

General Charges Scheme

2014-15



SOUTHERN WATER GENERAL CHARGES SCHEME 2014-15

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Part 1 - Introduction and Commencement

1. This Charges Scheme is made by Southern Water under Section 143 of the Water Industry Act 1991 and shall come into operation from 1 April 2014 to 31 March 2015 inclusive.
2. 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 and/or sewerage undertaker; it shall not apply to those premises, services and circumstances to which another Southern Water Charges Scheme applies.
3. Nothing in this Charges Scheme shall affect the Company's powers or rights to enter into or be bound by agreements with persons to be charged, whether made before or after the coming into operation of this Scheme.
4. The amounts now fixed by the Company in respect of the charges provided for in this Charges Scheme are those shown in the Schedule. These charges have been approved by the Water Services Regulation Authority under its regulatory powers.
5. The Southern Water General Charges Scheme 2013-14 is hereby revoked with effect from 1 April 2014, without prejudice to the recovery of charges due in accordance with that and other revoked Charges Schemes.

[Note: charges for water services to household premises are principally provided for in the Southern Water Services Limited Household Premises Charges Scheme 2014-15, the Southern Water Services Limited UMP Charges Scheme 2014-15, and the Southern Water Services Limited (South East Water CMP) Charges Scheme 2014-15; other charges are fixed separately for matters such as the reception of liquid wastes and water supply connection costs.]

Part 2 - Principles for Measured and Unmeasured Charges

1. New Water Supplies

- 1.1 The charges payable following the provision by the Company of any new water supply to any premises shall be measured charges. A meter must be installed on all new water supplies.
- 1.2 (a) For the purposes of the preceding paragraph, a new supply may also be provided when there is a change of use of water or a change in the extent of premises supplied through an existing service pipe; measured charges shall be payable following service of notice to this effect by the Company on the person chargeable who must provide for the installation of a meter.
- (b) Where there is a change of use of water supplied by a common supply pipe to two or more premises in separate occupation, the charges for the supply to the premises on which the change of use has taken place shall be measured charges and the person chargeable for the supply must provide for the separation of the common supply and the installation of a meter on the separate supply to the premises.

2. Existing Water Supplies

- 2.1 The charges payable shall be and remain measured charges
- (i) where a meter is installed on a water supply to any premises, or
 - (ii) where the Company has so determined in respect of any premises or purpose for which water supplied by the Company is used.
- 2.2 The Company may determine that the charges for water supplies
- (i) to any premises or to any description of premises, or
 - (ii) used wholly or partly for any business, trade or manufacturing or for any other commercial or non-domestic purposes, shall be measured charges.
- 2.3 The person chargeable in respect of any premises receiving an unmeasured water supply may elect to have a measured water supply if the premises are served by a separate service pipe, the plumbing installations comply with any applicable regulations made under Section 74, and the person chargeable has the right to permit, and agrees to pay the cost of, installation of the meter, as well as the meter installation survey fee and measured charges thereafter.
- 2.4 Once the charges in respect of any premises or water supply are or have become measured charges, they shall remain measured charges irrespective of any change of use of the premises or of the purpose for which the water is used, unless and until the Company at its own discretion determines that the charges payable shall be unmeasured charges.

3. Ownership of Meter

Any meter installed by the Company in accordance with this Charges Scheme remains the property and responsibility of the Company at all times. It is a criminal offence to interfere with any meter or other apparatus belonging to the Company.

4. Unmeasured Water Supplies

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

5. Specific Water Supply Charges

The Company may from time to time fix other specific charges for water supplies for non-domestic purposes.

6. Sewerage Services

6.1 Generally, charges for sewerage services provided to connected premises shall be measured charges if there is a measured water supply to the premises, and unmeasured charges if there is not, irrespective of whether water is supplied by the Company or another water undertaker.

6.2 The Company may determine that charges for sewerage services provided to connected premises shall be unmeasured charges if different persons are liable for charges for water supply and sewerage services to the same premises.

6.3 If there is a private water supply to connected premises the charges shall be unmeasured charges, provided that the Company may at its own discretion determine that the charges payable shall be measured charges if an acceptable method of measurement or assessment of the volumes of water supplied to or effluent discharged from the connected premises is installed.

6.4 Subject to paragraph 6.5 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 2.3 of Part 4.

6.5 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of Part 4.

7. Unoccupied Premises

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

Part 3 - Measured Charges

1. Measured Water Supplies

- 1.1 The charges for a measured water supply shall comprise
- (i) a standing charge, and
 - (ii) a volume charge.
- 1.2 (a) The standing charge shall be determined by the size of the meter which has been installed or of the service pipe through which water is supplied.
- (b) Where water is supplied through a meter or service pipe which is larger than effectively necessary, the Company may at its discretion allow a standing charge which relates to a smaller size.
- (c) Where water is supplied to any premises in separate occupation through more than one service pipe, then, notwithstanding the installation of more than one meter, the standing charge may be determined by the size of the meter which in the opinion of the Company would have been effectively necessary if the premises had been served by a single pipe of sufficient size for the whole premises.
- 1.3 (a) The volume charge shall be calculated on the volume of water recorded by the meter or assessed by the Company as having been supplied.
- (b) Where for any reason the volume of water supplied for any period has not been recorded or ascertained correctly, the Company may demand a volume charge in respect of that period calculated on
- (i) an estimated volume, which may be adjusted if the actual volume supplied is ascertained, or
 - (ii) an assessed volume determined by the Company where the actual volume supplied cannot be ascertained.
- 1.4 (a) Where the occupier of any premises in separate occupation so requests, the charges for a measured water supply shall comprise
- (i) a standing charge, determined in accordance with paragraph 1.2 of this Part,
 - (ii) a fixed charge, and
 - (iii) a lower volume charge.
- (b) The fixed charge shall be that specified by the Company as the fixed charge for such purpose.
- (c) Paragraph 1.3 of this Part shall apply to a lower volume charge (large user) as it applies to a volume charge.
- (d) The Company provides a range of unit lower volume charges (large user) based on prescribed ranges of annual consumption. Once the occupier has elected to pay a unit lower volume charge (large user)

from the range provided, the value of the unit lower volume charge (large user) shall not be revised during the operation of this Charges Scheme.

2. Sewerage Services

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

- (i) a standing charge, and
- (ii) a wastewater charge.

2.2 (a) The standing charge shall be determined by the size of the water meter or water service pipe to the premises, or the notional size established in accordance with the preceding provisions of this Part.

- (b) The standing charge may include fixed amounts in respect of surface water drainage from the connected premises and general highway drainage; in the event that the consumer establishes to the Company's reasonable satisfaction (under the arrangements referred to in paragraph 6.2 of Part 7) that the connected premises are connected for the drainage of foul water only, and not for surface water, the standing charge shall be reduced by the fixed amount in respect of surface water drainage for the period from 1 April 2014 or the date when the consumer became the occupier or the premises became connected for the drainage of foul water only, if later.

2.3 The wastewater charge shall be an assessed charge, determined by reference to 95% of the volume of water recorded by the water meter, or estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not the Company), as having been supplied to the premises.

2.4 Where the person chargeable claims in writing and shows to the satisfaction of the Company that the volume of wastewater discharged from premises used wholly for any business, trade or manufacturing or for any other commercial purposes to a public sewer is consistently significantly less than 95%, as applicable, of the volume of water supplied to the premises,

- (i) the Company may at its discretion allow a standing charge which relates to a smaller size of water meter or water service pipe, and
- (ii) wastewater charges from the date of the last demand for payment preceding receipt of the claim by the Company shall be determined by reference to such percentage, or at the Company's discretion to such volume, as the Company may specify from time to time.

Where the Company has allowed such an adjustment to the standing charge and/or the wastewater charge, the person chargeable is responsible for notifying the Company of any subsequent change in circumstances which may affect the calculation of the adjusted charge or charges.

Where the person chargeable notifies the Company of any such subsequent change in circumstances, or where the Company establishes that there has been such a subsequent change in circumstances, any adjustment to the standing charge and/or the wastewater charge shall be made from the date that the change became effective.

- 2.5 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, the standing charge shall be determined as in paragraph 2.2 of this Part and the wastewater charge for drainage for domestic purposes shall be determined,
- (i) where a separate meter is installed on the water supply for domestic purposes, as in paragraph 2.3 of this Part, or
 - (ii) where no separate meter is provided for such supply, by reference to 95% of the volume of water recorded by the water meter, or estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not the Company), as having been supplied to the premises less the volume of trade effluent taken as having been discharged for the purposes of Part 6.
- 2.6 Where any premises are supplied with water both through a meter and by private means, the standing and wastewater charges shall be determined by the Company in accordance with the preceding provisions of this Part as though all water was supplied by a measured water supply of sufficient size.
- 2.7 (a) Where the occupier of any connected premises in separate occupation for which measured charges are payable so requests, the charges for the drainage of foul water (excluding any trade effluent discharge) shall comprise
- (i) a standing charge, determined in accordance with paragraph 2.2 of this Part,
 - (ii) a fixed charge, and
 - (iii) a lower wastewater charge.
- (b) The fixed charge shall be that specified by the Company as the fixed charge for such purpose.
- (c) Paragraphs 2.3 to 2.6 of this Part shall apply to a lower wastewater charge as they apply to a wastewater charge.
- 2.8 Subject to paragraph 2.9 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 2.3 of Part 4.
- 2.9 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of Part 4.
- 2.10 Where the water supply to any premises is for any reason disconnected, the occupier of the premises or if the premises are vacant the owner or other person responsible therefore shall pay to the Company the surface water charge in paragraph 2.8 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

3. Time for and Methods of Payment

- 3.1 Charges shall be due and payable on demand, provided that payment may be made, by prior agreement with the Company, by instalments which shall be due with such frequency and payable on such dates as the Company shall agree.
- 3.2 The Company will agree to payment by regular monthly, fortnightly or weekly instalments, provided that the amounts of such instalments are anticipated to pay all charges that will accrue in the year from 1 April 2014.
- 3.3 If payment of any instalment is not made on the due date, any arrangement for payment by instalments may be withdrawn by the Company and the whole of the charges then unpaid shall become due and payable.
- 3.4 Charges shall be calculated at such intervals and for such periods as the Company shall determine, which may be altered from time to time and which may be different for different cases.
- 3.5 The amounts of the standing, fixed and unit charges shown in the Schedule shall apply from 1 April 2014. For the determination of charges for a period ending on or after that date, standing charges shall be apportioned on a daily basis and the volume of water supplied shall be deemed to have been supplied at the average daily rate for the period concerned unless a reading on the meter has been obtained on 31 March 2014.
- 3.6 A request for the purposes of paragraphs 1.4 and/or 2.7 of this Part shall be in writing addressed to the Customer Service Centre of the Company at its Head Office, and shall take effect from the next cyclic meter reading following receipt.
- 3.7 Where the only charge payable is the surface water maximum charge, the full amount due shall be payable on demand.
- 3.8 Payment may be made by the following methods:

Direct Debit – Provided that direct debit will be agreed only for instalments due monthly or less frequently.

Debit and credit cards – Online at www.southernwater.co.uk, or by dialling the 24-hour automated line on 0845 270 1508.

PayPoint – Cash payments can be made at any shop with a PayPoint terminal using the plastic payment card or the payment slip provided on the bill.

At a bank or post office – Cash and cheque payments can be made at most banks or post office branches using the payment slip provided on the bill. This service is free of charge if paid at the post office or at a branch of NatWest. Cash payments using the plastic payment card can be made free of charge at the post office. Cash and cheque payments may also be made at any branch of a clearing bank, provided that any transaction charges that may be payable to that bank are payable by the payer.

Home or telephone banking – Quoting Southern Water’s bank sort code 57-70-63, bank account number 00000000, and the payment reference number.
By post – Payments may be made by cheque made payable to Southern Water to PO Box 41, Worthing, West Sussex BN13 3NZ, accompanied by the completed payment slip provided on the bill.

- 3.9 The Company reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders or direct debits.
- 3.10 The Company may, at its discretion, charge interest on overdue accounts.
- 3.11 The Company may, where appropriate, require a security deposit to be provided for payment of future charges.

4. Persons Chargeable

- 4.1 The charges for water supplies shall be payable by the occupier for the time being of the premises supplied or any person to whom the supply is made available.
- 4.2 The charges for sewerage services shall be payable by the occupier for the time being of the connected premises.
- 4.3 A person who is not the occupier of premises may be liable to pay water supply and/or sewerage charges in relation to those premises instead of the occupier by or under any enactment or by agreement with the Company.
- 4.4 A former occupier of premises may be liable to pay water supply and/or sewerage charges in relation to those premises in the circumstances set out in paragraph 3 of Part 7.

Part 4 - Unmeasured Charges

1. Unmeasured Water Supplies

The charges for an unmeasured water supply to any premises shall comprise

- (a) (i) a standing charge, and
- (ii) a rateable value charge calculated on the rateable value of the premises receiving the water supply or for which the water supply is made available

or

- (b) where in any case the combined standing and rateable value charges amount to a sum less than that specified by the Company as the minimum charge, the minimum charge

or

- (c) where the premises do not have a rateable value, a charge fixed by the Company for such premises

or

- (d) where the water is used for any purpose specified by the Company, a charge fixed by the Company for such purpose.

2. Sewerage Services

2.1 Where there is an unmeasured or private water supply to connected premises, or where there is no water supply to connected premises and the curtilage includes provision for parking of 50 or more vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, and unmeasured charges are payable, the charges for sewerage services shall comprise

- (a) (i) a standing charge, and
- (ii) a rateable value charge calculated on the rateable value of the premises

or

- (b) where in any case the combined standing and rateable value charges amount to a sum less than that specified by the Company as the minimum charge, the minimum charge

or

- (c) where the premises do not have a rateable value, a charge fixed by the Company for such premises.

2.2 The standing charge may include fixed amounts in respect of surface water drainage from the connected premises and general highway drainage; in the event that the consumer establishes to the Company's reasonable satisfaction (under the arrangements referred to in paragraph 6.2 of Part 7) that the connected premises are connected for the drainage of foul water only, and not for surface water, the standing charge shall be reduced by the fixed amount in respect of surface water drainage for the period from 1 April 2014 or the date when the consumer became the occupier or the premises became connected for the drainage of foul water only, if later.

2.3 Subject to paragraph 2.4 of this Part, the charges for connected premises which are connected for the drainage of surface water only shall be a surface

water maximum charge, or if less, charges calculated in accordance with paragraph 2.1 of this Part.

- 2.4 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of this Part.

3. Time for and Methods of Payment

- 3.1 The charges shall be calculated for the year from 1 April 2014 and shall be due and payable in advance on that date, provided that payment may be accepted by prior agreement with the Company, by instalments which shall be due with such frequency and payable on such dates as the Company shall agree.
- 3.2 The Company will agree to payment by regular monthly, fortnightly or weekly instalments, provided that the amounts of such instalments are anticipated to pay all charges that will accrue in the year from 1 April 2014.
- 3.3 If payment of any instalment is not made on the due date, or there is any change in circumstances (which includes a change from an unmeasured to a measured water supply) requiring apportionment of charges payable, any arrangement for payment by instalments may be withdrawn by the Company and the whole of the charges for the year or for any part thereof shall become due and payable.
- 3.4 Where the only charge payable is the surface water maximum charge, the full amount due shall be payable on demand.
- 3.5 Payment may be made by the following methods:

Direct Debit – Provided that direct debit will be agreed only for instalments due monthly or less frequently.

Debit and credit cards – Online at www.southernwater.co.uk, or by dialling the 24-hour automated line on 0845 270 1508.

PayPoint – Cash payments can be made at any shop with a PayPoint terminal using the plastic payment card or the payment slip provided on the bill.

At a bank or post office – Cash and cheque payments can be made at most banks or post office branches using the payment slip provided on the bill. This service is free of charge if paid at the post office or at a branch of NatWest. Cash payments using the plastic payment card can be made free of charge at the post office. Cash and cheque payments may also be made at any branch of a clearing bank, provided that any transaction charges that may be payable to that bank are payable by the payer.

Home or telephone banking – Quoting Southern Water's bank sort code 57-70-63, bank account number 00000000, and the payment reference number.

By post – Payments may be made by cheque made payable to Southern Water to PO Box 41, Worthing, West Sussex BN13 3NZ, accompanied by the completed payment slip provided on the bill.

- 3.6 The Company reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders or direct debits.
- 3.7 The Company may, at its discretion, charge interest on overdue accounts.
- 3.8 The Company may, where appropriate, require a security deposit to be provided for payment of future charges.

4. Persons Chargeable

- 4.1 The charges for water supplies shall be payable by the occupier for the time being of the premises supplied or any person to whom the supply is made available.
- 4.2 The charges for sewerage services shall be payable by the occupier for the time being of the connected premises.
- 4.3 A person who is not the occupier of premises may be liable to pay water supply and/or sewerage charges in relation to those premises instead of the occupier by or under any enactment or by agreement with the Company.

Part 5 - Infrastructure Charges

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;

"sewerage connection" means connection, either directly or through an intermediate sewer or drain, to a public sewer of premises which have never at any previous time been connected to a sewer used for the drainage for domestic purposes of those premises by the Company or by any other authority or body which at that time provided sewerage services in the course of carrying out functions under any enactment;

"sewerage infrastructure charge" means the charge for sewerage 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 or sewerage services, or both, 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" and "sewerage connection" include 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.

2. Charges

- 2.1 The standard amounts of the water and sewerage infrastructure charges payable for water and sewerage connections shall be specified by the Company.
- 2.2 Subject to the following paragraphs of this Part, the water infrastructure charge payable for a water connection shall be the standard water infrastructure charge, and the sewerage infrastructure charge payable for a sewerage connection shall be the standard sewerage infrastructure charge.
- 2.3 In the case of
- (i) premises which consist in a house subject to a common billing agreement, or
 - (ii) 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 20mm,
- the standard water and sewerage infrastructure charges shall be multiplied by the relevant multiplier for those premises.

3. Time for Payment

- 3.1 Subject to the next following paragraph, the water or sewerage infrastructure charge, as the case may be, shall be due and immediately payable to the Company at the time the relevant connection is made.
- 3.2 In the case of the water connection or sewerage connection of a building or part of a building which is occupied as a dwelling house immediately before the connection is made,
- (i) 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,
 - (ii) 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.
- 3.3 In paragraph 3.2 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 or, as the case may be, the sewerage infrastructure charge payable for the relevant connection had been borrowed by the Company on terms
- (i) requiring interest to be paid and capital to be repaid in twelve equal annual instalments, and
 - (ii) 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 or, in default of such a determination, by the Water Services Regulation Authority.

4. Persons Chargeable

The person liable to pay the water infrastructure charge or the sewerage infrastructure charge shall be

- (i) 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
- (ii) if the relevant connection is made without authorisation by the Company, the person making such connection, the person on whose behalf the relevant connection was made or the person using the services provided thereby.

5. Recalculation of Charges

Where

- (i) a person who has received a demand, or undertaken, to pay water and/or sewerage 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
- (ii) 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, standard water and/or sewerage infrastructure charges in respect of each house.

6. Relevant Multiplier

6.1 To calculate the relevant multiplier for a house to which sub-paragraph 2.3 applies,

- (i) ascertain in respect of all 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.

6.2 To calculate the relevant multiplier for other premises to which sub-paragraph 2.3 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;
- (iii) the resulting number will be the relevant multiplier, provided that if the resulting number is less than 1, the relevant multiplier will be 1.

TABLE

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

Notes to be read with the Table:

1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
2. "Bath" includes a whirlpool bath and a jacuzzi.
3. "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).
4. In any calculation under paragraph 6.1, 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. In the case of any premises with a sewerage only connection and no water fittings, the relevant multiplier will be one.

Part 6 - Trade Effluent

1. Trade Effluent Charges

Trade effluent charges are payable in pursuance of a trade effluent consent or acknowledgement for the discharge of trade effluent from trade premises either directly or through an intermediate sewer or drain into a public sewer.

2. Calculation of Charges

2.1 Subject to 2.7 and 2.9 below, the charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.

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

$$\text{unit charge} = R + V + \frac{Ot \cdot B}{Os} + \frac{St \cdot S}{Ss} + M \text{ per cubic metre}$$

where R is a fixed charge per cubic metre for reception and conveyance costs

V is a fixed charge per cubic metre for volumetric and primary or preliminary costs, according to treatment

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

Os is the measurement of the organic nature of settled foul sewage (measured on the same basis)

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

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

Ss is the total suspended solids of crude sewage of average strength

S is the sludge treatment and disposal cost per cubic metre of crude sewage of average strength

M is a fixed charge per cubic metre for costs associated with discharge through a long sea outfall

2.3 The applicability of the factors in the formula to a particular discharge of trade effluent is dependent on the treatment process.

Where this is:-

biological treatment and discharge through a long sea outfall	-	R, V, B, S and M apply
biological treatment	-	R, V, B and S apply
primary treatment	-	R, V and S apply
marine treatment	-	R, V and M apply

- 2.4 The values of the factors in the formula, other than Ot and St, shall be fixed in advance by the Company.
- 2.5 Subject to 2.6 below, the values of Ot and St in the formula shall be rolling averages or those of the latest representative or average sample or samples of the trade effluent taken before the charge is calculated, or agreed with the person chargeable.
- 2.6 Where the trade effluent comprises effluent from launderette or swimming pool premises, automatic vehicle wash installations or such premises, processes or apparatus as the Company may specify, either specifically or generically, the values of Ot and St in the formula shall be the averages of the appropriate such effluents assessed from samples taken from premises in the Company's region.
- 2.7 Where the unit charge for the trade effluent has not been calculated or the volume discharged has not been ascertained, an interim charge shall be payable. The next charge payable shall be calculated for a period including the period for which the interim charge was payable, when credit shall be given for the interim charge.
- 2.8 Where in any case the charge for any period would amount to a sum less than that specified by the Company as the minimum charge, the charge payable shall be the minimum charge.
- 2.9 Where the occupier of any premises in separate occupation so requests, the charges shall comprise
- (i) a unit charge calculated in accordance with 2.2 above but excluding the unit charge in respect of R and
 - (ii) a fixed charge.

3. Volume

- 3.1 Subject to 3.2 below, the volume of the trade effluent taken as having been discharged shall, for charging purposes, be the volume
- (i) recorded on a meter installed on the effluent discharge pipe,
 - (ii) assessed from the volume of water supplied recorded on a meter installed on the water supply, up to the most recent available meter reading, or
 - (iii) determined by the Company.
- 3.2 Where for any reason the volume of trade effluent discharged or the volume of water supplied has not been recorded or ascertained correctly for any period, the Company may demand a charge in respect of that period calculated on
- (i) an estimated volume, which may be adjusted if the actual volume is ascertained,
 - (ii) an assessed volume determined by the Company where the actual volume cannot be ascertained, or
 - (iii) an assumed volume calculated by multiplying the maximum daily volume specified in the trade effluent consent by the number of working days in the period.
- 3.3 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, sewerage charges as determined in accordance with Part 3 paragraph 2.5 may also be payable.

4. Time for Payment

- 4.1 Charges shall be due and payable on demand.
- 4.2 Charges shall be calculated at such intervals and for such periods as the Company may determine, which may be altered from time to time and which may be different for different cases.
- 4.3 The values of the factors shown in the Schedule shall apply from 1 April 2014. For the determination of charges for a period ending on or after that date, the volume of trade effluent discharged shall be deemed to have been discharged at the average daily rate for the period concerned.
- 4.4 Payment may be made by the following methods:

Debit and credit cards – By calling 0845 276 0845.

At a bank or post office – Cash and cheque payments can be made at most banks or post office branches using the payment slip provided on the bill. This service is free of charge if paid at the post office or at a branch of NatWest. Cash and cheque payments may also be made at any branch of a clearing bank, provided that any transaction charges that may be payable to that bank are payable by the payer.

By post – Payments may be made by cheque made payable to Southern Water to PO Box 41, Worthing, West Sussex BN13 3NZ, accompanied by the completed payment slip provided on the bill.

- 4.5 The Company reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders or direct debits.
- 4.6 The Company may, at its discretion, charge interest on overdue accounts.
- 4.7 The Company may, where appropriate, require a security deposit to be provided for payment of future charges.

5. Persons Chargeable

The trade effluent charge shall be payable by the occupier for the time being of the trade premises from which the trade effluent was discharged, or the person making such discharge.

Part 7 - Interpretation and Supplemental Provisions

1. Interpretation

1.1 In this Charges Scheme,

"the Company" means Southern Water Services Limited

"connected premises" are any premises which

- (i) are drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer of the Company, or
- (ii) are premises the occupiers of which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting.

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

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

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

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

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

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

"effluent" includes, where appropriate, the terms "sewage", "wastewater", "surface water", and "trade effluent"

1.2 For the purposes of this Charges Scheme,

"rateable value" in relation to any premises shall be construed in accordance with the following provisions:-

- (a) Where the premises comprise property which was a hereditament within the meaning assigned by section 115 (1) of the General Rate Act 1967 the rateable value shall be the value of the hereditament as

appearing in the valuation list maintained under that Act in force on 31 March 1990.

- (b) If in the opinion of the Company, unmeasured water supply or sewerage services are provided to part only of a hereditament inserted in the valuation list, charges may be calculated on an appropriate part of the rateable value of the hereditament as determined by the Company.
- (c) Where there is communication, otherwise than by a highway, between buildings or parts of buildings in the occupation of the same person but in separate hereditaments, they will, if the Company so decide, be treated as forming one hereditament having a rateable value equal to the aggregate of their rateable values.
- (d) Where the premises comprise property which could have been shown in the valuation list in force on 31 March 1989, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.
- (e) Where the premises comprise property which was a hereditament, but the rateable value in the valuation list is no longer representative, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.
- (f) Where the premises comprise a part of a property which was a hereditament, but which has been altered or extended to form those premises together with other separate premises, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.

1.3 Reference herein to a Part or paragraph is a reference to that Part or paragraph of this Charges Scheme.

1.4 Reference herein to a Section is a reference to that section of the Water Industry Act 1991, unless the reference expressly provides otherwise.

1.5 Without prejudice to the foregoing, the Interpretation Act 1978 shall apply to this Charges Scheme as it applies to an Act of Parliament, and words used shall bear any meaning ascribed to them by the Water Industry Act 1991, unless the context otherwise requires.

2. Abatement of Charges

2.1 The Company may at its discretion abate charges which would otherwise be payable where the total amount so payable is less than a specified amount.

- 2.2 The Company may agree to accept reduced charges (including by alteration of the basis of charge) in any case where such action is considered by the Company to be justified by relevant circumstances.

3. Notice of Vacation of Property

- 3.1 Where, under this Charges Scheme, any charges are fixed in relation to any premises by reference to volume, the person made chargeable in relation to those premises as occupier shall be liable to pay such charges after he has ceased to be the occupier of the premises where he fails to inform the Company of the ending of his occupation of the premises at least two working days before he ceases to occupy them.

- 3.2 The charges for which a person shall be liable under paragraph 3.1 above shall be those for a period ending with whichever of the following first occurs after he ceases to occupy the premises, that is to say,

- (i) where he informs the Company of the ending of his occupation of the premises less than two working days before, or at any time after, he ceases to occupy them, the twenty-eighth day after he so informs the Company;
- (ii) any day on which any meter would normally have been read in order for the amount of the charges to be determined;
- (iv) any day on which any other person informs the Company that he has become the new occupier of the premises.

- 3.3 References to two working days in paragraphs 3.1 and 3.2 above are references to a period of forty-eight hours calculated after disregarding any time falling on a Saturday or Sunday or on Christmas Day, Good Friday or any day which is a bank holiday in England or Wales.

4. Legislation

The application, assessment and recovery of charges under this Charges Scheme are subject to the provisions of relevant Acts of Parliament and subordinate legislation made or issued thereunder; the provisions of this Scheme shall be construed so as not to conflict therewith.

5. Value Added Tax

Water services charges are within the scope of VAT. The charges in the Schedule are shown exclusive of VAT, which will be charged in addition if applicable.

Note: At the time of the making of this Charges Scheme, water supplies to premises engaged in economic activities within Sections C to F inclusive of the Standard Industrial Classification of Economic Activities 1992 are standard-rated; other charges in the Schedule are noted as potentially subject to VAT by way of guidance only.

6. Customer Information

- 6.1 Customers planning to move to a new or other property within the Company's area will be provided on request with information on the basis of charge for that property, subject to any consent that may be required from the current consumer at the property. Information will also be provided on any options and alternatives for charges that may be available.
- 6.2 A request by a consumer for a surface water drainage rebate, on the basis that his property is connected for the drainage of foul water only, and not for surface water, must be made by calling the Company's 24-hour message line at 0845 279 0845 or by completing and submitting the Company's online form (website www.southernwater.co.uk). On receipt of a request, the Company will check the connection status of the property and where it is established that the property is not connected for surface water drainage an amended bill will be issued. Rebates will take effect from the beginning of the charging year in which a request is made.
- 6.3 In the event that a consumer has any complaint about the Company's application of this Charges Scheme to the supply of services to his property, the Company will deal with such complaint in accordance with the Complaints Procedure agreed with the Water Services Regulation Authority. The complaint will be dealt with at an appropriate level in the Company and, if the consumer remains dissatisfied, he may refer the matter to the Consumer Council for Water Southern, whose contact details are provided in paragraph 6.4. Further information will be provided on request.
- 6.4 Any request for information must be made to the Company at the telephone number or address specified by it for the purpose.

Note: At the time of the making of this Charges Scheme, the contact details are as follows:-

By phone:

General charges enquiries and requests for information **0845 272 0845**

Enquiries concerning water and wastewater services **0845 278 0845**

Surface water drainage rebate request **0845 279 0845**

Online:

Forms are available on the Company's website **www.southernwater.co.uk**

By post:

Customer Services Centre

Southern Water
P O Box 41
Worthing
BN13 3NZ

Consumer Council for Water London & South East

By post:

Consumer Council for Water - London & South East Region
c/o 1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

By phone:

020 7931 8502

Fax:

0121 345 1010

Email:

londonandsoutheast@ccwater.org.uk

Online:

www.ccwater.org.uk

7. Use of Personal Information

The Company's full Privacy Statement is available on its website (www.southernwater.co.uk) or on written request. A summary of the full Privacy Statement is provided below.

7.1 The Company may use the consumer's information to do the following:

- (i) Provide the consumer with water and sewerage services (where licensed to do so in the consumer's area).
- (ii) Help run, and contact the consumer about improving the way the Company runs, any accounts and services that the Company has provided before, now or in the future.
- (iii) Create statistics, analyse consumer information, create profiles (including using information about what services the Company supplies to the consumer and how the consumer pays for them).
- (iv) Help prevent and detect debt, fraud and loss.
- (v) Help train the Company's staff.
- (vi) Contact the consumer in any way (including by e-mail, phone, text or multimedia message or other forms of electronic communications or by visiting the consumer) about the Company's services.
- (vii) Provide the consumer with information on water-related goods or services that the Company believes may be of benefit (unless the consumer has notified the Company of an objection).
- (viii) Make automated decisions.

7.2 The Company may monitor and record any communications it has with the consumer, including phone conversations and e-mails, to make sure the Company is providing a good quality and efficient service and meeting its regulatory and legal responsibilities.

- 7.3 The Company may allow other people and organisations to use information it holds about the consumer:
- (i) to provide services the consumer has requested, which may include providing information to members of the consumer's family or household, anyone acting on the consumer's behalf or other people who may be interested (such as landlords or letting agents);
 - (ii) to help to prevent and detect debt, fraud, or loss (for example by giving this information to a credit-reference agency), which is described in more detail in paragraphs 7.4 & 7.6 below;
 - (iii) if the consumer does not pay their outstanding water services charges, the Company may transfer the consumer's debt to another organisation and give them details about the consumer and that debt;
 - (iv) if the Company has been asked (for example by the Water Services Regulation Authority or a lawyer) to provide information for legal or regulatory purposes;
 - (v) as part of current or future legal action;
 - (vi) as part of data-sharing initiatives, for example, those designed to identify and assist vulnerable groups of consumers;
 - (vii) to provide the consumer with information on water-related goods or services offered by trusted third parties (unless the consumer has notified the Company of an objection);
 - (viii) where the consumer's water supply and sewerage services are provided by the Company and another undertaker, in order that the records of the Company and the other undertaker are kept up to date.

From time to time these other people or organisations may be outside the European Economic Area (EEA), and as a result the Company may use the consumer's information in countries that do not have the same standards or protection for personal information as the United Kingdom. Where such transfer occurs, the Company will put in place appropriate measures to safeguard the data.

- 7.4 If the Company suspects that the consumer has committed fraud or stolen water by tampering with the meter or diverting the water supply, or has negligently damaged and/or allowed unauthorised interference with the Company's equipment, it will record these details on the consumer's account record and may share this information with the Water Services Regulation Authority and other people who are interested (such as landlords, housing associations, police or other authorities). The Company may use this information to make decisions about the consumer, the consumer's character, and how likely the consumer is able to pay for the services provided by the Company. This may include recording sensitive personal information such as criminal offences the consumer has been accused of.

- 7.5 In limited circumstances where the consumer informs the Company, or the Company believes, that the consumer (or a member of the consumer's household) needs extra care (for example, because of the consumer's age, health, disability or financial circumstances), the Company may record this in the information it holds about the consumer. The Company may share the consumer's information with social services, charities, health-care and other support organisations, if it believes that this is warranted and that these organisations may be able to help the consumer.
- 7.6 The Company will check the consumer's details with one or more credit-reference and fraud-prevention agencies to help it make decisions about the consumer's ability to make payments and the payment arrangements which it may offer the consumer. The Company, the credit-reference and fraud-prevention agencies will use the consumer's information in the following ways:
- (i) The Company will search at credit-reference and fraud-prevention agencies for information about the consumer. If the consumer is providing information about other people who receive the Company's services on a joint basis, the consumer must make sure they agree that the Company can use their information to do this. If the consumer gives the Company false or inaccurate information and it suspects fraud, the Company will pass the consumer's details to credit-reference and fraud-prevention agencies. Law-enforcement agencies (such as the police and HM Revenue & Customs) may receive and use this information.
 - (ii) The Company and other organisations may also access and use information about the consumer provided by credit-reference and fraud-prevention agencies, for example to:
 - (a) check details on applications the consumer makes for credit and credit-related services;
 - (b) check the consumer's identity;
 - (c) prevent and detect fraud and money laundering;
 - (d) manage credit and credit-related accounts or services;
 - (e) recover debt;
 - (f) check details on proposals and claims for all types of insurance; and
 - (g) check details of employees and people applying for jobs with the Company.
 - (iii) When credit-reference agencies receive a search from the Company, they will record this on the consumer's credit file.

- (iv) The Company will send information on the consumer's account to credit-reference agencies and they will record it. If the consumer has an account with the Company, the Company will give details of it and how the consumer manages it to credit-reference agencies. If the consumer has an account and does not repay money owed in full or on time, credit-reference agencies will record this debt. They may give this information to other organisations and fraud-prevention agencies to carry out similar checks, find out the consumer's whereabouts and deal with any money the consumer owes. The credit-reference agencies keep records for six years after the consumer's account has been closed, the consumer has paid the debt or action has been taken against the consumer to recover the debt.
- (v) The company and other organisations may access and use, from other countries, information recorded by fraud-prevention agencies.
- (vi) The consumer may see the information credit-reference and fraud-prevention agencies hold about them by contacting the following agencies currently working in the United Kingdom. These agencies will charge the consumer a small fee.

Call Credit
Consumer Services Team
PO Box 491
Leeds
LS3 1WZ
Phone: 0870 060 1414
Website: www.callcredit.co.uk

Experian
Consumer Help Service
PO Box 8000
Nottingham
NG80 7WF
Phone: 0870 241 6212
Website: www.experian.co.uk

Equifax Plc
Credit File Advice Centre
PO Box 1140
Bradford
BD1 5US
Phone: 0870 010 0583
Website: www.myequifax.co.uk

- 7.7 If the consumer gives the Company information on behalf of someone else, the consumer confirms that they have given permission for the Company to use their personal information in the way described earlier in this Part and in the way described in the Company's full Privacy Statement. If the consumer gives the Company sensitive information about themselves or other people (such as health details or details of any criminal convictions of members of their household), the consumer agrees (and confirms that the person the information is about has agreed) that the Company can use this information in the way described in this Part and in the way described in the Company's full Privacy Statement.
- 7.8 The consumer is entitled to have a copy of the information the Company holds on them, and to have any inaccurate information corrected. The Company may charge the consumer a small fee for providing a copy of any information it holds about the consumer. Any request for more information in respect of this paragraph, or any other aspect of the Company's use of personal information, should be made as follows:

By post:
Data Protection Officer
Southern Water
Southern House
Yeoman Road
Worthing
BN13 3NX

Email:
dataprotection@southernwater.co.uk

Schedule of Charges 2014-15

GENERAL		
Charges are shown exclusive of VAT where this is payable		
A. MEASURED CHARGES		£
1. Measured water supplies		
(a) Standing charge per year		
Meter size	Service pipe size (ext dia)	
Up to 20mm	25mm	27.17
25mm	32mm	69.00
40mm	50mm	113.00
50mm	63mm	152.00
80mm	90mm	201.00
100mm	125mm	301.00
150mm	180mm +	467.00
Fixed charge (large user) per year – Band 1 (5,000 to 19,999 cubic metres)		600
Fixed charge (large user) per year – Band 2 (20,000 to 99,999 cubic metres)		1,800
Fixed charge (large user) per year – Band 3 (>99,999 cubic metres)		13,800
(b) unit volume charge - cubic metre		120.1p
(c) unit lower volume charge (large user) - cubic metre		
(i) Band 1 (5,000 to 19,999 cubic metres)		108.1p
(ii) Band 2 (20,000 to 99,999 cubic metres)		102.1p
(iii) Band 3 (>99,999 cubic metres)		90.1p

GENERAL

Charges are shown exclusive of VAT where this is payable

A. MEASURED CHARGES**2. Sewerage services - measured water**

£

(a) Standing charge per year

Meter size	Service pipe size (ext dia)	
Up to 20mm	25mm	56.57
25mm	32mm	182.00
40mm	50mm	365.00
50mm	63mm	558.00
80mm	90mm	837.00
100mm	125mm	1,095.00
150mm	180mm +	2,250.00
Net of surface water		
Up to 20mm	25mm	33.57
25mm	32mm	90.00
40mm	50mm	181.00
50mm	63mm	328.00
80mm	90mm	377.00
100mm	125mm	497.00
150mm	180mm +	732.00
Fixed charge (large user) per year		63,200
(b) unit volume charge - cubic metre		227.3p
unit lower volume charge (large user) - cubic metre		164.1p

GENERAL	
Charges are shown exclusive of VAT where this is payable	
B. UNMEASURED CHARGES	£
1. Unmeasured water supplies	
(a) standing charge per year	36.99
(b) rateable value charge – per £ rateable value	69.2p
(c) water supply minimum charge	71.86
(d) supplies to premises without rateable value	71.86
2. Sewerage Services - unmeasured water	
(a) standing charge per year	73.35
(b) standing charge (net of surface water) - per year	50.35
(c) rateable value charge - per £ rateable value	134.5p
(d) sewerage minimum charge	97.29
(e) supplies to premises without rateable value	349.48
C. MISCELLANEOUS CHARGES	£
1. Water supply	
(a) swimming pools	
(i) less than 20 cubic metres capacity - no separate charge	
(ii) 20 to 90 cubic metres capacity, with filtration	66.06
(iii) others metered, but if this is impractical	120.10
(a) lock-up garages	
(i) single	16.33
(ii) blocks	52.26
2. Surface Water	
Surface water maximum charge	46.84
D. INFRASTRUCTURE CHARGES	£
1. Standard water infrastructure charge	347.00
2. Standard sewerage infrastructure charge	347.00

GENERAL	
Charges are shown exclusive of VAT where this is payable	
E. TRADE EFFLUENT	Pence
1. Wastewater treatment works (per cubic metre)	
(a) reception and conveyance (R)	60.64
(b) volumetric and primary treatment (V)	
(i) with biological treatment	51.30
(ii) without biological treatment	44.12
(c) biological oxidation (B)	58.27
(d) sludge treatment and disposal (S)	39.85
2. Tidal outfalls (per cubic metre)	
(a) reception and conveyance (R)	60.64
(b) volumetric and primary treatment (V)	30.58
(c) marine (M)	7.71
3. Minimum charge	£458.00
4. Fixed charge (large user) per year	£60,640