

# WHOLESALE CHARGES 2021-2022



## Contents

1. Introduction	2
2. Further information	4
3. Charging policy	5
4. Primary wholesale water supply charges	8
5. Miscellaneous and non-primary wholesale water charges	10
6. Primary wholesale wastewater charges	11
7. The Assessed Charge	14
8. Charge for the disposal of cesspit, septic tank and tankered waste	15
9. Primary wholesale Trade Effluent charges	16
10. The Optional Wastewater tariff	18
11. Managed Demand Tariff	20
12. Reservation Tariff	22
13. Incentives for Retailers	24
14. Glossary	25
15. Assurance	26
16. Schedules	27

# 1. Introduction

## Charges principles

- 1.1 This wholesale charges document is made by Wessex Water Services Ltd (the Company) pursuant to the provisions of the Water Industry Act 1991 (the Act) and of the Instrument of Appointment made under sections 11 and 14 of the Water Act 1989. By the Act and the Instrument of Appointment, the Company is authorised to fix, levy, demand and recover charges for any services provided in the course of carrying out its functions as a water undertaker and as a wastewater undertaker, including the reception and disposal of Trade Effluent.
- 1.2 The wholesale charges contained in this document are fixed by the Company and are effective from 1 April 2021 except where otherwise indicated. Normally, charges are based on a meter reading. Where a meter is not present charges will be calculated by reference to the rateable value of the premises or an Assessed Charge applied in accordance with the provisions of this document.
- 1.3 The provisions of this document do not apply to charges required by the Company from another water or wastewater undertaker (including any potential new or replacement undertaker within the contemplation of section 7 of the Act) for the supply of water in bulk or bulk removal of wastewater. Such charges will be fixed by agreement between the parties having regard to sections 40 and 110A of the Act and any relevant Ofwat guidance.
- 1.4 The wholesale charges document fixes charges payable by the Retailer for wholesale water and wastewater services. There are two types of services:
  - (a) primary services related to the supply of water and the reception, treatment and disposal of foul water, Trade Effluent, surface water drainage, highway drainage; and
  - (b) non-primary services for activities that are not directly related to the provision of primary services.
- 1.5 Water and wastewater services provided by the Company to the Retailer shall be in accordance with the Market Codes and the provisions of the Act.
- 1.6 To the extent that any provisions in this document are inconsistent with the provisions of the Act or the Market Codes, the provisions of the Act or the Market Codes will prevail.
- 1.7 Charges to Household Premises are fixed under the Household Charges Scheme and charges for new connection services are fixed under the New Connection Services Charging Arrangements.
- 1.8 The Company's policy and charges for Accredited Entity providers can be found in the Accredited Entity Policy document.

### **Amount of charges**

- 1.9 The scale of charges applying under each tariff set out in this document are set out in the Schedules to this document.
- 1.10 Notwithstanding this document, the Company has the right so far as compatible with any statutory constraints to fix charges for services provided either by way of agreement with the Retailer or under other statutory powers.

### **Value Added Tax (VAT)**

- 1.11 Charges in this document are stated exclusive of VAT. VAT will be added at the appropriate rate where applicable.

### **Interest**

- 1.12 Interest will be claimed on late payments in accordance with the Market Codes.

## 2. Further information

- 2.1 Further information or advice about any aspect of this document, the option to meter (including the Company's application forms), the Code of Practice for Retailers and the basis of charge for any Non-Household Premises may be obtained from:

Wessex Water Services Limited  
Claverton Down Road  
Claverton Down  
Bath BA2 7WW  
Telephone: 0330 123 1122  
Email: [wholesaleservicedesk@wessexwater.co.uk](mailto:wholesaleservicedesk@wessexwater.co.uk)

### **3. Charging policy**

- 3.1 Under this document charges for supplies of water to Non-Household Premises and/or charges for the drainage of Non-Household Premises are calculated by reference to the volume of water passing through a meter. Where calculation on such basis is not reasonably practicable the Company may apply such other methods for calculating the charges as are notified to the Retailer (including the setting of charges at a fixed amount).
- 3.2 Charges for supplies of water and/or charges for the drainage of Non-Household Premises are payable by the Retailer in accordance with the Market Codes. Retailers should notify the Company of changes in occupancy of Non-Household Premises in accordance with the Market Codes.
- 3.3 Reference to rateable value means the figure published in the rating valuation list as at 31 March 1990. Where no rateable value exists, the Valuation Office Assessment provided by the United Kingdom Valuation Office Agency will be used.
- 3.4 All charges under the wholesale charges document are payable by the Retailer in accordance with the Market Codes.
- 3.5 Where a charge is claimed or referred to in this document the rates applicable are set out in this document's schedules. No charge is made for the availability of the supply of water, or the water taken, for fire extinguishing or the testing of fire extinguishing apparatus.
- 3.6 The discharge of Trade Effluent is charged for under the Act and in accordance with the Market Codes.

### **Powers to meter**

- 3.7 With effect from 1 April 2005 the Company has resolved, as soon as reasonably practicable after their identification, to fix charges in respect of the category of Non-Household Premises referred to in Schedule 8 by reference to the volume of wastewater recorded on a wastewater meter and discharged to a sewer. Until the metering of the premises referred to in the Schedule 8, charges are raised in accordance with the general provisions of this document. Wastewater meters installed pursuant to this policy will be at the expense of the Company.
- 3.8 With effect from 1 April 2005 the Company has resolved, as soon as reasonably practicable after their identification, to fix charges in respect of the category of Non-Household Premises referred to in Schedule 9 Part A by reference to volume. Until metering of the Non-Household Premises referred to Schedule 9 Part A, charges are raised in accordance with the general provisions of this document. Meters installed pursuant to this policy will be at the expense of the Company.
- 3.9 With effect from 1 April 2006 the Company has resolved, as soon as reasonably practicable after their identification, to fix charges in respect of the category of Non-Household Premises referred to in the Schedule 9 Part B by reference to volume. Until

the metering of the Non-Household Premises referred to in the Schedule 9 Part B, charges are raised in accordance with the general provisions of this document. Meters installed pursuant to this policy will be at the expense of the Company.

### **Special category charge**

- 3.10 The special category charge listed in Schedule 1 relates to those premises such as community groups and places of religious worship as defined in Schedule 5 of the Local Government Act 1988 that were eligible for mandatory or discretionary relief from non-domestic business rates.

### **Vacant premises**

- 3.11 Charges will be payable by the Retailer save where the Non-Household Premises are identified as Vacant Premises (as defined in the Market Codes).

### **Commercial leakage policy**

- 3.12 Water lost through unidentified leaks from assets/apparatus supplying Non-Household Premises will be charged for. Retailers can claim for a leak allowance volumetric adjustment using the market process H1 of the operational terms: part 3. Please see the Operations Manual and Policy Document on the Company's website for more information including eligibility criteria.

### **Promotion of efficient water use**

- 3.13 The Company is, by virtue of section 93A of the Act, under a duty to promote the efficient use of water by those to whom it provides services and considers that the Retailer and its customers should attend promptly to the repair of leaks. Accordingly:
- (a) non-return to sewer allowances will not be given for water not returning to sewer due to leaks in service pipes as service pipes should be kept in repair to avoid a breach of section 73 of the Act; and
  - (b) the Company reserves the right, during a charging year, to withdraw the availability of the tariffs described in section 11 if service pipes are not repaired promptly.
- 3.14 The cost of surface water and highway drainage is included and recovered for measured customers through the measured wastewater standing charges in Schedules 3 and 4. For unmeasured customers the cost of surface water and highway drainage is included and recovered through the rateable value charge.

### **Swimming pools**

- 3.15 Effluent emanating from a swimming pool is weaker in strength than average domestic sewage. Where discharges of effluent to a public sewer contain more than 20% by volume of wastewater emanating from a swimming pool, the Retailer may apply for a reduced return to sewer allowance under paragraph 6.3 below. A reduced return to sewer allowance will be applied being that which would have applied but for application

of this paragraph multiplied by the difference between 1 and 40% of the proportion by volume of swimming pool derived wastewater of the total volume of effluent discharged to sewer. This is represented by the following formula:

$$\text{Revised return to sewer allowance} = Y \times (1 - (40\% \text{ of } Z))$$

Where:

Y = return to sewer allowance applying without application of this paragraph

Z = proportion of swimming pool derived wastewater by volume of total effluent discharged to sewer

- 3.16 To recognise the volume of water of a swimming pool that is evaporated and not returned to the sewer, the Company provides an adjustment of 7.646 litres per day for each square metre of uncovered pool area. The Company may vary this value based on the individual circumstances in each case.
- 3.17 To recognise an allowance for water removed that is not returned to the sewer, the Company provides an allowance of 0.75 litres as an approximation per bather per year.
- 3.18 In order to be considered for a reduced return to sewer allowance in respect of discharges of effluent from a swimming pool the Company requires the Retailer to make available accurate information as to the volume of water supplied to the swimming pool itself. Normally this information will need to be provided from monthly sub-meter readings taken over a period of not less than 12 months.

### Assessment of appropriate tariff

- 3.19 The calculation of the volume of water supplied to Non-Household Premises or the volume of sewage effluent discharged from Non-Household Premises for the purpose of establishing which tariff in Schedules 2 or 4 applies is undertaken on the basis of the occupation of a single site occupied by a single Non-Household.
- 3.20 The calculation of such volumes by the Company will be assessed taking into account the volume of water registered as consumed or effluent discharged (where such effluent passing to sewer is directly measured) by any meter serving the Non-Household Premises in the previous charging year after due adjustment for any special factors that make the volumes consumed or discharged unrepresentative (for example, leaks that have been repaired).
- 3.21 The Company reserves the right to re-assess the tariff in which the Non-Household Premises has been placed at any time and adjust charges back to the start of the charges year in which the re-assessment has been made.
- 3.22 In the case of new Non-Household Premises, where there is no representative historic information available, a reasonable assessment will be made by the Company of the annual anticipated consumption or discharge. A Retailer may, in accordance with the provisions of the Market Code, apply to have the volumes re-assessed for the purpose of establishing the relevant tariff in Schedules 2 or 4 by the Company taking into account actual meter readings after the first six months meter reading.



## **4. Primary wholesale water supply charges**

### **Measured supplies**

- 4.1 Measured water supplies are provided subject to the provisions of the Act and any regulations made by the Secretary of State.
- 4.2 A standing charge is payable calculated by reference to the size of meter.
- 4.3 The charging year for measured Non-Household Premises is 1 April to 31 March in the following year (the charging year).
- 4.4 The rates of charge applying to Non-Household Premises served are set out in Schedule 2.

### **Meter testing**

- 4.5 If a request is received to test a meter, a charge is only payable by the Retailer if the meter is found by the Company to be recording within the tolerances referred to in the Water (Meters) Regulations 1988 (the Regulations).
- 4.6 Where a meter is shown to have registered incorrectly (or not at all) the Company may charge on the basis of consumption shown from the previous meter readings in the market where the meter was operating correctly in accordance with the Regulations. Any charges demanded or paid will be adjusted in accordance with the Regulations and the Market Codes.

### **Damage to meter apparatus**

- 4.7 Where a water meter fitted inside Non-Household Premises fails to register correctly (whether due to accidental damage, deliberate damage, unauthorised removal or otherwise) and the Retailer or its customer prevents access for the purpose of its replacement the Company shall be entitled to recover charges for water consumed at such premises until the meter is replaced or repaired in accordance with paragraph 4.8 below.

### **Incorrect registering of measured consumption**

- 4.8 An account shall be taken of the sums payable by the Company or by the Retailer for any period during which the meter has or is deemed to have registered incorrectly; and the balance shall be paid or allowed by the Company or paid by the Retailer, as the case may be.
- 4.9 Where a meter which is connected to a supply of water to Non-Household Premises is proved to have registered less than the volume of water supplied to the Non-Household Premises (or not registered at all in the case of damage or unauthorised removal), the balance payable by the Retailer shall not exceed an amount reflecting the charge for the volume of water which would ordinarily have been supplied to the Non-Household Premises during the six months preceding the last occasion on which the Company or any person duly authorised by them last read the meter for the purpose of ascertaining

the volume of water supplied to the Non-Household Premises, less any sums already paid in respect of that period. Where there has been a change in the occupier or occupiers of the Non-Household Premises since the meter was last read and registered correctly, the Company may use the number of occupants at the Non-Household Premises and average use of water to assess the volume of water used.

### **Access to read meters**

- 4.10 The Retailer will take reasonable steps to secure access to the Non-Household Premises for the Company to repair or replace a meter that has been removed without authority or one that is defective or incorrectly registering. Once a meter fitted inside the Non-Household Premises is repaired or replaced charges from that date will be based on the readings obtained from the meter until such time as it is proved to have registered incorrectly. If a meter within Non-Household Premises cannot be economically replaced or replacement would in the opinion of the Company cause disproportionate damage to fixtures and fittings the Company may elect to base charges on the basis described under paragraph 4.9.

## **5. Miscellaneous and non-primary wholesale water charges**

- 5.1 In addition to the primary charges listed in section 4 above, the Company fixes and recovers other miscellaneous and non-primary wholesale charges as set out in Schedule 7.

## **6. Primary wholesale wastewater charges**

- 6.1 The Company levies a charge (the wastewater charge) for wastewater and sewage disposal services for foul water, surface water drainage and highway drainage for all Non-Household Premises connected directly or indirectly to a sewer or wastewater treatment works vested in the Company.
- 6.2 The rates of charge applying to Non-Household Premises and payable by the Retailer are set out in Schedules 3 and 4.

### **Non-return to sewer**

- 6.3 Where the water supply is measured, the wastewater charge is based on a standing charge and a volume charge assessed by reference to the recorded water supply. Normally, 95% of the recorded water supply consumption will be assessed as returning to the sewer as foul water unless an individual allowance for non-return has been agreed in writing between the Company and the Retailer. Any agreement for a reduced return to sewer below 100% will be effective from the start of the charging year in which the application is made by the Retailer or the date of the new occupancy, whichever is the most recent. This agreement shall not affect charges raised in earlier charging years. Agreement will only be reached where the Retailer is able to show that when taking one year with another, consistently less than 95% of the recorded water supply consumption is returned to sewer as foul water. Where practically possible the retailer should install a sub-meter to accurately measure the volume that is not returned to sewer. No additional allowances will be given for dry summers.

### **Unmeasured charges**

- 6.4 Where the water supply is not measured, wastewater charges are calculated as a rate in the £ applied to the rateable value of premises at 31 March 1990.
- 6.5 Premises not having a rateable value at 31 March 1990 and receiving an unmeasured supply are, subject to paragraph 3.7 above, charged for wastewater on the basis of the Assessed Charge.

### **Wastewater billing in other water supply areas**

- 6.6 Where the measured supply is received from another water company within the wastewater area of the Company, charges for wastewater services are based on meter readings provided by the Retailer in accordance with section 205 of the Act and the Market Codes unless circumstances make it impracticable or inappropriate.

### **Trade Effluent**

- 6.7 Where any water received is discharged as Trade Effluent, this will be calculated in accordance with the Market Codes. Trade Effluent is subject to separate charges – see paragraph 9 and Schedule 5. Different arrangements apply where Non-Household Premises have availed themselves of the provisions of paragraph 10.

## Meter reading

- 6.8 The Company reserves the right to read meters in Non-Household Premises and to claim charges as it considers fit.

## Surface water drainage rebates

- 6.9 Where surface water is disposed other than to the Company's public sewers the Retailer may, in accordance with the Market Codes, apply to the Company for an abatement. Such claim must be supported with information from the Retailer giving reasonable evidence that surface water is disposed of otherwise than to a public sewer. In the case of both measured and unmeasured Non-Household Premises, abatements will apply from the later of 1 April 2015, the date on which the Retailer became responsible for charges for the Non-Household Premises, or the date on which the Non-Household Premises was disconnected from the Company's wastewater system. In the case of measured Non-Household Premises the abatement will be 100% of the surface water drainage element of the standing charge. For the avoidance of doubt, Non-Household Premises with a connection to a sewer vested in the Company who qualify for a surface water abatement, will still contribute towards the service of draining highways, common areas and sewer infiltration.

## Wastewater meters

- 6.10 Retailers may, in writing, apply to the Company for Non-Household Premises to be charged by the volume of surface water disposed to the sewer through a wastewater meter. The type and manufacturer of the wastewater meter must be agreed with the Company. The decision of the Company as to the type and manufacturer of the wastewater meter will be final.

- 6.11 The cost of the meter and its installation (including any reconfiguration of the drains of the Non-Household Premises to capture the total flow of wastewater from the Non-Household Premises) will be at the Retailer's expense. Charges will be assessed on the following basis:

X = 95% of the measured water supply (or such other return to sewer allowance as may be set by the Company in accordance with paragraph 6.3.2 plus in the case of a discharge of Trade Effluent the separately measured volume of Trade Effluent passing to sewer

Y = the volume of wastewater (including surface water and Trade Effluent (if any)) measured on the meter as passing to sewer

Z = the difference in volume between X and Y.

Z will be charged for volumetrically with reference to the R and V rates set out in Schedule 5.

- 6.12 In addition, standard wastewater charges and Trade Effluent charges will be paid in accordance with paragraph 6.3 and Schedule 4, and paragraph 9 and Schedule 5.

- 6.13 The measured wastewater charge in Schedule 4 will apply on the abated basis.
- 6.14 Where pursuant to paragraph 3.7 the Company installs a wastewater meter to measure discharges of wastewater from Non-Household Premises to a Company sewer, the wastewater charge will be fixed by reference to the relevant paragraphs of this document.

#### **Surface water and highway drainage only charge**

- 6.15 Where no election has been made under paragraph 6.9 and no foul water is discharged to a public sewer the Company will levy a surface water drainage and highway drainage only wastewater charge.

## 7. The Assessed Charge

### 7.1 For Non-Household Premises that:

- (a) do not have a valid rateable value (including for the purposes of this document where a property or properties have undergone re-construction, alteration, division, subdivision or amalgamation); and
- (b) are used in part as a home and are eligible for a free meter option under the Act; and
- (c) cannot sensibly be measured due to the cost exceeding £1,000 ("the Limit") and the Retailer has declined to pay the additional expense over the Limit, then

the Company may fix and collect charges for water and wastewater services via the Assessed Charge. This is a charge based on an assessed volumetric consumption applicable to the Non-Household Premises, the details of which are set out in Schedules 1 and 3. As set out in the table below, an appropriate band is applied relative to the annual assessed volumetric consumption (Schedule 1).

Band	Annual Assessed Volumetric Consumption (m3)
1	48
2	84
3	108
4	128
5	154
6	175
7	195
8	215

7.2 The Company retains the discretion to offer an alternative tariff in circumstances where it is agreed that the occupancy is not a true reflection of the usage that is likely to occur at the Non-Household Premises.

7.3 Where Non-Household Premises do not have a valid rateable value and cannot sensibly be measured for the reasons set out in paragraph 7.1 above, the Assessed Charge will be payable from the date of occupation.

## **8. Charge for the disposal of cesspit, septic tank and tankered waste**

- 8.1 Such charges are not part of the Company's appointed business. Charges for the disposal and treatment of tankered waste (including cesspit and septic tank waste) are calculated by the strength and volume of the waste.



## 9. Primary wholesale Trade Effluent charges

- 9.1 Charges are made in respect of the reception, conveyance, treatment and disposal of Trade Effluent discharged from trade premises pursuant to a Trade Effluent consent.
- 9.2 Where the Retailer is providing services to trade premises, Trade Effluent charges are payable at the time the discharge of Trade Effluent is made except where provision to the contrary is made by any agreement between the Retailer and the Company.
- 9.3 Where Trade Effluent is discharged from trade premises into a public sewer, whether directly or indirectly through any intermediate sewer or drain, charges shall be based on the following formula using representative samples taken of the discharge by and at the expense of the Company. The frequency of such sampling is to be determined by the Company in the context of the particular type of Non-Household.

$$C = R + T$$

Where:

C = total charge per cubic metre of Trade Effluent

R = reception and conveyance charge per cubic metre

T = treatment charge per cubic metre

T comprises:

where treatment is primary or where a process is applied producing a similar quality of treated effluent

$$V + \left( \frac{St}{Ss} x^S \right)$$

where treatment is secondary or where a process is applied producing a similar quality of treated effluent

$$V + \left( \frac{Ot}{Os} x^B \right) + \left( \frac{St}{Ss} x^S \right)$$

Where:

V = primary treatment (including preliminary treatment) charge per cubic metre

B = the oxidation charge per cubic metre of deemed standard strength settled foul sewage

S = treatment and disposal charge of primary sludges per cubic metre of deemed standard strength foul sewage

Ot = the Chemical Oxygen Demand, COD, of the Trade Effluent, in mg/l after one hour quiescent settlement

Os = the COD of deemed standard strength settled foul sewage, in mg/l

St = the total suspended solids in the Trade Effluent, in mg/l, at pH7.0 or at the pH of the mixed sewage

Ss = the total suspended solids of deemed standard strength foul sewage in mg/l.

Where Trade Effluent is discharged to a sewage disposal works other than by a public sewer or other pipe vested in the Company, the above formula is amended to  $C = T$ .

- 9.4 The charges appearing in Schedule 5 in respect of the elements in sub-paragraph 9.3 will be levied for Trade Effluent discharged at the deemed standard strength of foul sewage. The deemed standard strength of foul sewage is 802 mg/l COD and 313 mg/l suspended solids.

### Measured service charge

- 9.5 Where samples are taken for charging purposes, in addition to the Trade Effluent charges described above, the Company will levy the Measured service charge to cover the cost of sampling, analysis and compliance as appearing in Schedule 5.

### Sampling

- 9.6 The Retailer may submit results of samples carried out by themselves which the Company may at its absolute discretion, use in addition to samples taken by the Company, for the purpose of assessing charges.

### Non-return to sewer

- 9.7 Where Trade Effluent charges are assessed by reference to the recorded water supply to trade premises, it is the responsibility of the Retailer, in accordance with the Market Codes, to apply to and agree with the Company an allowance for the non-return to sewer of the water supplied. Any application or agreement for an allowance only relates to and is effective from the date of application and shall not affect charges raised in earlier charging years.

## 10. The Optional Wastewater tariff

- 10.1 Where the Retailer is providing Non-Household Premises with a measured water supply, whether from the Company or otherwise, and where Trade Effluent or foul water as referred to in section 106 of the Act (effluent) is discharged to one of the Company's sewage disposal works, (whether by public sewer or by some other pipe not vested in the Company) then the Retailer is, subject to meeting the thresholds set out in Schedule 4, entitled to make an application in writing to the Company to have the entirety of the Non-Household Premises' discharge charged for by reference to the provisions of paragraph 9 and on the following conditions of this paragraph 10 in respect of the effluent (the Optional Wastewater).

### Sampling of effluent strength

- 10.2 By opting to pay charges in respect of the effluent in accordance with the Optional Wastewater tariff, a sampling charge of £500 is payable by the Retailer to the Company. Subsequent sampling requests by the Retailer will be charged at £500 per site.
- 10.3 On receiving the Retailer's written application for Non-Household Premises to pay for disposal of effluent in accordance with the Optional Wastewater tariff (including for the avoidance of doubt the £500 sampling charge payable by the Retailer), the Company will undertake sampling at the Non-Household Premises in order to establish the strength of effluent being discharged. Representative samples normally of a composite nature will be taken over a period not usually exceeding 5 days. Where there is more than one point of discharge of effluent from the Non-Household Premises to the wastewater system, the results of an appropriate number of representative samples and associated flows will be aggregated to produce a weighted average.
- 10.4 The Company reserves the right, at its expense, to carry out further sampling during the charging year for the purposes of reviewing and if appropriate increasing charges being levied under the Optional Wastewater tariff. Where there is a refusal to allow further sampling at the Non-Household Premises, the Optional Wastewater tariff will cease to apply. In these circumstances charges in accordance with the Optional Wastewater tariff remain payable until the date the Optional Wastewater tariff ceases to apply (which for the avoidance of doubt is the date on which the Company is refused access for the purposes of carrying out further sampling) and for the remainder of the charging year measured wastewater charges as appearing in Schedule 4 will apply.
- 10.5 The decision of the Company as to the strength of effluent, whether it be determined following sampling under paragraph 10.3 above or paragraph 10.4 above, are final. However, in the event that samples taken in accordance with paragraph 10.4 are of a strength greater than those obtained under paragraph 10.3 and this would have an adverse effect on the Non-Household Premises' bills, the Retailer may inform the Company that the Non-Household Premises will revert to payment of measured wastewater charges as appearing in Schedule 4.

## Application

- 10.6 Where Non-Household Premises have not in the preceding charging year opted to pay charges in accordance with the Optional Wastewater tariff, the Retailer must, for the tariff to be effective for the full charging year, make a written application to the Company by 31 March in any charging year.
- 10.7 Where the Retailer has applied for Non-Household Premises to be charged in accordance with the Optional Wastewater tariff and the Company having accepted the application, the Retailer must continue to pay charges in respect of the disposal of effluent in accordance with the Optional Wastewater tariff for the remainder of the charging year. Retailers will not have to reapply for Non-Household Premises to pay charges in accordance with the Optional Wastewater tariff in a following charging year. Where Retailers have in the preceding charging year paid charges for Non-Household Premises in accordance with the Optional Wastewater tariff and wish to revert to paying measured wastewater charges in accordance with Schedule 4, the Retailer must, for the tariff to be effective for the full charging year, make a written application to the Company by 31 March in any charging year.

## Eligibility

- 10.8 The Optional Wastewater tariff is only available where the Non-Household Premises consists of a single site occupied by a single customer that receives services from the Retailer. The Company's decision as to eligibility is final.

## 11. Managed Demand Tariff

- 11.1 Where Non-Household Premises receive a measured water supply, the Retailer is entitled to make an application in writing to the Company to pay charges in accordance with the tariff described as the Managed Demand Tariff as appearing in Schedule 2 on the conditions set out in this paragraph.
- 11.2 Non-Household Premises that opt for the Managed Demand Tariff may be required by the Company to limit consumption sourced from the Company to an hourly flow of 10% of the average hourly usage in the preceding charging year for a specified period (except for any water needed for fire-fighting or other such emergency purposes). The duration of the period of limited consumption will be no longer than four hours. Twenty-four hours' notice of the requirement to limit consumption will be given in writing to the Retailer via first class post, email, facsimile or hand.

### Eligibility

- 11.3 For Non-Household Premises to be eligible for the Managed Demand Tariff, the Retailer will need to demonstrate to the Company the existence of either:
- (a) an adequate water storage capability, which for indicative purposes the Company would expect to be not less than equivalent to 50% of the Non-Household Premises' daily average use based on consumption over the previous charging year, or
  - (b) an alternative source of water other than one supplied by the Company which yields sufficient water to satisfy the said condition, or
  - (c) a combination of the above two conditions 11.3(a) and 11.3(b).
- 11.4 The Company will be entitled to enter the Non-Household Premises in order to verify that a notice to limit consumption has been or is being complied with. The Company will be entitled to fit necessary logging devices to the water supply pipes of the Non-Household Premises in order to capture the necessary data.
- 11.5 If the terms of eligibility or a notice to limit consumption, are not complied with, the Retailer will be liable to pay charges for water consumed by reference to the water registered on the meter or meters serving the Non-Household Premises in accordance with the standard measured volumetric rate shown in Schedule 2.

### Charging arrangements

- 11.6 Wastewater and Trade Effluent charges are unaffected by the Managed Demand Tariff and will be recovered in accordance with the general provisions of this document.
- 11.7 The Managed Demand Tariff will be effective from the date of the next meter reading after receipt of the written application from the Retailer, provided the application is accepted by the Company. Written applications from Retailers must be made to the Company by 31 March in any charging year.

- 11.8 Where the Retailer has applied for Non-Household Premises to be charged in accordance with the Managed Demand Tariff and the Company having accepted the application, the Retailer must continue to pay charges in accordance with the tariff for the remainder of the charging year. Retailers will not have to re-apply for Non-Household Premises to pay charges in accordance with the tariff in a following charging year. Where Retailers have in the preceding charging year paid charges for Non-Household Premises in accordance with the tariff and wish to revert to paying charges on and for a non-interruptible service in accordance with Schedule 2, the Retailer must make written application to the Company do so, such application to be received by the Company by 31 March in any charging year.

## 12. Reservation Tariff

- 12.1 Non-Household Premises connected to the Company's water distribution network and measured supply of water being a Non-Household Premises with a source of water other than that supplied by the Company ("the alternative source of water") the Company reserves the right to charge the Retailer in accordance with this paragraph and Schedule 6.
- 12.2 The Company may give notice to the Retailer asking whether a standby supply of water for the Non-Household Premises is required. Where such a supply is requested the Retailer must give notice in writing to the Company and provide the Non-Household Premises' maximum required daily volume of water (the "reserved capacity").
- 12.3 If in the view of the Company the reserved capacity cannot be supplied (and a revised reserved capacity cannot be agreed within a reasonable period) the Company shall so advise the Retailer and the reserved capacity shall be deemed to be nil.
- 12.4 Where the Retailer fails to give such notice, the Company shall be entitled to conclude that a standby supply is not required and deem the reserved capacity to be nil.

### Logging of volume

- 12.5 The Company will be entitled to fit logging devices to the water supply pipes of the Non-Household Premises in order to record the volume of water supplied on a daily basis.

### Charging arrangements

- 12.6 The Retailer shall pay reserved capacity charges shown in Schedule 6, according to the reserved capacity irrespective of whether any water is supplied by the Company at tariff Option 1, 2, 3 or 4 rates.
- 12.7 The Retailer shall additionally pay for water supplied by the Company at the capacity usage charges detailed in Schedule 6. The Retailer shall pay capacity usage charges at the same option as that chosen for reserved capacity charges. The Retailer shall also pay a measured service charge as detailed in Schedule 6.
- 12.8 Where the Non-Household Premises wishes to exceed the reserved capacity, the Retailer shall give to the Company no less than 24 hours' notice of desire to take an increased maximum daily amount of water from the Company. Subject to the Company confirming the availability of water to the Retailer without putting the Company's general customers at risk, the Non-Household Premises may take the additional amount of water agreed by the Company and the Retailer shall pay for the volume of water used but not reserved at the above capacity charge rate and at the capacity usage charge rate in Schedule 6.
- 12.9 Where a nil maximum required volume has been or is deemed to be notified the Retailer shall give to the Company no less than 24 hours' notice of desire to take a maximum daily amount of water from the Company. Subject to the Company confirming the availability of water to the Retailer without putting the Company's

general customers at risk, the Non-Household Premises may take the amount of water agreed by the Company and the Retailer shall pay for the volume of water used at the above capacity charge rate and the capacity usage charge rate in Schedule 6. If the Company identifies that supplies to customers generally could be put at risk in circumstances where a reserved capacity is exceeded the Company reserves the right to downsize the relevant meter or meters to a size appropriate for the reserved capacity.

- 12.10 Where the Retailer demonstrates to the Company's satisfaction that the Company supply cannot be used to augment or replace the alternative source of water, charges to the Retailer will be recovered in accordance with the general provisions of this document.
- 12.11 Retailers will not have to reapply to reserve a supply of water for the following charging year. Unless the Company is advised by the Retailer otherwise, or unless the reserved capacity in the year has been exceeded, it will assume the reserved capacity for the following charging year will remain the same as in the current charging year. Where a reserved capacity has been exceeded in a charging year, unless the Company is advised by the Retailer otherwise, it will assume that the reserved capacity for the following charging year will be the reserved capacity used in the previous charging year. In that following charging year, the Retailer will pay reserved capacity charges according to the assumed or newly advised reserved capacity.
- 12.12 Wastewater and Trade Effluent charges payable by Retailers are unaffected and will be recovered in accordance with the general provisions of this document.



### **13. Incentives for Retailers**

- 13.1 The Company does not currently offer any retailer incentive payments for gap sites or void sites.
- 13.2 In the event the Company does introduce a scheme for Retailer incentive payments, the scheme will be published on the Company's website, where the Company will set out full details regarding its implementation.

## 14. Glossary

14.1 Words and expressions used in this document have the meanings prescribed to them by the Act, Instrument of Appointment or Market Codes save where the context otherwise requires.

14.2 The definitions used in this document are:

“the Act” means the Water Industry Act 1991 (as amended).

“Assessed Charge” has the meaning ascribed in paragraph 7 of this document.

“Non-Household Premises” means those premises that are not Household Premises, that qualify as Eligible Premises (as defined in the Wholesale Retail Code) and where services are provided by a Retailer.

“Household Premises” means premises in which, or in any part of which, a person has their home and the principal use of the premises is as a home.

“Instrument of Appointment” means the appointment of the Company as a water and wastewater undertaker pursuant to the Act.

“Market Codes” means all codes issued by Ofwat under sections 66DA and 117F of the Act including, without limitation, the Wholesale Retail Code, the Wholesale Contract and the Market Arrangements Code and any changes to those codes from time to time.

“Ofwat” means the Water Services Regulation Authority.

“Premises” includes land, rights or interests in land, buildings, parts of buildings, dwellings and any parts thereof.

“Retailer” means the holder of a Water and/or Wastewater Supply Licence providing water and wastewater services to Non-Household Premises.

“Surface water” means rainwater draining from roofs of buildings and yards and other hard standing areas appurtenant to buildings.

“Highway drainage” means rainwater that drains from roads and footpaths and flows into the Company’s drainage systems.

“Trade Effluent consent” means any consent given or agreement entered into by the Company or any of its predecessor bodies under or in pursuance of any provision of the Act or of any other Act or subordinate legislation whereby the discharge of Trade Effluent to the public sewer or a sewage disposal works (whether directly or indirectly through any intermediate sewer or drain) is authorised.

## 15. Assurance

This document was approved by the Board pursuant to a resolution of the Board of Directors of Wessex Water Services Limited dated 30 November 2020 and made by the Company on 11 January 2021.

Andy Pymer

Executive Director of Finance and Regulation

## 16. Schedules

### Schedule 1

#### Unmeasured wholesale water charges

Category of charge	£
Unmeasured fixed charges (£ per annum)	
Sprinkler fee	98
Special category	60
Unmeasured variable charges (£ per RV)	
Rateable value charge	1.8071
Other unmeasured charges (£ per annum)	
Assessed Band 1	107
Assessed Band 2	179
Assessed Band 3	227
Assessed Band 4	267
Assessed Band 5	319
Assessed Band 6	361
Assessed Band 7	402
Assessed Band 8	441

## Schedule 2

### Measured wholesale water charges

**For a non-interruptible supply of measured water:**

Category of charge	Customer water usage (m <sup>3</sup> per annum)			
	0-19,999	20,000-161,999	162,000-341,999	≥342,000
Measured charge <25mm meter (£ per annum)	4			
Measured charge ≥25mm meter (£ per annum)	46			
Site based charge (£ per annum)		95	133	214
Volume charge ≤20,000m <sup>3</sup> (£ per m <sup>3</sup> )	1.9949	1.9949	1.9949	1.9949
Volume charge >20,000m <sup>3</sup> ≤100,000m <sup>3</sup> (£ per m <sup>3</sup> )		1.6383		
Volume charge >100,000 ≤150,000m <sup>3</sup> (£ per m <sup>3</sup> )			1.1775	0.9643
Volume charge >150,000m <sup>3</sup> (£ per m <sup>3</sup> )				

**Where the customer elects for an interruptible supply the above measured based charges apply save for those that are varied as per the Managed Demand Tariffs as follows:**

Category of charge	Customer water usage (m <sup>3</sup> per annum)	
	5,000-19,999	≥20,000
Measured charge <25mm meter (£ per annum)	145	
Measured charge ≥25mm meter (£ per annum)	187	
Site based charge (£ per annum)		346
Volume charge ≤20,000m <sup>3</sup> (£ per m <sup>3</sup> )	1.8749	1.8749
Volume charge >20,000m <sup>3</sup> (£ per m <sup>3</sup> )		1.5405

### Schedule 3

#### Unmeasured wastewater charges

Category of charge	£
Unmeasured variable charges for customers using foul water service (£ per RV)	
Rateable value foul water charge	1.2779
Rateable value surface water drainage charge <sup>1</sup>	0.1253
Rateable value highway drainage charge	0.1253
Fixed charges for customers only using surface water and highway drainage (£/annum)	
Surface water drainage charge	18
Highway drainage charge	18
Other unmeasured charges (£ per annum)	
Assessed Band 1	112
Assessed Band 2	166
Assessed Band 3	202
Assessed Band 4	232
Assessed Band 5	272
Assessed Band 6	304
Assessed Band 7	334
Assessed Band 8	363

<sup>1</sup>Customers eligible for the surface water drainage rebate will be not be charged for this element; see paragraph 6.9 for details.

## Schedule 4

### Measured wholesale wastewater charges

#### Charges for a measured sewerage service:

Category of charge	£
Volume charge (£ per m <sup>3</sup> )	1.5805

Subject to a minimum annual charge of £20,000 and a one-off sampling fee of £500 customers may elect to pay wastewater charges based on the actual strength of effluent discharged.

In this case the volume charges above will be those set out under R, V, B and S under the schedule of wholesale Trade Effluent charges.

#### Additional fixed drainage charges

##### Where water use is ≤20,000m<sup>3</sup>:

Category of charge	Surface water drainage charge <sup>1</sup>	Highway drainage charge
	£ per annum	£ per annum
Non-household meter <25mm	21	21
Non-household meter ≥25mm <30mm	107	107
Non-household meter ≥30mm <40mm	175	175
Non-household meter ≥40mm <50mm	240	240
Non-household meter ≥50mm <65mm	440	440
Non-household meter ≥65mm <80mm	640	640
Non-household meter ≥80mm <100mm	1,125	1,125
Non-household meter ≥100mm <125mm	1,950	1,950
Non-household meter ≥125mm <150mm	2,650	2,650
Non-household meter ≥150mm <200mm	4,000	4,000
Non-household meter ≥200mm	5,300	5,300

##### Where water use is >20,000m<sup>3</sup> or where waste is charged on the basis of strength:

Category of charge	Surface water drainage charge <sup>1</sup>	Highway drainage charge
	£ per annum	£ per annum
Water use >20,000m <sup>3</sup> <162,000m <sup>3</sup>	1,325	1,325
Water ≥162,000m <sup>3</sup> <342,000m <sup>3</sup>	3,325	3,325
Water use ≥342,000m <sup>3</sup>	5,300	5,300
Waste charged on basis of strength	2,650	2,650

<sup>1</sup>Customers eligible for the surface water drainage rebate will not be charged for this element; see paragraph 6.9 for details.

**Where premises are primarily made up of houses:**

Category of charge	Surface water drainage charge <sup>1</sup>	Highway drainage charge
	£ per annum	£ per annum
Charge per house	21	21

<sup>1</sup>Customers eligible for the surface water drainage rebate will be not be charged for this element; see paragraph 6.9 for details.



## Schedule 5

### Wholesale Trade Effluent charges

Category of charge	Customer discharge of Trade Effluent service (m <sup>3</sup> per annum)		
	0-24,999	25,000-49,999	≥50,000
Measured service charge (£ per annum)	302	427	604
R (reception & conveyance) ≤80 MI of total waste discharge <sup>2</sup> (£ per m <sup>3</sup> )	0.6552	0.6552	0.6552
R (reception & conveyance) >80 MI of total waste discharge <sup>2</sup> (£ per m <sup>3</sup> )			0.2769
V (primary treatment) charge (£ per m <sup>3</sup> )	0.2687	0.2687	0.2687
B (secondary treatment charge) ≤80MI of total waste discharge <sup>2</sup> (£ per m <sup>3</sup> )	0.3861	0.3861	0.3861
B (secondary treatment charge) >80MI of total waste discharge <sup>2</sup> (£ per m <sup>3</sup> )			0.3282
S (sludge treatment and disposal charge) (£ per m <sup>3</sup> )	0.2008	0.2008	0.2008

B charges are stated at the assumed standard strength of 802 mg per litre  
 S charges are stated at the assumed standard strength of 313 mg per litre

<sup>2</sup> In cases where wastewater customers have elected to pay on the basis of the strength of effluent the "total waste discharge" will be the addition of foul wastewater and Trade Effluent volumes.

## Schedule 6

### Reservation Water Tariff

Category of charge	Reserved capacity (m <sup>3</sup> per day)			
	>55	>137	>444	>937
Measured service charge (£ per annum)	346	346	346	346
Reservation charge (£ per m <sup>3</sup> per day)	225.2	208.3	151.7	123.4
Capacity usage charge (£ per m <sup>3</sup> per day)	1.2276	1.1356	0.8271	0.6725
Above capacity charge (£ per m <sup>3</sup> per day)	1.6383	1.6383	1.1775	0.9643

## Schedule 7

### Non-primary charges

#### General water, wastewater and Trade Effluent

£

<b>Verification of service provision and site inspections</b> Where the Retailer requests the Company to visit a Non-Household Premises to ascertain the correctness of market data, the charge will be payable by the Retailer where the market data is found to be correct. Where the market data is found to be incorrect no charge will be payable.	65
<b>Verification of service provision - desk top study</b> Where the Retailer requests the Company to ascertain the correctness of market data, the charge will be payable by the Retailer where the market data is found to be correct and the Company has confirmed this without the need to visit the site. Where the market data is found to be incorrect no charge will be payable. This charge will only be payable if the time taken is deemed material.	38
<b>Inspections to ascertain misuse under WIA 1991</b> Where the Retailer requests the Company to visit a Non-Household Premises to provide a water fitting regulations inspection, the charge will be payable by the Retailer.	65
<b>Abortive visit (any service)</b> Where the Retailer fails to notify the Company in advance that any appointment made between the Company and the Retailer to carry out works at the Non-Household Premises cannot be carried out, the charge will be payable by the Retailer.	52
<b>Damage to apparatus</b> Where a Third Party damages assets belonging to the Company, all costs incurred associated with all activities required to replace and reinstate the asset will be recovered from the Retailer.	At cost
<b>Replacement of lead service pipes</b> Where a Third Party has lead service pipes and the water supplied is found to contain levels of lead above safe thresholds, the Company will replace the pipes up to the point of entry of the property at no charge to the Third Party.	No charge

**Water - fire hydrants**

£

<b>Installation of fire hydrants on new main</b>	
Main not exceeding 90mm dia.	434
Main not exceeding 150mm dia.	462
Main not exceeding 180mm dia.	498
Main not exceeding 200mm dia.	565
Main exceeding 200mm dia.	At cost
<b>Installation of fire hydrants on existing main</b>	
Main not exceeding 90mm dia.	928
Main not exceeding 150mm dia.	956
Main not exceeding 180mm dia.	1,085
Main not exceeding 200mm dia.	1,152
Main exceeding 200mm dia.	At cost
<b>Fire hydrant maintenance</b>	
Rebuild chamber	460
New surface box (frame cover)	342
Realign/raise/lower surface box	317
Rewasher with excavation	643
Rewasher without excavation	436
Re-pack with excavation	573
Re-pack without excavation	229
Replace fire hydrant with excavation	880
Replace fire hydrant without excavation	582
Replace/install post and/or plate without excavation	150
Replace/install post and/or plate with excavation	275
Unable to locate fire hydrant	110

**Water - disconnection**

£

<p><b>Survey for temporary or permanent disconnection</b> Where a disconnection is requested for a non-household premise connected to the Company's network, the Company will undertake a site survey to assess the viability of carrying out a disconnection and which charge applies.</p>	89
<p><b>Temporary or permanent disconnection for non-payment - standard installation, infrastructure modifications not required</b> Where a disconnection is requested for non-payment and a site survey has found the disconnection to be viable where installation is standard and infrastructure modifications are required, the charge will be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.</p>	125
<p><b>Temporary or permanent disconnection for non-payment - standard installation, infrastructure modifications required</b> Where a disconnection is requested for non-payment and a site survey has found the disconnection to be viable where installation is standard and infrastructure modifications are required, the charge will be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.</p>	347
<p><b>Temporary or permanent disconnection other than non-payment - standard installation, infrastructure modifications not required</b> Where a disconnection is requested either by the customer or for a reason other than non-payment and a site survey has found the disconnection to be viable, the charge will be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.</p>	89
<p><b>Temporary or permanent disconnection other than non-payment - standard installation, infrastructure modifications required</b> Where a disconnection is requested either by the customer or for a reason other than non-payment and a site survey has found the disconnection to be viable, the charge will be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.</p>	311
<p><b>Temporary or permanent disconnection - non-standard installation</b> Where a disconnection is requested and a site survey has found the disconnection to be viable however the installation is non-standard, the charge will be provided as a quote and payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.</p>	Quote
<p><b>Reconnection post temporary disconnection</b> Where a reconnection of supply is requested to a Non-Household Premises, the charge will be payable by the Retailer for the Company undertaking the activities to reconnect the Non-Household Premises. Infrastructure charges may be payable in addition to the published charge.</p>	89

**Water - meters**

£

<p><b>Meter accuracy test (25mm or less)</b> Where the Retailer requests the Company to perform a meter accuracy test or when the Company undertakes a meter accuracy test due to a Retailer's report of a fault at a Non-Household Premises connected to the Company's network and the meter is 25mm or less, the charge will be payable by the Retailer if the meter is found to be recording accurately. If it is found that the meter is not reporting accurately no charge will be payable.</p>	79
<p><b>Meter accuracy test (greater than 25mm)</b> Where the Retailer requests the Company to perform a meter accuracy test or when the Company undertakes a meter accuracy test due to a Retailer's report of a fault at a Non-Household Premises connected to the Company's network and the meter is greater than 25mm, the Company will provide a quote for carrying out the work if the meter is found to be recording accurately. If it is found that the meter is not reporting accurately no charge will be payable.</p>	Quote
<p><b>Survey for assessment of installing or replacement of meter</b> Where the Retailer requests the installation, replacement or resizing of a meter connected to the Company's network the Company will levy the charge for performing a site survey to assess the viability of the activity.</p>	72
<p><b>New meter installation, replacement or resizing - modification of infrastructure not required (25mm or less)</b> Where the Retailer requests the installation, replacement or resizing of a standard meter sized 25mm or less and no infrastructure modification is required the charge will be payable by the Retailer for carrying out the works. The Retailer will be responsible for ensuring the Company has the required access to the Non-Household Premises in order to carry out the works. Infrastructure charges may be payable in addition to the published charge.</p>	80
<p><b>New meter installation, replacement or resizing - modification of infrastructure not required (greater than 25mm)</b> Where a disconnection is requested either by the customer or for a reason other than non-payment and a site survey has found the disconnection to be viable, the charge will be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.</p>	Quote
<p><b>New meter installation, replacement or resizing - modification of infrastructure required (25mm or less)</b> Where the Retailer requests the installation, replacement or resizing of a standard meter sized 25mm or less and infrastructure modification is required the charge will be payable by the Retailer for the Company carrying out the works. Infrastructure charges may be payable in addition to the published charge.</p>	341
<p><b>New meter installation, replacement or resizing - modification of infrastructure required (greater than 25mm)</b> Where the Retailer requests the installation, replacement or resizing of a standard meter sized greater than 25mm or a non-standard meter of any diameter and infrastructure modification is required the Company will provide a quote for carrying out the works. Infrastructure charges may be payable in addition to the published charge.</p>	Quote

<b>Survey for 3rd party logger installation</b> Where the Retailer requests the installation of a logger at a Non-Household Premises connected to the Company's network the Company will perform a survey to assess the viability of installation.	72
<b>Make meter ready for 3rd party logger installation - meter is in situ with no modification of infrastructure</b> Where the Retailer requests the installation of a Third Party logger and no modification of infrastructure is required, the Company will carry out the works and the charge will be payable by the Retailer.	188
<b>Make meter ready for 3rd party logger installation - meter is not in situ or modification of infrastructure is required</b> Where the Retailer requests the installation of a Third Party logger and modification of infrastructure is required, the Company will carry out the works and the charge will be payable by the Retailer.	Quote
<b>Provision of meter or logger data</b> Where the Retailer requests logger data from the Company, the Company will provide in .csv format up to 12 months of historical data for each logger requested.	37

#### Water - unmeasured and Third Party supplies

£

<b>Unmeasured cattle troughs</b> Where a cattle trough is not connected to a measured supply, an annual fixed sum will be payable by the Retailer.	315
<b>Unmeasured standpipes</b> Where the Retailer requests access to the water distribution network via an approved standpipe the charge will be payable by the Retailer for a standpipe of size up to 25mm.	178
<b>Portable standpipes up to 22mm</b> Where the Retailer requests access to the water distribution network via an approved standpipe the following charges will be payable by the Retailer for a standpipe of size up to 22mm.	
Short term weekly hire	30
6 monthly hire	583
12 monthly hire	966
<b>Flow and pressure test for fire sprinkler system</b> Where the Retailer requests the Company to perform a flow and pressure test for a fire sprinkler system at a Non-Household Premises connected to the Company's network, this activity will be charged at cost of providing the works.	At cost

#### Trade Effluent

£

<b>New application for, or review of existing discharge consent or agreement</b> Where a Retailer requests a new Trade Effluent discharge consent or agreement, or the review of an existing consent or agreement, the following charge applies for activities involving sampling, testing and administration.	481
---	-----

## Definitions of standard and non-standard activities

### Standard

All of the charges listed as standard (including those that are listed as standard not requiring infrastructure modifications) are for requests that not classified as requiring infrastructure modifications or as non-standard and are a fixed charge.

### Standard requiring infrastructure modifications

If a request requires any excavation or modification of an existing asset or any apparatus associated to its operation or installation, where specified the charge payable will be the charge with modification of infrastructure costs.

### Non-standard

A quote will be provided for all requests classified as non-standard. Requests that include one or more of the following will be classified as non standard:

- where the meter size is 30mm or greater
- requiring a road closure
- requiring notifications to third parties in advance of commencement of works
- requiring warrants for access
- for flow data that require a site visit to obtain
- where an additional charge is required for infrastructure (extra network demand)
- any activity not listed which requires disproportionate effort on the part of the wholesaler

## Methodology for quote-based charges

Where the non-primary charge is based on a quote, the calculated charge will include the following items:

- labour
- plant
- materials
- road closure and highway disruption
- serving notices
- obtaining warrants

## Abortive visits

The Retailer is responsible for ensuring the company has the required access to the Non-Household Premises in order to carry out the works. The abortive visit charge will apply in this case.



## **Schedule 8**

### **Properties eligible for metering from 1 April 2005**

All premises, other than domestic premises, where the discharge of wastewater to a sewer exceeds the volume of water supplied by the Company or by an appointed water undertaker or a licensed water supplier operating in the Company's area of appointment as an appointed wastewater undertaker.

## **Schedule 9**

### **Part A Properties eligible for metering from 1 April 2005**

All Non-Household Premises where water is or is to be used at the Non-Household Premises for watering a garden or other outdoor area, other than by hand, by means of any apparatus.

### **Part B Properties eligible for metering from 1 April 2006**

All Non-Household Premises where water is or is to be used at the Non-Household Premises for automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres.