



Your local supply, on tap

## Non-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 **non-household charges scheme** 2016/2017 made under Section 143 of the Water Industry Act 1991.
- (2) Alongside this **non-household charges scheme**, we have also made and published on **our** website **our** household charges scheme 2016/2017 and **our** charges scheme for infrastructure charges 2016/2017.
- (3) This **non-household charges scheme** sets out **our** charges and charging policies for the supply of water to, and other services provided in respect of **non-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 our metered tariffs, leakage, other supplies and payment terms
<b>Section 5</b>	<b>Metered charges policy</b> Information about 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>Payment methods, other policies and useful information</b> How to pay, our approach to collecting outstanding charges and hydrant licences
<b>Section 8</b>	<b>Definitions, interpretation and charging powers</b> Explanation of the terms used in this non-household charges scheme
<b>Section 9</b>	<b>Contact information and complaints</b> How to contact us and how to complain if you are dissatisfied with our service
<b>Section 10</b>	<b>Non-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 non-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 Anglian Water under their charges scheme. **You** will receive a combined bill from **us** for water supply and sewerage services, if Anglian Water provide **your** sewerage services. These charges are shown for information in the **non-household schedule of charges** but do not form part of this **non-household charges scheme**.
- (4) If Thames Water or Southern Water provide **your** sewerage services, **you** will receive a separate bill for these services from the relevant company.

## 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) In such 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 5.3.2(2) of this **non-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.
- (3) 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) 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

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- (1) **Our metered charges** consist of three different tariffs. If **metered charges** apply to your premises, you will be charged one of the following tariffs:
  - a. Standard tariff
  - b. Large user tariff
  - c. Mid user tariff

- (2) **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 **non-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 **non-household schedule of charges**.

- (3) A separate standing charge applies to each metered supply.
- (4) If you are currently charged on a metered tariff, you can apply to be transferred onto a different tariff at any time by giving us written notice. If we accept your request, your new tariff will apply from the date of your application. We may make it a condition of your application that charges are paid by Direct Debit. You are only allowed to transfer to a different tariff once in any one **billing year**.

### 4.2 Standard tariff

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- (1) You will be charged the standard tariff unless we have determined to charge the large user tariff or the mid user tariff.

### 4.3 Large user tariff

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- (1) If you use more than 50Ml of water in any **billing year** we may transfer you to our large user tariff. You will be billed on a monthly basis and be charged a lower volumetric rate reflective of the cost of supply as shown in the **non-household schedule of charges**.
- (2) In our Central Region and East Region, you will also be charged an annual fixed large user charge as shown in the **non-household schedule of charges**. This is billed in equal parts according to the billing frequency. The period covered by the fixed large user charge is

specified on the bill and will mean that some of the charge is paid in arrears and some in advance.

## 4.4 Mid user tariff

- (1) If you use between 3MI and 50MI of water in any **billing year** we may transfer you to our mid user tariff. You will be billed on a monthly basis and be charged a lower volumetric rate reflective of the cost of supply.
- (2) If your premises are located in our East Region and your annual consumption is between 25MI and 50MI you will also be charged an annual fixed mid user charge, as shown in the **non-household schedule of charges**. This is billed in equal parts according to the billing frequency. The period covered by the fixed mid user charge is specified on the bill and will mean that some of the charge is paid in arrears and some in advance.

## 4.5 Payment terms for metered charges

- (1) **We** will bill **you** monthly or half-yearly 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 1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> or 22 <sup>nd</sup> 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)
Monthly	Direct Debit (12 variable instalments)	As and when billed – 1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> or 22 <sup>nd</sup> of each month.
Monthly	Other than by Direct Debit	As and when billed.

## 4.6 Leakage and waste of water

- (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. **You** are responsible for the maintenance and repair of **your** supply pipe.
- (2) **Our** leak allowance policy is available on **our** website [www.affinitywater.co.uk](http://www.affinitywater.co.uk)
- (3) **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.

## 4.7 Water used for fire fighting purposes

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- (1) In accordance with Section 147 of the 1991 Act, **we** will not charge **you** a volumetric charge in respect of water used for fire fighting purposes or for the purpose of training persons for fire fighting.
- (2) Where a supply is solely for the purposes of fire fighting, no standing charges are payable. In all other cases, standing charges will be payable at the rate appropriate for the meter size as set out in the **non-household schedule of charges**.

## 4.8 Standby charge for water made available

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- (1) We may make available to any premises a standby or secondary supply for **non-household premises**. Such arrangements will be subject to **us** and **you** entering into a special agreement as to the charges and terms on which such supply is made available.

## 5 Metered charges policy

### 5.1 When will metered charges apply?

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- (1) **Metered charges** apply to water supplied to all premises, unless **we** determine it would be impracticable to install a meter and/or determine that it would otherwise be reasonable for **non-metered charges** to apply.

### 5.2 Our meter option scheme

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- (1) **You** can ask to have a meter installed and to switch to **metered charges** at any time by completing the application form available from the business pages on **our** website at [www.affinitywater.co.uk](http://www.affinitywater.co.uk) or on request. This applies across all **our** supply areas.
- (2) The cost for installing a meter is shown in our **non-household schedule of charges**. The cost depends on whether there is an existing boundary box and or whether **we** have to carry out excavations or fit the meter internally.
- (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 **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 it would be impracticable to install a meter, **you** may choose to switch from **rateable value charges** to an **assessed charge** from the date of **our** initial survey.
- (6) 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.
- (7) **Metered charges** will apply from the date of meter installation. Once **you** have a meter installed and are being billed **metered charges**, you cannot revert to **non-metered charges**.

### 5.3 General provisions

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#### 5.3.1 Where will the meter be installed?

- (1) **We** are required by law to install water meters so they are reasonably accessible for reading, inspection, testing and maintenance.

- (2) 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.
- (3) 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.
- (4) **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.

### 5.3.2 Meter readings

- (1) A meter reading taken by **us** is evidence of the water consumed except where the meter:
  - a. has stopped or slowed;
  - b. has been bypassed or otherwise removed by **you**; or
  - c. 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 adjust **your** charges back to the last meter reading but one in accordance with The Water (Meters) Regulations 1988.
- (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. If this data is not available, the estimate will be based on any relevant available information. 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**.
- (6) If **your** meter is not readily accessible, **we** may fit an Automatic Meter Reading device ("AMR") which will enable **us** to read the meter without accessing it. There may be a reasonable and cost-based charge for installing such a device. If there is a discrepancy between the meter readings and the readings received by the AMR device, **we** will use the meter readings. If **we** decide that the continued use of the AMR device is no longer appropriate, then **we** will revert to the meter reading.

### 5.3.3 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 5.3.2(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 **non-household schedule of charges**.

### 5.3.4 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.

### 5.3.5 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 **non-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 **non-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 charge** 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) Unless **we** determine otherwise, an **assessed charge** will apply if **we** are unable for any reason to install a meter, for the purposes of applying **metered charges**.
- (2) The **assessed charge** comprises an annual standing charge and an employee based volumetric charge.
- (3) For premises in our Central Region or East Region, the employee based volumetric charge is calculated by multiplying 1. the number of people working or residing at the premises by 2. the assessed annual consumption per person for the relevant band, shown in the table below, by 3. the rate per **cubic metre** shown in the **non-household schedule of charges**:

SIC Code Band	Band 1	Band 2	Band 3	Band 4	Band 5
Assessed annual consumption (cubic metres) per person	15	50	100	200	By inspection

**We** will determine the appropriate band, based on **your** declaration of **your** business activity at the premises and the Standard Industrial Classification (as explained in section 7.5) applicable to that activity. Higher band numbers reflect those businesses likely to have greater water use. **We** may require an inspection of the premises to determine the assessed annual consumption.

- (4) For premises in the Southeast Region, the employee based volumetric charge is calculated by multiplying 1. the number of people working or residing at the premises by 2. the assessed annual consumption per person shown in the table below, by 3. the rate per **cubic metre** shown in the **non-household schedule of charges**.

Number of People at the Premises	Assessed Annual Consumption (cubic metres)
Full time employees, no canteen facilities	6
Full time employees with canteen facilities	10
Residential occupation	35
For part time employees	50% of the above allowances apply

- (5) For premises in the Central Region where an **assessed charge** was applied at 31 March 2000 (and has continued to apply), the employee based volumetric charge will be calculated by multiplying 1) the number of people working or residing at the premises (subject to a minimum of two) by 2) 15 **cubic metres** by 3) the rate per **cubic metre** shown in the **non-household schedule of charges**.
- (6) Where consumption is not realistically reflected by the number of employees, for example, in a Public House, **we** will assess a charge based on whatever information is available to **us** about **your** usage.

## 6.4 Additional charges for sprinklers, hosepipes, pools and ponds

- (1) Where premises are not metered and have or use:
- a **sprinkler**;
  - a **swimming pool** or **leisure pool** with a capacity greater than 1,000 litres; or
  - a hosepipe or any other apparatus for watering the garden (unless it is hand held).

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

- (2) These charges are payable in addition to **your non-metered charge** and will apply until such time 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 on demand in advance on 1 April but **you** have a choice of payment frequencies as set out in the table below.

Frequency	Payment Method	Due
<b>Annual</b>	Direct Debit (D/D)	1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> or 22 <sup>nd</sup> April.
<b>Annual</b>	Other than by D/D	By 1 <sup>st</sup> April.
<b>Half-Yearly</b>	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.
<b>Half-Yearly</b>	Other than by D/D	First payment by 1 <sup>st</sup> April and second by 1 <sup>st</sup> October.
<b>10 Instalments</b>	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.
<b>10 Instalments</b>	Other than by D/D	1 <sup>st</sup> April to 1 <sup>st</sup> January.
<b>Weekly Instalments</b>	Other than by D/D	44 payments 1 <sup>st</sup> April to 31 <sup>st</sup> January.
<b>Fortnightly Instalments</b>	Other than by D/D	22 payments 1 <sup>st</sup> April to 31 <sup>st</sup> January.
<b>Multi-Instalments</b>	Other than by D/D or Credit/Debit Card	As agreed with the Company

## 7 Payment methods, other policies and useful information

### 7.1 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 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. bacs payment;
- k. PINGIT- payment by mobile device; and
- l. 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.

## 7.2 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 **non-household schedule of charges**;
  - e. **we** may disconnect your water supply after giving you final notice and a disconnection notice stating our intention to disconnect your water supply for non-payment of charges. We will not restore your water supply until all costs and charges are paid in full. If we find that we are unable to disconnect your premises we may charge you a fee to cover the costs associated with visiting your premises.
- (2) If **you** have a poor payment history **we** may exclude some of the procedural steps listed above.
- (3) **We** will charge **you** an administration fee as shown in the **non-household schedule of charges** for any failed transactions, for example where a cheque is dishonoured or a direct debit payment is returned unpaid.

## 7.3 Security deposits

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- (1) If **we** consider **you** to have a poor **credit rating** **we** may request that **you** provide a security deposit:
  - a. If **you** are billed monthly **you** will be required to provide the equivalent of three months average charges as security;
  - b. If **you** are billed six monthly **you** will be required to provide the equivalent of eight months average charges as security;
  - c. Average charges will normally be based upon those payable in the previous year or in the case of new customers based on a reasonable estimate of charges to be paid in the current year.
- (2) **You** may ask **us** to review the requirement for security if **your credit rating** has improved. If **your credit rating** has improved **we** may cancel the security deposit and if **we** do **we** will repay the deposit to **you**.
- (3) **We** will pay interest on any security deposit received calculated in accordance with the provisions for interest and deposits in section 42(4) of the 1991 Act.

## 7.4 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.

## 7.5 Value Added Tax ("VAT")

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- (1) Value Added Tax is payable at the standard rate on water supply charges to all industries within Standard Industrial Classification (S.I.C.) Categories 1 to 5, based on the 1980 SIC. Details of these categories and the individual codes within them are available from **our** website and on request. **You** are requested to register **your** SIC code with **us** as promptly as possible, in order to avoid incorrect charging of VAT. This is done by completing **our** "VAT Declaration". The form will normally be issued with **your** first bill when a new account is opened, however it is also available on **our** website and on request.
- (2) In accordance with the guidance issued by Her Majesty's Revenue and Customs, **we** will charge VAT on all commercial water supplies at the standard rate, until such time as the business occupying the premises supplied provides written confirmation (via the above mentioned form) that **your** supply should be zero-rated for VAT. **We** will not make any refund of VAT paid in error for any period of more than four years.

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

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- (1) **You** can manage certain aspects of **your** water services account on-line including setting up a direct debit, making payment and notifying us of a move. You can also sign up for e-billing via **our** website at [www.affinitywater.co.uk](http://www.affinitywater.co.uk)

## 7.7 Hydrant licences

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- (1) If **your** business requires **you** to draw water via a hydrant from **our** mains, **you** must apply for a hydrant licence before operating or drawing water from any hydrant. It is an offence under Section 174 of the 1991 Act to draw water from a hydrant on **our** network without **our** permission. If **you** draw water from a hydrant without a valid licence **we** may initiate legal proceedings against **you**.
- (2) For more information on hydrant licences, visit **our** website [www.affinitywater.co.uk](http://www.affinitywater.co.uk) or contact **our** hydrant licencing team by email: [hydrant.licensing@affinitywater.co.uk](mailto:hydrant.licensing@affinitywater.co.uk)
- (3) Charges associated with hydrant licences are shown in the **non-household schedule of charges**.

## 8 Definitions, interpretation and charging powers

- (1) In this **non-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>Non-household charges scheme</b>	this non-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>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 ponds), inflatable or otherwise, which has a capacity of 1000 litres or more, and which is up to 1 metre in depth.
<b>Mega litre or ML</b>	One thousand <b>cubic metres</b> or one million litres.
<b>metered charges</b>	charges for services that are based wholly or partly on measured quantities of volume.
<b>non-household premises</b>	premises which we determine to be non-household premises (taking into account guidance issued by Ofwat under Section 17A of the 1991 Act) and which are referred to in this charges scheme as premises except where the context otherwise requires.
<b>non-household schedule of charges</b>	the non-household schedule of charges appended to and forming part of this <b>non-household charges scheme</b> and any reference to the non-household schedule of charges shall constitute a reference to the part relevant to the region in which the premises are situated.
<b>non-metered charges</b>	charges for services that are not based on measured quantities of volume to any extent.
<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.

Term	Meaning
<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>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 premises otherwise supplied.
<b>swimming pool</b>	any kind of pool (other than a <b>leisure pool</b> or 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>non-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 **non-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 **non-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 **non-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 **non-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 **non-household charges scheme** is not to be affected.
- (6) If any invalid, unenforceable or illegal provision of this **non-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. **You** do not have a 'contract' or agreement with **us** for the services **we** provide, unless we have entered into a signed written agreement with you.
- (8) The **non-household schedule of charges** fixes charges to be paid for the services described in this **non-household charges scheme**. Any other standard charges for services which **we** may provide from time to time are detailed as miscellaneous charges in the **non-household schedule of charges** or are provided on **our** website [www.affinitywater.co.uk](http://www.affinitywater.co.uk) under the 'For Business' 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 **non-household charges scheme** must also comply with charging rules made by **Ofwat** under Sections 143(6A) and 143B of the 1991 Act. **We** have consulted with the Consumer Council for Water about this **non-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 **non-household schedule of charges**. **We** may at any time fix an additional charge to enable **us** to comply with a statutory requirement.

## 9 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) **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 2425
<b>Billing enquiries</b>	Account, billing and moving premises for metered and non-metered customers	0345 357 2424
<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>

## 10 Non-household schedule of charges

### Central Region

#### Metered Charges - Monthly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge 12-15mm Meter (£/year)	76.08	75.00
Non-Household Standing Charge 19-21mm Meter (£/year)	99.12	97.80
Non-Household Standing Charge 25mm Meter (£/year)	104.04	102.60
Non-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
Non-Household Standing Charge Metered Field Supply (£/year)	30.48	30.00
Non-Household Large User Fixed Charge (Over 50MI) (£/year)	17045.04	16820.04
Non-Household Standby Charge (£/year)	18810.60	18563.64
Non-Household Standard Volumetric Charge (0-3MI) (£ per m3)	1.0501	1.0348
Non-Household Mid User Volumetric Charge (3-5MI) (£ per m3)	0.9668	0.9541
Non-Household Mid User Volumetric Charge (5-50MI) (£ per m3)	0.9668	0.9541
Non-Household Large User Volumetric Charge (Over 50MI) (£ per m3)	0.6259	0.6177

#### Metered Charges - Half Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge 12-15mm Meter (£/year)	30.48	30.00
Non-Household Standing Charge 19-21mm Meter (£/year)	39.72	39.12
Non-Household Standing Charge 25mm Meter (£/year)	41.64	41.04
Non-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 Metered Field Supply (£/year)	30.48	30.00
Non-Household Standard Volumetric Charge (£ per m3)	1.0501	1.0348

## Non-metered Charges - Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Non-metered RV Standing Charge (£/year)	43.50	42.60
Non-Household Rateable Value Charge (£ per £RV) - Colne Area	0.5395	0.5282
Non-Household Rateable Value Charge (£ per £RV) - Lee Area	0.6726	0.6585
Non-Household Rateable Value Charge (£ per £RV) - Rickmansworth Area	0.5250	0.5140
Non-Household Rateable Value Charge (£ per £RV) - North Surrey Area	0.5552	0.5436
Non-Household Non-metered Field Supply Standing Charge (£/year)	30.48	30.00
Non-Household Non-metered Swimming Pool, Sprinkler or Pond Charge (£/year)	77.60	75.90

## Assessed Charges - Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge 12-15mm Meter (£/year)	30.48	30.00
Non-Household Standing Charge 19-21mm Meter (£/year)	39.72	39.12
Non-Household Standing Charge 25mm Meter (£/year)	41.64	41.04
Non-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 Employee Based Volumetric Charge (£ per m3)	1.0501	1.0348

## East Region

### Metered Charges - Monthly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge 12-15mm Meter (£/year)	76.08	75.00
Non-Household Standing Charge 20mm Meter (£/year)	99.12	97.80
Non-Household Standing Charge 25mm Meter (£/year)	104.04	102.60
Non-Household Standing Charge 40mm Meter (£/year)	150.84	209.04
Non-Household Standing Charge 50mm Meter (£/year)	183.24	242.04
Non-Household Standing Charge 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 Large User Fixed Charge (Over 100MI) (£/year)	30852.60	30450.12
Non-Household Large User Fixed Charge (Over 50-100MI) (£/year)	16942.56	16720.08
Non-Household Mid User Fixed Charge (Over 25-50MI) (£/year)	8882.52	8765.04
Non-Household Mid User Volumetric Charge (3-5MI) (£ per m3)	1.7460	1.7387
Non-Household Mid User Volumetric Charge (5-25MI) (£ per m3)	1.5435	1.5232
Non-Household Mid User Volumetric Charge (25-50MI) (£ per m3)	1.1882	1.1726
Non-Household Large User Volumetric Charge (50-100MI) (£ per m3)	1.0270	1.0135
Non-Household Large User Volumetric Charge (Over 100MI) (£ per m3)	0.8879	0.8762

## Metered Charges - Half Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge 12-15mm Meter (£/year)	30.48	30.00
Non-Household Standing Charge 20mm Meter (£/year)	39.72	39.12
Non-Household Standing Charge 25mm Meter (£/year)	41.64	41.04
Non-Household Standing Charge 40mm Meter (£/year)	150.84	209.04
Non-Household Standing Charge 50mm Meter (£/year)	183.24	242.04
Non-Household Standing Charge 80mm Meter (£/year)	364.44	359.04
Non-Household Standard Volumetric Charge (£ per m3)	1.7668	1.7410

## Non-metered Charges - Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Non-metered Swimming Pool, Sprinkler or Pond Charge (£/year)	77.60	75.90

## Assessed Charges - Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge Assessed (£/year)	30.48	30.00
Non-Household Employee Based Volumetric Charge (£ per m3)	1.7668	1.7410

## Southeast Region

### Metered Charges - Monthly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge 12-15mm Meter (£/year)	76.08	75.00
Non-Household Standing Charge 20mm Meter (£/year)	99.12	97.80
Non-Household Standing Charge 25mm Meter (£/year)	104.04	102.60
Non-Household Standing Charge 40mm Meter (£/year)	150.84	209.04
Non-Household Standing Charge 50mm Meter (£/year)	183.24	242.04
Non-Household Standing Charge 80mm Meter (£/year)	364.44	359.04
Non-Household Standing Charge 100mm Meter (£/year)	429.36	423.00
Non-Household Mid User Volumetric Charge (3-5MI) (£ per m3)	1.7316	1.7089
Non-Household Mid User Volumetric Charge (5-50MI) (£ per m3)	1.7316	1.7089
Non-Household Large User Volumetric Charge (Over 50MI) (£ per m3)	1.2885	1.2716

## Metered Charges - Half Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge 12-15mm Meter (£/year)	30.48	30.00
Non-Household Standing Charge 20mm Meter (£/year)	39.72	39.12
Non-Household Standing Charge 25mm Meter (£/year)	41.64	41.04
Non-Household Standing Charge 30mm Meter (£/year)	127.92	126.00
Non-Household Standing Charge 40mm Meter (£/year)	150.84	209.04
Non-Household Standing Charge 50mm Meter (£/year)	183.24	242.04
Non-Household Standing Charge 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 Metered Field Supply (£/year)	30.48	30.00
Non-Household Standard Volumetric Charge (£ per m3)	1.8741	1.8465

## Non-metered Charges - Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Non-metered RV Standing Charge (£/year)	43.50	42.60
Non-Household Rateable Value Charge (£ per £RV) - Folkestone & Dover Area	1.7536	1.7169
Non-Household Non-metered Swimming Pool, Sprinkler or Pond Charge (£/year)	77.60	75.90

## Assessed Charges - Yearly Billed Customers

	excl. VAT 2016/17	excl. VAT 2015/16
Non-Household Standing Charge Assessed (£/year)	30.48	30.00
Non-Household Employee Based Volumetric Charge (£ per m3)	1.8741	1.8465

## Miscellaneous 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 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) - non-Household premises	POA	POA
Non-Household customers short term logging	POA	POA
Non-Household customers leakage detection service	POA	POA
Non-Household flow and pressure test, per test per unit	97.00	96.00
Industrial flow and pressure test, per test per unit	129.30	128.00
Upgrade meter to AMR enabled at customer request	200.00	198.00
Non-Household - supply and fit meter in existing boundary box	93.00	92.00
Non-Household - all other fits (incl. excavations and internal fits)	231.00	229.00
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

## Fire Hydrant Charges (price includes reinstatement)

	excl. VAT 2016/17	excl. VAT 2015/16
Install new hydrant to existing main, excl. post and plating	643.00	643.00
Install new hydrant to run of new main, excl. post and plating	541.00	541.00
Re-site hydrant position from carriageway to footpath	POA	POA
Install new hydrant in terminal wash out position on run of new main, excl. post and plate	311.00	311.00
Raise hydrant and replace with new	600.00	600.00
Replace defective hydrant (hydrant only excl. post and plating)	520.00	520.00
Replace defective hydrant and fittings (old LCC type) excl. post and plating)	620.00	600.00
Repack hydrant including ease spindle	360.00	360.00
Re-washer hydrant	445.00	400.00
Reconstruct hydrant pit/chamber	320.00	300.00
Replace with new hydrant frame and cover	250.00	225.00
Raise existing hydrant frame and cover	445.00	400.00
Lower existing hydrant frame and cover	445.00	400.00
Reset existing hydrant frame and cover	200.00	200.00
Supply and fit hydrant post and plate	160.00	160.00
Abandon hydrant	700.00	680.00
Terminal hydrant maintenance is charge as a % of the appropriate hydrant maintenance charge	50%	50%

## Customer Use of Hydrant / Standpipe Charges

	excl. VAT 2016/17	excl. VAT 2015/16
19mm standpipe rent per week	30.50	30.50
19mm standpipe rent per month	84.25	84.25
63mm standpipe rent per week	37.50	37.50
63mm standpipe rent per month	104.75	104.75
Standpipe / hydrant use set up and instruction charge (drawing from a single hydrant)	72.00	72.00
Administration charge	25.00	-
Refundable deposit 19mm standpipe	161.00	161.00
Refundable deposit 63mm standpipe	338.00	338.00
Water charges - up to 1 cubic metre per day (not applicable to customers using 63mm standpipe)	192.48	190.56
1 - 10 cubic metres per day	959.88	949.92
10-20 cubic metres per day	1918.80	1898.88
Over 20 cubic metres per day assessed consumption £ per cubic metre	1.0838	1.0611
Pro-rata for shorter periods, minimum charge	31.70	31.50
Standpipe / hydrant use set up and instruction charge (drawing from multiple hydrants)	72.00	72.00
Administration charge	25.00	-
Water charges - up to 1 cubic metre per day (not applicable to customers using 63mm standpipe)	268.56	265.80
1 - 10 cubic metres per day	1340.76	1326.84
10-20 cubic metres per day	2691.00	2663.04
Over 20 cubic metres per day (by agreement)	POA	POA
Daily usage (up to 20m3) - First Day	103.70	103.50
Daily usage (up to 20m3) - Subsequent days	31.70	31.50
Purchase of 19mm standpipe (without valve key)	73.00	73.00
Purchase of 63mm standpipe (without valve key)	250.00	250.00
Purchase of valve key and bar only	88.00	88.00

### Notes

- The starting category for customers wishing to use s 63mm standpipe is 1-10m3 per day
- Customers are obliged to obtain a hydrant licence before drawing water from our network
- Where customers are found to have taken water without a licence in place, the Daily Usage charges will be applied

## Non-Household Sewerage Charges – for information only

### Thames Water Area Metered Charges

	2016/17	2015/16
Non- Household Fixed Charge Up to 15mm meter size (£/year)	36.19	35.00
Non- Household Fixed Charge 20mm meter size (£/year)	103.72	99.00
Non- Household Fixed Charge 25mm meter size (£/year)	185.44	177.00
Non- Household Fixed Charge 30mm meter size (£/year)	289.17	276.00
Non- Household Fixed Charge 40mm meter size (£/year)	415.94	397.00
Non- Household Fixed Charge 50mm meter size (£/year)	738.63	705.00
Non- Household Fixed Charge 65mm meter size (£/year)	1155.61	1103.00
Non- Household Fixed Charge 80mm meter size (£/year)	1662.70	1587.00
Non- Household Fixed Charge 100mm meter size (£/year)	2956.61	2822.00
Non- Household Fixed Charge 125mm meter size (£/year)	4619.31	4409.00
Non- Household Fixed Charge 150mm meter size (£/year)	6651.85	6349.00
Non- Household Fixed Charge 200mm meter size (£/year)	11825.39	11287.00
Non- Household Fixed Charge 250mm meter size (£/year)	18476.19	17635.00
Non- Household Fixed Charge 300mm meter size (£/year)	26606.34	25395.00
Non- Household Large User Supplementary Charge (£/year)	16320.00	15866.00

### Thames Water Area Non-Household Consumption Based Fixed Charges

	2016/17	2015/16
Non-Household Fixed Charge 0-500m <sup>3</sup> (£/year)	26.48	26.98
Non-Household Fixed Charge 500-1,000m <sup>3</sup> (£/year)	29.52	34.00
Non-Household Fixed Charge 1,000-5,000m <sup>3</sup> (£/year)	83.96	128.40
Non-Household Fixed Charge 5,000-20,000m <sup>3</sup> (£/year)	126.43	297.24
Non-Household Fixed Charge 20,000-50,000m <sup>3</sup> (£/year)	187.88	729.97
Non-Household Fixed Charge 50,000-100,000m <sup>3</sup> (£/year)	332.03	2053.69
Non-Household Fixed Charge 100,000-250,000m <sup>3</sup> (£/year)	332.03	2053.69
Non-Household Fixed Charge Over 250,000m <sup>3</sup> (£/year)	1173.82	11448.68

### Thames Water Area Non-Household Volumetric Charges

	2016/17	2015/16
Non-Household Volumetric Charge 0-500m <sup>3</sup> (£/m <sup>3</sup> )	0.9148	0.8701
Non-Household Volumetric Charge 500-1,000m <sup>3</sup> (£/m <sup>3</sup> )	0.8978	0.8787
Non-Household Volumetric Charge 1,000-5,000m <sup>3</sup> (£/m <sup>3</sup> )	0.8428	0.8007
Non-Household Volumetric Charge 5,000-20,000m <sup>3</sup> (£/m <sup>3</sup> )	0.8403	0.8007
Non-Household Volumetric Charge 20,000-50,000m <sup>3</sup> (£/m <sup>3</sup> )	0.8390	0.8007
Non-Household Volumetric Charge 50,000-100,000m <sup>3</sup> (£/m <sup>3</sup> )	0.8382	0.8007
Non-Household Volumetric Charge 100,000-250,000m <sup>3</sup> (£/m <sup>3</sup> )	0.6750	0.6419
Non-Household Volumetric Charge Over 250,000m <sup>3</sup> (£/m <sup>3</sup> )	0.6705	0.6419

### Anglian Water Area Metered Fixed Charges

Streamline Green Fixed Charge (£/year)
Streamline Orange Fixed Charge (£/year)
Streamline Blue Fixed Charge (£/year)
Profile Plus Fixed Charge (£/year)

2016/17	2015/16
120.00	132.00
182.00	169.00
410.00	453.00
4272.00	5673.00

### Anglian Water Area Metered Volumetric Charges

Streamline Green Volumetric Charge (£/m3)
Streamline Orange Volumetric Charge (£/m3)
Streamline Blue Volumetric Charge (£/m3)
Profile Plus Volumetric Charge (£/m3)

2016/17	2015/16
1.5655	1.4954
1.4507	1.4138
1.4166	1.3507
1.2816	1.2347

