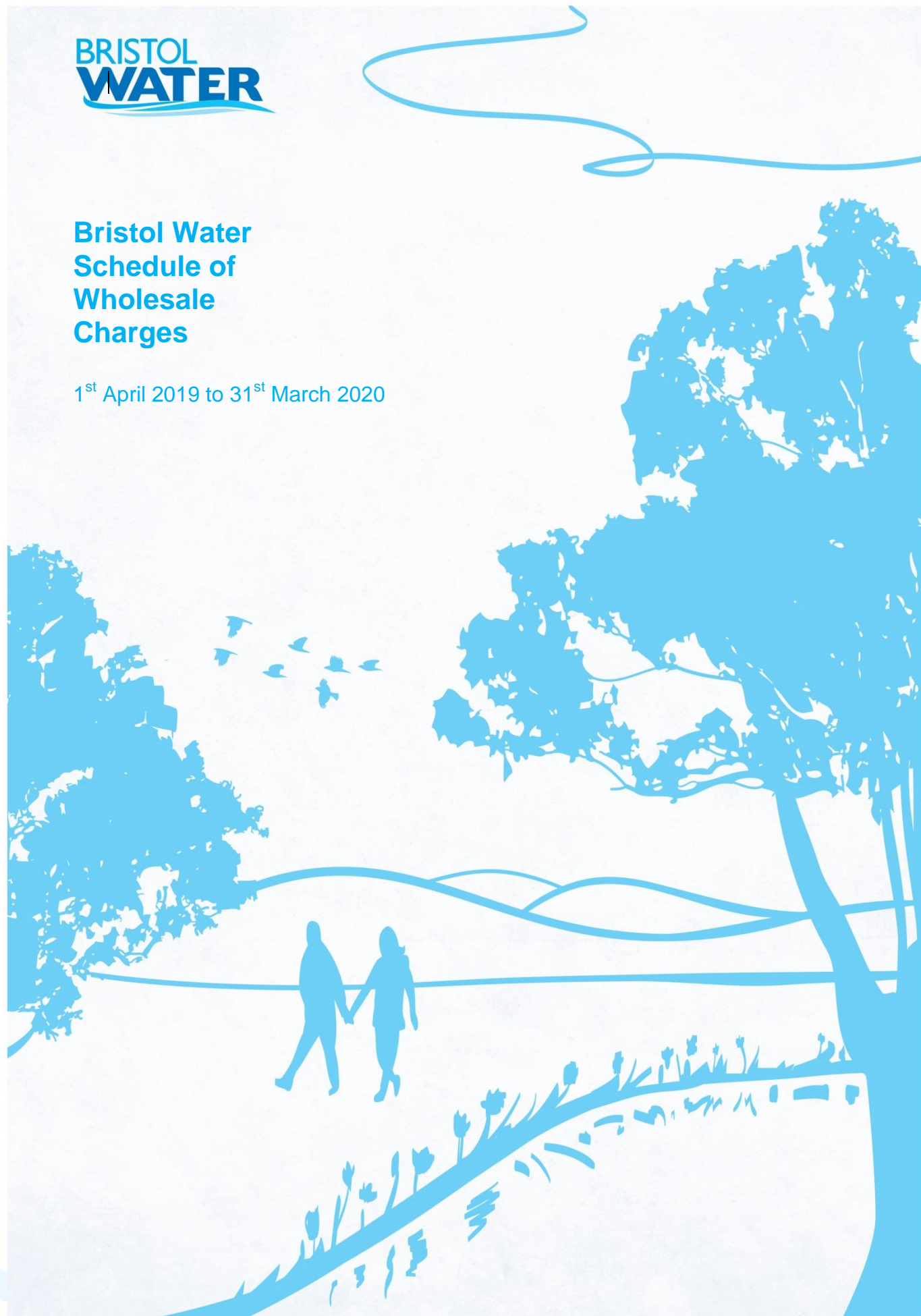




Bristol Water Schedule of Wholesale Charges

1st April 2019 to 31st March 2020

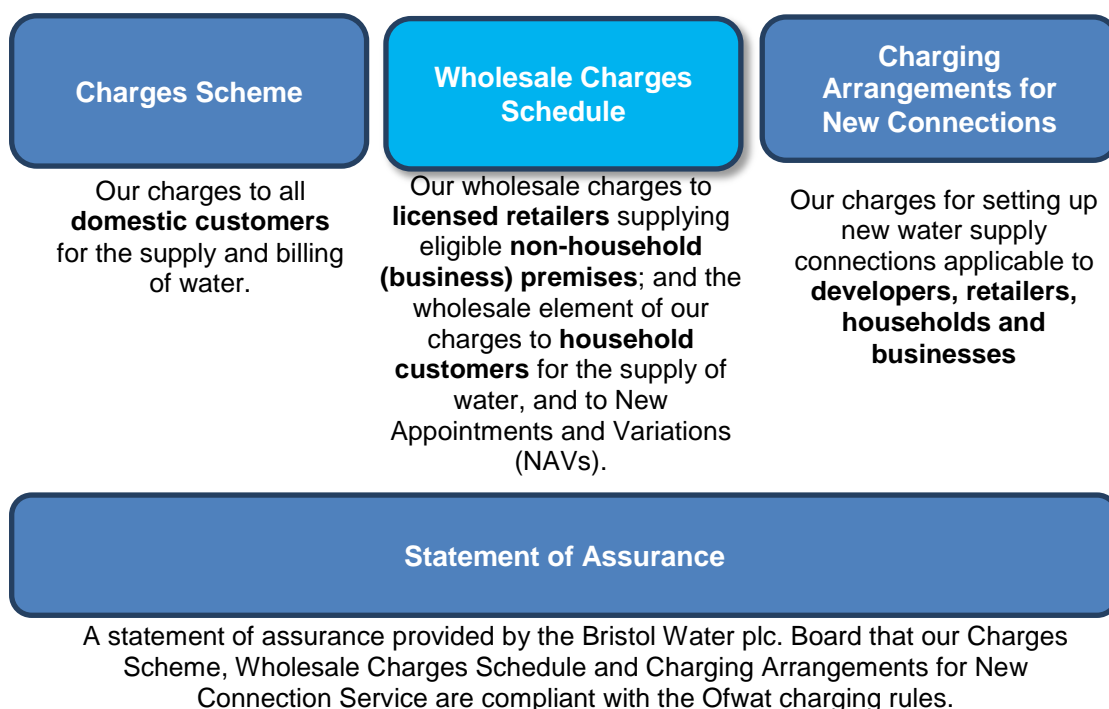


Contents

1	Introduction	3
2	General Information	3
3	Unmeasured Water – Household Customers	5
4	Measured Water - Household Customers.....	6
5	Measured Water - Non-Household Customers	7
6	Unmeasured Water – Non-Household Customers.....	8
7	Special Agreement Tariffs	9
8	Non-Potable Supplies.....	10
9	Methods of Charging	11
10	Switching to Measured Charges.....	13
11	Non- Primary Services and Charges for Retailers	14
12	Bulk Supply Charges for New Appointment and Variations (NAVs)	18
13	Contact Details.....	20
	Appendix One – Bristol Water Area of Supply	21

1 Introduction

Annual Charges Publications



2 General Information

- 2.1 Ofwat's PR14 Price Determination set separate controls for wholesale and retail activities. The charges presented in this schedule represent tariffs for **wholesale** activities only. Combined wholesale and retail tariffs for customers not eligible for business retail competition ("household customers") are shown in the Bristol Water Charges Scheme document.
- 2.2 The wholesale charges stated in this document are payable by retailers, end user prices will be set by the retailer. Bristol Water exited the business retail market with effect from April 2017.
- 2.3 Bristol Water provides water to customers within the area of supply shown in Appendix One.
- 2.4 Bristol Water household customers are billed by Pelican (formerly known as BWBSL), a company jointly owned by Bristol Water and Wessex Water, which is also responsible for billing Wessex Water customers for water and sewerage services.

- 2.5 All non-household customers are able to choose their retail service provider.
- 2.6 All wholesale charges will be subject to VAT where appropriate and are stated net of VAT in this document.

3 Unmeasured Water – Household Customers

- 3.1 The charges listed in this section represent the wholesale element of the bill applicable to unmeasured household customers. Household customers are also subject to a retail charge. Details of the combined tariffs payable by customers are available in our Charges Scheme document, published on 1st February.
- 3.2 Standing Charge per annum: **£10.84**
- 3.3 Charge per pound of Rateable Value: **£1.1090**
- 3.4 Caravans - Caravans are charged the standing charge plus 75% of the standard RV charge. For 2019/20 the charge per pound of rateable value for caravans is: 83.17p
- 3.5 Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 3.6 If an unfurnished unmetered property is undergoing refurbishment or renovation, unmetered charges are legally payable. The customer may however switch to a metered charge, by having a water meter installed. Where there is evidence of low water usage during the works, we may agree to charge only 50% of the unmetered charges due, on a pro rate basis for the period of refurbishment or renovation. The customer or the person carrying out the works must notify the Company and request this reduction in the charges. If a property is being used for storage, it will be considered occupied with charges made against the owner of the premises.
- 3.7 If a property is unoccupied due to the customer being hospitalised or residing in care charges will not normally apply. The customer or their representative should contact their retailer at the earliest possible opportunity to inform them of this situation.
- 3.8 Following the death of the sole occupier of a property, charges will not normally apply (from the date of death). The deceased's executors should contact their retailer at the earliest possible opportunity to inform them of these circumstances.
- 3.9 Sprinkler Charges - An unmeasured customer using a sprinkler or other automatic garden-watering device will be charged an annual fee of £50. The Company reserves the right to selectively meter customers using sprinklers or other automatic garden-watering devices.

4 Measured Water - Household Customers

- 4.1 The charges listed in this section represent the wholesale element of the bill applicable to unmeasured household customers. Household customers are also subject to a retail charge. Details of the combined tariffs payable by customers are available in our Charges Scheme document, published on 1st February.
- 4.2 Standing Charge: **£12.59** per annum
- 4.3 Volumetric Charge per cubic metre of water: **£1.3328**
- 4.4 Assessed Charges – Where it is not possible to fit a meter and the customer does not wish to remain on Rateable Value charging, an assessed charge will be levied. This will consist of the Standing Charge as set out in para 4.2 above plus a charge per bedroom of:
- First Bedroom: £71.17
 - Each Additional Bedroom: £47.45
- 4.5 Customers in sheltered accommodation may be eligible for a discounted level of assessed charge – see page 12 for details.
- 4.6 Where an assessed charge property is occupied by one person we will not charge for additional bedrooms. Customers must contact BWBSL to inform us of their eligibility for this discount. Proof of single-occupancy may be required.
- 4.7 Leakage allowances may be given, according to the terms set out in the latest version of our leakage allowance leaflet.
- 4.8 Vacant Properties – Measured vacant properties are not charged, however meter readings will still be taken and if any consumption is recorded normal charges will apply.
- 4.9 Premises that are undergoing refurbishment or being used for storage will be considered occupied, with charges made to the owners of the premises
- 4.10 If a property is unoccupied due to the customer being hospitalised or residing in care charges will not normally apply. The customer or their representative should contact their retailer at the earliest possible opportunity to inform them of this situation.
- 4.11 Following the death of the sole occupier of a property, charges will not normally apply (from the date of death). The deceased's executors should contact their retailer at the earliest possible opportunity to inform them of these circumstances.

5 Measured Water - Non-Household Customers

- 5.1 These charges are for the wholesale services provided by Bristol Water. Charges for retail services provided by retailers will be added to the tariffs payable by customers. Details of these tariffs are available from your Retailer.
- 5.2 Non-Domestic charges are grouped into bands based on annual consumption. These tariffs are detailed in the table below.

Band	Forecast annual use in cubic metres	Fixed annual charges £	Volume charges (£ per cubic metre)
A	to 500,000	24851	0.9647
B	to 250,000	9888	1.0255
C	to 100,000	4245	1.0838
D	to 50,000	1923	1.1410
E	to 15,000	39.75	1.2878
F	to 5,000	11.55	1.3064
G	Under 1,000	5.33	1.3234

5.3 Assessed Charges

Where water is not used by the customer in a production process a banded charge will be levied. Bands will consist of up to 5 employees. The first band is charged at £55.57 subsequent bands are charged at £39.94. In addition a standing charge of £5.33 will be made.

- 5.4 Where water is used by the customer as part of a production process, we will undertake a site survey during which evidence of process consumption must be provided by the applicant. We will then make an individual assessment.
- 5.5 Leakage allowances may be given, according to the terms set out in the latest version of our leakage allowance policy.
- 5.6 Vacant properties – Normal charges apply to vacant measured agricultural properties. For other vacant measured non-household properties charges will not apply, unless meter readings record consumption in which case normal charges will apply.

6 Unmeasured Water – Non-Household Customers

- 6.1 These charges are for the wholesale services provided by Bristol Water. Charges for retail services provided by retailers will be added to the tariffs payable by customers. Details of these tariffs are available from your retailer.
- 6.2 Standing Charge per annum £10.65
- 6.3 Charge per £RV 1.1114
- 6.4 Trough Charges - Field troughs unless metered, fixed standpipes and similar devices will be charged at: £315.00 per annum.
- 6.5 Vacant Properties – Unfurnished unmeasured vacant properties are not charged.
- 6.6 If an unfurnished unmetered property is undergoing refurbishment or renovation, unmetered charges are legally payable. The customer may however switch to a metered charge, by having a water meter installed. Where there is evidence of low water usage during the works, we may agree to charge only 50% of the unmetered charges due, on a pro rate basis for the period of refurbishment or renovation. The customer or the person carrying out the works must notify the retailer and request this reduction in the charges. If a property is being used for storage, it will be considered occupied with charges made against the owner of the premises.

7 Special Agreement Tariffs

7.1 Bristol Water is currently engaged in special agreements with a small number of customers, where discounted water supplies are provided, normally in exchange for historic access arrangements.

7.2 Each agreement is subject to separate terms and conditions relating to the end user tariff, but for the purpose of wholesale charges we have simplified these into six special agreement tariffs.

7.3 Each tariff may comprise some or all of:

- a fixed charge per customer per year,
- a volumetric charge per cubic meter,
- an allowance of water for which no charge is made; or
- an allowance of water to be charged at a discounted rate

7.4 Our wholesale special agreement charges for 2019/20 are:

Special Agreement Tariff Short Code	Fixed Annual Charge 2019-20 (£)	Volume Charge 2019-20 (£/m ³)	First Block Charge (£/m ³)	First Block Volume (m ³)
SA1	0.00	1.2406	0.0209	273
SA2	0.00	0.8174	n/a	n/a
SA3	0.00	0.00	n/a	n/a
SA4	3087.50	0.00	n/a	n/a
SA5	11.55	1.3064	n/a	n/a
SA6	5.33	0.7277	n/a	n/a

7.5 We also have a small number of customers who receive free supplies of potable or non-potable water. These are designated as Band Z.

8 Non-Potable Supplies

- 8.1 Where a customer's circumstances do not require water to be treated to normal standards, we may be able to offer a non-potable supply, if this is technically possible.
- 8.2 Any application for a non-potable supply should be made to Bristol Water to assess the technical feasibility.
- 8.3 Non-potable supplies are charged at the following rates. Customers anticipating to use more than 50,000m³ should contact the Company for a specific tariff based on the site.

Band	Forecast annual use in cubic metres	Fixed annual charges £	Volume charges (£ per cubic metre)
A	to 500,000	on application	on application
B	to 250,000	on application	on application
C	to 100,000	on application	on application
D	to 50,000	1923.00	1.0497
E	to 15,000	39.75	1.1848
F	to 5,000	11.55	1.2018
G	Under 1,000	5.33	1.2176

9 Methods of Charging

9.1 Household Unmeasured Charges

- a) Customers on unmeasured charges are charged a standing charge, and a variable charge calculated by the Rateable Value (RV) of their property. Unmeasured customers may choose to switch to Measured Charges.
- b) Notional Rateable Value - Where unmeasured properties have been structurally altered then we will use a 'notional rateable value' that is based on comparable households or similar properties of the same type. These may be used on a temporary basis or as a permanent charge depending on circumstances. This may also apply where the property has been substantially altered so that the loading units have increased by 25%. (A standard property has a loading unit of 24 through such items as taps and other water fittings). These charges are detailed in the table below:

Property Type	No. of Bedrooms	Notional RV £	Property Type	No. of Bedrooms	Notional RV £
Bedsit	1	80	Semi detached	1	230
Flat/ Maisonette	1	110		2	260
	2	140		3	290
	3	170		4*	320
	4*	200	Detached	1	290
Terrace	1	170		2	320
	2	200		3	350
	3	230		4*	380
	4*	260			
Temporary caravan charge		95			

*note: Add £30 Notional RV for each additional bedroom.

- c) Where none of these applies, a fixed annual fee of £264 will be used.

9.3 Household Measured Charges

- a) Customers on measured charges are charged a standing charge, and a variable charge based on their water consumption, which is measured by a water meter fitted by Bristol Water.
- b) Retailers are responsible for reading customer meters.
- c) If a customer believes that the consumption recorded on their bill is incorrect they may contact their retailer who will investigate. A guide to the normal consumption of a household can be found on the Bristol Water

website www.bristolwater.co.uk and in the “Now you’ve turned on to water metering” leaflet provided to new measured customers.

- d) The retailer may request that the meter is tested to check its accuracy. The cost of this to the retailer is £70, plus VAT. If the meter is found to have been recording inaccurately the cost of the meter testing will not be payable.

9.4 Household Assessed Charges

- a) Where a household customer has requested to be charged on a measured basis, but it is not possible to install a water meter at their property, the customer may be offered an assessed charge, based on the number of bedrooms in their property.
- b) Where customers live in sheltered accommodation with communal laundry facilities, we may discount the bedroom-related portion of the assessed charge by 15%. Please contact Pelican for more details of this discount.

10 Switching to Measured Charges

- 10.1 Household customers who are charged on an unmeasured basis have the option to switch to a measured charge, by having a water meter installed. The cost of the meter installation is normally free to domestic customers.
- 10.2 Bristol Water operates a change of occupier metering policy, whereby the Company may install a meter at a customer's property. When there is a change of occupier at that property, measured charges may commence.
- 10.3 Household customers who wish to switch to a measured charge should contact Pelican.
- 10.4 Non-Household customers who wish to switch to a measured charge should contact their retailer.

11 Non- Primary Services and Charges for Retailers

- 11.1 Our non-primary charges to Retailers are set out in this section.
- 11.2 If the work related to the non-primary services is completed outside of the agreed code service level, unless this is outside of our control, then any non primary charge will not be passed on to the Retailer.
- 11.3 Verification or confirmation of a supply - At a retailer's request we will carry out supply route, leakage and/or high consumption checks. For a meter confirmation or supply route check where our data is found to be incorrect then no charge will apply.

Product/Service	Charge Basis	Wholesale Charge
Single person site visit during Standard Hours (services and/or meter details are as specified)	Fixed Price	£71
Single person site visit outside Standard Hours (services and/or meter details are as specified)	Fixed Price	£94
Additional resource (irrespective of time) when services and/or meter details are as specified	Fixed Price	£71

- 11.4 Water Regulations Breach/Inspections - following a Water Regulations Breach or Inspection, we will carry out follow up visits. If the work to rectify the breach or infringements has not been successfully started or completed, then an abortive charge will apply (up to a maximum of 3).
- 11.5 At a retailer's request we will also provide Water Regulations advice/Information.

Product/Service	Charge Basis	Wholesale Charge
Bristol Water's Water Regulation aborted visit	Fixed Price	£74
Repeat Inspection during Standard Hours	Fixed Price	£74
Repeat Inspection outside Standard Hours	Fixed Price	£98
Additional resource (irrespective of time)	Fixed Price	£74
Advice/Information on Water Regulations	Fixed Price	£74

- 11.6 Temporary Disconnections of a Supply - At a retailer's request we will carry out a temporary disconnection to their customer's supply.

Product/Service	Charge Basis	Wholesale Charge
Standard disconnection during Standard Hours where no pipework modifications or excavation is required	Fixed Price	£82
Standard disconnection outside Standard Hours where no pipework modifications or excavation is required	Fixed Price	£131

Product/Service	Charge Basis	Wholesale Charge
Non-standard disconnection where excavation or pipework modifications are required (water regulations breach/illegal use)	Quotation	Quote

11.7 Permanent Disconnection of a Supply for non-payment - At a retailer's request we will carry out a permanent disconnection to their customers supply. Where the permanent disconnection is for non-payment, we may request that the retailer or their representative will also be on-site during this work.

Product/Service	Charge Basis	Wholesale Charge
Survey during Standard Hours	Fixed Price	£71
Survey outside Standard Hours	Fixed Price	£94
Survey requiring additional resources	Fixed Price	£71
Permanent disconnection	Quotation	Quote

11.8 Permanent Disconnect of a Supply following a Customer request – At a Customer's request via their retailer, we will carry out a survey and a permanent disconnection of the supply.

Product/Service	Charge Basis	Wholesale Charge
Survey charge if disconnection cancelled at customers request	Fixed Price	£71
Permanent disconnection (Customer Request)	Fixed Price	£0

11.9 Reconnection of a Supply at a retailer's request following a temporary disconnection only.

Product/Service	Charge Basis	Wholesale Charge
Standard reconnection during Standard Hours where no pipework modifications or excavation is required	Fixed Price	£71
Standard reconnection outside Standard Hours where no pipework modifications or excavation is required	Fixed Price	£94
Non-standard reconnection where excavation or pipework modifications are required	Quotation	Quote

11.10 Metering

At a retailers request we will carry out the following metering activities, where the meter belongs to BW.

Product/Service	Charge Basis	Wholesale Charge
Survey during Standard Hours	Fixed Price	£73
Survey outside Standard Hours	Fixed Price	£97
Survey requiring additional resource	Fixed Price	£73
Exchanging a meter standard in existing chamber with minimal pipework modification (concentric in stop tap box)	Fixed Price	£139
Exchanging a meter - non-standard, where excavation or pipework and/or chamber modifications are required	Quotation	Quote
Exchanging a meter standard in existing chamber with minimal pipework modification (Inline up to 25mm)	Fixed Price	£214
Exchanging a meter standard in existing chamber with minimal pipework modification (Inline up to 40mm)	Fixed Price	£442
Exchanging a meter standard in existing chamber with minimal pipework modification (RF concentric in stoptap box)	Fixed Price	£160
Install a meter standard in existing chamber with minimal pipework modification (concentric in stoptap box)	Fixed Price	£160
Meter option installation	Quotation	Quote
Meter option installation Survey during Standard Hours	Fixed Price	£73
Meter option installation Survey outside Standard Hours	Fixed Price	£97
Meter Accuracy Test 15mm to 20mm Concentric meter, where the meter is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988	Fixed Price	£70
Meter Accuracy Test in-line Meters, where the meter is found to be recording within the limits set out in the Measuring Equipment (Cold Water Meter) Regulations 1988	Quotation	Quote

11.11 Water Quality Advice – on request we will provide water quality advice, for a fixed price of £67. Information on water quality can be obtained via the “in your area” section of our website

11.12 Accredited Entity Assistance – Bristol Water recognises the WIRSAE scheme, if we are requested by the retailer we will assist an accredited entity in carrying out their work. Please refer to our website for the scopes recognised.

Product/Service	Charge Basis	Wholesale Charge
Visit during Standard Hours	Fixed Price	£71
Visit outside Standard Hours	Fixed Price	£94

- 11.13 Leakage repair follow up visit (following the issuing of a 14 day or 7 day leakage waste of water notice) – if we have been advised by the retailer that a private leak has been repaired and our follow up visit shows the leak to still be running, then the abortive charge of £71 will apply (and for any further visits until the leak is repaired).
- 11.14 Abortive Visit or Missed Appointment - Where the retailer or their customer misses an appointment they have made with us, then a charge of £71 will apply.
- 11.15 Damage to Apparatus – Any damage to Bristol Water apparatus will be charged at cost. The cost recovered will be dependent on the equipment damaged and will be calculated as the total cost of the repair or replacement plus company overhead and margin.
- 11.16 Meter Reading – Bristol Water does not carry out any meter reading activities. Our household and non-market meters are presently read by Pelican Business Services. Should you wish to enquire about Pelican Business Services' meter reading services, please contact them directly on 0345 600 3600 or visit their website <https://www.pelican.co.uk/meter-reading-terms-and-conditions/>
- 11.17 No charge will be made by Bristol Water to provide data from our existing operational loggers where this is accessible and available. Please refer to our Data logger policy in advance of any request.
- 11.18 We do not provide replacement of lead service pipes or the provision and maintenance of fire hydrant services to water supply licensees. Charges to retailers to us are made under section 9 of Business Terms in the Market Code.

12 Bulk Supply Charges for New Appointment and Variations (NAVs)

- 12.1 For 2019/20 we have developed a tariff that will provides New Appointment and Variations (NAV) Licence holders with a method through which to calculate the wholesale bulk supply charges that are due to them. Our NAV tariff will apply to new NAV sites after 1 April 2019, but is also an option for existing NAV sites to agree to transition to at their option.
- 12.2 In line with the May 2018 Ofwat guidance, the tariff operates based on the characteristics on the NAV sites. It then makes deductions for:
- Our average operating and maintenance costs of local distribution networks
 - A depreciation allowance, for the on-site infrastructure cost with an average asset life of 80 years. This has been calculated based on a typical site based on the schedule of costs set out in our charging arrangements for new connections document.
 - A return on the assets operated by a NAV, using Ofwat's decision on the WACC for a NAV of 4.74%.
- 12.3 The calculation of operating and maintenance costs has used average treated water distribution costs from our Annual Performance Report table 4D. We apply 73% of £20.8m annual operating cost to distribution as opposed to trunk mains, and then assume 6m of on-site main per property, using the same calculation as we use for the construction cost per property shown below. Based on mains length this applies 51% of operating cost to local distribution on-site. Using distribution input volumes (to take account of leakage) this calculates as 6.1p/m³ discount.
- 12.4 Based on a schedule of rates for a 500 property development that would be typical for a NAV site we calculated a cost per property of £1,256. Using an 80 year life this calculates a maintenance cost of 13.9p/m³ per annum.
- 12.5 For the rate of return we took into account that 50% of the site cost would relate to customer service pipes and also our 85% income offset, which will be paid to NAVs through a deduction to bulk charges (infrastructure charges from 1 April 2020). This amounted at 4.74% WACC and a value per property of £239, with an average volume usage per property of 83.5m³ we calculated a return discount of 10.9p.m³. The structure for the NAV tariff, compared to the standard wholesale tariff for each customer type can be seen in the table below.
- 12.6 The actual bulk supply charge tariff for the NAV will be calculated using a formula, based on the number of properties on the NAV site in each customer category. An assumed volume of use would be calculated based on the property type on the NAV site in order to apply the formula.

The NAV will provide consumption information for each non-household property, with the remaining volume applied at the household rate. This will be based on the total volume recorded at the bulk meter, as an allowance for leakage are included in the cost of wholesale charges being discounted.

12.7 If the NAV does not wish to provide access to non-household property consumption data, then the property would be billed at the household tariff rate. However, this information should be available through the non-household central market system as the end customer has a choice of retail supplier (they may choose a different retailer from the NAV).

12.8 As our standard wholesale charges for each tariff already reflect some of the level of discount that applies to a household or low using Band G non-household, the level of discount for other non-household tariff bands is reduced. The fixed amount is reduced where this is reflected in the non-household tariff band. In Band A all of the discount is applied to the fixed charges, reflecting that these customers are likely to have connected directly to a major main and already be responsible for their on-site infrastructure. Other bands therefore show a mixture of fixed and variable tariff discounts as we apply the standard “per household tariff” discount from our standard wholesale charges to reflect that the NAV is responsible for construction, operations and maintenance of the assets for the site they serve.

12.9 Where a NAV site has characteristics that are different from our standard calculation, we will consider whether an alternative calculation, based on our standard approach, provides a better calculation of bulk supply charges based on our formula set out in the table below.

Tariff Band	Customer consumption (m3 p.a.)	Fixed annual standard wholesale charge, £	Standard rate wholesale tariff £ per m3	Value of fixed discount	Fixed NAV tariff amount, £ p.a.	On going costs - discount £/m3	Depreciation discount £/m3	Return - discount £/m3	Variable NAV Tariff £/m3
NHH A	<500000	24851.00	0.9647	-24839.45	11.55	0.0000	0.0000	0.0000	0.9647
NHH B	<250000	9888.00	1.0255	-9876.45	11.55	-0.0031	-0.0070	-0.0055	1.0100
NHH C	<100000	4245.00	1.0838	-4233.45	11.55	-0.0138	-0.0314	-0.0246	1.0140
NHH D	<50000	1923.00	1.1410	-1911.45	11.55	-0.0251	-0.0570	-0.0447	1.0143
NHH E	<15000	39.75	1.2878	-28.20	11.55	-0.0540	-0.1229	-0.0963	1.0145
NHH F	<5000	11.55	1.3064	0.00	11.55	-0.0576	-0.1310	-0.1027	1.0151
NHH G	<1000	5.33	1.3234	0.00	5.33	-0.0609	-0.1386	-0.1086	1.0154
H Household tariff		12.59	1.3328	0.00	12.59	-0.0611	-0.1390	-0.1089	1.0238

13 Contact Details

Bristol Water Wholesale Services (For Retailer enquiries and service requests):

Address: Bridgwater Road, Bristol, BS13 7AT
Tel: 03456041495 (Retailer line only)
Website: <http://www.bristolwater.co.uk/your-business/wholesale-information/>
Email: wholesale.desk@bristolwater.co.uk

Pelican (For billing enquiries for household customers):

Address: 1, Clevedon Walk, Nailsea, Bristol BS48 1WA
Tel: 0345 600 3600 (Monday – Friday, 8am to 6pm)
Website: www.bristolwater.co.uk/your-home/billing-and-payments/
Email: customer.services@bwbsl.co.uk

Bristol Water (For operational enquires):

Address: Bridgwater Road, Bristol, BS13 7AT
Tel: 0345 702 3797 (Emergency Service only between 6pm and 8am)
Website: www.bristolwater.co.uk
Email: customer.services@bristolwater.co.uk

Consumer Council for Water:

This independent committee aims to protect customers' interests and investigate customer complaints free of charge.

Address: 8th Floor, Renslade House, Bonhay Road, Exeter, EX4 3AW
Tel: 01392 428 028
Website: www.ccwater.org.uk
Email: southwest@ccwater.org.uk

Water Services Regulation Authority (Ofwat)

Address: Centre City Tower, 7 Hill Street, Birmingham, B5 4UA
Tel: 0121 644 7500
Email: mailbox@ofwat.gsi.gov.uk
Website: www.ofwat.gov.uk

Appendix One – Bristol Water Area of Supply

