

Wholesale Charges 2026–27



from
**Southern
Water** The logo for Southern Water, featuring the company name in a bold, blue, sans-serif font. To the right of the text is a stylized graphic of three blue wavy lines of varying lengths, representing water.

Southern Water Wholesale Charges 2026-27

Contents

Section 1	Primary Non-Household Charges Schedule	4
Section 2	Primary Non-Household Charges	12
Section 3	Non-Primary Charges Schedule	31
Section 4	Non-Primary Charges	36
Section 5	Payment Terms	63
Section 6	Interpretation and Supplemental Provisions	64

Contact Details

Wholesale Services Desk
Business Hours 08:30 – 16:30
Email: wholesaleservices@southernwater.co.uk
Tel. number: 0330 303 1272

For Invoice enquiries email: miscinc@southernwater.co.uk

24 hr customer support telephone number: 0330 303 0368

Introduction

1. This Wholesale Charges document is published by Southern Water Services Limited as wholesale supplier and shall come into operation from 1 April 2026 to 31 March 2027 inclusive.
2. This Statement shall apply in those areas and in respect of those premises for which the Company is, or is deemed to be, the appointed water and/or sewerage undertaker; it shall not apply to those premises, services and circumstances to which a Southern Water Charges Scheme applies.
3. Nothing in this Statement 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 Statement.
4. The amounts now fixed by the Company in respect of the charges provided for in this Statement are those shown in the Schedule of Charges in Section 1
5. The Southern Water Wholesale Statement of Principles and Charges 2025-26 document is hereby revoked with effect from 1 April 2026, without prejudice to the recovery of charges due in accordance with that and other revoked Statements.
6. The Board assurance statement for the Wholesale Charges 2026-27 document can be found here: [Wholesale Charges - Southern Water](#)

Note: Charges for water services not provided for in this Statement are provided for in:

- i. the Southern Water Services Limited Household Charges Scheme 2026-27;
- ii. the Southern Water Services Limited Charging Arrangements 2026-27; and
- iii. the Southern Water Services Limited Infrastructure Charges Scheme 2026-27;

These documents can be viewed on our website: [How we calculate your bill \(southernwater.co.uk\)](#) and [Developing & building \(southernwater.co.uk\)](#)

Section 1 – Primary Non-Household Charges

Schedule of Non-Household Wholesale Primary Charges

Description	Unit	2026-27	CMOS Tariff Code
		£	
Measured Water Supply			
Standard - Volume			
(i) Band 1 (0 to 0.5 ML/a)	per m3	3.449	NHH_MWVOL (MWBT)
(ii) Band 2 (0.5 to 1 ML/a)	per m3	3.449	NHH_MWVOL1 (MWBT)
(iii) Band 3 (1 to 5 ML/a)	per m3	3.501	NHH_MWVOL2 (MWBT)
Standard - Fixed			
(i) Band 1 (0 to 0.5 ML/a)	per year	12.00	NHH_MWVOL (MWSPFC)
(ii) Band 2 (0.5 to 1 ML/a)	per year	12.00	NHH_MWVOL1 (MWSPFC)
(iii) Band 3 (1 to 5 ML/a)	per year	51.00	NHH_MWVOL2 (MWSPFC)
Large User - Volume			
(i) Band 1 (5 to 20 ML/a)	per m3	3.386	NHH_LB1 (MWBT)
(ii) Band 1 (5 to 20 ML/a)	per m3	3.386	NHH_LVOLB1 (MWBT)
(iii) Band 2 (20 to 100 ML/a)	per m3	3.313	NHH_LB2 (MWBT)
(iv) Band 2 (20 to 100 ML/a)	per m3	3.313	NHH_LVOLB2 (MWBT)
(v) Band 3 (>100 ML/a)	per m3	3.174	NHH_LB3 (MWBT)
(vi) Band 3 (>100 ML/a)	per m3	3.174	NHH_LVOLB3 (MWBT)
Large User - Fixed			
(i) Band 1 (5 to 20 ML/a)	per year	550	NHH_LB1 (MWSPFC)
(ii) Band 2 (20 to 100 ML/a)	per year	1,860	NHH_LB2 (MWSPFC)
(iii) Band 3 (>100 ML/a)	per year	12,600	NHH_LB3 (MWSPFC)
Measured Sewerage Services			
Standard - Volume			
(i) Band 1 (0 to 0.5 ML/a)	per m3	3.545	NHH_MS_VOL (MSBT)
(ii) Band 2 (0.5 to 100 ML/a)	per m3	3.545	NHH_MS_VOL1 (MSBT)
Large User - Volume			
(i) Band 1 (>100 ML/a)	per m3	3.260	NHH_LS (MSBT) NHH_LS_VOL (MSBT)
Large User – Fixed			
(i) Band 1 (>100 ML/a)	per year	43,772	NHH_LS (MSSPFC)

Highway Drainage Charge	per year	19.16	NHH_MS_HD (HDMFC) NHH_MS_HD1 (HDMFC)
Surface Water Drainage Charge – By Meter Size			
(i) Up to 20mm	per year	50.00	NHH_MS_SW (SWMFC) NHH_MS_SW1 (SWMFC)
(ii) Up to 25mm	per year	367.97	NHH_MS_SW (SWMFC) NHH_MS_SW1 (SWMFC)
(iii) Up to 40mm	per year	735.94	NHH_MS_SW (SWMFC) NHH_MS_SW1 (SWMFC)
(iv) Up to 50mm	per year	919.92	NHH_MS_SW (SWMFC) NHH_MS_SW1 (SWMFC)
(v) Up to 80mm	per year	1,839.84	NHH_MS_SW (SWMFC) NHH_MS_SW1 (SWMFC)
(vi) Up to 100mm	per year	2,391.78	NHH_MS_SW (SWMFC) NHH_MS_SW1 (SWMFC)
(vii) >100mm	per year	6,071.46	NHH_MS_SW (SWMFC) NHH_MS_SW1 (SWMFC)
Trade Effluent			
Mogden Charges			
R = reception and conveyance	per m3	0.9133	NHH_TE_VAR (RoBT) NHH_TE_VAR1 (RoBT)
V = primary treatment	per m3	0.7726	NHH_TE_VAR (Vo) NHH_TE_VAR1 (Vo)
B = additional volume charge if there is biological treatment	per m3	0.8777	NHH_TE_VAR (BoBT) NHH_TE_VAR1 (BoBT)
S = treatment and disposal of primary sewage sludge charge	per m3	0.5552	NHH_TE_VAR (So) NHH_TE_VAR1 (So)
M = treatment and disposal charge where effluent goes to sea outfall	per m3	0.1162	NHH_TE_VAR (Mo) NHH_TE_VAR1 (Mo)
A = Ammonia	per m3	0.1000	NHH_TE_VAR (Ao) NHH_TE_VAR1 (Ao)
Consent Monitoring Fixed Charge			
(i) Band 1	per year	102.44	NHH_TE_VAR (TEBandCharge) NHH_TE_VAR1 (TEBandCharge)
(ii) Band 2	per year	260.32	NHH_TE_VAR (TEBandCharge) NHH_TE_VAR1 (TEBandCharge)
(iii) Band 3	per year	409.07	NHH_TE_VAR (TEBandCharge) NHH_TE_VAR1 (TEBandCharge)
(iv) Band 4	per year	1,069.33	NHH_TE_VAR (TEBandCharge) NHH_TE_VAR1 (TEBandCharge)
(v) Band 5	per year	2,017.62	NHH_TE_VAR (TEBandCharge) NHH_TE_VAR1 (TEBandCharge)
(vi) Band 6	per year	3,848.95	NHH_TE_VAR (TEBandCharge) NHH_TE_VAR1 (TEBandCharge)
(vii) Band 7	per year	7,512.32	NHH_TE_VAR (TEBandCharge) NHH_TE_VAR1 (TEBandCharge)

Consent Monitoring Fixed Charges (Low Risk)			
(i) Band 1	per year	102.44	NHH_TE_LR (TEBandCharge)
(ii) Band 2	per year	260.32	NHH_TE_LR (TEBandCharge)
Unmeasured Water Supply			
Rateable value charge	per RV	2.179	NHH_UW_VAR (UWRVPoundage)
Rateable value fixed charge	per year	4.90	NHH_UW_VAR (UWFixedCharge)
Supplies to premises with no rateable value	per year	134.49	NHH_UW_NRV (UWFixedCharge)
Water supply minimum charge	per year	134.49	NHH_UW_MIN (UWRVMinCharge)
Water supply minimum charge	per year	134.49	NHH_UW_VAR (UWRVMinCharge)
Single garages	per year	13.24	NHH_UF_SG (UWFixedCharge)
Unmeasured Sewerage Services			
Rateable value charge	per £ RV	2.143	NHH_US_VAR (USRVPoundage)
Sewerage minimum charge	per year	95.71	NHH_US_VAR (USRVMinCharge)
Sewerage minimum charge	per year	95.71	NHH_US_MIN (USFixedCharge)
No rateable value (foul drainage only)	per year	397.90	NHH_US_NRV (USFixedCharge)
Surface water maximum charge	per year	69.16	NHH_SW_MAX (SWFixedCharge)
Highway drainage charge	per year	19.16	NHH_US_HD (HDFixedCharge)
Surface water drainage charge	per year	50.00	NHH_US_SW (SWFixedCharge)
Assessed Measured Charge - Water			
Assessed volume	per m3	3.449	NHH_AW_VAR (AWVCharge)
Assessed fixed	per year	4.90	NHH_AW_VAR (AWFixedCharge)
Assessed Measured Charge - Sewerage			
Assessed volume	per m3	3.545	NHH_AS_VAR (ASVCharge)
Highway drainage charge	per year	19.16	NHH_AS_HD (HDFixedCharge)
Surface water drainage charge	per year	50.00	NHH_AS_SW (SWFixedCharge)
Non-Chargeable Water & Sewerage			
Measured water	per year	0.00	NHH_MW_NOCHARGE (MWSPFC)
Measured sewerage	per year	0.00	NHH_MS_NOCHARGE (MSSPFC)
Unmeasured water	per year	0.00	NHH_UW_NOCHARGE (UWFixedCharge)
Unmeasured sewerage	per year	0.00	NHH_US_NOCHARGE (USFixedCharge)
Special Agreements			
Potable Water			
SRNPOT1			
Annual volume <=182 m3	per m3	0.000	NHH_SA_POT1 (MWBT)

Annual volume >182 m3	per m3	3.449	NHH_SA_POT1 (MWBT)
SRNPOT2			
Annual volume <=1,000 m3	per m3	0.000	NHH_SA_POT2 (MWBT)
Annual volume 1,001 m3 to 2,000 m3	per m3	1.724	NHH_SA_POT2 (MWBT)
Annual volume >2,000 m3	per m3	3.449	NHH_SA_POT2 (MWBT)
SRNPOT3			
Annual volume	per m3	0.005	NHH_SA_POT3 (MWBT)
SRNPOT5			
Annual volume <=2,496 m3	per m3	0.000	NHH_SA_POT5 (MWBT)
Annual volume >2,496 m3	per m3	0.005	NHH_SA_POT5 (MWBT)
SRNPOT6			
Annual volume charge	per m3	0.008	NHH_SA_POT6 (MWBT)
SRNPOT7			
Annual volume charge	per m3	0.008	NHH_SA_POT7 (MWBT)
SRNPOT10			
Annual volume <=340 m3	per m3	0.000	NHH_SA_POT10 (MWBT)
Annual volume >340 m3	per m3	3.449	NHH_SA_POT10 (MWBT)
SRNPOT11			
Annual volume <=7,273 m3	per m3	0.017	NHH_SA_POT11 (MWBT)
Annual volume >7,272 m3	per m3	3.449	NHH_SA_POT11 (MWBT)
Non-Potable Water			
SRNNONPOT1	per year	298,405	Not Applicable
SRNNONPOT1	per m3	0.276	Not Applicable
SRNNONPOT2	per m3	0.376	NHH_SA_NONPOT2 (MWBT)

Schedule of Wholesale Charges CMOS Codes & Elements

CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Measured Water Supply			
NHH_MWVOL (MWBT)	NHH Metered Water Fixed & Volumetric Charge (0 to 0.5 ML/a)	D7103	Metered Volumetric Charges
NHH_MWVOL1 (MWBT)	NHH Metered Water Fixed & Volumetric Charge (0.5 to 1 ML/a)	D7103	Metered Volumetric Charges
NHH_MWVOL2 (MWBT)	NHH Metered Water Fixed & Volumetric Charge (1 to 5 ML/a)	D7103	Metered Volumetric Charges
NHH_MWVOL (MWSPFC)	NHH Metered Water Fixed & Volumetric Charge (0 to 0.5 ML/a)	D7102	Supply Point Fixed Charges
NHH_MWVOL1 (MWSPFC)	NHH Metered Water Fixed & Volumetric Charge (0.5 to 1 ML/a)	D7102	Supply Point Fixed Charges
NHH_MWVOL2 (MWSPFC)	NHH Metered Water Fixed & Volumetric Charge (1 to 5 ML/a)	D7102	Supply Point Fixed Charges
NHH_LB1 (MWBT)	NHH Metered Water Large User Band 1 Fixed & Volumetric Charge (5 to 20 ML/a)	D7103	Metered Volumetric Charges
NHH_LVOLB1 (MWBT)	NHH Metered Water Large User Band 1 Volumetric Charge (5 to 20 ML/a)	D7103	Metered Volumetric Charges
NHH_LB2 (MWBT)	NHH Metered Water Large User Band 2 Fixed & Volumetric Charge (20 to 100 ML/a)	D7103	Metered Volumetric Charges
NHH_LVOLB2 (MWBT)	NHH Metered Water Large User Band 2 Volumetric Charge (20 to 100 ML/a)	D7103	Metered Volumetric Charges
NHH_LB3 (MWBT)	NHH Metered Water Large User Band 3 Fixed & Volumetric Charge (>100 ML/a)	D7103	Metered Volumetric Charges
NHH_LVOLB3 (MWBT)	NHH Metered Water Large User Band 3 Volumetric Charge (>100 ML/a)	D7103	Metered Volumetric Charges
NHH_LB1 (MWSPFC)	NHH Metered Water Large User Band 1 Fixed & Volumetric Charge (5 to 20 ML/a)	D7102	Supply Point Fixed Charges
NHH_LB2 (MWSPFC)	NHH Metered Water Large User Band 2 Fixed & Volumetric Charge (20 to 100 ML/a)	D7102	Supply Point Fixed Charges
NHH_LB3 (MWSPFC)	NHH Metered Water Large User Band 3 Fixed & Volumetric Charge (>100 ML/a)	D7102	Supply Point Fixed Charges
Measured Sewerage Services			
NHH_MS_VOL (MSBT)	NHH Metered Sewerage Volumetric Charge (0 to 0.5 ML/a)	D7303	Metered Volumetric Charges
NHH_MS_VOL1 (MSBT)	NHH Metered Sewerage Volumetric Charge (0.5 to 100 ML/a)	D7303	Metered Volumetric Charges
NHH_LS (MSBT)	NHH Metered Sewerage Large User Fixed & Volumetric Charge (>100 ML/a)	D7303	Metered Volumetric Charges
NHH_LS_VOL (MSBT)	NHH Metered Sewerage Large User Volumetric Charge (>100 ML/a)	D7303	Metered Volumetric Charges
NHH_LS (MSSPFC)	NHH Metered Sewerage Large User Fixed & Volumetric Charge (>100 ML/a)	D7302	Supply Point Fixed Charges

Wholesale Charges

2026-27

NHH_MS_SW (SWMFC)	NHH Metered Sewerage Surface Water Drainage (0 to 0.5 ML/a)	D7459	Surface Water Meter Fixed Charges
NHH_MS_SW (SWMFC)	NHH Metered Sewerage Surface Water Drainage (>0.5 ML/a)	D7459	Surface Water Meter Fixed Charges
NHH_MS_HD (HDMFC)	NHH Metered Sewerage Highway Drainage (0 to 0.5 ML/a)	D7509	Highway Drainage Meter Fixed Charges
NHH_MS_HD1 (HDMFC)	NHH Metered Sewerage Highway Drainage (>0.5 ML/a)	D7509	Highway Drainage Meter Fixed Charges
Trade Effluent			
NHH_TE_VAR (RoBT)	NHH Trade Effluent Charge (0 to 0.5ML/a)	D7559	Operational Charges
NHH_TE_VAR (Vo)	NHH Trade Effluent Charge (0 to 0.5ML/a)	D7560	Operational Charges
NHH_TE_VAR (BoBT)	NHH Trade Effluent Charge (0 to 0.5ML/a)	D7563	Operational Charges
NHH_TE_VAR (So)	NHH Trade Effluent Charge (0 to 0.5ML/a)	D7564	Operational Charges
NHH_TE_VAR (Mo)	NHH Trade Effluent Charge (0 to 0.5ML/a)	D7562	Operational Charges
NHH_TE_VAR (Ao)	NHH Trade Effluent Charge (0 to 0.5ML/a)	D7565	Operational Charges
NHH_TE_VAR1 (RoBT)	NHH Trade Effluent Charge (>0.5 ML/a)	D7559	Operational Charges
NHH_TE_VAR1 (Vo)	NHH Trade Effluent Charge (>0.5 ML/a)	D7560	Operational Charges
NHH_TE_VAR1 (BoBT)	NHH Trade Effluent Charge (>0.5 ML/a)	D7563	Operational Charges
NHH_TE_VAR1 (So)	NHH Trade Effluent Charge (>0.5 ML/a)	D7564	Operational Charges
NHH_TE_VAR1 (Mo)	NHH Trade Effluent Charge (>0.5 ML/a)	D7562	Operational Charges
NHH_TE_VAR1 (Ao)	NHH Trade Effluent Charge (>0.5 ML/a)	D7565	Operational Charges
NHH_TE_VAR (TEBandCharge)	NHH Trade Effluent Charge (0 to 0.5 ML/a)	D7551	Assessed Band Charge
NHH_TE_VAR1(TEBandCharge)	NHH Trade Effluent Charge (>0.5 ML/a)	D7551	Assessed Band Charge
NHH_TE_LR (TEBandCharge)	NHH Trade Effluent Charge (Low Risk)	D7551	Assessed Band Charge

Unmeasured Water Supply			
NHH_UW_VAR (UWFixedCharge)	NHH Unmetered Water Rateable Value	D7251	Unmeasured Fixed Charges
NHH_UW_VAR (UWRVPoundage)	NHH Unmetered Water Rateable Value	D7252	Rateable Value Charges
NHH_UW_NRV (UWFixedCharge)	NHH Unmeasured Water No RV	D7251	Unmeasured Fixed Charges
NHH_UW_MIN (UWRVMinCharge)	NHH Unmeasured Water Minimum	D7255	Rateable Value Charges
NHH_UW_VAR (UWRVMinCharge)	NHH Unmetered Water Rateable Value	D7255	Rateable Value Charges
NHH_UW_VAR (UWMiscChargeC)	NHH Unmetered Water Rateable Value	D7258	Miscellaneous Charges
NHH_UF_SG (UWFixedCharge)	NHH Unmetered Single Garage Fixed	D7251	Unmeasured Fixed Charges
Unmeasured Sewerage Services			
NHH_US_HD (HDFixedCharge)	NHH Unmetered Sewerage Highway Drainage	D7504	Highway Drainage Fixed Charges
NHH_US_SW (SWFixedCharge)	NHH Unmeasured Sewerage Surface Water Charges	D7454	Surface Water Drainage Fixed Charges
NHH_US_VAR (USRVPoundage)	NHH Unmetered Sewerage Variable Price	D7402	Rateable Value Charges
NHH_US_NRV (USFixedCharge)	NHH Unmetered Fixed No RV	D7401	Unmeasured Fixed Charges
NHH_US_MIN (USFixedCharge)	NHH Unmeasured Sewerage Minimum	D7401	Unmeasured Fixed Charges
NHH_US_VAR (USRVMinCharge)	NHH Unmetered Sewerage Variable Price	D7405	Rateable Value Charges
NHH_SW_MAX (SWFixedCharge)	NHH Sewerage Surface Water Max Charges	D7454	Surface Water Fixed Charges

Assessed Measured Charges - Water			
NHH_AW_VAR (AWVCharge)	NHH Assessed Water Variable Charges	D7203	Assessed Volumetric Charges
NHH_AW_VAR (AWFixedCharge)	NHH Assessed Water Variable Charges	D7201	Assessed Fixed Charges
Assessed Measured Charges - Sewerage			
NHH_AS_HD (HDFixedCharge)	NHH Assessed Sewerage Highway Drainage Charges	D7504	Highway Drainage Fixed Charges
NHH_AS_SW (SWFixedCharge)	NHH Assessed Sewerage Surface Water Charges	D7454	Surface Water Fixed Charges
NHH_AS_VAR (ASVCharge)	NHH Assessed Sewerage Variable Charges	D7353	Assessed Volumetric Charges
Non-Chargeable Water and Sewerage			
NHH_MW_NOCHARGE (MWSPFC)	NHH Metered Water No Charge	D7102	Supply Point Fixed Charges
NHH_UW_NOCHARGE UWFixedCharge)	NHH Unmetered Water No Charge	D7251	Unmeasured Fixed Charges
NHH_MS_NOCHARGE (MSSPFC)	NHH Metered Sewerage No Charge	D7302	Supply Point Fixed Charges
NHH_US_NOCHARGE (USFixedCharge)	NHH Unmetered Sewerage No Charge	D7401	Unmeasured Fixed Charges
Special Agreements			
NHH_SA_POT1	NHH Special Agreement SRNPOT1	D7103	Metered Volumetric Charges
NHH_SA_POT2	NHH Special Agreement SRNPOT2	D7103	Metered Volumetric Charges
NHH_SA_POT3	NHH Special Agreement SRNPOT3	D7103	Metered Volumetric Charges
NHH_SA_POT5	NHH Special Agreement SRNPOT5	D7103	Metered Volumetric Charges
NHH_SA_POT6	NHH Special Agreement SRNPOT6	D7103	Metered Volumetric Charges
NHH_SA_POT7	NHH Special Agreement SRNPOT7	D7103	Metered Volumetric Charges
NHH_SA_POT10	NHH Special Agreement SRNPOT10	D7103	Metered Volumetric Charges
NHH_SA_POT11	NHH Special Agreement SRNPOT11	D7103	Metered Volumetric Charges
NHH_SA_NONPOT2	NHH Special Agreement SRNNONPOT2	D7103	Metered Volumetric Charges



Section 2 – Primary Non-household Charges

Section 2 Contents

Part 1	Principles for Measured, Assessed Measured, and Unmeasured Charges	13
Part 2	Measured Charges	15
Part 3	Trade Effluent Charges	20
Part 4	Unmeasured Charges	29
Part 5	Assessed Measured Charges	31

Part 1 - 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 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 or a change in the extent of premises supplied through an existing service pipe; measured charges shall be payable following service of notice to this effect by the Company on the person chargeable who must provide for the installation of a meter.
(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 premises, or
 - (ii) where the Company has so determined in respect of any premises or purpose for which water supplied by the Company is used.
- 2.2 The Company may determine that the charges for water supplies
 - (i) to any premises or to any description of premises, or
 - (ii) used wholly or partly for any business, trade or manufacturing or for any other commercial or non-domestic purposes,shall be measured charges.
- 2.3 Where the water supply in respect of any premises is unmeasured, the Retailer may request that the Company installs a meter for charging purposes.
- 2.4 Once the charges in respect of any premises or water supply are or have become measured charges, they shall remain measured charges irrespective of any change of use of the premises or of the purpose for which the water is used, unless and until the Company at its own discretion determines that the charges payable shall be unmeasured charges.
- 2.5 Please note that our policy is to install and replace meters at the relevant agreed size to ensure accurate measurement. We do not permit notional downsizing unless the pipe is oversized solely for firefighting purposes.
- 2.6 Where it is not reasonably practicable to install a meter or read a meter, the Retailer may elect to have the water and sewerage charges (as appropriate) in respect of the premises fixed as assessed measured charges. The assessed annual volume for the premises is calculated by multiplying the number of full-time employees (or full time equivalent) at the eligible premises by the assessed annual consumption corresponding to the activity type of the premises. Please see our Non Household Assessed Water Charges document: [non-household-assessed-water-charges_v10.docx](#)

3. Ownership of Meter

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

4. Assessed Measured Water Supplies and Unmeasured Water Supplies

4.1 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.

5. Specific Water Supply Charges

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

6. Sewerage Services

6.1 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.

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

6.3 If there is a private water supply to connected premises the charges shall be unmeasured charges, provided that the Company may at its own discretion determine that the charges payable shall be measured charges 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.

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

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

6.6 This Statement 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.

6.7 This Statement does not provide for a reduction in the charges payable for the provision of sewerage services to any premises where the volume of surface water draining to a public sewer from those premises has been significantly reduced. At the time of making this Charges Scheme, the Company considers that the costs of operating such a scheme of reduced charges outweigh the benefits that would arise.

6.8 This Statement does not provide for reduced charges to community groups in respect of surface water drainage from their property.

Part 2 - Measured Charges

1. Measured Water Supplies

1.1 The charges for a measured water supply shall comprise

- (i) a volume charge,
- (ii) a fixed charge, and
- (iii) where the Company deems it appropriate, they may also include a transitional charge adjustment.

1.2 Volume Charge

- (i) The volume charge shall be calculated by multiplying a unit charge by the volume of water recorded by the meter or assessed by the Company as having been supplied. The unit charge applicable shall be determined by reference to the annual volume of water supplied via the meter.

Standard Tariff Unit Volume Charge – per cubic metre	Unit	£	Applicable CMOS Tariff Code
Band 1 (0 to 0.5 ML/a)	per m3	3.449	NHH_MWVOL (MWBT)
Band 2 (0.5 to 1 ML/a)	per m3	3.449	NHH_MWVOL1 (MWBT)
Band 3 (1 to 5 ML/a)	per m3	3.501	NHH_MWVOL2 (MWBT)

- (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.
- (iii) The fixed charge shall be calculated by reference to the annual volume of water supplied via the meter(s) serving the premises.

Standard Tariff Fixed Charge – per SPID – per year	Unit	£	Applicable CMOS Tariff Code
Band 1 (0 to 0.5 ML/a)	per year	12.00	NHH_MWVOL (MWSPFC)
Band 2 (0.5 to 1 ML/a)	per year	12.00	NHH_MWVOL1 (MWSPFC)
Band 3 (1 to 5 ML/a)	per year	51.00	NHH_MWVOL2 (MWSPFC)

- (iv) From time to time the Company may review the volume of water supplied through the service pipe on which a meter is installed and, where appropriate, amend the level of fixed charge applied in the prior and current charging years.

2. Measured Water Large User Tariff

2.1 The Company provides a measured water large user tariff based on prescribed ranges of annual consumption (large user tariff bands).

2.2 The measured water large user tariff is available upon request by the Retailer and shall be applied



with effect from the start date of the next invoice period.

- 2.3 The Retailer must specify to the Company the large user tariff band to apply to the Site.
- 2.4 Once the Retailer has specified the large user tariff band to be applied to the Site, it shall be fixed until the end of the period of the operation of this Statement.
- 2.5 Where separate premises located on the same Site are occupied by the same occupier, the Retailer may select a large user tariff band based on the total annual consumption of all the premises. For the purposes of this paragraph, the annual consumption of any premises that are not eligible to be switched to another water and wastewater retailer under guidance issued by the Water Services Regulation Authority must be disregarded.
- 2.6 The measured water large user tariff shall comprise
 - (i) a large user lower volume charge, and
 - (ii) a large user fixed charge(s), determined in accordance with paragraph 2.8 of this Part.
- 2.7 Paragraph 1.2 of this Part shall apply to the large user volume charge as it applies to a volume charge.

Large User Tariff Unit Volume Charge – per cubic metre	Unit	£	Applicable CMOS Tariff Code
Band 1 (5 to 20 ML/a)	per m3	3.386	NHH_LB1 (MWBT) NHH_LVOLB1 (MWBT)
Band 2 (20 to 100 ML/a)	per m3	3.313	NHH_LB2 (MWBT) NHH_LVOLB2 (MWBT)
Band 3 (>100 ML/a)	per m3	3.174	NHH_LB3 (MWBT) NHH_LVOLB3 (MWBT)

- 2.8 The large user fixed charge referred to in paragraph 2.6(ii) of this Part shall be that specified by the Company as the fixed charge for such purpose.

Large User Tariff Fixed Charge – per site – per year	Unit	£	Applicable CMOS Tariff Code
Band 1 (5 to 20 ML/a)	per year	550	NHH_LB1 (MWSPFC)
Band 2 (20 to 100 ML/a)	per year	1,860	NHH_LB2 (MWSPFC)
Band 3 (>100 ML/a)	per year	12,600	NHH_LB3 (MWSPFC)

3. Sewerage Services

- 3.1 Where there is a measured water supply to connected premises and measured charges are payable, the charges for sewerage services shall comprise
 - (i) a wastewater volumetric charge,
 - (ii) a highway drainage charge,
 - (iii) a surface water drainage charge where the premises is connected for surface water drainage.
- 3.2 The wastewater charge shall be an assessed charge, determined for non- household premises
 - (i) by reference to 95% of the volume of water recorded by the water meter(s), or
 - (ii) 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.

3.3 The wastewater charge shall be calculated by multiplying a unit charge by the volume of wastewater determined in accordance with paragraph 3.2 of this Part. The unit charge applicable shall be determined as follows:

- (i) Where the volume of wastewater has been determined in accordance with paragraph 3.2(i) of this Part, by reference to the annual volume of water supplied via the meter(s) that is deemed to return to the sewerage system in accordance with this paragraph.
- (ii) Where the volume of wastewater has been determined in accordance with paragraph 3.2(ii) of this Part, by reference to the foul water drainage unit volume charge for assessed measured water in Part 7 of this Section, Schedule of Primary Non-Household Charges.

Standard Tariff Unit Volume Charge – per cubic metre	Unit	£	Applicable CMOS Tariff Code
Band 1 (0 to 0.5 ML/a)	per m3	3.545	NHH_MS_VOL (MSBT)
Band 2 (0.5 to 100 ML/a)	per m3	3.545	NHH_MS_VOL1 (MSBT)

3.4 The highway drainage charge is a fixed amount in respect of general highway drainage.

Highway Drainage Charge	Unit	£	Applicable CMOS Tariff Code
per meter	per year	19.16	NHH_MS_HD (HDMFC) NHH_MS_HD1(HDMFC)

3.5 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 Retailer establishes to the Company's reasonable satisfaction 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 Retailer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.

Surface Water Drainage Charge - per metre	Unit	£	Applicable CMOS Tariff Code
Up to 20mm	per year	50.00	NHH_MS_SW (SWMFC) NHH_MS_SW1 (SWMFC)
Up to 25mm	per year	367.97	
Up to 40mm	per year	735.94	
Up to 50mm	per year	919.92	
Up to 80mm	per year	1,839.84	
Up to 100mm	per year	2,391.78	
>100mm	per year	6,071.46	

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

3.7 Where the Company has allowed an adjustment to the fixed and wastewater charges in accordance with the preceding paragraph, the Retailer is responsible for notifying the Company of any subsequent change in circumstances which may affect the calculation of the adjusted charge or

charges. Where the Retailer 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 fixed and/or wastewater charge shall be made from the date that the change became effective.

- 3.8 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, the highway drainage charge, surface water drainage charge, and the fixed charge shall be determined as in paragraphs 3.2 to 3.4 of this Part, and the wastewater charge for drainage for domestic purposes shall be determined,
 - (i) where a separate meter is installed on the water supply for domestic purposes, as in paragraph 3.2 of this Part, or
 - (ii) where no separate meter is provided for such supply, by reference to 95% of the volume of water recorded by the water meter, or estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not the Company), as having been supplied to the premises less the volume of trade effluent taken as having been discharged for the purposes of Part 5 of this Section.
- 3.9 Where any premises are supplied with water both through a meter and by private means, the highway drainage charge, surface water drainage charge, fixed charge, and wastewater charge 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.
- 3.10 Subject to paragraph 3.11 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 2.3 of Part 4 of this Section.
- 3.11 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of Part 4 of this Section.
- 3.12 Where the water supply to any premises is for any reason disconnected, the Retailer in respect of the premises shall pay to the Company the surface water charge in paragraph 3.10 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

4 Measured Sewerage Large User Tariff

- 4.2 The Company provides a measured sewerage large user tariff for the drainage of foul water (excluding any trade effluent discharge).
- 4.3 The measured sewerage large user tariff is available upon request by the Retailer. It shall be applied with effect from the start date of the next invoice period.
- 4.4 Where separate premises located on the same Site are occupied by the same occupier, the Retailer may request the sewerage large user tariff 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 not eligible to be switched to another water and wastewater retailer under guidance issued by the Water Services Regulation Authority must be disregarded.
- 4.5 Under the sewerage large user tariff, the charges for the drainage of foul water (excluding any trade effluent discharge) shall comprise
 - (i) a large user lower volume charge,
 - (ii) a large user fixed charge(s), determined in accordance with paragraph 4.5 of this part.
- 4.6 Paragraph 3.3, and 3.6 to 3.8 of this part shall apply to the large user lower volume charge as it applies to a wastewater charge.



Large User Tariff Unit Volume Charge – per cubic metre	Unit	£	Applicable CMOS Tariff Code
Band 1 (>100 ML/a)	per m3	3.260	NHH_LS (MSBT) NHH_LS_VOL (MSBT)

4.7 The large user fixed charge referred to in paragraph 4.5(ii) of this part shall be that specified by the Company as the fixed charge for such purpose.

Large User Tariff Fixed Charge – per site – per year	Unit	£	Applicable CMOS Tariff Code
Band 1 (>100 ML/a)	per year	43,772	NHH_LS (MSSPFC)

Part 3 - Trade Effluent

1. Trade Effluent Charges

1.1 Trade effluent charges are payable in pursuance of a trade effluent consent, including letters of acknowledgement that have been issued prior to the coming into effect of this Statement, for the discharge of trade effluent from trade premises either directly or through an intermediate sewer or drain into a public sewer.

1.2 Temporary trade effluent consents, including temporary trade effluent consents in respect of more than one site (multi-site), are charged by reference to Non- Primary charges as set out in Section 3, Part 3.

1.3 Information on the types of discharge that attract trade effluent charges and a more detailed guide on the charges can be found on the Company's website:
Retailer: <https://www.southernwater.co.uk/retail/trade-effluent>
Businesses: <https://www.southernwater.co.uk/businesses/trade-effluent>

2. Calculation of Charges

2.1 Low Risk tariff

2.1.1 The Company may designate a trade effluent consent as a Low Risk Consent (this is equivalent to historically issued Letters of Acknowledgement).

2.1.2 The charges applicable in respect of Low Risk Consents, including those historically issued as Letters of Acknowledgement, are

- (i) a standing charge, and
- (ii) a trade effluent charge set to £0.00.

2.1.3 The Company reserves the right to reassess a Low Risk Consent at any time. This may result in the Consent being no longer designated as a Low Risk Consent by the Company, and therefore subject to full trade effluent charges as per the Standard tariff.

2.1.4 The standing charge shall be determined by the assessed risk of the discharge.

2.1.5 The charging strength methodology for a Low Risk tariff will be NOMOGDEN and charging strength values set to 0.

Standing Charge – applicable to Low Risk Consents	Unit	£	Applicable CMOS Tariff Code
Band 1	per year	102.44	NHH_TE_LR (TEBandCharge)
Band 2	per year	260.32	

2.2 Standard tariff

2.2.1 Standard tariff trade effluent charges shall comprise

- (i) a standing charge, and
- (ii) a trade effluent charge.

2.2.2 The standing charge shall be determined by the assessed risk of the discharge. The assessed risk shall also determine the associated monitoring requirements of the discharge by the Company.

Standing Charge – applicable to Standard Tariff	Unit	£	Applicable CMOS Tariff Code
Band 1	per year	102.44	NHH_TE_VAR (TEBandCharge) NHH_TE_VAR1(TEBandCharge)
Band 2	per year	260.32	
Band 3	per year	409.07	
Band 4	per year	1,069.33	
Band 5	per year	2,017.62	
Band 6	per year	3,848.95	
Band 7	per year	7,512.32	

2.2.3 The trade effluent charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.

Tariff Effluent Charge – per cubic metre	Unit	£	Applicable CMOS Tariff Code
Reception and conveyance (R)	per m ³	0.9133	NHH_TE_VAR (RoBT) NHH_TE_VAR1 (RoBT)
Volumetric and primary treatment (V)	per m ³	0.7726	NHH_TE_VAR (RoBT) NHH_TE_VAR1 (RoBT)
Biological oxidation (B)	per m ³	0.8777	NHH_TE_VAR (BoBT) NHH_TE_VAR1 (BoBT)
Sludge treatment and disposal (S)	per m ³	0.5552	NHH_TE_VAR (So) NHH_TE_VAR1 (So)
Marine (M)	per m ³	0.1162	NHH_TE_VAR (Mo) NHH_TE_VAR1 (Mo)
Ammonia (A) per m ³	per m ³	0.1000	NHH_TE_VAR (Ao) NHH_TE_VAR1 (Ao)

2.2.4 The unit charge, expressed in pounds sterling per cubic metre, shall be calculated for the trade effluent in accordance with the formula

$$\text{Unit Charge} = R + V + \left(\frac{O_t}{O_s} \times B \right) + \left(\frac{S_t}{S_s} \times S \right) + M + \left(\frac{(A_t - A_m)}{A_s} \times A \right)$$

where:

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

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

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

O_s is the measurement of the organic nature of settled foul sewage (measured on the same basis); the value of O_s from 1 April 2026 to 31 March 2027 inclusive is 452mg/l

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

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

S_s is the total suspended solids of crude sewage of average strength; the value of S_s from 1 April 2026 to 31 March 2027 inclusive is 400mg/l

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

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

A_t is the measurement of the ammoniacal nitrogen of the trade effluent.

A_m is the chargeable threshold of ammoniacal nitrogen of the trade effluent; the value of A_m from 1 April 2026 to 31 March 2027 inclusive is 0mg/l.

A_s is the ammoniacal nitrogen of crude sewage of average strength; the value of A_s from 1 April 2026 to 31 March 2027 inclusive is 35mg/l.

A is the ammoniacal nitrogen cost per cubic metre of crude sewage of average strength.

2.2.5 The applicability of the factors in the formula for a particular discharge of trade effluent is dependent on the treatment process of the receiving sewage treatment works.

2.2.6 The values of the factors in the formula, other than O_t, S_t and A_t, shall be fixed in advance by the Company on an annual basis.

3. Volume

3.1 The volume of the trade effluent taken as having been discharged shall, for billing purposes, be the volume

- (i) recorded on a private meter installed on the effluent discharge pipe,
- (ii) assessed from the volume of water supplied recorded on a meter or meters installed on the water supply,

- (iii) calculated by the Company by reference to, but not limited to
 - the volume of water supplied as recorded on a meter installed on the water supply pipe, whether that meter is the property of the Company or the Customer, and including meters that are a sub-meter to a main meter,
 - an estimated volume where the Company determines that a reading on a meter, whether the property of the Company or the Customer, may not be suitable for the purposes of calculating charges due to an occurrence such as, but not limited to, leakage or mechanical failure of the meter,
 - standard allowances as set out in paragraph 8 of this Part,
 - Customer-specific allowances determined by the Company,
 - rainfall,
 - consented volume, or
- (iv) determined by the Company.

3.2 The volume of any rainfall included in the trade effluent consent shall be calculated in accordance with the equation

$$Su \times 0.8$$

where:

Su is the Company's estimate of the impermeable surface area in square metres which receives the rainfall that is discharged as trade effluent.

0.8 is the annual amount of rainfall in metres (800mm) used for billing purposes. This value is set by the Company each year for a complete charging year (i.e., 1 April to 31 March inclusive). The Company reserves the right to use an alternative value where it deems this to be more appropriate.

3.3 Where the volume is to be determined using a Private Water Meter or Private Trade Effluent Meter and the meter has stopped or there is a period of meter read error, the Company will use one of the following to determine a volumetric amendment:

- (i) historic meter reads
- (ii) future meter reads from the same or alternative meter
- (iii) consented volume

3.4 Where the volume is to be determined using a Private Water Meter or Private Trade Effluent Meter; should an actual or customer read not be provided for a period of one year or longer, the Company reserves the right to estimate the volume via an alternative method. If no estimation is possible then the consented volume may be used.

3.5 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, sewerage charges as determined in accordance with Section 2, Part 2 paragraph 3.9 may also be payable.

3.6 Consented trade effluent discharges above 50 m³/d will be required to install a private Trade Effluent meter to measure the trade effluent volume for billing and compliance purposes. The Company reserves the right to alter this position based on site specific risks.

3.7 The Trader shall calibrate any private Trade Effluent meter used for billing calculation or compliance monitoring on a periodic basis according to the manufacturer's recommendations (a minimum of once every 12 months) to ensure that it is operating to a standard agreed between the Company and the trader. The Trader shall keep a record of the calibration results which shall be made available to a representative of the Company upon request. Where calibration has not been carried out or

appropriate records kept the Company will use the methods outlined in 3.3 of this Part to calculate volumes.

4. Standing Charge

- 4.1 The standing charge is determined by reference to the consent monitoring risk as determined by the Company. A consent monitoring risk is assigned to each discharge of trade effluent.
- 4.2 The consent monitoring risk is calculated by the Company, taking into account the
 - type of the trade effluent discharge,
 - substances being discharged,
 - strength of discharge,
 - volumetric impact on the receiving wastewater treatment works, and
 - consent compliance history.
- 4.3 Where an alteration is made to a consent (including a re-assessment of the compliance history associated with the consent), the consent monitoring risk will be recalculated and any revision to the standing charge will apply from the first day of the following month.

5. Trade effluent strength for billing purposes

5.1 Standard Strengths

For the types of discharge included in the table below, a Standard Strength will be used to calculate the unit charge. These strengths are fixed by the Company for each charging year (i.e., 1 April to 31 March inclusive). The Company determines the value of each standard strength based on its analysis of the particular type of discharge.

Type	Ot (mg/l)	St (mg/l)	At (mg/l)
Launderette	478	97	0
Swimming pools	36	123	0
Laboratory Glassware washing	308	34	0
Vehicle wash - rotating brush	108	315	0
Vehicle wash - jet wash	405	72	0
Small breweries	2,648	150	0
Small cattle markets	1,404	1,160	20
Boiler blowdown	141	24	0
Cement, lime, plaster, ready mixed concrete manufacture	37	93	0
Contaminated surface water (unsampled)	10	10	0
Mobile domestic wheelie-bin cleaners	406	183	0
Small abattoirs	1,104	288	32

5.2 Agreed Strength

- 5.2.1 The Company may decide that standard sampling is not appropriate for determining the strength of a trade effluent discharge for billing purposes. In such cases, the Company will agree with the Customer and their Retailer an appropriate agreed strength.
- 5.2.2 The Company may agree to a Retailer request to calculate trade effluent charges by reference to an Agreed Strength instead of a Standard Strength. The Retailer's request for

the calculation of trade effluent charges by reference to an Agreed Strength must be accompanied by suitable evidence in support of their request. Any change in the calculation of trade effluent charges from reference to a Standard Strength to reference to an Agreed Strength will be applied from the first day of the following month.

- 5.2.3 The Company reserves the right to review an Agreed Strength at any time. If a discharge is to change significantly then the Retailer must submit a request to the Company to review the Agreed Strength.
- 5.2.4 The set-up and a review of an Agreed Strength will consist primarily of the Company taking six consecutive samples of the discharge in order to assess whether a change needs to be made. If the strength of the samples is within 10 per cent of the previously agreed strength, then the Company will not change the value of the Agreed Strength. Otherwise, the Company may take further consecutive samples, and a new Agreed Strength shall be determined by the Company.
- 5.2.5 The Company reserves the right to agree an alternative method of assessing an Agreed Strength if the method set out in paragraph 5.2.4 of this Part is not appropriate or is impracticable.
- 5.2.6 Any new Agreed Strength, or change to an existing Agreed Strength, will be applied from the first of the following month.

5.3 Actual Sample Strengths

- 5.3.1 The strength of a trade effluent discharge calculated from samples for billing purposes will be expressed as an integer using standard rounding rules.
- 5.3.2 The calculation of Ot, St and At for billing purposes will be calculated by one of the following methods:
 - (i) a twelve-month rolling average,
 - (ii) a three-month rolling average, or
 - (iii) a one-month average.
- 5.3.3 With reference to paragraph 5.3.2, the values of Ot, St and At will be calculated using all the sample results in the relevant period.
- 5.3.4 With reference to paragraph 5.3.2, for a new consent the calculation method will be a twelve-month rolling average, unless otherwise agreed with the Customer or their Retailer prior to the issue of the Consent.
- 5.3.5 With reference to paragraph 5.3.2, a Retailer or Customer may only request a change of calculation method every two years.
- 5.3.6 The values of Ot, St and At for billing purposes shall be recalculated by the Company after each sample result. The recalculated values will become effective from the first day of the month in which the sample was taken.
- 5.3.7 In the event that the result of a sample taken prior to the current billing period is amended, added, or deleted by the Company, for any reason, then the value of Ot, St and At shall be amended for all prior billing periods, starting with the billing period in which the sample in question was taken.
- 5.3.8 If a sample is considered by the Company to be representative of the effluent being discharged to sewer at the time the sample was taken, it will be deemed valid for billing purposes. The Company will include all valid samples in the calculation of a discharge charging strength.



- 5.3.9 Should there be a process step change (i.e., a significant and sustained change in the quality of the trade effluent discharge) at a Customer's site, the Company will recalculate the values of O_t , S_t and A_t for the purposes of calculating trade effluent charges. The Retailer must notify the Company in advance of any process step change at a site that they are responsible for.
- 5.3.10 Should data not be available to calculate the values of O_t , S_t and A_t in accordance with paragraph 5.3.2 of this Part, for any reason, then the Company shall estimate the values.
- 5.3.11 Should a trade effluent discharge require a new consent due to a change in legal entity, historic samples cannot be carried to the new Consent/DPID. Instead, the Company will use the most recent charging strengths prior to the legal entity change as a 'dummy' initial sample for the new DPID. Samples will then be taken and used for billing as previously agreed, unless otherwise changed by the Retailer's customer.

6. Retailer or Customer Analysis

- 6.1 The Company may use sample analysis provided by the Retailer or their customer for the purposes of consent monitoring or calculating trade effluent charges by agreement with the Retailer. All such sample analysis must be carried out by a UKAS accredited laboratory, or otherwise by agreement with the Company. There will be no discount to the Company's charges if such an agreement is in place.
- 6.2 Under any agreement in accordance with paragraph 6.1 of this Part, should sample data be unavailable for more than three months, the Company reserves the right to use the consent limits for Chemical Oxygen Demand (Total) and Suspended Solids (Total) in place of Chemical Oxygen Demand (Settled) and Suspended Solids (Total) pH7 respectively for billing purposes (And Nitrogen Ammoniacal as N where appropriate).
- 6.3 If sample data is provided 3 months after the date the sample was taken, the Company reserves the right to not include this in the billing calculations.

7. Number of Samples for Actual Sample Strengths

- 7.1 For each trade effluent consent, the number of samples the Company will strive to take in each charging year (i.e., 1 April to 31 March) shall be
 - (i) The number of samples determined by the consent monitoring risk assigned to the trade effluent consent for compliance purposes,
or
 - (ii) A minimum of 12 samples for trade effluent consents with an estimated value of billed trade effluent charges greater than £12,000 per year,
or
 - (iii) A minimum of one sample for trade effluent consents with an estimated value of billed trade effluent charges less than £12,000 per year.
- 7.2 All samples taken by the Company shall be used for the monitoring of trade effluent consents and, depending upon the billing arrangements for the site, may be used for the calculation of trade effluent charges.
- 7.3 Samples are not taken routinely for discharges charged on a Standard or Agreed Strength.

8. Allowances



8.1 If a Retailer requests a change to an allowance used in the calculation of trade effluent volume, and this request is agreed by the Company, the change will apply from the first day of the following month or where appropriate evidence is provided, a date agreed with the customer and their Retailer.

8.2 The Company's standard allowances are set out in the tables below.

Type of Discharge	Allowance
Launderette	5%
Large commercial laundry	10%
Commercial swimming pool	20%
Commercial swimming pool within a leisure centre	20%

Stock watering (farming allowances)	Allowance
Beef cattle	45 litres/head/day
Dairy cows	55 litres/head/day
Hens	25 litres/100 head/day
Horses	45 litres/head/day
Pigs	20 litres/head/day
Sheep	5 litres/head/day
Turkeys	60 litres/100 head/day

8.3 The Company may agree to a Retailer request to calculate trade effluent charges by reference to an Agreed Allowance instead of a Standard Allowance. The Retailer must provide suitable evidence in support of their request. Any agreed change will be applied from the first day of the following month or where appropriate evidence is provided, a date agreed with the customer and their Retailer.

8.4 In calculating trade effluent volume, the Company may make an allowance for any employees and occupiers at the customer's site (Domestic Allowances).

8.5 The Domestic Allowances used by the Company are set out in the table below.

Type of employee or occupier	Allowance litres/head/day
Employee (full-time) including temporary staff, agency staff and contractors.	
Without canteen	25
With canteen	40
Employee (part-time) including representatives and drivers	
Without canteen	12.5
With canteen	27.5
Occupier (residential)	140

8.6 In calculating the trade effluent volume for any commercial swimming pool, the Company make the assumption that 65% of the site's water use is for the swimming pool and the remaining 35% is domestic use e.g. toilets, showers, etc. The swimming pool usage is assumed to have a 20% evaporation allowance as per Section 8.2. In cases where the Customer has chosen to install a private water meter on the swimming pool supply, a private trade effluent meter on the swimming pool discharge, or where this set up is otherwise deemed not reflective of the actual discharge, a more appropriate setup will be agreed with the Customer. The Customer choosing to install either a private water meter or private trade effluent meter will result in the most accurate billing set up.

9. Discontinuation of a trade effluent consent

- 9.1 Following agreement by the Company and the Retailer to discontinue a trade effluent consent, the trade effluent charges payable for the agreed duration of the discontinuation shall be trade effluent standing charges only.
- 9.2 Where a Retailer requires a trade effluent consent to be discontinued, they must inform the Company promptly. Once the required information has been provided to the Company by the Retailer, discontinuation of the trade effluent consent will apply from the first day of the following month or where appropriate evidence is provided, a date agreed with the customer and their Retailer.

10. Termination of a trade effluent consent

- 10.1 Where a trade effluent consent needs to be terminated, the Retailer must inform the Company promptly. Once the required information has been provided to the Company by the Retailer, termination of the trade effluent consent will apply from the day of receipt of notification, unless otherwise agreed with the Retailer and evidence provided for a more appropriate termination date.
- 10.2 The Company will also terminate a trade effluent consent if it receives appropriate:
 - (i) Notification direct from the Customer
 - (ii) Evidence from another Wholesaler
 - (iii) Evidence from other Company activities

11. Commencement of a trade effluent consent

A Retailer may apply on behalf of the trader to the Company for a new trade effluent consent or a variation to an existing trade effluent consent. The new or varied trade effluent consent will not be issued or take effect until the Company receives:

- (i) an electronic copy of the Trade Effluent Customer Application Form in Portable Document Format (PDF) containing signatures from authorised signatory(ies) of the company responsible for the Trade Effluent, and
- (ii) any information required by the Company to enable the set-up of the DPID in CMOS.

12. Enforcement

The Company may recommend that a trader applies via their Retailer for a variation to a trade effluent consent as a result of non-compliance. In these circumstances, the application fee set out in Section 3, Part 3, paragraph 3 will be applicable.

Part 4 - Unmeasured Charges

1. Unmeasured Water Supplies

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

- (i) (a) a fixed charge specified by the Company as the fixed charge for such purpose, and
(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 charge calculated in accordance with 1.1 (i) of this Part 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.

Unmeasured Water Supplies	Unit	£	Applicable CMOS Tariff Code
Rateable value charge - per rateable value	per £ RV	2.179	NHH_UW_VAR (UWRVPoundage)
Fixed charge – per year	per year	4.90	NHH_UW_VAR (UWFixedCharge)
Water supply minimum charge – per year	per year	134.49	NHH_UW_MIN ((UWRVMMinCharge) NHH_UW_VAR (UWRVMMinCharge))
Supplies to premises without rateable value – per year	per year	134.49	NHH_UW_NRV (UWFixedCharge)
Single lock up and block garage – per year	per year	13.24	NHH_UF_SG (UWFixedCharge)

2. Sewerage Services

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

- (i) (a) a highway drainage charge,
(b) a surface water drainage charge where the premise is connected for surface water drainage,
(c) a rateable value charge
or
- (ii) where in any case the charge calculated in accordance with 2.1 (i) of this Part 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.

Unmeasured Sewerage Services	Unit	£	Applicable CMOS Tariff Code
Rateable value charge – per rateable value	per RV	2.143	NHH_US_VAR (USRVPoundage)
Supplies to premises without rateable value – per year	per year	397.90	NHH_US_NRV (USFixedCharge)
Highway drainage - charge per year	per year	19.16	NHH_US_HD (HDFixedCharge)
Surface water drainage - charge per year	per year	50.00	NHH_US_SW (SWFixedCharge)
Sewerage minimum charge – per year	per year	95.71	NHH_US_MIN (USRVMinCharge) NHH_US_VAR (USRVMinCharge)
Surface water maximum charge – per year (charge includes Highway Drainage charge of £19.16)	per year	69.16	NHH_SW_MAX (SWFixedCharge)

2.2 (a) The highway drainage charge is a fixed amount in respect of general highway drainage.
 (b) The surface water drainage charge is a fixed charge; in the event that the Retailer establishes to the Company's reasonable satisfaction 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 Retailer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
 (c) The rateable value charge shall be calculated on the rateable value of the premises.

2.3 Subject to paragraph 2.4 of this Part, the charges for connected premises which are connected for the drainage of surface water only shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.1 of this Part.

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

2.5 Where the water supply to any premises is for any reason disconnected, the Retailer of the premises 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.

Part 5 – Assessed Measured Charges

1. Assessed Measured Water Supplies

- 1.1 The charges for an assessed measured water supply shall comprise
 - (i) an assessed volume charge, and
 - (ii) a fixed charge.
 - (iii) where the Company deems it appropriate, they may also include a transitional charge adjustment.
- 1.2 Assessed annual volume for the premises is calculated by multiplying the number of full-time employees (or full time equivalent) at the eligible premises by the assessed annual consumption corresponding to the activity type of the premises.
- 1.3 The fixed charge shall be that specified by the Company as the fixed charge for such purpose.

Assessed Water Supplies	Unit	£	Applicable CMOS Tariff Code
Unit volume charge – per cubic metre	per m ³	3.449	NHH_AW_VAR (AWVCharge)
Fixed charge – per year	per year	4.90	NHH_AW_VAR (AWFixedCharge)

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 highway drainage charge,
 - (ii) a surface water drainage charge where the premises is connected for surface water drainage,
 - (iii) a wastewater charge.

Assessed Sewerage Services	Unit	£	Applicable CMOS Tariff Code
Unit volume charge - per cubic metre	per m ³	3.545	NHH_AS_VAR(ASVCharge)
Highway drainage charge – per year	per year	19.16	NHH_AS_HD (HDFixedCharge)
Surface water drainage charge – per year	per year	50.00	NHH_AS_SW (SWFixedCharge)

- 2.2 The highway drainage charge is a fixed amount in respect of general highway drainage.
- 2.3 The surface water drainage charge is a fixed charge; in the event that the Retailer establishes to the Company's reasonable satisfaction 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 Retailer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- 2.4 The wastewater charge shall be an assessed charge, determined by reference to 95% of the volume of water assessed (by the water supplier, if not the Company) as having been supplied to the premises.
- 2.5 Where the water supply to any premises is for any reason disconnected, the Retailer in respect of the premises shall pay to the Company the surface water charge calculated in accordance with paragraph 2.3 of Part 4 of this Section where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

Section 3 – Non-primary charges schedule 2026-27

Charges are shown exclusive of VAT where this is payable

CHARGE DESCRIPTION	£
SITE INSPECTIONS, SURVEYS, VISITS (including logger surveys; excluding metering surveys)	
During standard hours (07:00 to 20:00)	
Site inspection	149.61
Site survey	149.61
Site visit	149.61
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68
Outside of standard hours (20:00 to 07:00)	
Site inspection	193.10
Site survey	193.10
Site visit	193.10
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	158.34
METERING SURVEY (excluding logger surveys)	
During standard hours (07:00 to 20:00)	
Site survey	95.65
Site survey requiring additional resource	Reasonable costs incurred
Outside of standard hours (20:00 to 07:00)	
Site survey	124.35
Site survey requiring additional resource	Reasonable costs incurred
METER ABORTED SITE VISIT CHARGES	
During standard hours (07:00 to 20:00)	78.44
Outside of standard hours (20:00 to 07:00)	101.97
METER INSTALLATION – STANDARD	
Meter type/size	
3G concentric AMR, 15mm & 20mm No excavation or inside property	284.20
3G concentric AMR, 15mm & 20mm Unmade or verge	508.73
3G concentric AMR, 15mm & 20mm Surfaced footpath	585.24
3G concentric AMR, 15mm & 20mm Surfaced road	734.37
3G Inline AMR, 15mm & 25mm No excavation or inside property	Quotation based on reasonable costs incurred
3G Inline AMR, 15mm & 25mm Unmade or verge	874.26
3G Inline AMR, 15mm & 25mm Surfaced footpath	1,047.72

3G Inline AMR, 15mm & 25mm Surfaced road	1,650.38
40mm to 250mm	Quotation based on reasonable costs incurred
METER CHANGE – STANDARD	£
Meter type/size	
3G concentric AMR, 15mm & 20mm Inside property	321.89
3G concentric AMR, 15mm & 20mm Unmade or Verge	546.99
3G concentric AMR, 15mm & 20mm Footpath	576.15
3G concentric AMR, 15mm & 20mm Road	695.94
3G Inline AMR, 15mm & 25mm Inside property	Quotation based on reasonable costs incurred
3G Inline AMR, 15mm & 25mm Unmade or Verge	582.30
3G Inline AMR, 15mm & 25mm Footpath	755.78
3G Inline AMR, 15mm & 25mm Road	773.41
40mm to 250mm	Quotation based on reasonable costs incurred
METER ACCURACY TEST	£
Meter type/size	
15 / 20 mm	349.00
25 / 30 / 32mm	465.00
40 / 50 / 65 mm	606.00
80 / 100 mm	844.00
125 / 150mm	1,298.00
Combination Meter – 50 to 100mm	874.00
Combination Meter - 150mm	2,163.00
Remedial work per meter per 30 mins	38.00

DISCONNECTION SERVICES	
Standard Hours (07:00 to 20:00)	
Temporary disconnection – Standard disconnection process applies	149.61
Temporary disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	456.48
Permanent disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Outside of Standard Hours (20:00 to 07:00)	
Temporary disconnection – Standard disconnection process applies	193.10
Temporary disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	811.84
Permanent disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – instigated by the Company	
Standard Hours (07:00 to 20:00)	
Standard reconnection following temporary disconnection	149.61
Non-Standard reconnection following temporary disconnection	Quotation based on reasonable costs incurred
Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Outside of Standard Hours (20:00 to 07:00)	
Standard reconnection following temporary disconnection	193.10
Non-Standard reconnection following temporary disconnection	Quotation based on reasonable costs incurred
Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
PROVISION OF INFORMATION SERVICES	
Asset location plans - Sewer and water maps	Prices vary according to size of plan as well as single vs dual plans
Sampling and laboratory services	Quotation based on reasonable costs incurred

* These charges are subject to change with notice.

** In accordance with the Water Industry Act 1991, members of the public may view the public sewer and water map. Viewing is available at Southern Water's Durrington offices by appointment only from 08:30 until 17:00, Monday to Thursday and 08:30 until 16:30 Friday – see our website for further details <https://www.southernwater.co.uk/mains-and-sewer-maps>

CHARGE DESCRIPTION	£
FIRE HYDRANT SERVICES	
Installation and relocation	Quotation based on reasonable costs incurred
Repair, renewal, and removal - Standard	
Renew cover in existing frame	422.90
Renew cover and frame complete	576.21
Lower or raise cover by up to 300mm	425.89
Repack gland	579.17
Renew or rebuild hydrant chamber - using existing frame and cover	425.89
Renew or rebuild hydrant chamber – new frame and cover	579.17
Raise/lower hydrant including removal/insertion of distance piece	850.03
Renew hydrant and chamber complete – new frame and cover	1,251.89
Renew post and plate	174.36
Remove unwanted hydrant	831.93
Lane rental charges	The daily charge will be as per the relevant county council website
Repair, renewal, and removal – Non-Standard	Quotation based on reasonable costs incurred
STANDPIPE SERVICES	
Meter size	
Deposit	200.00
Hire charge 22mm metered standpipe – for ad hoc hire - per week	40.00
Hire charge 40mm metered standpipe – for ad hoc hire - per week	62.00
Hire charge 22mm metered standpipe – for 6-month pre-payment - per 6 months	590.00
Hire charge 22mm metered standpipe – for annual pre-payment - per year	1,062.00
Hire charge 40mm metered standpipe – for 6-month pre-payment - per 6 months	825.00
Hire charge 40mm metered standpipe – for annual pre-payment - per year	1,437.00
Unit volume charge – per cubic metre	3.449
Minimum charge for loss of equipment	175.00
Transport/delivery charge	Price upon application

CHARGE DESCRIPTION	£
LEAD PIPE REPLACEMENT SERVICES	
Communication pipe replacement	Free of charge
Supply pipe replacement (up to 10 metres)	Free of charge
DAMAGE TO COMPANY ASSETS	
Damage to Company assets and apparatus	Actual costs incurred, inclusive of overheads
GAP SITE INCENTIVE SCHEME	
Initial fee: 0 to 0.25 ML/a site	50.00
Initial fee: 0.25 to 0.5 ML/a site	50.00
Initial fee: 0.5 to 1 ML/a site	50.00
Initial fee: 1 to 5 ML/a site	50.00
Initial fee: >5 ML/a site	50.00
Initial fee: Unmeasured site	50.00
Follow-up fee: 0.25 to 0.5 ML/a site	150.00
Follow-up fee: 0.5 to 1.0 ML/a site	300.00
Follow-up fee: 1.0 to 5.0 ML/a site	500.00
Follow-up fee: >5.0 ML/a site	2,000.00

DESKTOP ANALYSIS CHARGE	
Desktop Analysis Charge	25.00

TRADE EFFLUENT SERVICES	
Consent application fee	
Fee for low risk / standard discharge applications	343.75
Fee for high risk / bespoke discharge applications	1,011.33
Consent variation fee	
Variation to an existing consent	343.75
Temporary consents	
Minimum charge – single site	340.23
Additional charge – single site	Based on standard tariff formula for calculating trade effluent Primary Charges
Multisite charge	612.26
Non-standard charges (direct customer charges)	
	Reasonable costs incurred - refer to Southern Water website

Southern Water Services Limited reserve the right to quote for any service request received from a Retailer not included in this Section.

Section 4 – Non-primary non-household charges

Introduction

This Section provides information about the principal Non-Primary charges made by Southern Water Services Limited to Retailers.

Other miscellaneous charges may also apply to Retailers in certain circumstances. Information about these charges can be found on our website.

Section 4 Contents

Part 1	Metering Services	37
Part 2	Verification and Dereistration Services	41
Part 3	Disconnection and reconnection Services	43
Part 4	Water Services (Fire Hydrant, Standpipes, lead pipe replacement)	49
Part 5	Accredited Entities	52
Part 6	Gap site incentive scheme	53
Part 7	Provision of Information Services	55
Part 8	Damage to Company Assets	57
Part 9	Inspections in respect of Water Industry Act 1991 contraventions	58
Part 10	Interpretation and Supplemental Provisions	59
Part 11	Desktop Analysis Charge	60
Part 12	Trade Effluent Services	61

Part 1 – Metering Services

1. Introduction

The Company provides the following metering services to Retailers:

- (i) meter installation,
- (ii) change of meter size or meter location,
- (iii) meter repair or replacement due to fault,
- (iv) meter accuracy testing, and
- (v) assistance with meter data logging.

2. Meter survey

- 2.1 A Retailer may request that the Company undertakes a survey to establish whether the installation or change of a meter is practicable.
- 2.2 If the requested meter installation or change is practicable and standard, the Company will advise the Retailer the standard price of the work as set out in the Schedule of Charges in Part 3.
- 2.3 If the requested meter installation or change is practicable but non-standard, the Company will provide the Retailer with a quotation for the cost of the work.
- 2.4 If the Retailer wishes to proceed with the meter installation or change, a survey charge is payable by the Retailer in addition to the standard price of the work or quotation as applicable.
- 2.5 If the Retailer chooses not to proceed with the meter installation or change, or the requested meter installation or change is not practicable, a survey charge is payable by the Retailer.
- 2.6 The amount of the survey charge will depend on whether or not the survey is required to be carried out during or out of Standard Hours, as set out in the Schedule of Charges in Part 3.
- 2.7 Where a survey requires additional resource, the amount of the survey charge will be based on reasonable costs incurred by the Company.

3. Meter installation

- 3.1 A Retailer may request that the Company undertakes a survey to establish whether the installation of a meter is practicable
- 3.2 The amount of the survey charge will depend on whether or not the survey is required to be carried out during or out of Standard Hours, as set out in the Schedule of Charges in Part 3.
- 3.3 Where a survey requires additional resource, the amount of the survey charge will be based on reasonable costs incurred by the Company.
- 3.4 The cost of standard meter installations is set out in the Schedule of Charges in Part 3
- 3.5 Where the meter to be installed is 40mm to 250mm, the cost will be based upon a quotation of the reasonable costs incurred by the Company

4. Change of meter size or meter location

- 4.1 Where a Retailer requires the change of meter size or meter location to a meter that serves a Supply Point(s) registered to the Retailer, the Retailer can request, that the Company undertakes a site survey to establish if the change is practicable and, where practicable, the costs of changing



the meter

- 4.2 In accordance with paragraph 2 of this Part, the Retailer is liable for the cost of any survey as well as the change of meter.
- 4.3 The cost of standard meter changes are set out in the Schedule of Charges in Part 3.
- 4.4 Where the meter change is non-standard, the cost will be based on a quotation of the reasonable costs incurred by the Company.

5. Meter repair or replacement due to fault

- 5.1 Retailers are responsible for the due care of a meter installed on a Supply Point to which they are registered.
- 5.2 If the Retailer believes a meter is faulty or damaged, they must notify the Company as soon as reasonably practicable, in accordance with the Wholesale-retail code part 3: operational terms.
- 5.3 Where the Company finds that a water meter needs to be replaced or repaired and deems the fault or damage to have been caused by an act or omission of the Retailer or its customer, the Retailer must pay to the Company, as appropriate, the applicable meter exchange, replacement or repair charge as set out in the Schedule of Charges in Part 3.
- 5.4 If the meter is found not to be faulty a site visit charge will be applied and the meter will not be replaced

6. Meter accuracy testing

- 6.1 If the Retailer believes a water meter is not registering accurately, they must notify the Company as soon as reasonably practicable, in accordance with the Wholesale-retail code part 3: operational terms.
- 6.2 If requested by the Retailer, the Company will arrange to undertake a meter accuracy test in accordance with The Water (Meter) Regulations 1988 and confirm the test results to the Retailer.
- 6.3 Where the meter being tested is found to exceed the prescribed limits of error
 - (i) no charge for the meter accuracy check will be made by the Company to the Retailer, and
 - (ii) any refund or additional measured charges payable as a result of an inaccurate meter reading will be determined on the basis of normal recorded consumption.
- 6.4 Where the meter being tested falls within the prescribed limits of error, the Retailer must pay to the Company the appropriate charge for the meter accuracy test as set out in the Schedule of Charges in Part 3.

7. Meter data logging

- 7.1 A Retailer may request that the Company undertakes a survey to establish whether the installation of meter data logging equipment is practicable.
- 7.2 Retailer requests in respect of paragraph 7.1 of this Part must be made in accordance with the Company's Logger Request Application Policy, which can be found on the Company's website [Retailer Logger request](#) or [Retailer Engagement Policies – Southern Water](#)
- 7.3 The amount of the survey charge will depend on whether or not the survey is required to be carried out during or out of Standard Hours, as set out in the Schedule of Charges in Part 3.

7.4 Where a survey requires additional resource, the amount of the survey charge will be based on reasonable costs incurred by the Company.

8. Abortive visits

8.1 For all metering services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking a survey or any work and this is due to

- (i) actions of either the Retailer or the customer, or
- (ii) erroneous information provided by either the Retailer or the customer.

8.2 The amount of the abortive visit charge made to the Retailer will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

SITE INSPECTIONS, SURVEYS, VISITS (including logger surveys; excluding metering surveys)	£
During standard hours (07:00 to 20:00)	
Site inspection	149.61
Site survey	149.61
Site visit	149.61
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68
Outside of standard hours (20:00 to 07:00)	
Site inspection	193.10
Site survey	193.10
Site visit	193.10
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	158.34
METERING SURVEY (excluding logger surveys)	
During standard hours (07:00 to 20:00)	
Site survey	95.65
Site survey requiring additional resource	Reasonable costs incurred
Outside of standard hours (20:00 to 07:00)	
Site survey	124.35
Site survey requiring additional resource	Reasonable costs incurred
METER ABORTED SITE VISIT CHARGES	
During standard hours (07:00 to 20:00)	78.44
Outside of standard hours (20:00 to 07:00)	101.97
METER INSTALLATION – STANDARD	
Meter type/size	
3G concentric AMR, 15mm & 20mm No excavation or inside property	284.20
3G concentric AMR, 15mm & 20mm Unmade or verge	508.73

3G concentric AMR, 15mm & 20mm Surfaced footpath	585.24
3G concentric AMR, 15mm & 20mm Surfaced road	734.37
3G Inline AMR, 15mm & 25mm No excavation or inside property	Quotation based on reasonable costs incurred
3G Inline AMR, 15mm & 25mm Unmade or verge	874.26
3G Inline AMR, 15mm & 25mm Surfaced footpath	1,047.72
3G Inline AMR, 15mm & 25mm Surfaced road	1,650.38
3G concentric AMR, 15mm & 20mm Inside property	321.89
3G concentric AMR, 15mm & 20mm Unmade or Verge	546.99
3G concentric AMR, 15mm & 20mm Footpath	576.15
3G concentric AMR, 15mm & 20mm Road	695.94
3G Inline AMR, 15mm & 25mm Inside property	Quotation based on reasonable costs incurred
3G Inline AMR, 15mm & 25mm Unmade or Verge	582.30
3G Inline AMR, 15mm & 25mm Footpath	755.78
3G Inline AMR, 15mm & 25mm Road	773.41
40mm to 250mm	Quotation based on reasonable costs incurred
METER ACCURACY TEST	
Meter type/size	
15 / 20 mm	349.00
25 / 30 / 32mm	465.00
40 / 50 / 65 mm	606.00
80 / 100 mm	844.00
125 / 150mm	1,298.00
Combination Meter – 50 to 100mm	874.00
Combination Meter – 125 / 150mm	1,298.00
Remedial work per meter per 30 mins	38.00
DESKTOP ANALYSIS CHARGE	
Desktop Analysis Charge	25.00

Part 2 – Verification Services

1. Introduction

- 1.1 Where a Retailer considers that the meter details held in the Central Market Operating System (CMOS) in respect of a Supply Point registered to the Retailer are not correct, the Retailer can request that the Company verifies the meter details.
- 1.2 Where a Retailer considers that the supply arrangement details held in the Central Market Operating System (CMOS) in respect of a Supply Point registered to the Retailer are not correct, the Retailer can request that the Company verifies the supply details.

2. Verification using the Company's systems

- 2.1 At the request of a Retailer, the Company will undertake a Supply Point investigation to verify services or meter details, as appropriate, using its internal systems.
- 2.2 A charge, as set out in the Schedule of Charges in Part 3, will apply where the Company's investigations confirm that the recorded services or meter details, as appropriate, are correct.

3. Verification via site visit

- 3.1 The Company will undertake a Supply Point investigation at the request of the Retailer to verify services or meter details, as appropriate, via a site visit.
- 3.2 A site visit charge will apply where the Company's investigations confirm that the recorded services and/or meter details are correct as appropriate.
- 3.3 The amount of the site visit charge will be dependent on whether the verification took place within Standard Hours or outside of Standard Hours, and whether the site visit required additional resource, as set out in the Schedule of Charges in Part 3.

4. Abortive visits

- 4.1 For all verification and deregistration services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking a site survey or any associated work and this is due to
 - (i) actions of either the Retailer or the customer, or
 - (ii) erroneous information provided by either the Retailer or the customer.
- 4.2 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

SITE INSPECTIONS, SURVEYS, VISITS (including logger surveys; excluding metering surveys)	£
During standard hours (07:00 to 20:00)	
Site inspection	149.61

Site survey	149.61
Site visit	149.61
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68
Outside of standard hours (20:00 to 07:00)	
Site inspection	193.10
Site survey	193.10
Site visit	193.10
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	158.34
DESKTOP ANALYSIS CHARGE	
Desktop Analysis Charge	25.00

Part 3 – Disconnection and Re-connection Services

Part 3A – Disconnection Services

1. Introduction

- 1.1 A Retailer may request that the Company disconnects the water supply in respect of a Supply Point registered to the Retailer.
- 1.2 The Retailer may request that the disconnection is temporary or permanent.

2. Disconnection survey

- 2.1 Following the receipt of a request from a Retailer to disconnect the water supply, the Company will conduct a site survey to determine
 - (i) if the type of disconnection requested by the Retailer is practicable,
 - (ii) whether the work associated with undertaking the disconnection requested by the Retailer is standard or non-standard,
 - (iii) the cost of the type of disconnection requested by the Retailer, and
 - (iv) the cost of the reconnection of the water supply at a later date.
- 2.2 A survey charge will be payable by the Retailer in respect of each request to disconnect the water supply in respect of a Supply Point registered to the Retailer.

The amount of the survey charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, and whether additional resource is required to undertake the survey, as set out in the Schedule of Charges in Part 3.

3. Disconnection inspection

- 3.1 A disconnection inspection charge will be payable by the Retailer where the Company is required to approve a permanent disconnection that has been carried out by a third party.
- 3.2 The amount of the disconnection inspection charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.
- 3.3 Where one or more additional disconnection inspections are required, a disconnection inspection charge may be payable by the Retailer for each subsequent inspection made by the Company, based on the reasonable costs incurred of the actual work involved.

4. Standard and non-standard disconnection processes

- 4.1 Standard disconnections are those disconnections which are charged by reference to a specified standard price as set out in the Schedule of Charges in Part 3.
- 4.2 Non-standard disconnections are those disconnections which are charged by reference to a quotation for the work to be done.
- 4.3 The circumstances in which the non-standard disconnection process shall apply include, but are not limited to
 - (i) where the Supply Point to be disconnected is on a shared water supply,
 - or
 - (ii) where other pipe-work alteration is required.

5. Temporary disconnection – Standard disconnection process applies

- 5.1 Where a Retailer requests the Company to undertake a temporary disconnection from the water supply at an occupied Supply Point registered to the Retailer, the Company will charge the Retailer the Standard Charge where the standard disconnection process applies.
- 5.2 The amount of the standard temporary disconnection charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

6. Temporary disconnection – Non-Standard disconnection process applies

Where a Retailer requests the Company to undertake a temporary disconnection from the water supply at an occupied Supply Point registered to the Retailer, where the standard disconnection process does not apply, the Company will charge the Retailer the price provided by quotation following the disconnection survey.

7. Permanent disconnection - Standard disconnection process applies

- 7.1 Where a Retailer requests the Company to undertake a permanent disconnection from the water supply at an occupied Supply Point registered to the Retailer, the Company will charge the Retailer the Standard Charge where the standard disconnection process applies.
- 7.2 The amount of the standard permanent disconnection charge will depend whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

8. Permanent disconnection – Non-Standard disconnection process applies

Where the non-standard disconnection process applies to a Retailer request to the Company to undertake a permanent disconnection from the water supply at a Supply Point registered to the Retailer, the Company will charge the Retailer based on a quotation of the reasonable costs incurred of the actual work involved. These costs may include the recovery of any costs incurred to secure access to allow the work to be undertaken, including, but not limited, to legal costs.

9. Permanent disconnection – instigated by the Company

- 9.1 The Company may undertake a permanent disconnection from the water supply at a Supply Point registered to a Retailer if the Company establishes that
 - (i) water and/or sewerage services are being used illegally, or
 - (ii) the water supply is not compliant with the Water Supply (Water Fittings) Regulations, or
 - (iv) a temporary disconnection from the water supply has continued for a period in excess of three months.
- 9.2 Where the Company has undertaken a permanent disconnection in the circumstances set out in paragraph 9.1 of this Part, the Company will charge the Retailer the reasonable costs incurred of the actual work involved. These costs may include the recovery of any costs incurred to secure access to allow the work to be undertaken, including, but not limited, to legal costs.

DISCONNECTION SERVICES	£
Standard Hours (07:00 to 20:00)	
Temporary disconnection – Standard disconnection process applies	149.61
Temporary disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	456.48
Permanent disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Outside of Standard Hours (20:00 to 07:00)	
Temporary disconnection – Standard disconnection process applies	193.10
Temporary disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	811.84
Permanent disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – instigated by the Company	Reasonable costs incurred
SITE INSPECTIONS, SURVEYS, VISITS (including logger surveys; excluding metering surveys)	
During standard hours (07:00 to 20:00)	
Site inspection	149.61
Site survey	149.61
Site visit	149.61
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68
Outside of standard hours (20:00 to 07:00)	
Site inspection	193.10
Site survey	193.10
Site visit	193.10
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	158.34

Part 3B – Reconnection Services

1. Introduction

- 1.1 Where the water supply in respect of a Supply Point registered to a Retailer has been disconnected, the Retailer may request that the Company reconnects the supply.
- 1.2 A reconnection charge is payable by the Retailer regardless of whether the disconnection was
 - (i) temporary or permanent, or
 - (ii) standard or non-standard, or
 - (iii) undertaken at the request of a Retailer, or by the Company for operational reasons.

2. Reconnection survey

- 2.1 Following the receipt of a request from a Retailer to reconnect the water supply, the Company will conduct a site survey.
- 2.2 A survey charge will be payable by the Retailer in respect of each request to reconnect the water supply in respect of a Supply Point registered to the Retailer.
- 2.3 The amount of the survey charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, and whether additional resource is required to undertake the survey, as set out in the Schedule of Charges in Part 3.

3. Standard reconnection following temporary disconnection

- 3.1 Where the type of disconnection of the water supply is temporary, standard reconnection charges will apply where the standard disconnection process applied to the earlier temporary disconnection.
- 3.2 The amount of the standard reconnection charge payable by the Retailer in the circumstances set out in paragraph 2.1 of this Part will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

4. Non-Standard reconnection following temporary disconnection

Where the type of disconnection of the water supply is temporary, and the non- standard disconnection process applied to the earlier temporary disconnection, the Retailer shall pay the amount of the Company's quotation provided following the disconnection survey.

5. Standard reconnection following permanent disconnection

- 5.1 Where the type of disconnection of the water supply is permanent, standard reconnection charges will apply where the standard disconnection process applied to the earlier permanent disconnection.
- 5.2 The amount of the standard reconnection charge payable by the Retailer in the circumstances set out in paragraph 4.1 of this Part will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

6. Non-Standard reconnection following permanent disconnection

Where the type of disconnection of the water supply is permanent, and the non- standard disconnection process applied to the earlier permanent disconnection, the Retailer shall pay the amount of the Company's quotation provided following the disconnection survey.

7. Abortive visits

7.1 For all reconnection services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking a reconnection or any associated work and this is due to

- (i) actions of either the Retailer or the customer, or
- (ii) erroneous information provided by either the Retailer or the customer.

7.2 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

RECONNECTION SERVICES	£
Standard Hours (07:00 to 20:00)	
Standard reconnection following temporary disconnection	149.61
Non-Standard reconnection following temporary disconnection	Quotation based on reasonable costs incurred
Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Outside of Standard Hours (20:00 to 07:00)	
Standard reconnection following temporary disconnection	193.10
Non-Standard reconnection following temporary disconnection	Quotation based on reasonable costs incurred
Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
PROVISION OF INFORMATION SERVICES	
Asset location plans - Sewer and water maps	Prices vary according to size of plan as well as single vs dual plans
Sampling and laboratory services	Quotation based on reasonable costs incurred
SITE INSPECTIONS, SURVEYS, VISITS (including logger surveys; excluding metering surveys)	
During standard hours (07:00 to 20:00)	
Site inspection	149.61
Site survey	149.61
Site visit	149.61

Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68
Outside of standard hours (20:00 to 07:00)	
Site inspection	193.10
Site survey	193.10
Site visit	193.10
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68

Part 4A – Fire Hydrant Services

1. Introduction

A Retailer may request the Company to

- (i) install a new fire hydrant,
- (ii) relocate an existing fire hydrant,
- (iii) repair or renew an existing fire hydrant, and
- (iv) remove an existing fire hydrant.

2. Fire hydrant installation and relocation

Where a Retailer requests that the Company installs a new fire hydrant or relocates an existing fire hydrant, the Company will provide the Retailer with a quotation for the cost of the work.

3. Fire hydrant repair, renewal, and removal

- 3.1 Where a Retailer requests that the Company repairs, renews, or removes an existing fire hydrant, and the work involved is standard, a standard charge will apply as set out in the Schedule of Charges in Part 3.
- 3.2 Where a Retailer requests that the Company repairs, renews, or removes an existing fire hydrant, and the work involved is non-standard, the Company will provide the Retailer with a quotation for the cost of the work.
- 3.3 Lane Rental Charges will apply where working in a Lane Rental Location

FIRE HYDRANT SERVICES	£
Installation and relocation	Quotation based on reasonable costs incurred
Repair, renewal, and removal - Standard	
Renew cover in existing frame	422.90
Renew cover and frame complete	576.21
Lower or raise cover by up to 300mm	425.89
Repack gland	579.17
Renew or rebuild hydrant chamber - using existing frame and cover	425.89
Renew or rebuild hydrant chamber – new frame and cover	579.17
Raise/lower hydrant including removal/insertion of distance piece	831.93
Renew hydrant and chamber complete – new frame and cover	1,251.89
Renew post and plate	174.36
Remove unwanted hydrant	831.93
Lane rental charges	The daily charge will be as per the relevant county council website
Repair, renewal, and removal – non-standard	Quotation based on reasonable costs incurred

Part 4B – Standpipe Services

1. Introduction

A Retailer may apply to the Company's external partner for the hire of a standpipe. The application can be made online via the Company's website southernwater@waterservicesltd.com, or by telephone on 0844 984 2788.

2. Charges for Standpipe Hire

- 2.1 The Retailer must pay a deposit and hire charge as set out in the Schedule of Charges in Part 3.
- 2.2 The Retailer shall pay the measured water supply unit volume charge, as set out in the Schedule of Charges in Part 3, for the water supplied via the standpipe during the period of hire.
- 2.3 In the event that the standpipe is lost by the Retailer, or for any other reason is not returned by the Retailer to the Company, the Retailer must pay a charge for the loss of the equipment as set out in the Schedule of Charges in Part 3.
- 2.4 Where the Company transports the standpipe to or from the Retailer, or the Retailer's customer, the Retailer must pay a charge for each journey as set out in the Schedule of Charges in Part 3.

STANDPIPE SERVICES	£
Meter size	
Deposit	200.00
Hire charge 22mm metered standpipe – for ad hoc hire - per week	40.00
Hire charge 40mm metered standpipe – for ad hoc hire - per week	62.00
Hire charge 22mm metered standpipe – for 6-month pre-payment - per 6 months	590.00
Hire charge 22mm metered standpipe – for annual pre-payment - per year	1,062.00
Hire charge 40mm metered standpipe – for 6-month pre-payment - per 6 months	825.00
Hire charge 40mm metered standpipe – for annual pre-payment - per year	1,437.00
Unit volume charge – per cubic metre	3.449
Minimum charge for loss of equipment	175.00
Transport/delivery charge	Price upon application

Part 4C – Lead Pipe Replacement Services

1. Introduction

- 1.1 The Company is responsible for the section of the service pipe that runs from the water mains to the boundary of the customer's premises. This is known as the communication pipe.
- 1.2 The Retailer's customer is responsible for the section of the service pipe that runs from the boundary of the premises into the premises. This is known as the supply pipe.

2. Lead pipe replacement services

- 2.1 Where the service pipe is lead and the customer replaces their supply pipe, the Company will replace its communication pipe free of charge.
- 2.2 If, as part of its routine testing or testing at the request of the Retailer or their customer, the Company finds a lead concentration greater than the required standard in the water supplied from a tap within the premises, it will replace the communication pipe serving the premises free of charge if it is lead.
- 2.3 If the customer carries out a leak repair on their supply pipe and finds lead pipework external to the premises, the Company will replace up to 10 metres of the supply pipe free of charge.

LEAD PIPE REPLACEMENT SERVICES	
Communication pipe replacement	Free of charge
Supply pipe replacement (up to 10 metres)	Free of charge

Part 5 – Accredited Entities

1. Introduction

- 1.1 The Company may be required to undertake a site visit in connection with an activity performed by an Accredited Entity on behalf of a Retailer, including but not limited to inspection.
- 1.2 A Retailer may request that the Company attends site to provide assistance to an Accredited Entity acting on their behalf. Such assistance may include, but is not limited to, site survey.

2. Site Visits

- 2.1 For all services covered by this Part, a site visit charge will apply when the Company is required to conduct a site visit.
- 2.2 The amount of the site visit charge made to the Retailer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges in Part 3.

3. Abortive visits

- 3.1 For all services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking any associated work and this is due to
 - (i) actions of either the Retailer, Accredited Entity or other third party associated with the Retailer, as appropriate, or
 - (ii) erroneous information provided by either the Retailer, Accredited Entity, or other third party associated with the Retailer, as appropriate.
- 3.2 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

SITE INSPECTIONS, SURVEYS, VISITS (including logger surveys; excluding metering surveys)	£
During standard hours (07:00 to 20:00)	
Site inspection	149.61
Site survey	149.61
Site visit	149.61
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68
Outside of standard hours (20:00 to 07:00)	
Site inspection	193.10
Site survey	193.10
Site visit	193.10
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	158.34

Part 6 – Gap Site incentive Scheme

1. Introduction

- 1.1 We offer a gap site incentive scheme designed to encourage retailers to identify gaps that are not registered in the Central Market Operating system (CMOS) for water services.
- 1.2 Retailers are encouraged to report gaps, defined as an eligible premise, which is in receipt of water services but where no supply points or insufficient supply points are registered in the Supply Point Register. This helps us with several broader objectives such as fair charges and leakage reduction.

2. The Payment scheme

- 2.1 We will offer an initial incentive payment for identifying a gap site that is subsequently successfully registered (with a status of “tradable”) in CMOS, with an additional year one allowance paid to the retailer on the expiry of year one and once any other requirements as set out in this scheme have been satisfied.
- 2.2 Please note – that there is no incentive payment in relation to sewerage services.
- 2.3 Under the scheme, an applying retailer may opt out of being appointed as the supplier to the gap site identified in the market. However, unless confirmed otherwise, we will assume that a retailer who submits a gap site wishes to be appointed as the supplier for the premises on an enduring basis.
- 2.4 Please note that we reserve the right to withdraw the Gap Site Incentive Scheme at any time, but we will honour any in-flight applications made.

3. Eligibility

- 3.1 We offer an incentive scheme for the registration of gap sites, in order to participate you must have the following:
 - 3.1.1 A contract for wholesale services with us
 - 3.1.2 Not be a self-supply retailer

4. Application

- 4.1 Where you have identified a gap site and wish to be the registered retailer you will need to submit a C/02 form (gap site supply point request and addition of service components).
- 4.2 For cross-company premises you will need to submit separate C/02 forms for the water services supply point and sewerage services supply point to the water services and sewerage services wholesalers respectively.
- 4.3 For an incentive payment to be made, you must provide all required mandatory information on form C/02. Sections 3-5 of the form should also be completed or, where a piece of information does not exist or is deemed not applicable provide full justification as to why.

5. Payment

5.1 This incentive will include an initial payment followed by a year one allowance based upon the volumetric water consumption for year one of the SPID. The table below is for illustrative purposes and shows the possible levels of enhanced incentive payments that can be achieved in addition to your standard incentive.

PAYMENT DESCRIPTION	£	£
Average consumption for the business	Initial payment	Follow up payment
0 to 0.25 ML/a	50	N/A
0.25 to 0.5 ML/a	50	150
0.5 to 1.0 ML/a	50	300
1.0 to 5.0 ML/a	50	500
>5 ML/a	50	2,000

5.2 For unmeasured premises we will make the initial payment of £50 only.

Part 7 – Provision of Information Services

1. Introduction

The Company will provide, upon application, Retailers with those information services set out in this Part.

2. Asset location plans

- 2.1 Where a Retailer requires a copy of plans showing the location of an asset owned by the Company on land that is not registered to the Retailer, the Retailer shall make an application online via the Company's website www.southernwater.co.uk/mains-and-sewer-maps. Charges will apply for this service in accordance with the charges set out in the Schedule of Charges in Part 3.
- 2.2 The Company will make a charge to the Retailer, based on reasonable costs incurred, for any other administration or consultation for this type of service, such as site visits or advice while inspecting plans.

3. Sampling and laboratory services

- 3.1 Where the Retailer requests information from the Company that the Company has no legal or regulatory duty to provide free of charge, such as but not limited to information regarding the quality of the drinking water supplied by the Company, the Company shall provide the Retailer with a quotation of the reasonable costs incurred in providing the services required.
- 3.2 Where the Retailer requests sampling and laboratory services from the Company, the Company shall provide the Applicant with a quotation of the reasonable costs incurred in providing the services required.

4. Site Visits

- 4.1 For all services covered by this Part, a site visit charge will apply when the Company is required to conduct a site visit.
- 4.2 The amount of the site visit charge made to the Retailer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges in Part 3.

5. Abortive visits

- 5.1 For all services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking any associated work and this is due to
 - (i) actions of either the Retailer or the Retailer's customer, as appropriate, or
 - (ii) erroneous information provided by either the Retailer or the Retailer's customer, as appropriate.
- 5.2 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

SITE INSPECTIONS, SURVEYS, VISITS (including logger surveys; excluding metering surveys)	£
During standard hours (07:00 to 20:00)	
Site inspection	149.61
Site survey	149.61
Site visit	149.61
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68
Outside of standard hours (20:00 to 07:00)	
Site inspection	193.10
Site survey	193.10
Site visit	193.10
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	158.34

Part 8 – Damage to Company assets and apparatus

1. Introduction

- 1.1 Where, due to the actions of the Retailer, any third party associated with the Retailer, or the Retailer's customer, an asset or apparatus belonging to the Company is damaged, the Retailer shall be liable for paying for the repair or replacement of the asset or apparatus.
- 1.2 Repairs to Company assets and apparatus will be carried out by the Company's staff or the Company's approved contractor.

2. Charges for damage to Company assets and apparatus

For any damage to an asset or apparatus belonging to the Company under this Part, the Retailer shall pay the Company the actual costs of repair or replacement of the asset or apparatus, inclusive of overheads.

DAMAGE TO COMPANY ASSETS	£
Damage to Company assets and apparatus	Actual costs incurred, inclusive of overheads

Part 9 – Inspections in respect of Water Industry Act 1991 contraventions

1. Introduction

The Company may be required to undertake an inspection to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened.

2. Site Visits

- 2.1 Where the Company is required to conduct a site inspection under this Part, a site inspection charge will apply.
- 2.2 The amount of the site inspection charge made to the Retailer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges in Part 3.

3. Abortive visits

- 3.1 For all site inspections under this Part, an abortive visit charge will apply when the Company is prevented from undertaking any associated work and this is due to
 - (i) actions of either the Retailer, Accredited Entity or other third party associated with the Retailer, as appropriate, or
 - (ii) erroneous information provided by either the Retailer, Accredited Entity, or other third party associated with the Retailer, as appropriate.
- 3.2 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 3.

SITE INSPECTIONS, SURVEYS, VISITS (including logger surveys; excluding metering surveys)	£
During standard hours (07:00 to 20:00)	
Site inspection	149.61
Site survey	149.61
Site visit	149.61
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	122.68
Outside of standard hours (20:00 to 07:00)	
Site inspection	193.10
Site survey	193.10
Site visit	193.10
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	158.34

Part 10 – Interpretation and Supplemental Provisions

1. Interpretation

1.1 In this Statement of Principles and Charges,

“Primary Charges” and “Non-Primary Charges” mean those charges defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

“the Company” means Southern Water Services Limited;

“Retailer” means a water retailer and/or sewerage retailer as the context requires, in accordance with the Market Operator Services Limited Wholesale- Retail Code Part 1: Objectives, Principles and Definitions.

“Accredited Entity” means an entity which is independently evaluated and accredited under an accreditation scheme established by the Contracting Wholesaler as competent to carry out certain activities including but not limited to Connection Activity and Metering Activity, in accordance with the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

“Standard Hours” means weekdays Monday to Friday from 07:00 hours to 20:00 hours, and weekends and bank holidays from 07:00 hours to 20:00 hours.

“Outside of Standard Hours” means weekdays Monday to Friday from 20:00 hours to 07:00 hours, and weekends and bank holidays from 20:00 hours to 07:00 hours.

“Supply Point” has the meaning defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

“Central Market Operating System (CMOS)” means the core IT system of the Market Operator

1.2 Reference herein to a Section, Part or paragraph is a reference to that Section, Part or paragraph of this Statement, unless the reference expressly provides otherwise.

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

1.4 The application, assessment and recovery of charges under this Statement are subject to the provisions of relevant Acts of Parliament and subordinate legislation made or issued thereunder, and the Codes that govern the water industry retail non-household market; the provisions of this Statement shall be construed so as not to conflict therewith.

2. Value Added Tax

Water services charges are within the scope of VAT. The charges in Part 3 of this Section, Schedule of Non-Primary Charges, are shown exclusive of VAT, which will be charged in addition if applicable.

Note: At the time of the publication of this Statement, water supplies to non- household premises engaged in economic activities within Sections C to F inclusive of the Standard Industrial Classification of Economic Activities 1992 are standard-rated; other charges in Part 3, Schedule of Charges, are noted as potentially subject to VAT by way of guidance only.

Part 11 - Desktop Analysis Charge

1.1 This charge will apply to:

- (i) Meter installation cases
- (ii) Meter accuracy test cases where Southern Water determines the meter tested has no fault
- (iii) Temporary disconnection for non-payment cases
- (iv) Customer requested disconnection cases
- (v) Retailer requested reconnection cases
- (vi) Meter repair/replace/exchange cases where Southern Water determines the meter mentioned in the form has no fault
- (vii) Verification of supply cases where Southern Water's details are correct
- (viii) Gap site request cases where the site is found not to be a gap site
- (ix) Deregistration request cases where the site to be deregistered is found to still be eligible
- (x) Any MOSL Bilateral Hub process that is rejected by Southern Water because the request does not meet policy (Declined due to Policy)
- (xi) Any MOSL Bilateral Hub process that is cancelled post wholesaler acceptance excluding Disagree with Correction plans which will be reviewed on a case-by-case basis
- (xii) Any MOSL Bilateral Hub process that sits with the retailer for a response, which is not received within MOSL's timeframe and then is closed automatically by the Bilateral Hub once that timeframe has lapsed.

1.2 For all other scenarios not covered in point 1.1, the desktop analysis charge will be applied on a case-by-case basis.

CHARGE DESCRIPTION	£
DESKTOP ANALYSIS CHARGE	
Desktop Analysis Charge	25.00

Part 12 – Trade Effluent Services

1. Introduction

In addition to the main trade effluent services that attract Primary Charges covered in Part 3 of Section 2, there are several other trade effluent services that attract Non-Primary Charges.

2. Consent applications

- 2.1 The company will only process applications for a trade effluent consent that are submitted on the Trade Effluent Customer Application Form and that are received via the Bilateral Hub from the retailer or received as an electronic word or pdf document from the customer.
- 2.2 The Company will only issue a trade effluent consent once a Portable Document Format (PDF) file of the original Form Customer Application Form is received with all declaration sections completed, including signatures from the authorised signatory from the applying company.

3. Consent application fee

- 3.1 Where a Retailer applies on behalf of the trader for a trade effluent consent, including single and multi- site temporary consents, a consent application fee will apply based on the assessed risk of the trade effluent discharge, as set out in the Schedule of Charges in Section 3.
- 3.2 The minimum application fee is for low risk / standard discharges where consultations are generally not required. The upper fee is for high risk / bespoke applications which require consultation and further evaluation. An indicative charge will be notified to the Retailer on acceptance of the application.

4. Consultations on applications

- 4.1 In assessing the application for a trade effluent discharge, a Regulatory Environmental Impact modelling assessment may be required. This assessment will be carried out using, where possible, actual data available to the Company. Should actual data not be available to the Company, the Company reserves the right to use default industry standard data.
- 4.2 Should a customer wish to obtain or supply additional data for use with the modelling assessment, this will only be with the agreement of the Company and will be at the customer's cost.

5. Consent variation fee

Where a Retailer applies on behalf of the trader for a variation to an existing trade effluent consent, a consent variation fee will apply, as set out in the Schedule of Charges in Part 3.

6. Temporary consents

- 6.1 The Company will issue a temporary trade effluent consent (temporary consent) for a short-term discharge of effluent, defined as being a duration of six months or less. A temporary consent issued by the Company will be valid for six months, after which the consent will automatically terminate. A temporary consent cannot be extended. Should a temporary discharge extend beyond six months duration then the Retailer must submit a new temporary consent application to the Company on behalf of the trader.

- 6.2 Where the proposed consented discharge volume and/or loads present a high risk to the Company's assets or the environment, the Company may issue a full consent and charge accordingly.
- 6.3 Where the Company issues a temporary consent for a single site, a temporary consent minimum charge will apply as set out in the Schedule of Charges in Section 3.
- 6.4 In addition to the temporary consent minimum charge for a single site, an additional charge will apply where the discharge is greater than 200 cubic metres, based on the standard tariff formula set out in Section 2, Part 3 paragraph 2.2.4.
- 6.5 Where the total discharge is to be greater than 200 cubic metres, a private trade effluent meter shall be installed by the trader to measure the trade effluent volume. The Company reserves the right to amend this policy based on the site-specific risk.
- 6.6 Where the Company issues a temporary consent for multiple sites, a multi-site temporary consent charge will apply as set out in the Schedule of Charges in Section 3. Temporary consents for multiple sites will only be issued for very low risk discharges.

7. Non-standard charges

The Company will charge the Retailer's customer directly for

- (i) The recovery of extraordinary costs incurred by the Company due to an event caused by the customer; this includes, but is not limited to, damage to the Company's assets or increased operational costs.
- (ii) The recovery of costs incurred by the Company in respect of pre-emptive measures undertaken by the Company to minimise the impact on its assets in anticipation of a breach or breaches of the trade effluent consent.
- (iii) The recovery of costs incurred by the Company in respect of formal sampling undertaken in accordance with the Company's policies and procedures, due to failure of the customer to comply with their consent.

TRADE EFFLUENT SERVICES	£
Consent application fee	
Fee for low risk / standard discharge applications	343.75
Fee for high risk / bespoke discharge applications	1,011.33
Consent variation fee	
Variation to an existing consent	343.75
Temporary consents	
Minimum charge – single site	340.43
Additional charge – single site	Based on standard tariff formula for calculating trade effluent Primary Charges
Multisite charge	612.26
Non-standard charges (direct customer charges)	Reasonable costs incurred - refer to Southern Water website



Section 5 - Payment Terms

1. Billing and payment terms

1.1 Dates of invoice issues and payment due are aligned to the standard MOSL deadlines

- (i) For P1, the invoice is issued 14 business days prior to invoice period and payment is due 10 days prior to invoice period
- (ii) For R1, R2, R3 and RF settlements, Southern Water download them 4 days after the bill period, issue the invoice within 10 days of downloading them, and payment is due 15 days from invoice issue

1.2 Late payments process

- (i) Southern Water follows the market code and does not vary from these. Follow link below for all details such as payment terms and credit terms

<https://mosl.co.uk/document/market-codes/wrc/5903-wrc-part-2-business-terms-v25-0/file>

1.3 Value Added Tax

- (i) VAT is charged at 20% on supply of water services
- (ii) VAT is charged at 0% on treatment of sewerage and trade effluent services

1.4 Disputes process

- (i) Southern Water follows the market code and does not vary from these. Follow link below for all details such as payment terms and credit terms

<https://mosl.co.uk/documents-publications/6190-disputes-process-stage-by-stage-v2-0/file>

Section 6 – Interpretation and Supplemental Provisions

1. Interpretation

1.1 In this Statement of Principles and Charges,

"Primary Charges" and "Non-Primary Charges" mean those charges defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

"the Company" means Southern Water Services Limited;

"Retailer" means a water retailer and/or sewerage retailer as the context requires, in accordance with the Market Operator Services Limited Wholesale- Retail Code Part 1: Objectives, Principles and Definitions.

"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;
- (iii) "non-household premises" are any premises which are eligible to be switched to another Retailer in accordance with the eligibility guidance issued by the Water Services Regulation Authority;
- (iv) "non-household premises" are any premises which are eligible to be switched to another Retailer in accordance with the eligibility guidance issued by the Water Services Regulation Authority;

"measured charges" means those charges in Part 2 this Section 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 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;

"assessed measured charges" means those charges in Part 3 of this Section 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 fixed charge and any charge assessed by reference to a factor other than that used for unmeasured charges, as a surrogate for a measured volume;

"unmeasured charges" means those charges in Part 4 of this Section 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;

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

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

"customer" is defined as the customer of a Retailer;

"Site" in the context of the Water and Sewerage Large User Tariffs is defined with reference to the Water Services Regulation Authority's published guidance on Water Supply Licensing eligibility (Water supply licensing – guidance on eligibility <http://www.ofwat.gov.uk/publication/water-supply-licensing-guidance-on-eligibility/>).

"invoice period" means the Invoice Period as defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

"special agreement" means an agreement to which section 142(2)(b) of the Water Industry Act 1991 applies

"special billing arrangement" applies where the charge or charges as calculated by CMOS require adjustment by the Company to ensure that the correct charge or charges are made to the Retailer;

"Central Market Operating System (CMOS)" means the core IT system of the Market Operator Services Limited;

"SPID" means Supply Point Identifier as defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions; a SPID may comprise one or more premise;

"DPID" means Discharge Point Identifier as defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

1.2 For the purposes of this Statement,

"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 Section, Part or paragraph is a reference to that Section, Part or paragraph of this Statement, unless the reference expressly provides otherwise.

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

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

2. Calculation of charges for special agreements and special billing arrangements

2.1 The charges in respect of special agreements and special billing arrangements as calculated by CMOS may require adjustment by the Company in order to ensure that the correct charges are demanded from the Retailer.

2.2 In the circumstances described in paragraph 2.1 of this Part, the Company may make a demand a payment from a Retailer, or issue a credit note to a Retailer, for the value of the adjustment.

3. Value Added Tax

Water services charges are within the scope of VAT. The charges in Part 7, Schedule of Primary Non-Household Charges, are shown exclusive of VAT, which will be charged in addition if applicable.

Note: At the time of the publication of this Statement, water supplies to non- household premises engaged in economic activities within Sections C to F inclusive of the Standard Industrial Classification of Economic Activities 1992 are standard-rated; other charges in Part 7 of this Section, Schedule of Primary Non-Household Charges, are noted as potentially subject to VAT by way of guidance only.

Wholesale Charges

2026-27

