

# Southern Water Household Charges Scheme 2019-20



from  
**Southern  
Water** 



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## 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 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 shall apply
  - (i) to premises that are not eligible to be switched to another licensee under guidance issued by the Water Services Regulation Authority, and
  - (ii) in those areas and to those household premises for which the Company is, or is deemed to be, the appointed water and/or sewerage undertaker.
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 Household Premises 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 UMP 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](https://southernwater.co.uk/information-leaflets).]*

## Part 2 - Principles for measured, assessed 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 household premises shall be measured charges. A meter must be installed on all new water supplies.
- 1.2 (i) For the purposes of the preceding paragraph, a new supply may also be provided when there is a change of use of water 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.
- (ii) 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 household premises in the circumstances described in paragraph 2.5 of this Part, or
- (ii) where a meter is installed on a water supply to any household premises otherwise than to give effect to a measured charges notice or measured charges consent, or
- (iii) where a meter is installed on a water supply to any household premises to give effect to a measured charges notice or measured charges consent which has not been or cannot be revoked, or
- (iv) if the Company so determines, where there has been a change in the occupation of any household premises and no charges have yet been demanded from the person who has become the consumer, or
- (v) where the Company has so determined in respect of any household premises to which Section 144B(2) does not apply, or in respect of any 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 household premises to which Section 144B(2) does not apply or to any description of premises which are not household premises, or
- (ii) used wholly or partly for any business, trade or manufacturing or for any other commercial or non-domestic purposes, subject to such conditions as may be prescribed for the purposes of Section 144B(1)(c), shall be measured charges.
- 2.3 The consumer in respect of any household premises may consent or require that the charges for water supplies to those premises shall be measured charges, by the giving of measured charges consent or a measured charges notice to the Company in accordance with paragraph 3 below, as appropriate.

- 2.4 Once the charges in respect of household premises or any 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, or where necessary agrees, that the charges payable shall be assessed measured charges or unmeasured charges.
- 2.5 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 area to be an area of serious water stress for the purposes of those Regulations. By virtue of regulation 2(d) of those Regulations, the Company is not restricted in its power to fix charges for household premises by reference to volume and to install a meter for charging purposes, provided that 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.
- 2.6 The charges payable in respect of household premises shall be and remain assessed measured charges
- (i) where the Company is not obliged to give effect to a measured charges in accordance with paragraph 3.3 of this Part, or
  - (ii) where the Company is unable to install a meter for charging purposes in accordance with paragraph 2.5 of this Part.

### 3. Measured charges notice

- 3.1 Where
- (i) water is supplied by the Company to household premises, and
  - (ii) the charges payable in respect of those premises are assessed measured charges or unmeasured charges,
- the consumer may at any time give the Company a measured charges notice requiring the Company to fix charges in respect of those premises by reference to the volume of water supplied.
- 3.2 Subject to paragraph 3.3 below, the Company must give effect free of charge to a measured charges notice before the end of the period of three months beginning with the date of receipt by the Company of the measured charges notice.
- 3.3 The Company is not obliged to give effect to a measured charges notice if
- (i) it is not reasonably practicable to fix charges in respect of the premises by reference to the volume of water supplied, or
  - (ii) to do so would involve the incurring by the Company of unreasonable expense.
- 3.4 (i) The Company shall be obliged to give effect to a measured charges notice if the only expenses it will be necessary to incur are
- a) the provision of a single meter,
  - b) the cost of installation of that meter in the Company's preferred location, which is normally in the public highway / footpath at the location of the external stoptap,
  - c) the cost of reinstatement, subject to reasonable limits,
  - d) for internal installations, an outreader if the Company considers one is necessary, and/or
  - e) such other expenses as are reasonable, which may include the provision and installation of a second internal meter in appropriate cases.

- (ii) The Company shall be not be obliged to give effect to a measured charges notice if it would be necessary to incur expenses additional to those in paragraph 3.4(i), including
    - a) the cost of separating the customer's supply pipe where it is shared with other customers,
    - b) the cost of installing additional meters if a customer is served by more than one or an additional shared supply,
    - c) the cost of alterations to existing plumbing to enable a meter to be installed, and/or
    - d) the cost of installation of a meter otherwise than in the Company's preferred location.
  - (iii) The Company will nevertheless fix charges by reference to the volume of water supplied in respect of the premises the subject of the measured charges notice if the consumer pays to the Company any expenses it would be necessary to incur additional to those in paragraph 3.4(i); such expenses may include the cost of installation of a meter at the consumer's request otherwise than in the Company's preferred location.
  - (iv) Any dispute between the Company and the consumer as to whether
    - a) it is reasonably practicable to fix charges in respect of the premises by reference to the volume of water supplied, or
    - b) to fix charges in respect of the premises by reference to the volume of water supplied would involve the incurring by the Company of unreasonable expensemay be referred to Water Services Regulation Authority under Section 30A by either the Company or the consumer.
- 3.5 Where the Company is obliged to give effect to a measured charges notice and fails to do so before the end of the period of three months beginning with the date of receipt of the measured charges notice, the charges payable in respect of the premises from the end of the period of three months until the day on which the supply began to be measured by volume for charging purposes shall comprise standing charges and other fixed charges (as appropriate) only.
- 3.6 "Measured charges notice" means notice of application on a form specified and provided by the Company and given to the Company (at the address specified by it) by the consumer in respect of household premises, requiring the Company to fix charges in respect of those premises by reference to the volume of water supplied.
- 3.7 Where the Company is not obliged to give effect to a measured charges notice in respect of any household premises because it is not reasonably practicable to install a meter, or to do so would involve the incurring by the Company of unreasonable expense,
- (i) the Company may, if the premises are in a building or discrete part of a building comprised of similar premises, agree to the installation of a meter on the communal service pipe, provided there is a suitable body to take responsibility for payment of all measured water and sewerage charges (as appropriate) and all consumers served by the communal pipe so agree, or
  - (ii) the Company shall fix the water and sewerage charges (as appropriate) in respect of the premises as assessed measured charges calculated by reference to the number of bedrooms in the premises at any time or single occupancy.



## 4. Existing water supplies - non-qualifying option

Without prejudice to paragraph 2.3 above, the person chargeable in respect of household premises receiving an assessed measured water supply or an unmeasured water supply, or any interested person having the consent of all persons having a home in any part of such premises, 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, or the interested person, has the right or necessary consents 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.

## 5. 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.

## 6. Assessed measured water supplies and 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 assessed measured charges or unmeasured charges.

## 7. Specific water supply charges

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

## 8. 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.

## 9. Sewerage services

9.1 Generally, irrespective of whether water is supplied by the Company or another water undertaker, charges for sewerage services provided to connected premises shall be

- (i) measured charges if there is a measured water supply to the premises,
- (ii) assessed measured charges if there is an assessed measured water supply to the premises, and
- (iii) unmeasured charges if the water supply to the premises is not measured or assessed measured.

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

9.3 If there is no water supply to connected premises or if the water supply is private (including where there is private supply of water originally supplied by the Company or another water undertaker), the





charges shall be unmeasured charges, provided that the Company may at its own discretion determine that the charges payable shall be measured charges or assessed 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.

- 9.4 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.
- 9.5 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 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.
- 9.6 This Charges Scheme does not provide for reduced charges to community groups in respect of surface water drainage from their property.

## 10. 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.

## 11. 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.

## 12. Persons chargeable

- 12.1 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.
- 12.2 The charges for sewerage services shall be payable by the occupier for the time being of the connected premises.
- 12.3 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.
- 12.4 In the case of measured charges, 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 10.



## 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 The standing charge is a fixed charge.
- 1.3
- (i) The 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.
  - (ii) 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
    - (a) an estimated volume, which may be adjusted if the actual volume supplied is ascertained, or
    - (b) an assessed volume determined by the Company where the actual volume supplied cannot be ascertained.
- 1.4
- (i) Where the person chargeable in respect of any premises in separate occupation so requests, the charges for a measured water supply shall comprise
    - (a) a standing charge in accordance with paragraph 1.2 of this Part,
    - (b) a fixed charge (large user), and
    - (c) a lower volume charge (large user).
  - (ii) The fixed charge (large user) shall be that specified by the Company as the fixed charge for such purpose.
  - (iii) Paragraph 1.3 of this Part shall apply to a lower volume charge (large user) as it applies to a volume charge.
  - (iv) The Company provides a range of unit lower volume charges (large user) based on prescribed ranges of annual consumption. Once the person chargeable 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.
  - (v) Where separate premises located on the same site are occupied by the same occupier, the person chargeable may elect to pay a unit lower volume charge (large user) based on the total annual consumption of all the premises. For the purposes of this paragraph, the annual consumption of any premises that are eligible to be switched to another licensee under guidance issued by the Water Services Regulation Authority must be disregarded.



## 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,
  - (ii) a highway drainage charge,
  - (iii) a surface water drainage charge where the premises is connected for surface water drainage, and
  - (iv) a wastewater charge.
- 2.2
- (i) The standing charge is a fixed charge.
  - (ii) The highway drainage charge is a fixed amount in respect of general highway drainage.
  - (iii) The surface water drainage charge is a fixed charge determined by the actual (physical) size of the water meter or water service pipe to the premises; 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 10) that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect 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.
  - (iv) The 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 (or by the water supplier, if not the Company), 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.
- 2.3 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.
- 2.4 Where the Company has allowed an adjustment to the wastewater charge in accordance with the preceding paragraph, 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.
- 2.5 Where any premises are supplied with water both through a meter and by private means, sewerage services 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.

- 2.6 (i) Where the person chargeable in respect of any connected premises in separate occupation for which measured charges are payable so requests, the charges for the drainage of foul water shall comprise
- (a) a fixed charge (large user), and
  - (b) a lower wastewater charge (large user).
- (ii) The fixed charge (large user) shall be that specified by the Company as the fixed charge for such purpose.
- (iii) Paragraphs 2.2 (iv) to 2.5 of this Part shall apply to a lower wastewater charge as they apply to a wastewater charge.
- (iv) Where separate premises located on the same site are occupied by the same occupier, the person chargeable may elect to pay a unit lower wastewater charge based on the total annual sewage volume of all the premises. For the purposes of this paragraph, the annual sewage volume of any premises that are eligible to be switched to another licensee under guidance issued by the Water Services Regulation Authority must be disregarded.
- 2.7 The charges for connected premises which are connected for the drainage of surface water only and not foul water shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.3 of Part 5.
- 2.8 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 2.7 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

### 3. Time for payment

#### 3A Where charges are billed by the Company

Part 3A applies where charges are billed by the Company.

- A3.1 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.
- A3.2 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.
- A3.3 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.
- A3.4 Charges shall be calculated at such intervals and for such periods as the Company shall determine, which may be altered from time to time.
- A3.5 The amounts of the 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 other fixed 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.

A3.6 Where the only charge payable is the surface water maximum charge, the full amount due shall be payable on demand.

### **3B Where charges are billed by South East Water Limited**

Part 3B applies where charges are billed on behalf of the Company by South East Water Limited.

Charges shall be due in accordance with South East Water Limited's Household Charges Scheme 2019-20.

## **Part 4 – Assessed measured charges**

### **1. Assessed measured water supplies**

- 1.1 The charges for an assessed measured water supply shall comprise
  - (i) a standing charge, and
  - (ii) an assessed volume charge.
- 1.2 The standing charge is a fixed charge.
- 1.3 The assessed volume charge shall be calculated by reference to the number of bedrooms in the premises at any time or single occupancy.
- 1.4 For charges to be fixed by reference to single occupancy, the person chargeable must be the only person in occupation of the premises. Where the consumer agrees to fix charges by reference to single occupancy, they must provide evidence of their single occupancy status by providing the Company with a copy of their current Council Tax bill containing a single occupier discount.
- 1.5 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.
- 1.6 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.
- 1.7 The Company provides lower assessed measured charges in accordance with the Schedule where
  - (i) the consumer enjoys access to shared and/or communal water-using facilities at the premises within which their home is located, and
  - (ii) a suitable body is responsible for payment of all water and sewerage charges (as appropriate) in respect of the shared and/or communal water-using facilities.
- 1.8 The Company may, at its discretion, fix charges by reference to single occupancy for certain types of premises, regardless of the actual number of persons occupying the premises at any time. Such types of premises may include, but not be limited to, houseboats, caravans, mobile homes and chalets.

- 1.9 Where the Company requires access to the consumer's property in order to progress the installation of a meter in accordance with paragraph 2.5 of Part 2, but has been unable to gain access to the consumer's property, the charge for each service provided shall be the No Access charge as shown in the Schedule. The No Access charge shall be effective from the date on which the Company had planned to install the meter.
- 1.10 Where the No Access charge applies, charges shall not be fixed by reference to single occupancy.
- 1.11 The No Access charge shall be cancelled if the consumer provides the Company with access to their property in order that the installation of a meter may be progressed in accordance with paragraph 2.5 of Part 2.

## 2. Sewerage services

- 2.1 Where there is a water supply to connected premises and assessed measured charges are payable, the charges for sewerage services shall comprise
- (i) a standing charge,
  - (ii) a highway drainage charge,
  - (iii) a surface water drainage charge where the premises is connected for surface water drainage, and
  - (iv) a wastewater charge.
- 2.2
- (i) The standing charge is a fixed charge.
  - (ii) The highway drainage charge is a fixed amount in respect of general highway drainage.
  - (iii) The surface water drainage charge is a fixed charge; 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 10) that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect 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.
  - (iv) The wastewater charge shall be an assessed charge, determined by reference to 92.5% of the volume of water assessed (by the water supplier, if not the Company) as having been supplied to the premises.
- 2.3 The charges for connected premises which are connected for the drainage of surface water only and not foul water shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.3 of Part 5.
- 2.4 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 2.3 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

## 3. Time for payment

### 3A Where charges are billed by the Company

Part 3A applies where charges are billed by the Company.

- A3.1 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.
- A3.2 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.
- A3.3 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 assessed measured 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.
- A3.4 Where the only charge payable is the surface water maximum charge, the full amount due shall be payable on demand.

### **3B Where charges are billed by South East Water Limited**

Part 3B applies where charges are billed on behalf of the Company by South East Water Limited.

Charges shall be due in accordance with South East Water Limited's Household Charges Scheme 2019-20.

## **Part 5 - Unmeasured charges**

### **1. Unmeasured water supplies**

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

- (i) (a) a standing charge, and
  - (i) (b) 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
- (ii) where in any case the rateable value charge amounts to a sum less than that specified by the Company as the minimum charge, the minimum charge
- or
- (iii) where the premises do not have a rateable value, a charge fixed by the Company for such premises
- or
- (iv) 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 and unmeasured charges are payable, the charges for sewerage services shall comprise
- (i) (a) a standing charge,
  - (i) (b) a highway drainage charge,

- (c) a surface water drainage charge where the premises is connected for surface water drainage, and
  - (d) a rateable value charge calculated on the rateable value of the premises
- or
- (ii) where in any case the rateable value charge amounts to a sum less than that specified by the Company as the minimum charge, the minimum charge
- or
- (iii) where the premises do not have a rateable value, a charge fixed by the Company for such premises.
- 2.2
- (i) The standing charge is a fixed charge.
  - (ii) The highway drainage charge is a fixed amount in respect of general highway drainage.
  - (iii) The surface water drainage charge is a fixed charge; 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 10) that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect 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.
- 2.3
- The charges for connected premises which are connected for the drainage of surface water only and not foul water shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.1 of this Part.
- 2.4
- 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 2.3 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

### 3. Time for payment

#### 3A Where charges are billed by the Company

Part 3A applies where charges are billed by the Company.

- A3.1
- 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.
- A3.2
- 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.
- A3.3
- 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.

A3.4 Where the only charge payable is the surface water maximum charge, the full amount due shall be payable on demand.

### **3B Where charges are billed by South East Water Limited**

Part 3B applies where charges are billed on behalf of the Company by South East Water Limited.

Charges shall be due in accordance with South East Water Limited's Household Charges Scheme 2019-20.

## **Part 6 – WaterSure: Special provision for vulnerable groups**

### **1. Entitlement to assistance with charges**

- 1.1 This Part of this Charges Scheme makes special provision for providing assistance with water services charges in relation to household premises for any consumer who
- (i) falls within any class of persons specified in paragraph 1.2, and
  - (ii) satisfies the conditions in paragraph 1.3.
- 1.2 A consumer falls within a class of persons mentioned in paragraph 1.1(i) if he or another person residing with him in the premises served ("the qualifying person") is entitled to receive any of the benefits or tax credits listed in paragraph 1.4 and either
- (i) the qualifying person is entitled to receive child benefit under Part IX of the Social Security Contributions and Benefits Act 1992 for three or more children under the age of 19 in full time education who reside in the premises, or for whom they receive Child Benefit, or
  - (ii) the consumer or another person residing with him in the premises, whether or not the same person as the qualifying person-
    - (a) is diagnosed as suffering from any of the medical conditions listed in paragraph 1.5, and as a result of that condition is obliged to use a significant additional volume of water; or
    - (b) subject to paragraph 3.6, is diagnosed as suffering from a medical condition other than one listed in paragraph 1.5 and as a result of that condition is obliged to use a significant additional volume of water.
- 1.3 The conditions in this paragraph are that
- (i) charges for water supplies to the premises are fixed by reference to volume or would be so fixed if the consumer had not been receiving assistance,
  - (ii) the consumer and any other qualifying person each occupies the whole or part of the premises as his only or principal home,
  - (iii) in the case of premises which are not used solely as a person's home, the other use is not the principal use of the premises and the principal use of the water supplies is for domestic purposes,
  - (iv) water supplied to the premises is not used for
    - (a) watering a garden (other than by hand) by means of any apparatus, or
    - (b) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres, and
  - (v) the consumer has applied for assistance and established his entitlement to it in accordance with paragraph 3.

- 1.4 The benefits and tax credits mentioned in paragraph 1.2 are
- (i) under Part VII of the Social Security Contributions and Benefits Act 1992,
    - (a) housing benefit
    - (b) income support;
  - (ii) under section 1(4) of the Jobseekers Act 1995, income-based job-seeker's allowance;
  - (iii) under section 8 of the Tax Credit Act 2002, working tax credit;
  - (iv) under sections 10 and 11 of the Tax Credit Act 2002, child tax credit (except where the qualifying person is in receipt of the family element only);
  - (v) under the State Pension Credit Act 2002, state pension credit;
  - (vi) under Part 1 of the Welfare Reform Act 2007, income-related employment and support allowance; and
  - (vii) under Part 1 of the Welfare Reform Act 2012, universal credit.
- 1.5 The medical conditions mentioned in paragraph 1.2(ii)(a) are
- (i) desquamation,
  - (ii) weeping skin disease,
  - (iii) incontinence,
  - (iv) abdominal stoma,
  - (v) Crohn's disease,
  - (vi) ulcerative colitis, and
  - (vii) renal failure requiring dialysis at home.
- 1.6 Paragraph 1.5(vii) does not apply where a contribution to the cost of the water consumed in the process of dialysis during the billing period is made by the health authority.

## 2. Assistance to be provided

- 2.1 The water services charges of a consumer who falls within any class of persons specified in paragraph 1.2, satisfies the conditions in paragraph 1.3 and has established his entitlement to assistance in accordance with paragraph 3 in relation to the premises
- (i) shall be initially based, during the period of his entitlement to assistance, on the Company's average charges for water supplies and/or sewerage services to household premises as determined by the Water Services Regulation Authority from time to time, and
  - (ii) shall, if necessary, be adjusted at the end of that period, so that his total charges for such supplies or services in relation to the premises for the relevant period do not exceed the amount he would have paid if he had not applied for assistance.
- 2.2 Subject to paragraph 2.4, the period of a consumer's entitlement to assistance shall begin with the start of the billing period in which he successfully applies for assistance and shall end 12 months later unless that is part way through a billing period, as determined by the Company in accordance with this Charges Scheme, in which case it shall end at the end of that billing period.
- 2.3 The Company shall give adequate notice in advance to any consumer in receipt of assistance with charges reminding him of the need to renew his application for assistance if he wants it to continue beyond the appropriate period under paragraph 2.2 and telling him how to do so.
- 2.4 Where a consumer ceases to be eligible for assistance part way through the period of entitlement which would otherwise apply under paragraph 2.2, his period of entitlement shall end at the end of the billing period in which he ceases to be eligible for assistance.



### 3. Method of establishing entitlement to assistance

- 3.1 An application for assistance shall be made by the consumer to the Company (or to the relevant water undertaker, if not the Company) on a form specified by the Company and accompanied by such information as the Company reasonably requires to establish the consumer's entitlement to assistance.
- 3.2 The Company shall take reasonable steps to verify the consumer's entitlement to assistance, which may include seeking confirmation from appropriate bodies.
- 3.3 The Company may refuse the application for assistance if
- (i) it is not supported by the order book, or a copy of the latest notice of entitlement, confirming the qualifying person's entitlement to receive one of the benefits or tax credits listed in paragraph 1.4 or
  - (ii) the order book, or the copy of the latest notice of entitlement, supporting the application,
    - (a) in the case of benefits, is dated more than 12 months before the date of the application for assistance, or
    - (b) in the case of tax credits, is dated more than 6 months before the date of the application for assistance.
- 3.4 In the case of an application under paragraph 1.2(i) (children), the Company may refuse the application if it is not supported by the order book, or a copy of the latest notice of entitlement, confirming the qualifying person's entitlement to receive child benefit under part IX of the Social Security Contributions and Benefits Act 1992 for three or more children under the age of 19 who reside in the premises in question.
- 3.5 In the case of an application under paragraph 1.2(ii)(a) (medical condition), the Company may refuse the application for assistance if it is not supported by relevant information on
- (i) the medical condition, and
  - (ii) its impact on increased water consumption at the premises.
- 3.6 In the case of an application for assistance made in reliance upon paragraph 1.2(ii)(b) (other medical conditions), the Company may refuse the application if it is not supported by a certificate given by a registered medical practitioner in accordance with paragraph 3.7.
- 3.7 A certificate under paragraph 3.6 shall be in the form of a statement in writing bearing the signature of the registered medical practitioner, and containing the following particulars:-
- (i) the name of the person in respect of whom the diagnosis is made ("the patient");
  - (ii) the diagnosis of the patient's medical condition which obliges the patient to use a significant additional volume of water;
  - (iii) the date on which the certificate is given; and
  - (iv) the name and address of the registered medical practitioner.
- 3.8 Where a consumer's entitlement to assistance has been established by the relevant water undertaker and communicated to the Company, assistance with sewerage charges shall be provided in accordance with paragraph 2.

## Part 7 – Essentials Tariff

### 7A Where water is supplied by the Company

Part 7A applies where water is supplied by the Company and where Part 7D does not apply.

#### A1. Entitlement to assistance with charges

A1.1 Part 7A of this Part makes special provision for providing assistance with water services charges in relation to household premises for any consumer who falls within any class of persons specified in paragraph A1.2.

A1.2 The conditions in this paragraph are that

- (i) the consumer occupies the whole or part of the premises as his only or principal home,
- (ii) in the case of premises which are not used solely as a person's home, the other use is not the principal use of the premises and the principal use of the water supplies is for domestic purposes,
- (iii) the total value of any savings held by the consumer and other persons in their household is lower than £16,000.
- (iv) water supplied to the premises is not used for
  - (a) watering a garden (other than by hand) by means of any apparatus, or
  - (b) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres, and
- (v) the consumer has applied for assistance and established his entitlement to it in accordance with paragraph A3.

#### A2. Assistance to be provided

A2.1 The water services charges of a consumer who has established his entitlement to assistance in accordance with paragraph A3 shall be, during the period of his entitlement to assistance, discounted charges specified by the Company. In accordance with paragraph A3, the level of discounted charges specified by the Company shall be based on an assessment made by the Company or an independent agency ("the independent agency") recognised and approved by the Company.

#### A3. Method of establishing entitlement to assistance

A3.1 The Company or the independent agency must complete an income assessment for the consumer, relating to the entire income of those residing at the premises who would be liable to pay charges under Section 143 of the Water Industry Act 1991, to establish the annual income of the consumer's household ("annual income"). For the purposes of this Charges Scheme, annual income excludes Attendance Allowance, Disability Living Allowance, and Personal Independence Payments.

A3.2 The consumer must fully participate in the income assessment, providing the Company or the independent agency with such information as the Company or the independent agency reasonably requires to conduct the assessment to determine the annual income.

- A3.3 Where charges for water services are payable, and where the consumer's actual income as established by the Company, or by the independent agency and approved by the Company, is £16,105 or lower the consumer shall be entitled to assistance under Part A of this Part.
- A3.4 Where the annual income has been determined by the independent agency, an application for assistance must be made by the independent agency on a form specified by the Company, and accompanied by such information as the Company reasonably requires in order to verify the consumer's entitlement to assistance.
- A3.5 The Company may choose to verify the consumer's entitlement to assistance, which may include seeking further information and clarification from the independent agency.
- A3.6 The Company may refuse the application for assistance where it is not satisfied with the consumer's entitlement to assistance as assessed by the independent agency.
- A3.7 Notwithstanding the preceding paragraphs of this Part, the number of consumers in receipt of the Essentials tariff at any point in time is subject to an upper limit determined by the Company. In the event that the upper limit is reached, no additional consumers shall be entitled to assistance under this Part.
- A3.8 Where water is supplied by the Company, the Essentials tariff comprises a series of tariff bands, each attracting a different level of discount from the Company's measured charges, assessed measured charges, and unmeasured charges in the Schedule. The consumer will be assigned by the Company to a tariff band according to the consumer's annual income as established by the Company or the independent agency and approved by the Company. The table below sets out, for each tariff band, the level of discount from the Company's measured charges, assessed measured charges, and unmeasured charges in the Schedule.

Tariff band	Annual income £	Discount from measured, assessed measured, and unmeasured charges in the Schedule
1	16,105 to 6,000	20%
2	5,999 to 4,000	30%
3	3,999 to 3,000	45%
4	2,999 to 2,500	65%
5	2,499 and lower	90%

#### A4. Operation of the Essentials Tariff

- A4.1 Where an application is accepted by the Company, charges will, starting with effect from the date on which the application was made, be fixed by reference to the Essentials tariff.
- A4.2 Subject to paragraph A4.4, the period of a consumer's entitlement to assistance shall end 12 months later unless that is part way through a billing period, as determined by the Company in accordance with this Charges Scheme, in which case it shall end at the end of that billing period.

- A4.3 The Company shall give adequate notice in advance to any consumer in receipt of assistance with charges reminding him of the need to renew his application for assistance if he wants it to continue beyond the appropriate period under paragraph A4.2 and telling him how to do so.
- A4.4 Where a consumer ceases to be eligible for assistance part way through the period of entitlement which would otherwise apply under paragraph A4.2, his period of entitlement shall end at the end of the billing period in which he ceases to be eligible for assistance.
- A4.5 Where the consumer defaults on payments, entitlement to assistance under Part A of this Part shall cease, and full charges in accordance with the Schedule shall be reinstated.
- A4.6 The consumer may request the Company to revert to full charges in accordance with the Schedule at any time. In these circumstances the Company shall reinstate full charges with effect from
- (i) the date the consumer's application was received by the Company where the basis of charge is assessed measured or unmeasured, or
  - (ii) the date of a meter reading obtained by the Company after the date the consumer's application was received by the Company where the basis of charge is measured.
- A4.7 Where an application is made, or where the consumer agrees to pay the Essentials tariff, the Company may apply the Essentials tariff to premises occupied by such persons already on a payment arrangement that does not cover their annual water services charges without the need for an income assessment by the independent agency.
- A4.8 No other rebates or allowances whether set out in this Charges Scheme or otherwise will apply to those customers paying the Essentials tariff.
- A4.9 Where the consumer vacates the premises, and does not assume responsibility for other premises within the Company's area, entitlement to assistance under Part A of this Part shall end with effect from the vacation date.
- A4.10 Where the consumer vacates the premises, and assumes responsibility for other premises within the Company's area of operation, he may re-apply for assistance under this Part.
- A4.11 An application for the Essentials tariff where the customer is supplied with water by the Company may be made by
- (i) telephoning the Company in accordance with paragraph 7.5 of Part 10, or
  - (ii) completing a form prescribed by the Company on-line at [southernwater.co.uk/essentials-tariff](https://southernwater.co.uk/essentials-tariff), or
  - (iii) completing and returning a form prescribed by the Company to the Company's address in paragraph 7.5 of Part 10.

## **7B Where water is supplied by another water undertaker and the consumer receives assistance with their water supply charges from their water undertaker**

Part 7B applies where water is supplied by another water undertaker and the consumer receives assistance with their water supply charges from their water undertaker by means of a social tariff made under Section 44 of the Flood and Water Management Act 2010.

### **B1. Entitlement to assistance with charges**



B1.1 Part 7B of this Part makes special provision for providing assistance with sewerage services charges in relation to household premises for any consumer who receives assistance with their water supply charges from their water undertaker in accordance with paragraph B3.

## **B2. Assistance to be provided**

B2.1 The sewerage services charges of a consumer who has established his entitlement to assistance in accordance with paragraph B3 shall be, during the period of his entitlement to assistance, reduced by 25%.

## **B3. Method of establishing entitlement to assistance**

B3.1 To establish the consumer's entitlement to assistance under Part B of this Part, the consumer's water undertaker must notify the Company, by a method specified by the Company, that the consumer is entitled to assistance with their water supply services charges by means of a social tariff made under Section 44 of the Flood and Water Management Act 2010.

## **B4. Operation of the Essentials Tariff**

B4.1 The Company shall request the water undertaker to notify the Company, by a method specified by the Company, of the date that entitlement to assistance with water supply services commenced, and subsequently, if applicable, the date that entitlement to assistance with water supply services ceases.

B4.2 The consumer's sewerage services charges shall be fixed by reference to the Essentials tariff starting from the date that entitlement to assistance with their water supply services commenced as established in paragraph B4.1.

B4.3 Where a consumer ceases to be eligible for assistance with water supply services charges in accordance with paragraph B4.1, his entitlement to assistance with sewerage services charges shall end with effect from the date that his entitlement to assistance with water supply services charges ended.

B4.4 Notwithstanding whether the consumer remains in receipt of assistance with their water supply services charges, where the consumer defaults on payment of their sewerage services charges, entitlement to assistance under Part B of this Part shall cease, and full charges for sewerage services in accordance with the Schedule shall be reinstated.

B4.5 The consumer may request the Company to revert to full charges for sewerage services in accordance with the Schedule at any time. In these circumstances the Company shall reinstate full charges with effect from

- (i) the date the consumer's request was received by the Company where the basis of charge is assessed measured or unmeasured, or
- (ii) the date of a meter reading provided to the Company by the water undertaker after the date the consumer's request was received by the Company where the basis of charge is measured.

B4.6 No other rebates or allowances whether set out in this Charges Scheme or otherwise will apply to those customers paying the Essentials tariff.



## **7C Where water is supplied by another water undertaker and the consumer does not receive assistance with their water supply charges from their water undertaker**

Part 7C applies where water is supplied by another water undertaker, where the consumer does not receive assistance with their water supply charges from their water undertaker by means of a social tariff made under Section 44 of the Flood and Water Management Act 2010, and where Part 7D does not apply.

### **C1. Entitlement to assistance with charges**

C1.1 Part 7C of this Part makes special provision for providing assistance with sewerage services charges in relation to household premises for any consumer who falls within any class of persons specified in paragraph C1.2.

C1.2 The conditions in this paragraph are that

- (i) the consumer is supplied with water by another water undertaker and does not receive assistance with their water supply charges from their water undertaker by means of a social tariff made under Section 44 of the Flood and Water Management Act 2010,
- (ii) the consumer occupies the whole or part of the premises as his only or principal home,
- (iii) in the case of premises which are not used solely as a person's home, the other use is not the principal use of the premises and the principal use of the water supplies is for domestic purposes,
- (iv) the total value of any savings held by the consumer and other persons in their household is lower than £16,000.
- (v) water supplied to the premises is not used for
  - (a) watering a garden (other than by hand) by means of any apparatus, or
  - (b) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres, and
- (vi) the consumer has applied for assistance and established his entitlement to it in accordance with paragraph C3.

### **C2. Assistance to be provided**

C2.1 The sewerage services charges of a consumer who has established his entitlement to assistance in accordance with paragraph C3 shall be, during the period of his entitlement to assistance, reduced by 25%.

### **C3. Method of establishing entitlement to assistance**

C3.1 The Company or an independent agency ("the independent agency") recognised and approved by the Company must complete an income assessment for the consumer, relating to the entire income of those residing at the premises who would be liable to pay charges under Section 143 of the Water Industry Act 1991, to establish the annual income of the consumer's household ("annual income"). For the purposes of this Charges Scheme, annual income excludes Attendance Allowance, Disability Living Allowance, and Personal Independence Payments.

C3.2 The consumer must fully participate in the income assessment, providing the Company or the independent agency with such information as the Company or the independent agency reasonably requires to conduct the assessment and to determine the annual income.

- C3.3 Where the consumer's annual income as established by the Company, or by the independent agency and approved by the Company, is £16,105 or lower the consumer shall be entitled to assistance under Part C of this Part.
- C3.4 Where the annual income has been determined by the independent agency, an application for assistance must be made by the independent agency on a form specified by the Company, and accompanied by such information as the Company reasonably requires in order to verify the consumer's entitlement to assistance.
- C3.5 The Company may choose to verify the consumer's entitlement to assistance, which may include seeking further information and clarification from the independent agency.
- C3.6 The Company may refuse the application for assistance where it is not satisfied with the consumer's entitlement to assistance as assessed by the independent agency.
- C3.7 Notwithstanding the preceding paragraphs of this Part, the number of consumers in receipt of the Essentials tariff at any point in time is subject to an upper limit determined by the Company. In the event that the upper limit is reached, no additional consumers shall be entitled to assistance under this Part.

#### **C4. Operation of the Essentials Tariff**

- C4.1 Where an application is accepted by the Company, charges will, starting with effect from the date on which the application was made, be fixed by reference to the Essentials tariff.
- C4.2 Subject to paragraph C4.4, the period of a consumer's entitlement to assistance shall end 12 months later unless that is part way through a billing period, as determined by the Company in accordance with this Charges Scheme, in which case it shall end at the end of that billing period.
- C4.3 The Company shall give adequate notice in advance to any consumer in receipt of assistance with charges reminding him of the need to renew his application for assistance if he wants it to continue beyond the appropriate period under paragraph C4.2 and telling him how to do so.
- C4.4 Where a consumer ceases to be eligible for assistance part way through the period of entitlement which would otherwise apply under paragraph C4.2, his period of entitlement shall end at the end of the billing period in which he ceases to be eligible for assistance.
- C4.5 Where the consumer defaults on payments, entitlement to assistance under Part C of this Part shall cease, and full charges in accordance with the Schedule shall be reinstated.
- C4.6 The consumer may request the Company to revert to full charges in accordance with the Schedule at any time. In these circumstances the Company shall reinstate full charges with effect from
- (i) the date the consumer's application was received by the Company where the basis of charge is assessed measured or unmeasured, or
  - (ii) the date of a meter reading obtained by the Company after the date the consumer's application was received by the Company where the basis of charge is measured.
- C4.7 Where an application is made, or where the consumer agrees to pay the Essentials tariff, the Company may apply the Essentials tariff to premises occupied by such persons already on a payment arrangement that does not cover their annual water services charges without the need for an income assessment by the independent agency.

- C4.8 No other rebates or allowances whether set out in this Charges Scheme or otherwise will apply to those customers paying the Essentials tariff.
- C4.9 Where the consumer vacates the premises, and does not assume responsibility for other premises within the Company's area, entitlement to assistance under Part C of this Part shall end with effect from the vacation date.
- C4.10 Where the consumer vacates the premises, and assumes responsibility for other premises within the Company's area of operation, he may re-apply for assistance under this Part.
- C4.11 An application for the Essentials tariff where water is supplied by another water undertaker and the consumer does not receive assistance with their water supply charges from their water undertaker may be made by
- (i) telephoning the Company in accordance with paragraph 7.5 of Part 10, or
  - (ii) completing a form prescribed by the Company on-line at <https://www.southernwater.co.uk/essentials-tariff>, or
  - (iii) completing and returning a form prescribed by the Company to the Company's address in paragraph 7.5 of Part 10.

## 7D Where all persons in occupation of the premises are in receipt of state pension credit

Part 7D applies where all persons in occupation of the premises are in receipt of state pension credit under the State Pension Credit Act 2002.

### D1. Entitlement to assistance with charges

- D1.1 Part 7D of this Part makes special provision for providing assistance with water services charges in relation to household premises for any consumer who falls within any class of persons specified in paragraph D1.2.
- D1.2 The conditions in this paragraph are that
- (i) the consumer occupies the whole or part of the premises as his only or principal home,
  - (ii) in the case of premises which are not used solely as a person's home, the other use is not the principal use of the premises and the principal use of the water supplies is for domestic purposes,
  - (iii) the total value of any savings held by the consumer and other persons in their household is lower than £16,000.
  - (iv) water supplied to the premises is not used for
    - (a) watering a garden (other than by hand) by means of any apparatus, or
    - (b) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres, and
  - (v) the consumer has applied for assistance and established his entitlement to it in accordance with paragraph D3.



## **D2. Assistance to be provided**

D2.1 Where the consumer has established his entitlement to assistance in accordance with paragraph D3, his charges for water services provided by the Company shall be, during the period of his entitlement to assistance, reduced by 20%.

## **D3. Method of establishing entitlement to assistance**

D3.1 An application for assistance shall be made by the consumer to the Company on a form specified by the Company and accompanied by such information as the Company reasonably requires to establish the consumer's entitlement to assistance.

D3.2 Where all persons in occupation of the premises are in receipt of state pension credit under the State Pension Credit Act 2002 the consumer shall be entitled to assistance under Part D of this Part.

D3.3 The Company shall take reasonable steps to verify the consumer's entitlement to assistance, which may include seeking confirmation from appropriate bodies.

D3.4 The Company may refuse the application for assistance if

- (i) it is not supported by the order book, or a copy of the latest notice of entitlement, confirming the all persons in occupation of the premises are entitlement to receive state pension credit under the State Pension Credit Act 2002 or
- (ii) the order book, or the copy of the latest notice of entitlement, supporting the application, is dated more than 12 months before the date of the application for assistance.

D3.5 Notwithstanding the preceding paragraphs of this Part, the number of consumers in receipt of the Essentials tariff at any point in time is subject to an upper limit determined by the Company. In the event that the upper limit is reached, no additional consumers shall be entitled to assistance under this Part.

## **D4. Operation of the Essentials Tariff**

D4.1 Where an application is accepted by the Company, charges will, starting with effect from the date on which the application was made, be fixed by reference to the Essentials tariff.

D4.2 Subject to paragraph D4.4, the period of a consumer's entitlement to assistance shall end 12 months later unless that is part way through a billing period, as determined by the Company in accordance with this Charges Scheme, in which case it shall end at the end of that billing period.

D4.3 The Company shall give adequate notice in advance to any consumer in receipt of assistance with charges reminding him of the need to renew his application for assistance if he wants it to continue beyond the appropriate period under paragraph D4.2 and telling him how to do so.

D4.4 Where a consumer ceases to be eligible for assistance part way through the period of entitlement which would otherwise apply under paragraph D4.2, his period of entitlement shall end at the end of the billing period in which he ceases to be eligible for assistance.

D4.5 Where the consumer defaults on payments, entitlement to assistance under Part D of this Part shall cease, and full charges in accordance with the Schedule shall be reinstated.

- D4.6 The consumer may request the Company to revert to full charges in accordance with the Schedule at any time. In these circumstances the Company shall reinstate full charges with effect from
- (i) the date the consumer's application was received by the Company where the basis of charge is assessed measured or unmeasured, or
  - (ii) the date of a meter reading obtained by the Company after the date the consumer's application was received by the Company where the basis of charge is measured.
- D4.7 No other rebates or allowances whether set out in this Charges Scheme or otherwise will apply to those customers paying the Essentials tariff.
- D4.8 Where the consumer vacates the premises, and does not assume responsibility for other premises within the Company's area, entitlement to assistance under Part D of this Part shall end with effect from the vacation date.
- D4.9 Where the consumer vacates the premises, and assumes responsibility for other premises within the Company's area of operation, he may re-apply for assistance under this Part.
- D4.10 An application for the Essentials tariff where all persons in occupation of the premises are in receipt of state pension credit may be made by
- (i) telephoning the Company in accordance with paragraph 7.5 of Part 10, or
  - (ii) completing a form prescribed by the Company on-line at [southernwater.co.uk/essentials-tariff](https://southernwater.co.uk/essentials-tariff), or
  - (iii) completing and returning a form prescribed by the Company to the Company's address in paragraph 7.5 of Part 10.

## Part 8 – Engage tariff – pilot scheme

### 1. Entitlement to assistance with charges

- 1.1 The Company is operating a pilot scheme during the charging year 1 April 2019 to 31 March 2020 inclusive with selected household consumers ("selected consumers") residing within its region. The Company may select and invite additional consumers for inclusion in the pilot scheme from time to time.
- 1.2 This Part makes special provision for providing assistance with water services charges in relation to household premises for any selected consumer who falls within any class of persons specified in paragraph 1.3.
- 1.3 The conditions in this paragraph are that
- (i) the Company has selected and invited the consumer to take part in the pilot scheme,
  - (ii) the Company deems that the consumer is unable to afford the current level of their water services charges,
  - (iii) the consumer is liable to pay measured charges or assessed measured charges,
  - (iv) the consumer occupies the whole or part of the premises as his only or principal home,
  - (v) in the case of premises which are not used solely as a person's home, the other use is not the principal use of the premises and the principal use of the water supplies is for domestic purposes, and

- (vi) water supplied to the premises is not used for
  - (a) watering a garden (other than by hand) by means of any apparatus, or
  - (b) automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.

## 2. Assistance to be provided

- 2.1 The company shall provide the selected consumers with a 20% discount on their water services charges for the charging year 1 April 2019 to 31 March 2020 inclusive.

## 3. Operation of the Engage Tariff pilot scheme

- 3.1 Following the consumer's selection for the Engage tariff pilot scheme, the Company shall seek to agree a payment arrangement with the consumer.
- 3.2 If the Company decides to continue the Engage tariff pilot scheme in the charging year commencing 1 April 2020
- (a) the consumer's entitlement to assistance will continue under this Part provided that he has made payment against his water services charges in accordance with any payment arrangement agreed with the Company;
  - (b) the consumer's entitlement to assistance will cease with effect from 31 March 2019 if he has not made payment against his water services charges in accordance with any payment arrangement agreed with the Company.
- 3.3 If the Company decides not to continue the Engage tariff pilot scheme in the charging year commencing 1 April 2020, the consumer's entitlement to assistance will cease with effect from 31 March 2020.
- 3.4 Where the consumer vacates the premises, and does not assume responsibility for other premises within the Company's area, entitlement to assistance under this Part shall end with effect from the vacation date.
- 3.5 Where the consumer vacates the premises, and assumes responsibility for other premises within the Company's region, he will remain entitled to assistance under this Part in accordance with the earlier provisions of this Part.



## Part 9 - Methods of payment

### 9A Where charges are billed by the Company

Part 9A applies where charges are billed by the Company.

A1.1 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](https://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 – Quoting Southern Water's bank sort code 57-70-63, bank account number 00000000, and the payment reference number.
- (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 57-70-63, bank account number 00000000, and the payment reference number.

A1.2 The Company will accept payments deducted from State Benefits and remitted under the Direct Payment Scheme.

A1.3 The Company reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders or direct debits.

A1.4 The Company shall be entitled to recover its costs where a third party debt collection agency is appointed to recover outstanding water services charges.

### 9B Where charges are billed by South East Water Limited

Part 9B applies where charges are billed on behalf of the Company by South East Water Limited.

Payment may be made in accordance with South East Water Limited's Household Charges Scheme 2019-20.

# Part 10 - 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,

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 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;

"measured charges notice" has the meaning in paragraph 3.6 of Part 2;

"measured charges consent" means consent given to the Company by the consumer in respect of household premises, consenting to the Company fixing charges in respect of those premises by reference to the volume of water supplied;

"assessed measured charges" means those charges in Part 4 in respect of either or both water supply services or sewerage services; the basis of assessed measured charges is that they are fixed by reference to an assessment of the volume of water supplied or of wastewater removed, 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 5 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;



"assessed measured water supply" means a supply of water for which the charges payable are assessed 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 or an assessed measured water supply;

"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.
- (vi) 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;
  - (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](http://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**

*Request for a meter installation* **0330 303 1262**





*Enquiries concerning assistance with charges for  
Vulnerable Groups*

**0800 027 0363**

Online: [southernwater.co.uk](http://southernwater.co.uk)

*Forms for the following are available on the Company's website:*

*Meter installation*

*Surface water drainage rebate*

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 1<sup>st</sup> Floor

Victoria Square House

Victoria Square

Birmingham

B2 4AJ

By phone:

**0300 034 2222**

Fax:

**0121 345 1010**

Email:

[enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)

Online:

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

Experian  
Consumer Help Service  
PO Box 8000  
Nottingham  
NG80 7WF  
Phone: 0870 241 6212  
Website: [www.experian.co.uk](http://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](http://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](mailto:dataprotection@southernwater.co.uk)



## Part 11 - 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
(c) Assisted measured charge (WaterSure tariff) – per year		156.00
(d) Large User Tariff		
Unit lower volume charge (large user) – per cubic metre		
(i) Band 1 (5,000 to 19,999 cubic metres)		1.235
(ii) Band 2 (20,000 to 99,999 cubic metres)		1.166
(iii) Band 3 (>99,999 cubic metres)		1.029
Fixed charge (large user) – per year		
(i) Band 1 (5,000 to 19,999 cubic metres)		685.00
(ii) Band 2 (20,000 to 99,999 cubic metres)		2,065.00
(iii) Band 3 (>99,999 cubic metres)		15,765.00
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 – by meter size - per year		
Meter size (actual/physical size)	Service pipe size (external diameter)	
Up to 20mm	25mm	25.90
25mm	32mm	103.60
40mm	50mm	207.20
50mm	63mm	259.00
80mm	90mm	518.00
100mm	125mm	673.40
150mm	180mm +	1,709.40
(d) Unit volume charge – foul water drainage - per cubic metre		2.456
(e) Assisted measured charge (WaterSure tariff) – per year		282.00
(f) Large User Tariff (>99,999 cubic metres)		
Unit lower volume charge (large user) – foul water drainage - cubic metre		1.774
Fixed charge (large user) – foul water drainage - per year		68,200.00



<b>B. UNMEASURED CHARGES</b>		£
1. Unmeasured water supplies		
(a) Standing charge - per year		18.58
(b) Rateable value charge - per £ rateable value		0.862
(c) Supplies to premises without rateable value – charge per year (includes standing charge)		72.09
(d) Water supply minimum charge – per year (includes standing charge)		72.09
2. Sewerage Services – unmeasured water		
(a) Standing charge - per year		19.78
(b) Rateable value charge – foul water drainage - per £ rateable value		1.484
(c) Supplies to premises without rateable value – foul water drainage – charge per year (excludes standing, highway drainage and surface water drainage charges)		309.66
(d) Highway drainage charge - per year		12.96
(e) Surface water drainage charge - per year		25.90
(f) Sewerage minimum charge – per year (includes standing, highway drainage and surface water drainage charges)		105.30
3. Assessed measured charge water – per year		
(a) Standing charge		18.58
(b) (i) No bedrooms or one bedroom		115.24
(b) (ii) No bedrooms or one bedroom with access to shared and/or communal water-using facilities		100.15
(c) (i) Two bedrooms		142.68
(c) (ii) Two bedrooms with access to shared and/or communal water-using facilities		123.48
(d) Three bedrooms		163.26
(e) Four bedrooms		170.12
(f) Five or more bedrooms		179.73
(g) (i) Single occupier		87.80
(g) (ii) Single occupier with access to shared and/or communal water-using facilities		76.83
(h) No Access		301.84



<b>B. UNMEASURED CHARGES, continued</b>	<b>£</b>
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) (i) No bedrooms or one bedroom – foul water drainage	189.11
(d) (ii) No bedrooms or one bedroom with access to shared and/or communal water-using facilities – foul water drainage	164.55
(e) (i) Two bedrooms – foul water drainage	235.77
(e) (ii) Two bedrooms with access to shared and/or communal water-using facilities – foul water drainage	203.84
(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) (i) Single occupier – foul water drainage	144.90
(i) (ii) Single occupier with access to shared and/or communal water-using facilities – foul water drainage	125.25
(j) No Access – foul water drainage	498.56
5. Assessed measured charges where charges not calculated by reference to the number of bedrooms or single occupancy- water supply	
(a) Standing charge - per year	18.58
(b) Unit volume charge – per cubic metre	1.372
6. Assessed measured charges where charges not calculated by reference to the number of bedrooms or single occupancy - sewerage	
(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) Unit volume charge – foul water drainage - per cubic metre	2.456



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	75.46
(iii) others metered, but if this is impractical	137.20
(b) Lock-up garages	
(i) Standing charge - per year	18.58
(ii) Single	5.49
(iii) Blocks	34.30
2. Surface Water	
(a) Standing charge - per year	19.78
(b) Surface water maximum charge	38.86

**Note: Charges in this Schedule are shown exclusive of VAT where this is payable**