



Your local supply, on tap

## Household Charges Scheme 2016/2017

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Affinity Water



**Affinity Water Limited**

Registered in England (company number 2546950)

Registered office: Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ

# 1 Introduction

- (1) Welcome to Affinity Water Limited's **household charges scheme** 2016/2017 made under Section 143 of the Water Industry Act 1991.
- (2) Alongside this **household charges scheme**, we have also made and published on **our** website **our** non-household charges scheme 2016/2017 and **our** charges scheme for infrastructure charges 2016/2017.
- (3) This **household charges scheme** sets out **our** charges and charging policies for the supply of water for **domestic purposes** and other services provided in respect of **household premises** from 1 April 2016 to 31 March 2017. It also sets out provisions such as times and methods of payment and is structured as follows:

<b>Section 1</b>	<b>Introduction</b>
<b>Section 2</b>	<b>Our water supply area</b> Information about our water supply area
<b>Section 3</b>	<b>Responsibility for payment of charges</b> Information about who is responsible for paying water services charges
<b>Section 4</b>	<b>Metered charges and payment terms</b> Information about metered charges, leak allowances and payment terms
<b>Section 5</b>	<b>Metered charges policy</b> Information about compulsory metering, our meter option scheme and meter readings
<b>Section 6</b>	<b>Non-metered charges and payment terms</b> Information about rateable value charges and assessed charges
<b>Section 7</b>	<b>Concessionary tariffs and payment terms</b> How we can help if you struggle to pay your bill due to financial or health reasons
<b>Section 8</b>	<b>Payment methods, other policies and useful information</b> How to pay and our approach to collecting outstanding charges
<b>Section 9</b>	<b>Definitions, interpretation and charging powers</b> Explanation of the terms used in this household charges scheme
<b>Section 10</b>	<b>Contact information and complaints</b> How to contact us and how to complain if you are dissatisfied with our service
<b>Section 11</b>	<b>Household schedule of charges</b> Our tariffs and charges for 2016/17

## 2 Our water supply area

- (1) **Our** water supply area is defined in **our instrument of appointment** and comprises three discrete regions in the south east of England shown on the map below. Charges for the supply of water vary according to region and are shown in **our household schedule of charges**. In **our** Central Region, there are four sub-regions for rateable value charges: Colne Valley, Lee Valley, Rickmansworth and North Surrey which reflect historical company boundaries.



- (2) Sewerage services in **our** Central Region are provided by Thames Water Utilities Ltd (“Thames Water”) and Anglian Water Services Ltd (“Anglian Water”). Sewerage services in **our** East Region are provided by Anglian Water while sewerage services in **our** Southeast Region are provided by Southern Water Services Limited (“Southern Water”).
- (3) **We** collect sewerage charges set by Thames Water and Anglian Water under their charges schemes. **You** will receive a combined bill from **us** for water supply and sewerage services, if Thames Water or Anglian Water provide **your** sewerage services. These charges are shown for information in the **household schedule of charges** but do not form part of this **household charges scheme**.
- (4) If Southern Water provide **your** sewerage services, **you** will receive a separate bill for these services from Southern Water.

## 3 Responsibility for payment of charges

### 3.1 Persons chargeable

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- (1) Except where **we** have agreed otherwise, supplies of water are services provided by **us** to the occupiers for the time being of the premises supplied. Occupiers are liable to pay **our** charges for water supplied to those premises.
- (2) Where there is more than one person who occupies the premises supplied, each occupier is jointly and severally responsible for payment of **our** charges.
- (3) **We** may agree with a person other than the occupier that the supply of water should be treated as made to that person, rather than the occupier. In this case the other person will be the consumer and will be liable for payment of **our** charges.
- (4) Sections 3.4 and 3.5 make provisions for specific cases.

### 3.2 Change of occupation

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- (1) If **you** are liable to pay **metered charges**, **you** must give **us** at least two working days' prior notice of the ending of **your** occupation. If **you** do not do so **you** will be liable to pay charges until whichever is the earliest of:
  - a. the next scheduled meter reading date;
  - b. the date **we** are informed by the new occupier of the change of occupation; or
  - c. 28 days from the date **you** inform **us**.
- (2) If **you** move into premises without notifying **us** and the previous occupier vacates the premises also without notifying **us**, once **we** become aware **you** have moved in **we** will take meter readings to establish average daily use. The average daily use will then be used to calculate charges due from **you** between the date **you** moved into the premises and the date of the first meter reading.

### 3.3 Back-billing of charges

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- (1) If **we** identify that **you** have not been billed for all or part of **your** water and/or sewerage services, **we** will back-bill **you** for those charges.
- (2) If **we** believe **you** could not reasonably have known about the unbilled charges, then **we** will back-bill charges to the start of the current **billing year**.
- (3) In all other cases:
  - a. the Limitation Act 1980 will apply to limit the period of back billing;
  - b. if **metered charges** apply to **your** premises but no meter readings have been taken for the period which **you** will be back-billed, **we** will use current daily consumption to calculate the charges payable for the period of back-billing. If **you** provide evidence that the consumption was materially lower during that period, **we** may use a lower daily consumption figure to reflect this;

- c. if **metered charges** apply to **your** premises and **your** meter, on testing, is proved to have been under-recording (outside prescribed error limits), **we** will back bill charges in accordance with Section 5.5.2(2) of this **household charges scheme**;
  - d. if **you** are liable to pay **non-metered charges** the period of back-billing will be determined on a pro-rata basis from the date of **your** occupancy.
- (5) The tariffs used to calculate the charges payable for the relevant period of back billing will be the relevant tariffs for the **billing year(s)** for which the period of back billing is made. Charges that are back-billed will include all fixed and variable charges relevant to the supply made to the premises.

### 3.4 Shared metered supplies

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- (1) Where:
- a. separate premises are supplied with water through a single meter; and
  - b. there is no written agreement with **us** by which any person accepts responsible for the charges in respect of those premises;

then the occupiers of each of the premises are jointly and severally liable for the whole of the charges in respect of water supplied through the single meter.

- (2) Where:
- a. premises **we** supply with water through a single meter comprise areas in separate occupation; and
  - b. there is no written agreement with **us** by which any person accepts responsible for the charges in respect of those premises;

then each of the occupiers of the premises is jointly and severally liable for the whole of the charges in respect of water supplied by the single meter.

- (3) At our discretion, notwithstanding 3.4(1) and 3.4(2), any person **we** determine to be:
- a. the principal user of the water supplied through the single meter; and/or
  - b. using or permitting (whether formally or informally) the water supplied through the single meter to afford a supply to areas of the premises in separate occupation;

will be liable for the whole of the charges in respect of water supplied by such single meter.

### 3.5 Sub-metering

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- (1) In the past, **we** have put in place arrangements to facilitate the billing of premises supplied (through our main meter) by a private water supply network. In these cases **we** use meters installed on the private network (sub-meters) for charging purposes. These arrangements facilitate the occupier of each premises on the private network to receive a separate bill for the water used but require one person to be responsible for any volumes not recorded by

the sub-meters. **We** no longer offer this facility but where these arrangements are already in place they will continue until one of the following occurs:

- a. water supplied through our main meter is not paid for;
  - b. the pipework deteriorates and is in need of renewal. When this situation occurs, we recommend renewal with separate individual supply pipes and meters; or
  - c. further properties are added to a private supply arrangement.
- (2) Where sub-metering is not permitted or no longer permitted:
- a. one occupier may assume responsibility for and pay the value of water passing through the first (main) meter connected to **our** main; or
  - b. the private network of pipes must be altered or replaced by the owner(s)/occupiers so that each occupier is separately supplied from **our** main and individually metered.
- (3) Where bills remain unpaid for a prolonged period **we** may require a separation of supplies in accordance with **our** powers under Section 64 of the 1991 Act.

### 3.6 Charges for empty premises

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- (1) Unless **we** agree otherwise, charges remain payable when **your** premises are empty.
- (2) Where premises are empty due to death, long term hospitalisation or care, **we** may on request waive all or part of the charges.
- (3) If **we** find that the premises are occupied, **we** will levy full charges back to the last known date of occupation and may charge **you** a fee as shown in the **household schedule of charges**.

### 3.7 Bankruptcy or insolvency

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- (1) If **you** enter into any formal insolvency procedure, including a debt relief order, **we** may apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date').
- (2) Any apportioned charges after the insolvency date will be payable by **you**, as the occupier of the premises in question, and will apply from the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be payable by **you** on the same payment terms as would apply if **you** had first occupied the premises on that day.

## 4 Metered charges and payment terms

### 4.1 Overview of our metered charges

- (1) **Metered charges** comprise an annual standing charge and a volumetric charge as explained below:

**Standing charge** - The standing charge reflects the fixed costs in the provision and maintenance of **our** water supply system and also the administration of billing and collection. It is billed in equal parts according to how frequently **you** are billed. The period covered by the standing charge is specified on **your** bill and may mean that some of the charge is paid in arrears and some in advance. The standing charge will vary according to the size of meter as shown in the **household schedule of charges**.

Where **metered charges** take effect part way through a **billing year**, the standing charge will be apportioned.

**Volumetric charge** – The volumetric charge is calculated by multiplying the volume of water supplied determined from the meter reading (or estimated by **us**) by the relevant rate per **cubic metre** shown in the **household schedule of charges**.

- (2) A separate standing charge applies to each metered supply.

### 4.2 Payment terms for metered charges

- (1) **We** will bill **you** approximately every six months and will let **you** know should **we** decide to change the billing frequency. The dates by which payment is due vary according to the payment method and are shown in the table below.

Billing frequency	Payment method	Due
Half-Yearly	Direct Debit	As and when billed, or in 12 equal monthly instalments to be made on 1st, 8th, 15th or 22nd of each month.
Half-Yearly	Other than by Direct Debit	Either (i) As and when billed, or (ii) by multi-instalments as agreed with the Company (excluding Credit Cards)

- (2) **You** may choose to pay by instalments using a payment card (subject to minimum transaction value), payment slips or by standing order arrangement, either by:
- weekly or fortnightly instalments of equal amounts; or
  - weekly instalments of variable amounts.
- (3) Direct Debit payment methods are not available for weekly or fortnightly instalments and **we** may withdraw an instalment option if any instalment is not paid on the due date.

## 4.3 Leakage and waste of water

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- (1) If **you** are liable to pay **metered charges**, **we** will charge **you** for all water passing through the meter. This includes water lost as a result of leakage from **your** supply pipe (internal or external), waste or undue consumption of water, visible or non-visible but excluding water used for fire fighting purposes.
- (2) **We** have a Code of Practice on leakage which is available on **our** website [www.affinitywater.co.uk](http://www.affinitywater.co.uk) and on request.
- (3) **You** may be eligible for a leakage allowance if **you** have a leak on **your** supply pipe and the following criteria are satisfied:
  - a. **you** have not received a leakage allowance from **us** before;
  - b. **you** have repaired the leak by the date **we** have specified, or if no date is specified, **you** have repaired the leak within one month of when it was first discovered.
- (4) **You** will need to complete **our** leakage allowance claim form which is available from **our** website [www.affinitywater.co.uk](http://www.affinitywater.co.uk) and on request. Information on how **we** would calculate **your** leakage allowance and **our** terms and conditions are also available on **our** website.
- (5) **We** have powers under Section 75 of the 1991 Act to prevent any waste of water and to require that **you** repair any leak on **your** supply pipe within a specified time period. If **you** do not repair the leak within the time specified, **we** are entitled to carry out the repairs ourselves and to charge **you** any expenses reasonably incurred.

## 5 Metered charges policy

### 5.1 When will metered charges apply?

(1) **Metered charges** will apply for water supplied to premises in the following cases:

Water supplied to:	Description
<b>New premises</b>	Premises which have never been connected to a water supply for domestic purposes before. This includes newly constructed premises on land where premises have previously been substantially or entirely demolished, regardless of whether the service pipe by which the supply was previously made has been reused
<b>Premises to which metered charges already apply</b>	If <b>metered charges</b> already apply to water supplied to any premises, they will continue to apply on change of occupation
<b>Premises in an area covered by our Water Saving Programme</b>	Premises in <b>our</b> Central Region which are subject to <b>our</b> Water Saving Programme as described in section 5.2.
<b>Premises covered by our meter option scheme</b>	<b>You</b> have a legal right to request <b>metered charges</b> . See section 5.3 for further details.
<b>Garden sprinklers</b>	If <b>you</b> use a garden <b>sprinkler</b> or other automatic garden watering system at <b>your</b> premises.
<b>Ponds and swimming pools</b>	If <b>you</b> have a pond, or a <b>swimming pool</b> , with a capacity greater than 10,000 litres which is designed to replenish itself automatically.

(2) **We** may require that a meter is installed and **metered charges** are applied for water supplied to premises in the following cases:

Water supplied to:	Description
<b>Change of occupation</b>	A change in the persons occupying the premises such that no person who was in occupation of the premises before the change remains in occupation after the change.
<b>Premises are deemed empty</b>	Charges have not been levied for any period of at least 12 months by reason of the premises being empty.
<b>Sub-divided premises</b>	Premises that have been newly formed by the division or merger of premises to which rateable value charges apply.
<b>Use of premises</b>	Premises where the principal use is not as <b>your</b> home.
<b>Large baths</b>	If <b>your</b> premises have a bath with a capacity (measured to the centre line of overflow) greater than 230 litres.
<b>Showers</b>	If <b>your</b> premises have a shower unit of a type specified under paragraph 4(c) of the table to Regulation 5 of the Water Supply (Water Fittings) Regulations 1999.
<b>Water softeners</b>	If <b>your</b> premises have a water softener unit which incorporates reverse osmosis.

## 5.2 Our Water Saving Programme (Central Region)

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- (1) The areas **we** supply have been determined by the Secretary of State to be areas of serious water stress for the purposes of Regulation 4(1) of the Water Industry (Prescribed Conditions) Regulations 1999.
- (2) In **our** water resources management plan, published under 37B(8)(a) of 1991 Act, **we** have included a programme of compulsory metering of premises in **our** Central Region to help **us** ensure that enough water remains available for supply over the longer term.
- (3) **We** have published notice of **our** intention to introduce **metered charges** for premises covered by **our** Water Saving Programme and sent a copy of this to the Secretary of State. A copy of this notice is on **our** website.

### 5.2.1 How does it work?

- (1) **We** will contact **you** before **we** install a meter at **your** premises to explain the process and **our** two year opt-in period for switching to **metered charges**.
- (2) **We** aim to install the water meter within 90 days following **our** initial survey, unless installing the meter is impractical or would be unreasonably expensive, or where **you** have not provided access to **your** premises.
- (3) Once we have installed the meter, **metered charges** will apply to water supplied to the premises from the first to occur of:
  - a. **you** asking to switch to **metered charges**;
  - b. a change in occupation of the premises;
  - c. the date of the next meter reading taken by **us** following the second anniversary of installation of the meter.
- (4) **We** will check for any leaks on **your** supply pipe when **we** install the water meter. If **we** do find a leak or believe that **you** may have a leak on **your** supply pipe, **we** will inform **you**. **We** will also offer **you** a free leak repair for any repairs **we** carry out within three months of installing the meter, subject to terms and conditions. More information is available on **our** website at [www.affinitywater.co.uk](http://www.affinitywater.co.uk)
- (5) If **you** are eligible for **our** concessionary tariff LIFT (Low Income Fixed Tariff) and are subject to **our** Water Saving Programme, **you** will be charged the lower of the LIFT tariff and the **metered charges** applicable to **your** premises. See section 7 for more details of **our** LIFT scheme.
- (6) The Water Saving Programme also applies to empty premises and **we** will install a water meter at premises which **we** consider are empty. **Metered charges** will apply immediately upon occupation.

### 5.2.2 If metering is impractical or access is not provided

- (1) If **our** initial survey indicates it would be impracticable to install a meter, **assessed charges** will apply to **your** premises. If these charges would be higher than **your** current **rateable value charge**, **we** will (unless **you** otherwise request) defer applying **assessed charges** for

two years from the date of **our** survey. This will not apply if there is a change in occupation of the premises.

- (2) If **you** do not provide **us** with access to **your** premises to install a meter, the highest occupancy band of **our assessed charges** will apply to **your** premises. **We** may also apply to the Magistrates Court to obtain a warrant to enter **your** premises to install a meter, if necessary by force.
- (3) If **we** are subsequently able to install a meter before the second anniversary of our initial survey, **metered charges** will apply following installation of the meter from the first to occur of:
  - a. **you** asking to switch to **metered charges**;
  - b. a change in occupation of the premises;
  - c. the date of the next meter reading taken by **us** following the second anniversary of the initial survey.

### 5.3 Our meter option scheme

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- (1) **You** can ask to have a meter installed free of charge and to switch to **metered charges** at any time. This applies across all **our** supply areas.
- (2) If **you** have a tenancy of **your** premises for six months or more, **your** landlord may not prevent **you** from exercising these rights and **you** do not need his permission. **We** recommend **you** let **your** landlord know as a courtesy.
- (3) **We** aim to install the meter within 90 days of **you** asking **us** for one. If **we** do not do so due to circumstances within **our** control, **we** will switch **you** to **metered charges** and apply estimated volumetric charges until **we** install the meter. **We** will adjust these estimated charges if subsequent meter readings indicate a lower volumetric charge should apply.
- (4) If **we** find that it is impracticable to install a meter or that it would involve unreasonable expense **we** will let **you** know. Typically, **we** consider this would arise where:
  - a. **we** would need to install more than one meter to measure the amount of water used;
  - b. access to install, read, inspect and maintain the meter would be impracticable or unsafe;
  - c. substantial plumbing alterations would be needed.
- (5) If **we** are unable to reach agreement with **you** whether it is impracticable to install a meter or whether it would involve unreasonable expense, **you** (or **we**) may ask **Ofwat** to determine the dispute.
- (6) If it would be impracticable to install a meter or would involve unreasonable expense, **you** may choose to switch from **rateable value charges** to **assessed charges** from the date of **our** initial survey. This option is not available where section 5.2 applies.
- (7) **Metered charges** will apply from the date of meter installation.

- (8) If **you** have requested a meter **we** will also check for any leaks on **your** supply pipe when **we** install it. If **we** do find a leak or believe that **you** may have a leak on **your** supply pipe, **we** will let **you** know. **We** have a leaflet called Leaks on Supply Pipes which is available on **our** website at [www.affinitywater.co.uk](http://www.affinitywater.co.uk) or on request which explains **our** policy on supply pipe leakage.

## 5.4 Reverting to non-metered charges

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- (1) If **your** premises are in **our** East Region, **you** may revert to **non-metered charges** provided:
- you** ask to revert within 12 months of **metered charges** applying to **your** premises or within 30 days of receiving **your** second measured charges bill (whichever is the later);
  - you** have not previously opted for **metered charges** and then reverted to **non-metered charges**;
  - either **you**, or any person living with **you** at the time of opting for **metered charges**, remains in occupation of the premises;
  - the principal use of the premises is as **your** home; and
  - none of the following apply: a **sprinkler**, hosepipe or any other apparatus for watering the garden (unless it is hand held) is used at **your** premises or **your** premises have a **swimming pool** or pond with a capacity greater than 10,000 litres which uses an automatic replenishing system.
- (2) If **you** are eligible to revert to **non-metered charges**, **we** will make this change within 5 working days of **your** request, but **we** will not remove the water meter.
- (3) If **your** premises are in **our** Central or Southeast Regions **you** will not be able to revert to **non-metered charges** as both are compulsory metering areas.

## 5.5 General provisions

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### 5.5.1 Where will the meter be installed?

- We** are required by law to install water meters so they are reasonably accessible for reading, inspection, testing and maintenance.
- A meter installed outside a building must be installed as near as is reasonably practicable either to the boundary of the premises supplied or to the point where the supply pipe enters the building.
- A meter installed inside a building must be installed as near as is reasonably practicable to the point where the supply pipe enters the building or to the stop-tap. The location of the meter does not alter your liability to maintain and repair your supply pipe.
- We** will let **you** know where **we** intend to install the water meter. **You** may ask **us** to install the meter in a different location. If **we** agree, **we** will give **you** an estimate of any costs **you** will need to pay **us** to meet **your** request. If **we** do not agree, **we** will let **you** know **our** reasons.

- (5) If **we** are unable to reach agreement with **you** about the location for the meter installation, **you** (or **we**) may require an arbitrator to be appointed to determine the dispute.

### 5.5.2 Meter readings

- (1) A meter reading taken by **us** is evidence of the water consumed except where the meter:
- has stopped or slowed;
  - has been bypassed or otherwise removed by **you**; or
  - has been tested and found to exceed the prescribed limits of error.

In these cases **we** will estimate the quantity supplied during the period when the meter had stopped, failed to register correctly, been bypassed or removed.

- (2) If the meter has been tested and found to be recording outside prescribed limits of error, **we** will calculate any sums payable in accordance with The Water (Meters) Regulations 1988:
- in the case of under-recording, **we** will adjust **your** charges back by a maximum of six months from the last meter reading;
  - in the case of over-recording, **we** will adjust **your** charges back to the last meter reading but one.
- (3) Under the 1991 Act, **we** have powers to access **your** premises to read and carry out necessary maintenance to a meter located on **your** premises.
- (4) If it has not been possible to read **your** meter, **we** will estimate a reading for billing purposes, for example in situations where **you** have not given **us** access. **Our** estimates are based on historical data for an equivalent period or the number of occupiers, if known. If this data is not available, the estimate will be based on any relevant available information, with a default consumption based on an occupancy of two persons. Where **we** are able to obtain an actual reading, **we** will replace the estimated reading with the actual reading and charges will be recalculated on the information supplied.
- (5) If the start of a **billing year** falls between two meter readings, the total volume recorded for the reading period will be apportioned on a daily basis between the period up to 31 March and the period after that date. Volumetric charges will likewise be calculated at the rates for the two relevant **billing years**.

### 5.5.3 Meter testing and meter logging

- (1) **We** offer two services that may be of assistance in determining the cause of an unexpected change in consumption: meter testing and meter logging.

#### *Meter testing*

- (2) If **you** think the meter might not be working correctly, **you** may ask **us** to test it. On request, **we** will remove the meter and send it to an independent testing facility for testing in accordance with the Water (Meters) Regulations 1988. A replacement meter will be installed and will remain in place regardless of the test result:

- a. if the results of the testing show that the meter is working correctly i.e. that it is registering within the prescribed limits of error, **we** will charge **you** a fee (details available on request);
  - b. if the results of the testing show that the meter is working incorrectly i.e. that it is registering outside of the prescribed limits of error, then **we** will adjust **your** metered charges in accordance with 5.5.2(2).
- (3) If **we** decide that **your** meter should be sent for testing, **we** will not charge **you** a fee, regardless of whether the test is found to be necessary or not.

### *Meter logging*

- (4) **We** offer a logging service that may assist **you** in determining the reason for unusual or high consumption. The service includes the deployment of an electronic logging device connected to the pulsed output of the meter, enabling actual consumption to be recorded at 15-minute intervals. The logger will normally be deployed for a minimum period of 7 days and a full report will be produced for **you** shortly afterwards. The charge for this service is shown in the **household schedule of charges**.

## 5.5.4 Who is responsible for the meter?

- (1) **We** own and are responsible for the maintenance of the meter and any equipment associated with it.
- (2) **You** must take all reasonable care of the meter, for example **you** must not cover or obstruct the meter in any way and **you** must allow **us** reasonable access to **your** premises in order for **us** to access the meter. If **we** incur a cost in accessing or re-siting the meter because **you** have covered or obstructed it, then **we** will charge **you** for these costs.
- (3) It is a criminal offence under Section 175 of the 1991 Act to interfere with, wilfully damage or remove the meter. This means that **you** must not remove it or instruct anyone to remove it for **you** (e.g. a plumber). If **you** are convicted of doing any of these things, **you** could face a fine imposed by the Magistrates Court.
- (4) If **you** damage the meter, **we** may recover **our** reasonable expenses in repairing or replacing the damaged meter.

## 5.5.5 Adoption of meters

- (1) **We** may agree to adopt a meter which **you** have installed if:
  - a. the meter meets all relevant regulations governing accuracy and technical suitability;
  - b. the meter is installed in accordance with the Water Supply (Water Fittings) Regulations 1999 and the Water (Meters) Regulations 1988;
  - c. the meter is installed in a location that is suitable for **us** to gain access to read; and
  - d. the meter registers all water used at a single premises.

## 6 Non-metered charges and payment terms

### 6.1 Overview of our non-metered charges

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- (1) If **metered charges** do not apply to **your** premises, one of the following **non-metered charges** will apply:
- a. **a rateable value charge**
  - b. **an assessed charge**

### 6.2 Rateable value charge

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- (1) **The rateable value charge** comprises:
- a. an annual standing charge determined in accordance with the **household schedule of charges** payable on a daily basis on all properties with a rateable value of greater than £50; and
  - b. a charge calculated by multiplying the rateable value of the premises by a rate in the £ based on the location of the premises as specified in the **household schedule of charges**.
- (2) The rateable value of the premises will be the value shown in the **rating valuation list** at 31 March 1990 or a **notional rateable value** assigned by **us**.
- (3) **We** may apply a **notional rateable value** to any premises where:
- a. they did not have a rateable value at 31 March 1990, (including but not limited to places of worship);
  - b. they are created from the sub division of premises having a rateable value at 31 March 1990;
  - c. they are created from the merger of two or more premises with individual rateable values. In the absence of clear evidence to the contrary the **notional rateable value** will be taken as the sum of the individual rateable values of the properties that have been merged;
  - d. they have a rateable value of less than £50, which is not representative of other similar properties in the **rating valuation list**;
  - e. building works have increased the property size and floor space by greater than 50% of the previous floor size.
- (4) Where **your** premises do not have a water supply, but water is made available to **you** from communal facilities by virtue of **your** occupation of the premises, **you** will be liable to pay the **rateable value charge** in respect of **your** premises.

## 6.3 Assessed charge

- (1) If **we** are unable for any reason to install a meter at **your** premises **we** may charge **you** using **our assessed charge**.
- (2) The **assessed charge** is a fixed annual charge set out in the **household schedule of charges** and is determined by the number of people living in the **house**. The **assessed charge** consists of the annual meter standing charge and an assessed annual consumption charge calculated by multiplying the assessed annual consumption shown in the table below by the relevant rate per **cubic metre** shown in the **household schedule of charges**.

Number of persons in occupation	Assessed annual consumption (cubic metres)	
	Central Region and Southeast Region	East Region
1	65	42
2	115	78
3	169	115
4 or more	223	169

- (3) If **we** know how many people are living at the premises then **we** will calculate the assessed consumption charge accordingly. If **you** do not tell **us** how many people are living at **your** premises then **we** will use the highest assessed consumption charge for the premises until **we** confirm the correct number of people.
- (4) If **you** live in **our** Central Region **your** premises will be part of **our** metering programme and **we** will try to install a meter at **your** premises through **our** Water Saving Programme. If **you** do not provide **us** access to **your** premises to install a meter **we** will transfer **you** to the **assessed charge** for four or more persons.

## 6.4 Additional charges for sprinklers, hosepipes, pools ponds, hot tubs and spa baths

- (1) Where premises are not metered and have or use:
  - a. a **sprinkler**;
  - b. a **swimming pool** or **leisure pool** with a capacity greater than 1,000 litres; or
  - c. a bath, hot tub, spa bath or other similar recreational water using apparatus with a total capacity greater than 230 litres; or
  - d. a hosepipe or any other apparatus for watering the garden (unless it is hand held).

**We** will charge **you** an annual household non-metered **swimming pool, sprinkler** or garden pond charge for such facilities, as set out in the **household schedule of charges**.

- (2) These charges are payable in addition to **your non-metered charge** and will apply until such time as metered charges apply to your premises.

- (3) Ponds are not subject to **non-metered charges**, except where they have a capacity greater than 10,000 litres but cannot be metered for technical reasons.

## 6.5 Payment terms for non-metered charges

- (1) If **you** are liable to pay **non-metered charges**, **we** will bill **you** approximately once a year. **Non-metered charges** are due in advance on 1 April but **you** have a choice of payment frequencies as set out in the table below.

Frequency	Payment Method	Due
Annual	Direct Debit (D/D)	1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> or 22 <sup>nd</sup> April
Annual	Other than by D/D	By 1 <sup>st</sup> April (or a completed D/D form received by this date).
Half-Yearly	Direct Debit	1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> or 22 <sup>nd</sup> April and 1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> or 22 <sup>nd</sup> October.
Half-Yearly	Other than by D/D	First payment by 8 <sup>th</sup> April and second by 8 <sup>th</sup> October (or a completed D/D form received by 8 <sup>th</sup> April).
10 Instalments	Direct Debit (D/D)	Payments to commence on 1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> or 22 <sup>nd</sup> April. Last payment on 1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> or 22 <sup>nd</sup> January as appropriate.
10 Instalments	Other than by D/D	1 <sup>st</sup> April to 1 <sup>st</sup> January.
Multi-Instalments	Other than by D/D or Credit/Debit Card	As agreed with the Company

- (2) **Your** bill is payable on demand in advance. **You** may choose to pay **your** bill in 10 equal monthly instalments (from April to January) or by using a payment card (subject to minimum transaction value), payment slips or a standing order arrangement, either by:
- weekly or fortnightly instalments of equal amounts; or
  - weekly instalments of variable amounts.
- (3) The Direct Debit payment method is not available for weekly or fortnightly instalments and **we** may withdraw an instalment option if any instalment is not paid on the due date.

## 7 Concessionary tariffs and payment terms

- (1) If **you** are struggling to pay **your** bill due to financial or health reasons, **we** may be able to help **you**. **We** offer the following concessionary tariffs and payment terms:
  - a. WaterSure Tariff
  - b. LIFT (Low Income Fixed Tariff)
  - c. Water Direct (concessionary payment terms)
- (2) Thames Water and Anglian Water have the following schemes to help those struggling with their bills:
  - a. Anglian AquaCare
  - b. Anglian LITE
  - c. Thames WaterSure Plus

**We** have provided information about their concessionary schemes in section 7.4 below for information only. These sections do not form part of our **household charges scheme**.

- (3) **We** promote the efficient use of water so in order to help **you** manage **your** water consumption, **we** may offer to carry out a free home water audit at **your** premises. This will help identify how **you** may be able to reduce **your** water consumption to reduce **your** water bill.
- (4) If **you** are eligible for any of **our** concessionary tariffs, **we** will ensure that **you** are on the lowest tariff available to **you** which **you** are eligible for. If **you** do not qualify for any of **our** schemes, please contact **us** to discuss a payment plan to suit **you**.

### 7.1 WaterSure

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- (1) Under **our** WaterSure Scheme, **metered charges** (and sewerage charges set by Thames Water and Anglian Water) for eligible customers are capped to the annual amounts shown in the **household schedule of charges**.
- (2) To be eligible, **you** must be in receipt of one or more of the following benefits/tax credits:
  - a. universal credit;
  - b. housing benefit;
  - c. income support;
  - d. income-based jobseekers' allowance;
  - e. state pension credit;
  - f. working tax credit;
  - g. child tax credit (except families in receipt of the family element only);

- h. income-related employment and support allowance.
- (3) In addition, one of the following must apply to **you** or someone living in the premises:
- a. **you** receive Child Benefit for three or more children under the age of 19 who are in full-time education and living at the property; OR
  - b. **you** have any of the following medical conditions meaning **you** need to use significant amounts of water:
    - i. desquamation (flaky skin disease);
    - ii. weeping skin disease (eczema, psoriasis, varicose ulceration);
    - iii. incontinence;
    - iv. abdominal stoma;
    - v. crohn's disease;
    - vi. ulcerative colitis;
    - vii. renal failure requiring home dialysis (except where the health authority contributes to the cost of the water used in dialysis);
    - viii. any other medical condition that uses significant volumes of water and can be supported by a doctor's certificate.
- (4) In addition, **your** premises must be **your** only or principal home and **you** must not use at **your** premises a **sprinkler**, hosepipe or any other apparatus for watering the garden (unless it is hand held) and **you** must not have a **swimming pool** or pond with a capacity greater than 10,000 litres which uses an automatic replenishing system.
- (5) To apply for **our** WaterSure scheme, **you** can contact us on 0345 357 2406 or email: [helpinghands@affinitywater.co.uk](mailto:helpinghands@affinitywater.co.uk) for an application form. In processing **your** application **we** will need to verify **your** eligibility by checking claims with third parties such as Jobcentre Plus or **your** doctor.
- (6) The WaterSure scheme operates for a year: it begins from the start of the billing period in which **you** made **your** application and **you** may pay by monthly instalments over the year. The scheme ends after 12 months or when **you** are no longer eligible for the scheme. If this falls in the middle of a billing period then the scheme will end at the end of that billing period.

## 7.2 LIFT (Low Income Fixed Tariff)

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- (1) **Our** LIFT tariff is available if **your** annual household income does not exceed the amount set and published by **us** from time to time (excluding benefits) OR if **you** are claiming one of the following benefits:
  - a. income related employment and support allowance;
  - b. income support;
  - c. job seeker's allowance;
  - d. housing benefit, universal credit;
  - e. pension credit.
- (2) The LIFT scheme is a fixed annual charge for water supply which is capped and can be spread over monthly payments. The LIFT scheme does not apply to the sewerage element of **your** bill. If **your** current water charge is less than the capped amount shown in the **household schedule of charges**, **you** may not qualify for LIFT.
- (3) The LIFT scheme has been developed having regard to Defra's guidance to water and sewerage undertakings and the Water Services Regulation Authority under Section 44 of the Flood and Water Management Act 2010 – June 2012.
- (4) In deciding whether **you** are unable to afford **your** bill **we** will take into account a number of factors such as:
  - a. **your** household income;
  - b. any benefits or tax credits **you** are receiving;
  - c. whether it is appropriate in all the circumstances for **us** to provide support to **you** through LIFT.
- (5) In addition, the premises **you** occupy must be **your** only or principal home and **you** must not use at **your** premises a **sprinkler**, hosepipe or any other apparatus for watering the garden (unless it is hand held) and **you** must not have a **swimming pool** or pond with a capacity greater than 10,000 litres which uses an automatic replenishing system.
- (6) If **you** do not have a meter and **your** water usage becomes excessive (having regard to the number of people living at the premises), **we** may install a meter at **your** premises to monitor **your** water usage. **We** reserve the right to withdraw the LIFT scheme if **you** do not have a meter.
- (7) To apply for **our** LIFT scheme, **you** can contact us on 0345 357 2406 or email: [helpinghands@affinitywater.co.uk](mailto:helpinghands@affinitywater.co.uk) for an application form. In processing **your** application **we** will need to verify your eligibility by checking the information **you** have provided **us** with such agencies or organisations that **we** reasonably believe would be able to verify such information. **We** may exercise **our** discretion to restrict the number of new applications to the LIFT scheme and **we** may prioritise applications from customers whose premises are subject to **metered charges**. If **you** are eligible for the LIFT scheme, **you** will not be entitled to other rebates or allowances.

- (8) The LIFT scheme operates for a year and **we** may require **you** to re-apply each year. The scheme begins from the start of the billing period in which **you** make **your** application and **you** may pay by monthly instalments over the year. The scheme will continue until **you** are no longer eligible. If this occurs in the middle of a billing period then the scheme will end at the end of that billing period.
- (9) If **your** application is not successful then **you** may make a further application after 6 months or if there has been a material change in **your** financial circumstances.

### 7.3 Water Direct

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- (1) The Water Direct scheme is available if you receive certain benefits and are in arrears and unable to pay your current bill. The scheme is run in partnership with the Department of Work and Pensions and allows **you** to set up a weekly payment instalment which is taken directly out of **your** benefits.
- (2) To be eligible for the Water Direct scheme, **you** must be in debt and unable to pay **your** current bill and **you** must be in receipt of one of the following benefits:
  - a. income-based job seekers allowance;
  - b. employment and support allowance;
  - c. pension credit.
- (3) To apply for the Water Direct scheme, please contact **us** on 0800 697 982.

### 7.4 Sewerage charges – concessionary tariffs

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The information in this section does not form part of our **household charges scheme**.

#### *AquaCare – provided by Anglian Water*

- (1) If **you** pay **metered charges** and **your** sewerage services are provided by Anglian Water **you** may benefit from Anglian Water's AquaCare scheme, provided there are no children residing in the premises and no family member suffers a relevant medical condition. It aims to help metered households that use more than 124 **cubic metres** of water per year by giving a lower unit cost per **cubic meter** but a higher annual standing charge.
- (2) To be eligible for the AquaCare scheme **you** must receive one of the following benefits:
  - a. income related employment and support allowance;
  - b. income support;
  - c. job seeker's allowance;
  - d. housing benefit;
  - e. council tax benefit;
  - f. state pension credit;

- g. working tax credit;
  - h. child tax credit (other than just the family element).
- (3) To apply for the AquaCare scheme, please contact **us** on 0345 357 2401 or email [helpinghands@affinitywater.co.uk](mailto:helpinghands@affinitywater.co.uk)
- (4) If **you** are eligible for the AquaCare scheme we will apply the tariff from the date of **your** last meter reading, so you will see the AquaCare tariff when **you** receive your next bill. Please note, this tariff is offered by Anglian Water and cannot be backdated.

#### *Anglian LITE – provided by Anglian Water*

- (5) If **your** sewerage services are provided by Anglian Water, their LITE scheme is being managed on behalf of Anglian Water by Northampton Citizens Advice Bureau. **You** will need to contact them on 01604 215980 or email [awlite@cencab.org.uk](mailto:awlite@cencab.org.uk) (opening hours: 9:00 – 17:30 Monday – Friday). The Citizens Advice Bureau will book a telephone appointment with **you** and confirm the information that **you** will need to have to hand to complete the LITE assessment. A letter will also be sent confirming this information. They will make their decision based on **your** responses and will let **us** know if we need to change **your** bill.

#### *WaterSure Plus – provided by Thames Water*

- (6) If **your** sewerage services are provided by Thames Water **you** may be eligible for a reduction to **your** sewerage charges. Please contact **us** to discuss whether **you** would be eligible for a reduction of **your** sewerage charges on 0345 357 2401 or email [helpinghands@affinitywater.co.uk](mailto:helpinghands@affinitywater.co.uk)

## 8 Payment methods, other policies and useful information

### 8.1 Payment methods

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- (1) **You** can choose to pay **your** water bill using any of the following payment methods:
- a. direct debit;
  - b. via **our** website;
  - c. credit and debit cards using either **our** website facility or by phone (most cards are accepted; **we** are unable to accept Electron or American Express). **we** reserve the right to levy an administration fee for credit card transactions;
  - d. bank giro;
  - e. national giro bank;
  - f. standing order (a form is available on **our** website and on request);
  - g. post (cheque or postal order);
  - h. telephone and online home banking;
  - i. payment cards (available for use free of charge at any paypoint™ enabled retail outlet, and subject to a minimum transaction value of £3.50 and a maximum transaction value of £99.00);
  - j. PINGIT- payment by mobile device; and
  - k. any other methods of payment **we** may make available from time to time.
- (2) Payments made via Bank Giro are free if made at a branch of Barclays Bank within **our** supply area, or at a branch of **your** own bank, and can be made by either cash or cheque. Payments via National Giro Bank (at the Post Office) are subject to a fee at the time of payment, which is set by the Post Office.
- (3) **We** have an arrangement with certain local authorities and other landlords, which collect charges for water services from their tenants. In this case, **you** will not receive a bill from **us** but **you** will be charged by **your** local authority or landlord an amount in addition to **your** rent to cover water charges.
- (4) If **you** are in receipt of certain Benefits or Tax Credits and **you** are in arrears, **we** will accept payment through the direct payment scheme, known as “Water Direct.” Please see section 7.3 for more details on this scheme.

### 8.2 Collection of outstanding charges

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- (1) If **you** fail to pay **your** bill by the date due, **we** will usually apply the following procedure:

- a. **we** will send **you** a reminder notice if **we** have not received any payment within 14 days of when payment was due;
  - b. if no payment is made within 14 days of the reminder notice, **we** may withdraw any instalment plan and the whole amount of outstanding charges will become due and payable;
  - c. **we** will send **you** all or any of the following: an updated bill for the outstanding charges, a final notice, a pre-claim letter;
  - d. if no payment is made **we** may pass **your** account to a debt collection agency who may instigate court proceedings on **our** behalf. If a debt collection agency is appointed to recover outstanding charges, **you** will be charged an additional fee as shown in the **household schedule of charges**.
- (2) Our Debt Code of Practice has more information on how **we** recover outstanding debt, and this is available from **our** website at [www.affinitywater.co.uk](http://www.affinitywater.co.uk) or on request.
  - (3) If **you** have a poor payment history **we** may exclude some of the procedural steps listed above.
  - (4) **We** will charge **you** an administration fee as shown in the **household schedule of charges** for any failed transactions, for example where a cheque is dishonoured or a direct debit payment is returned unpaid.

### 8.3 Interest

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- (1) If **we** commence legal proceedings to recover any outstanding debt, then **we** will include within **our** claim (in accordance with Section 69 of the County Courts Act 1984), a claim for interest. Interest will be claimed on the debt outstanding at the rate from time to time specified under the Act from the date the debt became due to the date of issue of the proceedings and, in addition, up to the date of the Court's Judgment or earlier payment, whichever comes first.

### 8.4 e-billing and on-line account management

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- (1) **You** can manage **your** water services account on-line, facilities include:
  - a. e-billing;
  - b. amending **your** contact details;
  - c. setting up a direct debit;
  - d. amending **your** details if **you** are moving home;
  - e. downloading copies of **your** bills;
  - f. submitting a meter read;
  - g. making a payment.
- (2) To sign up for this facility please visit **our** website at [www.affinitywater.co.uk](http://www.affinitywater.co.uk)

## 9 Definitions, interpretation and charging powers

(1) In this **household charges scheme** the following words have the meanings given below:

Term	Meaning
<b>1991 Act</b>	Water Industry Act 1991 (as amended)
<b>assessed charge</b>	a <b>non-metered charge</b> used as an alternative to the rateable value charge in the circumstances set out in section 6 of this <b>household charges scheme</b> .
<b>billing year</b>	a period of one year running from 1 April to 31 March.
<b>household charges scheme</b>	this household charges scheme made under Section 143 of the Water Industry Act 1991.
<b>cubic metre or m<sup>3</sup></b>	one thousand litres.
<b>domestic purposes</b>	has the meaning given in Section 218 of the 1991 Act.
<b>dwelling</b>	a private dwelling-house, which may be a building or part of a building, or a caravan or a boat or similar structure designed or adapted for use as a place of permanent habitation as defined in the 1991 Act and which is occupied by a person as his only or principal home.
<b>house</b>	any building or part of a building which is occupied as a <b>dwelling</b> house, whether or not a private <b>dwelling</b> house, or which if unoccupied, is likely to be so occupied, including any <b>dwelling</b> situated within the curtilage of any premises not used for domestic purposes which has a separate supply.
<b>household premises</b>	premises which we determine to be household premises (including a <b>dwelling</b> ) and which are referred to in this charges scheme as premises except where the context otherwise requires.
<b>instrument of appointment</b>	the written instrument (as varied from time to time) appointing the Company as the water undertaker for the areas described and subject to the conditions set out in the instrument, under what is now Section 6 of 1991 Act.
<b>leisure pool</b>	any kind of pool (other than a <b>swimming pool</b> and garden ponds), inflatable or otherwise, which has a capacity of 1000 litres or more, and which is up to 1 metre in depth.
<b>metered charges</b>	charges for services that are based wholly or partly on measured quantities of volume.
<b>non-metered charges</b>	charges for services that are not based on measured quantities of volume to any extent.

Term	Meaning
<b>notional rateable value</b>	the value determined by us in respect of any premises in place of any value included in a <b>rating valuation list</b> .
<b>Ofwat</b>	The Water Services Regulation Authority.
<b>rateable value charge</b>	a charge fixed wholly or partly by reference to a <b>rating valuation list</b> or otherwise determined, whether directly or indirectly, by reference to any value or other amount specified at any time in such a list or which purports to be so fixed or determined.
<b>rating valuation list</b>	a list which is or has at any time been maintained, for the purposes of rating, under section 41 of the Local Government Finance Act 1988, section 67 of the General Rate Act 1967 or any other enactment.
<b>household schedule of charges</b>	the household schedule of charges forming part of this <b>household charges scheme</b> and any reference to the <b>household schedule of charges</b> shall constitute a reference to the part relevant to the region in which the premises are situated.
<b>sprinkler</b>	a rigid or flexible pipe or similar apparatus and accessories (including for the avoidance of doubt trickle irrigation systems) drawing water directly or indirectly from the water mains whether by permanent or temporary connection and which is used attended or unattended for dispersing water from more than one outlet in such pipe or apparatus or in more than one direction whilst being operated externally to any House otherwise supplied.
<b>swimming pool</b>	any kind of pool (other than a <b>leisure pool</b> or garden ponds), inflatable or otherwise, which has a capacity of 1000 litres or more, and is greater than 1 metre in depth.
<b>we/us/our</b>	Affinity Water Limited.
<b>you/your</b>	the 'consumer' being the person liable to pay charges for water supplied to <b>household premises</b> or any other person to whom we provide a service, or where relevant the 'customer' each as defined in the 1991 Act.

- (2) Except where the context otherwise requires, words in the singular include the plural and words in the plural include the singular.
- (3) If not defined above, words and expressions used in this **household charges scheme** shall have the meanings given in the 1991 Act. References to the 1991 Act or to any other Act or regulations shall include its or their amendment or replacement.
- (4) This **household charges scheme** should be read and construed in conjunction with the 1991 Act (and any regulations made thereunder) and **our instrument of appointment**. In the event of any conflict or inconsistency with this **household charges scheme**, the provisions of the 1991 Act (and any regulations made thereunder) or as the case may be **our instrument of appointment** will prevail.

- (5) If any court or competent authority finds that any provision of this **household charges scheme** (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision is, to the extent required, to be deemed to be deleted, and the validity and enforceability of the other provisions of this **household charges scheme** is not to be affected.
- (6) If any invalid, unenforceable or illegal provision of this **household charges scheme** would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- (7) **We** have power under the 1991 Act to make a charges scheme which fixes the charges **you** must pay for the services **we** provide, including the supply of water for **domestic purposes**. **You** do not have a 'contract' or agreement with **us** for the services **we** provide.
- (8) The **household schedule of charges** fixes charges to be paid for the services described in this **household charges scheme**. Any other standard charges for services which **we** may provide from time to time are detailed as miscellaneous charges in the **household schedule of charges** or are provided on **our** website [www.affinitywater.co.uk](http://www.affinitywater.co.uk) under the 'At Home' tab.
- (9) **We** may (subject to certain restrictions in the 1991 Act) fix charges for the services **we** provide by reference to such matters, and may adopt such methods and principles for the calculation and imposition of charges as appear to **us** appropriate.
- (10) **Our** charges must not show undue preference to, and must not unduly discriminate against, any class of customers or potential customers. Our **household charges scheme** must also comply with charging rules made by **Owat** under Sections 143(6A) and 143B of the 1991 Act. **We** have consulted with the Consumer Council for Water about this **household charges scheme**.
- (11) Charges, fixed annually by **us**, are payable for certain purposes other than the supply of water. These may be included in the **household schedule of charges**. **We** may at any time fix an additional charge to enable **us** to comply with a statutory requirement.

## 10 Contact information and complaints

- (1) Enquiries about this **household charges scheme** should be addressed to the Company Secretary, Affinity Water Limited, Tamblin Way, Hatfield, Hertfordshire, AL10 9EZ.
- (2) **We** publish and follow a General Code of Practice, a Code of Practice on Debt and a Code of Practice for Leakage. **We** also operate a supply pipe repair scheme under which **you** may be eligible for help if **your** water supply pipe needs repairing. **You** may contact **us** using the following telephone numbers.

By telephone	Enquiries covered	Telephone No
<b>Operational enquiries</b>	Emergencies, water quality, supply and leak enquiries	0345 357 2407
<b>Metered billing enquiries</b>	Account, billing and moving home for metered customers	0345 357 2401
<b>Non-metered billing enquiries</b>	Account, billing and moving home for non-metered customers	0345 357 2402
<b>Automated debit/credit card link (24 hours)</b>	Payment of bills	0345 357 2400
<b>Leakspotters</b>	Reporting of leaks	0345 357 2404

- (3) If **you** are dissatisfied with the level of service provided and wish to make a complaint, **we** operate a complaints procedure which has been agreed with the industry regulator, **Ofwat**
- (4) **We** aim to answer all written complaints within 10 working days. Further information and a copy of the procedure are available from **our** website on [www.affinitywater.co.uk](http://www.affinitywater.co.uk) and on request.
- (5) **You** may ask the Consumer Council for Water (“CCWater”), the independent voice for water consumers in England and Wales, to take up **your** complaint on **your** behalf, if **we** have been unable to resolve it directly with **you**.
- (6) If **your** complaint is not resolved to **your** satisfaction after intervention from CCWater, **you** may be able to use the Water Redress Scheme (WATRS) to ask an independent adjudicator to adjudicate any dispute relating to bills and payments, metering, and **your** water supply. The service is free to use for customers.
- (7) Contact information for CCWater, **Ofwat** and WATRS is provided below.

	Consumer Council for Water	Ofwat	WATRS
<b>Address</b>	Consumer Council for Water 1 <sup>st</sup> Floor Victoria Square House Victoria Square Birmingham B2 4AJ	Water Services Regulation Authority (OFWAT) Centre City Tower 7 Hill Street Birmingham B5 4UA	Water Redress Scheme 70 Fleet Street London EC4Y 1EU
<b>Telephone</b>	0300 034 2222	0121 644 7500	0207 520 3801
<b>Fax</b>	0121 345 1010	0121 625 1400	
<b>Web</b>	<a href="http://www.ccwater.org.uk">www.ccwater.org.uk</a>	<a href="http://www.ofwat.gov.uk">www.ofwat.gov.uk</a>	<a href="http://www.watrs.org">www.watrs.org</a>
<b>email</b>	<a href="mailto:enquiries@ccwater.org.uk">enquiries@ccwater.org.uk</a>	<a href="mailto:mailbox@ofwat.gsi.gov.uk">mailbox@ofwat.gsi.gov.uk</a>	<a href="mailto:info@watrs.org">info@watrs.org</a>

# 11 Household schedule of charges

## Central Region

### Metered Charges

	2016/17	2015/16
Household Standing Charge (£/year)	28.08	27.50
Household Volumetric Charge (£ per m <sup>3</sup> )	1.0490	1.0277
Household Watersure Maximum Charge (£/year)	176.87	173.22
Household Lift Tariff Maximum Charge (£/year)	91.90	90.00
Household Metered Field Supply Standing Charge (£/year)	28.08	27.50

### Non-metered Charges

	2016/17	2015/16
Household Non-metered RV Standing Charge (£/year)	43.20	42.30
Household Rateable Value Charge (£ per £RV) - Colne Area	0.5584	0.5469
Household Rateable Value Charge (£ per £RV) - Lee Area	0.6862	0.6721
Household Rateable Value Charge (£ per £RV) - Rickmansworth Area	0.5445	0.5333
Household Rateable Value Charge (£ per £RV) - North Surrey Area	0.5736	0.5618
Household Non-metered Swimming Pool, Sprinkler or Garden Pond Charge (£/year)	77.60	75.90
Household Non-metered Leisure Pool or Hot Tub Charge (£/year)	27.30	26.70
Household Non-metered Field Supply Standing Charge (£/year)	28.08	27.50

### Assessed Charges

	2016/17	2015/16
Household Assessed Charge - 1 occupier (£/year)	96.00	94.00
Household Assessed Charge - 2 occupiers (£/year)	148.70	146.00
Household Assessed Charge - 3 occupiers (£/year)	205.40	201.00
Household Assessed Charge - 4 or more occupiers (£/year)	262.00	257.00

## East Region

### Metered Charges

	2016/17	2015/16
Household Standing Charge (£/year)	28.08	27.50
Household Volumetric Charge (£ per m3)	1.7343	1.6986
Household Watersure Maximum Charge (£/year)	176.28	179.70
Household Lift Tariff Maximum Charge (£/year)	91.90	90.00

### Non-metered Charges

	2016/17	2015/16
Household Non-metered RV Standing Charge (£/year)	43.20	42.30
Household Rateable Value Charge (£ per £RV) - Tendring Hundred Area	1.0043	1.0682
Household Non-metered Hosepipe Charge (£/year)	46.80	45.60

### Assessed Charges

	2016/17	2015/16
Household Assessed Charge - 1 occupier (£/year)	100.90	99.00
Household Assessed Charge - 2 occupiers (£/year)	163.40	160.00
Household Assessed Charge - 3 occupiers (£/year)	227.50	223.00
Household Assessed Charge - 4 or more occupiers (£/year)	321.20	315.00

## Southeast Region

### Metered Charges

	2016/17	2015/16
Household Standing Charge (£/year)	28.08	27.50
Household Volumetric Charge (£ per m3)	1.8545	1.8210
Household Watersure Maximum Charge (£/year)	210.00	222.58
Household Lift Tariff Maximum Charge (£/year)	91.90	90.00

### Non-metered Charges

	2016/17	2015/16
Household Non-metered Sprinkler Charge (£/year)	77.60	75.90
Household Non-metered Tap Charge (£/year)	27.30	26.70

### Assessed Charges

	2016/17	2015/16
Household Assessed Charge - 1 occupier (£/year)	148.60	146.00
Household Assessed Charge - 2 occupiers (£/year)	241.30	237.00
Household Assessed Charge - 3 occupiers (£/year)	341.50	335.00
Household Assessed Charge - 4 or more occupiers (£/year)	441.60	434.00

## Other Household Standing Charges

### Metered Standing Charges for larger sized meters

	2016/17	2015/16
Household Standing Charge 19-21mm Meter (£/year)	39.72	39.12
Household Standing Charge 25mm Meter (£/year)	41.64	41.04
Household Standing Charge 30-32mm Meter (£/year)	127.92	126.00
Non-Household Standing Charge 38-40mm Meter (£/year)	150.84	209.04
Non-Household Standing Charge 50mm Meter (£/year)	183.24	242.04
Non-Household Standing Charge 65mm Meter (£/year)	298.44	294.00
Non-Household Standing Charge 75-80mm Meter (£/year)	364.44	359.04
Non-Household Standing Charge 100mm Meter (£/year)	429.36	423.00
Non-Household Standing Charge 150mm Meter (£/year)	482.16	475.08
Non-Household Standing Charge 200mm Meter (£/year)	482.16	475.08

## Miscellaneous Household Retail Charges - All Regions

	excl. VAT 2016/17	excl. VAT 2015/16
Empty premises confirmation fee	39.00	38.55
Debt collection agency charge where customer details passed to agency	50.00	50.00
Non-Household debt collection visit to site, incl. turning on/off supplies for non-payment	42.40	42.00
Cheque returned or direct debit rejected by bank (per rejection)	11.00	11.00
Refund cheque - administration fee for verification of presentation at customer's bank	30.00	30.00
System generated electronic copy bills (backdated max. 2 yrs., 1 yr. for monthly billed accounts)	Free	Free
Hard copy reprint and postage of individual system generated bills	6.00	6.00
All other accounts or statements	12.00	12.00

## Miscellaneous Household Wholesale Charges - All Regions

	excl. VAT 2016/17	excl. VAT 2015/16
Emergency call out outside normal working hours	64.70	64.00
Reconnection of supply following temporary disconnection at customer's request	42.40	42.00
Service of Customer Service Technician during normal working hours (per hour)	42.40	42.00
Provision of water quality data for a zone other than the one in which the customer lives	13.00	13.00
Provision of non self service large format plans (per plan)	57.00	57.00
Meter Tests (per test) - Household premises	70.00	70.00
Household meter logging incl. analysis of logger data and report produced for customer	216.20	214.00
Household flow and pressure test, per test per unit	97.00	96.00
Meter Tests (per test) - non-Household premises	POA	POA

## Household Meter Installation Charges

	excl. VAT 2016/17	excl. VAT 2015/16
Re-site at customer's request. External no existing boundary box	231.00	229.00
Re-site at customer's request into existing boundary box	93.00	92.00
Re-site at customer's request internal location incl. AMR	200.00	198.00
Remove meter on reversion (at customer request)	153.00	151.00
Upgrade meter to AMR enabled at customer request	200.00	198.00
Stop tap re-site within 3 weeks (moving an existing stop tap from its current location at customer's request)	294.00	291.00
CST out of hours visit - for emergency visits out of hours that prove to be non-emergencies	64.70	64.00

## Household Sewerage Charges – for information only

### Thames Water Area Metered Charges

	2016/17	2015/16
Household Fixed Charge (£/year)	70.13	68.15
Household Volumetric Charge per cubic metre (£/m <sup>3</sup> )	0.8160	0.7943
Watersure (Maximum Charge) (£/year)	176.00	171.00
Social Tariff (Watersure Plus) Charges are 50% of the standard tariff	50%	50%

### Thames Water Area Rateable Value Based Charges

	2016/17	2015/16
Household Fixed Charge including Surface Water Drainage (£/year)	55.05	53.25
Household Fixed Charge excluding Surface Water Drainage (£/year)	28.86	28.25
Surface Water Only Connection (£/year)	46.10	44.00
North London Area charge per £ of Rateable Value (£/£RV)	0.5124	0.4891
Eastern Area charge per £ of Rateable Value (£/£RV)	0.5483	0.5233
Northern Area charge per £ of Rateable Value (£/£RV)	0.5682	0.5423
Southern Area charge per £ of Rateable Value (£/£RV)	0.6717	0.6411
Western Area charge per £ of Rateable Value (£/£RV)	0.7812	0.7456
Social Tariff (Watersure Plus) Charges are 50% of the standard tariff	50%	50%

### Thames Water Area Assessed Charges

	2016/17	2015/16
Household Single Occupier (£/year)	114.27	110.60
Household Studio/Bedroom (£/year)	136.13	132.08
Household 2 Bedrooms (£/year)	143.42	139.17
Household 3 Bedrooms (£/year)	157.00	152.37
Household 4 Bedrooms (£/year)	167.81	162.89
Household 5 Bedrooms plus (£/year)	182.24	176.92
No Access Charge (£/year)	266.79	259.58

### Anglian Water Area Metered Charges

	2016/17	2015/16
Household Fixed Charge (£/year)	86.00	86.00
Household Volumetric Charge per cubic metre (£/m3)	1.6195	1.5775
Solow Fixed Charge (£/year)	31.70	21.61
Solow Volumetric Charge per cubic metre (£/m3)	2.4239	2.5314
Watersure Maximum Charge (£/year)	235.00	225.00
Aquacare Plus Fixed Charge (£/year)	151.00	150.00
Aquacare Plus Volumetric Charge per cubic metre (£/m3)	0.6565	0.6294

### Anglian Water Area Non-Metered Charges

	2016/17	2015/16
Annual Fixed Charge for Properties with RV < £1001 (£/year)	268.34	259.50
Annual Fixed Charge for Properties with RV £1001 - £5000 (£/year)	475.68	519.00
Annual Fixed Charge for Properties with RV > £5001 (£/year)	1097.70	1297.50
Surface Water & Highway Drainage only charge (£/year)	67.00	63.00
Charge per £ of Rateable Value (£/£RV)	0.1436	0.1425

