

Water Charges

1st April 2010 to 31st March 2011



Bournemouth & West Hampshire
WATER

www.bwhwater.co.uk

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CHARGES SCHEME - 1 April 2010 to 31 March 2011

PART 1 - Introduction

This booklet sets out Bournemouth & West Hampshire Water's charging policy and has been prepared in accordance with the Water Industry Acts 1991, 1999 and 2003 and approved, where applicable, by the WSRA (Ofwat).

The scale of charges takes effect from 1 April 2010.

Charging principles

The Company's powers to charge for water supplies are contained in the Water Industry Acts 1991, 1999 and the Water Act 2003.

Charges are set in accordance with price control limits determined by Ofwat.

To comply with Condition E of the Company's licence to operate charges must not show undue preference to, or discriminate against, any class of person.

2010/11 headline charges

Unmetered Rateable Value	£0.6457 per £ RV
Unmetered Standing Charge	£22.50 per annum
Metered Standard Volumetric	£1.0686 per cubic metre
Metered Household Standing Charge	£22.50 per annum

For all other charges see Part 4.

Charging policy

- ◆ Where the Company is required, for the purpose of providing a supply of water to any premises, to connect to any main or service pipe, any pipe which has not previously been connected, it is a condition of complying with that requirement that a meter is installed.
- ◆ The meter remains the Company's property. It is a criminal offence to interfere with any meter or any other apparatus belonging to the Company.
- ◆ Where there is a change of use of water supplied by a common supply pipe to two or more premises in separate occupation, the charges for the supply to the premises on which the change of use has taken place shall be metered charges, and the person chargeable for the supply must provide for the separation of the common supply and the installation of a meter on the separate supply to the premises.
- ◆ In cases where the supply has not been separated the Company will not split the existing bill unless, at its discretion, it feels there are reasonable grounds to do so. It will therefore collect all charges for the property in question from any one of the occupiers.
- ◆ The Company will not be adopting the new rating valuation list for business premises and will continue to calculate non-household rates on the existing basis of valuation effective at 31 March 1990.
- ◆ The Company will continue to use rateable values for household customers where a meter is not in place, unless a change of occupier has taken place and no charges have yet been demanded from the person who has become the consumer, in which case it will fit a meter.
- ◆ Where a customer would like to be charged on a metered basis and the Company is unable to fix a meter, the customer will be given the option of being charged on an assessed basis rather than by rateable value. This applies to situations where the installation of a meter would result in unreasonable expense.

Unreasonable expense includes:

- ◆ The cost of separation of a supply pipe if it is shared with other customers.
- ◆ The cost of installing more than one meter. (Where there is more than one supply the Company will consider the installation of a second meter provided this does not entail disproportionate costs).
- ◆ The cost of alterations to existing plumbing.

Definitions

Charging Year is 1 April to 31 March of any year.

Charge is a bill raised by way of the tariff structure.

The Company - Bournemouth & West Hampshire Water Plc.

Consumer Council for Water (CCWater) - formerly WaterVoice, represents water and sewerage consumers in England and Wales.

Customer means the 'consumer' as defined in Section 93 (1) of the Water Industry Act 1991.

Domestic purposes means water that is used for drinking, washing, cooking, central heating and sanitary purposes and any use outside the house which can be satisfied without the use of a hosepipe.

Households are premises used wholly for private residential use i.e. family unit only.

Houses of Multiple Occupation as defined by the Department for Communities and Local Government, and/or the relevant Local Authority definition.

Metered also means measured and relates to properties, tariffs and water supplied.

Metered charges are charges for water raised by the measurement by a water meter of water consumed, including the WaterSure Tariff.

Non domestic purposes is any water used for purposes other than domestic purposes.

Non-households are any premises other than household premises.

Ofwat - see WSRA below.

The occupier is the same as the meaning in Section 144 of Water Industry Act 1991. In addition to the person or persons in actual occupation of premises the Company may also view any persons or company with control of, or responsibility for a premise, including a vacant premise, as an occupier.

Premises include any building or part of a building which is occupied as a separate unit.

Rateable Value means the 'value' assigned a property by the local government Valuation Office which was effective on 31 March 1990.

Tariff is the structure by which charges are raised.

Unmetered charges are charges for water raised by basis of rateable value or any way other than through the measurement by a water meter of water consumed.

WSRA - Water Services Regulation Authority (Ofwat). The economic regulator of the water and sewerage industry in England and Wales.

PART 2 - Water charges and associated policies

2.1 Unmetered water charges

Premises with a rateable value

The owner or occupier of any premises receiving a supply of water other than through a meter will be charged:

- a standing charge
- a rateable value based charge calculated by reference to the full rateable value applicable up to 31 March 1990

An example is given below of an annual charge for a property with a rateable value of £225.

Charges are shown at 2010/11 rates.

Charge Component	Rateable Value (RV) £	Charge per £ RV £	Charge £
Water	225	0.6457	145.28
Standing charge			22.50
Total			167.78

Premises with no rateable value

The occupiers of any premises including places of worship, village halls and community buildings that do not have a rateable value but which receive a supply of water other than through a meter shall pay charges based on a notional value which shall be fixed by the Company. See Part 4, Schedule of Tariffs and General Charges. In certain cases the Company may require these supplies to be metered.

In addition, the option to meter is open to all customers who will be charged on one of the metered tariffs listed in 'Metered water charges' unless already indirectly metered from an existing metered supply.

Where either household or non-household premises are listed in the valuation list before the 31 March 1990, and it is inappropriate, in the opinion of the Company to charge the rateable value listed in the valuation list or to meter the premises due to one or more of the following factors:

- the complexity of the plumbing arrangements, or
- the division of existing premises into separate units, or
- an extension in size to the premises, or
- a change of use of the premises from non-household use to household use, or
- the conversion of separate units into one unit, or
- an inappropriate rateable value configuration of a multiple-dwelling property, the Company may, at its discretion, fix an assessed charge calculated as follows:

Non-household premises

- a standing charge
- a notional or assessed volume charge based on the number of full time equivalent employees multiplied by an assessed volume per type of property supplied. See summary tables in Part 4.

Household premises

- a standing charge
- a notional or assessed volume charge based on the number of full time equivalent occupants of the property multiplied by a notional volume per household customer supplied. See summary tables in Part 4 or
- a notional or assessed rateable value based on the original rateable value or the current size of the property or properties.

An example is given below of an annual assessed charge for a property where the assessed volume charge has been determined at 110m³ per annum.

Charges are shown at 2010/11 rates.

This charging principle is the same for household and non-household premises.

Charge Component	Assessed volume m ³	Charge per m ³ £	Charge £
Water	110	1.0686	117.55
Standing charge			22.50
Total			140.05

Payment dates

The annual charge for the water supplied to any premises other than through a meter shall be payable annually in advance on 1 April unless payment is accepted:

- ◆ by two instalments on 1 April and 1 October or
- ◆ by six or ten instalments (payment to be made through direct debit or instalment book) which shall be due on the first, eighth, fifteenth or twenty-second day of each month commencing in April.

This method of payment shall cease to be available by instalment if payment is not made on the due date, whereupon the outstanding full year's charges shall become payable. In addition if the first instalment is not paid by 31 May any instalment facilities will be withdrawn and the full year's charge shall become due and payable.

For customers who have difficulty paying their bill, more frequent payment arrangements are available. The Company offers monthly, fortnightly and weekly instalments to suit their needs. If customers wish to use this facility they should contact the Customer Service Centre on 01202 590059.

In the case of a new customer's first bill, payment is due immediately on receipt of the bill.

2.2 Metered water charges

The owner or occupier of any premises receiving a metered supply of water is charged by one of the following metered tariffs:

- ◆ standard metered tariff
- ◆ WaterSure metered tariff
- ◆ Large user tariff
- ◆ reserved capacity charge tariff.

The standard tariff comprises the following:

- ◆ a standing charge payable up to six months in advance and determined by the size of the water meter, and
- ◆ a volume charge which shall be calculated on the consumption of water recorded by the meter in arrears.

Details of other tariffs are provided further down section 2.2.

An example is given below of an annual charge for a property where water consumption is 150m³ per annum and the customer is charged on standard metered tariff.

Charges are shown at 2010/11 rates.

Charge Component	Consumption m ³	Charge per m ³ £	Charge £
Water	150	1.0686	160.29
Standing charge			22.50
Total			182.79

Notes

Metered tariff charges will take effect from 1 April each year.

Most customers will be charged on a half-yearly basis. Some may be charged monthly. The charge will be the same regardless of the billing frequency.

Where a change in standing charge crosses the threshold of 1 April into the next financial year, and at that time the standing charge for the forthcoming year has not yet been approved by Ofwat, the Company will estimate it. If, when the standing charge is approved, that estimate was incorrect the customer's next bill will be adjusted accordingly.

Where a change in volumetric charge crosses the 1 April threshold into the next financial year, apportioned charges related to the number of days before and after the 1 April will apply and will be charged at the old and new tariff respectively.

Where for any reason the volume of water supplied for any period has not been metered, the Company may calculate a volume charge in respect of that period calculated on:

- ◆ an estimated volume, which may be adjusted if the actual meter reading is provided by the customer within one week of receiving an estimated bill, or
- ◆ an assessed volume, where the meter is no longer recording, determined by the Company based upon past use where the actual volume supplied cannot be metered.

New metered household customers

For new meter optants and for customers who are required by the Company to switch to a metered basis of charge, a choice of tariffs as detailed in 'Metered water charges' will be offered in advance of the meter being installed. Once chosen, the tariff will remain in force for each billing period as determined by meter readings.

Payment dates

Payment of metered bills are due immediately on receipt of the bill.

Charges may be paid by prior arrangement with the Company by 12 equal instalments being due on the first, eighth, fifteenth or twenty-second day of each month.

Where requested the Company can also provide more frequent payment options such as weekly or fortnightly.

Bulk metered supplies

If a bulk meter supplies a number of dwellings for example a block of flats or a mobile home park the person, company or management agent who pays the bill is the Company's customer. The individual residents of a property, block of flats or mobile home park are not in law the Company's customers.

Residents of properties who pay for water through a private bye meter and who are not directly connected to the company network are not in law the Company's customers.

Where a bill payer recharges the cost of water to individual residents within a property, block of flats or mobile home park the price that can be charged is governed by Water Industry Act 1991 Section 150 - The Water Resale Order 2001 and 2006. For further details see Ofwat's leaflet "A guide to water resale".

WaterSure Tariff

Based on the Company's average charge for household customers, this tariff is designed to assist metered household customers in receipt of certain state benefits who may have a high level of essential use either because of a medical condition or because they have a large family. WaterSure was previously known as the Assisted Tariff.

An example is given below of an annual charge for a property where water consumption is 250m³ per annum and the customer is charged on WaterSure.

Charges are shown at 2010/11 rates.

The charge for 250m³ if charged at the standard metered tariff would be £289.65.

Charge Component	Consumption m³	Charge per m³ £	Charge £
Water	250	0.00	0.00
Standing charge			0.00
Watersure tariff			136.00
Total			136.00

To qualify a customer must be in receipt of one of the following income-related benefits:

- ◆ Income based job seekers allowance
- ◆ Income support
- ◆ Working Tax Credit
- ◆ Child Tax Credit (except families in receipt of the family element only)
- ◆ Council tax benefit
- ◆ Housing benefit
- ◆ Pension Credit
- ◆ Income-related Employment and Support allowance.

One of the following two conditions must also be met:

Medical conditions

The customer or their child or another person residing with them in the premises (whether or not the same person as the qualifying person) suffers from one of the following medical conditions which requires them to use a significant additional amount of water:

- ◆ Customers with desquamating conditions (flaky skin loss)
- ◆ Customers with weeping skin disease (eczema, psoriasis, varicose ulceration)
- ◆ Customers with incontinence
- ◆ Customers with abdominal stomas
- ◆ Crohn's disease
- ◆ Ulcerative colitis
- ◆ Customers with renal failure requiring home dialysis (except where the health authority makes a contribution to the cost of the water used in the process of dialysis during the billing period).

There may also be other medical conditions which result in significant additional water usage. An application for assistance for a condition other than listed above should be supported by a registered medical practitioner's certificate confirming that the customer (or their child or another person residing in the premises) has a condition that requires them to use a significant additional amount of water.

A medical practitioner's certificate should bear the signature of the practitioner and contains the following details:

- ◆ The name of the patient
- ◆ The diagnosis of the condition the application relates to
- ◆ The date
- ◆ The name and address of the medical practitioner.

If the Company does not receive a certificate it will refuse the application.

Social conditions

A family has three or more children under the age of 19.

Children for whom the recipient is to be responsible in order to be eligible for protection must be resident in the same property as the customer and applicant and be in receipt of child benefit.

Notes

- ◆ Proof of entitlement such as entitlement notices or benefit books should be provided in advance of switching to WaterSure.
- ◆ The Company may contact a customer's GP before agreeing an application for a condition other than listed above.
- ◆ The Company may refuse an application for assistance.
- ◆ An application form can be obtained from the Company's offices and must be completed and returned each year for the tariff to remain in place.

- ◆ In the event of a successful application, the tariff will be implemented from the beginning of the billing period in which the application is made. Customers will only be entitled to remain on a social tariff while one of the above conditions is met. As a new application must be completed each year the Company will ensure that customers are reminded of the need to do this. Where the condition fails to be met or where the customer advises that their circumstances and therefore their eligibility have changed, the Company will switch the customer back to a standard tariff with effect from the next billing period (i.e. the next account for which a meter reading is based). Eligible customers will be charged the lower of the actual metered charge and the average household charge. See Part 4.
- ◆ Customers with swimming pools and/or garden sprinkler or unattended garden watering systems are not entitled to pay under the WaterSure Tariff. Random checks will also be taken to ensure the validity of data on application forms. This scheme took effect from 1 April 2000.
- ◆ If a customer who satisfies the eligibility criteria applies for a meter in order to benefit from the tariff but the Company are unable to fit one, the customer will be offered an assessed metered basis of charge, thus entitling them to the WaterSure Tariff.

Random checking

A random selection of customers on file will be checked on a quarterly basis. These customers will be looked at in greater detail and if it is felt appropriate to carry out further investigation the Company will do so. This could take the form of contact with a GP or Jobcentre Plus or a home visit by a Customer Counsellor.

The application form contains a warning that these checks will be made.

At the time of application the Company will also check for the following:

- ◆ Ambiguities of information e.g. for medical conditions
- ◆ Relevant dates are appropriate
- ◆ Completeness of form
- ◆ Reasonableness i.e. relating to known location of address
- ◆ Inclusion in the Company's Special Care Register
- ◆ Previous correspondence, bill levels and payment history.

Large user tariff

A tariff with seasonal variations will apply to customers who use more than 10 million litres (10,000 cubic metres) per annum in the previous twelve months, as metered in the last calendar year, before charges are set. A supplementary standing charge will also apply. See detailed charges tables in Part 4.

The tariff is mandatory for all such customers benefiting from the scheme and they will be notified prior to April each year. However the Company reserves the right to charge any customer that has used more than 10,000 cubic meters in the preceding twelve months by this tariff.

Charges are raised on a monthly basis and are designed to have broad parity with standard charges where there is relatively stable month on month use. Peak volumetric rates are charged for use in June, July and August.

An example is given below of an annual charge for a property where water consumption is 15000m³ per annum, the customer has lower peak-rate use, water is supplied via a 50mm meter and charges are raised via the large user tariff.

Charges are shown at 2010/11 rates.

The charge for 15000m³ supplied via a 50mm meter and charged at the standard metered tariff would be £16029.00.

Charge Component	Consumption m ³	Charge per m ³ £	Charge £
Water (off peak)	13,000	0.8650	11,245.00
Water (peak)	2,000	1.1981	2,396.20
Additional standing charge			1,050.00
Standing charge			330.00
Total			15,021.20

Principles of the large user tariff

The base point for calculation of large user tariffs is the allocation of average accounting costs. The entire cost base of the regulated business is allocated across groups of users and large user tariffs subsequently developed on bands of user volume.

The tariffs are designed to ensure full cost recovery from large user groups. Their design also ensures a linear progression in benefits, thus ensuring no incentive exists for a customer to waste water to enter a higher size band.

Reserved capacity charge

A customer may wish to reserve capacity to provide back-up services to their own water supply arrangements. In such cases a reserved capacity charge will apply. The charge will be applied where the Company is satisfied that the customer has made alternative arrangements but requires a supply from it for back-up purposes. The frequency of use is not relevant (except for a summer discount described below in 'Calculation of the reserved capacity charge') as the charge reflects the cost of maintaining capacity.

The reserved capacity charge comprises:

- ◆ An annual fixed reserved capacity charge
- ◆ Volumetric charge for water consumed
- ◆ A premium charge for exceeding amount reserved
- ◆ Additional supplementary standing charge.

Charges are raised on a monthly basis, except the additional standing charge which is raised in full at the end of each twelve month billing period.

Calculation of the reserved capacity charge

The reserved capacity charge is related to the cost of providing system capacity. It is a top-down approach based on identifying the reservation charge per Ml/d (megalitre per day) of reserved capacity from calculation of the unit cost of system capacity. Its basis is the future expenditure programme associated with expanding future capacity as part of the least cost investment programme for balancing supply and demand. This approach provides a good reflection of the opportunity costs that customers choosing to reserve capacity impose on the Company over the longer run.

The annual reserved capacity charge payable will be discounted at the rate of 1/365 per whole 24 hour day calculated from midnight to midnight that the reserved capacity is not called upon during the 92 day peak period from June to August inclusive.

This discount will be paid as a rebate payable in September of the year in question.

This tariff is only available for non-household customers.

Calculation of the volumetric rates

Tariffs will be set in such a way that if the full reserved capacity is utilised the total charge will be no greater than would have otherwise been the case.

Where, in a twelve month period, a customer consumes a volume of water that is less than they have reserved, the additional standing charge for the appropriate usage band will apply. This charge will be made at the end of the twelve month period. If the water used is less than 10Ml then the minimum additional standing charge will apply.

Premium charge

If a customer uses more water in a day than was agreed under the reserved capacity arrangement, the excess water consumed is charged at premium rates which are based on the Long Run Marginal Cost (LRMC) for resources, treatment and distribution.

Reliability of supply

Reliability of supply and other specific Terms and Conditions relating to reserved capacity charges would be subject to a special agreement negotiated between the Company and the party reserving the capacity.

2.3 Meter option

The Water Industry Act gives all household customers the right to request a meter free of charge.

The Company can refuse such a request only if it is impractical to install a meter or its installation involves unreasonable expense. A summary of the free meter option scheme with conditions is as follows:

Customer's choice

Customers can choose to have a meter installed if they wish. If their property is connected to the main drainage, this will also be used to calculate their sewerage charge. Normally this will be based upon 95% of the recorded water consumption for Wessex Water sewerage customers and 92.5% for Southern Water sewerage customers.

Household water use

A guide is provided to enable customers to decide whether they will benefit from a meter although individual usage can vary. This is available from the Company's offices.

The Water Industry Act requires that a customer must submit a measured charges notice to the Company to request a water meter. An application form which constitutes a measured charges notice is included at the back of the 'Your Option to Meter' leaflet. Customers should complete this if they wish to have a meter installed. The form may also be completed and submitted through the Company's website. Alternatively the Company will accept a customer's request by phone.

The main factors affecting use are the number of people in the house, the number of automatic washing appliances, the use of power showers and garden watering.

Location of meter

The location of the meter is at the Company's discretion and will be placed in a location whereby all consumption will be recorded. A water meter will be installed in one of three locations:

- ◆ **Outside the customer's property in a boundary box.** That may be on the footpath outside the customer's property. This is the Company's preferred location.
- ◆ **Outside the customer's home in soft ground.** This will be as close to the boundary of the customer's property as possible, provided that the pipe runs under soft ground, for example a flowerbed or lawn.
- ◆ **Inside the customer's home.** This will be where the customer's water supply pipe enters their property, normally next to the stop valve, provided that the pipe is easily accessible. Internal meters may be provided with an out read facility. This will normally be on the outside wall, where the Company's meter reader can gain access to read the meter without entering the property. This will also provide added security for the customer.

If the applicant wishes the meter to be located elsewhere they may be asked to pay the additional costs in excess of the Company's preferred location.

Where the supply goes to a block of flats and is shared, the meter will be fitted internally provided that:

- ◆ The plumbing system in the flat is self contained with no shared communal storage tanks.
- ◆ There is a suitable area outside the flat to install the meter where it can be read either directly or through an outread facility.
- ◆ Permission has been given by the owners to install the outread facility or change the boundary box if it is located inside the boundary of the property.
- ◆ No bulk supply arrangement exists (see below).

Notes

- ◆ Internal installation will only be used where external installation is not appropriate. In particular the Company will use its discretion in the case of vulnerable customers, where external installation is possible but is not necessarily appropriate for the customer's personal circumstances.
- ◆ Assessed meter charges are not permitted where pipe work is boxed-in internally. Pipe work must be made accessible in line with Water Regulations. If a customer does not wish their cupboards to be cut in to or does not wish to make pipe work or stop taps accessible an assessed meter charge will not be offered in the event that the meter cannot be installed.

Bulk supply arrangements

Where a block of flats is supplied by a single supply pipe, the residents may ask the managing agents or residents' association to apply for a communal meter to be installed. Where there is more than one supply the Company will also consider the installation of a second meter provided this does not entail disproportionate costs.

Meters will be installed free of charge provided it is practical to do so and provided the costs to the Company are reasonable. Unreasonable costs include additional costs associated with:

- ◆ The costs of separating the customer's supply pipe where it is shared with other customers
- ◆ The cost of installing more than one meter where disproportionate cost is involved
- ◆ The cost of alterations to existing plumbing to fit a meter.

Where multiple dwellings such as blocks of flats and caravan sites are already supplied through a single bulk meter and hence, each individual dwelling is not connected directly to the Company's supply network, the right to a free meter is not applicable.

Residents who wish to have their own individual meter should contact the payer of the metered account. There is a leaflet produced by Ofwat "A guide to water resale" that can help with this. See also 'Bulk Metered Supplies'.

Where the Company cannot install a meter

Where the plumbing is complex and the costs of installing a meter are unreasonable the Company will offer to estimate the value of water use through an assessed metered charge. Customers will be informed of this following the results of the survey. Alternatively customers can still elect to have a meter provided that they arrange at their own expense to make any plumbing or other alterations necessary to enable the free fitting of the meter. In the case of multi-occupied premises the occupiers may form a management committee and thereby elect to have a single meter installed at the boundary box free of charge.

Where the Company has determined that it cannot install a meter, and a customer has chosen to pay on the basis of an assessed metered consumption, the Company reserves the right to periodically reassess the feasibility of fitting a meter at the property. If, as a result of this process, the Company establishes that a meter can be installed at reasonable cost it will fit a meter; unless the customer refuses, in which case the Company will require them to revert to an unmetered basis of charge. Any customer choosing to accept the meter will be entitled to revert to an unmetered charge as laid down in 'When a customer may revert to an unmetered charge'.

In line with Local Authority policy assessed-metered holiday homes will be given a 10% discount against the volumetric element of the bill. No discount will be given against standing charges which will be charged in full. Customers applying for the discount will be required to provide a copy of their Council Tax bill before the discount is applied.

If a change of occupier occurs at a household property where the customer had chosen to pay on the basis of an assessed metered charge, the Company will revert to an unmetered charge for the new occupier. The new occupier will then be entitled to serve a measured charges notice should they wish to.

Responsibilities

The Company will be responsible for maintaining the meter unless a customer damages or misuses it.

The Company is responsible for maintaining the service pipe up to the highway boundary.

The customer will continue to be responsible for the repair and maintenance of the supply pipe i.e. the pipe running from the street boundary regardless of the meter location.

In order to minimise leakage the Company offers a number of extra services to encourage its household customers to promote water efficiency. See 'Leakage from metered supplies'.

The Company operates a separate Code of Practice on Leakage for non-household customers, details of which are available on request or at www.bwhwater.co.uk

How to apply for a meter

Details of how to apply for a meter are included in the Company's meter option scheme. The scheme also refers to the effect on the Wessex Water and Southern Water sewerage charges.

When a customer may revert to an unmetered charge

Meter optants may choose to revert to an unmetered basis of charge at any time before the end of the twelve month period after installation. However the Company will encourage any customer considering reversion to continue metered charges for the full twelve months in order to obtain a full comparison.

The Company will therefore extend the permitted reversion period to thirteen months to facilitate this. A reminder of the customer's option to revert to an unmetered charge will be sent before twelve months has passed. Reversion will only be allowed if a rateable value exists and only applies to optants who do not satisfy the criteria in 'Supplies which must be metered, Discretionary use'.

The meter will remain in place even if a customer decides to revert back to an unmetered basis of charge.

How quickly will the meter be installed?

The meter will be installed as soon as practical following receipt of a customer's application and charges will usually start from the date of installation. The Company's aim is to strike a balance between responding rapidly to meter option requests and the cost effective approach of its selective metering programme. For this reason it will install all meter option requests within 60 days of receipt of application, unless for reasons beyond our control it cannot do so and provided it has received all the necessary information and permission to install the meter.

If the Company fails to do this it will credit the customer's account as if it were metered from the 62nd day. This will be a minimum of £10. Where possible, the Company will give priority to elderly and low income customers.

If a tenant wishes to apply for a meter

Tenants, with the exception of those in a fixed tenancy of less than 6 months, do not require written permission from their landlord before they can apply for a meter but this should not preclude them from informing their landlord.

Disputes concerning free meter installations

In the first instance, customers with queries concerning meter installations should contact the Company.

The Company will then review and explain the situation and try to resolve the differences directly with the customer. If the matter relates to whether the installation, in the opinion of the Company, is not practical or unreasonably expensive and it cannot be resolved, customers can ask Ofwat to investigate. Its decision on the matter will be final and binding on both parties.

Ofwat can be contacted at:

Ofwat, Centre City Tower, 7 Hill Street, Birmingham B5 4UA.

Phone: 0121 644 7500

2.4 Supplies which must be metered

The Company requires that a supply of water for any of the following purposes shall be provided only through a meter and be subject to the charges for metered supplies:

Pre-existing meter

Where a meter is installed on a water supply to any premises, metered charges will apply. This will be subject to the customer's right of reversion as detailed 'When a customer may revert to an unmetered charge'.

Discretionary use

- ◆ Used wholly, partly (provided the predominant use of the property is commercial) for any business, trade or manufacturing or for any other commercial or non-household purposes. This includes offices, shops, cafes, guest houses, bed and breakfast accommodation, hotels, holiday flats, restaurants, public houses, care homes, nursing homes, day centres, laundries, hairdressers, any type of leisure facility, horticultural and agricultural supplies, troughs including livestock water. This is a list of examples and is not meant to be exhaustive. This provision does not apply to mixed use properties where the predominant use is for household purposes.
- ◆ Where water is required for discretionary purposes i.e. non domestic purposes at a house including a water supply to a swimming pool (irrespective of size), or where a garden sprinkler, irrigation, seep hose system, or any automatic garden watering device is used. For practical purposes the whole supply shall be metered. The terms of this section apply to ponds, lakes or other structures used to contain or store water.
- ◆ For properties where a shower unit of a type specified under Paragraph 4 of the Table to Regulation 5 of the Water Supply (Water Fittings) Regulations 1999 is installed.

- ◆ For premises that have a bath with a capacity in excess of 230 litres (a standard bath has a capacity of 80 litres).
- ◆ Where water is used in any water softening unit incorporating reverse osmosis within a property.

Change of occupier

- ◆ Where there has been a change in the occupier of a premise and no charges for unmetered water have yet been billed from the person who has become the consumer.
- ◆ Where a meter has been installed under the selective metering programme the new owner/occupier will be automatically charged on a metered basis.

Where the Company cannot install a meter

Where, upon surveying for the purposes of installing a meter under the conditions of 'Supplies which must be metered', the Company determines that it is not practicable to install a meter it may offer the customer the option of an assessed meter charge or to be charged by reference to the rateable value of the property.

This condition is wholly dependent on the nature of the water use and will be adopted solely at the Company's discretion.

2.5 Continuation of metered tariffs

Once the water services charges in respect of any premises or water supply have become metered charges in accordance with this charges scheme, they shall remain metered charges irrespective of any change of use of the premises or use of the water, unless the Company at its own discretion determines that the charges payable shall be calculated in another manner.

2.6 Commencement of metered tariff

The customer shall be charged on the metered tariff:

- ◆ In the case of a meter option from the date of installation of the meter where the Company installs the meter;
- ◆ In the case of a new water connection to the Company's supply, from the date of occupation or the date the customer commences to receive a water supply, whichever is the sooner;
- ◆ In the case of an occupier change from the date the meter is installed. There will also be a charge from the date of occupation to the date the meter is installed which will be based on the existing rateable value.
- ◆ In all other cases from the date of installation of the meter.

New occupiers of properties should also refer to 'New Occupiers' which provides further information.

2.7 Access to the water meter

The meter remains the Company's property and under Sections 162 and 172 of the Water Industry Act 1991 the customer must allow the Company access to it whenever reasonably requested.

Failure to allow the Company access may result in the Company relocating the meter to a more accessible position and passing the cost on to the customer.

2.8 Reduction of meter size

The Company will downsize a meter that is larger than 20mm if the customer requests the reduction in writing. However if the customer subsequently requests to upsize the meter for any reason the Company will charge for the work involved to do so.

The Company may also downsize a meter at its own discretion.

PART 3 - Additional information

3.1 Leakage from household metered supplies

The customer is liable for the cost of all water recorded as passing through a meter and for repairing all leaks on their pipework (which may be prior to the meter).

However, the Company offers a free supply pipe repair or a subsidised supply pipe replacement service for household properties. Where the pipe in the Company's opinion is beyond economical repair it will provide the customer with a quotation to replace the supply pipe from boundary stop tap to internal stoptap.

If the customer would have been eligible for a free repair and one is not undertaken the price of the replacement will be reduced to reflect that fact.

Leakage allowances may be given to household customers by the Company for the cost of water that has run to waste from a leaking underground supply pipe.

All allowances are given at the Company's discretion and with the following provisos:

- ◆ one has not been given against that property before
- ◆ The leak was on the underground supply pipe between the boundary stoptap and the internal stoptap
- ◆ The leak has been repaired in line with the Company's Code of Practice on Leakage for Household Customers. This may be when the customer discovered they had a leak or the Company advised them that they had an unusually high meter reading
- ◆ The leakage was not caused as a result of negligence by either the customer or their agents.

Customers can find further details on the available assistance and how quickly they need to repair a leak to qualify for a leakage allowance in the Company's Code of Practice on Leakage for Household Customers and Supply Pipe Policy for Domestic Customers.

Customers should note that if their account is in arrears due to non payment of previous accounts not associated with the wasted water the Company will offset any allowance it may choose to make against the outstanding arrears.

Leakage from non-household properties

The Company operates a separate Code of Practice on Leakage for Business and Commercial Customers for non-household customers, details of which are available on request or at www.bwhwater.co.uk

Leakage from rented properties

Notwithstanding the terms and conditions of a tenancy agreement, under Sections 10 and 11 of the Landlord and Tenants Act 1985 landlords are responsible for the upkeep of their properties. This includes the upkeep of internal and external water and sewerage pipes. Where possible under sections 73 - 75 of the WIA91, the company will hold the landlord of a property fully responsible for the repair of any internal or external leaks at that property and for payment of water wasted from such leaks that are not covered by the Company's leakage policies.

3.2 Data logging water meters

The Company offers a service to fit a data logger to enable a customer to access their consumption data confidentially on its e-metering web site.

The logger will record the flow through the meter every 15 minutes and send the data to the Company's offices each day, giving the customer more detail about their water consumption and assisting, for example, to identify leakage or wastage.

The charge for providing this service is £194 p.a, (subject to survey) and the availability of suitable mobile phone network coverage at the site.

If a single customer requires 10 or more loggers the cost will be by quotation.

Company data logging

In some areas the Company has installed data loggers for its own use. It downloads this information monthly for its own use. If a customer on whose site a logger already exists applies for this service the Company will provide its data to them at no charge.

High consumption queries

Where, in the case of a metered account, the customer disputes the use recorded by the water meter and the Company's representative has verified the meter reading and has checked and found no evidence of leakage, if the customer continues to dispute billed usage the Company will offer to data log the meter and analyse the findings.

This will be at the customer's cost and will be refundable if leakage is subsequently located.

3.3 Payment facilities

The payment methods, which are described on customers' bills, are as follows. All methods are available to customers using different payment frequencies.

At a bank. Customers should complete the payment slip and hand in the whole bill with payment. The bank will stamp the bill and give it back as proof of payment. Cheques should be made payable to Bournemouth & West Hampshire Water Plc. If customers pay by cheque at their own branch or at any branch of Lloyds/TSB Bank within the Company's area of supply, the bank will not normally make a charge.

By post in the envelope provided. Cheques or postal orders should be made payable to Bournemouth & West Hampshire Water Plc. The payment slip should be sent with the cheque unless a receipt is required. In this case, the whole bill should be sent and a receipt requested. All cheques are banked on receipt and any cost arising from irregularities or post dating are solely at the customer's expense.

Direct Debit. Customers can spread payment of their water bill over ten months from April to January in the case of unmetered customers and twelve months in the case of metered budget schemes (in the first year this may vary depending on when the Company can set up their instructions). Direct Debits will be collected on either the first, eighth, fifteenth or twenty-second of the month at the customer's choice. Subject to demand more dates may be available so customers should enquire about availability either directly to the Company or via its website. Direct Debit instructions can be taken by phone.

Credit and Debit card. Customers may make payment by credit or debit card either through the company's Customer Service Centre or by a 24-hour automated payment line the number for which is 0800 3895110. Credit card payments may be subject to an administration charge.

PayPoint. The Bournemouth & West Hampshire Water payment card can be used to pay your water bill by instalments at over 100 PayPoint outlets within the company's region and a further 20,000 throughout the UK. This service is free of charge.

Online billing. Customers can view and pay their bills electronically through their bank's online account using 'One Vu'. This is a secure service accessible through major UK banks. Customers choosing this option will not receive paper bills and leaflets

BillPay. This is a payment method offered in partnership with Alliance & Leicester Commercial Bank that allows customers to make a secure payment over the Internet using their debit or credit card. The service is free to use and is available 24 hours a day throughout the year.

Users must be a customer of a UK bank or building society, hold a debit or credit card and have an active email address. New users will be asked to complete a registration form online.

At a Post Office. Customers should fill in the payment slip and hand in the whole bill with their cash payment (cheques are not acceptable). The bill will be stamped by the post office and given back to them as proof of payment. The Post Office makes a charge for this service.

Agent. Balfour Convenience Stores, 33 Somerford Road, Christchurch acts as an agent for the Company. Customers should take their bill and payment in to Balfour. This service is free of charge.

Instalment books. The Company offers monthly, fortnightly and weekly instalments to those customers who have difficulty paying their bill. If customers wish to use this facility they should contact the Customer Service Centre on 01202 590059. Customers paying by instalment may use the free payment facilities described in 'At a bank'.

Using the Direct Payment Scheme. If a customer cannot pay their bill and is claiming Income Support, Pension Credit or Income-Based Jobseeker's Allowance, Jobcentre Plus may pay their bill out of their benefit direct to the Company. If the customer agrees to this method of payment Jobcentre Plus will take a fixed amount from their benefits to pay any amount they owe in arrears and cover current charges. If customers wish to use this facility they should phone or write to the Company or contact their Jobcentre Plus office direct.

Phone and Internet Banking. Payment should be credited to the Company's bank account number 02398451, sort code 30-00-00.

Customers must ensure that they quote their customer account number. This consists of twelve numbers and can be found in the top right hand corner of their bill.

Standing Order. For those customers unable to pay by Direct Debit the Company will, at its discretion, agree payment plans by standing order. The frequencies of any such plans will be tailored to the customer's circumstances.

3.4 Discontinuation of supplies/vacation of premises

If a customer wishes the supply of water to be discontinued, or upon leaving the premises transferred to another customer, a minimum of two clear working days' notice in writing or by phone must be given to the Company.

Where a customer vacates a property without informing the Company it will pass any closing account to a third party to trace the customer and collect the outstanding debt. The Company will pass all costs incurred to the customer.

3.5 Persons chargeable

Where there is more than one occupier of either a metered or unmetered premises the Company reserves the right to collect all charges for that property from any one of those occupiers.

Where premises are unoccupied, the owner or other person responsible will be liable to pay water services charges in accordance with 'Empty properties' below.

3.5.1 Metered charges will be payable by the person(s) who have signed the measured charges notice or who have been identified as the occupier of the premises supplied. Where a supply is subject to a short term tenancy, i.e. less than 6 months, the Company, at its own discretion, may bill the owner or agent direct.

3.5.2 The Company will charge the owner or agent of any multiple properties or properties that fall within the definition of Houses of Multiple Occupation as defined by the Department for Communities and Local Government or Local Authorities supplied through a single meter.

If multiple properties share a single metered supply and,

a) there is no apparent single owner or agent and,

b) no one will accept responsibility for the water charges,

the Company reserves the right to require separation of supplies as provided in the Water Industry Act.

3.5.3 Unmetered charges will be payable by the person(s) who have been identified as the occupier of the premises supplied. Where a supply is subject to a short term tenancy, i.e. less than 6 months, the Company, at its own discretion, may bill the owner or agent direct.

3.5.4 The Company will charge the owner or agent of any multiple properties or houses of multiple occupation that are charged by a single rateable value.

New connections

From the time when a new connection is laid and a meter fitted, the Company will hold the developer responsible for the water supply account until such time that it is notified that ownership of the property has changed and the property is to be occupied.

The developer will be liable for payment of water used through the meter, except for the first five cubic metres. A standing charge will not be raised in this preoccupation period.

3.6 Empty properties

Any property that becomes vacant as a result of an occupier change will be metered under the terms and conditions detailed in 'Supplies which must be metered'. If a property is unoccupied and no change of occupier has taken place the following will apply.

Where an unmetered property is unoccupied

The full charge remains payable unless:

- ◆ The supply is turned off.

If a customer wishes to retain the supply but does not wish to pay the full unmetered charge they may opt to serve a measured charges notice. See 'Meter Option'.

Shared Supplies

Where the empty unmetered property shares a supply and therefore cannot be turned off or easily metered the Company will require access to ensure that the property is unfurnished.

The full charge will remain payable:

- ◆ If the property is not totally unfurnished
- ◆ Until such time access is granted to survey the property

Discretionary Waiver

Under certain limited circumstances the Company may grant a discretionary waiver of the rateable value element of an unmetered charge. In these cases the Company will, on written application from the customer or their representative, waive rateable value charges for the remainder of the prevailing billing period ending on 31 March. Customers or their representatives must reapply in writing at the start of each financial year on 1 April.

Examples include:

- ◆ If a customer's estate is subject to probate and the supply is required for nominal use, for example central heating, or
- ◆ If a customer who lives alone is either hospitalised or enters a nursing home for the foreseeable future and the supply is required for nominal use, for example central heating.

Applications will not be backdated any further than 1 month.

Where a metered property is unoccupied

The full charge remains payable unless the supply is turned off. However water volume charges will reflect the actual use recorded by the meter.

3.7 Collection of outstanding household charges

3.7.1 The Company pursues a policy of enforcement for payment of the charges demanded. This is for the benefit of the majority of customers who pay promptly. Non-payment of charges will result in the pursuance of the outstanding charges through the Courts.

3.7.2 Where a customer has not responded to the Company's attempts to communicate with them prior to legal action the costs associated with any visits and interviews to establish the customer's financial circumstances will, subject to the Company's discretion, be passed on to the customer. These visits and interviews are intended to reduce the likelihood of court action and amount to less than court costs. See Sections 3.8 and 4 for details of these costs.

3.7.3 If the actions in 3.7.2 fail to result in settlement of the debt or an agreed repayment plan legal action against the customer will be taken. The Company reserves the right to pass all costs incurred in respect of legal action to the customer. In addition the Statutory Interest at 8% (pursuant to Section 69 of the County Courts Act 1984) will be added to debts outstanding from the previous financial year and beyond. Customers should note that these costs are in addition to costs that will have been incurred under 3.7.2.

3.7.4 However where the Company believes that genuine hardship exists none of the above costs will be passed to the customer. The Company will additionally work to assist the customer concerned. There are various ways in which this may happen, for example payment arrangements or referral to its charitable trust. These examples are not exhaustive.

Anyone experiencing difficulties in meeting payments demanded should contact the Company without delay. Full details of its Code of Practice on Debt Recovery are available on request or through the Company's website.

3.7.5 The Company reserves the right to pass collection of outstanding debts to a third party collection agency which will operate to the Company's own standards and codes of practice.

Tenanted properties

3.7.6 Where

- ◆ a current tenant vacates, or
- ◆ a change of tenant takes place, or
- ◆ a new tenant occupies a previously empty property, and
- ◆ the landlord or agent fails to inform the Company within 14 calendar days of the tenancy change and the Company cannot subsequently recover the debt owed by any tenant it may pursue the landlord or agent for payment.

This policy may result in debts for more than one tenant at the same property being pursued.

3.8 Costs incurred during debt recovery

All costs, for example solicitors' costs, court fees, enforcement and warrant costs, incurred by the Company in the collection of outstanding charges will be recharged directly to the customer.

If legal action is being considered prior to issuing a claim the Company will attempt to determine the circumstances of the debtor. This service is designed to provide a less costly alternative to legal action.

The Company will make an administration charge of £32.00 plus VAT for this service which is waived if the customer is identified as being in genuine hardship.

3.9 Water charges incurred at previous addresses

Where the Company identifies outstanding debts from a previous address or addresses the Company reserves the right to transfer the debt to the customer's current address and require payment in full.

3.10 Late payment of Commercial Debts (Interest) Act 1998

(Business and non-household customers only).

The Company is entitled to claim interest and other charges under the Late Payment of Commercial Debts (Interest) Act 1998.

The Company also reserves the right to pass collection of outstanding debts to a third party collection agency which will operate to the Company's own standards and codes of practice.

Customers should note that non-payment may also result in the disconnection of the supply.

3.11 Houses of Multiple Occupancy

The landlord of a property falling under the criteria definition of a House of Multiple Occupancy (HMO) as described by the Department for Communities and Local Government (DCLG) will be held liable for all water charges relating to said property.

3.12 Customer complaints procedure

The Company strives to provide a high standard of service. If a customer is dissatisfied with the service provided, they are urged to inform the Company and efforts will be made to rectify any problems. A Code of Practice is available covering the Company's complaints handling/management procedures. If customers remain unsatisfied after exhausting the Company's procedures for handling customer complaints, they can pursue their complaint through the Consumer Council for Water for the Western Region which represents their interests.

The address and phone number for the Consumer Council for Water is:

**Consumer Council for Water Western,
Unit 2 The Hide Market, West Street, St Philips, Bristol, BS2 0BH.
Phone: 0117 9557001 Fax: 0117 9557037 Linkline (local rate): 0845 7078268**

3.13 Miscellaneous charges

The Company has other fixed sundry water supply charges in relation to supplies of water for purposes other than household use and for various works and other services and administration charges, for example new connections to a water main. See Parts 4 and 6.

3.14 Value Added Tax

Value Added Tax is payable on industrial water supplied for customers falling within Standard Industrial Classifications (SIC) 1-5. The codes are published in the Standard Industrial Classification by the Central Statistical Office and are available from HM Stationery Office.

All charges will be subject to VAT at the appropriate rate.

3.15 Dishonoured payments

An administration charge will be made in respect of any cheques or direct debits returned by the banks marked 'referred to drawer' due to insufficient funds.

Where there is an outstanding sum due and a customer cancels a direct debit or standing order agreement without informing the Company it may make an administration charge of £16.00.

3.16 New occupiers

Customers planning to move to a new property within the Company's area of supply may phone 01 202 590059 to obtain information on the basis on which they will pay charges for that property.

If a new occupier fails to advise the Company of their move to premises the Company will backdate charges to the date of occupation once the identity of the occupier is established.

If the 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. The meter will be installed within 60 days of the change of occupier.

3.17 Security deposits

The Company reserves the right in the case of a customer's bankruptcy to require security to be provided for the payment of future charges.

3.18 Discretionary billing agreements

The Company may agree alternative billing arrangements with owners of multiple premises. Any agreement will be at the Company's discretion.

3.19 Billing adjustments

Whilst the Company strives to ensure that all bills for charges are correct, in the case of error it reserves the right to make retrospective adjustments. This will always happen if the adjustment is in the customer's favour.

3.20 Special care and vulnerable customers

The Company offers a range of Special Care services. These are available to all customers on request and include help for the visually impaired (for example **large print** and Braille bills); the Tynetalk system to help people with hearing or speech difficulties; personal attention in a water supply emergency; more frequent meter readings and special billing arrangements plus extra help and advice when it comes to paying the bill.

The Company also operates a confidential 'Special Care Register' along with a password scheme to help combat bogus callers. To register, either the customer, or someone else their behalf, can phone, complete the card issued with the special care literature, or apply via the company's website.

3.21 Guaranteed Standards Scheme and Customer Charters

The Company has key levels of service standards that it must legally provide under the Guaranteed Service Standards Regulations (GSS). Should it fail to meet these it will pay household customers the compensation shown in its Customer Charter. The charter goes beyond the levels set by the Regulations and in most cases the company pays compensation which is significantly higher than required by GSS.

Full details of all the company's levels of service commitments can be seen in its Customer Charter (for household customers) and Business Customer Charter (for non-household customers). Within the Business Customer Charter payments vary in size depending on the amount of water the customer uses.

Customers can request copies of these charters by phoning 01 202 590059 or downloading them from the company's website.

PART 4 - Tariffs and general charges

Unmetered water supplies	
◆ Water rates	Per annum
Standing charge	£22.50
Rateable value charge per £ of rateable value	64.57p
◆ Churches, chapels and places of worship	£67.00
◆ Unmetered watering points	£64.14
◆ Unmetered swimming pools	£50.00
◆ WaterSure Tariff (Average Household Charge)	£136.00

Metered water supplies	
◆ Standing charge	
Size of meter	Standard Tariff
Up to 20mm	£22.50
25mm	£67.30
40mm	£193.50
50mm	£330.00
75mm	£403.00
100mm	£472.00
150mm	£498.00
Consumption charge per cubic metre	106.86p

Large Users Discounted volume and additional standing charges for large users as follows:			
	June-Aug Peak Tariff	Sept-May Off Peak Tariff	Additional Standing Charge
Between 10-20 Ml pa	119.81p	86.50p	£1050
Between 20-50 Ml pa	119.81p	78.00p	£2320
Between 50-100 Ml pa	112.74p	68.97p	£6630
Between 100-150 Ml pa	112.74p	56.10p	£16200
Over 150 Ml pa	112.74p	43.90p	£29900

The above rates apply to the total volume billed.

Reserved Capacity charge/supply of last resort

A customer that requires reserved capacity will specify the number of megalitres Ml (1Ml = 1000m³) they wish to reserve per day (to the nearest 0.01Ml). This should be the maximum amount that the customer expects to draw from the system on any one day.

The annual fixed reserved capacity charge for customer using less than 50Ml per annum is £68,867 per Ml/d (or £689.00 per 0.01 Ml/d).

The annual fixed reserved capacity charge for customer using not less than 50Ml per annum is £68,259 per Ml/d (or £683.00 per 0.01 Ml/d).

Volumetric charge	June - Aug Peak Tariff	Sept - May Off Peak Tariff
Between 10-20 Ml pa	119.81p	66.75p
Between 20-50 Ml pa	119.81p	51.95p
Between 50-100 Ml pa	112.74p	40.70p
Between 100-150 Ml pa	112.74p	30.58p
Between 150 Ml-200 Ml pa	112.74p	24.30p
Over 200 Ml pa	112.74p	17.44p

Premium charge	June - Aug Peak Premium	Sept - May Off Peak Tariff
Between 10-20 Ml pa	196.38p	109.49p
Between 20-50 Ml pa	196.38p	85.05p
Between 50-100 Ml pa	188.38p	68.09p
Between 100-150 Ml pa	188.38p	51.15p
Between 150 Ml-200 Ml pa	188.38p	40.65p
Over 200 Ml pa	188.38p	33.39p

Additional Supplementary Standing Charge	
Between 10-20 Ml pa	£509
Between 20-50 Ml pa	£2,353
Between 50-100 Ml pa	£7,875
Between 100-150 Ml pa	£16,554
Between 150-200 Ml pa	£21,650
Over 200 Ml pa	£32,327

The charge will be raised at the end of each 12 month billing period and will be relevant to the amount of water consumed. If no water is consumed there will be no charge. If water is consumed but is less than 10 Ml the 10-20 Ml additional standing charge will apply.

Assessed meter charges

Non household premises	
Band 1:	20 m ³ pa per employee
Band 2:	50 m ³ pa per employee
Band 3:	100 m ³ pa per employee
Band 4:	200 m ³ pa per employee
Band 5:	By Inspection per employee
Per cubic metre	106.86p
Standing charge	£22.50

Household premises

Number of occupants	Estimated use m ³
One	60
Two	110
Three	150
Four	180
Five	200
Each additional occupant:	20m ³
Per cubic metre	106.86p
Standing charge	£22.50

Non-payment of water charges

Administration charges:	
For tracing a previous occupier with outstanding debt	£46.00
For a special visit to a previous occupier or to collect unpaid accounts following final notice	£57.00

Disconnection for non-payment (applies to non-households only)

Charge for disconnecting a non-household supply for non payment of water charges:	
During normal working hours	£71.00
Outside normal working hours	£98.00
Where a special visit is necessary to collect unpaid charges following final notice an additional charge of £57.00 is payable	

Turn on supply

At the request of the occupier or private plumber, or for a return visit following disconnection for non payment	
Per visit:	
Within normal working hours	£51.00
Outside normal working hours	£75.00
Turn on fee following change of ownership	Free of charge
Outside normal working hours	£75.00
In an emergency (as determined by the Company)	Free of charge

Standpipes

Deposit returnable 20mm	£140.00
Hire charge per week 20mm	£10.00 per week
Plus initial handling charge of	£19.00

All standpipes will be unmetered unless the Company determines otherwise.

Standpipes above 20mm will be provided for use only under Company supervision and will be subject to cost by quotation.

Meter testing

Household meters: by quotation subject to a maximum charge of	£70.00
Non-Household meters	By quotation

Hire of water bowsers

Hire, including delivery and collection (per week or part week)	£147.00
Where separate visits are required for refill	£73.00
Tanker	By quotation

Water Supply (Water Fittings) Regulations

Initial inspections to assess compliance with the above regulations are free. A site report and up to two follow up re-inspection visits to assess resultant remedial works are also free.

Subsequent visits will be chargeable at £51.00 per visit until full compliance with the regulations is achieved.

Increase or decrease the capacity of a supply

By quotation

Miscellaneous

Unmetered water supplies	
◆ Additional work within normal working hours cost per hour	£46.00
◆ Additional work outside normal working hours cost per hour	£69.00
◆ Leakage detection advice cost per hour	£51.00
◆ Dishonoured payments	£16.00
◆ SMS data loggers. See Section 4. Per annum	£194.00
◆ Pressure recording using a data logger	£55.00
◆ Data logging and analysis for high consumption queries	£55.00
◆ Read a private bye-meter - per read	£23.00
◆ Missed appointment (no charge for first missed appointment)	£23.00
◆ Unmetered troughs	
○ 1 st trough	£51.00
○ Next 2 troughs	£37.00
○ Next 3 troughs	£25.00
○ Each additional trough	£13.90
◆ Copy accounts - requests in excess of 1 per annum. Per copy	£6.00

PART 5 - Water infrastructure charges

Introduction

Section 146 of the 1991 Water Industry Act introduced a right for water companies to levy a charge for the initial connection of premises to a water supply or to a public sewer for domestic purposes.

These charges, first levied from 1 April 1990, are termed 'infrastructure charges' and are payable only once on initial connection to the water supply.

Infrastructure charges are seen as a fair method of allocating the cost of non-specific additional capacity required through growth in demand from new customers. They are made in addition to mains requisitioning arrangements and connection charges which continue to be payable.

Interpretation

Connection of house means first time connection either directly or through an intermediate pipe, of premises which have never previously been connected to a supply of water for domestic purposes.

House means any building or part of a building which is, or will be, occupied as a private dwelling house. The expression includes a flat.

Common billing agreement means an agreement between the Company and any other person whereby that person has agreed to pay water charges for water in respect two or more houses which have a common supply pipe.

Bath includes a whirlpool bath or a Jacuzzi.

Domestic appliance means an appliance (including a dishwasher, a washing machine and a 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).

Any fitting includes any plumbing outlet, dedicated space or planning or provision for that fitting.

Relevant multiplier. This applies to certain types of development which are regarded as placing a non typical load on networks and has the effect of modifying the infrastructure charge. It is calculated by assessing the loading units, as determined by each water using appliance from the following table of any connection, divided by 24 i.e. loading units for an average domestic dwelling as defined under Condition C of the Company's Instrument of Appointment. The resulting figure is the relevant multiplier.

Water fitting/appliance

Loading units for calculating Relevant Multiplier	
WC flushing cistern	2
Wash basin in a house (see above)	1.5
Wash basin elsewhere	3
Bath (tap nominal size 20mm) (see above)	10
Bath (tap nominal size larger than 20mm) (see above)	22
Shower	3
Sink (tap nominal size 15mm)	3
Sink (tap nominal size larger than 15mm/)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum allowance of six loading units per house) (see opposite)	3
Communal or commercial appliance (see opposite)	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

Notes

A minimum of six loading units shall be included for each house for domestic appliances (whether or not the house has any such appliances). This does not apply 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.

Where premises have only a sewerage connection and there are no water fittings, the relevant multiplier will be one.

Disputes about how the relevant multiplier is calculated may be referred to the Water Services Regulation Authority which has powers to determine such disputes.

Charges

Water Infrastructure charges shall be:

- ◆ In the case of a house subject to a common billing agreement, the standard water infrastructure charge multiplied by the relevant multiplier for that house
- ◆ In the case of premises other than a house to which water is provided by a service with an internal diameter larger than the standard size used by the Company for new connections of houses, the standard water infrastructure charge multiplied by the relevant multiplier for those premises
- ◆ In the case of any other premises, the standard water infrastructure charge.

Where a site is redeveloped, the water infrastructure charge shall be limited to the net increase in the number of premises on site after development has taken place. A maximum period of 5 years is used in determining the number of units on site prior to redevelopment commencing.

See Part 6 for details of infrastructure charges.

Payment Dates

The water infrastructure charge is included with the quote for new connections and shall be due and payable to the Company:

- ◆ At the time a connection is made and the water is available whether the supply is full flow or temporary by the use of a cap or similar appliance, or
- ◆ Where the applicant prefers, at the time of payment of the relevant connection charges.

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

- ◆ The relevant charge shall be paid in full, within one month, after the connection in respect of which the charge payable is made, or at the option of the person liable to pay the relevant charges, an amount equal to the instalment amount shall be paid in each of the twelve years following the relevant connection being made, subject only to that person giving such undertakings to that effect as the Company may reasonably require.

Persons Chargeable

The person liable to pay the water infrastructure charge shall be:

- ◆ The person requesting the relevant connection to be made, or
- ◆ If the relevant connection is made without authorisation by the Company, the person making such connection or the person using the service provided.

PART 6 - Developer, new connection and infrastructure charges

Developers' charges

Note

Application for the following services must be accompanied by the appropriate minimum payment. Should the application be complex the Company will contact the applicant to discuss the charge. Any application withdrawn at this time will not be subject to a charge and payment will be returned.

Pre-development services

Response to potential development enquiry Subject to a minimum charge of	£51.00
Pressure profiling/flow and pressure investigations Subject to a minimum charge of	£55.00
Response to a potential development enquiry to include information on the Company's existing assets and, additionally, a site survey and budget costs. Subject to a minimum charge of	£90.00

Development services

New water mains application design charge	
Design, estimation and administration costs for a mains design for a new development scheme. Subject to a minimum charge of	£241.00

Note

Application for the following services must be accompanied by the appropriate application design charge, details of which are set out below.

Should the application be complex the Company will contact the applicant to discuss the charge.

The application design charge will be credited back in the quotation; therefore applications that proceed to construction will incur no design charge.

New connections application design charge

Design, estimation and administration costs for new service connections, new development, property conversions and commercial non-domestic new supplies. Subject to a minimum charge of £90.00

Note

This charge will not apply if the application is for the separation of an existing domestic/non-commercial customer wishing to provide their property with its own individual supply.

New service connections

New development sites

Standard 20mm supply (25mm OD) MDPE	£346.00
Standard 20mm supply (25mm OD) - Contaminated Ground	£388.00
Basic charge to include up to 3 metres of excavation and up to 9 metres in length where a duct is provided and laid by the developer as requested by the Company	
Additional charge per linear metre in excess of 3 metres where no duct is provided	£34.00

Note

The prices apply only if the services can be laid prior to road surfacing. This includes base course.

Non site locations

Unsurfaced ground

Standard 20mm supply (25mm OD) MDPE. Basic charge up to 2 metres	£346.00
Additional charge per linear metre in excess of 2 metres	£34.00

Surfaced ground

Standard 20mm supply (25mm OD) MDPE	Carriageway	Footway	
Basic charge up to 2 metres	£592.00	£560.00	

The charge up to 2 metres depends on the position of the main to which the service is to be connected i.e. whether it is under carriageway or footway.

Additional charge per linear metre	Carriageway	Footway	Verge
in excess of 2 metres	£48.00	£42.00	£34.00

+ for every additional service, charge 2/3rds of the basic unsurfaced ground charge for the second and subsequent connections (maximum 3 services to 1 trench)	£242.00	£242.00	
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Installing a new stopcock/meter box to an existing service

Where an existing property is demolished and a new replacement property built, charge for fixing a new stopcock/meter box to the existing service (on condition that the existing service can be retained and utilised) Subject to a charge of	£304.00
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New service connections involving wall-mounted meter boxes

A wall-mounted meter box is available provided that, subject to survey, the unit can be installed in an accessible position. An additional charge will apply if the location of the unit requires a remote-read facility.

New 20mm (25mm OD) MDPE connection using wall-mounted meter box	£229.00
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Notes

- The above charge does not include the wall-mounted box which must be purchased separately by the developer. This may be purchased directly from the manufacturer or from the Company's stores provider.
- It is the developer's responsibility to ensure that the wall-mounted box and ducting are correctly installed according to the Company's specification.
- All excavations for the connection are to be carried out by the developer.
- Costs include the sampling and analysis of the supplied water (including one repeat visit in the event of a failure). The Company will sample new connections to verify that the supply meets the requirements of the Water Supply (Water Quality) Regulations 2000 (and amendments). This practice is an element of the Company's Water Safety Plan approach to water quality management. Where there are multiple properties requiring sampling at the same site discount may be applied. This will be at the discretion of the Company.

Other new connection related charges

Charge for inspection visit	£51.00
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A fee may be charged for pre-arranged inspection visits where the work is found not to be ready or for repeat inspections necessitated by the work not being to the required standard.

Charge for abortive visit by crew	£99.00
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A fee may be charged where connection work cannot be undertaken and the installation crew subsequently has to leave the site due to the site being insufficiently prepared.

Administrative charge for refund on work that does not proceed	£43.00
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A fee may be charged where the Company has to make a refund of the previously paid connection and infrastructure charges. This is to cover the Company's administrative costs.

Infrastructure connection charges

Standard charge per unit	£298.15
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Building supplies

House	£44.00
Flat and prefabricated dwellings	£23.00
Extensions and alterations	£23.00
Large buildings/schools etc.	£ By meter

Cut off existing supply

To cut off an existing supply in a separate trench. Subject to a charge of	£267.00
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General notes

- ◆ The procedure for new connections is outlined in the Company's New Connection Information Pack. Copies of this document can be obtained from the Developer Team or downloaded from the company website.
- ◆ The Company will use a thrust bore moling machine where possible. The above charges reflect this use. Refunds will not be made on the basis that the Company did or did not use such equipment.
- ◆ The above charges which include footpath or road breakage are based on standard average charges. Customers who require a specific quotation based on the actual time to carry out the work will be required to pay any survey fees necessary to carry out this exercise.
- ◆ All charges include the cost of the Company supplying and fitting the water meter.
- ◆ There may be a charge for the removal of redundant connections.
- ◆ Charges for all non-standard connections will be estimated on a time and materials basis, i.e. 25mm internal diameter service and above or where the service is over 20 metres long.
- ◆ All water connections are payable in advance.
- ◆ The rate of VAT applied to the charges varies, dependent upon the category of works. Please contact the Company for further information.
- ◆ Where property or land is separated into distinct units, individual billing can be permitted only if separate metered water supplies are provided to each property. If developers intend to carry out such work they must apply to the Company for the appropriate number of metered connections. The New Connections application form can be forwarded on request or downloaded from the 'Company information/publications' section of the Company's website.

Disputes concerning new connection and infrastructure charges

In the first instance, customers with queries concerning new connection or infrastructure charges should contact the Company.

The Company will then review and explain the charges and try to resolve the differences directly with the customer. If the matter cannot be resolved, customers can ask Ofwat to investigate. Its decision on the matter will be final and binding on both parties.

Ofwat can be contacted at:

Ofwat, Centre City Tower, 7 Hill Street, Birmingham B5 4UA.

Phone: 0121 644 7500

Annex 1 - Financial indicators

RPI increase (as measured between November and November)	0.28%
Weighted average charges increase	4.28%
Target for metered/unmetered differential	£31.22
Metered/unmetered differential	£32.22
Unmetered household standing charge	£22.50
% change on 2009/10	2.30%
Metered household standing charge	£22.50
% change on 2009/10	2.30%

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Bournemouth & West Hampshire Water Plc

George Jessel House, Francis Avenue, Bournemouth, Dorset BH11 8NX

Customer Service: 01 202 590059

Fax: 01202 597022 E-mail: customerservice@bwhwater.co.uk

Customer Service opening hours: Mon-Fri 8am-6pm, Saturdays 9am-2pm

Automated debit and credit card payment service: 0800 389 5110

Freephone Leakline: 08005 878 979



**INVESTORS
IN PEOPLE**

If you have an enquiry about your sewerage service please call:

Wessex Water – phone 0845 6003600

Southern Water – phone 0845 2720845

www.bwhwater.co.uk