

**Isles of Scilly
Non-household
Charges Scheme
2020/21**



**South West
Water**

ISLES OF SCILLY NON-HOUSEHOLD CHARGES SCHEME 2020/21

This document contains details of South West Water's Charges Scheme for Non-household customers on the Isles of Scilly for 2020/21. The Scheme is made under the provisions of the Water Industry Act 1991 (as amended by the Water Industry Act 1999 and the Water Act 2014).

The charges come into force on 1 April 2020.

All charges exclude VAT unless stated otherwise.

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SECTION 1 – TABLES OF CHARGES FOR STANDARD SINGLE SERVICE CUSTOMERS 2020/21

The following table contains the tariffs and charges for Standard Non-household customers that only receive water services from South West Water (0 – 0.5MI). For customers using 0.5 – 5.0MI, please see Appendix 1

Description of charge	Wholesale Charge 2020/21 £	Retail Charge 2020/21 £	Total charge 2020/21 £ (excluding VAT)
Unmeasured water supply charges			
Unmetered fixed charges (£ per annum)			
Rateable value charge	142.10	17.38	159.48
Unmetered variable charges (£ per RV£)			
Rateable value charge	1.4129	0.0264	1.4393
Other unmetered charges (£ per annum)			
Assessed per employee	64.63	1.21	65.84
Single lock-up garage (fixed charge element only)	7.00	0.13	7.13
Measured water supply charges			
Metered fixed charges (£ per annum)			
<15mm - 22mm	32.15	18.65	50.80
23mm – 28mm	48.22	19.15	67.37
29mm – 42mm	62.49	19.60	82.09
43mm – 65mm	112.34	21.16	133.50
66mm – 80mm	124.14	21.53	145.67
81mm – 100mm	135.95	21.90	157.85
101mm – 201mm and above	147.90	22.27	170.17
Metered variable charges (£ per m3)	1.9101	0.0598	1.9699

The following table contains the tariffs and charges for Standard Non-household customers that only receive sewerage services from South West Water (0 - 0.5MI). For customers using 0.5 – 5.0MI, please see Appendix 1

Description of charge	Charge 2020/21 £					
	Full (Foul, Surface water drainage, and highway drainage)	Foul and Highway drainage	Foul only	Highway drainage only	Surface water drainage only	Surface water drainage and Highway drainage
Unmeasured fixed charges (£ per annum)						
RV min<£50 (wholesale charge)	141.34	120.09	N/A	0.00	21.25	21.25
RV min<£50 (retail charge)	19.12	18.72	16.47	16.47	16.87	16.87
RV min<£50 (total charge)	160.46	138.81	16.47	16.47	38.12	38.12
RV >=£50 (wholesale charge)	164.04	142.79	N/A	0.00	21.25	21.25
RV >=£50 (retail charge)	19.54	19.14	16.47	16.47	16.87	16.87
RV >=£50 (total charge)	183.58	161.93	16.47	16.47	38.12	38.12
Unmeasured variable (£ per RV£) (wholesale charge)	3.8668	3.3668	2.8682	0.4986	0.5000	0.9986
Unmeasured variable (£ per RV£) (retail charge)	0.0723	0.0630	0.0536	0.0093	0.0094	0.0187
Unmeasured variable (£ per RV£) (total charge)	3.9391	3.4298	2.9218	0.5079	0.5094	1.0173
Other unmetered charges						
Assessed per employee (wholesale charge)	107.01	107.01	N/A	0.00	N/A	N/A
Assessed per employee (retail charge)	2.00	2.00	N/A	0.00	N/A	N/A
Assessed per employee (total charge)	109.01	109.01	N/A	0.00	N/A	N/A
Single lock up garage (wholesale charge)	19.80	6.80	N/A	0.00	13.00	13.00
Single lock up garage (retail charge)	0.37	0.13	N/A	0.00	0.24	0.24
Single lock up garage	20.17	6.93	N/A	0.00	13.24	13.24

(total charge)						
Surface water only fixed charge (wholesale charge)	N/A	N/A	N/A	0.00	53.21	53.21
Surface water only fixed charge (retail charge)	N/A	N/A	N/A	0.00	1.00	1.00
Surface water only fixed charge (total charge)	N/A	N/A	N/A	0.00	54.21	54.21
Measured sewerage charges Measured fixed charges (£ per annum)	Full (Foul, Surface water drainage, and highway drainage)	Abated (Foul and Highway drainage)	Foul only	Highway drainage only	Surface water drainage only	Surface water drainage and Highway drainage
<15mm - 22mm (wholesale charge)	53.13	31.88	31.88	0.00	21.25	21.25
<15mm - 22mm (retail charge)	18.49	17.91	17.91	17.03	17.62	17.62
<15mm - 22mm (total charge)	71.62	49.79	49.79	17.03	38.87	38.87
23mm – 28mm (wholesale charge)	60.31	39.06	39.06	0.00	21.25	21.25
23mm – 28mm (retail charge)	18.69	18.10	18.10	17.03	17.62	17.62
23mm – 28mm (total charge)	79.00	57.16	57.16	17.03	38.87	38.87
29mm – 42mm (wholesale charge)	67.33	46.08	46.08	0.00	21.25	21.25
29mm – 42mm (retail charge)	18.88	18.30	18.30	17.03	17.62	17.62
29mm – 42mm (total charge)	86.21	64.38	64.38	17.03	38.87	38.87
43mm – 65mm (wholesale charge)	88.86	67.61	67.61	0.00	21.25	21.25
43mm – 65mm (retail charge)	19.47	18.89	18.89	17.03	17.62	17.62
43mm – 65mm (total charge)	108.33	86.50	86.50	17.03	38.87	38.87
66mm – 80mm (wholesale charge)	95.89	74.64	74.64	0.00	21.25	21.25
66mm – 80mm (retail charge)	19.66	19.08	19.08	17.03	17.62	17.62
66mm – 80mm (total charge)	115.55	93.72	93.72	17.03	38.87	38.87
81mm – 100mm (wholesale charge)	103.07	81.82	81.82	0.00	21.25	21.25
81mm – 100mm (retail charge)	19.86	19.28	19.28	17.03	17.62	17.62
81mm – 100mm (total charge)	122.93	101.10	101.10	17.03	38.87	38.87

101mm and above (wholesale charge)	110.26	89.01	89.01	0.00	21.25	21.25
101mm and above (retail charge)	20.06	19.47	19.47	17.03	17.62	17.62
101mm and above (total charge)	130.32	108.48	108.48	17.03	38.87	38.87
Measured variable charges (£ per m3) (wholesale charge)	3.3364	2.8364	2.4138	0.4225	0.5000	0.9225
Measured variable charges (£ per m3) (retail charge)	0.0914	0.0777	0.0661	0.0116	0.0137	0.0253
Measured variable charges (£ per m3) (total charge)	3.4278	2.9141	2.4799	0.4341	0.5137	0.9478

SECTION 2 – TABLES OF CHARGES FOR STANDARD DUAL SERVICE CUSTOMERS 2020/21

The following tables contains the tariffs and charges for Standard Non-household customers that receive both water and sewerage services from South West Water (0 – 0.5MI). For customers using 0.5 – 5.0MI, please see Appendix 2

Description of charge	Wholesale Charge 2020/21 £	Retail Charge 2020/21 £	Total charge 2020/21 £ (excluding VAT)
Unmeasured water supply charges			
Unmetered fixed charges (£ per annum)			
Rateable value charge	142.10	11.78	153.88
Unmetered variable charges (£ per RV£)			
Rateable value charge	1.4129	0.0264	1.4393
Other unmetered charges (£ per annum)			
Assessed per employee	64.63	1.21	65.84
Single lock-up garage (fixed charge element only)	7.00	0.13	7.13
Measured water supply charges			
Metered fixed charges (£ per annum)			
<15mm - 22mm	32.15	10.91	43.06
23mm – 28mm	48.22	11.41	59.63
29mm – 42mm	62.49	11.86	74.35
43mm – 65mm	112.34	13.42	125.76
66mm – 80mm	124.14	13.79	137.93
81mm – 100mm	135.95	14.16	150.11
101mm – 201mm and above	147.90	14.53	162.43
Metered variable charges (£ per m3)	1.9101	0.0598	1.9699

Description of charge	Charge 2020/21					
	£					
Unmeasured sewerage charges	Full (Foul, Surface water drainage, and highway drainage)	Foul and Highway drainage	Foul only	Highway drainage only	Surface water drainage only	Surface water drainage and Highway drainage
Unmeasured fixed charges (£ per annum)						
RV min<£50 (wholesale charge)	141.34	120.09	N/A	0.00	21.25	21.25
RV min<£50 (retail charge)	12.85	12.45	10.21	10.21	10.60	10.60
RV min<£50 (total charge)	154.19	132.54	10.21	10.21	31.85	31.85
RV >=£50 (wholesale charge)	164.04	142.79	N/A	0.00	21.25	21.25
RV >=£50 (retail charge)	13.27	12.88	10.21	10.21	10.60	10.60
RV >=£50 (total charge)	177.31	155.67	10.21	10.21	31.85	31.85
Unmeasured variable (£ per RV£) (wholesale charge)	3.8668	3.3668	2.8682	0.4986	0.5000	0.9986
Unmeasured variable (£ per RV£) (retail charge)	0.0723	0.0630	0.0536	0.0093	0.0094	0.0187
Unmeasured variable (£ per RV£) (total charge)	3.9391	3.4298	2.9218	0.5079	0.5094	1.0173
Other unmetered charges						
Assessed per employee (wholesale charge)	107.01	107.01	N/A	0.00	N/A	N/A
Assessed per employee (retail charge)	2.00	2.00	N/A	0.00	N/A	N/A
Assessed per employee (total charge)	109.01	109.01	N/A	0.00	N/A	N/A
Single lock up garage (wholesale charge)	19.80	6.80	N/A	0.00	13.00	13.00
Single lock up garage (retail charge)	0.37	0.13	N/A	0.00	0.24	0.24
Single lock up garage (total charge)	20.17	6.93	N/A	0.00	13.24	13.24

Measured sewerage charges Measured fixed charges (£ per annum)	Full (Foul, Surface water drainage, and highway drainage)	Abated (Foul and Highway drainage)	Foul only	Highway drainage only	Surface water drainage only	Surface water drainage and Highway drainage
<15mm - 22mm (wholesale charge)	53.13	31.88	31.88	0.00	21.25	21.25
<15mm - 22mm (retail charge)	11.48	10.90	10.90	10.03	10.61	10.61
<15mm - 22mm (total charge)	64.61	42.78	42.78	10.03	31.86	31.86
23mm – 28mm (wholesale charge)	60.31	39.06	39.06	0.00	21.25	21.25
23mm – 28mm (retail charge)	11.68	11.10	11.10	10.03	10.61	10.61
23mm – 28mm (total charge)	71.99	50.16	50.16	10.03	31.86	31.86
29mm – 42mm (wholesale charge)	67.33	46.08	46.08	0.00	21.25	21.25
29mm – 42mm (retail charge)	11.87	11.29	11.29	10.03	10.61	10.61
29mm – 42mm (total charge)	79.20	57.37	57.37	10.03	31.86	31.86
43mm – 65mm (wholesale charge)	88.86	67.61	67.61	0.00	21.25	21.25
43mm – 65mm (retail charge)	12.46	11.88	11.88	10.03	10.61	10.61
43mm – 65mm (total charge)	101.32	79.49	79.49	10.03	31.86	31.86
66mm – 80mm (wholesale charge)	95.89	74.64	74.64	0.00	21.25	21.25
66mm – 80mm (retail charge)	12.65	12.07	12.07	10.03	10.61	10.61
66mm – 80mm (total charge)	108.54	86.71	86.71	10.03	31.86	31.86
81mm – 100mm (wholesale charge)	103.07	81.82	81.82	0.00	21.25	21.25
81mm – 100mm (retail charge)	12.85	12.27	12.27	10.03	10.61	10.61
81mm – 100mm (total charge)	115.92	94.09	94.09	10.03	31.86	31.86
101mm and above (wholesale charge)	110.26	89.01	89.01	0.00	21.25	21.25
101mm and above (retail charge)	13.05	12.47	12.47	10.03	10.61	10.61
101mm and above (total charge)	123.31	101.48	101.48	10.03	31.86	31.86
Measured variable charges (£ per m3) (wholesale charge)	3.3364	2.8364	2.4138	0.4225	0.5000	0.9225

Measured variable charges (£ per m3) (retail charge)	0.0914	0.0777	0.0661	0.0116	0.0137	0.0253
Measured variable charges (£ per m3) (total charge)	3.4278	2.9141	2.4799	0.4341	0.5137	0.9478

SECTION 3 – TABLE OF CHARGES – TRADE EFFLUENT CHARGES 2020/21

The following tables contain the wholesale charges for trade effluent for non-household customers. The minimum wholesale charge will be applied where the total annual wholesale cost as calculated using the Mogden Formula is less than £285.

Charge per m³ of effluent = R + [V or M] + B(Ot/Os) + S(St/Ss)

Customer discharging (m ³ per annum) of trade effluent	<0.5MI	0.5-5MI	5-25MI	25-50MI
R = reception and conveyance charge [p/m ³]	0.5519			
V = Primary treatment (volumetric) charge [p/m ³]	0.5307			
M = treatment and disposal charge where effluent goes to sea outfall [p/m ³]	0.1030			
B = biological oxidation of settled sewage charge [p/m ³]	1.0488			
S = treatment and disposal of primary sewage sludge charge [p/m ³]	0.5691			
Os = chemical oxygen demand (COD) of crude sewage on hour quiescent settlement	744.00			
Ss = total suspended solids of crude sewage [mg/litre]	449.00			
Ot = Chemical oxygen demand (COD) of effluent after one hour quiescent settlement at ph 7	Customer specific			
St = total suspended solids of effluent at ph7 [mg/litre]	Customer specific			
Minimum charge	285.00			

The exemption charge is applied following a risk based assessment and is typically for low volume strength discharges. Its application is determined by South West Water

Exemption charge	98.00
Retail charges	
Fixed charge per annum	12.00
Fixed charge per bill	15.00

SECTION 4 – VALUE ADDED TAX

- 4.1 Measured and unmeasured water supply charges to businesses whose predominant activity falls within categories 1 to 5 of the Standard Industrial Classification (1980 Edition), i.e.

1	Energy and water supply industries
2	Extraction of minerals and ores other than fuels: manufacture of metals, mineral products and chemicals
3	Metal goods, engineering and vehicles industries
4	Other manufacturing industries
5	Construction

are subject to VAT at the standard rate. Water supply charges to all other Non-household customers are zero rated.

- 4.2 Measured and unmeasured sewerage and sewage disposal charges and trade effluent charges are always zero rated.
- 4.3 Charges for engineering and construction services, excluding infrastructure charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings (in which case they are zero rated). Infrastructure charges are outside the scope of VAT. Charges in respect of construction services/civil engineering services supplied in the course of certain residential conversions, or in the course of renovating certain buildings that have been empty for two or more years, may be taxed at a reduced rate, but only where the work is done wholly within the immediate site of the development.
- 4.4 All charges in the Scheme are shown exclusive of VAT. Charges which are always subject to VAT at the standard rate are indicated with an *. Charges which are subject to VAT at the standard rate only in certain circumstances are indicated with a †.
- 4.5 This section is a summary description of the VAT liability of charges and is subject to changes in VAT legislation and rates of VAT.

SECTION 5 – MAIN TYPES OF CHARGES AND SPECIAL TARIFFS

Unmeasured Non-household charges

- 5.1 Unmeasured charges for water and sewerage services are paid by Non-household customers occupying properties which do not have water meters installed or who are not paying Assessed charges.
- 5.2 The unmeasured charges consist of a fixed* charge for both water and sewerage plus a variable charge for both water and sewerage. The fixed charge will be an annual charge per chargeable property. The variable charge will be per £ charge of the chargeable rateable value of the property. This is based on the rateable value which was formerly assigned to the property by the Valuation Officer for the purposes of calculating Local Authority Rates.
- 5.3 The rateable values used for properties are those set out in the Valuation List at 31 March 1990. Council Tax Bandings are not used for calculating charges and therefore any change to a property's Council Tax Band will not affect the unmeasured charges a customer has to pay.
- 5.4 For commercial properties which are still unmetered, changes to the Rating List assessment since 1990 will not affect water and sewerage charges as the charges are based on the value of the property in the Valuation List at 31 March 1990. As there are no rateable values available for properties on the Isles of Scilly, chargeable rateable values will be assumed in line with the provisions for unrated properties below.
- 5.5 The chargeable rateable value of the property is:
- (a) Rated properties – the Rateable Value of the property
 - (b) Unrated properties – where a property does not have a rateable value specifically assigned to it, and the Company has not installed a water meter, the Company will charge the occupier of that property:
 - i. Unmeasured charges equivalent to the charges for a property with a Rateable Value of £280 in the case of a commercial property where water is not used in any commercial processes or food is not prepared on the premises; and
 - ii. Unmeasured charges equivalent to the charges for a property with a Rateable Value of £500 in the case of a commercial property where water is used in commercial processes or food is prepared on the premises.
 - iii. Unmeasured charges equivalent to the charges for a property with a Rateable Value of £50 in the case of a Non-household property which is a church or place of worship.
 - iv. From 1 April 2020, unmeasured charges equivalent to the charges for a property with a Rateable Value of £50 in the case of Non-household properties on the Isles of Scilly. From 1 April 2021 this will increase to £75, with the standard policy shown in paragraphs i and ii above applying from April 2022.
- 5.6 Rateable Values cannot now be altered but occupiers of commercial properties can have a meter installed for £161.50* (see Section 8).
- 5.7 Water charges are set to recover the costs of collecting, treating, and transporting drinking water to premises. The income recovered from all unmeasured customers reflects the costs of supplying water to the group as a whole.
- 5.8 Sewerage charges are set to recover the costs of receiving, treating and disposing of foul sewage; receiving, treating, disposing of surface water; and receiving, treating and disposing of highway drainage. All customers connected to sewers pay for highway drainage in our unmeasured sewerage tariffs. There are separate tariffs for foul and surface water use; foul

use only; and surface water use only.

- 5.9 Similarly the income received from all unmeasured customers reflects the costs of supplying sewerage services to the group as a whole.
- 5.10 Generally fixed charges for both water and sewerage services act as a balancing mechanism to the fact that rateable value based charging does not necessarily completely accurately reflect water usage in a property. The fixed charges act to increase the charges paid by occupiers of low rated properties while reducing the charges paid by occupiers of highly rated properties to more fairly share the burden of payment across all rateable value customers.
- 5.11 The sewerage fixed charge contains an amount for part of the costs of surface water drainage. Please see paragraphs 7.11 to 7.31 for details of the application of the sewerage tariffs.
- 5.12 Water and sewerage charges also include the cost of managing data and issuing bills, handling customer enquiries such as operational incidents, maintaining account records, monitoring outstanding debt, issuing reminders and debt recovery.
- 5.13 The charges for 2020/21 can be found in Section 1 for single service customers and Section 2 for dual service customers. Section 3 contains information on Trade Effluent tariffs and Special Agreements.

Exceptions

- 5.14 In the absence of any special agreement:
- (a) In any rating district, the water hereditaments of any statutory water undertaker; or
 - (b) Any hereditament which any company responsible for gas pipelines is to be treated as occupying in a rating area by virtue of Section 53 of the Local Government Finance Act 1988 and regulations made thereunder; or
 - (c) Any hereditament which an electricity distribution company is to be treated as occupying in a rating area by virtue of Section 53 of the Local Government Finance Act 1988 and regulations made thereunder shall be subject to an annual charge of £2.6355 in the £ on 50% or such other proportion as may be agreed of the chargeable rateable value thereof.
- 5.15 No charge shall be made in respect of hereditaments occupied by a telecommunications company comprising:
- Posts, wires, underground cables and ducts, telephone kiosks and other equipment not within a building, being property used for the purposes of telecommunication services.

Measured Non-household charges

- 5.16 Measured charges are paid by occupiers of commercial properties where a meter provided by the Company has been installed. In this Charges Scheme reference to a “meter”, a “water meter”, or a “chargeable meter” shall mean a water meter installed for the purposes of determining charges except those meters installed or charged under paragraph 7.22 or where specifically excluded.
- 5.17 The standard measured charges for water and sewerage services are paid by all Non Household customers except for those who have registered with the Company to pay the Trade Effluent Charges (see Section 10) or by special agreement.
- 5.18 The measured charges consist of a fixed charge for both water and sewerage plus a volume charge per cubic metre for both water and sewerage.

- 5.19 The water fixed charge – For each main charging meter there will be an annual fixed charge based on its size. The sewerage fixed charge – For each charging meter there will be an annual fixed charge based on its size and whether or not a property has a surface water drainage connection.
- 5.20 Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.
- 5.21 The volume charge for water will be calculated on the volume as recorded by the meter. Sewerage volume charges are based on the amount of water measured by the meter. A 5% allowance is given as standard (the Non Return to Sewer Allowance) in recognition of the fact that some water will be used but not returned to the sewer. The discount on the charges will not be increased other than, as set out in Sections 7.18 to 7.24. The volume charge will be increased by the volume of water from alternative sources which are discharged to the sewer, as set out in Sections 7.25 to 7.31.
- 5.22 The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering; replenishing of external swimming pools; or any other external use where it is feasible in the Company's view to sub-meter such use (7.22 to 7.24).
- 5.23 Multiple meters – Where a customer is charged on a measured basis for water supplied to a single commercial premise and either:
- (a) More than one meter has been installed to measure all water use at the property; or
 - (b) There is installed an additional meter of an approved type on the same service pipe so as to measure water being supplied to an external tap,
- and for any property where there is installed an additional meter or meters of an approved type on the same service pipe for the purposes of measuring use of water and sewerage services where water is recycled or rainwater is used, there will be an additional annual fixed charge of £6.50 per meter to cover additional reading and billing costs.
- 5.24 The water fixed charges are set to recover the costs of meter maintenance and replacement. The sewerage fixed charge also contains an amount for surface water drainage. Please see paragraphs 7.11 to 7.15 for details of the application of the sewerage tariffs.
- 5.25 The water charge per cubic meter is set to recover the costs of collecting, treating and transporting drinking water to premises. The income recovered from all measured Non-household customers reflects the costs of supplying water to the group as a whole.
- 5.26 Sewerage charges are set to recover the costs of receiving, treating and disposing of foul sewage; receiving, treating and disposing of surface water; and receiving, treating and disposing of highway drainage. All customers connected to our sewers pay for highway drainage in our metered sewerage tariffs. There are separate tariffs for foul and surface water use and foul water use only.
- 5.27 Similarly the income recovered from all measured Non-household customers reflects the costs of supplying sewerage services to the group as a whole.
- 5.28 Water and sewerage charges also include the cost of managing data and issuing bills, handling customer enquiries such as operational incidents and metering, enquiries relating to billing and payments, receiving and processing customer payments, reading meters and maintaining account records, monitoring outstanding debt, issuing reminders and debt

recovery.

- 5.29 The charges for 2020/21 can be found in Section 1 for single service customers and Section 2 for dual service customers. Section 3 contains information on Trade Effluent charges.

Assessed charges for shops and offices without a supply of water to the premises

- 5.30 If a Non-household customer occupies a shop or office with no water supply to the premises but it has access to a supply (for example a communal toilet facility) it will be liable to pay water and sewerage charge. Where the supply to which the business has access is not metered, charges will be based on the number of employees working on the premises.
- 5.31 If a Non-household customer is in this position and considers the charges are too high it could have a meter installed on the water supply. However, if others also have access to the facilities to be metered, all users will have to agree that a meter is installed and one of the users will have to accept responsibility to pay the bill. It will also be necessary to get the landlord's permission where the business does not own the property.
- 5.32 Where it has been agreed with a customer that it is not possible to install a meter on a supply to which the occupier of a shop or office which does not have its own supply has access, South West Water will offer an alternative Assessed Charge.

Trade Effluent charges

- 5.33 Where a discharge to the Company's sewers comprises both domestic sewage and "any liquid, either with or without particles of matter in suspension therein, which is wholly or in part produced in the course of any trade or industry carried on at trade premises", Trade Effluent Charges are payable in addition to sewerage charges. Where there is no domestic sewage discharged, Trade Effluent charges alone will be payable.
- 5.34 Trade Effluent charges are calculated in part using a nationally agreed formula (the Modgen formula). The amount paid will depend on the strength of the effluent and the level of treatment at the receiving sewage treatment works. Pre-treatment of effluent by a customer may reduce Trade Effluent Charges. Additional charges are made for account administration.
- 5.35 Details of Trade Effluent Charges are set out in Section 10.

Miscellaneous charges

- 5.36 *Animal drinking troughs* – the annual charge for an existing outside unmeasured animal drinking trough system will be £438.02 (irrespective of consumption and the number of troughs served). The charge will be payable by each customer benefiting from a connection, subject to the Company retaining the right to charge on a measured basis.
- 5.37 *Lock-up Garages* – Where a lock up garage has available an unmeasured supply and was separately assessed for general rates on 31 March 1990, the occupier will be charged both a fixed water and sewerage charge plus a variable water and sewerage charge per £ of the chargeable rateable value. The sewerage charges will differ depending on whether the garage is connected for surface water drainage.
- 5.38 *Surface water drainage charge* – Where a property benefits only from a connection for surface water drainage; and is not liable to a water supply charge; and does not have the benefit of facilities which drain foul effluent to the Company's sewerage system, the occupier may opt to pay an annual sewerage charge.

5.39 The charges for 2020/21 can be found in Section 1 for single service customers and Section 2 for dual service customers.

Disconnection and Reconnection Charges

- 5.40 (a) Reconnection at the Company's stopcock (following non-payment and subsequent disconnection of a wholly commercial property) – payable in advance of reconnection £68.76
- (b) Where the disconnection/reconnection cannot be made at the Company's stopcock the actual cost will be payable subject to the first £68.76 being payable in advance of reconnection
- (c) Reconnection following a temporary disconnection made before 31 March 2007 £28.52
- (d) Disconnection at a customer's request Free
(NB should a reconnection be required in future, connection charges will be payable – see our Developer Services Charging Arrangements for details)
- 5.41 *Other Supplies* – for supplies made under the supervision of the Company's staff (or its agents) and not made through a permanently sited meter, the charge shall be £1.9101[†] per cubic metre (tonne) subject to a minimum charge of £226.35.
- 5.42 Other supplies including those required outside normal working hours or where delivery is made, other than through the water mains, shall, at the discretion of the Company be based on the cost of supply, subject to a minimum charge of £226.35.
- 5.43 *Hydrant Standpipes* – Portable hydrant standpipes for use on specified hydrants are available for hire from South West Water's nominated contractor. The standard size will be 25mm and the hire will be subject to the nominated contractor's terms and hire rates.
- 5.44 Water used through a portable standpipe will be charged on a measured basis at the rate of £1.9101* per cubic metre. Charges will be billed by, and be payable to, the nominated contractor.
- 5.45 *Non Domestic Supplies* – The charges for water supplies for any non-domestic purposes authorised by the Company shall be the same as for water supplied for domestic purposes except that no charges are payable for water used for extinguishing fires, testing fire-fighting equipment or training people for fire-fighting.
- 5.46 *Building Water charge* – A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household property where this is taken past the external stop tap. Any water used at household premises taken past the external stop tap will be subject to a 'pre-occupation' volumetric charge. The charge for Building Water is £2.5387 per cubic metre.
- 5.47 *Pre-occupation charge* – A supply connected during construction which is intended for the purpose of providing a service to a Household premises that is not yet occupied, and that is not a building water supply. Please see Household Charges Scheme.

SECTION 6 – LIABILITY TO PAY CHARGES

Water charges

- 6.1 Water charges are payable for a property if a supply of water is available for use in connection with that property. It is not necessary for the property itself to be connected to the water supply.
- 6.2 *For example: A building is split up into shops which individually do not have water supplies. An unmeasured supply is provided in a separate part of the building for the occupiers of the shops to use. The occupiers of the shops are liable individually to pay water charges based on the rateable values of their shops (however if the supply to which the shops had access was metered, the only charges which would be payable would be those based on the amount of water recorded by the meter and any applicable fixed charge).*

Sewerage charges

- 6.3 Sewerage charges are payable for a property where the property benefits from the fact that it drains either directly or indirectly to a public sewer (that is one for which the Company is responsible) or benefits from facilities that so drain. Drainage includes surface water drainage such as the rainwater from a roof.
- 6.4 *For example: a shop has not water supply and no foul water connection to a public sewer. There is a flat above the shop which is occupied separately to the shop. Rainwater which falls on the roof above the flat drains to a public sewer. The shop is liable to pay sewerage charges as it benefits from the fact that roof-water drains to a public sewer (but the occupier of the shop would be able to choose to pay the low rate surface water drainage charge as there is not water supply or foul water sewerage connection to the shop – see 5.38).*

Water and sewerage charges are payable by the occupier of premises

- 6.5 Unless there is an agreement between the Company and somebody else to pay charges for a property, legally the occupier of the property is liable to pay the charges. In the case of a tenanted property it is not sufficient for there to be a clause in the tenancy agreement that the landlord will pay the charges: the landlord must have agreed and confirmed in writing to South West Water that he or she will pay the charges. Tenants are advised to check that their landlord has agreed in writing to pay the charges.
- 6.6 For a dwelling, since 1 April 2000 the Company has had no legal right to recover charges from anybody other than the occupier of a property. It is still possible for a person to make a new agreement to pay water and sewerage charges for a dwelling which they do not occupy but the Company will not be able to recover charges from them if they do not pay (see 6.7).

What will happen if the third party does not pay as they have agreed?

Agreements made before 1 April 2000 and agreements for properties other than dwellings

- 6.7 Where there is an agreement between the Company and a person other than the occupier of a property to pay any charges contained in this Scheme which was made:
(a) for a dwelling before 1 April 2000; and
(b) for any other property, at any time
and payment is not made within 28 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the person who has made the agreement through the Court.
- 6.8 The Company reserves the right to cancel the agreement and charge the occupier of the

property in accordance with this Scheme without prejudicing its right to pursue the person who made the agreement for any outstanding charges at the time of the cancellation.

Agreements made after 1 April 2000 for paying water and sewerage charges for dwellings

- 6.9 Where there is an agreement which was made after 1 April 2000 between the Company and a person other than the occupier of a dwelling to pay water and sewerage charges for that dwelling and payment is not made within 28 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the occupier of the property in accordance with the provisions of this Charges Scheme (if this results in legal proceedings the occupier may be able to apply to the Court to have the person the occupier consider should have paid the charges added to the legal proceedings and that court may make an Order for payment against that person).

Who is the “occupier of a property”?

- 6.10 In this Charges Scheme the term “occupier of a property” means in addition to any person in actual occupation of a property, any person who:
- (a) maintains an existing or newly constructed property in a condition such that it can be more readily put to use for its intended purpose; or
 - (b) maintains for residential accommodation a property which does not include exclusive occupation of one or more facilities for cooking, washing or sanitation (such as bedsits, holiday or student hostels, or other accommodation for short term accommodation or letting); or
 - (c) has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property; or
 - (d) is the occupier for the purpose of holding a licence to sell alcoholic drinks.

Liability for charges for unoccupied properties

- 6.11 Where a customer is liable to pay unmeasured water and sewerage charges, the charges are payable where a property is connected to water and sewerage services regardless of whether or not services are actually used.
- 6.12 Where a property for which unmeasured charges are payable is both unoccupied and unfurnished and no refurbishment work is being undertaken on the property, the Company will not charge water and sewerage charges on the property. A small amount of furnishings may be left in the property for security purposes but furnishings which make the property habitable will lead to the property being deemed to be furnished and full charges will be payable.
- 6.13 Where an unmetered property is undergoing renovation or refurbishment, while full unmeasured charges are payable in law, the Company may charge 50% only of the due unmeasured charges pro-rated for the period of refurbishment. A person redeveloping a property will need to advise the Company of this fact and apply for the reduced charges.
- 6.14 A person wishing to leave an unoccupied property for which unmeasured charges are payable furnished, or the owner of such a property undergoing refurbishment, may opt to have a meter installed (see Section 8) to reduce the charges to which he or she will be liable. In the event that a meter cannot be installed or the cost of installing a meter is unreasonable, charges will be levied in accordance with 6.13 above.
- 6.15 Measured water and sewerage charges are based on the volume of water recorded by the meter. Therefore, where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water and sewerage fixed charges will be payable.

Liability for charges on change of occupancy

- 6.16 If a Non-household customer paying **measured charges** fails to provide at least two working days' notice that it is vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:
- (a) Where the customer informs the Company of his or her vacation of the property less than two working days before, or at any time after he or she ceases to occupy it, the 28th day after the Company is informed of the vacation; or
 - (b) The day on which the meter would normally have been read in order for the amount of the charges to be determined; or
 - (c) The day on which any other person informs the Company that he or she has become the new occupier of the property.
- 6.17 Where a customer telephones the Company to notify it of their vacation on the day of their vacation, the Company will at our discretion close a meter account on the basis of a meter reading provided by the customer. If the customer is unable to provide a reading and is agreeable to closing and settling their account on the basis of an estimated closing bill provided by the Company, the account will be closed using that estimate.
- 6.18 Where an occupier of a property who is liable to pay measured charges vacates the property without notifying the Company and a new occupier takes up residence also without notifying the Company, once the Company becomes aware of the new occupier it will take meter readings to establish average daily use. This average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and date of the first meter reading taken by the Company.
- 6.19 The liability of Non-household customers to pay **unmeasured charges** for a property will cease on the day that the property is vacated and left unfurnished.

Liability for charges when a Non-household customer responsible for payment is placed into administration or liquidation

- 6.20 Where a customer is placed into administration, compulsory liquidation, creditor's voluntary liquidation or member's voluntary liquidation or is subject to a Company Voluntary Arrangement, we reserve the right to disconnect supply upon receiving notification of such an event. All charges incurred up to the date of the event will rank as a claim in the event. Disconnection proceedings will be revoked subject to sufficient notification from the office-holder under s.233 of the Insolvency Act 1986.

SECTION 7 – HOW CHARGES ARE APPLIED

- 7.1 The previous section explained legal liability to pay charges. This section sets out how the Company will apply the charges contained in this Charges Scheme.
- 7.2 Under the Water Industry Act 1999, the Company must charge occupiers of dwellings in accordance with this Charges Scheme. The Act removed the right of the Company to charge water and sewerage charges by agreement on dwellings but any agreements made prior to 1 April 2000 are not affected by this legislation.
- 7.3 The Company continues to have a legal right to charge commercial customers by agreement rather than in accordance with this Charges Scheme (subject to a legal requirement that charges do not discriminate unduly in favour or against any class of customer).

The Measured charges

- 7.4 Where the occupier of a commercial property at which a meter has been installed is liable to pay water and/or sewerage charges the basic measured charges in Section 5 will apply unless there is an agreement between the Company and a customer to pay a different tariff; or the Company has confirmed to a customer that unmeasured charges will apply.
- 7.5 The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously even if the outgoing occupier of the property was not paying measured charges.

The Unmeasured charges

- 7.6 Where the occupier of a property is liable to pay water and/or sewerage charges and a meter has not been installed at the property, the standard unmeasured charges, or the relevant Assessed Charge set out in this Scheme will apply.
- 7.7 Unmeasured charges will continue to apply until such time as either:
- (a) The occupier of the commercial property chooses to have a meter installed at their convenience (see Section 8 on metering). Unmeasured charges will continue to apply and be payable up to the date the meter is installed; or
 - (b) The Company determines that water is being used, or is to be used, for one or more of the non-domestic purposes which would entitle the Company to require the water supply to be metered under Regulations made by the Secretary of State for the Environment. Again unmeasured charges will continue to apply and be payable up to the date the meter is installed.
- 7.8 Where the occupier of a property for which unmeasured charges are being paid because a meter has not been installed vacates the property, the new occupier will be charged unmeasured charges also (NB but if a meter has been installed at the property, regardless of whether the outgoing occupier paid unmeasured or measured charges, the new occupier will be charged measured charges).
- 7.9 If a person occupies more than one separately rated building or party of a building and has access between them other than by a highway, the Company will agree to add (if requested to do so) the relevant rateable values together and bill the property on a single rateable value basis (so that the occupier pays only one set of fixed charges). However where unmeasured properties are combined to form a single property occupied entirely by a single occupier and therefore no longer exist as the properties originally rated and assessed, a Notional Rateable Value will be set for the new property (see 5.5).

Water charges

- 7.10 For both measured and unmeasured water charges, the fact that a property might receive its water through a shared private service pipe does not affect liability to pay the standard charges in full and no reduction will be made to the standard charges.

Sewerage charges

The foul, surface water and highway drainage tariff and the foul and highway drainage only tariff

- 7.11 For Non-household customers liable to pay sewerage charges, the relevant foul, surface water and highway drainage sewerage tariff will be applied to their accounts unless they apply to South West Water Limited to pay the relevant foul and highway drainage sewerage tariff. An information leaflet and application form can be downloaded from our website or alternatively you can call the Accounts Helpline to register your business details.
- 7.12 A foul and highway drainage sewerage tariff will be applied to an account only when South West Water Limited is satisfied that the property draining to the Company's sewers has no surface water drainage connection to those sewers.
- 7.13 Once the Company has confirmed a customer's entitlement, the foul and highway drainage sewerage tariff will be applied to a customer's account from 1 April 2014, or from the date for which the customer became liable to pay sewerage charges on that account, whichever is later.
- 7.14 Where the volume of discharge to the sewer for foul and surface water drainage is measured through approved measured grey water recycling and measured Sustainable Urban Drainage Systems (SUDS), this volume will be used for calculating sewerage charges. This provides for a partial reduction in surface water drainage charges as well as foul charges and so the standard foul, surface water and highway drainage charges are used for this approach.
- 7.15 The Company does not have different surface water drainage policies for different customer types. Any reductions in the amounts payable for Surface Water Drainage Charges will only be applied in accordance with paragraphs 7.12, 7.13 and 7.28.

Private sewers

- 7.16 For both unmeasured and measured sewerage charges, the fact that a property might drain to a public sewer via an intermediary private sewer for which the occupier is wholly or jointly responsible does not entitle the occupier to any reduction in the standard sewerage charges.
- 7.17 Non-household customers are advised to ask their professional advisors when considering buying a property to specifically check whether the property drains to a private sewer before it drains to a public sewer.

Properties draining to septic tanks which discharge effluent to a public sewer

- 7.18 The unmeasured sewerage charge is an annual charge payable where a property drains to a public sewer. It is not dependent on use and no reduction in sewerage charges will be made in the standard unmeasured sewerage tariff where a property drains to a septic tank the liquid effluent from which then drains to a public sewer.
- 7.19 However metered sewerage charges do reflect use. Therefore, where a customer paying the standard measured sewerage tariff occupies a property which drains to a septic tank the

liquid effluent from which then drains to a public sewer, the Company will agree to increase the standard domestic Non Return to Sewer Allowance (see 5.20) from 5% to 25%. The occupier will then pay sewerage charges only on 75% of the water recorded by the meter (this effective reduction of 20% on the standard metered sewerage tariff is based on the formula used for calculating the Trade Effluent Tariff where solids make up 20% of the tariff).

- 7.20 Non-household customers paying the unmeasured tariff may choose to have a meter installed at their convenience (Section 8) and they will then pay a water measured tariff and the abated measured sewerage tariff outline in the paragraph above.

Measured sewerage charges

- 7.21 Subject to paragraphs 7.25 to 7.31, the measured sewerage charge is based on the water supplied through the water meter. When calculating measured sewerage charges, a 5% allowance will be given against the volume of water recorded by the meter in recognition of the fact that not all water used will be returned to a sewer.

Water used externally which may not be returned to a sewer

- 7.22 If commercial metered customers intend to use large amounts of water externally for garden watering; swimming pool and garden pond replenishment; or any other external use where water is not returned to a sewer and do not wish to pay sewerage charges on this water, they must pay to have a sub-meter installed on the pipework immediately before the tap which will be used for external use. The cost of installing an external use meter is £161.50 (subject to VAT at the standard rate).
- 7.23 Their charges will then be calculated as follows:

Water and sewerage charges will be raised on the volume of water derived by deducting the reading on the sub-meter from the reading on the main meter. A further charge for water will be raised on the volume of water measured by the sub-meter. The relevant fixed charges for the main meter will be payable in addition to the volume charges as well as an additional fixed charge of £6.50 for each sub-meter installed to cover additional meter reading and billing costs.

- 7.24 Paragraphs 7.25 to 7.31 below set out arrangements for calculating sewerage charges where used water is not returned to sewers or where water from another source is used in a property and discharged to a South West Water sewer after use.

Borehole supplies, rainwater harvesting systems, grey water recycling systems and the use of used water on the garden

- 7.25 Where water is used from another source and discharged to a South West Water sewer, sewerage charges are payable on the water discharged.
- 7.26 Where a Non-household customer uses borehole water which is subsequently discharged to a South West Water sewer or installs a rainwater harvesting system where water is discharged to a South West Water sewer after use, South West Water requires the alternative supply to be installed in such a way so that the water which is used and discharged can be measured by means of a meter installed on the alternative supply system.
- 7.27 Grey water recycling systems typically collect used water from baths, washing machines and dishwashers and use such water to operate flush toilets. While these systems reduce the amount of water used at a property, they do not reduce the pollutant loading discharged to the sewer. For such systems South West Water requires that they be installed in such a way that the water that is reused after being used once and collected for secondary use before

being discharged to the sewer can be measured by means of a meter installed on the secondary supply system.

- 7.28 Where an alternative supply system has been installed in accordance with South West Water's requirements as detailed above, the tariff for sewerage without surface water drainage, will be applied to water measured by the meter on the system to record water that will be discharged to a South West Water sewer. In addition a fixed charge of £6.50 per annum will be applied to cover the costs of meter reading and billing. Water and charges for sewerage without surface water drainage will be raised on water measured by the main meter measuring water supplied by South West Water as appropriate.

Example 1 – A customer has a rainwater harvesting system installed. For a billing quarter, meter readings show 30 cu.m. of water recorded by the main meter and 15 cu.m. of water discharged from the rain water holding tank which surface water drains to sewer for toilet flushing etc. The bill will be:

<i>Water charge</i>			
<i>Fixed charge -</i>		Meter Charge	£10.77
		<i>Volume charge - 30 x £1.9699</i>	£59.10
<i>Sewerage charges</i>			
<i>Main meter -</i>	<i>Fixed charge</i>	Meter Charge	£10.70
		<i>Volume charge – 30 x £2.9141 x 95%</i>	£83.05
<i>Rainwater meter-</i>	<i>Fixed charge</i>	Meter Charge	£1.63
		<i>Volume charge – 15 x £2.9141</i>	£43.71
		<i>Total due</i>	<u>£208.96</u>

Example 2 - A customer has a grey water recycling system installed. For a billing quarter, meter readings show 40 cu.m. of water recorded by the main meter and 20 cu.m. of water discharged from the grey water holding tank. The bill will be:

<i>Water charge</i>			
<i>Fixed charge -</i>		Meter Charge	£10.77
		<i>Volume charge - 40 x £1.9699</i>	£78.80
<i>Sewerage charges</i>			
<i>Main meter -</i>	<i>Fixed charge -</i>	Meter Charge	£10.70
		<i>Volume charge – (40 – 20) x £2.9141 x 95%</i>	£55.37
<i>Grey water meter</i>	<i>Fixed charge -</i>		£1.63

Volume charge – 20 x £2.9141

£58.28

Total due £215.55

- 7.29 Charging arrangements where systems are installed without appropriate measurement at commercial properties will be considered on an individual basis.
- 7.30 Where a Non-household customer diverts grey or used water from being discharged to a sewer for use on the garden and is liable to pay metered sewerage charges, no reduction in sewerage charges will be made unless a used water storage facility with a meter to measure the amount of water diverted to it is installed.
- 7.31 Where an alternative water supply is installed at a property paying unmeasured charges, or used water is diverted from being discharged to a sewer, no reduction in the unmeasured sewerage charges will be made.

Water for Fire Fighting Purposes

- 7.32 No water or sewerage charges are levied for water used for fire fighting, fire training or fire fighting systems such as sprinklers, including the replenishment of storage tanks, hydrants and testing. The Company will usually install a separate connection to the water mains for these systems. Where this is not possible a sub meter will be installed. Should a sub meter not be possible then a specific arrangement will need to be considered with prior notification to Ofwat in line with the Water Act 2014.
- 7.33 Fire hydrant installation and replacement charges will be at cost (inclusive of overheads as appropriate).

SECTION 8 – HAVING A WATER METER INSTALLED

- 8.1 Only meters provided by the Company will be accepted for charging purposes and regardless of where they are installed, meters remain the property and responsibility of the Company.
- 8.2 The Company has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 8.3 The Company requires water supplies to properties other than dwelling houses to be metered. Additionally where water is supplied to a property which is not used solely as a single private residence and the other use is the principle use of the property, in accordance with The Water Industry (Prescribed Conditions) Regulations 1999 the Company requires the supply to be metered. The Company has a programme to meter such properties which will be undertaken in a way it considers best allows it to carry out required installations in a cost effective manner. It will not meter commercial properties on demand under its commercial metering programme.
- 8.4 The Company cannot charge for meter installation where it requires a meter to be installed.
- 8.5 However occupiers of commercial properties may choose to have a meter installed at their convenience. If a commercial customer chooses to have a meter installed the Company will charge a fixed price of £161.50*, or £18.00* if a meter box has already been installed on the service pipe, provided that it is practical to install a meter and the actual cost of installation will not be unreasonably greater than the fixed price. Rateable Value charges will continue to apply until a meter is fitted.
- 8.6 Non-household customers interested in having a meter installed should telephone the Accounts Helpline.

Timescale to install a meter

- 8.7 The Company will install the meter within 22 business days of receipt of the completed application form. If it does not, meter readings taken after the meter has been installed will be used to back-date metered charges to the date by which the meter should have been installed.

Cases where the cost of installing a meter would be unreasonable or installation would be impractical

- 8.8 Where the cost of installation is considered to be unreasonably greater than the fixed price or it is impractical to install a meter the Company will only install meters where customers arrange to alter their plumbing so that meters can be installed. Customers will be responsible for this work and the costs. Rateable value based charges will be payable until a meter is installed.
- 8.9 When carrying out a meter survey, the Company will advise the customer of any work that needs to be done before a meter can be installed.
- 8.10 Reasonable costs for installing a meter included in the fixed price are the:
- Cost of installation of that meter in the Company's preferred location
 - Cost of minor alterations to a customer's plumbing to allow installation
 - Cost of reinstatement in the case of a meter situated outside a property
 - Provision of an outreader for a meter located inside a property

- 8.11 Unreasonable costs include the costs of separation of joint supplies and significant changes to customers' plumbing.
- 8.12 In terms of practicality, the Company will consider it impractical to install a meter where:
(a) a single meter will not record all water used in a property; or
(b) a meter will also record water used in another property
- 8.13 No alternative to unmeasured charges will be offered where it is impractical to install a meter or where the cost of installation is deemed to be unreasonably greater than the fixed price (except in the circumstances described in 8.25 below).

Meter location

- 8.14 A meter must be installed in accordance with the Water (Meters) Regulations 1988 at a position where it records all use within the property for which it has been installed. It must also be accessible for meter reading.
- 8.15 Where a meter is installed outside a property it will be installed as close as is reasonably practicable to the boundary of that property. For internal meters the meter will be sited as close as possible to the point at which water enters the building.
- 8.16 Usually the Company will require a meter to be installed externally for a property which is not used solely as a single private residence. Only where an external meter will not record the use of water in the property to be metered alone will an internal location be offered.
- 8.17 Where the Company has used its right to decide a meter location but a customer requires the meter to be located in a different place, subject to the requirements in paragraphs 8.14 to 8.15, the customer may have the meter located in his or her preferred location provided that he or she pays any additional costs of installing the meter in the location requested rather than the location identified by the Company.
- 8.18 Similarly if the Company decides to fit an outreader for an internal meter and a customer requires it to be fitted in a different location, the Company may require the customer to pay any additional costs of complying with the customer's requirements.
- 8.19 Requests to alter the position of a meter or outreader must be made in writing to South West Water, PO Box 4762, Worthing BN11 9NT. The Company will provide a quote to the customer for the additional work requested and payment will be required in advance of installing the meter.
- 8.20 Any dispute about meter location; requests for alternative positioning of a meter or outreader; or the cost of an alternative position may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

Reverting to Rateable Value charges

- 8.21 Once a meter has been installed in a property which is not used solely as a single private residence, measured charges will be payable for the property. There is no right to revert to unmeasured charges on commercial properties.

Occupiers of properties with no water supply but for which a supply of water is provided elsewhere

- 8.22 A building may be divided into a number of separately rated units which while they do not have water supplies within the units, have access to a supply of water – for example communal washing and toilet facilities. If the supply is unmeasured, the occupier of each of

the units is legally liable to pay unmeasured charges based on the rateable value of the unit occupied.

- 8.23 The supply may be metered but the Company will only agree to this where one person signs an agreement to pay the metered bill which will result. It will then be up to that person to apportion the metered charges between all persons with access to the supply and collect monies from them. Should the person who has agreed to pay the charges default, or request to be released from the agreement without another person confirming in writing that he or she will take over responsibility for payment, the Company reserves the right to cancel the metered charging agreement and revert to charging the individual occupiers on an unmeasured basis.
- 8.24 A single bill will be issued for the installation charge: the Company will not agree to apportion the price between all customers applying for the meter.
- 8.25 If in the case of shops or offices with no water supply to the actual premises and the Company agrees that it is not feasible to set up a joint metered account, the relevant customers will be offered an assessed charge based on the number of persons working on the premises (see also 5.30 to 5.32).

SECTION 9 – OTHER MATTERS FOR CUSTOMERS PAYING METERED CHARGES

Leakage from underground pipework

- 9.1 Where a meter is installed externally it will record any leakage from the private underground service pipe between the meter and a property. If this happens a large bill may result. Provided certain criteria are met, the Company may grant a leak allowance where a customer has received a large bill because of leakage.
- 9.2 Full details of South West Water's policy are set out in its Help with Leakage for Commercial Customers on Isles of Scilly leaflet. Copies of these documents can be downloaded from our website southwestwater.co.uk or obtained free of charge from our Accounts Helpline.

Issuing of bills when it has not been possible to read a meter

- 9.3 Should the Company not be able to read a meter when it is due to read it, an estimated bill will be issued. The estimate for the period for which the bill is issued will be based on past consumption at the property.
- 9.4 Non-household customers receiving an estimated bill may read their meters and give us their meter reading using our automated Meter Reading line or via our website at southwestwater.co.uk. A replacement bill based on the customer's reading will be issued.
- 9.5 Non-household customers being billed quarterly will receive alternate estimated bills as standard.

Queries over the accuracy of a meter

- 9.6 In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying his or her property is faulty may require the Company to test the accuracy of a meter. **However there will be a charge for this if the test shows that the meter is correctly recording use.**
- 9.7 Non-household customers are asked to call the Company on our Accounts Helpline if they consider that their meter is incorrectly recording use. The Company will investigate the matter. If the Company considers that the meter is correctly recording use, a customer may ask to have the meter tested. An application form will be provided for a meter test.
- 9.8 The meter will be sent to a Trading Standards approved test centre for testing and a new meter will be installed.
- 9.9 A copy of the test results will be sent to the customer. If these confirm that the meter which was tested falls within the prescribed limits of error as set out in the Measuring Equipment (Cold-water Meters) Regulations 1988 the following charges will be payable:
- | | |
|---|-------------|
| For meters of size up to and including 22mm | £ 70* |
| For meters of size between 23mm and 42mm | £144.50* |
| For meters of size 43mm and above | Actual cost |
- 9.10 If the meter is found to have been over-recording use in accordance with The Water (Meters) (Amendment) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by the Company (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date on the basis of meter readings taken by the Company from the meter installed when the faulty meter was removed for testing.

- 9.11 If a meter serving a property other than a dwelling is found to have under-recorded use the Company reserves the right to recover additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed and use any other historical data to calculate what the level of use was in the period in question.
- 9.12 Any dispute about any matter arising from this section about meter testing may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

SECTION 10 – THE TRADE EFFLUENT TARIFF

What are Trade Effluent Charges?

- 10.1 Trade effluent charges are payable in addition to the sewerage and sewage disposal charges. A new discharger of trade effluent will be liable to pay charges from the date of commencement of the discharge.
- 10.2 Trade effluent is defined as “any liquid, either with or without particles of matter in suspension therein, which is wholly or in part produced in the course of any trade or industry carried on at trade premises” but does not include domestic sewage.

Applying for a Trade Effluent Discharge

- 10.3 A Non-household customer requires the permission of the Company to discharge any trade effluent to a Company owned sewer. Failure to obtain permission **before** discharging trade effluent is a criminal offence and is punishable on conviction with a fine.
- 10.4 Any customer who considers that the material which he or she wishes to discharge could be considered to be Trade Effluent should contact the Company at tradeeffluent@southwestwater.co.uk. The Company will arrange for one of its Trade Effluent Scientists to visit the customer and discuss the nature of the material; the likely charges that will be made for the discharge of trade effluent and whether these could be reduced by the customer treating the effluent before discharging it to a sewer; any other terms and conditions the Company will wish to apply to the individual discharge; and whether anything to be discharged falls into the “special effluent category” for which the Company would have to refer the application to discharge to the Secretary of State for the Environment.
- 10.5 Where a customer makes an application for a new trade effluent consent and subsequently withdraws the application, the Company reserves the right to recover from that customer any costs it has incurred (including analysis, sampling and inspection costs) in connection with the original application.
- 10.6 The Company will issue a Consent to discharge which may stipulate amongst other things:
- the sewer or sewers into which the trade effluent may be discharged;
 - the nature or composition of the trade effluent which may be discharged;
 - the maximum amount of trade effluent which may be discharged on any one day, either generally or into a particular sewer; and
 - the highest rate at which trade effluent may be discharged, either generally or into a particular sewer.
- 10.7 Additionally requirements for any of the following conditions may be stipulated in the Consent:
- periods of the day when trade effluent may be discharged;
 - the exclusion from trade effluent of all condensing water;
 - the temperature and pH of the trade effluent to be discharged;
 - payment for accepting and treating the trade effluent;
 - provision and maintenance of sampling facilities;
 - provision testing and maintenance of meters to measure the volume and rate of discharge of trade effluent;
 - provision testing and maintenance of apparatus to determine the nature and composition of any trade effluent being discharged;
 - the keeping of records of the volume, rate of discharge, nature and composition of

any trade effluent being discharged and, in particular, the keeping of records of meters and other recording apparatus;

- the making of returns and giving of other information to the Company concerning the volume, rate of discharge, nature and composition of any trade effluent discharged.

10.8 Conditions will be applied on an individual basis.

10.9 The Consent will also include the arrangements for determining the volume of discharge which will be treated as domestic sewage. This may be either a volumetric assessment based on measurement or an annual assumed volume which will be agreed with the customer.

10.10 Each Consent will be reviewed every two years. However, the Company will review permissible strength applicable to each Consent on an annual basis.

10.11 Fixed annual mean charging strengths are calculated from samples collected by the Company and analysed at the Company's UKAS accredited laboratory. We are unable to accept results provided by a customer as the Company cannot ensure that the sampling is representative, or the accuracy of the equipment or analysis methodologies used.

10.12 These fixed mean charging strengths will be reviewed at least annually and may be reviewed more frequently where requested by customers and may also be instigated by the Company. We reserve the right to charge the actual cost of reviews performed when requested by the customer.

10.13 Where reviews indicate a change in strengths, this change may be reflected in the current and/or following years' agreed strengths.

Disputes and Appeals

10.14 A customer may appeal to the Water Services Regulation Authority (Ofwat) against any condition imposed; or against a refusal to give a Consent at all; or if the Company fails to give a Consent within two months of the day after a request for Consent was served on it.

Ofwat has powers to:

- change or cancel any condition (including powers to require a stronger condition);
- give a Consent for a discharge either unconditionally or subject to any conditions it considers necessary;
- stipulate a date from which a discharge may be made; and
- determine charges which may be made in respect of any condition attached to a consent for any period prior to the determination of the appeal.

10.15 The address for the Water Services Regulation Authority (Ofwat) is Centre City Tower, 7 Hill Street, Birmingham B5 4UA.

Other matters relating to Trade Effluent

10.16 The Company will provide a sampling service within its operating region. The charge payable for this service will be at cost (inclusive of overheads as appropriate).

10.17 The results of routine sampling undertaken by the Company will be shared with the customer.

- 10.18 Where the Company undertakes a sampling visit to the Customer and is denied access, for whatever reason, this will be logged as an obstructed sampling visit. This includes, but is not limited to, circumstances where the sampler is kept waiting for more than 20 minutes, a vehicle is parked over the Sample Point, a padlock or any kind of obstacle (time or physical object), prevents the sample from being taken. Where there are two successive obstructed sampling visits to a customer, the Company will provide notification to the customer and will provide evidence of the obstructed sampling visits. Following notification of the two obstructed sampling visits, the third and any subsequent obstructed sampling visit will be subject to an obstructed sample visit charge at actual costs incurred.
- 10.19 Where the Company has granted a temporary Trade Effluent Consent followed by a final Trade Effluent Consent, we will not make any back-dated charges for the temporary consent period over which the company was taking samples should those samples show that the initial charging level was incorrect.
- 10.20 Where there has been an unconsented Trade Effluent discharge the Company reserves the right to recover the costs of any site visits or emergency or remedial activity undertaken by the Company to rectify the incident.
- 10.21 Actual costs will be payable for the second, and each subsequent, request by a Customer for variation to a Trade Effluent Consent occurring within a 12-month period.
- 10.22 Where a customer wishes to undertake self-sampling, the Company will, in certain circumstances, consider such samples when reviewing yearly charges. In order to be eligible, customers must take a sample at the same time as the Company takes its compliance sample. Should the customer sample be within tolerance of the Company sample, the Company may take the customer's other samples into consideration when reviewing their yearly charges. Please contact tradeeffluent@southwestwater.co.uk for further information.
- 10.23 Where a Trade Effluent customer has a private meter, the customer is responsible for updating the Company with the relevant information within 5 working days of the installation, exchange or replacement. The form to complete this can be found on our website. Please contact tradeeffluent@southwestwater.co.uk for further information.
- 10.24 The Company will only liaise with Trade Effluent tariff consultants where we have been provided with a letter of authorisation from the customer.
- 10.25 Multi-site flushing is subject to agreement and charges are by quotation, please contact tradeeffluent@southwestwater.co.uk for further details.

SECTION 11 – PAYMENT OF WATER AND SEWERAGE CHARGES

Unmeasured water and sewerage charges

- 11.1 Unless a customer has agreed a different payment arrangement with the Company, unmeasured charges are payable in full, in advance on 1 April of the charging year.
- 11.2 The Company offers a range of payment plans for unmeasured customers and these are summarised in the table below:

Unmeasured (Non-Household)							
Payment type	Weekly	Fortnightly	Monthly (10 mths)	Monthly (12 mths)*	Quarterly	Single payment 1 April	Two payments 1 Apr & 1 Oct
Cash	Y	Y	Y	Y	Y	Y	Y
Cheque	Y	Y	Y	Y	Y	Y	Y
Credit/ Debit card	Y	Y	Y	Y	Y	Y	Y
Direct debit**	-	-	Y	-	-	-	Y
Standing order	Y	Y	Y	Y	Y	Y	Y
BACS/ CHAPS payment	Y	Y	Y	Y	Y	Y	Y

* Payment by 12 instalments is available on request

** Direct Debit payments can be set for either the 1st, 8th, 15th or 22nd of the month

- 11.3 If a customer pays in 10 monthly instalments, payments are made between April and January. If this option is set up after April, the charges due will be apportioned on a monthly basis so that they are settled by the January in the charging year. Payment is due on the first of the month.
- 11.4 Where a customer has asked to pay more frequently than half-yearly, the Company will provide payment slips except where Direct Debit is being used for payment.
- 11.5 More frequent payments can be agreed with the Company. We will always require a payment plan to be set at a level which clears the current year's charges by the end of the charging year, but if there are arrears on the account we may be able to agree a longer period of time to clear these to make instalments more manageable.
- 11.6 Where a customer has agreed a plan to pay a full year's unmeasured charges by a number of instalments and subsequently fails to pay one or more instalments, the balance of annual charges will become payable immediately and South West Water reserves the right to take recovery action in respect of unpaid charges.
- 11.7 Details of where payments can be made are set out on customer bills and available on our website southwestwater.co.uk. Further advice is available from the Accounts helpline.

Measured water and sewerage charges

- 11.8 Measured charges are payable in arrears and unless a customer has agreed a different payment arrangement with the Company, they are payable within 14 days of a bill being issued.
- 11.9 The Company offers a range of payment plans for unmeasured customers and these are summarised in the table below:

Measured (Non-Household)							
Payment type	Weekly	Fortnightly	Monthly (10 mths)	Monthly (12 mths)*	Quarterly	Single payment 1 April	Two payments 1 Apr & 1 Oct
Cash	Y	Y	-	Y	Y	-	-
Cheque	Y	Y	-	Y	Y	-	-
Credit/ Debit card	Y	Y	-	Y	Y	-	-
Direct debit**	-	-	-	Y	Y	-	-
Standing order	Y	Y	-	Y	Y	-	-
BACS/ CHAPS payment	Y	Y	-	Y	Y	-	-

* Payment by 12 instalments is available on request

** Direct Debit payments can be set for either the 1st, 8th, 15th or 22nd of the month

11.10 Customers who set up a monthly payment plan (Direct Debit, Standing Order) will receive two bills a year, the Company aims to base these on actual meter readings. Customers who are not on a payment plan will receive four bills per year, the Company will aim to provide two bills based on actual meter reads. Details of when and individual meter is due to be read are issued to customers when they have a meter installed or move into a metered property.

11.11 The Company reserves the right to read meters and issue bills on a monthly basis.

11.12 The Company operates a special Meter Payment Plan for metered customers. Under the Plan customers agree to pay a fixed amount each month. At the end of each year the Company will review the account and make any adjustments to the required monthly payment if water use has changed and the amount being paid is too high or too low.

11.13 If the account is in credit, customers can choose to have the over-payment refunded or carried forward to reduce next year's payments. If not enough has been paid, the debt will be added to the following year's bill and monthly payments re-set to repay the outstanding balance over the next 12 months.

Failure to pay charges when they are due

11.14 If after a first reminder, we do not receive payment due, the Company will send a second reminder and notice that it intends to ask the county court to issue a claim for non-payment and advise you of our disconnection procedure (see our Isle of Scilly Non-Household Code of Practice for further details).

11.15 Where water is supplied solely to a property other than a domestic dwelling, the Company reserves the right to disconnect the water supply if the debt is not paid. Payment, as specified in paragraph 5.40(a), will be required to reconnect the supply as well as payment of a significant proportion of the outstanding debt.

SECTION 12 – SEARCHES FEES AND ENVIRONMENTAL INFORMATION REPORTING

- 12.1 Where the Company agrees to undertake a search of its records for any person there will be a standard charge of £45.30* for each routine (residential CON29DW search) enquiry. Other searches are available – see sourceforsearches.co.uk.
- 12.2 No charge will be made for sending a customer a copy of the information on the Drinking Water Quality Register for the Water in Supply Zone in which they live because they are unable to attend a Company office to inspect the Register. Charges will be made for providing information from the Register about Zones in which the enquirer does not live.

Environmental Information Reporting

- 12.3 The Environmental Information Regulations allow the information provider to make a reasonable charge for providing environmental information.
- 12.4 Where fees are required, a Fees Notice requesting payment will be issued and no further action will be taken until a fee is received. The time taken to pay the fees does not count as part of the 20 working day target for responding to requests, and it will be necessary to receive the due fee before providing the information requested.
- 12.5 We may charge for:
- (a) staff time for locating and retrieving information, except where the time spent is minimal
 - (b) Printing or photocopying costs
 - (c) Copying to different media including photographic prints, scanning to CD-ROM, etc – details will be provided when responding to the particular request
 - (d) Postage or other delivery charges
- 12.6 We will not charge for:
- (a) Information available on the South West Water Ltd website
 - (b) Copies of any publication (e.g. leaflets or reports) already made available by the Company
 - (c) Inspecting public registers or examining information at South West Water's Head Office
- 12.7 Please note that these charges are correct at 1 April 2020 and will be reviewed to comply with any fees, or charges or regulations published.
- 12.8 The Company reserves the right to waive charges where appropriate.
- 12.9 The Company charges a fee of £25.00* per hour per person for staff time.
- 12.10 Charges for photocopying and postage are as specified in paragraph 12.11 and 12.12 below.

Other Information

- 12.11 The company may charge for providing other information:

Photocopying/printing

Black & white	A4	£0.085*/sheet
	A3	£0.17*/sheet
Colour	A4	£0.85*/sheet
	A3	£1.70*/sheet

- 12.12 Where more than 40 sheets are provided, time will also be charged at £12.50* per hour or part hour with a minimum charge of £12.50*. Postage will be charged at cost.
- 12.13 Payment will be required in advance. In cases where significant amounts of information are being requested, the Company will estimate the cost of provision and reserves the right to charge an additional amount should actual cost vary significantly from the estimate.

NB Certain of the Company's records are open for inspection free of charge during normal office hours.

APPENDIX 1 – NON-STANDARD SINGLE SERVICE TARIFFS

The following table contains the tariffs and charges for single service Non-household customers using 0.5 – 5.0MI

Description of charge	Wholesale Charge 2020/21 £	Retail Charge 2020/21 £	Total charge 2020/21 £ (excluding VAT)
Measured water supply charges			
Metered fixed charges (£ per annum)			
<15mm - 22mm	32.15	2.57	34.72
23mm – 28mm	48.22	3.86	52.08
29mm – 42mm	62.49	5.00	67.49
43mm – 65mm	112.34	8.99	121.33
66mm – 80mm	124.14	9.93	134.07
81mm – 100mm	135.95	10.88	146.83
101mm – 201mm and above	147.90	11.83	159.73
Metered variable charges (£ per m3)	1.9101	0.1528	2.0629

Description of charge	Charge 2020/21 £					
	Full (Foul, Surface water drainage, and highway drainage)	Abated (Foul and Highway drainage)	Foul only	Highway drainage only	Surface water drainage only	Surface water drainage and Highway drainage
Measured sewerage charges						
Metered fixed charges (£ per annum)						
<15mm - 22mm (wholesale charge)	53.13	31.88	31.88	0.00	21.25	21.25
<15mm - 22mm (retail charge)	5.31	3.19	3.19	0.00	2.13	2.13
<15mm - 22mm (total charge)	58.44	35.07	35.07	0.00	23.38	23.38
23mm – 28mm (wholesale charge)	60.31	39.06	39.06	0.00	21.25	21.25
23mm – 28mm (retail charge)	6.03	3.91	3.91	0.00	2.13	2.13
23mm – 28mm (total charge)	66.34	42.97	42.97	0.00	23.38	23.38
29mm – 42mm	67.33	46.08	46.08	0.00	21.25	21.25

(wholesale charge)						
29mm – 42mm (retail charge)	6.73	4.61	4.61	0.00	2.13	2.13
29mm – 42mm (total charge)	74.06	50.69	50.69	0.00	23.38	23.38
43mm – 65mm (wholesale charge)	88.86	67.61	67.61	0.00	21.25	21.25
43mm – 65mm (retail charge)	8.89	6.76	6.76	0.00	2.13	2.13
43mm – 65mm (total charge)	97.75	74.37	74.37	0.00	23.38	23.38
66mm – 80mm (wholesale charge)	95.89	74.64	74.64	0.00	21.25	21.25
66mm – 80mm (retail charge)	9.59	7.46	7.46	0.00	2.13	2.13
66mm – 80mm (total charge)	105.48	82.10	82.10	0.00	23.38	23.38
81mm – 100mm (wholesale charge)	103.07	81.82	81.82	0.00	21.25	21.25
81mm – 100mm (retail charge)	10.31	8.18	8.18	0.00	2.13	2.13
81mm – 100mm (total charge)	113.38	90.00	90.00	0.00	23.38	23.38
101mm and above (wholesale charge)	110.26	89.01	89.01	0.00	21.25	21.25
101mm and above (retail charge)	11.03	8.90	8.90	0.00	2.13	2.13
101mm and above (total charge)	121.29	97.91	97.91	0.00	23.38	23.38
Measured variable charges (£ per m3) (wholesale charge)	3.3364	2.8364	2.4138	0.4225	0.5000	0.9225
Measured variable charges (£ per m3) (retail charge)	0.3336	0.2836	0.2414	0.0423	0.0500	0.0923
Measured variable charges (£ per m3) (total charge)	3.6700	3.1200	2.6552	0.4648	0.5500	1.0148

APPENDIX 2 – NON-STANDARD DUAL SERVICE TARIFFS

The following table contains the tariffs and charges for dual service Non-household customers using 0.5 – 5.0MI

Description of charge	Wholesale Charge 2020/21 £	Retail Charge 2020/21 £	Total charge 2020/21 £ (excluding VAT)
Measured water supply charges			
Metered fixed charges (£ per annum)			
<15mm - 22mm	32.15	1.88	34.03
23mm – 28mm	48.22	2.83	51.05
29mm – 42mm	62.49	3.66	66.15
43mm – 65mm	112.34	6.59	118.93
66mm – 80mm	124.14	7.28	131.42
81mm – 100mm	135.95	7.97	143.92
101mm – 201mm and above	147.90	8.67	156.57
Metered variable charges (£ per m3)	1.9101	0.1528	2.0629

Description of charge	Charge 2020/21 £					
	Full (Foul, Surface water drainage, and highway drainage)	Abated (Foul and Highway drainage)	Foul only	Highway drainage only	Surface water drainage only	Surface water drainage and Highway drainage
Measured sewerage charges						
Metered fixed charges (£ per annum)						
<15mm - 22mm (wholesale charge)	53.13	31.88	31.88	0.00	21.25	21.25
<15mm - 22mm (retail charge)	3.72	2.24	2.24	0.00	1.50	1.50
<15mm - 22mm (total charge)	56.85	34.12	34.12	0.00	22.75	22.75
23mm – 28mm (wholesale charge)	60.31	39.06	39.06	0.00	21.25	21.25
23mm – 28mm (retail charge)	4.23	2.74	2.74	0.00	1.50	1.50
23mm – 28mm (total charge)	64.54	41.80	41.80	0.00	22.75	22.75
29mm – 42mm (wholesale charge)	67.33	46.08	46.08	0.00	21.25	21.25

29mm – 42mm (retail charge)	4.72	3.23	3.23	0.00	1.50	1.50
29mm – 42mm (total charge)	72.05	49.31	49.31	0.00	22.75	22.75
43mm – 65mm (wholesale charge)	88.86	67.61	67.61	0.00	21.25	21.25
43mm – 65mm (retail charge)	6.24	4.74	4.74	0.00	1.50	1.50
43mm – 65mm (total charge)	95.10	72.35	72.35	0.00	22.75	22.75
66mm – 80mm (wholesale charge)	95.89	74.64	74.64	0.00	21.25	21.25
66mm – 80mm (retail charge)	6.73	5.23	5.23	0.00	1.50	1.50
66mm – 80mm (total charge)	102.62	79.87	79.87	0.00	22.75	22.75
81mm – 100mm (wholesale charge)	103.07	81.82	81.82	0.00	21.25	21.25
81mm – 100mm (retail charge)	7.23	5.74	5.74	0.00	1.50	1.50
81mm – 100mm (total charge)	110.30	87.56	87.56	0.00	22.75	22.75
101mm and above (wholesale charge)	110.26	89.01	89.01	0.00	21.25	21.25
101mm and above (retail charge)	7.74	6.24	6.24	0.00	1.50	1.50
101mm and above (total charge)	118.00	95.25	95.25	0.00	22.75	22.75
Measured variable charges (£ per m3) (wholesale charge)	3.3364	2.8364	2.4138	0.4225	0.5000	0.9225
Measured variable charges (£ per m3) (retail charge)	0.3336	0.2836	0.2414	0.0423	0.0500	0.0923
Measured variable charges (£ per m3) (total charge)	3.6700	3.1200	2.6552	0.4648	0.5500	1.0148