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# Water Charges Scheme 2010 - 2011

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Detailed information  
about charges for commercial  
and domestic customers

April 2010

## Contact us

### Our address is:

Sutton & East Surrey Water plc  
London Road  
REDHILL  
RH1 1LJ

### Telephone

For queries about our charges or your bill	01737 764444
For any other query or for supply emergencies	01737 772000 (24hr)
For queries about having a water meter	01737 773477

### E-mail

For queries about charges or your bill	customer_accounts@waterplc.com
For any other query	customer_service@waterplc.com

### Website

[www.waterplc.com](http://www.waterplc.com)

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## Section 1: General Information

### 1.1 Introduction

This booklet is designed to provide the following information for customers:

- our charging policy and practice
- our scale of charges payable with effect from 1st April 2010

This information is presented in a clear and easily understandable format, using "plain English". However, because this information is of a legal nature, it may appear quite complicated. If you require clarification, please contact our Customer Accounts Department on 01737 764444.

### 1.2 Purpose of the Charges Scheme

This Charges Scheme is made by Sutton and East Surrey Water under section 143 of The Water Industry Act 1999 and comes into operation on 1st April 2010.

This Charges Scheme shall apply in those areas and to those premises for which the Company is, or is deemed to be, the appointed water undertaker.

The amounts now fixed by the Company in respect of the charges provided for in this Charges Scheme are those shown on pages 19 to 21.

The Sutton and East Surrey Water plc Charges Scheme 2009/2010 is hereby revoked with the coming into effect of this Charges Scheme, without prejudice in accordance with that and other revoked Charges Schemes.

The charges contained in this Scheme have, where applicable, been approved by the Water Services Regulation Authority (Ofwat).

### 1.3 Definitions

For the purposes of this Charges Scheme the following definitions apply:

<b>Term</b>	<b>Definition</b>
"Billing Year"	1st April to 31st March
"Connection"	Connection of a water service pipe to the company's main in the roadway.
"Domestic Purposes"	As defined in The Water Industry Act 1991
"Discretionary Purposes"	Non essential use e.g.: Garden Watering, Swimming Pools etc.
"Unmeasured Supply"	A supply that is not metered.
"Measured Supply"	A supply through a water meter
"Potable"	Treated water
"Non-Potable"	Untreated water

“Premises”	A property, or parts of property, which are intended to be separately occupied.
“Rateable Value”	The valuation for a property as shown in The Inland Revenue Valuation List as at 31 <sup>st</sup> March 1990
“Vulnerable Customer”	As defined in the Regulations issued by the Secretary of State

## Section 2: Water Supplies

### 2.1 Unmeasured Water Supplies

#### 2.1.1 Payment Options

The charge for water supplied by the Company other than through a meter shall be payable annually in advance on 1st April or in instalments. Customers wishing to pay by instalments must make a prior arrangement with the Company to do so.

##### 2.1.1.1 Instalment options

By prior arrangement, payment of the charge may be made in two, six, or eight instalments. The customer may choose from one of the following days on which to make their instalment payment: 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> or 22<sup>nd</sup> of the month. For two instalments, payment is due in April and October. For six or eight instalments, payment is due in April to September and April to November respectively. Payment must reach the Company on the agreed due day each month otherwise the instalment arrangement will be cancelled and the entire outstanding balance will become due. The Company may agree to instalment plans for frequencies of payment and numbers of instalments other than those shown above.

#### 2.1.2 Rate-based Tariff

The occupier of any premises in the Southern Area or Northern Area (2) (see map on page 18) with access to a supply of water other than through a meter shall pay:

- an annual standing charge; **and**
- a charge calculated on the full rateable value (as at 31<sup>st</sup> March 1990) of the premises to which the water supply is made available.

Places of worship which receive a supply of water otherwise than through a meter shall pay charges based on a notional value of £50, together with the standing charge, or in some cases a miscellaneous charge. *These charges are shown on pages 19 & 21.*

#### 2.1.3 Assessed-volume Tariff

##### 2.1.3.1 Application of tariff

This tariff is an alternative to the rate-based charge specifically for commercial premises in the Southern Area or Northern Area (2) (see map on page 18), where the rateable value is less than £2,000, and water use is limited to the domestic (tea & toilet) requirements of the persons engaged on the premises.

##### 2.1.3.2 Availability of tariff

The tariff is not available where:

- there is a domestic element within the premises;
- there is any use of water in the course of the business;
- the premise has a rateable value over £2,000.

##### 2.1.3.3 Basis of assessment

The tariff comprises a standing charge based on the size of the supply, plus an assessed volume charge based on the number of persons on the premises. The volume charge will be assessed on the basis of 15 cubic metres per year per person, with a minimum of 30 cubic metres (2 persons). *These charges are shown on pages 19 & 21.*

## 2.1.4 Licence Fee – Northern Area (1)

The occupier of any premises in the Northern Area (1) (see map on page 18), with access to a supply of water other than through a meter, shall pay an amount equal to the average charge made by the Company for unmeasured supplies in the area. Such average charge may be referred to as the water licence fee. There are separate charges for Domestic, Mixed Commercial/Domestic and Commercial premises. *These charges are shown on page 20.*

## 2.1.5 Miscellaneous Charges

The Company has fixed other sundry water supply charges in relation to discretionary use of water (in certain parts of the area only) and supplies for purposes other than domestic use. *These charges are shown on pages 19, 20 & 21.*

## 2.1.6 Access to Water Supply

Where a rated premise has right of access to an unmeasured supply of water, the full unmeasured charge will apply to that premise, irrespective of whether or not the supply is within the boundary of the property concerned.

## 2.2 Measured Water Supplies

### 2.2.1 Billing Arrangements

Meters will be billed half-yearly or in the case of large commercial users, monthly excepting where meter reading efficiency requires re-allocation of reading dates. Payment of metered bills is due at the date of billing. By arrangement metered accounts can be paid in fixed monthly amounts throughout the year using our Budget Payment Plan (see section 2.2.4 below). Application Forms with details of the Terms of the Budget Payment Plan are available from our Customer Accounts Department on 01737 764444.

### 2.2.2 Standard Tariff

The charge for water supplied by the Company to any premises through a meter shall be payable in accordance with the following provisions. The occupier of any premises receiving a measured supply of water shall pay on demand:

- a standing charge due monthly or half-yearly, in advance, depending on billing frequency;
- a volume charge which shall be based on the consumption of water recorded by the meter.

*These charges are shown on pages 19, 20 & 21.*

### 2.2.3 Estimated Consumption

#### 2.2.3.1 When meter reading is not possible

Where it is not possible to read the meter, bills will be issued based on an estimated consumption. The consumption will be estimated on the basis of the average previous usage where possible. If customers are not happy with the estimated consumption and they provide an actual meter reading, the bill will be reissued on the basis of the customer's reading.

#### 2.2.3.2 When the meter has ceased to register

Where a meter has ceased to register due to damage or malfunction, meter bills will be issued based on an estimated consumption. The consumption will be estimated on the basis of the average previous usage where possible. If when the meter is replaced the estimated consumption is proved to be substantially inaccurate the estimate will be revised.

## 2.2.4 Budget Payment Plan

### 2.2.4.1 Application of payment plan

Metered customers may spread the payment of bills in monthly instalments throughout the year under the Budget Payment Plan. This plan is designed to assist customers budgeting for the cost of metered accounts. The Company will assess likely usage based on past consumption history, or where this is not available by estimated usage, calculating the likely annual bill and dividing this into equal monthly instalments throughout the year. Budget Payment Plans are reviewed annually and once set, the monthly amount will not be altered until the next annual review.

### 2.2.4.2 Outstanding balances

Where there is a balance already outstanding this will have to be paid in full or alternatively the Company may at its discretion incorporate the arrears into the Budget Plan. The account will be reviewed at least once each year and payments will be adjusted accordingly. The Company may require any shortfall to be paid in full. Any overpayment will be refunded if requested by the customer. Payments will normally be required to be by direct debit but where the customer does not have a bank account, bank giro payment slips will be provided.

## 2.2.5 The Water Industry (Prescribed Conditions) Regulations 1999

### 2.2.5.1 Application of regulations

The Water Industry (Prescribed Conditions) Regulations 1999 provide that water companies may impose meters on customers in the following circumstances:

- where the principal use of a premises is not as a home;
- where there is garden watering other than by hand;
- where water is used automatically replenishing a swimming pool or pond with capacity of over 10,000 litres;
- where water is used in a bath with a capacity of over 230 litres;
- where water is used in a unit incorporating reverse osmosis, or
- where the premises are in an area of water scarcity, so determined by the Secretary of State.

### 2.2.5.2 Reversion to unmeasured charge

These conditions also apply in cases where customers who have opted for a meter seek to revert to an unmeasured charge. Thus, customers may not revert to an unmeasured charge if they meet these criteria.

## 2.2.6 Requirement for Metering

The Company may require that any supply is metered subject, only to the provisions of the Water Industry Act 1999.

### 2.2.6.1 Application of measured charge

The Company require that a supply of water for all premises built after 31<sup>st</sup> March 1989 shall be provided only through a meter and shall be subject to the charges fixed for measured supplies. This also applies to premises created by alteration to an existing premise. (See Section 2.5.6 below.)

### 2.2.6.2 Change of occupation

If there is an existing meter at a property, and that property changes occupation, the Company may decide to levy a measured charge to the new occupier, even if the previous occupier was charged on an unmeasured basis.

## 2.2.6.3 Assessed Household Charge

Where it is not practicable or too expensive to install a meter, the company shall apply the Assessed Household Charge. Examples of not practical or too expensive could be:

- where the water supply is shared by more than one property and it would require the supplies to be separated.
- where there is more than one supply to the premises.
- where internal plumbing alterations are required.
- where there is no other basis e.g. Rateable Value, on which to charge.

This charge will not apply where there is any discretionary use of water; e.g.: Garden Watering or Swimming Pool.

## 2.2.7 Retention of a Meter

Excepting where regulations to the contrary are made in The Water Industry Act 1999, once a meter has been installed, the meter will not be removed or the charge reverted to an unmeasured basis.

## 2.2.8 Leakage from Metered Supplies

The customer is liable for the cost of all the water registered on the meter. No allowance will be made in respect of water wasted by leakage from customers' internal or external pipe-work (irrespective of whether such pipework is above or below ground, or buried or visible), customers' plumbing fittings, and customers' appliances. The only exception to this is in the case of the first defect at domestic premises as specified in our Code of Practice on leakage from domestic premises. A copy of the Code of Practice is available, free of charge, upon request.

## 2.2.9 Meter Accuracy

### 2.2.9.1 Testing in-situ

Where a customer has reason to dispute the accuracy of a meter the Company will carry out a test in situ using a vessel of a known volume, free of charge. If the customer continues to dispute the accuracy of the meter the Company shall, if requested in writing, test the accuracy of the meter. The meter shall be tested in accordance with regulation 6(2) and (4) of the 1988 Measuring Equipment (Cold Water Meters) Regulations, to determine whether it falls within the prescribed limits of accuracy (whether or not it is a meter to which the regulations apply).

### 2.2.9.2 Charge for testing

Where a test is carried out at the request of the customer and the meter, on being tested, falls within the prescribed limits of accuracy, the customer will be charged the expenses of carrying out the test. Where the meter is removed from the premises, these charges shall not exceed £70. In other cases, these charges shall not exceed £20.

## 2.2.10 Domestic Meter Option Scheme

In accordance with the provisions of The Water Industry Act 1999:

### 2.2.10.1 Measured Charges Notice

Domestic customers have a right to request that a meter be installed free of charge and pay on the basis of usage. In order to exercise this right customers must submit a Measured Charges Notice (application form) which is available from our Metering Section on 01737 773477.

### 2.2.10.2 Right to revert

Customers who opt to have a meter installed will have the right to revert to the unmeasured basis of charge within a period of 12 months from the date that the meter is installed. In order that customers should have sufficient information on which to base a decision the Company will

allow customers to revert to unmeasured charges up to 1 month after the receipt of the bill that provides consumption data that will cover a minimum period of 12 months. For most customers this will be the third bill containing consumption information. Customers will be informed of the right to revert and the terms by leaflet.

#### 2.2.10.3 Timing of installation

Free meters will be installed on a rolling geographic basis and should be installed within 3 months of the application. Preference will be given to elderly or disabled customers.

#### 2.2.10.4 Application of charges

Where the meter is not installed within 3 months metered charges will be calculated and applied retrospectively from the expiry of the installation period once the meter has been installed and consumption levels can be established.

#### 2.2.10.5 Meter location

Meters will normally be installed at the Company's preferred location in the footway adjacent to the main. Where we cannot meter the supply at this position we will consider fitting the meter at a suitable alternative location free of charge. In deciding the location we will consider customers' views especially where customers have special needs. Where the meter can be fitted at the Company's preferred location and the customer requires it to be fitted at an alternative location the difference in installation costs will be charged to the customer.

#### 2.2.10.6 Meter Reading Service

We offer a free meter reading service for any customer who finds reading their own meter difficult. We will read the meter quarterly on request and tell you how much water you have used since the last reading. All you need to do is telephone our Metering Section on 01737 773477 and request a reading. We cannot offer an automatic service. Please note that you will not normally be billed on this reading, as requests for this service will not necessarily coincide with your billing cycle.

#### 2.2.10.7 Properties in multiple occupation

We will consider the installation of single meters to properties in multiple occupation (such as blocks of flats) provided that one person or body (e.g. residents association, managing agent etc.) is willing to accept responsibility for the bill. We will also consider the installation of a second meter for individual units provided that it does not entail disproportionate costs.

#### 2.2.10.8 Meter ownership

Any meter fitted under the scheme will remain the property of the Company.

#### 2.2.10.9 Disputes

The Water Services Regulation Authority (Ofwat) shall determine any dispute concerning refusal to install a meter free of charge. Full details of the scheme are available from our Metering Section on 01737 773477.

#### 2.2.10.10 Assessed Household Charge

Where it is not practicable or too expensive to install a meter, the company shall apply the Assessed Household Charge. Examples of not practical or too expensive could be:

- where the water supply is shared by more than one property and it would require the supplies to be separated.
- where there is more than one supply to the premises.
- where internal plumbing alterations are required.
- where there is no other basis e.g. Rateable Value, on which to charge.

This charge will not apply where there is any discretionary use of water; e.g.: Garden Watering or Swimming Pool.

## 2.2.11 Commercial Properties

Where the Company require a meter to be fitted, it will be installed free of charge. If a commercial customer requests a meter the customer will have to meet the installation costs.

## 2.2.12 Large User Tariff

The Large User Tariff is available only to customers using in excess of 250 Megalitres (250,000 cubic metres) of water per year, on a single site. The tariff comprises the normal standing charge plus a reduced volume charge. Any customer wishing to apply for this charge should contact the Customer Accounts Manager on 01737 772000. The tariff will apply from the date on which approval is given. *These charges are shown on pages 19, 20 & 21.*

## 2.3 Water Sure Tariff (formerly Vulnerable Customer Tariff)

This tariff is available to customers paying a metered charge as defined in the regulations issued by The Secretary of State. the WaterSure tariff will last for 12 months, or until the end of the billing period in which a customer ceases to be eligible. Protection is available where customers or people residing with them are in receipt of one of the following benefits or tax credits:

(a) under Part VII of the Social Security Contributions and Benefits Act 1992

- council tax benefit;
- housing benefit;
- income support;

(b) under section 1(4) of the Jobseekers Act 1995

- income-based job-seeker' allowance

(c) under section 8 of the Tax Credit Act 2002

- the Working Tax Credit

(d) under sections 10 and 11 of the Tax Credit Act 2002

- the Child Tax Credit (except families in receipt of the family element only)

(e) under the State Pension Credit Act 2002

- the Pension Credit

(f) under Part 1 of the Welfare Reform Act 2007

- income-related employment and support allowance

**and** have **either** three or more resident children under 19 in full-time education **or** is suffering from a qualifying medical condition, or another person residing with them in the premises, whether or not the same person as the qualifying person is suffering from a qualifying medical condition, **which causes them to use significantly more water** such as:

- desquamation (flaky skin loss);
- weeping skin disease (eczema, psoriasis, varicose ulceration);
- incontinence;
- abdominal stoma;
- Crohn's disease;
- ulcerative colitis;
- renal failure requiring dialysis at home – in this case, entitlement to the tariff is removed if the health authority contributes to the cost of water consumed.

The Company will allow doctors' (or other registered medical practitioners') certificates to be introduced as qualifiers for assistance for customers who have a non-list medical condition which requires them to use large volumes of water for essential household purposes.

The conditions governing eligibility for this tariff may change from time to time in accordance with regulations issued by the Secretary of State.

## 2.3.1 Purpose of tariff

The purpose of the tariff is to protect those customers who could face severe hardship as a result of paying for water on a measured basis by capping measured bills at or below the level of the average household bill. Customers meeting the requirements specified by The Secretary of State who apply for this protection will pay on the basis of actual usage or the WaterSure Tariff, which ever is the lower.

## 2.3.2 How to apply for the tariff

Customers wishing to opt for this tariff will be required to complete an application form which is available from our Customer Accounts Department on 01737 789700. The form will require that the applicant provides information and sufficient supplementary evidence to allow the Company to reasonably validate the claim. For more information, help and advice, please contact our Customer Accounts Department on 01737 789700 or visit our web site at [www.waterplc.com](http://www.waterplc.com) and follow the link to. Applicants will also be required to complete a declaration, giving permission for an officer of the Company to contact either Job Centre Plus, or the customer's medical practitioner, to verify the information provided.

## 2.3.3 When the tariff is valid

The new tariff will be valid from the start of the billing period during which the application is received (i.e. the previous meter reading). This tariff came into operation on 1 April 2000. The tariff will not run on automatically year on year. In order for the tariff to continue the Company will require a new declaration to be completed at the start of each billing year confirming that the customer's circumstances have not changed. Where the annual declaration is not completed, or returned, charges will revert to the normal basis with effect from the start of the billing year.

## 2.3.4 Restrictions

Customers who use water for discretionary purposes - e.g. filling or topping-up swimming pools, ornamental ponds, and fish ponds, or garden watering with a sprinkler or unattended device - will not be eligible for protection under this tariff.

## 2.3.5 Checks

All applications for this tariff will be checked to ensure that the applicant properly meets the eligibility criteria. Where there is any doubt the information supplied will be checked with the Job Centre Plus or the medical practitioner as appropriate. The check in respect of these applications will therefore include a test to determine whether there is "significant extra use". As a quality assurance on our vetting procedures the Company will, as a matter of policy, carry out random checks on 5% of all applications for this tariff. *These charges are shown on pages 19, 20 & 21.*

## 2.4 Value Added Tax (VAT)

Value Added Tax (VAT) is payable at standard rate on supplies of water to industries whose main economic activity lies within divisions 1 to 5 of the Standard Industrial Classification (SIC)1980:

- 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 Vehicle Industries;
- 4 Other Manufacturing Industries;
- 5 Construction

Supplies of water to other classes of customer are, at present, zero rated for VAT purposes. Sewerage charges are also zero-rated.

#### 2.4.1.1 VAT declaration

Commercial customers are required to complete a VAT declaration on the Water Application Form. Where customers fail to complete the declaration they will become liable for VAT on the supply of water by default.

#### 2.4.1.2 VAT on other charges

VAT is payable on certain other charges. Where applicable, this is detailed in the appropriate section.

## 2.5 Responsibility for Charge

### 2.5.1 Persons Chargeable

Water charges are payable by the occupier of the premises, or the person who uses the supply, except where the owner of the premises is liable by enactment or by agreement with the Company. It is the occupier's responsibility to inform the Company of their occupation.

### 2.5.2 Premises Let on Short-term Lease

Where premises are let on a lease or licence for a period of twelve months or less or on terms which involve the use by the tenant or licensee of communal facilities, the owner of the premises shall be liable to the Company as the occupier of the premises for charging purposes unless the Company has agreed that a person other than such owner shall be so liable.

### 2.5.3 Joint Supplies

Where two or more premises in separate occupation are:

- served by a supply through one meter,
- have one rateable value, **or**
- are charged on a miscellaneous basis,

the Company will require one person to be responsible for the account, or that the supplies are separately metered at the customers' expense.

### 2.5.4 Change of Occupancy

#### 2.5.4.1 Metered properties

Customers moving out of or into metered properties should advise the company at least two working days in advance so that we can attend and take a meter reading. Where a customer who is moving out of a property fails to inform the company of the ending of their occupation at least two working days in advance they will be liable for all charges up until:

- if the water supply is metered, any day on which the meter would normally have been read in order for the amount of charges to be determined, **or**
- any day on which any other person informs the company that they have become the new occupier of the premises and the meter is read, **or**

- we find out otherwise about the change.

For notification of changes in retrospect, standing charges will be closed to the date of change and volume charges closed to the date of the meter reading as above. Where a customer moves into a metered property and does not inform the company of the start of their occupation, they shall be liable for all charges from the date of their occupation or, if the property is not occupied, from the start of their responsibility for the water service charges at the property.

#### 2.5.4.2 Unmetered properties

Customers moving out of or into unmetered properties should advise the company at least two working days in advance. Where a customer who is moving out of a property fails to inform the company of the ending of their occupation at least two working days in advance they will be liable for all charges up until:

- any day on which any other person informs the company that they have become the new occupier of the premises **or**
- we find out otherwise about the change.

Where a customer moves into an unmetered property and does not inform the company of the start of their occupation, they shall be liable for all charges from the date of their occupation or, if the property is not occupied, from the start of their responsibility for the water service charges at the property.

#### 2.5.4.3 Information for new occupiers

Customers moving into a property can obtain information on how the property is supplied (unmetered or metered) and the current scale of charges from our Customer Accounts Department on 01737 764444. Due to the constraints of the Data Protection Act we cannot provide any more detailed information regarding charges for previous occupiers.

### 2.5.5 Unoccupied Properties

Where a property is unoccupied, the charge remains payable unless the Company is informed in advance and has the option to turn off the supply at the principal boundary stopcock. No allowances will be made in retrospect or on premises vacant for a period of less than three months. Otherwise, metered and unmetered customers pay the standard metered and unmetered charges. If the customer requests and consents to be disconnected, all charges are waived other than those for surface water drainage (provided it is considered in each case that it is economic to bill for this service only). Unmetered customers can opt to have a meter fitted.

### 2.5.6 Split Premises

Where an existing rated premise is split into separate units, and new units are created for the purposes of separate and exclusive occupation, the Company may require that the newly created units be supplied by meter(s). Where it is not practicable, or too expensive to install a meter(s), the Company may apply a charge based on a split of the original rateable value, the average household charge, or a Licence Fee.

### 2.5.7 Other Charges

The Company has other fixed charges for various works, e.g. installation of meters (other than the free domestic meter option), new connections to a water main, and the provision of information. *These charges are shown on pages 28 to 29.*



## Section 3: Payment of Charges

### 3.1 Payment Methods and Options

#### 3.1.1 Payment Methods

All customers may pay by any of the following methods:

Method of Payment	Charge	Tariff	Frequency
Direct Debit (see note 1)	Free	Unmeasured	Annually, Half-yearly, or 6 or 8 monthly instalments
		Measured	At time of billing or by Monthly Budget Payment Plan
Debit Card	Free	Unmeasured	Annually, Half-yearly, or 6 or 8 monthly payments
		Measured	At time of billing or by Monthly Budget Payment Plan
Credit Card	see note 2	Unmeasured	Annually, Half-yearly, or 6 or 8 monthly instalments
		Measured	At time of billing or by Monthly Budget Payment Plan
At a bank by Bank Giro (cash or cheque)	see note 3	Unmeasured	Annually, Half-yearly, Monthly, Fortnightly or Weekly
		Measured	Half-yearly, Monthly, Fortnightly, or Weekly
At a Post Office using Alliance & Leicester Commercial bank	see note 4	Unmeasured	Annually, Half-yearly, Monthly, Fortnightly or Weekly
		Measured	Half-yearly, Monthly, Fortnightly, or Weekly
Post (Cheque or Postal Order)	see note 5	Unmeasured	Annually, Half-yearly, Monthly, Fortnightly or Weekly
		Measured	Half-yearly, Monthly, Fortnightly, or Weekly
Cash (at our head office)	Free	Unmeasured	Annually, Half-yearly, Monthly, Fortnightly or Weekly
		Measured	Half-yearly, Monthly, Fortnightly, or Weekly
On the internet using customer's own bank or Alliance & Leicester Commercial bank	see note 6	Unmeasured	Annually, Half-yearly, or 6 or 8 monthly instalments
		Measured	At time of billing or by Monthly Budget Payment Plan
Home or telephone banking using customer's bank and quoting sort code 30-00-00, account number 03394859	see notes 6 and 7	Unmeasured	Annually, Half-yearly, or 6 or 8 monthly instalments
		Measured	At time of billing or by Monthly Budget Payment Plan

#### NOTES ABOUT PAYMENT

- For Direct Debit and instalment payments, the customer may choose from one of the following days of the month on which to make their instalment payment: 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> or 22<sup>nd</sup>. Where an instalment or budget payment is not received by the agreed day of the month, the arrangement will be cancelled and a notice will be sent for the full outstanding balance.
- Credit card transactions may be subject to an additional charge dependent on rates prevailing at the time.
- Customers can pay in cash free of charge at any branch of Lloyds Bank in the company's area of supply. Other banks will make a charge if you do not have an account with them.
- Customers using Alliance & Leicester Commercial bank will be required to pay the Post Office in-payment fee.
- Postage cost applies.
- Internet charge may apply, depending on the terms of the customers' Internet service provision.
- Call cost applies.

#### 3.1.2 Payment Terms for Tenants

Payment terms for tenants who pay their water charges with their rent to a landlord such as a housing association, local housing authority or private landlord, may differ from the above.

## 3.1.3 Water Direct – Direct Payment from Benefit

### 3.1.3.1 Customers in receipt of income support

Customers who are in receipt of income support and in arrears with their bills can elect to have their charges paid direct from benefit. This scheme is called Water Direct and is subject to the customer being in receipt of one of the following benefits:

- Income based jobseekers allowance
- Income Support
- Pension Credit
- Income-related Employment and Support Allowance

Customers who would like to take advantage of this payment option should contact their Job Centre Plus and advise the Company.

### 3.1.3.2 Application to Job Centre Plus

In accordance with our Code of Practice on debt for domestic customers, provided that we have a customer's National Insurance Number, we will apply to Job Centre Plus on a customer's behalf if:

- they have failed to respond to requests for payment
- they have failed to maintain to payment plans
- we have already told them we intend to take court action, or court action is the next step we intend to take.

## 3.2 Outstanding Charges and Other Costs

### 3.2.1 Collection of Outstanding Charges

The Company will comply with a Code of Practice on debt for domestic customers, which will be agreed with the Water Services Regulation Authority (Ofwat). Copies of this document are available, free of charge, upon request.

### 3.2.2 Void Cheques

We may add an administration charge of £20 to the balance outstanding in respect of each void cheque. This is to cover the additional costs incurred in tracing, re-debiting and pursuing payment.

### 3.2.3 Rejected Direct Debits

The charges levied by our bank in respect of unpaid direct debits where these are rejected as "refer to payer" advices may be added to the charges outstanding. There may also be an administration charge of £10 in respect of each rejected debit.

### 3.2.4 Legal Action Costs

All Court Fees, Solicitors costs and other legal costs in connection with proceedings issued to recover unpaid water charges and all Court Fees and Disbursements (including the costs of tracing and serving debtors) incurred in enforcing any Judgment obtained in such proceedings will be charged to the customer.

### 3.2.5 Other Costs

#### 3.2.5.1 Administration fee

An administration fee of £30.00+VAT per action may be charged instead of Solicitors costs in respect of accounts subject to legal actions. This will be treated in the same way as legal costs

and become due on issue of an action. The statutory Court Fees will be charged in addition to this fee.

### 3.2.5.2 Sundry fees

A sundry fee of £10.00+VAT may be charged in respect of certain customer requests which are outside our range of normal services. This fee will apply to (but not be limited to) such requests as:

- producing a copy bill for use by customer's solicitor or other third party.
- refunding second-half year instalment where customer has paid full year and subsequently decides they want to pay two half-year instalments during the billing year

### 3.2.5.3 Visits to non-household customers

The Company reserve the right to charge a fee of £30.00+VAT for repeated visits to non-household customers where the purpose of the visit is solely to collect payment for overdue accounts.

## 3.2.6 Clearing Costs

Where the Company levies costs, any monies received will be allocated to clear those costs first.

## 3.2.7 Allocation of Payments

After being allocated against any outstanding costs (see section 3.2.6 above), payments will be allocated to clear the oldest debts first except if specified otherwise at the time of payment.

# 3.3 Waste-water (Sewerage) Charges

## 3.3.1 Thames Water

The Company collects the wastewater (sewerage) charges on behalf of Thames Water in Northern Area (1) and Northern Area (2) and those parts of the Southern Area to which Thames Water provides these services. The charges are levied and collected in accordance with the Thames Water Charges Scheme, on rateable value (as at March 31st 1990), miscellaneous basis or, when a water meter is fitted, on the basis of water delivered. Thames Water can be contacted at:

Thames Water  
PO Box 436  
Swindon  
Wiltshire SN38 1TU  
Telephone: 0845 9200 888  
[www.thameswater.co.uk](http://www.thameswater.co.uk)

## 3.3.2 Southern Water

Collection of such charges is not carried out by the Company on behalf of Southern Water, who provide these services in some parts of the Company's area, and bill for and collect these charges themselves. Southern Water can be contacted at:

Southern Water  
PO Box 41  
Worthing  
West Sussex BN13 3NX  
Telephone: 0845 278 0845  
[www.southernwater.co.uk](http://www.southernwater.co.uk)

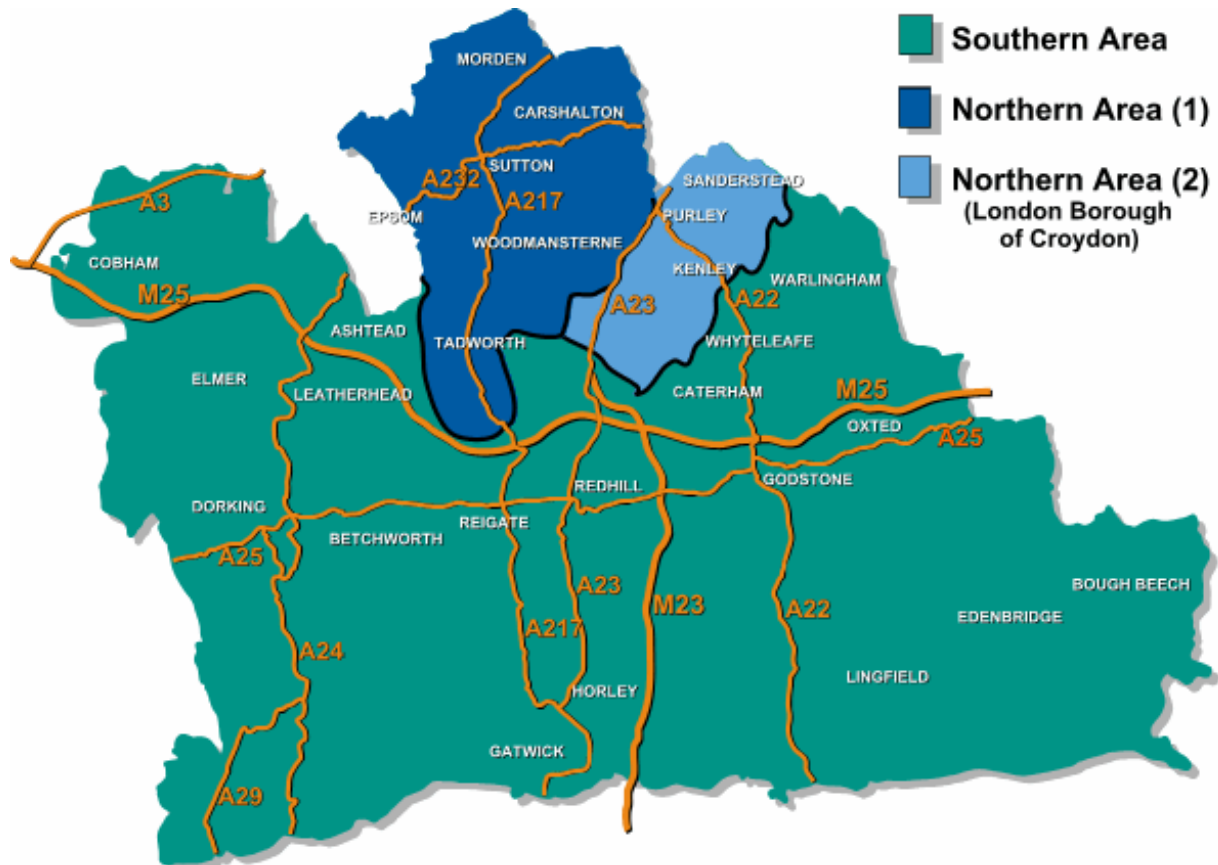
## 3.4 Water Resale

The Water Resale Order gives protection to people who buy their water or sewerage service from another person or company instead of directly from a water or sewerage company. These rules apply in England and Wales. Anybody reselling water or sewerage services must charge no more than the amount they are charged by the water company, plus a reasonable administration charge. A guide to water resale order can be obtained from the Consumer Council for Water.

## Section 4: Charges for Water

Your charges will depend upon which area you live in. The areas are shown on this map and the charges for each area are shown on the following three pages.

### Area Map



### PLEASE NOTE

This map is very small scale and is for general guidance only. In case of doubt, or for confirmation of your charging area, please contact our Customer Accounts Department on 01737 764444.

## Southern Area - Unmeasured Charges

<b>Annual Standing Charge</b>	£37.00
<b>Variable Charge</b>	64.18p in the £

(Based on Rateable Value as at 31<sup>st</sup> march 1990)

### Miscellaneous Charges

*These charges are levied for the period 1st April to 31st March and are not apportionable on change of occupation of the premises during the year.*

Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£44.00
Field supply, Cleansing supply	£88.00
Swimming Pool (Where not metered)	
With filtration	
9 to 45 cubic metres capacity	£ 9.00
46 to 90 cubic metres capacity	£18.00
Without filtration	
9 to 45 cubic metres capacity	£35.00
46 to 90 cubic metres capacity	£70.00

<b>Assessed Household Charge (Fixed Charge)</b>	£103.00
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*This charge is levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.*

## Southern Area - Measured Charges

<b>Annual Standing Charge</b>	£24.72
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### Volume Charges

Standard	113.26p per cubic metre
Large User	84.48 per cubic metre
<i>This charge is for a usage of more than 250,000 cubic metres/year.</i>	
Non-Potable (Untreated)	75.95.p per cubic metre

*The volume charge takes effect on 1st April 2010. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.*

### WaterSure Tariff (formerly Vulnerable Customer Tariff )

£139.00 or actual usage,  
whichever is less.

*This tariff is available to vulnerable customers as defined by The Secretary of State. The purpose of the tariff is to cap measured customers bills for vulnerable customers at or below the level of the average domestic charge.*

## Southern Area - Assessed Volume Charges (Commercial properties where not metered)

<b>Annual Standing Charge</b>	£24.72
<b>Volume Charge</b>	113.26p per cubic metre
(Based on 15 cubic metres per person per year, minimum charge 30 cubic metres/year)	

## Northern Area (1) - Unmeasured Charges

### Licence Fees for the Year

Domestic	£150.90
Commercial	£ 76.80
Mixed	£227.70

### Miscellaneous Charges

*These charges are levied for the period 1st April to 31st March and are not apportionable on change of occupation of the premises during the year.*

Church or Charity	£44.00
Automatic Cistern, Hydrant	£88.00
Swimming Pool (Where not metered)	
With filtration	
9 to 45 cubic metres capacity	£ 9.00
46 to 90 cubic metres capacity	£18.00
Without filtration	
9 to 45 cubic metres capacity	£35.00
46 to 90 cubic metres capacity	£70.00

**Assessed Household Charge (Fixed Charge)** £103.00

*This charge is levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.*

## Northern Area (1) - Measured Charges

**Annual Standing Charge** £24.72

### Volume Charge

Standard	87.75p per cubic metre
Large User	84.48p per cubic metre
<i>This charge is for a usage of more than 250,000 cubic metres/year.</i>	
Non-Potable (Untreated)	75.95p per cubic metre

*The volume charge takes effect on 1st April 2010. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.*

### WaterSure Tariff (formerly Vulnerable Customer Tariff )

£139.00 or actual usage,  
whichever is less.

*This tariff is available to vulnerable customers as defined by The Secretary of State. The purpose of the tariff is to cap measured customers bills for vulnerable customers at or below the level of the average domestic charge.*

## Northern Area (2) (LB of Croydon)

### Northern Area (2) - Unmeasured Charges

<b>Annual Standing Charge</b>	£37.00
<b>Variable Charge</b>	38.04p in the £

(Based on Rateable Value as at 31<sup>st</sup> March 1990)

### Miscellaneous Charges

*These charges are levied for the period 1st April to 31st March and are not apportionable on change of occupation of the premises during the year.*

Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£44.00
Field supply, Cleansing supply	£88.00
Swimming Pool (Where not metered)	
With filtration	
9 to 45 cubic metres capacity	£ 9.00
46 to 90 cubic metres capacity	£18.00
Without filtration	
9 to 45 cubic metres capacity	£35.00
46 to 90 cubic metres capacity	£70.00

<b>Assessed Household Charge (Fixed Charge)</b>	£103.00
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*This charge is levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.*

### Northern Area (2) - Measured Charges

<b>Annual Standing Charge</b>	£24.72
<b>Volume Charge</b>	
Standard	87.75p per cubic metre
Large User	84.48p per cubic metre
<i>This charge is for a usage of more than 250,000 cubic metres/year.</i>	
Non-Potable (Untreated)	75.95p per cubic metre

*The volume charge takes effect on 1st April 2010. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.*

### WaterSure Tariff (formerly Vulnerable Customer Tariff )

£139.00 or actual usage,  
whichever is less.

*This tariff is available to vulnerable customers as defined by The Secretary of State. The purpose of the tariff is to cap measured customers bills for vulnerable customers at or below the level of the average domestic charge.*

### Northern Area (2) - Assessed Volume Charge (Commercial properties where not metered)

<b>Annual Standing Charge</b>	£24.72
<b>Volume Charge</b>	87.75p per cubic metre

(Based on 15 cubic metres per person per year, minimum charge 30 cubic metres/year)

## Section 5: Infrastructure Charges

### 5.1 Description of the Infrastructure Charge

Infrastructure charges will be levied on all new water connections for domestic properties. These charges reflect the cost of upgrading the infrastructure to meet the additional demand.

#### 5.1.1 Interpretation

In this Part:

“Water Connection” means connection, either directly or through an intermediate pipe, to a water supply of premises which have never at any previous time been connected to a supply of water provided for domestic purposes by the Company or by any other authority or body which at that time provided supplies of water in the course of carrying out functions under any enactment;

“Water infrastructure charge” means the charge for water connection;

“Premises” includes any building or substantial part of a building and any part of a building when it is, or is designed, altered or intended to be, occupied as a separate unit;

“House” means any building or part of a building which is occupied as a private dwelling house or which, if unoccupied, is likely to be so occupied and, accordingly, includes a flat;

“Common Billing agreement” means an agreement between the Company and any other person under which that person has undertaken to pay charges for water supply in respect of two or more houses which have a common private service pipe and which, in any case where that agreement relates to one of those services only, are also subject to a similar agreement for common billing between that person and the undertaker providing the other service;

“Relevant Multiplier” means a number (which may be one or more or less than one) calculated in the manner set out in paragraph 6.

For the avoidance of doubt, “Water Connection” includes any relevant connection made without the authorisation or knowledge of the Company, without prejudice to any rights of the Company in respect of any unauthorised connection.

#### 5.1.2 The Charges

##### 5.1.2.1 Standard amount

The standard amounts of the water infrastructure charge payable for water connections shall be specified by the Company. For the year 2010-2011 the standard amount is £297.32.

##### 5.1.2.2 Charge payable

Subject to the following paragraphs of this Part, the water infrastructure charge payable for a water connection shall be the standard water infrastructure charge. In the case of:

- premises which consist in a house subject to a common billing agreement, or,
- premises which do not consist in a house or houses and to which water is provided by a service pipe with an internal diameter larger than 25mm, the standard water infrastructure charge shall be multiplied by the relevant multiplier for those premises.

## 5.1.3 Disputes

The Water Services Regulation Authority (Ofwat) shall have the powers to resolve any dispute about the application of the relevant multiplier.

## 5.1.4 Time for Payment

### 5.1.4.1 When payment is due

Subject to the following paragraph, the water infrastructure charge shall be due and immediately payable to the Company at the time the relevant connection is made.

### 5.1.4.2 Payment options

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

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

### 5.1.4.3 Instalment amount

In paragraph 5.1.4.2 above “the instalment amount” means the aggregate amount which would fall to be paid in the relevant year by way of payments of interest and repayments of capital if an amount equal to the water infrastructure charge payable for the relevant connection had been borrowed by the Company on terms:

- requiring interest to be paid and capital to be repaid in twelve equal annual instalments, or,
- providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined either by the Company with the approval of the Water Services Regulation Authority (Ofwat) or, on default of such a determination, by the Authority.

## 5.1.5 Persons Chargeable

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

- the person requesting the relevant connection to be made, the person making the relevant connection (other than on behalf of the Company) or the person on whose behalf the relevant connection was requested or made, or,
- if the relevant connection is made without the Company’s authorisation, the person making such connection, the person on whose behalf the relevant connection was made or the person using the services provided thereby.

## 5.1.6 Recalculation of Charges

Recalculation of charges is due where:

- a person has received a demand, or undertaken, to pay water infrastructure charges in respect of two or more houses subject to a common billing agreement fails to pay them, or any part of them, within 14 days of the date of connection, or,
- a common billing agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it, the Company may demand and

recover from that person, or from the occupier of each house subject to the agreement the standard water infrastructure charge in respect of each house.

## 5.1.7 Relevant Multiplier

### 5.1.7.1 For a house

To calculate the relevant multiplier for a house to which paragraph 5.1.2.2 above applies:

- i ascertain in respect of all of the houses subject to the common billing agreement in question e.g. all the flats in a block to which such an agreement applies and all communal facilities shared by all or any of them, the total number of water fittings in all the categories specified in column 1 of the Table below,
- ii calculate by reference to column 2 of the Table the aggregate loading units attributable to that total number of water fittings (and increase the aggregate, where necessary, to take account of the minimum for domestic appliances),
- iii divide that number of loading units by 24 and divide the resulting figure by the number of houses subject to the common billing agreement,
- iv the resulting number will be the relevant multiplier.

### 5.1.7.2 For other premises

To calculate the relevant multiplier for other premises to which paragraph 5.1.2.2 above applies:

- i ascertain in respect of the premises the total number of water fittings in all the categories specified in column 1 of the Table below,
- ii calculate by reference to column 2 of the Table the aggregate loading units attributable to that total number of water fittings,
- iii divide the aggregate loading units by 24,
- iv the resulting number will be the relevant multiplier, provided that if the resulting number is less than 1, the relevant multiplier will be 1.

Column 1 Water Fitting (see note 1)	Column 2 Loading Units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ or 20mm) (see note 2)	10
Bath (tap nominal size larger than $\frac{3}{4}$ or 20mm) (see note 2)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ or 15mm)	3
Sink (tap nominal size larger than $\frac{1}{2}$ or 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per house) (see notes 3 and 4)	3
Communal or commercial appliance (see note 3)	10
Any other water fitting or outlet (including a tap, but excluding a water softener)	3

## NOTES:

- Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
- "Bath" includes a whirlpool bath and a Jacuzzi.
- "Domestic appliance" means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a house and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a house (including in communal facilities).
- In any calculation under paragraph 5.1.7.1 above a minimum of six loading units shall be included, in respect of each house, for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is not plumbing, outlet, dedicated space or planning or other provision for either appliance) in the house.

## 5.2 Application of Infrastructure Charges

### 5.2.1 Premises to which Infrastructure Charges Apply

Infrastructure charges have to be paid when any premises are connected to the water supply system. These premises could be:

- dwelling houses
- flats or maisonettes
- sheltered housing units
- hotels
- nursing homes
- retirement homes
- halls of residence

- caravans, moored house boats or mobile homes (i.e. units similar to dwelling houses)
- laundry/shower/toilet blocks providing communal facilities
- shops/commercial or industrial units/filling stations /other buildings where some domestic water facilities are installed

## 5.2.2 Other Premises

This list is not intended to be exhaustive and other types of premises may be liable for infrastructure charges. If in doubt, please contact our Customer Service Department who will be pleased to advise you on the matter.

## 5.3 Allowance

### 5.3.1 Calculation of allowance

When calculating the infrastructure charge payable where a site is developed or re-developed (including by means of a conversion of a building or buildings on it), an allowance shall be made for water connections to the premises on the site, at any time in a period of five years before the development or re-development began.

### 5.3.2 Form of allowance

The allowance will be made in the form of a credit given against the infrastructure charges payable for the new premises.

### 5.3.3 Advice on allowance

We will be happy to advise you on the amount of allowance. Please contact our Customer Service Department on 01737 772000.



## Section 6: Other Charges

These charges are calculated to recover the actual cost incurred by the Company in carrying out certain work, together with associated overheads, and are liable to change without notice.

### 6.1 Metering

#### 6.1.1 Meter installation

Domestic Meter Option	Free of Charge
Other Meter Installations	
Internal (up to 22mm diameter)	£177.00 (+ VAT)
External	£309.00 (+ VAT)

*These standard charges apply for meters up to 28mm diameter. Individual estimates will be given for larger size meters. All installations are subject to a satisfactory survey of the water service pipe arrangements.*

#### 6.1.2 Reconnection Fees

During normal working hours	£38.00 (+ VAT)
Outside normal working hours	£76.00 (+ VAT)
Meter turned-off in pit	£38.00 (+ VAT)
Install MSM unit and plug off supply	£294.00 (+ VAT)
Install or remove meter to existing MSM or pit (up to 28mm diameter)	Free of Charge

#### 6.1.3 Other Meter-related Charges

Meter Test ( <i>costs limited by statute</i> )		
Meter removed	up to a maximum of	£70.00
Meter not removed	up to a maximum of	£20.00

## 6.2 Miscellaneous Charges

### 6.2.1 Labour

Minimum charge for first half-hour	£38.00 (+ VAT)
Plus, for each additional half-hour or part thereof	£19.00 (+ VAT)

### 6.2.2 Provision of information

Mains layout for developers	£150.00 (+ VAT)
Information for commercial users	
Office records only	£38.00 (+ VAT)
Office records plus site visit	£76.00 (+ VAT)
Hydraulic analysis using computer model	£180.00 (+ VAT)
Standard Drainage & Water enquiry (Responses to clean water questions only)	£38.00 (+ VAT)

### 6.2.3 Hire of Standposts

Charges relate to the hire of a ¾ inch standpost, in accordance with the Company's policy on extraction of water from its network (copy available on request.) Requests for extraction using any other size of standpost will be considered and charged on an individual basis.

First 4 weeks	£25 per week (+VAT)
All subsequent hire	£5 per week (+VAT)
Deposit	£250
Water use (volumetric rate)	100.00p per cubic metre (+VAT)

## 6.3 Building Water Supplies

### 6.3.1 Water to be metered

Water used for building and civil engineering works, apart from minor building works e.g. house extensions where the existing un-metered supply is adequate, will be charged for by meter.

### 6.3.2 Conditions and costs

All conditions and costs regarding building water, infrastructure charge and connections to the Company's water supply are subject to the agreement and approval of the Operations Director.

### 6.3.3 Advice on building water supplies

We will be happy to advise you on conditions for a supply of building water. Please contact our Customer Service Department on 01737 772000.

## 6.4 Connection Charges

### 6.4.1 Applications

Applications for new or replacement connections should be made in writing and sent to the Customer Services team. A single non-refundable application fee of £100 will be charged and this should be attached to all applications (cheques payable to Sutton & East Surrey Water plc). The application fee will be automatically deducted from the price shown on the quotation.

### 6.4.2 Standard Charges

Standard charges for new connections of 25mm nominal bore, and no greater than 10 metres in length, in hardcore or lean mix roads (as on housing sites prior to surfacing).

#### 6.4.2.1 Single connection

Job Type	Length (up to)	25mm diameter
Building Site (near side)	2m	£307.00
Building Site (ducted road)	10 m	£429.00

*Prices above relate to lengths up to the specified figures: 2m = 0m to 2m, 10m = 2m to 10m. All other sizes/lengths will be subject to individual quotation.*

#### 6.4.2.2 Elements included in standard charge

The following elements are included in the standard charge:

- excavation and backfill with excavated material,
- drill and tap main, lay service, make connection and install meter box,
- materials,
- labour, including overheads,
- water fittings inspection.

### 6.4.3 Disputes Concerning Connection Charges

Any unresolved dispute regarding the reasonableness of charges made by the Company for a connection to its water main may be referred to:

The Water Services Regulation Authority (Ofwat)  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

The Authority's decision is final and binding on both parties.

## Section 7: Complaints Procedure

### 7.1 Making a Complaint

Please contact our Customer Service team on 01737 772000 for a copy of our Complaints Procedure, or visit our web site at [www.waterplc.com](http://www.waterplc.com) for further information.

If you have a complaint, you should in the first instance contact the company as follows:

For billing matters, contact the Customer Accounts Manager.

For meter installations, and for all other matters concerning your water supply, contact the Distribution Manager.

If you are not satisfied with the Manager's response, please write to The Managing Director and ask him to review the response.

### 7.2 The Consumer Council for Water

Your interests as a water user are represented by the Consumer Council for Water London & South East region. This committee considers such matters as services, planning, charges and complaints.

If, after the above procedure, you still feel that the matter has not been dealt with satisfactorily, you should refer it to:

Consumer Council for Water - London and South East Region  
1st Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

Tel: 020 7931 8502

Fax: 0121 345 1010

email: [londonandsoutheast@ccwater.org.uk](mailto:londonandsoutheast@ccwater.org.uk)

web: [www.ccwater.org.uk](http://www.ccwater.org.uk)



## Section 8: Our Commitment to You

### 8.1 Our Customer Charter – The Guaranteed Standards Scheme

Our Customer Charter sets out service standards for:

- Appointments to visit you;
- Dealing with account enquiries;
- Requests about payment arrangements;
- Complaints about water services;
- Notices of planned supply interruption;
- Notice of emergency supply interruption;
- Where the supply is not duly restored;
- Water pressure problems.

Please contact our Customer Service team on 01737 772000 for a copy of our Customer Charter or visit our web site at [www.waterplc.com](http://www.waterplc.com).

### 8.2 Our Codes of Practice for Domestic Customers

We operate codes of practice for domestic customers that cover:

Making a complaint;

Recovering debt;

Leakage from customers' supply pipes.

Please call our Customer Service team on 01737 772000 for any of these codes or visit our website at [www.waterplc.com](http://www.waterplc.com).

### 8.3 Help for Customers with Special Needs

We operate a Special Services register to provide help and assistance for elderly and disabled customers and those with special needs. This service will not reduce your bill. Please call our Customer Accounts Department on 01737 764444 for details or visit our web site at [www.waterplc.com](http://www.waterplc.com).



## Section 9: Statistical and Financial Information

### 9.1 Statistical Information

Based on our Annual Report to Water Services Regulation Authority (Ofwat) June 2009

Population served	648,080
Area of supply	834 km <sup>2</sup>
Number of billed services	
Unmeasured households	177,439
Metered households	75,639
Unmeasured non-household	2,144
Metered non-household	13,422
Length of mains	3,438.51 km
Average volume of water supplied daily	153.25 Mld
Average unmeasured domestic water bill	
Per year	£167.40
Per week	£3.22
Per day	46p

### 9.2 Key Tariff Policy Indicators

Weighted Average Charges Increase (WACI)  
0.28%

#### Measured / Unmeasured Differential

Target £31.32  
Actual £31.30

#### Household Standing Charge

Unmeasured	£37.00	no change to the 2009–2010 price
Metered	£24.72	3.7% decrease from the 2009–2010 price

Any queries?

If you would like any further information, please contact:

Sutton & East Surrey Water

London Road

Redhill

Surrey RH1 1LJ

Telephone: 01737 764444

[www.waterplc.com](http://www.waterplc.com)

April 2010