



NORTHUMBRIAN
WATER LIMITED

Your essential guide

to our
charges scheme
2010/11

incorporating water supply,
sewerage services and
miscellaneous charges

Charges scheme 2010/11

NORTHUMBRIAN REGION



NORTHUMBRIAN WATER – Summary of Main Charges 2010/11

NORTHUMBRIAN REGION

<u>Unmeasured Supplies</u>		<u>Water</u>	<u>Sewerage</u>	
Fixed Charge -	General	£80.00	£104.50	
	No Surface Drainage		£65.60	
Rateable Value Charge -	(pence per £ R.V.)	£0.4815	£0.5119	
Assessed Charge -	Standard	£152.10	£178.90	
	Single Occupier	£102.60	£133.80	
<u>Measured Supplies</u>		<u>Water</u>	<u>Sewerage</u>	<u>Trade Effluent</u>
Standing Charge -	15mm	£33.30		
	20mm	£33.30		
	30mm	£81.00		
	35mm	£138.00		
	40mm	£176.40		
	50mm	£295.20		
	65mm & above	£504.00		
	General		£70.70	
WaterSure -	No Surface Drainage		£31.80	
		£141.00	£170.00	
Surface Area Drainage -	<u>Charge Band</u>			
	Band 1	- up to 350 m ²		£100.90
	Band 2	- 351 to 750 m ²		£313.10
	Band 3	- 751 to 1,500 m ²		£647.10
	Band 4	- 1,501 to 2,500 m ²		£1,152.00
	Band 5	- 2,501 to 5,000 m ²		£2,154.00
	Band 6	- 5,001 to 7,500 m ²		£3,582.00
	Band 7	- 7,501 to 10,000 m ²		£5,007.00
	Band 8	- 10,001 to 15,000 m ²		£7,134.00
	Band 9	- 15,001 to 25,000 m ²		£11,352.00
	Band 10	- 25,001 to 50,000 m ²		£21,057.00
	Band 11	- 50,001 to 75,000 m ²		£34,527.00
	Band 12	- 75,001 to 100,000 m ²		£47,553.00
	Band 13	- 100,001 to 125,000 m ²		£60,120.00
	Band 14	- 125,001 to 150,000 m ²		£71,847.00
	Band 15	- over 150,000 m ²		£89,049.00
Volume Charge - (pence per cubic metre)	General	£0.9902	£0.9017	
	Reception			£0.2979
	Volumetric			£0.1460
	Biological Volume			£0.0810
	Biological Sludge			£0.1110 £0.1013
<u>Large Users</u>				
Site Charge -	focus20	£2,736.00		
	focusextra	£11,400.00	£1,356.00	
	focusplus	£34,800.00	£1,356.00	
Volume Charge - (pence per cubic metre)	focus20	£0.8664		
	focusextra	£0.6931	£0.8747	
	focusplus	£0.5595	£0.8747	
	focusplus > 2,500 ML / yr	£0.4703	£0.8747	
<u>Teesside Industrial Raw Water</u>				
Site Charge		£10,430.00		
Volume Charge		£0.1807		

NORTHUMBRIAN WATER LIMITED

CHARGES SCHEME 2010/11

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1 INTRODUCTION

- Our functions*
- (1) The environment is central to Northumbrian Water’s business and to the quality of life. We take water from the environment, treat it and supply it to our customers. We collect and treat their wastewater before returning it to the environment. We will continually strive for improvements in our environmental performance, the conservation of resources and the adoption of best environmental practice. We are committed to the sustainable management of the environment while continuing to give value for money to our customers.
- Charges scheme*
- (2) This Charges Scheme is made by Northumbrian Water Limited (Northumbrian Water) under the provisions of the Water Industry Act 1991. It applies to all charges made by Northumbrian Water for services provided in the course of carrying out its functions as a water and sewage disposal undertaker under its Instrument of Appointment made by the Secretary of State for the Environment.
- Charges*
- (3) This Charges Scheme sets out Northumbrian Water’s charges, terms and conditions applicable for the charging year 2010/11. It also explains how our charges are calculated, what the charges are, and states the necessary legal requirements and responsibilities for both customer and Company. For similar information relating to previous years, reference should be made to the Charges Schemes of the years concerned.
- Northumbrian Water merger with Essex & Suffolk Water*
- (4) The provisions of this Charges Scheme apply to the area in North East England served by Northumbrian Water (“Northumbrian Region”) and to the areas in South East England previously served by Essex & Suffolk Water (“Essex & Suffolk Region”) where Northumbrian Water operates under the name Essex & Suffolk Water in those areas. Throughout the Charges Scheme, unless specifically stated or the context requires otherwise, references to “Northumbrian Water” should be taken to include both the Northumbrian Region and the Essex & Suffolk Region. It should be noted, however, that while we operate a common set of charging principles in these regions, separate charges apply in each and there is no intention to harmonise them, except where this is justified on the basis of cost (for instance, a common set of meter standing charges applies in all areas). There are also some differences in billing and payment arrangements between the Northumbrian and Essex & Suffolk Regions and these are noted where relevant. We will continue to review the scope for harmonisation in these areas, where appropriate.
- Services by region*
- (5) Within the Essex & Suffolk Region, Northumbrian Water provides only water services. Sewerage services continue to be supplied both by Anglian Water Services Limited and by Thames Water Utilities Limited. In either case, the charges schemes of those companies apply to sewerage charges raised in their respective sewerage services areas. Northumbrian Water collects sewerage services charges on behalf of and as agents for Thames Water Utilities Limited within parts of the Essex & Suffolk Region.
- Charges scheme approval*
- (6) This Charges Scheme has been approved by the Water Services Regulation Authority (Ofwat) under powers conferred on it by the Water Industry Act, 1999. The specific charges contained within the scheme have, where applicable, also been approved by the Water Services Regulation Authority (Ofwat).

2 DEFINITIONS

(7) A number of terms are used throughout this scheme; they normally have the following meanings:

- (a) “water services charges” means a charge or any combination of charges for water supply, and sewerage and sewage disposal services;
- (b) “supplied property” relates to water services and means any property which benefits from or is;
 - (i) receiving a supply of water or;
 - (ii) occupied by a person having the use of or right to use or benefit of facilities (whether or not for the benefit of the property) in connection with Northumbrian Water’s water supply function;
- (c) “connected property” relates to sewerage services and means any property which benefits from or is;
 - (i) drained by a sewer or drain connecting either directly or through an intermediate sewer or drain with a public sewer or sewage treatment works provided by Northumbrian Water or;
 - (ii) occupied by persons having the use of or right to use or benefit of facilities (whether or not for the benefit of the property) which drain to a sewer or drain so connecting;
- (d) “customer” means in the case of water services, the “Consumer”, as defined in Section 93 (1) of the Water Industry Act 1991 and in respect of other services means the person for whom a service is performed, facilities provided or right made available in pursuance of Northumbrian Water’s water supply or sewerage and sewage disposal functions (without prejudice to the foregoing this means the person provided with or benefiting from water supply or sewerage or sewage disposal);
- (e) “occupier” bears the same meaning as the word “occupier” in Section 144 of the Water Industry Act 1991;
- (f) “hereditament”, “valuation list” and “valuation officer” shall have the meanings assigned to them by Section 115 (1) of the General Rate Act 1967 as if that Act remained in force;
- (g) “property” is the hereditament or if there is no hereditament it is land, any interest in land or any easement or right in, on, under or over land;
- (h) “household property” means a house, bungalow, flat, maisonette, chalet, individual caravan or other similar premises being in each case used solely as a single residential unit;
- (i) “non-household property” means any property other than a household property – for the definition of household property see above;
- (j) “site” means any continuous area of land receiving the benefit of the supply or service or land separated from that land only by the width of a street and where the separated land is used by the same customer as an integral part of the rest of the site;
- (k) “domestic sewage” means discharge of waste water from customers’ premises that has been used for domestic purposes;
- (l) “trade effluent” has the same meaning as in the Water Industry Act

*Definition of
standard terms*

1991, s141, that is:

(i) means any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises; and

(ii) in relation to any trade premises, means any such liquid which is so produced in the course of any trade or industry carried on at those premises,

(iii) but does not include domestic sewage.”

(m) “trade premises” also has the same meaning as in the Water Industry Act 1991, s141, that is:

(i) “means ... any premises used or intended to be used for carrying on any trade or industry”, subject to the qualifications mentioned in subsection (2) thereof.

(n) “rateable value” means the net annual value shown on the valuation list made under Section 67 General Rate Act 1967 that was applicable at 31 March 1990;

(o) “infrastructure charges” means the charge applicable for first time connection of premises, or for the redevelopment of premises previously connected, to a public water supply or to a public sewer for household purposes. When such premises are connected, costs are incurred in extending the local network. These costs are met by developers and by customers in such premises.

(8) In this Scheme words in the singular shall include the plural and vice-versa except where the context otherwise requires.

3 GENERAL PRINCIPLES

3.1 APPLICABLE CHARGES

- Applicable period of this charges scheme* (9) This Scheme shall come into effect on 1 April 2010 and shall, subject to paragraph (10), remain in force until revoked, amended or modified by Northumbrian Water.
- Standard charges* (10) The charges made by Northumbrian Water for the year commencing 1 April 2010 are set out in the Appendices to this Scheme. The charges that apply within the Northumbrian Region are shown in Appendix A and those that apply within the Essex & Suffolk Region are shown in Appendix B. These charges may be varied as deemed necessary by Northumbrian Water without amendment to this Scheme.
- Miscellaneous charges* (11) Miscellaneous Charges currently applicable in the Northumbrian Region and those applicable in the Essex & Suffolk Region appear in Appendix C. These charges may be varied as deemed necessary by Northumbrian Water without amendment to this Scheme.
- Licence obligations* (12) Northumbrian Water is required to ensure that its charges are such as not to show undue preference to, or discriminate unduly against, any class of persons. In addition, Northumbrian Water is required to ensure that its level of charges does not exceed the Charges Limit specified by the Secretary of State in its Instrument of Appointment.
- VAT* (13) VAT has been applied to water supply charges to industry since 1 July 1990. H.M. Revenue and Customs (HRMC) defines “industry” as businesses included in Divisions 1 to 5 of the 1980 Standard Industrial Classification. Value Added Tax (VAT) is applied to charges to businesses in these categories at the level determined by HRMC.
- VAT Exceptions* (14) Value Added Tax (VAT) will be charged to all non-household customers unless Northumbrian Water has accepted that their activities do not fall within Divisions 1 to 5 of the 1980 Standard Industrial Classification. All non-household customers are asked to complete a VAT declaration when they register with Northumbrian Water as a customer.

3.2 LIABILITY FOR CHARGES

- Chargeable properties* (15) Water charges will be applied to any supplied property and sewerage charges to any connected property, as defined in section 2.
- Liability for charges* (16) Liability to pay charges is confined to those persons who are “occupiers” within the meaning of Section 144 of the Water Industry Act 1991, save in those circumstances where the Act itself otherwise provides. The meaning of “occupier” is essentially similar to that used in the field of rating, as elucidated in case law. In most landlord and tenant situations the result will be that it is the tenant who is to be charged as occupier and not the landlord. The significant exceptions include the case of holiday lets, the case of lodgers and bed and breakfast accommodation, where the occupation of the tenants is too transient. In such cases the landlord will be treated as being in occupation.

- (17) *Multiple customers* Where more than one person is the customer in respect of a single supplied property or more than one person is a customer in respect of a single connected property then each such customer shall be jointly and severally liable for all charges arising in respect of that supplied or connected property and Northumbrian Water may collect all charges in respect of the supplied property or connected property from any one of the said customers.
- (18) *Single supplies* Unless agreed otherwise by Northumbrian Water, water and sewerage services are charged and provided to a property on the basis that those services are to be used solely for the benefit of that property. Northumbrian Water may charge the customer at either property for the services to a second property as if it was provided with its own direct services. If services provided to one property are used by the occupier of another property or for the benefit of another property, these services must be metered. Northumbrian Water can recover from the occupier the costs of any services provided prior to their being metered. In the case of non-household properties Northumbrian Water may withdraw the services it provides to that property.
- (19) *New occupiers / Moving house* A new occupier of a supplied or connected property must notify Northumbrian Water of the date they are to become liable for charges and provide all details reasonably required by Northumbrian Water for its charging purposes before they take benefit from the services provided. Northumbrian Water can recover from the occupier the costs of any services that have been provided to that date. In the case of non-household properties Northumbrian Water may withdraw the services it provides to that property.
- (20) *Moving house* As stated in paragraphs (95) and (100), all new properties (both household and non-household) are required to be metered. Existing properties may be unmetered or metered. Customers planning to move to an existing property within the company's area of supply may telephone 0845 733 5566 (Northumbrian Region) or 0845 782 0111 (Essex & Suffolk Region) to obtain information on the basis upon which they will pay charges for that property.
- (21) *Charges for vacant properties* Charges for water and sewerage services remain due in full whilst a property contains furnishings and fittings or when a property is unfurnished and water is being used for any purpose including refurbishment.
- (22) *Charges for vacant properties - water charges* If Northumbrian Water has turned off the supply of water at the mains to a property at a customer's request then water supply charges are not payable.
- (23) *Charges for vacant properties - sewerage charges* If the supply of water is turned off and the property is unfurnished the property is considered unoccupied and sewerage charges are not payable. If, however, the supply of water is turned off and the property remains furnished it is considered ready for occupation and in this case sewerage charges in respect of the drainage of surface water and contribution to highway drainage continue to be payable, where Northumbrian Water deem it economical to do so. In the case of unmeasured properties, these charges will be equal to those that would apply were the property metered but no foul effluent discharges made to the public sewer.
- (24) *Charges for vacant properties - metering option* Where water is being used in small quantities such as for refurbishment, occupiers of unmeasured properties may wish to opt for a meter to pay a charge that is cost reflective of the water consumed.
- (25) If Northumbrian Water takes action through the County Court to recover

outstanding debts, Northumbrian Water may recover costs and fees from the defendant in accordance with the rates stipulated by the Lord Chancellor's Department as varied from time to time.

3.3 COMPLAINTS

- (26) We aim to deal with queries and complaints speedily and satisfactorily. However, if you are unhappy with our response, you should write to the relevant address for your region for a review of the decision:

Contact details
for
Northumbrian
Water's
complaints team

Northumbrian Region	Essex & Suffolk Region
Complaints Review Team	Customer Services Manager
Northumbrian Water Ltd	Essex & Suffolk Water
P O Box 200	P O Box 600
Durham	Durham
DH1 9WG	DH1 9NW
Telephone: 0845 717 1100	Telephone: 0845 782 0999

- (27) If you remain dissatisfied with the way your complaint has been handled, you may refer the matter to the relevant local Consumer Council for Water which will act on your behalf. The relevant addresses are:

Contact details
for CCWater's
complaints team

Northumbrian Region	Essex & Suffolk Region
Consumer Council for Water	Consumer Council for Water
8th floor, Northgate House	Carlyle House
St. Augustine's Way	Carlyle Road
Darlington	Cambridge
DL1 1XA	CB4 3DN
Telephone: 0845 708 9367	Telephone: 0845 795 9369
01325 464 222	01223 323 889
Fax: 01325 369 269	Fax: 01223 323 930
Email: northumbria@ccwater.org.uk	Email: eastern@ccwater.org.uk

3.4 COMPETITION REGIME

- (28) Under the competition regime that came into force on 1 December 2005, non-household customers who are likely to be supplied with at least 50 megalitres of water a year at eligible premises may choose for their water to be supplied by newly licensed companies ("licensees").

Competition

- (29) This Charges Scheme does not deal with the terms and conditions of the new arrangements that Northumbrian Water may enter into with licensees. For these, please refer to the latest version of our Access Code, available on our website, www.nwl.co.uk or www.eswater.co.uk.

3.5 OTHER INFORMATION

Available
leaflets

- (30) A number of leaflets are produced by Northumbrian Water and are available free of charge, on request or from our websites.

4 WATER SUPPLY CHARGES

(31) There are two classes of customer;

Types of customer

- (a) unmeasured, where the supply of water is not charged by meter, and;
- (b) measured, where the supply of water is charged by meter.

4.1 UNMEASURED WATER CHARGES

4.1.1 Standard Unmeasured Water Tariff

(32) The annual tariff for unmeasured supplies to a supplied property shall consist of;

Structure of unmeasured charge

- (a) A fixed charge, and;
- (b) A charge based on the rateable value of that property.

(33) Under the Water Industry Act 1999, all household customers have the right to request that a meter be fitted to their supply at no direct charge to themselves. All conditions relating to the installation of a water meter are detailed under section 4.3 below.

Opting for a meter

Alterations to unmetered household properties

(34) Where the nature of any alterations to a household property is to bring it within the scope of the provisions of section 4.4, "Selective Metering", below, then the company will require a meter to be fitted, but not otherwise.

Alterations to unmetered non-household properties

(35) Where an unmeasured non-household property is substantially altered, the company may require a meter to be installed at its discretion. This is consistent with our policy of metering non-household properties generally (see section 4.4, "Selective Metering", below).

4.1.2 Rateable Value

Rateable value charge

(36) The annual rateable value charge is produced by multiplying a rate in the pound of rateable value by the rateable value of the property.

Rateable value

(37) Subject to the exclusions described in paragraph (40) below, for charging purposes, the rateable value of a property that was applicable at 31 March 1990 shall not be changed as a result of any alteration to that property or change in valuation for that property shown in the list maintained under the Local Government Finance Act 1992 or under Section 41 or 52 of the Local Government Finance Act 1988.

New properties

(38) Charges for services to supplied or connected properties that come into existence and do not appear in the Valuation List at 31 March 1990 shall become applicable and be apportioned from the date the service commenced, even if that date was before 1 April 1990.

Applicable date of valuations

(39) An alteration made in the valuation list shall, for the purpose of calculating the amount due in respect of water services charges, take effect from the effective date detailed in the Rating List or in the Schedule of Alterations published by the Valuation Office of the Inland Revenue. Any necessary adjustments to charges shall be made in the then current instalment of

charges and any subsequent instalments thereof.

Splits and mergers

- (40) A property that was listed as under alteration in the Valuation List at 31 March 1990 or in the opinion of Northumbrian Water has been significantly altered, merged with another, or split into parts or demolished since 31 March 1990 or comes into existence that does not appear in the Valuation List at 31 March 1990 shall be treated for the purposes of this Charges Scheme as a new property if it appears in a valuation list which is maintained under the Local Government Finance Act 1992 or under Section 41 or 52 of the Local Government Finance Act 1988 or if it does not appear on such a list, would have appeared as a separate item in the Valuation List had it been brought into rating prior to 31 March 1990.

Setting notional rateable values

- (41) Where a property does not have a rateable value or is exempt from rating or is shown as a property under alteration in the Valuation List at 31 March 1990 a fixed charge or a notional rateable value may be agreed or fixed by Northumbrian Water and for the purposes of section 4 “rateable value” shall include a notional value so fixed.

- (42) When fixing such a notional value, Northumbrian Water may take into account the valuation of that property shown in the list maintained under Section 41 or 52 of the Local Government Finance Act 1988.

Setting notional rateable values for altered properties

- (43) Where the nature of any alternations to a household property do not bring it within the scope of section 4.4, “Selective Metering”, in order to maintain comparability in charging for similar properties, Northumbrian Water reserves the right to set a notional rateable value for charging purposes, in place of the valuation in the Valuation List of 31 March 1990.

4.1.3 Other Unmeasured Water Tariffs

Unmetered trough and field supplies

- (44) Certain existing cattle trough and field supplies are not yet metered and until such time as meters are installed, these supplies will be charged in accordance with section 4.1.1.

4.2 MEASURED WATER CHARGES

4.2.1 Standard Measured Water Tariff

Format of metered charges

- (45) The annual tariff made in respect of water supplied through a meter will normally consist of:

- (a) A fixed charge based on size of each meter installed, plus;
- (b) A volumetric charge made on the consumption recorded through each meter.

4.2.2 Large User Water Tariffs

Focus tariffs for large users

- (46) Alternatively, in respect of a single site at which at least one meter records or is likely to record an annual consumption in excess of 10,000 cubic metres, customers may opt to pay on the basis of one of three optional tariffs. These comprise:

- (a) A non-refundable annual fixed charge per site, payable by monthly instalments from 1 April to 1 March each year. This is in place of the fixed charges relating to the meters installed on the site that would be

payable under (45) above.

(b) For all consumption, a volumetric charge less than that applicable to customers paying on the basis of (45) above.

Focus20 tariff (47) For customers whose consumption is over 20,000, but below 50,000 cubic metres per year our focus20 tariff is likely to be most beneficial option. The exact savings against standard tariffs will depend upon the number and size of meters installed on the site (and therefore the fixed charges that would otherwise be payable on the basis of (45) above).

Focusextra tariff (48) For customers with consumption above these levels but below 175,000 cubic metres per year our focusextra tariff is likely to be most beneficial.

Focusplus and super large user tariffs (49) Finally, for customers with consumption above 175,000 cubic metres, our focusplus tariff will show the greatest savings against standard charges. Additionally under this option:

- In the Northumbrian Region, a lower unit charge applies to all consumption in excess of two million five hundred thousand cubic metres per year than for that on consumption below this figure.
- In the Essex & Suffolk Region, a lower unit charge applies to all consumption in excess of one million cubic metres per year than for that on consumption below this figure.

Notification of focus tariffs (50) Northumbrian Water will, prior to 1 April 2010, notify those customers whom it considers, on the basis of their recent consumption history, may benefit from any of these tariff options and will be pleased to advise any other customers upon receipt of their estimated consumption for the charging year.

4.2.3 Information About Meters

(51) All new properties (both household and non-household) will be required to be metered. This includes any connection to be used wholly or partially for supplying water for firefighting purposes.

Metered properties (52) Unmeasured household customers may opt to have a free meter installed under the optant programme detailed in Section 4.3.

(53) Northumbrian Water may require some properties to have a meter installed as detailed under the selective metering programme as detailed in Section 4.4.

Standard terms and conditions for metered customers (54) The provision of a metered supply is subject to Northumbrian Water's standard terms and conditions of a metered supply unless otherwise agreed by Northumbrian Water. All measured customers, including those who have not signed a meter agreement, shall be subject to Northumbrian Water's standard terms and conditions of a metered supply. Northumbrian Water's terms and conditions of a metered supply may be varied by Northumbrian Water from time to time. Where more than one person is a customer in respect of a single supplied property each such customer shall be jointly liable for the charges arising in respect of that supplied property.

Ownership of meters and remote reading devices (55) The water meter and any remote reading device, if fitted, are the property of the company. The company shall be responsible for the maintenance of the meter. Where a meter has been fitted either externally within the boundary of the customer's property or internally, the customer must allow the company or its representatives reasonable access for the purposes of

reading the meter, maintaining it and replacing it when necessary. The customer will have a duty of care in respect of the meter and meter chamber in these circumstances. If the meter is installed other than within the boundary of a customer's property, the maintenance, access and safety of the meter will solely be the responsibility of the company.

- Accuracy of meters* (56) In respect of the accuracy of meters, testing of meters, expenses of testing, method of proof and affect of meter reading, notice of vacation and liability for charges, and offences of tampering with meters, the requirements of the Water Industry Act 1991 and the Water (Meters) Regulations 1988, will apply.
- Tampering with meters* (57) It is an offence, under the Water (Meters) Regulations 1988, to tamper with a meter or any remote reading device. Northumbrian Water reserves the right to charge a customer should their meter or remote reading device be removed or tampered with in any way.
- Changing meters by Northumbrian Water* (58) Northumbrian Water may exchange an existing meter for one of a different size, if in its view this is more appropriate to a customer's circumstances. No charge will be made for this.
- Changing meters at the customers request* (59) Where a customer asks for an existing meter to be replaced with a meter of different size or requests the meter and/or its associated remote reading device be relocated, Northumbrian Water will relocate the meter within the limits of its meter location policy and make an appropriate charge to cover the costs of such change. No charge will be made where the meter and/or remote reading device relocation is requested to facilitate meter reading for elderly or disabled customers.
- Common supply pipes* (60) Where two or more properties in separate occupation are supplied by a common water supply pipe which is metered and there is no meter agreement in force under which one customer has agreed to pay the charges applicable in respect of all the said properties, then each customer shall be jointly liable for charges calculated in accordance with paragraph (45) and Northumbrian Water may, at its discretion, apportion the said charges to each customer.
- Standby supply agreements* (61) When a customer chooses an alternative or additional supply to that provided to the site from the Northumbrian Water mains supply and requires Northumbrian Water to provide facilities that would enable the customer to take additional supplies on an intermittent basis or that would serve as an emergency or standby provision, Northumbrian Water may require that the customer enter into an agreement to pay such additional sums as may be necessary to ensure that the costs of providing such facilities are met.

4.2.4 Meter Reading and Billing

- Meter reading frequency and estimated bills* (62) Meter readings will be taken at such intervals as Northumbrian Water may determine. On occasions when Northumbrian Water does not obtain an actual reading, an account may be rendered on the basis of estimated consumption.
- Definition of 'actual reading'* (63) An 'actual meter reading' means any reading taken directly from a meter or supplied by any remote reading device associated with a meter.
- Amendment of estimated bill* (64) Estimated bills will be amended on the basis of a meter reading supplied by the customer, unless there is reason to doubt the accuracy of this. In the

latter case, we will endeavour to make an appointment to re-visit the property to take a meter reading and, if necessary, check the accuracy of the meter.

(65) Northumbrian Region

*Northumbrian
region billing*

(a) When a measured bill is raised for a period that commences before 1 April and ends on or after 1 April, the charges shall be apportioned into sub-periods on a daily basis between the start of the period covered by the bill and 31 March and the period from 1 April until the end of the period covered by the bill. Each sub-period so apportioned will then be charged at the tariffs of the relevant charging year.

(66) Essex & Suffolk Region

*Essex & Suffolk
region billing*

(a) When a measured bill is raised for a period that commences before 1 April and ends on or after 1 April, the volume charges shall be apportioned into sub-periods on a daily basis between the start of the period covered by the bill and 31 March and the period from and including 1 April until the end of the period covered by the bill. Each sub-period so apportioned will then be charged at the tariffs of the relevant charging year.

(b) Standing Charges, regardless of the period covered by the volume charges, are levied for standard periods and issues of apportioning between charging years do not arise.

4.2.5 Leakage Allowances for Water

*Leakage
allowances for
household
customers*

(67) For household customers, any allowance for water lost through leakage will be in accordance with the company's Code of Practice on Leakage.

*Supply pipe
leakage*

(68) In situations where a supply pipe leak is repaired by Northumbrian Water in line with its supply pipe leakage policy, it will be responsible for all aspects of the work including turn off/on of the stop tap. Northumbrian Water will only install a stop tap or repair an existing one at its cost where a turn off at the boundary is essential to carrying out the supply pipe repair.

*Supply pipe
repair*

(69) Our supply pipe leakage policy details certain situations when we will not undertake a free repair, for example where pipes are located under buildings. In such situations where the supply pipe repair has to be carried out by the customer and a stop tap installation/repair is required to allow the repair, Northumbrian Water will undertake the stop tap work at its cost.

*Leakage
allowances for
non-household
customers*

(70) For non-household customers no allowance for leakage is given against water supply charges.

4.2.6 Allowance for Water Used for Firefighting Purposes

*Water for
firefighting
purposes*

(71) Where it can be demonstrated that water has been used for firefighting purposes an allowance will be given against a customer's water bill. Any such claim should be made within 30 days of the date of issue of the bill.

4.3 OPTIONAL METERING

4.3.1 Optional Metering for Household Customers

- Right to a free water meter*
- (72) Under the Water Industry Act 1999, all household customers have the right to request that a meter be fitted to their supply at no direct charge to themselves. Details of the company's current Household Optional Metering Scheme are available on request. This leaflet includes an application form for the customer to complete if he wishes to proceed. The receipt by the company from the customer of a completed application form will serve as a measured charges notice.
- Preferred locations for water meters*
- (73) The preferred location for the meter installation is in an existing boundary box. If an existing boundary box is not available, the water meter will normally be fitted in Northumbrian Water's next preferred location according to Northumbrian Water's meter location policy in force at the time of installation.
- (74) If a customer requests the meter to be fitted in an alternative location which is acceptable to Northumbrian Water, the customer may be asked to bear any resulting additional costs reasonably incurred thereby as compared to installation in Northumbrian Water's preferred location, which can be obtained by contacting Northumbrian Water.
- Common billing agreements for multiple occupation properties*
- (75) Domestic properties in multiple-occupation where customers cannot be individually metered will be eligible for a free optional meter for the whole building, provided that the occupants agree that they wish to be charged on a measured basis and that one person accepts overall responsibility for the payment of measured bills. Northumbrian Water will enter into a common billing agreement with this person for payment of charges. An optional meter will not be fitted to such properties until Northumbrian Water is satisfied on both these points.
- Timescale for installing optional meters*
- (76) Optional meters for households will normally be fitted within 90 days of receiving a customer's confirmation of his wish to proceed with the installation. Where this period is exceeded, the customer's bills will be calculated as though the meter had been installed by the due date. As such a zero volume will be charged until the bill following the first meter reading.
- Exceptions to installing optional meters*
- (77) Northumbrian Water will endeavour to fit a meter to a supply whenever requested to do so. However, in some cases this may not be possible, either because it would involve unreasonable cost or is in any case not technically feasible.
- Reasonable costs for installing an optional water meter*
- (78) The reasonable costs associated with the installation of a meter include:
- Provision of a meter;
 - The cost of installation in the preferred location or another normal location (see (73) above);
 - Normal reinstatement costs;
 - The provision of an remote reading device where the company considers this is necessary;
 - In some circumstances, usually associated with multi-occupied dwellings, the installation of a second meter.
- Unreasonable costs for*
- (79) Conversely, unreasonable costs may include, but are not limited to, the

installing an optional water meter

following:

- The cost of separating the customer's supply pipe where this is shared with other customers;
- The cost of material alterations to existing plumbing;
- The cost of installing more than one meter, in circumstances other than those referred to above.

Survey reports

(80) If the installation of a meter is refused on grounds of unreasonable cost or infeasibility, the customer will be given a survey report that details the reasons for refusal and, where appropriate, indicates the alterations that would first be required either to the customer's property or to the nature of his water supply in order for the application for the installation of a meter at no cost to be successful.

Assessed Charges

(81) If, in the above circumstances, the customer declines to make such alterations as may be required, or the installation of a meter is infeasible in any case, the customer will be given the choice either of remaining on his existing unmeasured charge or of being charged on the basis of assessed consumption.

(82) The assessed consumption figure will be 120m³ per property per year, except for single person households which will be 70m³ per year.

(83) Assessed charges are only available to household customers.

Notification in change of circumstance

(84) Where an assessed consumption charge is based upon the property being a single person household, it is the customer's responsibility to inform Northumbrian Water immediately if this is no longer the case. In the event that any revised assessed charge exceeds the alternative unmeasured charges based on rateable value the customer may revert to the latter.

Reassessment of properties deemed unmeterable at reasonable cost

(85) Where a customer chooses to pay on the basis of an assessed consumption charge, Northumbrian Water reserves the right to reassess from time to time the feasibility of fitting a meter to the property. In the event that on such an occasion Northumbrian Water determines that a meter may now be fitted at no direct cost to the customer, assessed consumption charges will no longer apply and the customer must agree either that the meter installation proceed or to revert to normal unmeasured charges, based upon rateable value. If the customer agrees to the installation of a meter, he will subsequently have the same right to revert to an unmeasured basis of charge as provided for other household meter optants in paragraph (87) below.

Automatic reversion of assessed charges to unmeasured charges

(86) When a customer vacates a property which is charged an "Assessed Charge" the property will revert to normal unmeasured charges, based upon rateable value. The new occupier will have the right to apply for an optional meter and the feasibility of the property for metering will be reassessed.

Reversion to unmeasured charges at customers request

(87) Subject to the provisions of the Optional Metering Scheme, the owner or occupier of a household dwelling property may only revert from a metered water supply to an unmetered supply if the request for reversion is made in writing up to one month following the issue by Northumbrian Water of sufficient bills to enable consumption over the 12 months following the meter installation to be properly evaluated. In the event of a change of ownership or occupancy within this period, the right to revert to an unmeasured basis of charge will not transfer to subsequent owners or occupiers and charges will remain on a measured basis.

(88) If a property is covered by the selective metering policy, as described in

paragraph (95), then charges will continue to be levied on a measured basis.

- Meter status on reversion of charges at customers request*
- (89) Where an owner or occupier has reverted to an unmeasured basis of charge the meter will remain in place and on future change of owner or occupier charges will be raised on a metered basis.
- Reversion to unmeasured charges*
- (90) In all other circumstances, once a supply has been charged by meter, the charges for that supply will not revert to an unmeasured basis of charge.
- Charging for further reversion back to metered charges*
- (91) If, following reversion to an unmeasured supply as provided in (87) above, the original applicant again requests that the supply to his property be charged on a measured basis, a charge will be made equal to that for a mid-term meter reading. In no circumstances will further reversion to unmeasured charges be allowed.
- Right of appeal*
- (92) Where Northumbrian Water refuses to install a meter free of charge, the customer will have the right to have his case determined by the Water Services Regulation Authority (Ofwat).

4.3.2 Optional Metering for Non-Household Customers

- Opting for a meter for non-household properties*
- (93) Non-household customers who are currently unmetered may also apply for the installation of a meter. In this case, however, a charge is payable unless the property already has an existing boundary box. The current level of charge appears in the Miscellaneous Charges Appendix (Appendix C). The meter will be installed within 15 working days of receiving the customer's payment.
- Selective metering for non-household properties*
- (94) Customers should also note that it is our policy to require the majority of business properties to be metered in any case (see 4.4 below). Further details are available on request.

4.4 SELECTIVE METERING

4.4.1 Household Properties

- (95) It is our policy to meter the following categories of household property;
- All new properties.
 - Properties where water is used in significant quantities for discretionary purposes, including:
 - For garden watering, other than by hand-held apparatus. This includes the use of sprinklers;
 - For the automatic replenishing of ponds or swimming pools with a capacity greater than 10,000 litres.
- Selective metering policy for household properties*
- (96) Unmeasured bills will draw attention to the requirement for such uses to be charged by meter and customers will be required to notify Northumbrian Water if they are using water for any of the purposes mentioned in paragraph (95). Arrangements will be then made to fit a meter at no cost to the customer.
- Notification of cases where selective metering applies*
- (97) Where there has been a change in the occupation of a household property and no charges have yet been demanded from the person who has become the occupier, Northumbrian Water may install a meter and begin to fix the
- Metering on change of occupier*

charges in respect of the property by reference to volume.

Charging during the change over between unmeasured and measured charges

(98) If a property becomes metered as a result of the Company's selective metering programme, metered charges, based on the new meter, will commence from the date of installation. Once the meter has been installed the Company will raise a backdated charge covering the date of occupation to the date of installation. This charge will be calculated using the previous unmetered charge.

Supplementary charges

(99) Where properties have characteristics that would normally require selective metering but the installation of a meter would incur unreasonable cost or is in any case infeasible, in addition to normal unmeasured charges, supplementary charges for sprinklers, ponds and swimming pools will apply, where relevant.

4.4.2 Non-Household Properties

Selective metering of non-household properties

(100) All new non-household properties will be metered, including any connection to be used wholly or partially to supply water for firefighting purposes.

(101) It is our policy to meter business properties wherever practicable and we have a programme to selectively meter the majority of those non-household properties that are currently unmeasured. This includes non-household properties whose use of water is mainly or solely for household purposes and mixed use (part household and part non-household) premises where the non-household part is the principal use of the premises supplied. Northumbrian Water may also require the owner/occupier to take water by meter when the property is in multiple occupation i.e. a guest house, nursing home, lodgings etc.

(102) There is no charge for the meter installation in such cases.

4.5 OTHER INFORMATION ABOUT CHARGES

4.5.1 Disconnection

Standard charges for other water service activities

(103) Northumbrian Water has concluded that the best balance between equity and practicability in administering connection, disconnection, reconnection, temporary isolation and restoration charges is achieved by the use of standard charges, wherever possible. Such standard charges will be fixed by Northumbrian Water having regard to the costs incurred, including those costs relating to the necessary administration.

Publication of standard charges

(104) Appendix C lists standard connection, disconnection, reconnection and other charges applicable from 1 April annually. The standard charges quoted apply for works carried out during normal working hours on normal working days under standard work conditions. In other instances, Northumbrian Water may make additional charges for the services. Where a standard charge is not specified, works will be charged on a basis pre-agreed with the customer.

Disconnection for non-payment

(105) Northumbrian Water will not disconnect the following premises for non-payment of water services charges:

- private dwelling houses (including mixed use premises where a person has their home);

- domestic caravans;
- houseboats;
- houses in multiple occupation;
- residential care homes, nursing homes and residential homes for the elderly;
- children's homes and day care centres;
- schools and other educational establishments;
- prisons and detention centres;
- police, fire and ambulance stations.

(106) All other premises may be disconnected for non-payment of water services charges.

Disconnection of unmeasured supplies

(107) Where a customer requests the disconnection of an unmeasured supply that also serves other customers, he must first install a separate supply so that his disconnection can be carried out unless agreed otherwise by Northumbrian Water.

4.5.2 Disconnection of Non-Household Supplies

Reconnection of non-household properties

(108) Where a non-household water supply is disconnected for non-payment it will not be reconnected until the customer has made arrangements to pay the amount owing plus the expense of the disconnection and reconnection.

Charges for payment collection

(109) If a member of Northumbrian Water's staff has to visit a customer to collect outstanding charges, or payment is received when a member of staff has visited a property to effect disconnection for non-payment, Northumbrian Water may recover its expenses as if the water supply had been disconnected.

4.5.3 Security Deposits for Non-Household Properties

Security Deposits

(110) Following non-payment, disconnection due to non-payment or repeated breach of any terms and conditions of supply in respect of a non-household property, Northumbrian Water reserves the right to demand a deposit of up to 12 months charges in respect of future estimated charges prior to reconnecting or agreeing to supply.

Return of Security Deposit

(111) Such a deposit will be held by Northumbrian Water for a period of 12 months and may be used during that period to discharge any outstanding balances due from the Customer. On expiry of the 12 month period Northumbrian Water will return the deposit, or such balance that remains, to the Customer together with interest calculated at the prevailing rate.

4.6 TEESSIDE INDUSTRIAL RAW WATER SYSTEM

Industrial Raw Water

(112) Charges for the supply of water from the Teesside Industrial Raw Water System are shown in Appendix A.

5 SEWERAGE AND SEWAGE DISPOSAL CHARGES

(113) NOTE Northumbrian Water only supplies sewerage and sewage disposal services in the Northumbrian Region. In the Essex & Suffolk Region, these services are provided either by Anglian Water Services Limited or Thames Water Utilities Limited.

5.1 GENERAL INFORMATION ABOUT SEWERAGE CHARGES

Liability for charges

(114) All customers, as defined in paragraph (7), are liable for Northumbrian Water's charge for sewerage and sewage disposal which is also referred to as a "sewerage charge" or "sewerage services charge".

United Utilities and Hartlepool Water

(115) The charges for sewerage and sewage disposal services provided to properties within the water supply areas of United Utilities Water Ltd and Hartlepool Water plc are included on bills rendered by those Companies and are payable in accordance with the instructions issued by those Companies.

Properties covered by the charge

(116) Charges payable under any paragraph of Section 5 are payable in respect of every connected property whether this service, facility or right is in connection with foul and/or other discharges, including surface water and roof water drainage. Reductions in sewerage services charges are available in certain circumstances, as specified elsewhere within this section of the Charges Scheme.

(117) If, in respect of low rated properties and separately rated garages that are being used solely for household purposes, Northumbrian Water is of the view that the costs of billing and recovering the charges will exceed the income, then the charge may be waived for those properties.

(118) Trade effluent charges may also be payable in accordance with Section 9.

Types of customer

(119) In pursuit of the objectives set in paragraph (16), there will be two classes of customer:

(a) The unmeasured class.

(b) The measured class.

Properties to be charged on a measured basis

(120) All new properties are required to pay for both water and sewerage services on a measured basis, as are properties that are split into parts or merged with others.

5.2 UNMEASURED SEWERAGE CHARGES

Structure of unmeasured charge

(121) For the unmeasured class of customer, charges are calculated with reference to:

(a) A fixed charge, and;

(b) The rateable value of the connected properties.

(122) For household customers, the cost of reception, treatment and disposal of discharges other than foul water, including highway drainage, surface water drainage, including water from roofs and common areas, residual discharges, including infiltration etc, are recovered within the fixed charge. The costs of reception, treatment and disposal of foul discharges are divided

between the fixed and rateable value elements.

- Properties connected for surface water drainage only - unmeasured customers*
- (123) Northumbrian Water may make a charge less than the unmeasured sewerage services charge if a customer's only benefit or right to benefit from the sewerage service is from a facility or drain that has been designated by Northumbrian Water to be used only for surface water. Under such circumstances, the value of the sewerage services charge shall be the amount of the charge that would be calculated if the connected property was occupied by a measured class of customer who made no foul effluent discharge to the public sewer.
- Rateable value charge*
- (124) The annual rateable value charge is produced by multiplying a rate in the pound of rateable value by the rateable value of the property.
- Rateable Value*
- (125) The rateable value of the property will be determined as described in section 4.1.2.

5.3 MEASURED SEWERAGE CHARGES

5.3.1 Standard Measured Sewerage Charges

- Metered customers*
- (126) For charging purposes, the measured class of customer will be those customers receiving and being charged for water supplies by metered connections, or through a water abstraction licensed by the Environment Agency.
- (127) For the measured class of customer, the recovery of the costs associated with providing sewerage services is on the following basis:
- (a) For foul discharges, a volumetric charge calculated by reference to the quantity of water registered on the water supply meter and/or water resource authorised licensed abstraction quantity.
- (b) For other discharges, including highway drainage, surface water drainage including water from roofs and common areas, residual discharges including infiltration etc, one of the following will apply:
- (i) A fixed charge per household property.
- (ii) For non-household properties a charge based upon the chargeable area of the site as detailed in section 5.3.4.
- Structure of measured charge*
- (128) The volumetric charge for foul discharges is made on the principle that water entering a property will equal water leaving a property, although it is accepted that a proportion of water supplied will not necessarily enter the sewer. A standard 5% non-return allowance is therefore made within the calculation of the volumetric rate of charge, which is then applied to the total metered quantity of water for the period in question.
- Non-returns allowance*
- (129) Where there are losses of water in excess of the standard non-returns allowance due to processes carried on in the property, or where water is not discharged to a public sewer or treatment works, additional allowances against metered quantities may be given at Northumbrian Water's discretion.
- (130) Such allowances will be calculated by facts, estimates, engineering aspects and other formulae, as considered relevant by Northumbrian Water. For the purpose of this charge, the readings on any water meter or meters supplying the properties concerned shall be prima facie evidence of water entering

connected properties.

- (131) Allowances, additional allowances or adjustments to allowances will apply from 1 April in the charging year in which the intention to claim, introduce or review the allowance was first made in writing by the customer or Northumbrian Water.

5.3.2 Large User Tariff for Sewerage

- (132) Alternatively, in respect of a single site at which is likely to discharge in excess of 50,000 cubic metres of foul sewage on an annual basis (determined in accordance with (127)(a) above), customers may opt to pay for their domestic sewage on the basis of an optional sewerage tariff. This comprises:

Sewerage large user tariff

- (i) A non-refundable annual fixed charge per site, payable by monthly instalments from 1 April to 1 March each year.
- (ii) For volume discharged, a volumetric charge less than that applicable to customers paying on the basis of (127)(a) above.
- (iii) A charge for other discharges on the same basis as (127)(b)(ii) above.

5.3.3 Leakage Allowances for Sewerage

Leakage allowances for household customers

- (133) For household customers, any allowance for water lost through leakage will be in accordance with the company's Code of Practice on Leakage.

Leakage allowances for non-household customers

- (134) For non-household customers an allowance may be given against the volumetric sewerage charge, provided all or part of the leaked water did not discharge into the public sewer.

- (135) Such allowances will be calculated by facts, estimates, engineering aspects and other formulae, as considered relevant by Northumbrian Water.

5.3.4 Chargeable Area for measured non-household properties

- (136) The chargeable area of a customer's site:

(a) **includes** the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way),

Chargeable area

(b) but **excludes** any defined excluded area that constitutes 10% or more of the total site area.

- (137) A defined excluded area is any area of land as determined by Northumbrian Water. Examples may include, but are not restricted to, permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected,

Allocation of charges for common areas

- (138) For the purposes of paragraph (136), where there is a common area appertaining to a number of separately occupied premises, the chargeable area for each such premise shall be calculated to include a proportionate part of any such common area, by dividing any such area pro rata to the individual site measurement of each such separate premise. In the case of buildings in multiple occupation, common areas may include areas both

internal and external to those buildings.

Shared car parks

(139) Shared car parks will normally be apportioned to separately occupied premises on the principles detailed in paragraph (138). However Northumbrian Water may also enter into an agreement with the site owner or freeholder whereby he would be liable for the charges for the chargeable area of the car park. Should the owner or freeholder default on payment of such charges then Northumbrian Water will recover the charges from the occupiers of the separately occupied premises as described above.

Banding of surface areas for charging

(140) For charging purposes, customers' premises will be allocated to charging bands on the basis of their chargeable area, including the allocation of any shared areas, as described above. Separate band charges appear in Appendix A.

Application of charges

(141) When Northumbrian Water agrees a change to a chargeable area measurement that results in a change to a charging band, this change will be applied from the later of the 1 April in the charging year in which the claim was made or the date on which the customer became responsible for charges for that site.

Disputed measurements

(142) Northumbrian Water reserves the right to recover from the customer any costs that it has reasonably incurred in cases where a customer disputes either the Charging Band to which his premises have been allocated or asserts that his premises do not drain any surface or groundwater either directly or indirectly to a public sewer and it is subsequently demonstrated that Northumbrian Water's original assessment of the premises was correct.

5.3.5 Common Supplies

Common metered supplies

(143) In relation to properties that have a metered water supply connection which supplies more than one property in different occupancies, charges will be recoverable under one of the following conditions:

Common billing agreements

(a) Northumbrian Water may make an agreement, known as a Common Billing Agreement, with the Owner or Owners of such properties so that the Owner or Owners are liable for the payment of:

- (i) the metered water supply charges for all the properties supplied through the common meter, unless agreed otherwise by Northumbrian Water;
- (ii) **Plus:** all sewerage services charges due in respect of all the properties supplied through the common meter, including for periods when the properties are unoccupied.

Liability for billing common supplies where a common billing agreement does not exist (non-household)

(b) Where no Common Billing Agreement exists between Northumbrian Water and the Owner, and the properties supplied through the common meter supply are non-household, charges will made as follows:

- (i) the metered water supply charges for all the properties supplied through the common meter will be charged to the Owner of the property where the meter is installed;
- (ii) foul discharges for sewerage will be charged to the Owner based on the quantity of water registered on the water supply meter.
- (iii) Other discharges, including surface water drainage and highway drainage, will be charged separately to Occupiers, or in certain

circumstances, the Owner.

*Liability for
billing common
supplies where
a common
billing
agreement does
not exist
(household)*

(c) Where no Common Billing Agreement exists between Northumbrian Water and the Owner, and the properties supplied through the common meter supply are household, charges will be made as follows:

- (i) the metered water supply charges for all the properties supplied through the common meter will be charged to the Owner of the property where the meter is installed;
- (ii) all sewerage charges will be charged separately to Occupiers on an unmeasured basis as described in section 5.2.

*Installing
separate
supplies*

(144) Owners may opt, at their cost, to have a separate metered supply installed to each property (if technically possible) which would enable all sewerage charges, including those for foul discharges, to be made direct to the occupiers.

5.4 REBATES IN RELATION TO SURFACE WATER DRAINAGE

5.4.1 General

*Surface water
rebates*

(145) Where it can be demonstrated that a property does not drain any or, in some cases, that it drains only part of its surface water or groundwater either directly or indirectly to Northumbrian Water's systems, a reduction in charges is available.

*Sites not
charged for
surface water or
highway
drainage*

(146) In cases where, in addition to paragraph (145), no foul effluent is discharged to a public sewer, thereby rendering the property unconnected for sewerage services, no charges for either surface water or highway drainage will be payable.

5.4.2 Household Properties and Unmeasured Non-Household Properties

*Surface water
drainage
rebates for non-
household
properties*

(147) For household properties, whether measured or unmeasured, and for unmeasured non-household properties, rebates will only be granted if it can be shown that no surface water or groundwater drains either directly or indirectly to Northumbrian Water's sewerage system. Rebates will not be granted for partial connection, that is, where only some surface water or groundwater may drain other than to Northumbrian Water's sewerage system. The level of rebate, which will be the same both for all household customers and for unmeasured non-household customers, is shown in Appendix A.

*Retrospectivity
of rebate*

(148) Rebates as described in section 5.4.2 will be applied from the later of the 1st April 2001, the date on which the customer became responsible for charges or the date on which the property was disconnected from Northumbrian Water's systems.

5.4.3 Measured Non-Household Properties

*Full rebates for
surface water
charges*

(149) Where a metered non-household customer can demonstrate to Northumbrian Water's satisfaction that the provisions of either points (149)(a) or (149)(b), apply, by providing detailed site plans or such other evidence as Northumbrian Water may reasonably require, charges for highway drainage will be payable as detailed in paragraph (150).

(a) Drainage arrangements made in respect of a site are such that **no** surface water or groundwater drains directly or indirectly to a public sewer from that property or from any common area appertaining to that property,

(b) **All** surface water or groundwater draining from the site is charged as trade effluent,

Charges for fully rebated properties

(150) The chargeable area of the site will be allocated to a band and 30% of this band charge will be applied to cover highway drainage charges.

Retrospectivity of full rebate

(151) Rebates as described in paragraphs (149) and (150) will be applied from the later of the 1st April 2001, the date on which the customer became responsible for charges or the date on which the site was disconnected from Northumbrian Water's systems.

(152) Where a metered non-household customer can demonstrate to Northumbrian Water's satisfaction that the provisions of either points (152)(a) or (152)(b) apply, by providing detailed site plans or such other evidence as Northumbrian Water may reasonably require, charges will be payable as detailed in paragraph (153).

Partial rebates for surface water charges

(a) Drainage arrangements made in respect of a site are such that surface water or groundwater **from only part of the site** drains directly or indirectly to a public sewer from that property or from any common area appertaining to that property,

(b) **Some** surface water or groundwater draining from the site is charged as trade effluent,

(153) Two chargeable areas will be defined and charged as follows:

Charges for partially rebated properties

(a) A chargeable area will be defined for the site as detailed in paragraph (136) for the proportion of the site from which surface water and groundwater drains directly or indirectly to a public sewer, or for which the surface water or groundwater is not charged as trade effluent. 70% of the tariff for the band of this chargeable area will be charged.

(b) **Plus:** a second chargeable area will be measured as the total area of the site. 30% of the band charge for this chargeable area of the site will be applied to cover highway drainage charges.

Retrospectivity of partial rebate

(154) Rebates as described in paragraphs (152) and (153) will be applied retrospectively as far back as the 1st April of the charging year in which the claim for a rebate is made.

5.4.4 How to apply for a rebate

- (155) Customers in this category who consider that they may qualify for reduced sewerage charges as a result of these provisions should either write or telephone in the first instance to:

Customer Centre
Northumbrian Water Limited
P O Box 407
Durham
DH1 9WW

Telephone: 0845 733 5566

*Application
process for
surface water
drainage
rebates*

- (156) Customers will be sent a questionnaire for completion. This will include the request for a simple site plan that indicates how the surface water and groundwater from their property is currently drained. This will help the customer to determine whether a claim under the provisions of this section is likely to be successful. If the customer remains of the opinion that he may be entitled to reduced sewerage charges, he should return the completed questionnaire to the above address. Northumbrian Water may require more detailed plans for some non-household properties and reserves the right to visit any property to establish its connection status.

5.5 OTHER SEWERAGE CHARGES

- (157) In the case of non-household properties that occupy a total surface area of less than 25m², that are normally unmanned and benefit only from surface water drainage, a fixed charge shall be payable in all cases, regardless of whether or not they appear on the Valuation List at 31 March 1990 (and if so, regardless of their value on that List). The level of the fixed charge for such properties appears in Appendix A.

*Unmanned
structure
charges*

6 WATERSURE - CHARGES FOR VULNERABLE CUSTOMERS

6.1 GENERAL

*Definition of
WaterSure
Scheme*

(158) An alternative fixed charge (referred to as the “WaterSure” for the remainder of this section) is available for measured customers falling within two vulnerable groups who are likely to use higher than average amounts of water. These provisions do not apply to unmeasured supplies.

(159) “WaterSure” is the new industry-wide name for what was previously known as the “Protect Scheme” at Northumbrian Water.

*Vulnerable
group
regulations*

(160) These two groups have been defined by Government regulations and broadly cover persons in receipt of certain benefits or tax credits who have either large families or suffer from certain medical conditions requiring the use of large quantities of water. These groups are more precisely defined in 6.3 below. The regulations also define certain non-essential uses of water that would render otherwise eligible customers ineligible for this assistance. Again, this is explained more fully below.

*Structure of
WaterSure
Scheme tariff*

(161) In accordance with the Government regulations, these customers have the option of paying a fixed charge based on average household bills, rather than a bill based on their own measured consumption. Depending on customers’ particular circumstances, the alternative charge may or may not be lower than normal charges, based on their metered consumption. However, eligible customers will always pay the lower of the two, as explained below.

*Customer
application for
scheme*

(162) Northumbrian Water will publicise this protection, but the onus is on customers who meet the qualifying criteria to apply to be charged on this basis. Measured household bills will be issued with a leaflet outlining the WaterSure Scheme option and customers will be invited to write or telephone for full details and an application form.

6.2 BASIS OF CHARGE

*Level of
WaterSure
Scheme charge*

(163) The WaterSure Scheme tariff is set equal to the average household bill. In the case of water services, this is calculated separately for the Northumbrian Region and the Essex & Suffolk Region. For sewerage services, the charge is set by Northumbrian Water only for the Northumbrian Region. The levels of these charges for 2010/11 are shown in Appendix A (Northumbrian Region) and Appendix B (Essex & Suffolk Region – water only). In the Essex & Suffolk Region, the charges set by the relevant sewerage services supplier (Thames Water Utilities Limited or Anglian Water Services Limited) apply.

6.3 ELIGIBILITY

*Eligibility
conditions*

(164) Eligibility for the WaterSure Scheme is limited to the two groups of households defined in (164)(a) and (164)(b) below and applies to premises occupied by the customer and any other qualifying person as his only or principal home. Further, where premises are not used solely as a person’s home, the other use must not be the principal use of the premises. The two groups are:

- (a) Households containing an individual who is entitled to receive Child Benefit for three or more children up to the age of 19, all of whom must be resident in the property and in full-time education.
- (b) Households containing an individual who has been diagnosed as suffering from one of the following medical conditions and whose condition causes them to use significant amounts of water:
 - Kidney failure requiring home dialysis (except where a contribution to the cost of the water consumed during the billing period has been made by the health authority);
 - Abdominal stomas;
 - Desquamation (flaky skin loss);
 - Weeping skin disease (eczema, psoriasis, varicose ulceration);
 - Incontinence;
 - Crohn's disease;
 - Ulcerative colitis.

(165) The above medical conditions are those specifically covered by the Government regulations. The company will also consider requests for assistance from measured customers whose households contain an individual who has been diagnosed as suffering from other medical conditions that involve significant use of water. A doctor's certificate will be required for such other medical conditions to be admissible.

(166) In the case of the individuals defined in (164)(a), eligibility is also contingent upon their being in receipt of one of the relevant benefits defined below. In the case of the individuals defined in (164)(b), eligibility is contingent upon the household containing an individual, not necessarily the same individual as suffering from the qualifying medical condition, being in receipt of one of the relevant benefits. The relevant benefits are:

Qualifying requirements

- Council Tax Benefit;
- Housing Benefit;
- Income Support;
- Income-based Jobseeker's Allowance;
- Income-related Employment and Support;
- Working Tax Credit;
- Child Tax Credit (except families in receipt of the family element only);
- Pension Credit.

6.4 DISQUALIFYING CONDITIONS

(167) In accordance with the Government regulations, eligibility for the WaterSure Scheme will be disallowed if water supplied to the premises is used for either:

Disqualifying conditions

- (a) Watering a garden, other than by hand, by means of any apparatus, or
- (b) Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

6.5 REQUIRED EVIDENCE OF ELIGIBILITY

(168) In order to be charged on the WaterSure Scheme, all applicants will be required in advance to complete an application form and to provide reasonable evidence of eligibility. In all cases, a copy will be required of the latest notice of entitlement to the benefit (not more than 12 months old) or tax credit (not more than 6 months old) under which eligibility is being claimed. Additionally:

- (a) In the case of the first group above, large families on low incomes (see (164)(a)), a copy will be required of the latest notice of entitlement (not more than 12 months old) showing that Child Benefit was payable to a resident of the property in respect of three or more children up to the age of 19;
- (b) Alternatively, claimants may present the benefit order books relating to either of the above at any company office. The company may make any photocopies of such documents as it feels necessary to validate the claim, but will not retain the originals. In no case should the order books relating to any benefit be posted to the company.

*Evidence of
eligibility*

(169) In the case of the second group, people with medical conditions requiring high water use (see (164)(b)), customers will be required to state on the application form:

- (a) The medical condition under which they are claiming eligibility;
- (b) How this condition results in increased water consumption;
- (c) The name of a medical practitioner to whom any enquiries may be made in connection with the application, to confirm both that the patient has been diagnosed as having the specified condition and the impact this is likely to have on water consumption;
- (d) In the case of applications on the basis of medical conditions other than those specifically identified in the Government regulations, as listed in (164)(b) above, a doctor's certificate will be also required, stating:
 - The name of the patient;
 - The diagnosis of the patient;
 - The date on which the certificate was given;
 - The name and address of medical practitioner.

(170) Northumbrian Water will not be responsible for any cost incurred in obtaining such a certificate.

*Verification of
eligibility*

(171) Northumbrian Water will take reasonable steps to ensure the validity of claims and may contact the agency providing the benefit or tax credit used as the basis for a claim and, where relevant, medical practitioners. It may do this both on a random basis and in specific cases where it has reason to doubt the validity of documents supplied by the applicant.

6.6 PERIOD OF ELIGIBILITY

(172) Generally, once eligibility has been established, it will be presumed to apply for the remainder of the current charging year. It will, however, be the customer's responsibility to advise Northumbrian Water if his circumstances change before the year-end. For this purpose, a form will be supplied to be

Period of Eligibility

retained by the customer for completion and return should this situation arise. All qualifying customers will be required to reapply for continued eligibility in subsequent years.

- (173) More specifically, eligibility for the WaterSure Scheme will normally apply for the whole of a billing period, where this is defined as the period between two consecutive meter readings. Except as provided in the next paragraph, if eligibility is first established (or re-established following a period of ineligibility) during a billing period, it will be presumed to have applied for the whole billing period. Eligibility will not be applied retrospectively, i.e. before the commencement of the billing period in which eligibility is first established (or re-established).
- (174) Northumbrian Water reserves the right to make additional checks on customers' continued eligibility during the charging year, both on a random basis and in cases where it has reason to believe that a customer's circumstances may have changed.

6.7 APPLICATION OF THE WATERSURE SCHEME

How the WaterSure Scheme tariff will be applied

- (175) Northumbrian Water will continue to read eligible customers' meters as normal and the measured charge that would have applied will be calculated. Only where the WaterSure Scheme charge for the billing period would be lower will this be applied, otherwise the regular measured charges will apply for that billing period. The customer will always, therefore, pay the lower of the two amounts. Where the comparison of measured and WaterSure Scheme charges is based upon an estimated meter reading which is disputed by the customer, Northumbrian Water may review this estimate or make arrangements with the customer to take an actual reading.

6.7.1 Administration of Applications

- (176) Customers who feel they may be eligible for the WaterSure Scheme should in the first instance write or telephone for a leaflet and application form to:

Northumbrian Region	Essex & Suffolk Region
Customer Centre	Customer Centre
Northumbrian Water Limited	Essex & Suffolk Water
P O Box 300	P O Box 292
Durham	Durham
DH1 9WQ	DH1 9TX
Telephone: 0845 733 5566	Telephone: 0845 782 0111

Application process

- (177) On return of the completed application form, together with the relevant documentary evidence, Northumbrian Water will endeavour to process the application and advise customers of the outcome within 10 working days. However, it may be necessary to extend this timescale for factors outside Northumbrian Water's control, as noted below.
- (178) If additional evidence is required from third parties – for example, checking with a doctor – it may be necessary to exceed the target timescale, but the customer will be advised of any delay on this account.
- (179) If returned forms are incomplete or have been completed incorrectly, it may be necessary to return these to customers for correction and resubmission and this will delay the processing of the application. It may be possible to deal with minor errors and omissions by telephone and customers will be asked to provide a daytime contact number for this purpose. The failure by

the customer to provide the appropriate documentary evidence in support of his claim will also result in delay.

- (180) Prior to the commencement of each charging year, Northumbrian Water will write to those customers who at that time are noted in its records as being eligible for the WaterSure Scheme, inviting them to reapply for the coming year. Customers who do not respond will be contacted by telephone, if possible, or by letter reminding them of the need to reapply. Failure to respond to this second contact will result in customers reverting to standard measured charges.
- (181) During the course of the year, it is the customer's responsibility to advise Northumbrian Water immediately if his circumstances change such that he is (or believes he may) no longer be eligible for the WaterSure Scheme. In order to simplify this process for the customer, Northumbrian Water will when it first notifies the customer of his eligibility and on subsequent occasions when it reconfirms eligibility, include a notification form for the customer to complete and return if and when he becomes (or believes he may have become) ineligible for continued access to the WaterSure Scheme.
- (182) Where it becomes clear that a customer's eligibility ceased in a billing period prior to the one then current and that this has resulted in undercharging, a retrospective adjustment to the customer's bills will be made.
- (183) In the event of a complaint or dispute over the application of the provisions for the protection for vulnerable customers, either as to eligibility or in the application of charges, customers should, in the first instance, contact the Customer Centre at the address shown above. In the event that the matter remains unresolved, the customer will have the right to refer his case to the Consumer Council for Water (CCWater).

*Disputes over
WaterSure
Scheme*

7 TIMING AND METHODS OF PAYMENT OF CHARGES - NORTHUMBRIAN REGION

7.1 TIMING

7.1.1 Unmeasured Customers

(184) The occupier of an unmeasured property is liable to pay water and sewerage charges for each day of their occupation. Bills are issued at the beginning of the financial year on the assumption that the occupier will remain in residence for the whole of the financial year. Charges are due in full on demand unless an alternative payment plan is agreed by Northumbrian Water. Customers may elect to pay their charges:

Payment options (unmeasured customers)

- (a) In two half-yearly payments on the due dates printed on the payment slips;
- (b) By our Instalment Scheme – May to February inclusive;
- (c) By our Budget Scheme (instalments can be monthly, fortnightly or weekly);
- (d) By special arrangements for customers having difficulty paying their bills.

7.1.2 Measured Customers

(185) Measured water, measured sewerage, any fixed charges or surface area related charges are payable in full on demand unless an alternative payment plan is agreed by Northumbrian Water. Customers may elect to pay their charges:

Payment options (measured customers)

- (a) By our Budget Scheme (instalments can be monthly, fortnightly or weekly);
- (b) By special arrangements for customers having difficulty paying their bills.

7.1.3 General

(186) No charge is made for the option to pay by instalments. However, failure to pay an instalment by the due date causes all outstanding amounts to be due and payable immediately. Failure to pay the charges outstanding in one amount may result in the issue of a County Court Claim for all unpaid charges. Available instalment payment options are detailed in paragraphs 7.1.1 and 7.1.2 above.

Payment by Instalment

7.1.4 Customers entering into any formal insolvency procedure

(187) Where a Customer enters into any formal insolvency procedure Northumbrian Water may apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date').

Charges when a formal insolvency procedure occurs

(188) Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and apply from the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be payable by the occupier on the same payment terms as would apply if the property had

been newly connected on that day.

7.2 PAYMENT METHODS – ALL METHODS ARE FREE OF CHARGE UNLESS OTHERWISE STATED

(189) Unmeasured and measured customers who elect to pay their charges in accordance with either Section 7.1.1 or Section 7.1.2 above may use any (or any combination) of the payment methods listed below:

- (a) By Direct Debit – a choice of payment dates is available, 1st or 15th of the month. A discount is given for payment by this method – see 7.3;
- (b) By PayPoint - payment can be made in cash at any PayPoint agency;
- (c) Via a Bank – at a branch by cash or cheque, or through its on-line banking system. Free of charge at customer's own bank, and at branches of Natwest in the Northumbrian Region. Other banks may make a charge for the transaction;
- (d) At a Post Office - by cash or debit card only, using the payment slip on the bill. (A charge will be made for payments via a Post Office);
- (e) By Post – by cheque or postal order, customers should send their payment to: Northumbrian Water, Customer Centre, PO Box 300, Durham DH1 9WQ. Cheques and postal orders should be crossed and made payable to "Northumbrian Water Limited". Post-dated cheques are not acceptable;
- (f) By Telephone - to pay using a debit or credit card the customer should call the telephone number detailed on the bill;
- (g) By Internet - payment can be made, by debit card, online at our web site address, www.nwl.co.uk;
- (h) By Standing Order.

*Available
methods of
payment*

(190) In addition, Northumbrian Water can arrange to apply to the Jobcentre Plus/DWP to facilitate the receipt of payments via the Water Direct Scheme from the following benefits:

- (a) Income Support;
- (b) Income-related Employment and Support;
- (c) Income-based Jobseekers Allowance;
- (d) Pensions Credit.

*Water Direct
Scheme*

7.3 DIRECT DEBIT DISCOUNT

(191) Where a customer pays for water and/or sewerage services directly to Northumbrian Water by direct debit, a fixed annual discount for each service received will be credited to their account.

*Direct debit
discount*

7.4 PAYMENT BY LANDLORDS

(192) Subject to the provisions of the Water Industry Act 1991 and except where provided by agreement with Northumbrian Water to the contrary, the charges referred to in paragraph 7.1.1 and 7.1.2 are payable by the

*Payment by
landlords*

occupiers of properties. However, where a number of tenanted properties are in one ownership, savings in billing and collection costs may be possible if the owner will agree to pay the charges in respect of all the properties. Northumbrian Water is therefore prepared to consider agreements with owners for the payment of unmeasured water services charges due on tenanted properties under which allowances may be given, subject to payment on time.

- (193) Notwithstanding such arrangements, occupiers of properties remain the customers of the company, landlords being responsible for collecting charges due on the basis set out in this Charges Scheme.
- (194) In the event of the owner defaulting on the above arrangements, then the full charges may be recovered by Northumbrian Water from the occupier.
- (195) The arrangements referred to above also apply in respect of the sewerage and sewage disposal services charges levied by other water companies on behalf of Northumbrian Water. The water companies have their own arrangements related to their water supply charges.

7.5 COLLECTION OF OUTSTANDING CHARGES

7.5.1 General Principles

Payment difficulties

- (196) Northumbrian Water will ensure that every attempt is made to work with the customer to secure a reasonable payment arrangement. Customers experiencing payment difficulties can contact the company to discuss alternative arrangements such as smaller more frequent payments. Information can be obtained from the Customer Centre on 0845 733 5566. Full details of our collection procedures are contained within our Code of Practice on Debt, a copy of which can also be obtained from the Customer Centre.

7.5.2 Household premises

Consequence of non-payment (household customers)

- (197) Unmeasured bills are issued annually. Measured bills are issued either on a monthly, quarterly or six monthly basis. If the bill has not been paid, a reminder notice is sent advising the customer that recovery action will ensue.
- (198) If payment is not forthcoming, a pre-claim letter is issued. The pre-claim letter advises that if the current instalment due is not paid, legal action will be taken for the full amount outstanding which, in the case of unmeasured charges will be the balance to the end of the financial year. In addition to this amount, the customer will incur charges in respect of County Court Fees and Solicitors' Costs.
- (199) If payment is still not received, Northumbrian Water may attempt to make contact with the customer before a claim is sent to the County Court and Court Fees and Solicitors' Costs are added to the customer's account.
- (200) The customer has the option to either admit or defend the claim. If the customer admits the debt, the Court is asked to enter judgment by admission. If the claim is defended and the query cannot be resolved by correspondence a Hearing may be set by the Court who will act as arbitrator in the case. If the customer ignores the claim the Court is requested to enter judgment by default. If the customer does not adhere to the terms of the County Court judgment order, Northumbrian Water will request

enforcement in accordance with County Court rules.

- (201) At each stage in the process Northumbrian Water will encourage customers to enter into an appropriate payment arrangement and facilitate the means of payment to suit the customer's individual circumstances.

7.5.3 Non-household premises

- (202) Unmeasured bills are issued annually. Measured bills are usually issued on a quarterly basis although large users are billed each month. Following the issue to the customer of a final notice for non-payment of a bill by the due date, the water supply will be disconnected unless payment is received.

- (203) If a customer fails to honour a reasonable payment arrangement, in accordance with normal commercial practice, Northumbrian Water will disconnect the service in order to protect the company and other customers from further unrecoverable losses.

- (204) Northumbrian Water will not disconnect the following premises for non-payment of water services charges:

Consequence of non-payment (non-household customers)

- private dwelling houses (including mixed use premises where a person has their home);
- domestic caravans;
- houseboats;
- houses in multiple occupation;
- residential care homes, nursing homes and residential homes for the elderly;
- children's homes and day care centres;
- schools and other educational establishments;
- prisons and detention centres;
- police, fire and ambulance stations.

- (205) All other premises may be disconnected for non-payment of water services charges.

7.6 PAYMENTS – GENERAL

- (206) Northumbrian Water reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders or direct debits.

Payment charges

- (207) When payment is made in foreign currency, the exchange rate applicable will be that on the day of receipt of payment. Any shortfall or benefit will be debited or credited to the customer's account accordingly. Commission charges will be deducted from the amount paid.

- (208) Interest on Late Payment – Northumbrian Water reserves the right to claim interest pursuant to the "Late Payment of Commercial Debts Act 1998" in respect of its non-household customers.

8 TIMING AND METHODS OF PAYMENT OF CHARGES - ESSEX & SUFFOLK REGION

8.1 TIMING

8.1.1 Unmeasured Customers

*Payment options
(unmeasured customers)*

(209) The occupier of an unmeasured property is liable to pay water and sewerage charges for each day of their occupation. Bills are issued at the beginning of the financial year on the assumption that the occupier will remain in residence for the whole of the financial year. Charges are due in full on demand unless an alternative payment plan is agreed by Essex & Suffolk Water. Customers may elect to pay their charges:

- (a) In two half-yearly payments;
- (b) By our Instalment Scheme – April to January inclusive;
- (c) By special arrangements for customers having difficulty paying their bills (only available to household customers).

8.1.2 Measured Customers

*Payment options
(measured customers)*

(210) Measured water, measured sewerage, any fixed charges or surface area related charges are payable in full on demand unless an alternative payment plan is agreed by Essex & Suffolk Water. Customers may elect to pay their charges:

- (a) By our Budget Scheme (instalments can be monthly, fortnightly or weekly);
- (b) By special arrangements for customers having difficulty paying their bills (only available to household customers).

8.1.3 General

*Payment by
Installment*

(211) No charge is made for the option to pay by instalments. However, failure to pay an instalment by the due date causes all outstanding amounts to be due and payable immediately. Failure to pay the charges outstanding in one amount may result in the issue of a County Court Claim for all unpaid charges. Available instalment payment options are detailed in paragraphs 8.1.1 and 8.1.2 above.

8.1.4 Customers entering into any formal insolvency procedure

*Charges when a
formal
insolvency
procedure
occurs*

(212) Where a Customer enters into any formal insolvency procedure Essex & Suffolk Water may apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date').

(213) Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be payable by the occupier on the same payment terms as would apply if the property had been newly connected on that day.

8.2 PAYMENT METHODS – ALL METHODS ARE FREE OF CHARGE UNLESS OTHERWISE STATED

(214) Unmeasured and measured customers who elect to pay their charges in accordance with either Section 8.1.1 or Section 8.1.2 above may use any (or any combination) of the payment methods listed below:

*Available
methods of
payment*

- (a) By Direct Debit – a choice of payment dates is available, 8th, 18th or 28th of the month. A discount is given for payment by this method – see 8.3;
- (b) By PayPoint - payment can be made in cash at any PayPoint agency;
- (c) Via a Bank – at a branch by cash or cheque, or through its on-line banking system. Free of charge at customer's own bank, and at branches of Natwest in the Essex & Suffolk Region. Other banks may make a charge for the transaction;
- (d) At a Post Office – by cash or debit card only, using the payment slip on the bill. (A charge will be made for payments via a Post Office).
- (e) By Post – by cheque or postal order, customers should send their payment to: Essex & Suffolk Water, PO Box 292, Durham DH1 9TX. Cheques and postal orders should be crossed and made payable to "Essex & Suffolk Water". Post-dated cheques are not acceptable;
- (f) By Telephone – to pay by debit or credit card the customer should call the telephone number detailed on the bill;
- (g) By Internet - payment can be made, by debit card, online at our web site address, www.eswater.co.uk;

(215) In addition, Essex & Suffolk Water can arrange to apply to the Jobcentre Plus/DWP to facilitate the receipt of payments via the Water Direct Scheme. From the following benefits:

*Water Direct
Scheme*

- (a) Income Support;
- (b) Income-related Employment and Support;
- (c) Income-based Jobseekers Allowance;
- (d) Pensions Credit.

8.3 DIRECT DEBIT DISCOUNT

*Direct debit
discount*

(216) Where a customer pays for water services directly to Essex & Suffolk Water by direct debit, a fixed annual discount will be credited to their account.

8.4 PAYMENTS BY LANDLORDS

*Payment by
landlords*

(217) Subject to the provisions of the Water Industry Act 1991 and except where provided by agreement with Essex & Suffolk Water to the contrary, the charges referred to in paragraph 8.1.1 and 8.1.2 are payable by the occupiers of properties. However, where a number of tenanted properties are in one ownership, savings in billing and collection costs may be possible if the owner will agree to pay the charges in respect of all the properties. Essex & Suffolk Water is therefore prepared to consider agreements with owners for the payment of unmeasured water services charges due on

tenanted properties under which allowances may be given, subject to payment on time.

- (218) Notwithstanding such arrangements, occupiers of properties remain the customers of the company, landlords being responsible for collecting charges due on the basis set out in this Charges Scheme.
- (219) In the event of the owner defaulting on the above arrangements, then the full charges may be recovered by Essex & Suffolk Water from the occupier.

8.5 COLLECTION OF OUTSTANDING CHARGES

8.5.1 General Principles

*Payment
difficulties*

- (220) Essex & Suffolk Water will ensure that every attempt is made to work with the customer to secure a reasonable payment arrangement. Customers experiencing payment difficulties can contact the company to discuss alternative arrangements such as smaller more frequent payments. Information can be obtained from the Customer Centre on 0845 782 0111. Full details of our collection procedures are contained within our Code of Practice on Debt, a copy of which can also be obtained from the Customer Centre.

8.5.2 Household premises

*Consequence of
non-payment
(household
customers)*

- (221) Unmeasured bills are issued annually. Measured bills are issued on a monthly or six-monthly basis. If the bill has not been paid, a reminder notice is sent advising the customer that recovery action will ensue.
- (222) If payment is not forthcoming, a pre-claim letter is issued. The pre-claim letter advises that if the current instalment due is not paid, legal action may be taken for the full amount outstanding which, in the case of unmeasured charges will be the balance to the end of the financial year. In addition to this amount, the customer will incur charges in respect of County Court Fees and Solicitors' Costs.
- (223) If payment is still not received, Essex & Suffolk Water may attempt to make contact with the customer before a claim is sent to the County Court and Court Fees and Solicitors' Costs are added to the customer's account.
- (224) The customer has the option to either admit or defend the claim. If the customer admits the debt, the Court is asked to enter judgment by admission. If the claim is defended and the query cannot be resolved by correspondence, a Hearing may be set by the Court who will act as arbitrator in the case. If the customer ignores the claim the Court is requested to enter judgment by default. If the customer does not adhere to the terms of the County Court judgment order Essex & Suffolk Water will request enforcement in accordance with County Court rules.
- (225) At each stage in the process Essex & Suffolk Water will encourage customers to enter into an appropriate payment arrangement and facilitate the means of payment to suit the customer's individual circumstances.

8.5.3 Non-household premises

*Consequence of
non-payment
(non-household
customers)*

- (226) Unmeasured bills are issued annually. Measured bills are usually issued on a six monthly basis although large users are billed each month. Following the issue to the customer of a final notice for non-payment of a bill by the

due date, the water supply will be disconnected unless payment is received.

- (227) If a customer fails to honour a reasonable payment arrangement, in accordance with normal commercial practice, Essex & Suffolk Water will disconnect the service in order to protect the company and other customers from further unrecoverable losses.
- (228) Essex & Suffolk Water will not disconnect the following premises for non-payment of water services charges:
- private dwelling houses (including mixed use premises where a person has their home);
 - domestic caravans;
 - houseboats;
 - houses in multiple occupation;
 - residential care homes, nursing homes and residential homes for the elderly;
 - children's homes and day care centres;
 - schools and other educational establishments;
 - prisons and detention centres;
 - police, fire and ambulance stations.
- (229) All other premises may be disconnected for non-payment of water services charges.

8.6 PAYMENTS – GENERAL

- (230) Essex & Suffolk Water reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques or direct debits.
- (231) When payment is made in foreign currency, the exchange rate applicable will be that on the day of receipt of payment. Any shortfall or benefit will be debited or credited to the customer's account accordingly. Commission charges will be deducted from the amount paid.
- (232) Interest on Late Payment – Essex & Suffolk Water reserves the right to claim interest pursuant to the "Late Payment of Commercial Debts Act 1998" in respect of its non-household customers.

*Payment
charges*

9 TRADE EFFLUENT CHARGES

(233) NOTE: Northumbrian Water only supplies trade effluent collection, treatment and disposal services in the Northumbrian Region. In the Essex & Suffolk Region, these services are provided either by Anglian Water Services Limited or Thames Water Utilities Limited. For details of the charges of these companies, please refer to their respective Charges Schemes.

9.1 GENERAL INFORMATION ON TRADE EFFLUENT CHARGES

Liability of trade effluent charges

(234) Having due regard to paragraph (16), Northumbrian Water may make charges for the components of trade effluent as it feels appropriate. Trade effluent charges for reception, conveyance, treatment and disposal are payable by all occupiers of premises discharging trade effluent into public sewers. Any trade effluent charges payable are taken into account in the calculation of any volumetric sewerage and sewage disposal charge. However, if, in the view of Northumbrian Water, the costs of billing, calculating and recovering trade effluent charges will exceed the income, Northumbrian Water may at its discretion, waive the trade effluent charge and charge the customer for sewerage services as if the effluent was not subject to trade effluent consent.

Consent charges

(235) Northumbrian Water commits expenditure to the maintenance of trade effluent consents. This expenditure includes the costs of reviewing consent conditions on a regular basis and the eventual termination of the consents. Northumbrian Water levies a charge for determining new consent conditions and revised consent conditions if the trader seeks the variation, including costs associated with any referral to the Environment Agency.

Non standard trade effluent charges

(236) Any additional expense incurred or likely to be incurred by Northumbrian Water in connection with the reception or disposal of constituents of specified trade effluents may be recovered in addition to those set down below.

9.2 STRUCTURE OF TRADE EFFLUENT CHARGE

Structure of trade effluent charge

(237) In pursuit of the objectives set out in paragraph (16) a standard unit charge comprising the following elements will apply.

(238) Standard Unit Charge – Elements

(a) A Reception and Conveyance Charge per cubic metre - 'R'

(b) A Volumetric Treatment Charge per cubic metre - 'V'

(c) An Additional Volumetric Charge per cubic metre, where biological treatment applies - 'Bv'

(d) A Biological Treatment Charge per cubic metre (standardised – see (242) below) - 'B'

(e) A Sludge Treatment and Disposal Charge per cubic metre (standardised – see (242) below) - 'S'

(239) A charge is made for the individual service elements relevant to the receiving treatment works to which the discharger's effluent is conveyed and this is subject to a minimum charge. The levels of the standard unit charge

elements for the current charging year, as well as the minimum charge, are shown in Appendix A of this Charges Scheme.

Discharge strength

(240) The charges made take into account the strength of the discharge in relation to Northumbrian Water's average regional strength factors. The formula used in the calculation of individual charges is set out below; 'R', 'V', 'Bv', 'B' and 'S' being calculated in accordance with paragraph (238).

(241) Regional Formula

$$c = R + V + Bv + \frac{Ot}{Os} B + \frac{St}{Ss} S$$

(242) Where:

c = Total Charge per cubic metre of Trade Effluent;

R = Regional Reception and Conveyance Charge per cubic metre;

V = Regional Volumetric Treatment Charge per cubic metre;

Bv = Additional Volumetric Charge for biological treatment per cubic metre;

B = Regional Biological Treatment Charge per cubic metre;

S = Regional Sludge Treatment and Disposal Charge per cubic metre;

Ot = COD (Chemical Oxygen Demand) in mg/l of the trade effluent after one hour quiescent settlement. In rare cases where COD is not applicable, an alternative oxidation parameter will be applied;

Os = Regional weighted averaged COD in mg/l of settled sewage. In rare cases where COD is not applicable, an alternative oxidation parameter will be applied. In 2010/11, the regional weighted average will be 345 mg/l;

St = Total suspended solids in mg/l settled from the trade effluent after one hour quiescent settlement;

Ss = Regional weighted average of suspended solids in mg/l removed from crude sewage by primary settlement. In 2010/11, the regional weighted average will be 160 mg/l.

Trade effluent tariff formula

9.3 OTHER INFORMATION RELATING TO TRADE EFFLUENT CHARGES

Verification of discharge volume

(243) The trade effluent discharger may be required to provide apparatus suitable and adequate for measuring and automatically recording the volume of trade effluent to the satisfaction of Northumbrian Water and in accordance with the consent to discharge trade effluent. The volumes of effluent recorded on such a flow meter will be used for charging purposes. However, where such a flow meter has not recorded accurately or has not been provided, Northumbrian Water will determine the volume of trade effluent discharged by any method it feels appropriate. This may include the use of readings taken from incoming water supply meters with allowances for volumetric domestic sewerage usage and non-returns to sewer using facts, estimates, engineering aspects and other formulae as considered relevant by Northumbrian Water.

Verification of

(244) The trade effluent discharger may also be required to provide apparatus

discharge strength

capable of determining and recording the nature and composition of the trade effluent in accordance with the consent to discharge. The results from such apparatus may be used as the basis of the charge. However, where such apparatus has not recorded accurately or has not been provided, Northumbrian Water will determine the quality of effluent by any method it feels appropriate. This may include the use of standard strengths (see paragraph (245)) or analysis of samples taken from the effluent with allowances for domestic elements of effluent as considered relevant by Northumbrian Water. Where charges are to be determined by sampling techniques, Northumbrian Water is prepared to provide the trade effluent discharger with additional samples or duplicate samples at the time of sampling, providing the discharger makes the request for the service in advance. Northumbrian Water may charge the discharger for this service.

(245) The need to recover costs incurred in the treatment and disposal of trade effluent has led to the need for a compromise between the costs of sampling and analysis in relation to the total income generated by the discharge. For certain small discharges where the trade effluent discharger has not provided apparatus capable of determining and recording the nature and composition of their effluent, it is uneconomic to analyse individual samples. The concept of the standard regional strength has been introduced for six types of discharge as shown in the table below.

Standard trade effluent strengths

Discharge Type	Standard Regional Strength	
	Suspended Solids mg/l (St)	COD mg/l (Ot)
Vehicle washes	124	284
Launderettes	55	800
Portable toilet waste	9,000	13,500
Small abattoirs	250	2,250
Small breweries (<20m ³ / day)	80	5,000
Swimming pool filter backwash	120	100

(246) These values are subject to periodic review.

Capital contributions and special agreements

(247) If, with the agreement of Northumbrian Water, a trade effluent discharger makes a capital contribution towards the expense of disposing of the discharge, then Northumbrian Water may make an appropriate adjustment to the trade effluent charges.

Domestic sewage charges

(248) In addition to trade effluent charges trade premises may be liable for sewerage and sewage disposal discharges as described in Section 5 after allowing for trade effluent discharges.

Payment of trade effluent charges

(249) Charges referred to in the preceding clauses of this section shall be payable on demand.

Termination of consent

(250) Where the trader is in arrears of four weeks or more in payment of the charges specified above, Northumbrian Water may terminate the consent without further notice.

Additional expenses

(251) Northumbrian Water may require payment from the trader for any additional expenses incurred in connection with the reception and disposal of the trade effluent, beyond those recovered in its trade effluent tariffs.

Sampling

(252) Northumbrian Water will make a charge when it is necessary to resample

charges

trade effluent discharges where analysis of the preceding sample has shown that conditions of the trade effluent discharger's consent were contravened. The current level of this charge is shown in the Miscellaneous Charges (see Appendix C).

*Trade effluent
disputes*

(253) If a customer disputes either the refusal by Northumbrian Water to grant a trade effluent consent or the conditions attached to any consent that may be granted, he may have his case determined by the Water Services Regulation Authority (Ofwat).

10 INFRASTRUCTURE CHARGES

Infrastructure charges

(254) In accordance with Section 146(2) of the Water Industry Act 1991, Northumbrian Water may make a charge for premises connecting to a water supply and/or a public sewer including where this is as a result of developing or redeveloping a site. The exercise of this power is controlled by Condition C and Condition D of Northumbrian Water's Instrument of Appointment as modified on 1 April 1991.

10.1 INTERPRETATION

(255) In this Section of the Scheme:

- (a) "water infrastructure charge" means the charge for first time water connection or for the redevelopment of premises previously having a water connection;
- (b) "water connection" means connection, either directly or through an intermediate pipe, to a water supply of premises, which term shall include any premise or any newly-formed premise even if that premise is part of a previous premise that was supplied with water, which have never at any previous time been connected to a supply of water provided for household purposes by Northumbrian Water or by any other authority or body which at that time provided supplies of water in the course of carrying out functions under any enactment;
- (c) "sewerage infrastructure charge" means the charge for first time sewerage connection or for the redevelopment of premises previously having a sewerage connection;
- (d) "sewerage connection" means connection, either directly or through an intermediate sewer or drain, to a public sewer of premises, which term shall include any premise or any newly formed premise even if that premise is part of a previous premise that was connected to a sewer, which have never at any previous time been connected to a sewer or the drainage for household purposes of those premises by Northumbrian Water or its appointed agents or by any other authority or body which at that time provided sewerage services in the course of carrying out functions under any enactment;
- (e) "common billing agreement" means an agreement between Northumbrian Water and any other person under which that person has undertaken to pay, on terms agreed between them, charges for water supply or sewerage services, or both, in respect of two or more properties which have a common supply pipe and which, in any case where that agreement relates to one of those services only, are also subject to a similar agreement for common billing between that person and the undertaker providing the other service;
- (f) "household purposes" in relation to a supply of water to any premises or in relation to the drainage of premises has the same meaning as in Sections 218 and 98 of the Water Industry Act 1991 respectively;
- (g) "premises" includes any part of a building that is intended to be occupied as a separate unit;
- (h) "house" means any building or part of a building that is occupied as a private dwelling house or which, if unoccupied, is likely to be so

Definitions for infrastructure charges

occupied and, accordingly, includes a flat;

- (i) "relevant multiplier" means a number (which may be one or more or less than one) calculated in the manner set out in the Appendix to Condition C of Northumbrian Water's Instrument of Appointment as modified.

10.2 CHARGES

Level of charge (256) The standard amounts of the water and sewerage infrastructure charges payable for water and sewerage connections are detailed in Appendix C.

Water and sewerage charges (257) Subject to the following paragraphs, the water infrastructure charge payable for a water connection shall be the standard water infrastructure charge, and the sewerage infrastructure charge payable for a sewerage connection shall be the standard sewerage infrastructure charge.

(258) The standard water and sewerage infrastructure charges shall be multiplied by the relevant multiplier for:

Relevant multiplier

- (a) Premises that consist of a house or houses subject to a common billing agreement, or;
- (b) Premises that do not consist of a house or houses and to which water is provided by a supply pipe with a diameter larger than the standard size adopted by Northumbrian Water for a house. The standard Northumbrian Water supply pipe size is currently 25mm minimal outside diameter.

Calculation of credit allowance

(259) Where a site is developed or redeveloped, the total amount of water and or sewerage infrastructure charges which may be recovered in respect of houses and other premises on the site resulting from the development or redevelopment shall not exceed the standard amount multiplied by X, where X =

- (a) The aggregate of the relevant multipliers for all those premises, less;
- (b) The maximum number of premises with water or, as the case may be, sewerage connections on the site at any time in the period of 5 years before the development or redevelopment began.

Relevant multiplier calculation

(260) To calculate the Relevant Multiplier, the total number of water fittings in all the categories specified in column 1 below is calculated by reference to the loading units in column 2 for the total aggregate loading units. This figure is divided by 24 and the resulting number will be the Relevant Multiplier, provided that where the resulting number is less than 1, the Relevant Multiplier will be 1.

Relevant multiplier calculation

Column 1 Water Fittings - see para (261)(a)	Column 2 Loading Units
WC flushing cistern	2
Wash basin - in a house	1.5
Wash basin - elsewhere	3
Bath- see para (261)(b)	
tap nominal size 3/4in/20mm	10
tap nominal size larger than 3/4in/20mm	22
Shower	3
Sink	
tap nominal size 1/2in/15mm	3
tap nominal size larger than 1/2in/15mm	5
Spray tap	0.5
Bidet	1.5
Household appliances subject to a minimum of 6 L.U.s per house - see paras (261)(c) and (261)(d)	3
Communal or commercial appliance - see para (261)(c)	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

(261) Notes to be read with the table:

- (a) Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- (b) "Bath" includes a whirlpool bath and a Jacuzzi;
- (c) "Household appliance" means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a House and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a House (including in communal facilities);
- (d) In any calculation under paragraph (261)(a), a minimum of six loading units shall be included, in respect of each House, for household 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.

Sewerage only connections

(262) In the case of premises with a sewerage only connection and no water fittings, the Relevant Multiplier will be one.

10.3 CARAVANS

(263) In the case of additional caravans on a site, infrastructure charges will be based on the net increase in the number of vans on the site and the use of a Relevant Multiplier based on loading units set out below:

Relevant multiplier for caravans

	Standard House	Caravan
WC Flushing Cistern	2	1.5 (small)
Wash basin	1.5	1.5
Bath	10	0
Shower	0	3
Sink	3	3
Bidet	1.5	0
Household appliances	6	3
Site facility	0	3
Total	24	15

(264) The Relevant Multiplier on the infrastructure charge applicable for each caravan is therefore calculated as $15/24 = 62.5\%$ of the standard charge.

10.4 PAYMENT OF INFRASTRUCTURE CHARGES

Liability of charge

(265) Subject to paragraphs (266)(a) and (266)(b) below, water and sewerage infrastructure charges are due and immediately payable to the company at the time the relevant connection is made.

(266) In the case of the water connection or sewerage connection of a building or part of a building which is occupied as a dwelling house immediately before the connection is made either:

Timing of payment

- (a) The relevant charge shall be paid in full, within 30 days after the connection is made; and a supply is available, or,
- (b) At the option of the person liable to pay the relevant charge an amount equal to the "instalment amount" as described below, shall be paid in each of the 12 years following the relevant connection being made, subject only to that person giving such undertakings to the effect as Northumbrian Water may reasonably require.

(267) In this paragraph, the "instalment amount" means the aggregate amount which would fall to be paid in the relevant year by way of payments of interest and repayments of capital if an amount equal to the water infrastructure charge or, as the case may be, the sewerage infrastructure charge payable for the relevant connection had been borrowed by Northumbrian Water on terms:

Instalment amounts

- (a) Requiring interest to be paid and capital to be repaid in 12 equal instalments, and,
- (b) Providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined by either Northumbrian Water with the approval of the Water Services Regulation Authority (Ofwat), the arrangement being agreed prior to connection work being programmed, or in default of such a determination, by the Water Services Regulation Authority (Ofwat).

10.5 UNITED UTILITIES WATER INFRASTRUCTURE CHARGES

United Utilities (268) In the Northumbrian Region, infrastructure charges for sewerage connections are also collected on behalf of United Utilities Water Limited.

10.6 PERSONS CHARGEABLE

Persons liable for charge (269) The person liable to pay the water infrastructure charge or the sewerage infrastructure charge shall be:

- (a) The person requesting the relevant connection to be made, the person making the relevant connection (other than on behalf of Northumbrian Water) or the person on whose behalf the relevant connection was requested or made, or;
- (b) If the relevant connection is made without prior agreement of Northumbrian Water, the person making such connection, the person on whose behalf the relevant connection was made or the person using the services provided thereby.

10.7 RECOVERY OF CHARGES

Recovery of charges (270) Where:

- (a) A person who has received a demand, or undertaken to pay water and/or sewerage infrastructure charges in respect of two or more houses subject to a common billing agreement fails to pay them, or any part of them, within 14 days of the date of connection, or;
- (b) A common billing agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it;

(271) The company may demand and recover from that person, or from the occupier of each house subject to the agreement, standard water and/or sewerage infrastructure charges in respect of each house.

10.8 DISPUTES

Disputes (272) The Water Services Regulation Authority (Ofwat) has a statutory power to determine disputes about the application of the Relevant Multiplier in relation to infrastructure charges.

11 MISCELLANEOUS CHARGES

11.1 DEVELOPER CHARGES

(273) Charges relating to new developments are covered in Appendix C under sections C.2 to C.7.

11.2 ATTENDANCE ON SITE BY NWL TECHNICIANS AT CUSTOMER REQUEST

11.2.1 Stop Taps

Turn on of stop taps

(274) Where a customer requests a visit from a Technician to restore the supply of water to a property using a company stop tap, a charge will be made to cover the cost of this service.

Stop taps

(275) Northumbrian Water will operate, locate or clean a stop tap at the request of a customer, or their representative, and a charge will be applied according to Section C.8 of the Miscellaneous Charges. When Northumbrian Water turn off a stop tap no charge will be made. If the customer, or their representative, requests the Technician to wait and turn the supply back on during the visit, or if a return visit is requested, a charge will be made for the technician's time according to Section C.8 of the Miscellaneous Charges. The customer will be advised that a qualified plumber can carry out the work on his behalf, except for where the stop tap is located in the highway, in which case the customer will be advised to use a Northumbrian Water technician.

Repair of stop taps

(276) Where a stop tap is inoperable and the customer requests Northumbrian Water to repair this in less than 20 working days, a charge will be made according to Section C.8 of the Miscellaneous Charges. This period of notice may be extended by the application of the Traffic Management Act. Outside of this period, Northumbrian Water will undertake this work at its cost.

Installation of stop taps

(277) Other than in connection with our supply pipe leakage policy as described in paragraphs (68) and (69), where there is no existing stop tap and the customer requests that one be installed, the customer will be required to pay the cost of installation according to Section C.8 of the Miscellaneous Charges.

11.3 OTHER CHARGES

Charges for additional services

(278) In respect of any service performed, facility provided or right made available by Northumbrian Water for which a charge is not applicable elsewhere in this scheme, including CCTV surveys, provision of information and advice, drain cleaning and drainage enquiries, Northumbrian Water may make such charges as it determines appropriate, having regard to the cost of performing the service, providing the facility or making the right available. Payment of such charges may be required in advance, unless specified to the contrary.

Bonds and Deposits

(279) In accordance with normal business practice, Northumbrian Water can require, under certain circumstances normally associated with new

development, the provision of cash bonds or deposits to secure the provision of services.

APPENDIX A SUMMARY OF CHARGES: NORTHUMBRIAN REGION

(For Essex & Suffolk Region see Appendix B)

A.1 VAT

All charges published in this appendix **exclude** VAT unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.

A.2 DIRECT DEBIT DISCOUNT

Bills calculated in accordance with charges in this section will be subject to an annual reduction for customers paying Northumbrian Water directly by Direct Debit.

Water Service Direct Debit Discount:	£3.00
Sewerage Service Direct Debit Discount:	£3.00

A.3 UNITED UTILITIES WATER SEWERAGE SERVICES CHARGES

Northumbrian Water bills and collects sewerage services charges on behalf of United Utilities Water. The charges for these services are levied in accordance with the Charges Scheme of United Utilities Water.

A.4 UNMEASURED HOUSEHOLD CHARGES**A.4.a Water Charges**

Fixed Charge:	£80.00
Rateable Value Charge – pence per £RV:	48.15p

A.4.b Sewerage Charges

Fixed Charge:	£104.50*
Rateable Value Charge – pence per £RV:	51.19p

These charges do not apply to properties with a rateable value of £20 or less or to separately rated garages that are used solely for household purposes.

* Rebates are given for properties not connected for surface water drainage (see Section 5.4 for details). The level of rebate is: £38.90

A.4.c Assessed Charges

Payable only where a household customer has requested a free meter option but this has been refused by Northumbrian Water on the grounds of impracticality or unreasonable cost.

Standard:	Water:	£152.10
	Sewerage:	£178.90
Single occupier:	Water:	£102.60
	Sewerage:	£133.80

A.5 MEASURED HOUSEHOLD CHARGES SUPPLIES**A.5.a Water Charges**

Meter size (upper limit)	Standing charge
20mm	£33.30 p.a.
30mm	£81.00 p.a.
35mm	£138.00 p.a.
40mm	£176.40 p.a.
50mm	£295.20 p.a.
65mm and over	£504.00 p.a.
Plus volume charge – pence per cubic metre:	99.02p

A.5.b Sewerage Charges

A volume charge – pence per cubic metre:	90.17p
PLUS:	
Annual Fixed Charge	
For surface water and highway drainage:	£70.70 p.a. **
** Rebates are given for properties not connected for surface water drainage (see Section 5.4 for details). The level of rebate is:	£38.90

A.5.c WaterSure Tariff for Vulnerable Customers

WaterSure Scheme tariff for metered customers falling within the two groups defined in Section 6 of the Charges Scheme, based on the Northumbrian Region's average household bill.

Water:	£141.00 p.a.
Sewerage:	£170.00 p.a.

A.6 UNMEASURED NON-HOUSEHOLD CHARGES**A.6.a Water Charges****A.6.a.i Standard Tariffs**

Fixed Charge:	£80.00
Rateable Value Charge – pence per £RV:	48.15p

A.6.a.ii Other Water Charges

Lock-up garages, Churches, Church Halls, Allotments, Unmetered Farm Troughs, Livestock, and other non-household properties without an assessed rateable value:	£80.00p.a.
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A.6.b Sewerage Charges**A.6.b.i Standard Tariffs**

Fixed Charge:	£104.50*
Rateable Value Charge – pence per £RV:	51.19p

* Rebates are given for properties not connected for surface water drainage (see Section 5.4 for details). The level of rebate is: £38.90

In accordance with paragraph (42) of the Charges Scheme, when Northumbrian Water uses the property valuation maintained under Section 41 or 52 of the Local Government Finance Act 1988, the unmeasured tariff rateable value charging rates may be adjusted as follows:

Water – from 48.15p to:	4.56p
Sewerage - from 51.19p to:	4.85p

These charges do not apply to properties with a rateable value of £20 or less or to separately rated garages that are used solely for household purposes.

A.6.b.ii Other Sewerage Charges

Non-household properties that occupy a total surface area of less than 25m ² , that are normally unmanned and benefit only from surface water drainage:	£42.30 p.a.
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A.7 MEASURED NON-HOUSEHOLD CHARGES**A.7.a Water Charges****A.7.a.i Standard Tariffs**

Meter size (upper limit)	Standing charge
20mm	£33.30 p.a.
30mm	£81.00 p.a.
35mm	£138.00 p.a.
40mm	£176.40 p.a.
50mm	£295.20 p.a.
65mm and over	£504.00 p.a.
Plus volume charge – pence per cubic metre:	99.02p

A.7.a.ii Optional Tariffs**focus20 tariff**

Suitable for customers with an annual water consumption in excess of 20,000m³ pa but below 50,000m³ p.a.

Annual fixed charge per site (in place of normal meter standing charges):	£2,736.00
Plus volume charge – pence per cubic metre:	86.64p

focusextra tariff

Suitable for customers with an annual water consumption in excess of 50,000m³ pa but below 175,000m³ p.a.

Annual fixed charge per site (in place of normal meter standing charges):	£11,400.00
Plus volume charge – pence per cubic metre:	69.31p

focusplus tariff

Suitable for customers with an annual water consumption of at least 175,000m³ p.a.

Annual fixed charge per site (in place of normal meter standing charges):	£34,800.00
Plus volume charge – pence per cubic metre:	
Up to 2,500,000 cubic metres p.a.	55.95p
On any balance above 2,500,000 cubic metres p.a.	47.03p

A.7.b Teesside Industrial Raw Water System

Annual site charge:	£10,430.00
Plus volume charge – pence per cubic metre:	18.07p

A.7.c Sewerage Charges**A.7.c.i Standard Tariffs**

A volume charge – pence per cubic metre:	90.17p
PLUS:	
Surface Water and Highway Drainage Charge	Charge p.a.***
Band 1 - up to 350 m ²	£100.90
Band 2 - 351 to 750 m ²	£313.10
Band 3 - 751 to 1,500 m ²	£647.10
Band 4 - 1,501 to 2,500 m ²	£1,152.00
Band 5 - 2,501 to 5,000 m ²	£2,154.00
Band 6 - 5,001 to 7,500 m ²	£3,582.00
Band 7 - 7,501 to 10,000 m ²	£5,007.00
Band 8 - 10,001 to 15,000 m ²	£7,134.00
Band 9 - 15,001 to 25,000 m ²	£11,352.00
Band 10 - 25,001 to 50,000 m ²	£21,057.00
Band 11 - 50,001 to 75,000 m ²	£34,527.00
Band 12 - 75,001 to 100,000 m ²	£47,553.00
Band 13 - 100,001 to 125,000 m ²	£60,120.00
Band 14 - 125,001 to 150,000 m ²	£71,847.00
Band 15 - over 150,000 m ²	£89,049.00
*** Rebates are given for properties not connected for surface water drainage (see Section 5.4 for details). The level of rebate is:	70% of Band Charge

A.7.c.ii Optional Sewerage Volume Tariff

Suitable for customers with an annual sewage discharge in excess of 50,000m³ p.a.

Annual fixed charge per site:	£1,356.00
Plus volume charge – pence per cubic metre:	87.47p
Plus surface water and highway drainage charges:	as described in A.7.c.i above.

A.7.d Trade Effluent Charges

Standard Charges [§] (pence per cubic metre)	
Reception Charge, R	29.79p
Volumetric Charge, V	14.60p
Additional Volumetric Charge, Bv (payable only where biological treatment applies)	8.10p
Biological Charge, B	11.10p (=31.72p per kg)
Sludge Charge, S	10.13p (=59.57p per kg)
[§] Subject to an annual minimum charge of:	£366.75
Applied at:	100.05p per day

APPENDIX B SUMMARY OF CHARGES: ESSEX & SUFFOLK REGION

(For Northumbrian Region see Appendix A)

B.1 VAT

All charges published in this appendix **exclude** VAT unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.

B.2 DIRECT DEBIT DISCOUNT

Bills calculated in accordance with charges in this section will be subject to an annual reduction for customers paying Essex & Suffolk Water directly by Direct Debit.

Water Service Direct Debit Discount:	£3.00	£3.00
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B.3 SEWERAGE CHARGES

Essex & Suffolk Water bills and collects sewerage services charges in the Essex & Suffolk Region on behalf of Thames Water Utilities Limited. The charges for these services are levied in accordance with the Charges Scheme of Thames Water Utilities Limited.

	Essex	Suffolk
B.4 UNMEASURED HOUSEHOLD WATER CHARGES		
B.4.a Standard Charges		
Fixed Charge:	£47.50	£47.50
Rateable Value Charge – pence per £RV:	70.60p	106.51p
Subject to a minimum annual charge: (This charge will also apply to properties with no rateable value)	£80.00	£80.00
B.4.b Assessed Charges		
Payable only where a household customer has requested a free meter option but this has been refused by Essex & Suffolk Water on the grounds of impracticality or unreasonable cost.		
Standard:	£165.20	£195.90
Single occupier:	£110.30	£128.10
B.4.c Supplementary Assessed Charges		
Swimming Pool		
With recirculation:	£56.10	£69.10
Without recirculation:	£131.90	£162.60
Sprinkler supplement:	£52.80	£65.00
B.5 MEASURED HOUSEHOLD WATER CHARGES		
B.5.a Standard Tariffs		
Charge per annum		
Meter size (upper limit)		
20mm	£33.30	£33.30
30mm	£81.00	£81.00
35mm	£138.00	£138.00
40mm	£176.40	£176.40
50mm	£295.20	£295.20
65mm and over	£504.00	£504.00
Plus volume charge – pence per cubic metre:	109.93p	135.48p
B.5.b WaterSure Tariff for Vulnerable Customers		
WaterSure Scheme tariff for metered customers falling within the two groups defined in Section 6 of the Charges Scheme, based on the Essex & Suffolk Region's average household bill:	£182.00	£182.00

	Essex	Suffolk
B.6 UNMEASURED NON-HOUSEHOLD WATER CHARGES		
Fixed Charge:	£47.50	£47.50
Rateable Value Charge – pence per £RV:	70.60p	106.51p
Subject to a minimum annual charge: (This charge will also apply to properties with no rateable value)	£80.00	£80.00
Watering Point:	£93.40	£115.20
Washdown Point:	£351.80	£433.50
B.7 MEASURED NON-HOUSEHOLD WATER CHARGES		
B.7.a Standard Tariffs		
Charge per annum		
Meter size (upper limit)		
20mm	£33.30	£33.30
30mm	£81.00	£81.00
35mm	£138.00	£138.00
40mm	£176.40	£176.40
50mm	£295.20	£295.20
65mm and over	£504.00	£504.00
Plus volume charge – pence per cubic metre:	109.93p	135.48p
B.7.b Optional Tariffs		
focus20 tariff		
Suitable for customers with an annual water consumption in excess of 20,000m ³ pa but below 50,000m ³ p.a.		
Annual fixed charge per site (in place of normal meter standing charges):	£2,628.00	£2,988.00
Plus volume charge – pence per cubic metre:	98.06p	121.80p
focusextra tariff		
Suitable for customers with an annual water consumption in excess of 50,000m ³ pa but below 175,000m ³ p.a.		
Annual fixed charge per site (in place of normal meter standing charges):	£9,540.00	£11,400.00
Plus volume charge – pence per cubic metre:	84.21p	105.00p
focusplus tariff		
Suitable for customers with an annual water consumption of at least 175,000m ³ p.a.		
Annual fixed charge per site (in place of normal meter standing charges):	£25,560.00	£29,160.00
Plus volume charge – pence per cubic metre:		
Up to 1,000,000 cubic metres p.a.	75.03p	94.84p
On any balance above 1,000,000 cubic metres p.a.	67.61p	84.68p

All charges **exclude** VAT unless otherwise specified

North Essex Suffolk

APPENDIX C MISCELLANEOUS CHARGES

<p>C.1 GENERAL INFORMATION ABOUT MISCELLANEOUS CHARGES</p>			
<p>C.1.a Different Charges in Different Areas</p> <p>Charges may be different in the Northumbrian, Essex and Suffolk regions. This reflects the different costs of providing the services in each region.</p> <p>Sewerage services in the Essex & Suffolk regions are provided by Anglian Water or Thames Water. No charges are provided for sewerage services in this appendix for these regions. The relevant supplier should be contacted for their charges.</p> <p>Where a charge does not apply to a particular area no charge will be provided and the section will be shaded.</p>			
<p>C.1.b Standard Charges</p> <p>The standard charges quoted apply for works carried out during normal working hours on normal working days under standard conditions. In other instances Northumbrian Water or Essex & Suffolk Water reserves the right to charge on a basis of actual costs, provided the applicant is notified accordingly prior to commencement of the work.</p>			
<p>C.1.c Payment</p> <p>Payments for charges in this section may be required in advance unless specified to the contrary.</p>			
<p>C.1.d VAT</p> <p>All charges published in this appendix exclude VAT unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.</p>			
<p>C.1.e Traffic Management Act</p> <p>Additional charges may be made for traffic management expenses.</p>			
<p>C.1.f Disputes</p> <p>In accordance with Section 45(6A) Water Industry Act 1991 any dispute between Northumbrian Water or Essex & Suffolk Water and any other person as to the charge in this Appendix may be referred to the Water Services Regulation Authority for determination.</p>			

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
C.2 PLANNING NEW INFRASTRUCTURE AND CONNECTIONS			
C.2.a Development Enquiries			
C.2.a.i Initial Plan Enquiries:			
Water or Sewerage (where applicable) Single Plan:			
A4	£14.50	£14.50	£14.50
A3	£20.00	£20.00	£20.00
A2	£29.00	£29.00	£29.00
A1	£48.00	£48.00	£48.00
A0	£77.00	£77.00	£77.00
Water and Sewerage Separate Plan:			
A4	£23.00		
A3	£29.00		
A2	£48.00		
A1	£87.00		
A0	£144.00		
C.2.a.ii Development Enquiries:			
Water only:	£206.00	£206.00	£206.00
Sewerage only:	£320.00		
Combined service – Water & Sewerage:	£483.00		
C.2.a.iii Pressure Profiling / Flow And Pressure Investigations			
Any additional work required in addition to standard investigations carried out as part of a Development Enquiry will be charged at the following rates:			
Charge per hour per technician:	£43.00	£40.00	£40.00
Minimum of one hour (including travelling time)			
C.2.b Designing New Supplies			
C.2.b.i Design Fees:			
Site design for up to 50 Properties:	£463.00	£463.00	£463.00
Each connection for sites greater than 50 houses:	£2.07	£2.07	£2.07
C.2.b.ii Revision of site design:			
Amendment of drawings – charge per hour:	£35.00	£35.00	£35.00

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
C.3 NEW INFRASTRUCTURE AND CONNECTIONS			
<p>C.3.a Provision of a New Connection Quotation</p> <p>This charge is refundable against the cost of a new connection when progressed.</p>	£45.00	£45.00	£45.00
<p>C.3.b Infrastructure Charges</p> <p>Standard charge for household properties:</p> <p>Water: £298.15</p> <p>Sewerage: £298.15</p> <p>*Sewerage charges are collected on behalf of Thames Water in relevant areas</p> <p>All other connections; charges are based upon the number of fixtures and fitting to be connected - see section 10 of this charges scheme.</p>	£298.15 £298.15	£298.15 £298.15*	£298.15 £298.15*
<p>C.3.c New Connection to Public Water Mains</p> <p>The section covers service connections to newly installed water mains on development sites and to existing water mains.</p> <p>Charges for new supply connections and building water charges can be found on our website at: www.nwl.co.uk for the Northumbrian Region www.eswater.co.uk for the Essex & Suffolk Region</p> <p>All charges are subject to Developer Services terms and conditions.</p> <p>Additional charges may be applied for traffic management expenses.</p> <p>In accordance with Section 45(6A) Water Industry Act 1991 any dispute between Northumbrian Water and any other person as to the charges for the above may be referred to the Water Services Regulation Authority for determination.</p>			
C.3.d New Connection To Public Sewer			
The standard administration / inspection charge for processing a request:	£99.00		

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
C.3.e Building Over Sewers			
<p>C.3.e.i New Agreements</p> <p>Unless agreed otherwise, from 1 April 1996, Northumbrian Water will accept single storey extensions, domestic garages, and two storey extensions to residential properties to be constructed over a sewer. Approval for such construction is subject to the applicant either:</p> <ul style="list-style-type: none"> • completing an Undertaking to provide unlimited cover to Northumbrian Water and paying a charge in respect of Northumbrian Water's administration costs, or; • paying a sum of money as determined by Northumbrian Water, in lieu of such an Undertaking to cover any future liabilities regarding damage to the sewer and resulting losses to Northumbrian Water. 			
<p>C.3.e.ii Existing Agreements</p> <p>Any property owner with whom Northumbrian Water has an existing Agreement or Undertaking may instead apply to pay a sum of money in lieu. The amount required will be the same as for new buildings.</p> <p>If the building was constructed longer than 5 years before the time of application, a CCTV survey may be required. The cost of this survey will be payable by the owner.</p>			
<p>C.3.e.iii Site Survey Charges:</p> <p>Charge for locating the sewer at site where a request has been made for a Building over Sewer Agreement:</p>	£67.00		
<p>C.3.e.iv CCTV Survey Charges:</p> <p>Charge for an CCTV Survey to inspect the condition of the sewer where a request has been made for a Building over Sewer Agreement:</p>	£207.00		
<p>C.3.e.v Agreement Charges</p> <p>The charge incurred for an Undertaking to provide unlimited cover to Northumbrian Water:</p>	£300.00		
<p>The following charges are made in lieu of entering into a "Building Over Agreement". The charging bands are based on the floor areas used for building regulations purposes.</p> <p>Single Storey</p> <p>Buildings under 6m²</p> <p>Buildings 6m² or over and under 10m²</p> <p>Buildings 10m² or over and under 15m²</p> <p>Buildings 15m² or over and under 20m²</p> <p>Buildings 20m² or over and under 30m²</p> <p>Buildings 30m² or over and under 40m²</p> <p>Buildings 40m² or over</p>	<p>£421.00</p> <p>£504.00</p> <p>£588.00</p> <p>£674.00</p> <p>£758.00</p> <p>£845.00</p> <p>£1,299.00</p>		

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
<p>Two Storey</p> <p>Buildings under 6m²</p> <p>Buildings 6m² or over and under 10m²</p> <p>Buildings 10m² or over and under 15m²</p> <p>Buildings 15m² or over and under 20m²</p> <p>Buildings 20m² or over and under 30m²</p> <p>Buildings 30m² or over and under 40m²</p> <p>Buildings 40m² or over</p>	<p>£701.00</p> <p>£843.00</p> <p>£983.00</p> <p>£1,124.00</p> <p>£1,264.00</p> <p>£1,405.00</p> <p>£2,115.00</p>		
<p>C.3.f Cancelled Job Charge</p> <p>Where a new service connection job is cancelled after payment has been received, an administration fee will be deducted from this payment prior to a refund being issued:</p>	£85.00	£85.00	£85.00
C.4 APPROVING NEW WATER CONNECTIONS			
<p>C.4.a Trench Inspections</p> <p>Successful Inspection:</p> <p>Failed Inspection (per visit):</p> <p>Charge per hour per technician:</p>	<p>No Charge</p> <p>£45.00</p>	<p>No Charge</p> <p>£45.00</p>	<p>No Charge</p> <p>£45.00</p>
C.5 WATER USE DURING DEVELOPMENT			
<p>Charge to be made for water used during construction projects</p> <p>For each flat or maisonette:</p> <p>For each house or bungalow:</p> <p>For each small non-household unit:</p> <p>For each large non-household unit:</p> <p>Complex developments must be metered. e.g. shopping malls, stadiums, factories.</p>	<p>£27.00</p> <p>£53.00</p> <p>£80.00</p> <p>£187.00</p>	<p>£27.00</p> <p>£53.00</p> <p>£80.00</p> <p>£187.00</p>	<p>£27.00</p> <p>£53.00</p> <p>£80.00</p> <p>£187.00</p>
C.6 INFRASTRUCTURE AND CONNECTIONS NO LONGER REQUIRED			
<p>If it is necessary to move, remove or abandon existing water mains or any of our apparatus, or you request us to carry out associated works, we will charge you for the cost of the work. Individual estimates are provided as necessary and must be paid for in advance:</p>	POA	POA	POA

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
C.7 SELF-LAY CHARGES			
Non contestable charges applicable where a developer wishes to self lay water mains and / or service connections related to new development sites			
C.7.a Where it is requested that NWL/ESW carry out the design			
Site design for up to 50 Properties	£463.00	£463.00	£463.00
Each connection for sites greater than 50 houses:	£2.07	£2.07	£2.07
C.7.b Where it is requested that NWL/ESW vet an SLO design including one site visit	£393.00	£393.00	£393.00
C.7.c Mains connection and commissioning	POA	POA	POA
C.7.d Back to back site connections where it is necessary for NWL/ESW to made the connection	POA	POA	POA
C.7.e Additional pre-design site visits			
Charge per visit. Up to 2 hours, including travelling.	£70.00	£70.00	£70.00
Charge for each additional hour or part thereof	£35.00	£35.00	£35.00
C.7.f Site Inspection and audit per phase	POA	POA	POA
C.7.g Additional Samples	£144.23	£144.23	£144.23
C.7.h Preparation of legal agreement	£220.00	£220.00	£220.00
C.7.i Service connection administration fee (includes standard meter provision)	£102.00	£102.00	£102.00
C.8 ATTENDANCE ON SITE BY NWL TECHNICIANS AT CUSTOMER REQUEST			
C.8.a Technician Call Out Charge			
When a customer (or their representative) requests the attendance of a Technician to their property, we will attend. However, there may be a charge if it's something that can be fixed by or has been caused by you or a third party. So please check carefully before arranging a visit by a technician. We will also charge for technical and non-technical advice provided on site.			
There will be a charge for any activity requested that is not related to a fault on our apparatus.			
When charges do apply, they will be secured in advance at the point of contact.			
Charges are as follows:-			

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
Charge per Incident			
During Normal Working Hours (08.00-17.00 Mon-Fri only): Minimum of one hour (inclusive of travelling time to the incident):	£45.00	£40.00	£40.00
Outside Normal Working Hours and Public Holidays: Minimum of 2 hours (inclusive of travelling time to the incident):	£90.00	£80.00	£80.00
Additional hourly charge for each subsequent hour or part hour:	£45.00	£40.00	£40.00
The charge does not apply if the fault is covered under our supply pipe policy or the activity required is to disconnect or turn off the water supply to a household property.			
If a repair team are subsequently required, all work carried out by them will be in addition to the Technician fixed charge above, this will be at actual cost inclusive of overheads excepting where it is covered by the fixed cost work covered elsewhere in these charges, (additional costs could include plant, equipment, hire charges, contractor charges, reinstatement of surfaces and fittings etc.).			
C.8.b Installation, renewal and repair of stop tap valves			
Standard charge to install, renew or repair a stop tap valve belonging to Northumbrian Water where the customer or his agent specifically requests this to be done in less than 20 working days:			
During normal working hours:			
No reinstatement:	£253.00	£266.00	£266.00
With reinstatement:	£326.00	£371.00	£371.00
Outside normal working hours:			
No reinstatement:	£299.00	£266.00	£266.00
With reinstatement:	£386.00	£388.00	£388.00
C.8.c Connection of Customers Relaid Supply Pipe where existing Outside Stop Valve is fitted			
No excavation:	£124.00	£220.00	£220.00
No reinstatement:	£182.00	£267.00	£267.00
With reinstatement:	£269.00	£348.00	£348.00
C.8.d Other Activities			
Attendance for commercial activities during normal working hours (tank filling, flow and pressure tests on the network, leakage advice etc.) will be charged at the rates shown in section C.8.a.			

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
In addition any water used will be charged the standard volume rate: Pence per cubic meter:	91.82p		
C.8.e Customer Failed Appointment A charge will be made if Northumbrian Water or Essex & Suffolk Water personnel arrive at a location for an appointment and the customer is absent, or if the appointment is no longer required and could have been cancelled:	£22.00	£20.00	£20.00
C.9 DAMAGE TO COMPANY APPARATUS			
Repairs to company apparatus will be carried out by company staff or company approved contractors All charges will be based on actual costs inclusive of overheads excepting where it is covered by the fixed cost work covered elsewhere in these charges (additional costs could include plant, equipment, hire charges, contractor charges, reinstatement of surfaces and fittings, etc.):	At cost	At cost	At cost
C.10 SUPPLEMENTARY WATER SUPPLY SERVICES			
C.10.a Metered Standpipe The period of hire will be defined as part of the licence for use. A minimum 1 month rental period applies and standpipes must be returned at agreed intervals for the meter to be read. Charges apply as follows: Deposit: The deposit for each 25mm standpipe is refundable when the standpipe is returned. Loss or damage to the standpipe will be deducted from this sum. Repairs during the hire period will be charged in full. Monthly Charge: including an allowance of 10 cubic metres of water per month: 6 Month Hire: including an allowance of 50 cubic metres of water: 12 Month Hire: including an allowance of 75 cubic metres of water: Consumption in excess of the allowance will be charged at the standard volumetric rate.	£150.00 £70.00 £240.00 £421.00	£150.00 £71.00 £246.00 £430.00	£150.00 £74.00 £258.00 £449.00
C.10.b Temporary Supplies For Visiting Fairs, Shows Etc. Standard charge per month or part thereof for each supply afforded where it is not metered:	£159.00		

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
C.10.c Supply Of Water From Company Depots			
Fixed charge per load:	£46.00	£46.00	£46.00
Plus Volumetric Charge per cubic metre:	£1.2517	£1.6259	£1.6259
C.11 SUPPLEMENTARY SEWERAGE SERVICES			
C.11.a Assess Or Revise Trade Effluent Consent			
Charge for determining new or revised consent conditions.			
Without Special Category Effluent:	£130.00		
With Special Category Effluent or other significant parameter:	At cost		
Resample charge:	£102.00		
C.11.b Cleaning And Blockage Clearance Of Private Drains And Sewers			
When Northumbrian Water cleans or removes blockages from private drains or sewers, Northumbrian Water may make the following charges:			
During normal working hours:	£70.00		
Outside normal working hours:	£107.00		
In exceptional circumstances, Northumbrian Water reserves the right to make additional charges.			
C.11.c Treatment Of Tankered Industrial Effluents			
By arrangement, Northumbrian Water will accept for biological treatment industrial liquid effluents discharged from road tankers into appropriately licensed facilities. The charges made will reflect the specific costs associated with the reception of such effluents plus a charge for biological treatment calculated on the same basis as Northumbrian Water's trade effluent tariffs, as described in Section C.11.d below.			
C.11.d Disposal Of Septic Tank And Cesspool Contents			
The charges made by Northumbrian Water for the reception, treatment and disposal of septic tank and cesspool contents, and for waste sewage discharged from other recovery operations, are related to the average strength of these wastes compared to the regional average strength of all sewage received by Northumbrian Water at its works. A fixed charge per tanker load will be applicable. The charges will be subject to VAT where this is necessary.			

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
<p>The majority of waste received by Northumbrian Water from these sources originates from septic tanks and the standard charge reflects this. However, waste from cesspools is typically of lower strength than that from septic tanks and to that extent some of the associated costs of treatment and disposal are lower. Where waste delivered to a sewage treatment works is certified by the party making delivery as having originated solely from cesspools, a lower charge than the standard charge will apply. Sewage discharged from other recovery operations will be charged on the basis of analysis and as if it were trade effluent.</p> <p>Northumbrian Water will take samples of any waste received at its sewage treatment works, in order to verify where appropriate that it is consistent with waste originating solely from cesspools and in any case that it will not jeopardize the operation of the works or its compliance with any relevant discharge consents. The results of such samples may require that Northumbrian Water refuse to accept the waste or make additional charges for its treatment. For cesspool and septic tank discharges the analysis costs are incorporated in the fixed charge per tanker.</p>			
<p>Charge per tanker (includes sampling charges):</p> <p>PLUS:</p> <p>Charge per cubic metre:</p> <p style="padding-left: 40px;">Cesspool waste only:</p> <p style="padding-left: 40px;">Chemical toilet waste:</p> <p style="padding-left: 40px;">Other waste (septic tank or combined waste):</p>	<p>£11.20</p> <p>£3.06</p> <p>£10.10</p> <p>£14.09</p>		
C.12 METERS			
<p>C.12.a Meter Testing</p> <p>Standard charge where a test is carried out in accordance with the Water (Meters) Regulations 1988 at the request of the customer and the meter on being tested falls within the prescribed limits of error. Such testing will normally require the removal of the meter from the customer's premises.</p> <p style="padding-left: 40px;">Meters up to 40mm (including VAT):</p> <p style="padding-left: 40px;">All other meters:</p>	<p>£70.00</p> <p>At cost</p>	<p>£70.00</p> <p>At cost</p>	<p>£70.00</p> <p>At cost</p>
<p>C.12.b Reading Of Meters</p> <p>Charge per meter visit</p> <p>Standard charge to read a meter where requested by the customer</p> <p style="padding-left: 40px;">Privately owned meters:</p> <p style="padding-left: 40px;">Northumbrian Water owned meters (except for disabled or elderly customers):</p>	<p>£31.00</p> <p>£31.00</p>	<p>£31.00</p> <p>£31.00</p>	<p>£31.00</p> <p>£31.00</p>

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
If the customer requests a mid term reading a charge will be made as per readings on privately owned meters.			
C.12.c Installation of New, Optant or Selective Meter in a location other than that defined by Northumbrian Water's Meter Location Policy	£40.00	£40.00	£40.00
C.12.d Installation Of Water Meters On Existing Supplies These charges do not apply to properties metered under the companies Optant Metering Programme (see section 4.3) or the Selective Metering Programme (see section 4.4). Household customers may be required to pay the additional costs of installation if they require a meter to be installed in a location other than the Company's preferred location.			
C.12.d.i Meter Installation on Existing External Pipework 15mm/20mm: Private Land (excluding reinstatement): Public Highway (including reinstatement):	£250.00 £390.00	£286.00 £390.00	£286.00 £390.00
C.12.d.ii Meter Installation in Existing Boundary Box 15mm/20mm:	£58.00	£56.00	£56.00
C.12.d.iii Meter Installation – Internal:	£122.00	£176.00	£176.00
C.12.d.iv Customer's Contractor Carries out Excavation/Installation Includes up to two separate visits to be made to mark the excavation location and to inspect the boundary box installation and fix the meter where appropriate: Where further visits are necessary, these may be charged at rate shown in section C.8.a.	No Charge	No Charge	No Charge
C.12.d.v Reduction in Meter Size at Customer's Request:	POA	POA	POA
C.12.d.vi All Other Situations All other situations for installation or modification of meters on existing supplies will be charged at cost/on a fixed price quotation basis that has previously been notified to the customer unless specified otherwise.			

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
C.13 BILLING			
C.13.a Consequence Of Non-Payment Of Account			
Magistrates Forced Entry Warrant:	£353.00	£353.00	£353.00
Cheque payments that have to be referred back to the account holder:	£14.25	£14.25	£14.25
Unpaid Direct Debit / Credit Card transactions:	£4.10	£4.10	£4.10
Visit to non-household customer to collect outstanding charges (including any required stop tap operation):			
Visit carried out during Normal Working Hours (08.00-17.00 Mon-Fri only):	£60.00	£60.00	£60.00
Visit carried out outside Normal Working Hours or on a Public Holidays:	£120.00	£120.00	£120.00
Disconnection of non-household premises:	At cost	At cost	At cost
C.13.b Requests For Copies Of Bills for Separate Services			
Northumbrian Water provides bills, customer accounting and other facilities to properties within its area of supply for both water and sewerage services. If a customer requests separate bills to be provided for each service, Northumbrian Water may make a charge to recover the additional costs incurred with such a request.			
C.13.c Requests For Copies Of Bills Already Issued			
Covers up to 10 bills per request:	£14.00	£14.00	£14.00
This charge will be waived for household customers, except as noted under C.13.d below.			
C.13.d Requests For Account Statements			
Cost per statement requested:	£27.00	£27.00	£27.00
Household customers will only be charged when either they or their representatives request copies of bills and/or statements covering a number of previous charging periods, for example, for the purpose of completing returns to the Inland Revenue or providing information to accountants.			
C.14 WATER QUALITY			
Water quality sampling results may be inspected and a print out given. This service is free to residents for samples taken within their supply zone. Inspection or prints of information for supply zones where a customer is not resident will be charged at:			
One zone:	£27.00	£27.00	£27.00

All charges **exclude** VAT unless otherwise specified

	North	Essex	Suffolk
Each zone thereafter:	£1.00	£1.00	£1.00
C.15 WATER REGULATIONS INSPECTIONS			
C.15.a Inspections			
Initial Inspection:	No Charge	No Charge	No Charge
Successful inspection:	No Charge	No Charge	No Charge
Interim Inspections:			
Charge per technician hour or any part of an hour:	£45.00	£45.00	£45.00
C.15.b Failed Appointments			
Fee for a customer cancellation giving less than 1 week's notice:	£90.00	£90.00	£90.00
C.16 FIRE HYDRANTS			
C.16.a New Hydrants Installations			
80mm 100mm main:	£340.00	£369.00	£369.00
150mm main:	£487.00	£432.00	£432.00
200mm main:	£747.00	£561.00	£561.00
Post & Plate:	£34.00		
Shared Washout Rate :		50% of applicable charge	50% of applicable charge
C.16.b Hydrant Repairs			
Replace lid in existing frame:	£122.00	£68.00	£68.00
Replace Lid & Frame (inc excavation in carriageway):	£327.00	£241.00	£241.00
Replace Lid & Frame (inc excavation in footway):	£258.00	£241.00	£241.00
Replace Lid & Frame (inc excavation in verge):	£215.00	£241.00	£241.00
Reset existing lid & frame (inc. Excavation in carriageway):	£382.00		
Reset existing lid & frame (inc. Excavation in footway):	£314.00		
Reset existing lid & frame (inc. Excavation in verge):	£272.00		
Post & Plating		£71.00	£71.00
Post & Plating (install):	£186.00		
Post & Plating (remove):	£88.00		
Renew Hydrant (inc. Excavation in carriageway):	£791.00	£1,026.00	£1,026.00
Renew Hydrant (inc. Excavation in footway):	£712.00	£867.00	£867.00
Renew Hydrant (inc. Excavation in verge):	£671.00	£858.00	£858.00
Rebuild Chamber (inc excavation in carriageway):	£371.00	£298.00	£298.00

All charges **exclude** VAT unless otherwise specified

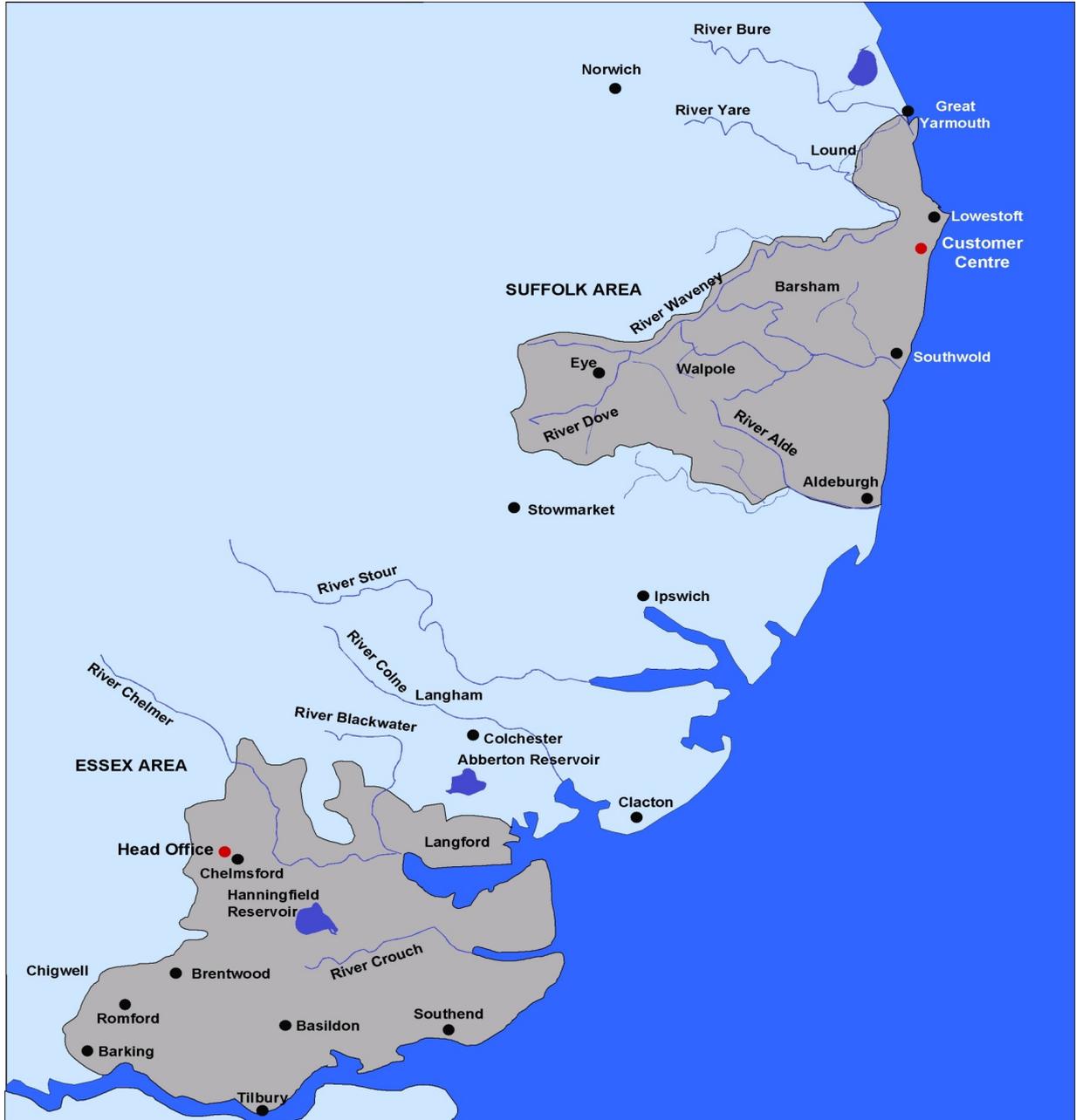
	North	Essex	Suffolk
Rebuild Chamber (inc excavation in footway):	£290.00	£292.00	£292.00
Rebuild Chamber (inc excavation in verge):	£251.00	£263.00	£263.00
Repair & Repack Hydrant (inc. Excavation in carriageway):	£674.00	£329.00	£329.00
Repair & Repack Hydrant (inc. Excavation in footway):	£596.00	£307.00	£307.00
Repair & Repack Hydrant (inc. Excavation in verge):	£552.00	£307.00	£307.00
Repair & Repack Hydrant (without excavation):	£320.00	£154.00	£154.00
Abandon Hydrant (inc excavation in carriageway):	£649.00		
Abandon Hydrant (inc excavation in footway):	£558.00		
Abandon Hydrant (inc excavation in verge):	£517.00		
All Other Situations All other situations for hydrant installations/repairs will be charged on a fixed price quotation basis that has previously been notified to the customer unless specified otherwise.			
C.16.c Use Of Hydrants By Local Authorities / Other Authorised Users A consumption charge on an assessed volume. Charge per cubic metre:	£1.2517	£1.6259	£1.6259

NORTHUMBRIAN WATER – Summary of Main Charges 2010/11

ESSEX & SUFFOLK REGION

<u>Unmeasured Supplies</u>		<u>Essex</u>	<u>Suffolk</u>
Fixed Charge -		£47.50	£47.50
Rateable Value Charge (pence per £ R.V.) -		£0.7060	£1.0651
Minimum Charge -		£80.00	£80.00
Assessed Charge -	Standard	£165.20	£195.90
	Single Occupier	£110.30	£128.10
Supplementary Charges -	Sprinkler	£52.80	£65.00
	Swimming Pool - Circulating	£56.10	£69.10
	Swimming Pool - Non-circulating	£131.90	£162.60
Washdown Point -		£351.80	£433.50
Watering Point -		£93.40	£115.20
 <u>Measured Supplies</u>			
Standing Charge -	15mm	£33.30	£33.30
	20mm	£33.30	£33.30
	30mm	£81.00	£81.00
	35mm	£138.00	£138.00
	40mm	£176.40	£176.40
	50mm	£295.20	£295.20
	65mm & above	£504.00	£504.00
Volume Charge (pence per cubic metre) -		£1.0993	£1.3548
WaterSure -		£182.00	£182.00
 <u>Large Users</u>			
Site Charge -	focus20	£2,628.00	£2,988.00
	focusextra	£9,540.00	£11,400.00
	focusplus	£25,560.00	£29,160.00
Volume Charge (pence per cubic metre) -	focus20	£0.9806	£1.2180
	focusextra	£0.8421	£1.0500
	focusplus	£0.7503	£0.9484
	focusplus > 1,000 ML / yr	£0.6761	£0.8468

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