

business stream

A SCOTTISH WATER COMPANY



Business Stream

Retail Charging Scheme Applicable in Southern Water Wholesale Region

Charges for Non-Household Customers

2018/19

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Introduction

- 1.1 This Charging Scheme is made by Scottish Water Business Stream (Business Stream) in compliance with requirements placed upon it under Section 29 of the Water and Sewerage Undertakers (Exit from Non-household Retail Market) Regulations 2016, and shall come into effect from 1st April 2018.
- 1.2 This Charging Scheme shall apply to those non-household premises for which Business Stream is, or is deemed to be, the licensed supplier of water and/or sewerage services and are located within the area for which Southern Water is the appointed water and/or sewerage wholesaler. It shall not apply to premises outside that region.
- 1.3 This Charging Scheme should be read in conjunction with Business Stream's Standard Terms and Conditions, which can be found <https://www.business-stream.co.uk/terms-and-conditions/> and which together form the Scheme of Terms and Conditions.
- 1.4 The amounts now fixed by Business Stream in respect of the charges provided for in this Charging Scheme are those shown in the Schedules. Charges in the Schedules are exclusive of VAT, which will be charged in addition if applicable.
- 1.5 Nothing in this Charging Scheme shall affect Business Stream's powers or rights to enter into or be bound by agreements with persons to be charged, whether made before or after the coming into operation of this Scheme.

SECTION 1

PRIMARY CHARGES

Part 1 - Principles for Measured, Unmeasured and Assessed Charges

1.1 New Water Supplies

- 1.1.1 The charges payable following the provision of any new water supply to any premises shall be measured charges. A meter must be installed on all new water supplies.
- 1.1.2 For the purposes of the preceding paragraph, a new supply may also be provided when there is a change of use of water or a change in the extent of premises supplied through an existing service pipe; measured charges shall be payable following service of notice to this effect by Business Stream or the wholesaler on the person chargeable who must provide for the installation of a meter.
- 1.1.3 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 measured 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.

1.2 Existing Water Supplies

- 1.2.1 The charges payable shall be and remain measured charges
 - (i) where a meter is installed on a water supply to any premises, or
 - (ii) where Business Stream or the wholesaler has so determined in respect of any premises or purpose for which water supplied by Business Stream is used.
- 1.2.2 Business Stream or the wholesaler may determine that the charges for water supplies
 - (i) to any premises or to any description of premises, or
 - (ii) used wholly or partly for any business, trade or manufacturing or for any other commercial or non-domestic purposes, shall be measured charges.
- 1.2.3 The person chargeable in respect of any premises receiving an unmeasured water supply may elect to have a measured water supply if the premises are served by a separate service pipe, the plumbing installations comply with any applicable regulations, and the person chargeable has the right to permit, and agrees to pay the cost of, installation of the meter, as well as the meter installation survey fee and measured charges thereafter.

- 1.2.4 Once the charges in respect of any premises or water supply are or have become measured charges, they shall remain measured charges irrespective of any change of use of the premises or of the purpose for which the water is used, unless and until Business Stream or the wholesaler determines that the charges payable shall be unmeasured charges.

1.3 Ownership of Meter

- 1.3.1 Unless otherwise agreed in writing, ownership of the meter and metering equipment will remain the property of the wholesaler or Business Stream or any other person providing it. It is a criminal offence to interfere with any meter or apparatus.

1.4 Unmeasured Water Supplies

- 1.4.1 Where a water supply is not a measured water supply in accordance with the preceding provisions of this Part, the charges payable shall be unmeasured charges.

1.5 Specific Water Supply Charges

- 1.5.1 Business Stream may from time to time fix other specific charges for water supplies for non-domestic purposes.

1.6 Water Used for Fire Fighting Purposes

- 1.6.1 In accordance with Section 147 of the Water Industry Act 1991, no charge is made for water used for fire fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire fighting.

1.7 Sewerage Services

- 1.7.1 Generally, charges for sewerage services provided to connected premises shall be measured charges if there is a measured water supply to the premises, and unmeasured charges if there is not, irrespective of whether water is supplied by Business Stream or another water supplier. Business Stream may determine that charges for sewerage services provided to connected premises shall be unmeasured charges if different persons are liable for charges for water supply and sewerage services to the same premises.
- 1.7.2 If there is a private water supply to connected premises the charges shall be unmeasured charges, provided that Business Stream or the Wholesaler may determine that the charges payable shall be measured charges if an

acceptable method of measurement or assessment of the volumes of water supplied to or effluent discharged from the connected premises is installed.

- 1.7.3 Subject to paragraph 1.7.4 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 4.2 of Part 5.
- 1.7.4 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 4.2 of Part 5.
- 1.7.5 This Charging Scheme provides for a reduction in the charges payable for the provision of sewerage services to any premises where surface water does not drain to a public sewer from those premises. There are no other reductions in respect of surface water drainage.

1.8 Persons Chargeable

- 1.8.1 Charges shall be payable by the Customer.
- 1.8.2 The charges for water supplies shall be payable by the occupier for the time being of the premises supplied or any person to whom the supply is made available.
- 1.8.3 The charges for sewerage services shall be payable by the occupier for the time being of the connected premises.
- 1.8.4 The charges for trade effluent shall be payable by the occupier for the time being of the premises from which trade effluent was discharged, or the person making such discharge.
- 1.8.5 A person who is not the occupier of premises may be liable to pay water and/or sewerage and/or trade effluent charges in relation to those premises instead of the occupier by or under any enactment or by agreement with Business Stream.

1.9 Unoccupied Premises

- 1.9.1 Charges may remain payable if premises are unoccupied, unless the water supply to the premises has been disconnected because the premises are unoccupied. Where the water supply to premises is disconnected because the premises are unoccupied, charges remain payable to the day before the water supply to the premises is disconnected.

Part 2 - Measured charges

2.1 Measured Water Supplies

2.1.1 The charges for a measured water supply shall comprise

- (i) a supply point fixed charge, and
- (ii) a volume charge.

2.1.2 The volume charge shall be calculated by multiplying a unit charge by the volume of water recorded by the meter or assessed by Business Stream as having been supplied.

- (a) Where for any reason the volume of water supplied for any period has not been recorded or ascertained correctly, Business Stream may levy a volume charge in respect of that period calculated on:
 - (i) An estimated volume, which may be adjusted if the actual volume supplied is ascertained; or
 - (ii) An assessed volume determined by Business Stream where the actual volume cannot be ascertained.
- (b) The supply point fixed charge shall be determined by reference to the annual volume of water supplied to the premises.
- (c) From time to time Business Stream may review the volume of water supplied through the service pipe on which a meter is installed and, where appropriate, amend the level of fixed charge applied in the prior and current charging years.

2.2 Measured Water Large User Tariff

2.2.1 Business Stream provides a measured water large user tariff based on prescribed ranges of annual consumption (large user tariff bands).

2.2.2 The measured water large user tariff is available upon request by the customer, and shall be applied with effect from the start date of the next invoice period.

2.2.3 Business Stream will specify to the customer the large user tariff band to apply to the premises.

2.2.4 Once Business Stream has specified the large user tariff band to be applied to the premises, it shall be fixed until the end of the period of the operation of this Statement.

2.2.5 Where separate premises located on the same site are occupied by the same occupier, the customer may select a large user tariff band based on the total annual consumption of all the premises. For the purposes of this

paragraph, the annual consumption of any premises that are not eligible to be switched to another water and wastewater retailer under guidance issued by the Water Services Regulation Authority must be disregarded.

- 2.2.6 For each large user tariff band, the measured water large user tariff shall comprise
- (i) a fixed charge,
 - (ii) a large user fixed charge, and
 - (iii) a large user lower volume charge.
- 2.2.7 Each premise comprising the site shall attract the same level of fixed charge referred to in paragraph 2.2.6 of this Part. The level of fixed charge for each premise comprising the site shall be calculated by reference to the total annual volume of water supplied to the site.
- 2.2.8 The large user fixed charge referred to in paragraph 2.2.6 of this Part shall be that specified by Business Stream as the fixed charge for such purpose.
- 2.2.9 Paragraph 2.1.2 of this Part shall apply to a large user lower volume charge as it applies to a volume charge.

2.3 Sewerage Services

- 2.3.1 Where there is a measured water supply to connected premises and measured charges are payable, the charges for sewerage services shall comprise
- (a) a highway drainage charge,
 - (b) a surface water drainage charge where the premises is connected for surface water drainage,
 - (c) a supply point fixed charge,
 - (d) a wastewater volumetric charge
- 2.3.2 The highway drainage charge is a fixed amount in respect of general highway drainage.
- 2.3.3 The surface water drainage charge is a fixed charge determined by the size of the water meter or water service pipe to the premises; in the event that the customer establishes to Business Stream's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when Business Stream are satisfied that the customer is responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- 2.3.4 The fixed charge shall be calculated as follows:

- (a) Where the volume of wastewater has been determined in accordance with paragraph 2.3.6 of this Part, by reference to the annual volume of water supplied via the meter(s) serving the premises that is deemed to return to the sewerage system in accordance with paragraph 2.3.6 of this Part, less any volume of trade effluent taken as having been discharged for the purposes of Part 5 - of this Section; or
 - (b) Where the volume of wastewater has been determined in accordance with paragraph 2.3.6 of this Part, by reference to the foul water drainage fixed charge for assessed measured water in Schedule 1, Primary Non-Household Charges.
- 2.3.5 From time to time Business Stream may review the volume of effluent assessed in accordance with paragraph 2.3.6 of this Part and, where appropriate, amend the level of fixed charge applied in the prior and current charging years.
- 2.3.6 The wastewater charge shall be an assessed charge, determined for non-household premises
 - (i) by reference to 95% of the volume of water recorded by the water meter(s), or
 - (ii) estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not Business Stream), as having been supplied to the premises.
- 2.3.7 The wastewater charge shall be calculated by multiplying a unit charge by the volume of wastewater determined in accordance with paragraph 2.3.6 of this Part. The unit charge applicable shall be determined as follows:
 - (i) Where the volume of wastewater has been determined in accordance with paragraph 2.3.6 of this Part, by reference to the annual volume of water supplied via the meter(s) that is deemed to return to the sewerage system in accordance with this paragraph.
 - (ii) Where the volume of wastewater has been determined in accordance with paragraph 2.3.6 of this Part, by reference to the foul water drainage unit volume charge for assessed measured water in Schedule 1, Primary Non-Household Charges.
- 2.3.8 Where the person chargeable claims in writing and shows to the satisfaction of Business Stream that the volume of wastewater discharged from non-household premises used wholly for any business, trade or manufacturing or for any other commercial purposes to a public sewer is consistently significantly less than 95%, as applicable, of the volume of water supplied to the premises, fixed and wastewater charges from the date of the last demand for payment preceding receipt of the claim by Business Stream shall be determined by reference to such percentage, or at Business Stream's discretion to such volume, as Business Stream may specify from time to time.

- 2.3.9 Where Business Stream has allowed an adjustment to the fixed and wastewater charges in accordance with the preceding paragraph, the person chargeable is responsible for notifying Business Stream of any subsequent change in circumstances which may affect the calculation of the adjusted charge or charges. Where the person chargeable notifies Business Stream of any such subsequent change in circumstances, or where Business Stream establishes that there has been such a subsequent change in circumstances, any adjustment to the fixed and/or wastewater charge shall be made from the date that the change became effective.
- 2.3.10 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, the highway drainage charge, surface water drainage charge, and the fixed charge shall be determined as in paragraphs 2.3.2 to 2.3.4 of this Part, and the wastewater charge for drainage for domestic purposes shall be determined,
- (i) where a separate meter is installed on the water supply for domestic purposes, as in paragraph 2.3.6 of this Part, or
 - (ii) where no separate meter is provided for such supply, by reference to 95% of the volume of water recorded by the water meter, or estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not Business Stream), as having been supplied to the premises less the volume of trade effluent taken as having been discharged for the purposes of Part 5 - of this Section.
- 2.3.11 Where any premises are supplied with water both through a meter and by private means, the highway drainage charge, surface water drainage charge, fixed charge, and wastewater charge shall be determined by Business Stream in accordance with the preceding provisions of this Part as though all water was supplied by a measured water supply of sufficient size.
- 2.3.12 Subject to paragraph 2.3.13 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 4.2.3 of Part 4 - of this Section.
- 2.3.13 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 4.2.1 of Part 4 - of this Section.
- 2.3.14 Where the water supply to any premises is for any reason disconnected, the occupier of the premises or if the premises are vacant the owner or other person responsible therefore shall pay to Business Stream the surface water charge in paragraph 2.3.12 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

2.4 Measured Sewerage Large User Tariff

- 2.4.1 Business Stream provides a measured sewerage large user tariff for the drainage of foul water (excluding any trade effluent discharge).
- 2.4.2 The measured sewerage large user tariff is available upon request by the person chargeable. It shall be applied with effect from the start date of the next invoice period.
- 2.4.3 Where separate premises located on the same site are occupied by the same occupier, the person chargeable may request the sewerage large user tariff based on the total annual sewage volume of all the premises. For the purposes of this paragraph, the annual sewage volume of any premises that are not eligible to be switched to another water and wastewater retailer under guidance issued by the Water Services Regulation Authority must be disregarded.
- 2.4.4 Under the sewerage large user tariff, the charges for the drainage of foul water (excluding any trade effluent discharge) shall comprise
 - (i) a fixed charge, determined in accordance with paragraph 2.4.5 of this Part;
 - (ii) a large user fixed charge; and
 - (iii) a large user lower volume charge.
- 2.4.5 Each premise comprising the site shall attract the same level of fixed charge referred to in paragraph 2.4.4 of this Part. The level of fixed charge for each premises comprising the site shall be calculated by reference to the total annual sewage volume for the site, less any volume of trade effluent taken as having been discharged for the purposes of Part 5 - of this Section.
- 2.4.6 The large user fixed charge referred to in paragraph 2.4.4 of this Part shall be that specified by the Company as the fixed charge for such purpose.
- 2.4.7 Paragraphs 2.3.6 to 2.3.9 of this Part shall apply to a large user lower volume charge as it applies to a wastewater charge.

Part 3 - Assessed Measured Charges

3.1 Assessed Measured Water Charges

3.1.1 The charges for an assessed measured water supply shall comprise:

- (i) an assessed volume charge; and
- (ii) a fixed charge.

3.1.2 The assessed volume charge shall be calculated by reference to the number of people employed and water-using facilities at the premises.

3.1.3 The fixed charge shall be that specified by Business Stream as the fixed charge for such purpose.

3.2 Sewerage Charges

3.2.1 Where there is a water supply to a connected premises and assessed charges are payable, the charges for sewerage services shall comprise:

- (i) a highway drainage charge,
- (ii) a surface water drainage charge where the premises is connected for surface water drainage,
- (iii) a fixed charge, and
- (iv) a wastewater charge.

3.2.2 The highway drainage charge is a fixed amount in respect of general highway drainage.

3.2.3 The surface water drainage charge is a fixed charge; in the event that the customer establishes to Business Stream's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the customer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.

3.2.4 The fixed charge shall be that specified by the Company as the fixed charge for such purpose

3.2.5 The wastewater charge shall be an assessed charge, determined by reference to 95% of the volume of water assessed by Business Stream, as having been supplied to the premises.

3.2.6 Where the water supply to any premises is for any reason disconnected, the customer in respect of the premises shall pay to Business Stream the surface water charge calculated in accordance with paragraph 4.2.8 of Part

4 - of this Section where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

Part 4 - Unmeasured Charges

4.1 Unmeasured Water Supplies

- 4.1.1 The charges for an unmeasured water supply to any premises shall comprise:
- (i) a fixed charge specified by Business Stream as the fixed charge for such purposes, and
 - (ii) a rateable value charge calculated on the rateable value of the premises receiving the water supply or for which the water supply is made available.
- 4.1.2 Where in any case the rateable value charges (as calculated in 4.1.1 above) amount to a sum less than that specified by Business Stream as the minimum charge, the minimum charge will apply instead.
- 4.1.3 Where the premises do not have a rateable value, a charge shall be fixed by Business Stream for such premises.
- 4.1.4 Where the water is used for any purpose specified by Business Stream, a charge fixed by Business Stream for such purpose shall apply instead.

4.2 Sewerage Services

- 4.2.1 Where there is an unmeasured or private water supply to connected premises, or where there is no water supply to connected premises and the curtilage includes provision for parking of 50 or more vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, and unmeasured charges are payable, the charges for sewerage services shall comprise:
- (a) a highway drainage charge,
 - (b) a surface water drainage charge where the premises is connected for surface water drainage,
 - (c) a fixed charge, and
 - (d) a rateable value charge.
- 4.2.2 Where in any case the rateable value charges calculated in accordance with paragraph 4.2.1 amount to a sum less than that specified by Business Stream as the minimum charge, the minimum charge will apply instead.
- 4.2.3 Where the premises do not have a rateable value, a charge fixed by Business Stream for such premises.
- 4.2.4 The highway drainage charge is a fixed amount in respect of general highway drainage.

- 4.2.5 The surface water drainage charge is a fixed charge; in the event that the customer establishes to Business Stream's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the customer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- 4.2.6 The fixed charge shall be that specified by Business Stream as the fixed charge for such purpose.
- 4.2.7 The rateable value charge shall be calculated on the rateable value of the premises.
- 4.2.8 Subject to paragraph 4.2.9 of this Part, the charges for connected premises which are connected for the drainage of surface water only shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 4.2.1 of this Part.
- 4.2.9 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 4.2.1 of this Part.
- 4.2.10 Where the water supply to any premises is for any reason disconnected, the occupier of the premises or if the premises are vacant the owner or other person responsible therefore shall pay Business Stream the surface water charge in paragraph 4.2.8 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

Part 5 - Trade Effluent

5.1 Trade Effluent Charges

- 5.1.1 Trade effluent charges are payable in pursuance of a trade effluent consent, including letters of acknowledgement that have been issued prior to the coming into effect of this Statement, for the discharge of trade effluent from trade premises either directly or through an intermediate sewer or drain into a public sewer.
- 5.1.2 Temporary trade effluent consents, including temporary trade effluent consents in respect of more than one site (multi-site), are charged by reference to Non-Primary charges as set out in Schedule 2.
- 5.1.3 Information on the types of discharge that attract trade effluent charges can be found on the wholesaler's (Southern Water) website <https://www.southernwater.co.uk/trade-effluent>.

5.2 Calculation of Charges

- 5.2.1 Standard trade effluent charges shall comprise:
- (i) a standing charge; and
 - (ii) a trade effluent charge.
 - (iii) The standing charge shall be determined by the assessed risk of the discharge and the associated monitoring requirements.
- 5.2.2 The trade effluent charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.
- 5.2.3 The unit charge shall be calculated for the trade effluent in accordance with the formula:

$$\text{unit charge} = R + V + \frac{Ot.B}{Os} + \frac{St.S}{Ss}$$

Where:

- R is a fixed charge per cubic metre for reception and conveyance costs
- V is a fixed charge per cubic metre for volumetric and primary or preliminary costs, according to treatment. If applicable this will also include a Marine fixed charge per cubic metre for costs associated with discharge through a long sea outfall.

- Ot is the measurement of the organic nature of the trade effluent after one hour of quiescent settlement (generally in terms of C.O.D.)
 - Os is the measurement of the organic nature of settled foul sewage (measured on the same basis); the value of Os from 1 April 2018 to 31 March 2019 inclusive is 452mg/l
 - B is the biological oxidation cost per cubic metre of settled sewage of average strength
 - St is the total suspended solids of the trade effluent at pH6.5-pH8.5
 - Ss is the total suspended solids of crude sewage of average strength; the value of Ss from 1 April 2018 to 31 March 2019 is 400mg/l
 - S is the sludge treatment and disposal cost per cubic metre of crude sewage of average strength
- 5.2.4 The applicability of the factors in the formula to a particular discharge of trade effluent is dependent on the treatment process of the receiving sewage treatment works.
- 5.2.5 The values of the factors in the formula, other than Ot and St, shall be fixed in advance by Business Stream on an annual basis.

5.3 Low Risk Consents

- 5.3.1 The Wholesaler may designate a trade effluent consent as a 'Low Risk Consent' (this is equivalent to historically issued Letters of Acknowledgement). A low risk consent is one that has a volumetric consent of 5 cubic meters per day or less and has a consent monitoring risk categorisation of 'very low'.
- 5.3.2 The charges applicable to Low Risk Consents, including those historically issued as Letters of Acknowledgement are;
- (i) a standing charge, and
 - (ii) a trade effluent charge set to £0.00.
- 5.3.3 The Wholesaler reserves the right to reassess a Low Risk Consent at any time. If a consent is no longer designated a Low Risk Consent, the full trade effluent tariff will apply.

5.4 Large User Tariff

- 5.4.1 Where the annual volume of trade effluent in respect of a trade effluent consent is at least 100,000 cubic metres, the customer may request that

Business Stream fix trade effluent charges by reference to the trade effluent large user tariff instead of the trade effluent standard tariff.

5.4.2 The trade effluent large user tariff may only be applied for a whole charging year (i.e., 1 April to 31 March inclusive).

5.4.3 Large user tariff trade effluent charges shall comprise:

- (i) a standing charge;
- (ii) an annual fixed charge; and
- (iii) a trade effluent charge.

5.4.4 The standing charge shall be determined by the assessed risk of the discharge and the associated monitoring requirements by the Wholesaler.

5.4.5 The fixed charge is an annual charge that covers the cost of reception and conveyance.

5.4.6 The trade effluent charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.

The unit charge shall be calculated for the trade effluent in accordance with the formula:

$$\text{unit charge} = V + \frac{O_t \cdot B}{O_s} + \frac{St \cdot S}{S_s}$$

Where:

V is a fixed charge per cubic metre for volumetric and primary or preliminary costs, according to treatment. If applicable this will also include a Marine fixed charge per cubic metre for costs associated with discharge through a long sea outfall.

O_t is the measurement of the organic nature of the trade effluent after one hour of quiescent settlement (generally in terms of C.O.D.)

O_s is the measurement of the organic nature of settled foul sewage (measured on the same basis); the value of O_s from 1 April 2018 to 31 March 2019 inclusive is 452mg/l

B is the biological oxidation cost per cubic metre of settled sewage of average strength

St is the total suspended solids of the trade effluent at pH6.5-pH8.5

Ss is the total suspended solids of crude sewage of average strength; the value of Ss from 1 April 2018 to 31 March 2019 is 400mg/l

- S is the sludge treatment and disposal cost per cubic metre of crude sewage of average strength
- 5.4.7 The applicability of the factors in the formula for a particular discharge of trade effluent is dependent on the treatment process of the receiving sewage treatment works.
- 5.4.8 The values of the factors in the formula, other than O_t and S_t , shall be fixed in advance by Business Stream on an annual basis.

5.5 Volume

- 5.5.1 Subject to 5.5.2 below, the volume of the trade effluent taken as having been discharged shall, for charging purposes, be the volume
- (i) recorded on a meter installed on the effluent discharge pipe;
 - (ii) assessed from the volume of water supplied recorded on a meter installed on the water supply, up to the most recent available meter reading; or
 - (iii) determined by Business Stream.
- 5.5.2 Where for any reason the volume of trade effluent discharged or the volume of water supplied has not been recorded or ascertained correctly for any period, Business Stream may demand a charge in respect of that period calculated on
- 5.5.3 an estimated volume, which may be adjusted if the actual volume is ascertained,
- 5.5.4 an assessed volume determined by Business Stream where the actual volume cannot be ascertained, or
- 5.5.5 an assumed volume calculated by multiplying the maximum daily volume specified in the trade effluent consent by the number of working days in the period.
- 5.5.6 The volume of any rainfall included in the trade effluent consent shall be calculated in accordance with the equation:

$$S_u \times 0.8$$

Where:

- S_u is the Wholesaler's estimate of the impermeable surface area in square metres which receives the rainfall that is discharged as trade effluent; and
- 0.8 is the annual rainfall in meters used for billing purposes. This value is set each year by the Wholesaler each year for a complete

charging year (1 April to 31 March inclusive). The Wholesaler reserves the right to use an alternative value where it deems this to be more appropriate.

- 5.5.7 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, sewerage charges may also be payable.

5.6 Standing Charge

- 5.6.1 The standing charge is determined by reference to the consent monitoring risk as determined by the Wholesaler. A consent monitoring risk is assigned to each discharge of trade effluent.
- 5.6.2 The consent monitoring risk is calculated by the Wholesaler, taking into account:
- (i) the type of the trade effluent discharge,
 - (ii) substances being discharged,
 - (iii) strength of discharge,
 - (iv) volumetric impact on the receiving wastewater treatment works, and
 - (v) consent compliance history.
- 5.6.3 Where an alteration is made to a consent, the consent monitoring risk will be recalculated and any revision to the standing charge will apply from the first day of the following month.

5.7 Trade effluent strength for charging purposes

Standard Strengths

- 5.7.1 For the types of discharge included in the table below, a standard strength will be used to calculate the unit charge. These strengths are fixed by the Wholesaler for each charging year (1 April to 31 March). The value of each standard strength is determined on the basis of analysis of the particular type of discharge.

Type	Ot (mg/l)	St
Laundrette	406	183
Swimming pool	36	123
Vehicle wash –rotating brush	108	315
Vehicle wash – jet wash	670	184
Small breweries	2,648	150
Small cattle markets	1,404	1,160

Boiler blowdown	141	24
Cement, lime, plaster, readymix concrete manufacturer	37	93
Contamination surface water (unsampled)	10	10
Small abattoirs	1,104	288

Agreed Strengths

- 5.7.2 Customers may request that trade effluent charges are calculated by reference to an Agreed Strength instead of a standard strength. A request for the calculation of trade effluent charges by reference to an Agreed Strength must be accompanied by suitable evidence in support of the request. Any change in the calculation of trade effluent charges from reference to a standard strength to reference to an Agreed Strength will be applied from the first day of the following month.
- 5.7.3 An Agreed Strength may be reviewed by the Wholesaler at any time. If a discharge is to change significantly, the customer must submit a request to have the Agreed Strength reviewed.
- 5.7.4 The set-up and a review of an Agreed Strength will consist primarily of the Wholesaler taking six consecutive monthly samples of the discharge in order to assess whether a change needs to be made. If the strength of the samples is within 10 per cent of the previously agreed strength then the Agreed Strength will not be changed. Otherwise, the Wholesaler will take a further six samples over the course of three months, and a new agreed strength shall be determined.
- 5.7.5 If the method set out in the paragraph above is not appropriate or is impracticable, an alternative method of assessing an Agreed Strength will be determined.
- 5.7.6 Any new or change to an Agreed Strength will be applied from the first of the following month.

Actual Sample Strengths

- 5.7.7 The results of any sample of a trade effluent discharge will be expressed as an integer using standard rounding rules.
- 5.7.8 The calculation of Ot and St for billing purposes will be calculated by one of the following methods:
- (i) a 12 month rolling average;
 - (ii) a three month rolling average, or
 - (iii) a one month actual average.

- 5.7.9 The choice of calculation method will be agreed prior to the issue of the Consent. A customer may only request a change of method every two years.
- 5.7.10 The values of Ot and St for billing purposes shall be recalculated after each sample result. The recalculated values will become effective from the first day of the month in which the sample was taken.
- 5.7.11 In the event that the result of a sample taken prior to the current billing period is amended, added, or deleted, for any reason, then the value of Ot and St shall be amended for all prior billing periods, starting with the billing period in which the sample in question was taken.
- 5.7.12 Should there be a process step change (i.e. a significant and sustained change in the quality of the trade effluent discharge) at a customer's site, the values of Ot and St will be recalculated for the purposes of calculating trade effluent charges. The customer must notify Business Stream in advance of any process step change at a site for which they hold a consent.
- 5.7.13 Should a customer require a new trade effluent consent due to a change in the customer's name, any value of Ot and St calculated by reference to a rolling average will be recalculated. The most recent rolling average strength for the previous consent will be used as the starting point for the recalculation for the new consent, provided there is no change to the process or processes producing trade effluent at the site.
- 5.7.14 Should data not be available to calculate the values of Ot and St in accordance with paragraph 5.7.8 of this Part, for any reason, then the Wholesaler shall estimate the values.
- 5.7.15 An analysis certificate for each sample analysis will only be issued to the customer.

5.8 Customer Analysis

- 5.8.1 The Wholesaler may agree to use sample analysis provided by the customer for the purposes of consent monitoring or calculating trade effluent charges. All such sample analysis must be carried out by a UKAS accredited laboratory, or otherwise by agreement. There will be no discount to charges if such an agreement is in place.
- 5.8.2 Under any agreement in accordance with paragraph 5.8.1 of this Part, should sample data be unavailable for more than three months, the Wholesaler retains the right to use the consent limits for Chemical Oxygen Demand (Total) and Suspended Solids (Total) in place of Chemical Oxygen Demand (Settled) and Suspended Solids (Total) pH7 respectively for billing purposes.

5.9 Number of Samples for Actual Sample Strengths

- 5.9.1 For each trade effluent consent, the number of samples required in each charging year (1 April to 31 March inclusive) shall be the greatest of:
- (a) the number of samples determined by the consent monitoring risk assigned to the trade effluent consent for compliance purposes; or
 - (b) a minimum of 12 samples for trade effluent consents with a value of billed trade effluent charges greater than £8,000 per year; or
 - (c) a minimum of one sample for trade effluent consents with a value of billed trade effluent charges less than £8,000 per year.
- 5.9.2 All samples shall be used for the calculation of trade effluent charges and the monitoring of trade effluent consents.

5.10 Allowances

- 5.10.1 If a customer requests a change to an allowance used in the calculation of trade effluent volume, and this request is agreed by the Wholesaler, the change will apply from the first day of the following month.
- 5.10.2 The standard allowances are set out in the tables below.

Type of Discharge	Allowance
Laundrette	5%
Large commercial laundry	10%
Commercial swimming pool	20%
Commercial swimming pool within a leisure centre	20%

Stock watering (farming allowances)	Allowance
Beef cattle	45 litres/head/day
Dairy cows	55 litres/head/day
Hens	25 litres/100 head/day
Horses	45 litres/head/day
Pigs	20 litres/head/day
Sheep	5 litres/head/day
Turkeys	60 litres/100 head/day

- 5.10.3 Customers may request that trade effluent charges are calculated by reference to an agreed allowance instead of a standard allowance. The customer must provide suitable evidence in support of the request. Any agreed change will be applied from the first day of the following month.
- 5.10.4 In calculating trade effluent volume, an allowance may be made for any employees and occupiers at the customer's site (Domestic allowances).

5.10.5 Domestic Allowances are set out in the table below.

Type of employee or occupier	Allowance (litres/head/day)
Employee (full-time) including temporary staff, agency staff & contractors.	
Without canteen	25
With canteen	40
Employee (part-time) including representatives and drivers	
Without canteen	12.5
With canteen	27.5
Occupier (residential)	140

5.11 Discontinuation of a trade effluent consent

- 5.11.1 Following agreement by the Wholesaler to discontinue a trade effluent consent, the trade effluent charges payable for the agreed duration of the discontinuation shall be trade effluent standing charges only.
- 5.11.2 Where a customer requires a trade effluent consent to be discontinued, they must inform Business Stream promptly. Business Stream will pass the information to the Wholesaler and if approved discontinuation of the trade effluent consent will apply from the first day of the month following receipt of the information by the Wholesaler.

5.12 Termination of a trade effluent consent

- 5.12.1 Where a trade effluent consent needs to be terminated, the customer must inform Business Stream promptly and the information will be passed to the Wholesaler. Once the required information has been provided to the Wholesaler, termination if approved of the trade effluent consent will apply from the first day of the following month.

5.13 Commencement of a trade effluent consent

- 5.13.1 On behalf of a customer, Business Stream will apply to the Wholesaler for a new trade effluent consent or a variation to an existing trade effluent consent. The new or varied trade effluent consent will not be issued or take effect until the Wholesaler receives:
- (i) an electronic copy of Form G02 in Portable Document Format (PDF) containing the original signatures of both the customer and Business Stream; and
 - (ii) the information required to calculate any Domestic Allowance.

5.14 Enforcement

- 5.14.1 Following a breach of a consent, the customer shall be liable for any fee incurred by Business Stream as a result of applying for a variation to a trade effluent consent at the request of the Wholesaler.

SECTION 2

NON-PRIMARY CHARGES

Part 1 - Metering Services

1.1 Introduction

1.1.1 Business Stream is able to arrange the following metering services on behalf of a customer:

- (a) meter installation;
- (b) meter exchange,
- (c) meter repair and replacement, and
- (d) meter accuracy testing.

The services are carried out by the Wholesaler.

1.2 Meter survey

1.2.1 A customer may request that a survey is undertaken to establish whether the installation or exchange of a meter is practicable.

1.2.2 If the requested meter installation or exchange is practicable and standard, the standard price of the work is as set out in the Meter Menu contained within the Schedule of Charges.

1.2.3 If the requested meter installation or exchange is practicable but nonstandard, the customer will be provided with a quotation for the cost of the work.

1.2.4 If the customer wishes to proceed with the meter installation or exchange, a survey charge is payable by the customer in addition to the standard price of the work or quotation as applicable.

1.2.5 If the customer chooses not to proceed with the meter installation or exchange, or the requested meter installation or exchange is not practicable, a survey charge is payable by the customer.

1.2.6 The amount of the survey charge will depend on whether or not the survey is required to be carried out during or out of Standard Hours, as set out in the Schedule of Charges.

1.2.7 Where a survey requires additional resource, the amount of the survey charge will be based on reasonable costs incurred by the Wholesaler.

1.3 Meter installation

1.3.1 Where a meter has been installed for charging purposes, measured charges will commence with effect from the date that the meter was installed.

1.3.2 The costs of standard meter installations are set out in the Schedule of Charges.

1.3.3 Where the meter exchange is non-standard, the cost will be based on a quotation of the reasonable costs incurred by the Wholesaler.

1.4 Meter exchange

1.4.1 Where a Customer requires the exchange of a meter, the Customer can request:

(a) that a site survey is undertaken to establish whether the exchange is practicable and, where practicable, the costs of exchanging the meter; or

(b) a meter exchange without a separate survey.

1.4.2 In accordance with paragraph 1.2 above, the Customer is liable for the cost of any survey as well as the exchange where they request a change of meter.

1.4.3 The costs of standard meter exchanges are set out in the Schedule of Charges.

1.4.4 Where the meter exchange is non-standard, the cost will be based on a quotation of the reasonable costs incurred by the Wholesaler.

1.5 Meter replacement and repair

1.5.1 Customers are responsible for the due care of a meter installed at the supply point to which they are registered.

1.5.2 If the Customer believes a meter is faulty or damaged, they must notify Business Stream as soon as reasonably practicable.

1.5.3 Where the water meter needs to be replaced or repaired and Business Stream deems the fault or damage to have been caused by an act or omission of the Customer, the Customer must pay the applicable meter exchange, replacement or repair charge as set out in the Schedule of Charges.

1.5.4 Paragraph 1.5.3 applies whether the Customer has requested that the Wholesaler

1.6 Meter accuracy testing

1.6.1 If the Customer believes a water meter is not registering accurately, they must notify Business Stream as soon as reasonably practicable.

- 1.6.2 If requested by the Customer, Business Stream will arrange a meter accuracy test and confirm the test results to the Customer.
- 1.6.3 Where the meter being tested is found to exceed the prescribed limits of error:
- (i) no charge for the meter accuracy check will be made to the Customer, and
 - (ii) any refund or additional measured charges payable as a result of an inaccurate meter reading will be determined on the basis of normal recorded consumption.
- 1.6.4 Where the meter being tested falls within the prescribed limits of error, the Customer must pay the appropriate charge for the meter accuracy test as set out in the Schedule of Charges.

1.7 Abortive visits

- 1.7.1 For all metering services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking a survey or any work and this is due to:
- (a) actions of the Customer, or
 - (b) erroneous information provided by the Customer.
- 1.7.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges.

Part 2 - Verification and Deregistration Services

2.1 Introduction

- 2.1.1 Where a Customer considers that charges are being made for a service that is not being provided at a supply point, the Customer can request an investigation of the services provided in respect of that supply point (a deregistration request).
- 2.1.2 Where a Customer considers that the meter details held in respect of a supply point are not correct, the Customer can request that the meter details are verified.

2.2 Verification

- 2.2.1 Following the request of a customer to verify services or meter details, as appropriate, where the Wholesaler has confirmed that the services or meter details are correct, a charge shall be applied.
- 2.2.2 Where the investigation has been carried out using internal systems, the charge will be as set out in the Schedule of Charges.
- 2.2.3 Where the investigation has been carried out via a site visit, a site visit charge will apply. The amount of the site visit charge will be dependent on whether the verification took place within Standard Hours or outside of Standard Hours, and whether the site visit required additional resource, as set out in the Schedule of Charges.

2.3 Abortive visits

- 2.3.1 For all verification and deregistration services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking a survey or any work and this is due to:
 - (a) actions of the Customer, or
 - (b) erroneous information provided by the Customer.
- 2.3.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges.

Part 3 - Trade Effluent Services

3.1 Introduction

- 3.1.1 In addition to the main trade effluent services that attract Primary Charges covered in Part 5 - of Section 1, there are a number of other trade effluent services that attract Non-Primary Charges.

3.2 Consent applications

- 3.2.1 Business Stream will assist customers with the submission of an application for a trade effluent consent to the Wholesaler.
- 3.2.2 The Wholesaler will only issue a trade effluent consent once a Portable Document Format (PDF) file of the original Form G02 is received with all declaration sections completed, including signatures.

3.3 Consent application fee

- 3.3.1 Where a Customer applies for a trade effluent consent, including single and multi-site temporary consents, a consent application fee will apply based on the daily volume of the discharge, as set out in the Schedule of Charges.

3.4 Consent variation fee

- 3.4.1 Where a Customer applies for a variation to an existing trade effluent consent, a consent variation fee will apply based on the type of variation, as set out in the Schedule of Charges.

3.5 Temporary consents

- 3.5.1 Customers may apply for a temporary trade effluent consent (temporary consent) for a short term discharge of effluent, defined as being of no longer than six months duration. A temporary consent issued by the Wholesaler will be valid for six months, after which the consent will automatically terminate. A temporary consent cannot be extended. Should a temporary discharge extend beyond six months duration then the Customer must submit a new temporary consent application.
- 3.5.2 Where the proposed consented discharge volume and/or loads present a high risk to the Wholesaler's assets or the environment, the Wholesaler may issue a full consent and the customer will be charged accordingly.
- 3.5.3 Where the Wholesaler issues a temporary consent for a single site, a temporary consent minimum charge will apply as set out in the Schedule of Charges.
- 3.5.4 In addition to the temporary consent minimum charge for a single site, an additional charge will apply where the discharge is greater than 200 cubic metres, based on the standard tariff formula set out in Section 1, Part 5 - 5.2.3.
- 3.5.5 Where the Wholesaler issues a temporary consent for multiple sites, a multi-site temporary consent charge will apply as set out in the Schedule of

Charges. Temporary consents for multiple sites will only be issued for very low risk discharges.

3.6 Non-standard charges

3.6.1 The Wholesaler will charge the Customer directly for:

- (i) the recovery of extraordinary costs incurred by the Wholesaler due to an event caused by the customer; this includes, but is not limited to, damage to the Wholesaler's assets or increased operational costs;
- (ii) the recovery of costs incurred by the Wholesaler in respect of pre-emptive measures undertaken by the Wholesaler to minimise the impact on its assets in anticipation of a breach or breaches of the trade effluent consent;
- (iii) the recovery of costs incurred by the Wholesaler in respect of formal sampling undertaken in accordance with the Wholesaler's policies and procedures, due to failure of the customer to comply with their consent;
- (iv) the reissue of consent documentation.

Part 4 - Disconnection Services

4.1 Introduction

- 4.1.1 A Customer may request that the water supply in respect of a Supply Point for which it is responsible is disconnected.
- 4.1.2 Business Stream may instigate a temporary disconnection for non-payment by the Customer of charges due.

4.2 Disconnection survey

- 4.2.1 Prior to a disconnection, a site survey will be conducted to determine:
 - (i) if the disconnection requested is practicable;
 - (ii) whether the work associated with undertaking the disconnection requested is standard or non-standard;
 - (iii) the cost of the disconnection; and
 - (iv) the cost of the reconnection of the water supply at a later date.
- 4.2.2 A survey charge will be payable by the Customer in respect of each request to disconnect the water supply in respect of a Supply Point
- 4.2.3 The amount of the survey charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, and whether additional resource is required to undertake the survey, as set out in the Schedule of Charges.

4.3 Disconnection inspection

- 4.3.1 A disconnection inspection charge will be payable by the Customer where the Wholesaler is required to approve a permanent disconnection that has been carried out by a third party.
- 4.3.2 The amount of the disconnection inspection charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.
- 4.3.3 Where one or more additional disconnection inspections are required, a disconnection inspection charge may be payable by the Customer for each subsequent inspection made by the Wholesaler, based on the reasonable costs incurred of the actual work involved.

4.4 Standard and non-standard disconnection processes

- 4.4.1 Standard disconnections are those disconnections which are charged by reference to a specified standard price as set out in the Schedule of Charges.
- 4.4.2 Non-standard disconnections are those disconnections which are charged by reference to a quotation for the work to be done.

4.4.3 The circumstances in which the non-standard disconnection process shall apply include, but are not limited to:

(i) where the Supply Point to be disconnected is on a shared water supply; or

(ii) where other pipe-work alteration is required.

4.5 Temporary disconnection – Standard disconnection process

4.5.1 Where a Customer is temporarily disconnected from the water supply for non-payment, the Customer will be charged the Standard Charge where the standard disconnection process applies.

4.5.2 The customer will also be charged for the cost of re-connection following temporary disconnection.

4.5.3 The amount of the standard temporary disconnection and re-connection charges will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

4.6 Temporary disconnection – Non-Standard disconnection process

4.6.1 Where a Customer is temporarily disconnected from the water supply for non-payment and the standard disconnection process does not apply, the Customer will be charged the price quoted following the disconnection survey.

4.6.2 The Customer will also be charged for the cost of re-connection following temporary disconnection.

4.7 Permanent disconnection - Standard disconnection process

4.7.1 Where a Customer requests a permanent disconnection from the water supply and the standard disconnection process applies, the Customer will be charged the standard charge.

4.7.2 The amount of the standard permanent disconnection charge will depend whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

4.8 Permanent disconnection – Non-Standard disconnection process

4.8.1 Where the non-standard disconnection process applies to a Customer request for a permanent disconnection from the water supply at a Supply Point, the Customer will be charged on the basis of a quotation of the reasonable costs incurred by the Wholesaler of the actual work involved. These costs may include the recovery of any costs incurred to secure access to allow the work to be undertaken, including, but not limited, to legal costs.

4.9 Permanent disconnection – instigated by the Wholesaler

4.9.1 The Wholesaler may undertake a permanent disconnection from the water supply at a Supply Point registered to a Customer if it is established that:

- (i) water and/or sewerage services are being used illegally; or
- (ii) the water supply is not compliant with the Water Supply (Water Fittings) Regulations; or
- (iii) a temporary disconnection from the water supply has continued for a period in excess of three months.

4.9.2 Where the Wholesaler has undertaken a permanent disconnection in the circumstances set out in paragraph 4.9.1, the Customer will be charged the reasonable costs incurred of the actual work involved. These costs may include the recovery of any costs incurred to secure access to allow the work to be undertaken, including, but not limited to, legal costs.

4.10 Abortive visits

4.10.1 An abortive visit charge will apply when the Wholesaler is prevented from undertaking a site survey or any work in connection with the provision of disconnection services and this is due to:

- (a) actions of the Customer, or
- (b) erroneous information provided by the Customer.

4.10.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges.

Part 5 - Reconnection Services

5.1 Introduction

- 5.1.1 Where the water supply has been disconnected, the Customer may request that the supply is reconnected.
- 5.1.2 A reconnection charge is payable by the Customer regardless of whether the disconnection was:
 - (i) temporary or permanent; or
 - (ii) standard or non-standard; or
 - (iii) undertaken at the request of a Customer, or by the Wholesaler (for operational reasons), or by Business Stream (for non-payment reasons).

5.2 Reconnection survey

- 5.2.1 Following the receipt of a request from a Customer to reconnect the water supply, a site survey will be conducted.
- 5.2.2 A survey charge will be payable by the Customer in respect of each request to reconnect the water supply.
- 5.2.3 The amount of the survey charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, and whether additional resource is required to undertake the survey, as set out in the Schedule of Charges.

5.3 Standard reconnection following temporary disconnection

- 5.3.1 Where the type of disconnection of the water supply is temporary, standard reconnection charges will apply where the standard disconnection process applied to the earlier temporary disconnection.
- 5.3.2 The amount of the standard reconnection charge payable by the Customer in the circumstances set out in paragraph 5.3.1 will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

5.4 Non-Standard reconnection following temporary disconnection

- 5.4.1 Where the type of disconnection of the water supply is temporary, and the non-standard disconnection process applied to the earlier temporary disconnection, the Customer shall pay the amount of the Wholesaler's quotation provided following the disconnection survey.

5.5 Standard reconnection following permanent disconnection

- 5.5.1 Where the type of disconnection of the water supply is permanent, standard reconnection charges will apply where the standard disconnection process applied to the earlier permanent disconnection.

5.5.2 The amount of the standard reconnection charge payable by the Customer in the circumstances set out in paragraph 5.5.1 of this Part will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

5.6 Non-Standard reconnection following permanent disconnection

5.6.1 Where the type of disconnection of the water supply is permanent, and the non-standard disconnection process applied to the earlier permanent disconnection, the Customer shall pay the amount of the Wholesaler's quotation provided following the disconnection survey.

5.7 Abortive visits

5.7.1 For all reconnection services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking a reconnection or any associated work and this is due to

(a) actions of the Customer, or

(b) erroneous information provided by the Customer.

5.7.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges.

Part 6 - Provision of Information Services

6.1 Introduction

- 6.1.1 At the request of the Customer, Business Stream will request from the Wholesaler the information services set out in this Part.

6.2 Asset location plans

- 6.2.1 Where a Customer requires a copy of plans showing the location of an asset owned by the Wholesaler, Business Stream will assist customers with the application for asset location plans to the Wholesaler. A charge will apply for this service as set out in the Schedule of Charges.
- 6.2.2 There may also be a charge, based on reasonable costs incurred, for any other administration or consultation for this type of service, such as site visits or advice while inspecting plans.

6.3 Sampling and laboratory services

- 6.3.1 Where the Customer requests information that the Wholesaler has no legal or regulatory duty to provide free of charge, such as but not limited to information regarding the quality of the drinking water supplied by the Wholesaler, Business Stream will provide the Customer with a quotation from the Wholesaler of the reasonable costs incurred in providing the services required.
- 6.3.2 Where the Customer requests sampling and laboratory services, Business Stream shall provide the Applicant with a quotation from the Wholesaler of the reasonable costs incurred in providing the services required.

6.4 Site Visits

- 6.4.1 For all services covered by this Part, a site visit charge will apply when the Wholesaler is required to conduct a site visit.
- 6.4.2 The amount of the site visit charge made to the Customer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges.

6.5 Abortive visits

- 6.5.1 For all services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking any associated work and this is due to:
- (a) actions of the Customer; or
 - (b) erroneous information provided by the Customer.
- 6.5.2 The amount of the abortive visit charge made to the Customer will be dependent on whether the planned activity was due to be undertaken within

Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

Part 7 - Fire Hydrant Services

7.1 Introduction

7.1.1 On behalf of a Customer, Business Stream will request that the Wholesaler:

- (i) install a new fire hydrant;
- (ii) relocate an existing fire hydrant;
- (iii) repair or renew an existing fire hydrant; and
- (iv) remove an existing fire hydrant.

7.2 Fire hydrant installation and relocation

7.2.1 Where a Customer requests that the Wholesaler installs a new fire hydrant or relocates an existing fire hydrant, Business Stream will provide the customer with a quotation from the Wholesaler for the cost of the work.

7.3 Fire hydrant repair, renewal, and removal

7.3.1 Where a Customer requests that the Wholesaler repairs, renews, or removes an existing fire hydrant, and the work involved is standard, a standard charge will apply as set out in the Schedule of Charges.

7.3.2 Where a Customer requests that the Wholesaler repairs, renews, or removes an existing fire hydrant, and the work involved is non-standard, Business Stream will provide the Customer with a quotation from the Wholesaler for the cost of the work.

Part 8 - Standpipe Services

8.1 Introduction

- 8.1.1 On behalf of the Customer, Business Stream will apply for the hire of a standpipe.

8.2 Charges for Standpipe Hire

- 8.2.1 The Customer must pay a deposit and hire charge as set out in the Schedule of Charges.
- 8.2.2 The Customer shall pay the measured water supply unit volume charge, as set out in Schedule of Charges, for the water supplied via the standpipe during the period of hire.
- 8.2.3 In the event that the standpipe is lost by the Customer, or for any other reason is not returned, the Customer must pay a charge for the loss of the equipment as set out in the Schedule of Charges.
- 8.2.4 A charge will be applied to transport the standpipe. This charge will be for each journey as set out in the Schedule of Charges

Part 9 - Lead Pipe Replacement Services

9.1 Introduction

- 9.1.1 The Wholesaler is responsible for the section of the service pipe that runs from the water mains to the boundary of the customer's premises. This is known as the communication pipe.
- 9.1.2 The Customer is responsible for the section of the service pipe that runs from the boundary of the premises into the premises. This is known as the supply pipe.

9.2 Lead pipe replacement services

- 9.2.1 Where the service pipe is lead and the Customer replaces their supply pipe, the communication pipe will be replaced free of charge.
- 9.2.2 If, as part of routine testing or testing at the request of the Customer, a lead concentration is found greater than the required standard in the water supplied from a tap within the premises, the communication pipe serving the premises will be replaced free of charge by the Wholesaler if it is lead.
- 9.2.3 If the Customer carries out a leak repair on their supply pipe and finds lead pipework external to the premises, the Wholesaler will replace up to 10 metres of the supply pipe free of charge.

Part 10 - Damage to assets and apparatus

10.1 Introduction

- 10.1.1 Where, due to the actions of the Customer, or any third party associated with the Customer, an asset or apparatus belonging to the Wholesaler is damaged, the Customer shall be liable for paying for the repair or replacement of the asset or apparatus.
- 10.1.2 Repairs to Wholesaler assets and apparatus will be carried out by the Wholesaler's staff or the Wholesaler's approved contractor.

10.2 Charges for damage to Wholesaler assets and apparatus

- 10.2.1 For any damage to an asset or apparatus belonging to the Wholesaler under this Part, the Customer shall pay the Wholesaler actual costs of repair or replacement of the asset or apparatus, inclusive of overheads.

Part 11 - Inspections in respect of Water Industry Act 1991 contraventions

11.1 Introduction

- 11.1.1 The Wholesaler may be required to undertake an inspection to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened.

11.2 Site Visits

- 11.2.1 Where the Wholesaler is required to conduct a site inspection under this Part, a site inspection charge will apply.
- 11.2.2 The amount of the site inspection charge made to the Customer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges.

11.3 Abortive visits

- 11.3.1 For all site inspections under this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking any associated work and this is due to:
- (c) actions of the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate; or
 - (d) erroneous information provided by the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate.
- 11.3.2 The amount of the abortive visit charge made to the Customer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

Part 12 - Accredited Entities

12.1 Introduction

- 12.1.1 The Wholesaler may be required to undertake a site visit in connection with an activity performed by an Accredited Entity on behalf of a Customer, including but not limited to inspection.
- 12.1.2 A Customer may request that the Wholesaler attends site to provide assistance to an Accredited Entity acting on their behalf. Such assistance may include, but is not limited to, site survey.

12.2 Site Visits

- 12.2.1 For all services covered by this Part, a site visit charge will apply when the Wholesaler is required to conduct a site visit.
- 12.2.2 The amount of the site visit charge made to the Customer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges.

12.3 Abortive visits

- 12.3.1 For all services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking any associated work and this is due to:
 - (a) actions of the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate; or
 - (b) erroneous information provided by the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate.
- 12.3.2 The amount of the abortive visit charge made to the Customer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

SCHEDULES

Schedule 1 – Primary Charges

1.1 Measured Charges

MEASURED CHARGES	£
Measured water supplies	
Standard tariff	
Unit volume charge - per cubic metre	
Band 1 (0 to 999 cubic metres)	1.3729
Band 2 (>999 cubic metres)	1.3719
Fixed charges - per premises - per year	
Band 1 (0 to 999 cubic metres)	45.10
Band 2 (>999 cubic metres)	175.23
Large User Tariff (sites supplied with > 4,999 cubic metres per annum)	
Large User Tariff fixed charge - per site - per year	
Band 1 (5,000 to 19,999 cubic metres)	680
Band 2 (20,000 to 49,999 cubic metres)	2,025
Band 3 (50,000 to 99,999 cubic metres)	2,025
Band 4 (>99,999 cubic metres)	14,594
Unit volume charge - per cubic metre	
Band 1 (5,000 to 19,999 cubic metres)	1.2229
Band 2 (20,000 to 49,999 cubic metres)	1.1647
Band 3 (50,000 to 99,999 cubic metres)	1.1647
Band 4 (>99,999 cubic metres)	1.0490
Fixed charges - per premises - per year	
Band 1 (5,000 to 19,999 cubic metres)	507
Band 2 (20,000 to 49,999 cubic metres)	607
Band 3 (50,000 to 99,999 cubic metres)	826
Band 4 (>99,999 cubic metres)	1,158

Sewerage services - measured water	£
Charges applicable to Standard Tariff and Large User Tariff	
Highway drainage - per meter - charge per year	12.98
Surface water drainage - per meter - charge per year	
Meter size	
Up to 20mm	25.96
25mm	103.95
40mm	207.90
50mm	259.35
80mm	518.70
100mm	675.15
150mm	1,713.60
Standard tariff	
Unit volume charge - foul water drainage - per cubic meter	
Band 1 (0 to 999 cubic metres)	2.4579
Band 2 (1,000 to 4,999 cubic metres)	2.4204
Band 3 (5,000 to 19,999 cubic metres)	2.4204
Band 4 (20,000 to 49,999 cubic metres)	2.4204
Band 5 (>49,999 cubic metres)	2.4204
Fixed charge - foul water drainage - per premises - per year	
Band 1 (0 to 999 cubic metres)	35.91
Band 2 (1,000 to 4,999 cubic metres)	153.60
Band 3 (5,000 to 19,999 cubic metres)	643.00
Band 4 (20,000 to 49,999 cubic metres)	1,335.00
Band 5 (>49,999 cubic metres)	1,335.00
Large User Tariff (sites returning >99,999 cubic metres per annum to the sewerage system)	
Large User Tariff fixed charge - foul water drainage - per site - per year	67,077
Unit volume charge - foul water drainage - per cubic metre	1.7490
Fixed charge - foul water drainage - per premises - per year	3,823

1.2 Unmeasured Charges

UNMEASURED CHARGES	
Unmeasured water supplies	£
Rateable value charges - per £ rateable value	0.8144
Fixed charge - per year	19.65
Water supply minimum charge - per year	70.82
Supply to premises without rateable value - per year	70.82
Sewerage services - unmeasured water	
Rateable value charge - foul water drainage - per £ rateable value	1.4144
Fixed charge - foul water drainage - per year	27.16
Supplies to premises without rateable value - foul water drainage - per year	333.53
Highway drainage - per year	12.98
Surface water drainage - per year	25.96
Sewerage minimum charge - per year	108.68

1.3 Assessed Measured Charges

ASSESSED MEASURED CHARGES	£
Assessed measured water supplies	
Unit volume charge - per cubic metre	1.2937
Fixed charge - per year	36.75
Sewerage services - assessed measured water	
Unit volume charge - foul water drainage - per cubic metre	2.2367
Fixed charge - foul water drainage - per year	43.15
Highway drainage charge - per year	12.98
Surface water drainage charge - per year	25.96

1.4 Trade Effluent Charges

TRADE EFFLUENT	£
Standard Tariff	
Reception and conveyance - R - per cubic metre	0.64380
Volumetric and primary treatment - V - per cubic metre	0.54420
Volumetric and primary treatment (with Marine) - V - per cubic metre	0.62600
Biological oxidation - B - per cubic metre at standard strength	0.61820
Sludge treatment and disposal - S - per cubic metre at standard strength	0.42290
Large User Tariff	
Reception and conveyance - R - per year	62,530
Volumetric and primary treatment - V - per cubic metre	0.54420
Volumetric and primary treatment (with Marine) - V - per cubic metre	0.62600
Biological oxidation - B - per cubic metre at standard strength	0.61820
Sludge treatment and disposal - S - per cubic metre at standard strength	0.42290
Standing charge - applicable to Standard Tariff and Large User Tariff - per year	
Band 1 (at discharge points without volumetric trade effluent charge)	52.00
Band 1	62.00
Band 2	125.00
Band 3	205.00
Band 4	420.00
Band 5	720.00
Band 6	2,090.00
Band 7	4,060.00

1.5 Miscellaneous Charges

MISCELLANEOUS CHARGES	£
Water Supply	
Swimming pools - metered, but if this is impracticable less than 20 cubic metres capacity - no separate charge	
Swimming pool - 20 to 90 cubic metres capacity - per year	78.85
Swimming pool - >90 cubic metres capacity - per year	143.37
Lock-up garage - single - per year	26.92
Lock-up garage - double - per year	54.13

Schedule 2 – Non-Primary Charges

CHARGE DESCRIPTION	£
SITE INSPECTIONS, SURVEYS, VISITS	
During standard hours	
Site inspection	146.40
Site survey	146.40
Site visit	146.40
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	120.04
Outside standard hours	
Site inspection	190.31
Site survey	190.31
Site visit	190.31
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	155.78
METERING SURVEY	
During standard hours	
Site survey	96.25
Site survey requiring additional resource	Reasonable costs incurred
Aborted site visit	79.09
Outside standard hours	
Site survey	126.08
Site survey requiring additional resource	Reasonable costs incurred
Aborted site visit	104.64
VERIFICATION & DREGISTRATION SERVICES	
Supply Point investigation where recorded services/meter details correct	28.00
TRADE EFFLUENT SERVICES	
Consent application fee	
Fee for discharge of 5m ³ /day or less	302.58
Fee for discharge of more than 5m ³ /day	891.59
Consent variation fee	
Variation consists only of a change to a legal name of the consent holder	198.43
Variation where anything other than a legal name change of the consent holder is requested	302.58
Temporary consents	
Minimum charge - single site	301.21

Additional charge - single site	Based on standard trade effluent charges
Multi-site charge	541.71
Non-standard charges	Reasonable costs incurred

CHARGE DESCRIPTION £	£
METERING INSTALLATION	
3G concentric AMR 15mm & 20mm. No excavation or inside property.	239.83
3G concentric AMR 15mm & 20mm. Unmade or verge.	432.56
3G concentric AMR 15mm & 20mm. Surfaced footpath.	498.21
3G concentric AMR 15mm & 20mm. Surfaced road.	626.21
3G Inline AMR 15mm & 25mm. Inside property.	Reasonable costs incurred
3G Inline AMR 15mm & 25mm. Unmade or verge.	746.28
3G Inline AMR 15mm & 25mm. Surfaced footpath.	895.17
3G Inline AMR 15mm & 25mm. Surfaced road.	1,412.43
40mm to 250mm	Reasonable costs incurred
METERING EXCHANGE	
3G concentric AMR 15mm & 20mm. No excavation or inside property.	272.18
3G concentric AMR 15mm & 20mm. Unmade or verge.	465.38
3G concentric AMR 15mm & 20mm. Surfaced footpath.	490.41
3G concentric AMR 15mm & 20mm. Surfaced road.	593.23
3G Inline AMR 15mm & 25mm. Inside property.	Reasonable costs incurred
3G Inline AMR 15mm & 25mm. Unmade or verge.	495.69
3G Inline AMR 15mm & 25mm. Surfaced footpath.	644.59
3G Inline AMR 15mm & 25mm. Surfaced road.	659.72
40mm to 250mm	Reasonable costs incurred
METERING ACCURACY TEST	
15mm	147.01
20mm	163.64
25mm	645.96
30/32mm	687.23
40mm	348.66
50mm	808.42
80mm	1273.26
100mm	1967.37
150mm	2060.84
Combination meter - 50mm	821.87
Combination meter - 65mm	821.87
Combination meter - 80mm	877.87
Combination meter - 100mm	917.07

CHARGE DESCRIPTION £	£
DISCONNECTION SERVICES	
Standard Hours	
Temporary disconnection – Standard disconnection process applies	146.40
Temporary disconnection – Non-Standard disconnection process applies	Reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	388.85
Permanent disconnection – Non-Standard disconnection process applies	Reasonable costs incurred
Outside of Standard Hours	
Temporary disconnection – Standard disconnection process applies	190.31
Temporary disconnection – Non-Standard disconnection process applies	Reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	694.53
Permanent disconnection – Non-Standard disconnection process applies	Reasonable costs incurred
Permanent disconnection – Instigated by Business Stream or Southern Water	Reasonable costs incurred
RECONNECTION SERVICES	
Standard Hours	
Standard reconnection following temporary disconnection	146.40
Non-Standard reconnection following temporary disconnection	Reasonable costs incurred
Standard reconnection following permanent disconnection	Reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Reasonable costs incurred
Outside of Standard Hours	
Standard reconnection following temporary disconnection	190.31
Non-Standard reconnection following temporary disconnection	Reasonable costs incurred
Standard reconnection following permanent disconnection	Reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Reasonable costs incurred
PROVISION OF INFORMATION SERVICES	
Asset location plans - Drainage and water searches	
CommercialDW Search - 5 day service	119.26
CommercialDW Search - 4 hour service	144.92
Asset location plans - Sewer and water maps	
Developer Asset Plan - electronic and post	55.91
Developer Asset Plan - collected from Southern Water office	51.72
Developer Asset Plan - multiple copies	Reasonable costs incurred

CHARGE DESCRIPTION £	£
FIRE HYDRANT SERVICES	
Installation and relocation	Reasonable costs incurred
Repair, renewal, and removal - Standard	
Renew cover in existing frame	324.62
Renew cover and frame complete	442.30
Lower or raise cover by up to 300mm	326.91
Repack gland	444.57
Renew or rebuild hydrant chamber - using existing frame and cover	326.91
Renew or rebuild hydrant chamber – new frame and cover	444.57
Raise/lower hydrant including removal/insertion of distance piece	652.49
Renew hydrant and chamber complete – new frame and cover	960.94
Renew post and plate	133.84
Remove unwanted hydrant	580.52
Repair, renewal, and removal – Non-Standard	Reasonable costs incurred
STANDPIPE SERVICES	
Deposit	224.00
Hire charge 22mm metered standpipe – for ad hoc hire - per week	35.00
Hire charge 22mm metered standpipe – for frequent/repeat hire – per week	24.00
Hire charge 22mm metered standpipe – for annual pre-payment - per week	18.00
Hire charge 40mm metered standpipe – for ad hoc hire - per week	49.00
Hire charge 40mm metered standpipe – for frequent/repeat hire – per week	37.41
Hire charge 40mm metered standpipe – for annual pre-payment - per week	22.62
Unit volume charge – per cubic metre	1.532
Loss of equipment charge	168.00
Transport / delivery charge (each way)	30.00
LEAD PIPE REPLACEMENT SERVICES	
Communication pipe replacement Free of charge	0.00
Supply pipe replacement (up to 10 metres) Free of charge	0.00
DAMAGE TO ASSETS	
Damage to assets and apparatus	Actual costs incurred, inclusive of overheads

Schedule 3 – Definitions

In this Charging Scheme:

“accredited entity” means an entity which is independently evaluated and accredited under an accreditation scheme established by the Wholesaler as competent to carry out certain activities including but not limited to Connection Activity and Metering Activity, in accordance with the Market Operator Services Ltd Wholesale Retail Code Part 1: Objectives, Principles and Definitions.

"connected premises" are any premises which

- (a) are drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer of the Wholesaler;

or

- (b) are premises the occupiers of which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting.

“customer” is:

- (a) if a water and waste water supply contract is in place, the party named as the customer in the contract; or
- (b) if there is no water and waste water contract in place, the party in receipt of services at the property of properties (as applicable), which is the tenant or occupier, or where not occupied, the owner.

"measured charges" means those charges in Part 3 in respect of either or both water supply services or sewerage services; the basis of measured charges is that they are fixed by reference to the volume of water supplied or of wastewater removed, or deemed or assessed to be supplied or removed respectively, and include any associated standing or fixed charge and any charge assessed by reference to a factor other than that used for unmeasured charges, as a surrogate for a measured volume

"measured water supply" means a supply of water for which the charges payable are measured charges, whether or not a meter has been installed by or with the approval of Business Stream or another water provider

“non-household premises” are any premises which are eligible to be switched to another water provider in accordance with the eligible guidance issued by the Water Services Regulation Authority

“primary charges” and “non-primary charges” mean those charges defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions

"sewerage services" exclude services carried out in the course of trade effluent functions

"standard hours" means weekdays Monday to Friday from 07:00 hours to 20:00 hours, and weekends and bank holidays from 07:00 hours to 20:00 hours.

"outside of standard hours" means weekdays Monday to Friday from 20:00 hours to 07:00 hours, and weekends and bank holidays from 20:00 hours to 07:00 hours.

"supply point" has the meaning defined in the Market Operator Services Ltd Wholesale Retail Code Part 1: Objectives, Principles and Definitions.

"surface water" means rain water falling onto the curtilage of connected premises that drains directly or indirectly to a public sewer

"unmeasured charges" means those charges in Part 4 in respect of either or both water supply services or sewerage services

"unmeasured water supply" means a supply of water which is not a measured water supply

"wholesaler" means Southern Water Services Limited.

For the purposes of this Charging Scheme,

"rateable value" in relation to any premises, where the premises comprise property which was a hereditament within the meaning assigned by section 115 (1) of the General Rate Act 1967, shall be the value of the hereditament as appearing in the valuation list maintained under that Act in force on 31 March 1990.