominal stomas, requiring treatment at home
- Desquamation (flaky skin loss)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence

- Any other conditions resulting in significant additional water use.

If the household is on a metered supply and the water supplied to the premises is not used for watering a garden, other than by hand, or to replenish a pond or swimming pool with a capacity greater than 10,000 litres, you will be entitled to a reduction on both your water and sewerage charges.

If the household is not on a meter and Welsh Water provides the sewerage services you will be entitled to a reduction of your sewerage charges only. The reduced rate for sewerage services is set by Welsh Water and details can be found in section 7.6 Sewerage Charges on page 14. Customers may request a free meter installation in order to take advantage of the greater savings achievable by having a metered supply.

Supporting documentation, such as a doctor's letter or a copy of the benefit notification will be required. Further information and an application form can be requested from the Customer Accounts Department or by visiting the Company's website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk). On receipt of the completed application form and supporting documentation the Company may carry out validation checks with the appropriate bodies. The effective date of any claim will be 1 April of the charge year in which the application was received. Customers will be required to confirm details of their eligibility on an annual basis. Towards the expiry of the 12 month period, the Company will write to eligible customers informing them of their need to re-apply for the tariff and providing an application form for completion.

WaterSure charge – metered supply	£ 130.20
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## 7.5 Large User Tariff

**System Charge** (replaces normal measured standing charge)

<b>System charge</b>	
75 mm meter	£ 48,951.00
100 mm meter	£ 49,100.00
150 mm meter	£ 49,270.00

### **Consumption Charge**

Per cubic metre £0.7774

The Large User tariff applies to customers using 250 megalitres of treated water per annum or more.

An automatic retrospective credit/refund will be applied to all accounts where consumption is in excess of 250 megalitres in each financial year from 1 April to 31 March.

## 7.6 Sewerage Charges

We are a water only company and do not provide any sewerage services. The company that provides sewerage services will depend on the area in which you live. The following companies provide sewerage services in our area: Dwr Cymru Welsh Water, United Utilities and Severn Trent.

Your sewerage charge covers the cost of providing and operating the public sewers, storm water drains and sewerage treatment works.

We send out bills on behalf of United Utilities and Welsh Water. This means that if you are connected to a mains sewer, your water bill, whether it is for a measured or unmeasured supply, will contain your sewerage charge as well as your water charge from us. If you are a Severn Trent customer, you will receive separate water and sewerage bills.

If you need to contact Dwr Cymru Welsh Water their address is:-

Welsh Water Dwr Cymru  
Customer Services  
PO Box 690  
Cardiff  
CF3 5WL

Billing Enquiries: 0800 052 0145  
Operational Issues: 0800 085 3968  
Website: [www.dwrcymru.com](http://www.dwrcymru.com)

If you need to contact United Utilities their address is:-

United Utilities plc  
PO Box 450  
Warrington  
WA55 1WA

Billing Enquiries: 0845 746 1100 (8am - 8pm Mon-Fri, 8am - 5pm Sat)  
Operational Issues: 0845 746 2200  
Website: [www.unitedutilities.com](http://www.unitedutilities.com)

If you need to contact Severn Trent their address is:-

Severn Trent  
Customer Relations  
Sherbourne House  
St Martin's Road  
Finham  
Coventry  
CV3 6SD

Billing Enquiries: 08457 500 500 (8am - 8pm Mon-Fri, 8am - 1pm Sat)  
 Operational Issues: 0800 783 4444  
 Website: [www.stwater.co.uk](http://www.stwater.co.uk)

**Where Sewerage Charges are provided by Dwr Cymru (in accordance with the Charges Scheme of Dwr Cymru Welsh Water)**

<b>Unmeasured Sewerage Services</b>	
Annual standing charge	£ 146.62
Annual surface water only charge	£ 97.00
RV based charge - per poundage of RV	£ 0.9640
Assessed charge	£ 223.00
<b>WaterSure sewerage charge</b>	£ 125.00

<b>Measured Sewerage Charges</b>	
Size of meter up to:	
20mm	£ 68.00
25mm	£ 218.00
30mm	£ 312.00
40mm	£ 464.00
50mm	£ 804.00
65mm	£ 1,289.00
80mm	£ 1,866.00
100mm	£ 3,276.00
150mm	£ 7,411.00
200mm and above	£ 13,110.00
Volumetric charge - per cubic metre – domestic	£ 1.5210
Volumetric charge - per cubic metre - non-domestic	£ 1.5210

**Where Sewerage Charges are provided by United Utilities (in accordance with the Charges Scheme of United Utilities)**

<b>Unmeasured Sewerage Services</b>	
RV based charge - per poundage of RV	£ 1.250
Assessed charge – other	£ 179.81
Assessed charge – semi-detached	£ 217.75
Assessed charge – detached	£ 232.93

<b>Measured Sewerage Charges</b>	
<b>Domestic properties</b>	
Unit volume charge per cubic metre of water discharged	£ 1.084
Annual standing charge	£ 79.00
<b>Existing Non-Domestic Properties</b>	
Unit volume charge per cubic metre of water discharged	£ 0.968
Rateable value charge per poundage of RV	£ 0.583
<b>New Non-Domestic Properties</b>	
Unit volume charge per cubic metre of water discharged	£ 0.968

<b>Measured Sewerage Charges</b>	
Size of meter up to:	
15mm	£ 96.72
20mm	£ 266.64
22mm	£ 472.48
35mm	£ 472.48
42mm	£ 1,063.76
54mm	£ 1,887.14
80mm	£ 4,245.36
100mm	£ 7,538.86
150mm and above	£ 16,951.02

**Where Site Area Band Charges are provided at 2/3 full charge (in accordance with the Charges Scheme of United Utilities, non-domestic customers)**

<b>Surface Water Highways Drainage (p.a)</b>		
Surface Water Highways Drainage Band 1	(0 – 124m <sup>2</sup> )	£ 96.72
Surface Water Highways Drainage Band 2	(125 - 299m <sup>3</sup> )	£ 240.40
Surface Water Highways Drainage Band 3	(230 - 649m <sup>2</sup> )	£ 536.04
Surface Water Highways Drainage Band 4	(650 - 1499m <sup>2</sup> )	£ 1,212.96
Surface Water Highways Drainage Band 5	(1500 – 2999m <sup>2</sup> )	£ 2,537.36
Surface Water Highways Drainage Band 6	(3000 – 6999m <sup>2</sup> )	£ 5,641.14
Surface Water Highways Drainage Band 7	(7000 – 11999m <sup>2</sup> )	£ 10,717.68
Surface Water Highways Drainage Band 8	(12000 – 17999m <sup>2</sup> )	£ 16,923.38
Surface Water Highways Drainage Band 9	(18000 – 24999m <sup>2</sup> )	£ 24,256.38
Surface Water Highways Drainage Band 10	(25000 – 49999m <sup>2</sup> )	£ 42,307.98
Surface Water Highways Drainage Band 11	(50000 – 74999m <sup>2</sup> )	£ 70,512.70
Surface Water Highways Drainage Band 12	(75000 – 99999m <sup>2</sup> )	£ 98,718.32
Surface Water Highways Drainage Band 13	(100000 – 124999m <sup>2</sup> )	£126,923.02
Surface Water Highways Drainage Band 14	(125000 – 149999m <sup>2</sup> )	£155,128.64
Surface Water Highways Drainage Band 15	(>150000m <sup>2</sup> )	£160,226.38

<b>Highways Drainage (p.a)</b>		
Highways Drainage Band 1	(0 – 124m <sup>2</sup> )	£ 48.36
Highways Drainage Band 2	(125 - 299m <sup>3</sup> )	£ 120.20
Highways Drainage Band 3	(230 - 649m <sup>2</sup> )	£ 268.02
Highways Drainage Band 4	(650 - 1499m <sup>2</sup> )	£ 606.48
Highways Drainage Band 5	(1500 – 2999m <sup>2</sup> )	£ 1,268.68
Highways Drainage Band 6	(3000 – 6999m <sup>2</sup> )	£ 2,820.57
Highways Drainage Band 7	(7000 – 11999m <sup>2</sup> )	£ 5,358.84
Highways Drainage Band 8	(12000 – 17999m <sup>2</sup> )	£ 8,461.69

Highways Drainage Band 9	(18000 – 24999m <sup>2</sup> )	£ 12,128.19
Highways Drainage Band 10	(25000 – 49999m <sup>2</sup> )	£ 21,153.99
Highways Drainage Band 11	(50000 – 749999m <sup>2</sup> )	£ 35,256.35
Highways Drainage Band 12	(75000 – 99999m <sup>2</sup> )	£ 49,359.16
Highways Drainage Band 13	(100000 – 124999m <sup>2</sup> )	£ 63,461.51
Highways Drainage Band 14	(125000 – 149999m <sup>2</sup> )	£ 77,564.32
Highways Drainage Band 15	(>150000m <sup>2</sup> )	£ 80,113.19

<b>Surface Water Drainage (p.a)</b>		
Surface Water Drainage Band 1	(0 – 124m <sup>2</sup> )	£ 48.36
Surface Water Drainage Band 2	(125 - 299m <sup>3</sup> )	£ 120.20
Surface Water Drainage Band 3	(230 - 649m <sup>2</sup> )	£ 268.02
Surface Water Drainage Band 4	(650 - 1499m <sup>2</sup> )	£ 606.48
Surface Water Drainage Band 5	(1500 – 2999m <sup>2</sup> )	£ 1,268.68
Surface Water Drainage Band 6	(3000 – 6999m <sup>2</sup> )	£ 2,820.57
Surface Water Drainage Band 7	(7000 – 11999m <sup>2</sup> )	£ 5,358.84
Surface Water Drainage Band 8	(12000 – 17999m <sup>2</sup> )	£ 8,461.69
Surface Water Drainage Band 9	(18000 – 24999m <sup>2</sup> )	£ 12,128.19
Surface Water Drainage Band 10	(25000 – 49999m <sup>2</sup> )	£ 21,153.99
Surface Water Drainage Band 11	(50000 – 749999m <sup>2</sup> )	£ 35,256.35
Surface Water Drainage Band 12	(75000 – 99999m <sup>2</sup> )	£ 49,359.16
Surface Water Drainage Band 13	(100000 – 124999m <sup>2</sup> )	£ 63,461.51
Surface Water Drainage Band 14	(125000 – 149999m <sup>2</sup> )	£ 77,564.32
Surface Water Drainage Band 15	(>150000m <sup>2</sup> )	£ 80,113.19

These measured sewerage charges take effect from 1 April 2010.

For full details of sewerage charges see Scheme of Charges available from Dwr Cymru Welsh Water or United Utilities.

Where applicable, trade effluent charges are billed directly by Dwr Cymru Welsh Water or United Utilities.

## **8. TIMINGS AND METHODS OF PAYMENT**

### **8.1 Payment options**

The table below sets out the payment frequencies that both measured and unmeasured customers may choose. Measured charges are billed in arrears and bills are sent out on a quarterly basis. Unmeasured charges are billed in advance and bills are sent out on an annual basis, to be paid either in full or in two instalments (April and October). If you wish to pay at a different frequency call our Customer Accounts Department on 01978 833200 Monday to Friday, 8.00am to 6.00pm.

	Unmeasured	Measured
Annually by 1 Apr	✓	
Biannually by 1 Apr & 1 Oct	✓	
Quarterly by 5 Apr, 5 Oct, 5 Jul, 5 Jan	✓	✓
Monthly 12 payments Apr – Mar	✓	✓
Monthly 10 payments Apr – Jan	✓	
Fortnightly 22 payments Apr – Jan	✓	✓
Weekly 52 payments Apr – Mar		✓
Weekly 44 payments Apr - Jan	✓	

If you are experiencing difficulties paying your bill, please contact us as soon as possible and we will try to arrange a mutually acceptable payment plan.

## 8.2 Payment methods

Direct Debit payments:-

- If you would like to pay by direct debit, please fill in the form on the back of your bill or contact our Customer Accounts Department on 01978 833200 Monday to Friday, 8.00am to 6.00pm.
- Please note that customers already paying by Direct Debit need not re-apply each year.

Payment frequencies for direct debit:-

	Unmeasured	Measured
Annually 5, 15, 25 of month	✓	
Biannually 5, 15, 25 of month	✓	
Quarterly 5, 15, 25 of month	✓	✓
Monthly 5, 15, 25 of month	✓	✓
Weekly Thursdays only	✓	✓

Standing Order:-

- Contact our Customer Accounts Department on 01978 833200 Monday to Friday, 8.00am to 6.00pm if you would like to set up a standing order.
- Please note it is your responsibility to ensure that the standing order payments match the billed amount in each charging period.
- If paying by standing order, you will need our bank account details, which are: Sort Code 40-47-26, Account Number 91708864 and your billing reference which can be found on your bill.

Other payment methods:-

	Cash	Cheque	Credit/ debit card #	Is counterfoil needed?	Is Billing Reference needed?	Make cheques payable to	Are charges payable?
By post		✓		✓		Dee Valley Water	No
By telephone 01978 833200 Mon-Fri 8am – 6pm			✓		✓		No
Bank	✓	✓	✓	✓		Dee Valley Water	Free at your own bank, counter charge at other banks
Paypoint	✓##						Free
Telephone banking			✓		✓###		Free
Internet banking			✓		✓###		Free
Post Office	✓	✓		✓		Post Office Counters	Free for Alliance & Leicester customers, otherwise counter charge
Local authority (Wrexham only)	✓	✓	✓	✓		WCBC	Free
Dee Valley Water's website			✓		✓		Free

# We may pass on any charges and fees levied by your credit/debit card company.

## A PayPoint card is required for this method of payment, they are available on request.

### Our bank account details are: Sort Code 40-47-26, Account Number 91708864

If paying by post, please use our FREEPOST address (no need for a stamp):-

Dee Valley Water plc  
FREEPOST WX60

Packsaddle  
Wrexham Road  
Rhostyllen  
Wrexham  
LL14 4BR

In the event of any agreed payment arrangement not being maintained you will be notified accordingly and the outstanding balance on your account will immediately become due for payment.

### **Payment difficulties**

Any customers experiencing difficulties in paying their bill should contact the Company immediately. The Company will consider requests for special arrangements, such as Department for Works and Pensions direct payments or a fixed weekly or monthly amount to clear the current charges plus an amount off any arrears.

In the event of any agreed payment arrangement not being maintained you will be notified accordingly and the outstanding balance on your account will immediately become due for payment.

The Company has developed a Code of Practice for Collection of Unpaid Charges – Household Customers. Details are available on request or from the website [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk).

Customers may find that their water bill decreases if they opt for a free meter installation, this may be particularly true if the property has a high rateable value and or a low occupancy level, ie you live on your own.

The Company reserves the right to employ third party agencies to collect payments on its behalf.

Customer service charges that do not require Ofwat's approval are stated in Annex A.

## **9. ADDITIONAL CHARGES**

### **9.1 Standby Charges**

Where the Company is not the primary supplier of water to premises within its licensed area, under certain circumstances it may be appropriate to apply a standby charge based on the customer's demand. Where such a charge is applied it will reflect the cost to the Company and will be determined in individual cases.

### **9.2 Standpipe Hire Charge - domestic**

Bibtap standpipe with non-return valve.

<b>Standpipe hire charges – domestic</b>	
Returnable deposit	£234.12 plus VAT
Hire per day	£ 7.54 including cost of water supplied, plus VAT

Customers wishing to take water from the Company's mains by means of their own standpipe or by means of a standpipe hired from a third party are required to pay a permit fee of £6.47 plus VAT per day or part thereof.

Non-domestic standpipe hire charges are stated in Annex A.

## 10. DEVELOPER SERVICES

Other charges for Developer Services are in Annex A.

<b>Mainlaying</b>	For diversion or off-site (non-requisition mains)	Scheme-specific
<b>Requisitioning charge</b>	For providing a requisition main	Scheme-specific
	For abortive visit to site by gang	£575.87 plus VAT
<b>Building water</b>	Fixed charge per individual unit for building purposes, unless the building site receives a metered supply for building purposes	£ 46.21 plus VAT (see note below)
	Add for making a connection if required	As connection charge
<b>Building water</b>	For water if meter is damaged or unreadable (until replaced)	£ 11.44 plus VAT per day
<b>Connection charge</b>	For laying and connecting the communication pipe from the water main to the property boundary (includes meter)	As section A5
	For abortive visit to site by gang	£ 94.92 plus VAT
<b>Water fittings inspection</b>	To check compliance with the Water Fittings Regulations	No charge

Once any meter has been installed on a building site, the builder will be charged for all consumption registered on the meter plus the associated standing charges until such time as he notifies the Company of the sale of the property. The builder shall be responsible for providing the Company with details of the new occupier and the correct meter readings upon change of ownership.

**Charges for the Provision and Installation of Hydrants During the Laying of New Mains**

<b>Dia (nb)</b>	
80mm	£298.26 plus VAT
100mm	£298.94 plus VAT
150mm	£366.11 plus VAT
200mm	£461.68 plus VAT
250mm	£763.39 plus VAT
300mm	£686.56 plus VAT

**Notes on VAT**

1. Standard rate VAT will be applied to all services provided except for "design and build" packages for connections and new mains required for new dwellings for which zero rate VAT will be applied and "design and build" packages for connections and new mains required for some conversions for which reduced rate VAT may be applied (but see note 2 below). See HMRC VAT Notice 708 - Buildings and Construction for more detail.
2. Standard rate VAT will be applied to all Infrastructure Charges and Building Water charges including for new dwellings. See HMRC VAT Notice 701/16 - Water and Sewerage Services for more detail.

**11. INFRASTRUCTURE CHARGES IN RESPECT OF NEW WATER SUPPLIES AND REDEVELOPMENTS**

**11.1 Water Infrastructure Charge**

From 1 April 2010 infrastructure charges applicable to all new connections to the system are:-

Domestic Property	The standard amount increased by inflation annually
Property Subject to a Common Billing Agreement	The standard amount multiplied by the relevant multiplier for the house
Other	By agreement, based on upgrading the system

A new connection means the connection to the water supply of a premises which has never at any previous time been connected to a supply of water provided by the Company or by any other authority or body providing water supplies under any enactment.

The infrastructure charge contributes towards the additional capital cost of enhancing the distribution system to satisfy the increased demands imposed by connections for new customers.

The liability for payment of the charge is with the customer requesting the new connection and the charge is due when the connection is made and a supply of water is available for domestic purposes.

The Water Infrastructure Charge is calculated as follows:-

***Infrastructure charge = Standard amount x Relevant multiplier***

At the 2009 Periodic Review, Ofwat set infrastructure charges at £298.15 (the “Standard Amount”) for each service from April 2010. This figure will be adjusted annually for the percentage change in RPI.

The Standard Amount is applicable to both water and sewerage. The sewerage charge is collected by the Company on behalf of Welsh Water or United Utilities.

The relevant multiplier is calculated from loading units as follows:

1. For houses and other premises with meters of nominal size 15mm, the relevant multiplier is 1.
2. For premises subject to a common billing agreement, the relevant multiplier is calculated from loading units (see below) for all the houses taken together (and including any communal facilities). (This could result in relevant multipliers equivalent to less than 1 per dwelling unit).
3. For premises with meters larger than nominal size 15mm, the relevant multiplier is as calculated from loading units (see below), but shall not be less than 1.
4. For connections for which any of the supply is for non-domestic purposes, the relevant multiplier is as calculated from loading units. If the required fittings are not specified, the table in annex A6 is to be used to calculate relevant multipliers.

The relevant multiplier is the sum of the loading units for all the water fittings in the proposed development divided by 24. Loading units are determined in accordance with the table below.

<b>Water fitting</b>	<b>Loading units (LUs)</b>
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size 20mm)	10
Bath (tap larger than 20mm)	22
Shower	3
Sink (tap nominal size 15mm)	3
Sink (tap larger than 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to minimum 6 LUs per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (incl. a tap but exclude a urinal/water softener)	3

## Notes on table

1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
2. “Bath” includes a whirlpool bath and a jacuzzi.
3. “Domestic appliance” means an appliance (including a dishwasher, washing machine and waste disposal unit) in a house and “communal or commercial appliance” means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).
4. In any calculation, a minimum of 6 loading units shall be included, in respect of each house, for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet dedicated space or planning or other provision for either appliance) in the house.

The infrastructure charge applies to all new water connections to all premises or parts of premises which are to be separately occupied and self-contained.

Separate charges will be made for:-

- new premises
- occupied premises being connected for the first time
- net number of additional dwellings when premises are converted (such as a large house converted to flats or a barn conversion to a dwelling)
- net number of additional dwellings when premises are converted (such as a large house converted to flats or a barn converted to a dwelling)
- net number of additional dwellings when premises are extended (such as separate granny flats over a shop).

The charge is not applicable to the following:-

- reconnections if circumstances have not changed
- where common supply pipes are removed if the number of connected premises has not increased.

If a site is re-developed, the charge is based on the aggregate of the relevant multipliers for all the premises on the re-development less an allowance for the previous water demand on the site at any time in the period of 5 years before the re-development began.

Any dispute regarding Relevant Multipliers calculated using Loading Units may be referred to Ofwat for resolution.

## 11.2 Sewerage Infrastructure Charge – United Utilities

For full details of such charges see the customer information provided by United Utilities. Charges are payable in line with United Utilities’ Charging Scheme. From 1 April 2010 the standard infrastructure charge is £298.15 plus VAT.

### 11.3 Sewerage Infrastructure Charge - Dwr Cymru Welsh Water

For full details of such charges see the customer information provided by Dwr Cymru Welsh Water. Charges are payable in line with Dwr Cymru Welsh Water's Charging Scheme. From 1 April 2010 the standard infrastructure charge is £298.00 plus VAT.

## 12. CONTACT DETAILS

Dee Valley Water plc  
Packsaddle  
Wrexham Road  
Rhostyllen  
Wrexham  
LL14 4EH

Billing enquiries: Tel. 01978 833200

General enquiries & Emergencies: Tel. 01978 846946  
Fax. 01978 846888

Email address for billing enquiries: [customer.services@deevalleygroup.com](mailto:customer.services@deevalleygroup.com)  
Email address for developer enquiries: [developer.services@deevalleygroup.com](mailto:developer.services@deevalleygroup.com)

Website: [www.deevalleywater.co.uk](http://www.deevalleywater.co.uk)

By visiting the Company's website, customers can give notification of change of address or personal details or make general enquiries, specific account enquiries or new development enquiries. Additionally, application forms for the Company's Free Meter Option Scheme, Additional Services, WaterSure and setting up Direct Debit collections are available on the website.

If you need to contact Dwr Cymru Welsh Water their address is:-

Welsh Water Dwr Cymru  
Customer Services  
PO Box 690  
Cardiff  
CF3 5WL

Billing Enquiries: 0800 052 0145  
Operational Issues: 0800 085 3968  
Website: [www.dwrcymru.com](http://www.dwrcymru.com)

If you need to contact United Utilities their address is:-

United Utilities plc  
PO Box 450  
Warrington  
WA55 1WA

Billing Enquiries: 0845 746 1100 (8am - 8pm Mon-Fri, 8am - 5pm Sat)  
Operational Issues: 0845 746 2200  
Website: [www.unitedutilities.com](http://www.unitedutilities.com)

If you need to contact Severn Trent their address is:-

Severn Trent  
Customer Relations  
Sherbourne House  
St Martin's Road  
Finham  
Coventry  
CV3 6SD

Billing Enquiries: 0845 7500 500 (8am - 8pm Mon-Fri, 8am - 1pm Sat)  
Operational Issues: 0800 783 4444  
Website: [www.stwater.co.uk](http://www.stwater.co.uk)

## ANNEX A CHARGES NOT SUBJECT TO OFWAT'S APPROVAL

### A1. ADDITIONAL CHARGES

#### A1.1 Reconnection Fee

<b>Reconnection fee</b>	
During normal working hours	£46.73 plus VAT
Out of normal working hours	£93.46 plus VAT

#### A1.2 Customer Service Charges

<b>Customer Service Charges</b>	
Fee for credit card transactions as levied by banking institutions	As applicable
Uncleared cheque	£10.00
Unpaid direct debit	£10.00
Administration fee (where legal proceedings are instigated)	£15.00
Court or Third Party Costs as incurred by the Company	As applicable
Copy document (per bill or document). Normally waived for first request	£15.00
A security deposit from non-household customers may be required. See Note 1 below	Equivalent to one billing cycle plus 3 months charges

#### Note on Charges

1. A security deposit may be requested where a non-household customer is deemed to be a credit risk by the Company.

#### A1.3 Extraordinary Meter Reading Charges

The Company reserves the right to recover any additional meter reading costs incurred as a result of persistent unreasonable customer behaviour. These include

<b>Extraordinary Meter Reading Charges</b>	
Abortive meter reading visit	£20.00
Check reads requested following estimated reads	£20.00
Notice of Entry/Warrant of Entry	At actual cost
Other legal or specialist costs	At actual cost
Missed appointment costs	£20.00

#### **A1.4 Extraordinary Optional Metering Installation Charges**

The Company reserves the right to recover missed appointment costs incurred where there has been persistent failure by the customer to attend a pre-agreed appointment for the purposes of assessing the location for the installation of a free meter.

#### **A1.5 Standpipe Hire Charge – non-domestic**

Bibtap standpipe with non-return valve

<b>Standpipe hire charges – non-domestic</b>	
Returnable deposit	£236.96 plus VAT
Hire per day	£ 7.54 including cost of water supplied, plus VAT

Customers wishing to take water from the Company's mains by means of their own standpipe or by means of a standpipe hired from a third party are required to pay a permit fee of £6.47 plus VAT per day or part thereof.

#### **A1.6 Copying of Title Deeds/Relevant Documents**

When formally requested by a solicitor, licensed conveyancer or any other party who has satisfied the Company that they are entitled to a copy, the Company will copy a title deed and/or relevant document at a standard charge of £30.00 plus VAT per document.

#### **A1.7 Home Improvement Packs (HIPs) (water only)**

Information relating to HIPs is supplied by the appropriate sewerage company. Dee Valley Water does not provide information directly to customers.

#### **A2. METER TESTING**

On request, the Company will remove a revenue meter and test its accuracy. If the meter is found to be recording correctly, any associated costs plus carriage costs are payable by the customer. This will include the cost of removing the meter and replacing it, packing and postage costs, independent testing costs, return postage and packing and associated administration costs. Typical cost of testing a 15mm meter is £70.00 plus VAT. Costs for other sized meters will be quoted individually.

##### **Notes on Meter Testing**

1. Meters shall be tested in accordance with Regulation 6(2) & (4) of the 1988 Water Meter Regulations.
2. If the meter is faulty, we will adjust your water charges to account for any under or over recording of water use by the meter. The adjustment will apply from the date of the last but one meter reading, unless it can be proved that the

fault occurred at a later date. If the meter has been under-recording, the adjustment will not exceed the average amount used in a six month period.

### A3. RELOCATION OF METERS

Where occupiers wish to relocate meters serving their premises, they must make application in writing giving reasons for the request. If the Company agrees to such a request, the occupier will be notified in writing with details of the associated costs, which will be borne by the customer. If the Company does not agree to move the meter, the occupier will be given details of the reasons in writing.

Customers on the Company's Additional Services Register are offered an additional meter reading service in instances where they are unable to read their own meter. However, the Company will consider waiving the meter relocation charge for customers who have difficulty in reading their meter, for example, through age or illness.

### A4. DEVELOPER SERVICES

#### A4.1 Enquiries

Initial enquiry charges are payable in advance at the time of making your application and are non-refundable.

<b>Developer Services - enquiries</b>		
<b>Record Plans</b>	Location plan of water mains and other equipment	£ 31.95 plus VAT
	Additional copies	£ 4.35 plus VAT
<b>Diversion feasibility</b>	Feasibility study and budget estimate for diverting mains	£401.10 plus VAT
<b>Feasibility of supplying a proposed development</b> (Note 1)	Assessment of feasibility and budget estimate unless there are particular problems that make estimating impossible up to 5 properties	£309.46 plus VAT
	More than 5 properties	£513.20 plus VAT (Note 2)
	Budget estimate for development with particular supply problems that require further study	Price on application

#### Notes on charges

1. Refer to section A4.3 for charges for self lay work.
2. Also applicable to any non-household development.

## A4.2 Design

Design costs will be charged if work does not proceed within 6 months of receipt of instruction to proceed.

<b>Developer services - design</b>		
<b>Design of mains layout for a new development</b>	Design of layout and cost estimate for standard housing	£1,249.06 plus VAT development and £22.57 plus VAT per property
	For schemes that are non-standard for reasons of complexity etc, and for non-housing developments	Price on application
<b>Redesign of mains layout for a new development</b>	Redesign of layout and cost estimate	£272.90 plus VAT and £11.28 plus VAT per property
	For schemes that are non-standard for reasons of complexity etc, and for non-housing developments	Price on application

### Notes on Charges

1. Refer to section A4.3 for charges on self lay work.

## A4.3 Self Lay Work

<b>Developer services - self lay</b>		
Non-contestable work	Respond to Initial Enquiry (as Code of Practice Table 4)	£517.51 plus VAT
	Design connection between new on-site mains and existing water distribution network	£1,177.10 plus VAT
	For schemes that are non-standard	Price on application
	Review or re-design connection between new mains and existing water distribution network for re-design of on-site mains by SLO	£185.15 plus VAT
	Check SLO's design for new mains	£441.11 plus £16.93 per house plus VAT
	Check SLO's re-design for new mains	£102.35 plus £8.46 per house plus VAT
	Process the Agreement	£350.75 plus VAT

<b>Non-contestable work</b>	Site supervision	£723.58 plus VAT and £5.93 plus VAT /metre of self-laid main and £12.35 plus VAT /metre of self laid service pipe see note 2
	Re-sampling and testing following failed water sample analysis	£132.45 plus VAT
	Install connection between new mains and existing water distribution system	Scheme-specific
<b>Contestable work</b>	Design on-site mains	£615.31 plus VAT and £22.57 plus VAT per house
	Schemes that are non-standard and for non-housing developments	Price on application
	Re-design on-site mains for layout change	£200.59 plus VAT and £11.28 per house
	Schemes that are non-standard for reasons of complexity etc and for non-housing developments	Price on application
	Fit revenue meter into meter box installed by SLO	£101.13 plus VAT

#### Notes on Charges

- Charges quoted may not apply if any aspect of the work is non-standard for any reason. In these circumstances, a price will be provided on application. Work could be non-standard for reasons such as: difficult ground conditions, uncertain water demand, complexity, involvement of other agencies, supply difficulties etc.
- All site supervision charges assume average level of performance by the SLO. Additional site supervision or administration as a result of sub-standard performance will be charged on the basis of actual cost.

#### A4.4 Notes on VAT

- Standard rate VAT will be applied to all services provided except for "design and build" packages for connections and new mains required for new dwellings for which zero rate VAT will be applied and "design and build" packages for connections and new mains required for some conversions for which reduced rate VAT may be applied (but see Note 2). See HMRC VAT Notice 708 - Buildings and Construction for more detail.
- Standard rate VAT will be applied to all Infrastructure Charges and Building Water charges including for new dwellings. See HMRC VAT Notice 701/16 - Water and Sewerage Services for more detail.

## A5. NEW CONNECTIONS

Standard charges for a water connection via a new communication pipe from 1 April 2010 to 31 March 2011 are as follows:-

<b>New connections</b>	<b>Number of Connections</b>	
<b>Work on development sites</b> Short side (no road crossing) excl excavation backfill & reinstatement	1	£ 298.06
	2	£ 562.44
	3	£ 798.47
	4	£ 900.48
	5	£1,117.23
	6	£1,333.98
Long side (road crossing) excl excavation backfill & reinstatement	1	£ 311.17
	2	£ 575.55
	3	£ 815.36
	4	£ 922.99
	5	£1,145.37
	6	£1,367.74
<b>Work in highways</b>		
Footpath short side (no road crossing) incl excavation, backfill & reinstatement	1	£ 893.72
	2	£1,284.96
	3	£1,285.13
	4	£1,546.02
	5	£1,806.91
	6	£2,067.79
Type 3 or 4: highway long side (road crossing) incl excavation backfill & reinstatement	1	£ 502.51
	2	£ 804.23
	3	£ 955.97
	4	£1,216.86
	5	£1,477.74
	6	£1,738.63
<b>Unmade ground</b>		
Unmade ground short side (no road crossings) incl excavation, backfill & reinstatement	1	£ 452.09
	2	£ 716.48
	3	£ 842.54
	4	£1,080.07
	5	£1,317.59
	6	£1,555.11

### Notes on Charges

1. The above charges assume the work will be completed in one site visit.
2. Where work is carried out for which there is no standard charge, the work will be quoted individually and actual cost will be charged.
3. The above charges exclude road closure costs, work in type 1 and 2 highways (as defined by highway authorities), unusual surface features, contaminated land, connections involving meter sizes greater than 30mm and any other non-standard situation.

4. An additional charge will be made if the developer fails to meet the conditions specified on the connection quotation resulting in abortive time for the Company's workforce (ie any abortive charge will be recovered from the developer).
5. For notes on VAT, refer to section A4.4

#### **A6. WATER INFRASTRUCTURE CHARGES – NON DOMESTIC**

The following table is to be used to identify the relevant multiplier for connections for which any of the supply is for non-domestic purposes and the relevant multiplier cannot be identified using the table in section 11.1.

Meter nominal size (mm)	Type	Permanent flow rate l/s	Overload flow rate l/s	Relevant multiplier
15	V200/V210	0.28	0.56	1
20	V200/V210	0.69	1.39	2.5
25	V210	0.97	1.94	3.5
30	V100	1.67	3.33	6
40	S2000	2.78	5.56	10
50	S2000	4.17	8.33	15
65	S2000	5.56	11.11	20
50	C4000	6.94	13.90	25
80	S2000	8.33	16.67	30
40	H4000	13.89	25.00	47
50	H4000	13.89	25.00	47
65	H4000	18.06	33.30	62
80	H4000/C4000	33.33	55.60	110
Larger than 80				On request

The Water Infrastructure Charge is calculated as follows:-

$$\text{Infrastructure charge} = \text{Standard amount} \times \text{Relevant multiplier}$$

Refer to section 11.1 for the Standard amount value.