

Southern Water Universal Metering Programme Charges Scheme 2019-20



from
**Southern
Water** 



Contents

Preface	4
Statement of Board Assurance provided to the Water Services Regulation Authority – 2019-20 Charges	4
Part 1 - Introduction and Commencement	5
Part 2 - Principles for charges under the UMP	6
1. Charges under the UMP	6
2. Meter installation under the UMP	6
3. Where a meter is not installed under the UMP	7
4. Where the company is unable to gain access to the consumer's property	7
5. Cessation of the Changeover Tariff	8
6. Ownership of meter	8
7. Sewerage services	8
8. Unoccupied premises	9
9. Retrospective adjustments	9
10. Water used for fire fighting purposes	9
Part 3 – Measured charges – Changeover Tariff	9
1. Application of the Changeover Tariff	9
2. Duration and cessation of the Changeover Tariff	9
3. Changeover Tariff	10
4. Water supply charges	10
5. Sewerage charges	11
6. Time of payment	11
Part 4 – Assessed measured charges – Changeover Tariff	12
1. Application of the Changeover Tariff	12
2. Duration and cessation of the Changeover Tariff	12
3. Changeover Tariff	12
4. Sewerage charges	13
5. Time of payment	13
Part 5 – WaterSure: Special provision for vulnerable groups and Essentials Tariff	14



1. Entitlement to assistance with charges	14
Part 6 – Methods of payment and persons chargeable	14
1.1. Methods of payment	14
1.2. Persons chargeable	15
Part 7 - Interpretation and supplemental provisions	15
1. Interpretation	15
2. Abatement of charges	17
3. Notice of vacation of property	17
4. Formal insolvency procedures	17
5. Legislation	17
6. Value Added Tax	17
7. Customer information	18
8. Responsibilities of Landlords	19
9. Use of personal information	19
Part 8 - Schedule of charges 2019-20	23



Preface

Statement of Board Assurance provided to the Water Services Regulation Authority – 2019-20 Charges

The Company, under the direction of the Board, has undertaken a thorough process of internal and external assurance with regard to the setting of charges for the 2019-20 charging year. As a result of the assurances it has received, the Board has satisfied itself to the best of its ability that:

- a) the Company complies with its legal obligations relating to the charges set out in its charges schemes;
- b) the Board has assessed the effects of the new charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;
- c) the Company has appropriate systems and processes in place to make sure that the information contained in the charges scheme, and the additional information covered by this annex is accurate; and
- d) the Company has consulted the Consumer Council for Water (CCWater) in a timely and effective manner on its charges schemes.

Ian McAulay
Chief Executive Officer

Paul Sheffield
Senior Independent Non-Executive Director



Part 1 - Introduction and Commencement

1. This Universal Metering Programme Charges Scheme is made by Southern Water Services Limited under Section 143 of the Water Industry Act 1991 and shall come into operation from 1 April 2019 to 31 March 2020 inclusive.
2. This Charges Scheme sets out the charging principles for household premises within the Company's Universal Metering Programme (UMP), and shall apply to those household premises where the charges for water services are payable under the Changeover Tariff.
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. The Company's Board has provided assurance to the Water Services Regulation Authority relating to the charges set out in its charges schemes.
5. The Southern Water Universal Metering Programme Charges Scheme 2018-19 is hereby revoked with effect from 1 April 2019, without prejudice to the recovery of charges due in accordance with that and other revoked Charges Schemes.

[Note: Charges for water services not provided for in this Charges Scheme are provided for in:

- i. the Southern Water Services Limited Household Charges Scheme 2019-20;*
- ii. the Southern Water Services Limited (South East Water CMP) Charges Scheme 2019-20;*
- iii. the Southern Water Services Limited Wholesale Statement of Principles and Charges 2019-20;*
- iv. the Southern Water Services Limited Charging Arrangements 2019-20, and*
- v. the Southern Water Services Limited Infrastructure Charges Scheme 2019-20.*

These documents can be viewed on our website southernwater.co.uk/information-leaflets.]



Part 2 - Principles for charges under the UMP

1. Charges under the UMP

- 1.1 In accordance with regulation 4(1) of the Water Industry (Prescribed Conditions) Regulations 1999, as amended, the Secretary of State has determined the whole of the Company's appointed water supply area to be an area of serious water stress. By virtue of regulation 2(d) of those Regulations, the Company is not restricted by Section 144B of the Water Industry Act 1991 in its power to fix charges for household premises by reference to volume and to install a meter for charging purposes without the consumer's consent provided those premises are subject to a programme for the fixing of charges by reference to volume. For this purpose, the Company's "programme for the fixing of charges by reference to volume" is the UMP. While the main period of meter installation under the UMP has concluded, premises for which the basis of charge is unmeasured remain subject to the UMP.
- 1.2 For the purposes of this Charges Scheme, the UMP does not include premises where
- (i) the consumer has elected to give the Company a measured charges notice in accordance with the Company's Household Charges Scheme, or
 - (ii) where the basis of charge is already measured and the meter is replaced by the Company.
- 1.3 Where a meter is installed under the UMP the charges shall be and remain measured charges from the switch date irrespective of any subsequent change of use of the premises or of the purpose for which the water is used.

2. Meter installation under the UMP

- 2.1 Under the UMP, the Company is not obliged to install a meter where
- (i) it is not reasonably practicable to install a meter, or
 - (ii) where to do so would involve the incurring by the Company of unreasonable expense.
- 2.2 Circumstances where it is reasonably practicable to install a meter include:
- (i) the provision of a single meter; and
 - (ii) the meter is located in the Company's preferred location, which is normally in the public highway / footpath at the location of the external stoptap; and
 - (iii) the cost of reinstatement, subject to reasonable limits, is not excessive.
- 2.3 Additional expenses which may be considered by the Company to be unreasonable expenses for installation purposes include (but are not limited to):
- (i) the cost of separating the customer's supply pipe where it is shared with other customers;
 - (ii) the cost of installing additional meters if a customer is served by more than one or an additional shared supply;
 - (iii) the cost of alterations to existing plumbing to enable a meter to be installed;
 - (iv) the cost of installation of a meter otherwise than in the Company's preferred location.



3. Where a meter is not installed under the UMP

- 3.1 Where a meter due to be installed under the UMP is not installed in accordance with paragraph 2.1, the charges shall be and remain assessed measured charges calculated by reference to the number of bedrooms in the premises at any time or by reference to single occupancy.
- 3.2 Where the consumer requests assessed measured charges to be calculated by reference to single occupancy, acceptable evidence of single occupancy status must be provided to the Company, for example a copy of the current Council Tax bill containing a single occupier discount.
- 3.3 Where charges are fixed by reference to single occupancy, and the consumer vacates the premises, charges shall be fixed by reference to the number of bedrooms in the premises at any time with effect from the day after the consumer vacates the premises unless and until a subsequent consumer successfully requests assessed measured charges to be calculated by reference to single occupancy.
- 3.4 Where charges are fixed by reference to single occupancy, and a change in status occurs whereby more than one person occupies the premises, charges shall be fixed by reference to the number of bedrooms in the premises at any time with effect from the day after the change in occupancy status occurs. It is the duty of the consumer to advise the Company promptly of any change in occupancy status of the premises.
- 3.5 Where charges are fixed by reference to single occupancy, prior to the commencement of the charging year commencing 1 April 2019 the consumer must provide the Company with evidence of their continued single occupancy status by providing the Company with a copy of their Council Tax bill for the year commencing 1 April 2019 containing a single occupier discount.

4. Where the company is unable to gain access to the consumer's property

- 4.1 Where the Company requires access to the consumer's property in order to progress the installation of a meter under the UMP, but has been unable to gain access to the consumer's property, the charge for each service provided shall be the UMP No Access charge as shown in the Schedule. In these circumstances, the switch date shall normally be the date on which the Company had planned to install the meter under the UMP.
- 4.2 Where the UMP No Access charge applies, charges shall not be fixed by reference to
 - (i) single occupancy, or
 - (ii) the Changeover Tariff
- 4.3 Where the Company gains access to the consumer's property after the UMP No Access charge has been applied, the UMP No Access charge shall be cancelled with effect from the switch date. Where the Company is able to install a meter under the UMP, the charges shall be and remain measured charges with effect from the switch date. Where the Company is unable to install a meter in accordance with paragraph 2.1, the charges shall be and remain assessed charges with effect from the switch date, calculated by reference to the number of bedrooms in the premises at any time or by reference to single occupancy.

- 4.4 Where the UMP No Access Charge has been cancelled in accordance with paragraph 4.3, Parts 3 and 4 of this Charges Scheme shall apply.
- 4.5 Where the No Access charge applies and there is a change of consumer, the Company will seek to gain access to the property in order to progress the installation of a meter under the UMP. Where the Company gains access to the property in these circumstances, the UMP No Access charge shall be cancelled with effect from the date that the new occupier became liable for charges. Where the Company is able to install a meter under the UMP, the charges shall be and remain measured charges with effect from the date that the new occupier became liable for charges. Where the Company is unable to install a meter in accordance with paragraph 2.1, the charges shall be and remain assessed charges with effect from the date that the new occupier became liable for charges, calculated by reference to the number of bedrooms in the premises at any time or by reference to single occupancy. Where the Company is unable to gain access to the property, the charge for each service provided shall remain the UMP No Access charge as shown in the Schedule.

5. Cessation of the Changeover Tariff

- 5.1 Where for any premises the Changeover Tariff has ceased to apply, the Company's Household Charges Scheme shall apply.

6. 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 damage or interfere with any meter or other apparatus belonging to the Company, and the consumer is liable for the expenses of the Company incurred in re-instating a meter which has been subject to tampering and/or deliberate damage.

7. Sewerage services

- 7.1 Where a meter has been installed under the UMP, and where the Company is the sewerage undertaker, charges for sewerage services provided to connected premises shall be measured charges.
- 7.2 Where the basis of charge for the premises has been changed to assessed measured charges under the UMP, and where the Company is the sewerage undertaker, charges for sewerage services provided to connected premises shall be assessed measured charges.
- 7.3 This Charges Scheme provides for a reduction in the charges payable for the provision of sewerage services to any premises where surface water does not drain to a public sewer from those premises.
- 7.4 This Charges Scheme does not provide for a reduction in the charges payable for the provision of sewerage services to any premises where the volume of surface water draining to a public sewer from those premises has been significantly reduced. At the time of making this Charges Scheme, the Company considers that the costs of operating such a scheme of reduced charges outweigh the benefits that would arise.
- 7.5 This Charges Scheme does not provide for reduced charges to community groups in respect of surface water drainage from their property.



8. 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.

9. Retrospective adjustments

While the Company strives to ensure that all consumer bills for charges are correct, in the event of error the Company reserves the right to make retrospective adjustments. The Company will always make an appropriate retrospective adjustment if correcting the error is in the consumer's favour. The Company will not make a retrospective adjustment in its favour that relates wholly to a prior charging year if it is clear that the error is solely due to its failure.

10. Water used for fire fighting purposes

In accordance with Section 147 of the Water Industry Act 1991, no charge is made for water used for fire fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire fighting.

Part 3 – Measured charges – Changeover Tariff

1. Application of the Changeover Tariff

Provided that there has been no change of consumer since the switch date, where a meter has been installed under the UMP the consumer may at any time before 24 months has elapsed since the switch date, apply to the Company for charges to be fixed by reference to the Changeover Tariff to apply with effect from the switch date or from the commencement date of an appropriate subsequent cyclic billing period.

2. Duration and cessation of the Changeover Tariff

- 2.1 The Changeover Tariff shall operate during the 24 months following the switch date, following which charges shall be based on the Company's normal measured tariff as shown in the Schedule.
- 2.2 Provided that there has been no change of consumer since the switch date, the consumer may at any time before 24 months has elapsed since the switch date, give the Company notice to fix charges by reference to the Company's normal measured tariff as shown in the Schedule, to apply with effect from the switch date or from the commencement date of an appropriate subsequent cyclic billing period.
- 2.3 Where the consumer ends his occupation of the premises within 24 months of the switch date, the basis of charge for the premises shall be the Company's normal measured tariff as shown in the Schedule with effect from the day after the consumer's occupation ends.



3. Changeover Tariff

- 3.1 During the first 12 month period following the switch date, charges for water supply and sewerage services under the Changeover Tariff shall comprise
- (i) 66.7% of the Company's normal unmeasured charges for the premises ("the unmeasured element")
 - (ii) 33.3% of the Company's normal measured charges for the premises ("the measured element")
- 3.2 During the second 12 month period following the switch date, charges for water supply and sewerage services under the Changeover Tariff shall comprise
- (i) 33.4% of the Company's normal unmeasured charges for the premises ("the unmeasured element")
 - (ii) 66.6% of the Company's normal measured charges for the premises ("the measured element")
- 3.3 Notwithstanding the preceding provisions of this Part, where the Changeover tariff is applied from a date other than the switch date in accordance with paragraph 1, the charges payable for the period from the switch date to the day before the commencement of the Changeover tariff shall be the Company's normal measured tariff as shown in the Schedule.
- 3.4 For each service provided, the unmeasured element shall comprise
- (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.
- 3.5 Notwithstanding paragraph 3.4, where prior to the UMP charges in respect of the premises were assessed measured charges, the charges for the unmeasured element shall comprise an assessed measured charge calculated by reference to the number of bedrooms in the premises or by reference to single occupancy.
- 3.6 For each service provided, the measured element shall comprise
- (i) a standing charge, and
 - (ii) a volume charge.

4. Water supply charges

- 4.1 The water volume charge shall be calculated on the volume of water recorded by the meter or assessed by the Company as having been supplied, subject to the provisions of the Company's code of practice and procedure on leakage for domestic customers and regulations made or treated as made under Section 149, where applicable.
- 4.2 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.



5. Sewerage charges

- 5.1 The unmeasured and measured sewerage standing charges may include fixed amounts in respect of surface water drainage from the connected premises and general highway drainage. In the event that the consumer has established at any time after 1 April 2000 (and the circumstances have not changed), or establishes to the Company's reasonable satisfaction (under the arrangements referred to in paragraph 7.2 of Part 9) 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 2015 or the date when the consumer became the occupier or the premises became connected for the drainage of foul water only, if later.
- 5.2 The measured wastewater charge shall be an assessed charge, determined for household premises by reference to 92.5% of the volume of water recorded by the water meter, or estimated or assessed in accordance with the preceding provisions of this Part, as having been supplied to the premises, and subject to the provisions of the Company's code of practice and procedure on leakage for domestic customers and regulations made or treated as made under Section 149, where applicable.
- 5.3 Where the person chargeable claims and shows to the satisfaction of the Company that the volume of wastewater discharged from household premises to a public sewer is consistently significantly less than 92.5% of the volume of water supplied to the premises, 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 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. 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 wastewater charge shall be made from the date that the change became effective.

6. Time of payment

- 6.1 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.
- 6.2 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 2019.
- 6.3 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.
- 6.4 Charges shall be calculated at such intervals and for such periods as the Company shall determine, which may be altered from time to time.
- 6.5 The amounts of the standing, unit and rateable value charges shown in the Schedule shall apply from 1 April 2019. For the determination of charges for a period ending on or after that date, standing charges and rateable value 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 2019.

Part 4 – Assessed measured charges – Changeover Tariff

1. Application of the Changeover Tariff

Except in the circumstances set out in paragraph 4.1 of Part 2, provided that there has been no change of consumer since the switch date, where the basis of charge has been changed to assessed measured charges under the UMP the consumer may at any time before 24 months has elapsed since the switch date, apply to the Company for charges to be fixed by reference to the Changeover Tariff, to apply with effect from the switch date or from the commencement date of an appropriate subsequent cyclic billing period.

2. Duration and cessation of the Changeover Tariff

- 2.1 The Changeover Tariff shall operate during the 24 months following the switch date, following which charges shall be based on the Company's normal assessed measured charges as shown in the Schedule.
- 2.2 Where the consumer ends his occupation of the premises within 24 months of the switch date, the basis of charge for the premises shall be the Company's normal assessed measured charges as shown in the Schedule with effect from the day after the consumer's occupation ends.

3. Changeover Tariff

- 3.1 During the first 12 month period following the switch date, charges for water supply and sewerage services under the Changeover Tariff shall comprise
 - (i) 66.7% of the Company's normal unmeasured charges for the premises ("the unmeasured element")
 - (ii) 33.3% of the Company's normal assessed measured charges for the premises ("the assessed measured element")
- 3.2 During the second 12 month period following the switch date, charges for water supply and sewerage services under the Changeover Tariff shall comprise
 - (i) 33.4% of the Company's normal unmeasured charges for the premises ("the unmeasured element")
 - (ii) 66.6% of the Company's normal assessed measured charges for the premises ("the assessed measured element")
- 3.3 Notwithstanding the preceding provisions of this Part, where the Changeover tariff is applied from a date other than the switch date in accordance with paragraph 1, the charges payable for the period from the switch date to the day before the commencement of the Changeover tariff shall be the Company's normal assessed measured tariff as shown in the Schedule.
- 3.4 For each service provided, the unmeasured element shall comprise

- (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.

3.5 For each service provided, the assessed measured element shall comprise an assessed measured charge calculated by reference to the number of bedrooms in the premises at any time or by reference to single occupancy.

4. Sewerage charges

The unmeasured standing charge and assessed measured sewerage 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 has established at any time after 1 April 2000 (and the circumstances have not changed), or establishes to the Company's reasonable satisfaction (under the arrangements referred to in paragraph 7.2 of Part 9) that the connected premises are connected for the drainage of foul water only, and not for surface water, the unmeasured standing charge and assessed measured sewerage charge shall be reduced by the fixed amount in respect of surface water drainage for the period from 1 April 2015 or the date when the consumer became the occupier or the premises became connected for the drainage of foul water only, if later.

5. Time of payment

- 5.1 The charges shall be calculated for the year from 1 April 2019 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.
- 5.2 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 2019.
- 5.3 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.



Part 5 – WaterSure: Special provision for vulnerable groups and Essentials Tariff

1. Entitlement to assistance with charges

- 1.1 Parts 6 and 7 of the Company's Household Charges Scheme make special provision for providing assistance with water services charges in relation to household premises for prescribed classes of consumer meeting prescribed conditions.
- 1.2 Where a meter has been installed for charging purposes under the UMP, nothing in this Charges Scheme shall prevent the consumer from applying for assistance in accordance with Parts 6 and 7 of the Company's Household Charges Scheme.

Part 6 – Methods of payment and persons chargeable

1.1. Methods of payment

- 1.1.1 Payment may be made by the following methods:
- (i) Direct Debit – Provided that direct debit will be agreed only for instalments due monthly or less frequently.
 - (ii) Debit and credit cards – Online at southernwater.co.uk, or by dialling the 24-hour automated line on 0330 303 1263.
 - (iii) 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.
 - (iv) 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.
 - (v) Home or telephone banking – Please quote your payment reference number. Our bank sort code is 40-02-50 and our bank account number is 91426907.
 - (vi) By post – Payments may be made by cheque made payable to Southern Water to PO Box 564, Darlington, DL1 9ZG, accompanied by the completed payment slip provided on the bill.
 - (vii) Standing order – Quoting Southern Water's bank sort code 40-02-50, bank account number 91426907, and the payment reference number.
- 1.1.2 The Company will accept payments deducted from State Benefits and remitted under the Direct Payment Scheme.

- 1.1.3 The Company reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders or direct debits.
- 1.1.4 The Company shall be entitled to recover its costs where a third party debt collection agency is appointed to recover outstanding water services charges.

1.2. Persons chargeable

- 1.2.1 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.
- 1.2.2 The charges for sewerage services shall be payable by the occupier for the time being of the connected premises.
- 1.2.3 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.
- 1.2.4 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 7 - Interpretation and supplemental provisions

1. Interpretation

- 1.1 In this Charges Scheme,

"the Company" means Southern Water Services Limited;

"Universal Metering Programme" and "UMP" mean the Company's programme for the fixing of charges by reference to volume specified in its Water Resources Management Plan;

"switch date" means the date on which a meter was installed on the water supply to the premises under the UMP, the date on which the Company determined that a meter would not be so installed under the UMP, or such later date as is reasonably specified by the Company;

"Changeover Tariff" is the tariff structure set out in paragraph 3 in Parts 3 and 4;

"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,

and "connected household premises" shall be construed accordingly;





"household premises" are any premises in which, or in any part of which, a person has his home;

"measured charges" means those charges in Parts 3 and 4 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;

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

"notice" means notice in writing, in a form specified by the Company or, at its discretion, reasonably equivalent thereto.

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:

- (i) 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.
- (ii) 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.
- (iii) 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.
- (iv) 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.
- (v) 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.

1.3 Reference herein to a Part or paragraph is a reference to that Part or paragraph of this Charges Scheme or of the Company's Household Charges Scheme as appropriate.

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;
 - (iii) 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. Formal insolvency procedures

Where a consumer enters into any formal insolvency procedure (to include but not limited to liquidation, administration, receivership, bankruptcy, company or individual voluntary arrangement or equivalent procedure) any charges for the current financial year to be included in any such procedure, will be calculated on a daily basis to the date of the relevant insolvency procedure ('the insolvency date') and shall not include any charges for the remainder of the financial year after the insolvency date.

5. 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.

6. 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. At the time of the making of this Charges Scheme, supplies of water services to household premises are zero-rated.

7. Customer information

- 7.1 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.
- 7.2 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 0330 303 1266 or by completing and submitting the Company's online form (website 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 1 April 2015.
- 7.3 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 London & South East, whose contact details are provided in paragraph 7.5. Further information will be provided on request. Under the Water Industry Act 1991 and The Water (Meters) Regulations 1988, some complaints can be referred to an independent arbitrator. Details of this process are set out in the Company's Code of Practice for Customers, a copy of which can be obtained by writing to us at the address in paragraph 7.5.
- 7.4 Information regarding works that may affect water meters, the availability of, facilities for, and amounts payable in respect of testing water meters, the method of proof and effect of a meter reading, liability for charges after ceasing to occupy metered premises, and offences of tampering with meters are set out in the Company's Code of Practice for Customers, a copy of which can be obtained by writing to us at the address in paragraph 7.5.
- 7.5 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 **0330 303 0277**

Enquiries concerning water and wastewater services **0330 303 0368**

Surface water drainage rebate request **0330 303 1266**

Enquiries concerning assistance with charges for Vulnerable Groups **0800 027 0363**



Online: southernwater.co.uk

The form for the surface water drainage rebate is available on the Company's website

By post:

Customer Services Centre

Southern Water
PO Box 564
Darlington
DL1 9ZG

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:

0300 034 2222

Fax:

0121 345 1010

Email:

enquiries@ccwater.org.uk

Online:

www.ccwater.org.uk

8. Responsibilities of Landlords

Section 144C of the Water Industry Act (when it is brought into force and subject to any transitional provisions) will require the owner of residential premises which are occupied by one or more persons other than the owner, and not by the owner, to arrange for water and/or sewerage undertakers to be given information about the occupiers. If the owner fails to supply the required information they become jointly and severally liable for water services charges. In preparation for the legislation coming into force, landlords are requested to use the water industry's tenant address portal (www.landlordtap.com) to register details of new tenancies and those liable for water services charges at their properties.

9. 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.

9.1 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.

9.2 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.

9.3 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 9.4 and 9.6 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.

9.4 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.

9.5 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.

9.6 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

- 9.7 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.
- 9.8 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

Part 8 - Schedule of charges 2019-20

A. MEASURED CHARGES	
	£
1. Measured water supplies	
(a) Standing charge - per year	22.19
(b) Unit volume charge – per cubic metre	1.372
2. Sewerage services - measured water	
(a) Standing charge - per year	23.93
(b) Highway drainage charge - per year	12.96
(c) Surface water drainage charge - per year	25.90
(d) Unit volume charge – per cubic metre	2.456
B. UNMEASURED CHARGES	
	£
1. Unmeasured water supplies	
(a) Standing charge - per year	18.58
(b) Rateable value charge - per £ rateable value	0.862
2. Sewerage Services – unmeasured water	
(a) Standing charge - per year	19.78
(b) Highway drainage charge - per year	12.96
(c) Surface water drainage charge - per year	25.90
(d) Rateable value charge - per £ rateable value	1.484
3. Assessed measured charge water – per year	
(a) Standing charge	18.58
(b) No bedrooms or one bedroom	115.24
(c) Two bedrooms	142.68
(d) Three bedrooms	163.26
(e) Four bedrooms	170.12
(f) Five or more bedrooms	179.73
(g) Single occupier	87.80
(h) UMP No Access	301.84
4. Assessed measured charge sewerage - per year	
(a) Standing charge	19.78
(b) Highway drainage charge	12.96
(c) Surface water drainage charge	25.90
(d) No bedrooms or one bedroom – foul water drainage	189.11
(e) Two bedrooms – foul water drainage	235.77
(f) Three bedrooms – foul water drainage	270.16
(g) Four bedrooms – foul water drainage	279.98
(h) Five or more bedrooms – foul water drainage	297.17
(i) Single occupier – foul water drainage	144.90
(j) UMP No Access – foul water drainage	498.56