

ANGLIAN WATER SERVICES LIMITED

2016-2017 WHOLESAL CHARGES SCHEME

This document sets out the Wholesale Charges Scheme made by Anglian Water Services Limited under Section 143 of the Water Industry Act 1991 (the "Act") as amended. It does not cover charges raised under agreements or items chargeable under other provisions of the Act. The document should be read in conjunction with the accompanying Schedule of Charges, which form part of the Wholesale Charges Scheme. This Charges Scheme has been made in accordance with charging rules issued by the Water Services Regulation Authority.

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PART A: INTERPRETATION

(1) In this Wholesale Charges Scheme, words and phrases set out below shall be given their respective definitions as follows:

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| Act | Water Industry Act 1991 including any statutory amendments whether made before or after the date of this scheme. |
| Anglian Area | <p>the area in respect of which Anglian Water is appointed as water and/or sewerage undertaker, which includes the Northstowe and Woods Meadow Area in respect of our Sewerage Services, but excludes:</p> <p>(i) the Finningley Area in respect of our Sewerage Services; and</p> <p>(ii) the Hartlepool, Northstowe and Woods Meadow Areas in respect of Water Supply.</p> <p>Also, including any Premises in the area of another water or sewerage undertaker in respect of which we provide a Cross Border Water Supply or Cross Border Sewerage Services from the Anglian Area.</p> |
| Anglian Water | Anglian Water Services Limited (References to “we”, “us” or “our” shall be taken as references to Anglian Water.) Company Number 2366656 |
| Assessed Measured Charge | an assessed charge where it is impracticable to fit a Meter or to fit a Meter would involve unreasonable expense. |
| Authority | Water Services Regulation Authority (Ofwat) |
| Billing Period | the period stated to be covered by a Consumer’s account. |
| Bulk Meter Assessed Measured Charge | an assessed charge, payable in the event of a Bulk Meter Agreement coming to an end or becoming unenforceable, which is assessed on the basis of the readings taken from the Bulk Meter. |
| Charges | the charges set out in this Wholesale Charges Scheme in respect of our Water Supply and Sewerage Services, which include, as appropriate, a Measured or Unmeasured Charge or a component of any such Charge, including a Fixed Charge, Maximum Daily Demand Charge, Rateable Value Charge, Volumetric Charge or miscellaneous charges. |
| Charging Year | the period from 1 April to 31 March in the following year. |
| Code of Practice | our Code of Practice for Household customers: located at http://www.anglianwater.co.uk/household/promise/ |
| Consent | a consent or agreement relating to the discharge of Trade Effluent (including temporary consents, time limited consents, letters of authorisation and consents in relation to non domestic discharges) into a public sewer. |
| Consumer | has the meaning ascribed to it by the Act, but without prejudice to that definition is the person, who is for the time being the person on whom the liability to pay charges to Anglian Water in |

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| | respect of a Water Supply and provision of Sewerage Services would fall. |
| Cross Border | the provision of Water Supply and/or Sewerage Services to Premises which are in the area of another person holding the appointment as the water or sewerage undertaker for that area, otherwise than by means of a bulk supply under section 40 or a connection under sections 110 or 110A of the Act. |
| Customer | has the meaning ascribed to it under Section 219 of the Act, in other words any person for or to whom we provide any services in the course of carrying out our statutory functions, or any person who might become such a person on making an application for the purpose to us. |
| Finningley Area | the area at Finningley, South Yorkshire, in respect of which we are appointed as the sewerage undertaker, including any Premises in the area of another sewerage undertaker in respect of which we provide Cross Border Sewerage Services from the Finningley Area. |
| Fixed Charge | a fixed charge, which forms part of the Wholesale Charges payable in respect of any Premises |
| Hartlepool Area | the Hartlepool Area served by Anglian Water Services Limited trading as Hartlepool Water, in respect of which we are appointed as the water undertaker, including any Premises in the area of another water undertaker in respect of which we provide a Cross Border Water Supply from the Hartlepool Area. |
| Household Premises | <p>Premises, the whole or any part, which are used as a person's home or dwelling unless the use as a home or dwelling is not the principal use of the Premises and, without prejudice to the generality of the foregoing, may include any of the following if they are or are intended to be separately occupied:</p> <ol style="list-style-type: none"> 1) any flat, maisonette or other part of a building; 2) any chalet, caravan or mobile home; or 3) a boat or similar structure designed or adapted for use as a place of habitation. |
| Infrastructure Charges | the charges applicable for the first time connection of Premises, or for the redevelopment of Premises previously connected to a public Water Supply, or to a public sewer for domestic purposes. |
| Instrument of Appointment | the Instrument of Appointment of Anglian Water Services Limited as a water and sewerage undertaker dated August 1989 (as updated). |
| Licensed Water Supplier | a company holding a Water Supply licence granted under the provisions of Section 17A of the Act. |
| Maximum Daily Demand Charge | an annual charge expressed in £'s per cubic metre payable as part of the Profile Tariffs in respect of the Peak Requirement. |
| Measured Charges | a charge for services that are based wholly or partly on measured |

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| | quantities of volume. |
| Measured Charges Notice | in respect of Household Premises, in which, or in any part of which, a person has his home, a notice under section 144A of the Act requesting a Meter to be fitted free of charge under that section. |
| Meter | any apparatus for measuring or showing the volume of water to, or effluent discharged from, any Premises, and includes a Meter installed by us or another water undertaker or in accordance with a specification approved by us or another water undertaker for the purposes of measuring the volume of water supplied to Premises and thereby calculating the Charges payable in respect of such Premises. |
| Non-Household Premises | <p>Premises which are not Household Premises and may include any of the following:</p> <ol style="list-style-type: none"> 1) Premises located within a single boundary where a single person occupies the Premises and a single Consumer is liable for the Charges for those Premises (single boundary Premises); or 2) Premises consisting of co-located buildings, other similar structures and/or land which have adjoining boundaries or which are separated only by transport infrastructure which are occupied by a single person and in respect of which a single Consumer is liable for the Charges for those Premises (common occupation co-located Premises); or 3) Premises consisting of a single building or co-located, separately occupied buildings, other similar structures and/or land with all four of the following characteristics: <ol style="list-style-type: none"> (i) common landlord or managing agent for all the Premises; (ii) adjoining boundaries or separated only by transport infrastructure; (iii) served by a self-contained common Water Supply or Sewerage system that is privately owned and is not vested in Anglian Water; and (iv) a single Consumer is liable for all Charges for those Premises (common management co-located Premises). |
| Northstowe Area | the area at Northstowe, Cambridgeshire, in respect of which we were appointed as the water undertaker on 20 January 2015, including any Premises in the area of another water undertaker in respect of which we provide a Cross Border Water Supply from the Northstowe Area. (For the avoidance of doubt, the Northstowe Area forms part of the Anglian Area for the purposes of Sewerage Services.) |
| Occupier | <p>has the meaning ascribed to it by the common law and therefore includes any person in actual occupation of Premises, or any person who</p> <ol style="list-style-type: none"> 1) uses the Premises; or 2) has sufficient control over Premises to put them under a duty of care towards lawful visitors; or |

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| | <p>3) maintains Premises used or intended for use furnished and ready for occupation; or</p> <p>4) maintains Premises for occupation (including multiple occupation) with shared facilities or as holiday, student, hostel or other accommodation for short term occupation (whether let wholly or in part), usually less than 12 months; or</p> <p>5) develops or owns any Premises that are empty or unfurnished; or</p> <p>6) is either the employer or employee where Premises are held on a service tenancy</p> <p>but does not, the absence of the above criteria, include an owner of Premises who has shown us that they have let the whole of those Premises without retaining possession or control of any part of them (including common areas).</p> <p>(Landlords are encouraged to use the water industry's tenant address portal www.landlordtap.com to register details of new tenancies and those liable for water and sewerage charges at their properties)</p> |
| Peak Requirement | <p>the peak rate of flow in any 24 hour period reserved, or required, or taken, at any time in the previous twelve months, by a Customer, excluding water likely to have been taken or required for the purpose of:</p> <p>1) extinguishing fires or, if used by a fire authority, for any other emergency purpose;</p> <p>2) testing apparatus installed or equipment used for extinguishing fires;</p> <p>3) training persons for fire fighting; or</p> <p>4) an extraordinary event outside the normal course of the Consumer's business.</p> |
| Potable | drinking water compliant with the Water Supply (Water Quality) Regulations 2000. "Non-Potable" shall be construed accordingly. |
| Premises | Household and Non-Household Premises, as the case maybe, to which we provide (directly or indirectly) a Water Supply and/or Sewerage Services. |
| Profile Tariffs | collectively, the Profile (Potable and Non-Potable), Profile Plus (Potable and Non-Potable), Profile Industrial (Non-Potable) and Profile Interruptible (Potable) Water Supply Tariffs and the Profile Plus Sewerage Tariffs. |
| Rateable Value Charge | For definition – see Part H, paragraph 2 below. |
| Sewerage/ Sewerage Services/Wastewater | the provision of a drainage connection (whether direct or indirect) from Premises to Anglian Water's sewerage network, including a connection made directly to a Sewage Treatment Works (Water Recycling Centre). Where appropriate, "Sewerage" includes the terms sewage, foul water, surface water, highway drainage, Trade Effluent and sewage treatment (water recycling). |

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| Sewerage Licensee | a person holding a sewerage licence pursuant to section 17BA of the Act. |
| Sewerage Meter | a Meter installed by us (acting as sewerage undertaker) or in accordance with a specification approved by us (acting as sewerage undertaker) for the purposes of measuring the volume of sewage discharged from the Premises and thereby calculating the Charges in respect of our Sewerage Services. |
| Site | Non-Household Premises (defined above). |
| Tariff | a band of Charges (e.g. Profile or Profile Plus). |
| Trade Effluent | has the meaning ascribed to it by section 141 of the Act. |
| Unmeasured Charges | charges for services that are not based on measured quantities of volume to any extent. |
| Vacant Premises | <p>Premises which are not occupied and in respect of which all the following criteria apply:</p> <ol style="list-style-type: none"> 1) There is no physical occupation by any person, for any purpose; 2) The Premises are not open or available to the public or visitors; 3) There is no stock left at the Premises, except where these items have been abandoned and the Premises are not in use; and 4) There are no moveable items left on the Premises such as furniture, equipment, tools or moveable equipment or machinery. (Fixtures and fittings are not considered to be moveable, except where these items have been abandoned by a former tenant and the Premises are not in use). <p>Where a Meter has been fitted to measure water consumption at the Premises, a positive Meter reading will be taken as evidence that the Premises are not vacant.</p> |
| Valuation List | 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. |
| Volumetric Charge | a charge fixed by reference to a reading taken from a Meter which measures the volume of water supplied to any Premises or, as the case may be, by reference to a reading taken from a Sewerage Meter which measures the volume of sewage discharged from any Premises. Such a Volumetric Charge forms part of the Wholesale Charges and, where appropriate, shall include estimated readings as to the volume of water supplied to any Premises or, as the case may be, the volume of sewage discharged from any Premises and shall also include Assessed Measured Charges. |
| Water Supply | any services provided by Anglian Water related to the provision, alteration or disconnection of a water supply. |
| Wholesale Consumer | any person, including, where appropriate, a Licensed Water Supplier, who is liable to pay Wholesale Charges to Anglian |

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| | Water. |
| Woods Meadow Area | the area at Oulton, Suffolk, comprising the housing development known as Woods Meadow, Oulton, together with the Wolseley and M.S.Oakes Business Parks, Oulton, in respect of which we were appointed as the water undertaker on 2 August 2013, including any Premises in the area of another water undertaker in respect of which we provide a Cross Border Water Supply from the Woods Meadow Area. (For the avoidance of doubt, the Woods Meadow Area forms part of the Anglian Area for the purposes of Sewerage Services.) |

(2) Unless the contrary intention appears, words and expressions used in this Charges Scheme have the same meaning as in any provision of the Water Industry Act 1991.

(3) Any phrase introduced by the terms "including", "include", "in particular", "such as" or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.

PART B: GENERAL PROVISIONS

1. Introduction to the Wholesale Charges Scheme

(1) This scheme, which may be referred to as the Anglian Water Services Limited Wholesale Charges Scheme 2016, is made under Section 143 of the Act and shall operate from 1st April 2016 until 31st March 2017 inclusive.

(2) To the extent that any part of this Charges Scheme is inconsistent with any individual agreement between a Licensed Water Supplier and Anglian Water, the terms of the agreement will prevail.

(3) The provisions of this Charges Scheme apply to our Water Supply services and/or Sewerage Services on the following regional basis: the Anglian Area (Water Supply and/or Sewerage), Hartlepool Area (Water Supply), Finningley Area (Sewerage), Northstowe Area (Water Supply) and Woods Meadow Area (Water Supply).

(4) For the avoidance of doubt, the Northstowe Area and Woods Meadows Area form part of the Anglian Area for the purposes of Sewerage Services.

(5) The type of services provided under this Wholesale Charges Scheme are for the delivery of water and the removal and treatment of foul, trade effluent and other discharges from a property, and for highway drainage.

(6) This scheme is set out in parts and all parts should be read in conjunction with one another, and with the accompanying Anglian Water Miscellaneous Charges Statement with respect to activities which are not directly related to our provision of the type of service set out above.

(7) Wholesale Charges will be applied as part of the (end) Customer Tariffs published in the Anglian Water Customer Charges Scheme, and according to the principles set out in that charges scheme.

(8) Wholesale Charges are fixed by reference to:

(i) the service provided;

(ii) whether the Premises are Household or Non-Household; and

(iii) the area in which the Premises are situated, namely, the Anglian, Hartlepool, Finningley, Northstowe or Woods Meadow Areas.

(9) The Schedule of Charges sets out the Wholesale Charges for each of the areas where we provide Water Supply and/or Sewerage Services.

(10) In this scheme words in the singular shall include the plural and vice-versa except where the context otherwise requires.

2. Determination of Relevant Tariff

(1) Consumers within the Anglian, Finningley (Sewerage), Hartlepool (Water), Northstowe (Water) and Woods Meadow (Water) Areas will be charged on the appropriate Tariffs for their area. For Sewerage purposes, the Northstowe and Woods Meadow areas are included within the Anglian Area and will be charged the Anglian Sewerage Tariffs.

(2) Measured Charges will apply to all Non-Household Premises unless it is impracticable to fit a Meter or the Premises do not receive a water supply from any water undertaker, in which case they will be charged the appropriate unmeasured Tariff.

(3) Measured Charges will apply to Household Premises when a Meter has been fitted and measured charges have been fixed in respect of those Premises. Otherwise, unless it has been impracticable to fit a Meter and charges have been assessed, Unmeasured Charges will apply to the Premises.

(4) Consumers will be able to choose to pay different Tariffs for Water Supply and Sewerage Services.

3. Liability for Charges

Liability of Occupier

(1) Water and Sewerage Charges are payable by the Occupier of Premises to which we supply water and/or provide Sewerage Services or such other person as may be made liable under the Act or under any other Act of Parliament, as the case may be, unless specified otherwise in this Charges Scheme or agreed separately by us in writing.

(2) The Occupier is liable for charges applied to each and every connected water and sewage service point where a service is received from us.

(3) Where more than one person is the Occupier in respect of a single supplied property, or connected property, then each such Occupier shall be jointly and severally liable for all charges arising in respect of that supplied or connected property and Anglian Water may collect all charges in respect of the supplied property or connected property from any one of the said Occupiers or their Licensed Water Supplier.

Liability of Occupier following vacation of Premises

(4) Unless the Occupier has informed us at least 2 working days in advance that they have vacated the Premises, the Occupier shall continue to be liable to pay Water Supply and Sewerage Charges after they have vacated the Premises until the first of the following dates:-

(i) 28 days after we have been so notified; or

(ii) the date when the Meter would normally have been read next; or

(iii) the date when we are notified by someone else that they have become the Occupier.

(5) For this purpose, 2 working days means a period of 48 hours disregarding any time on a Saturday, Sunday, bank holiday or public holiday.

(6) Where a Meter has been fitted to measure water consumption at the Premises, a positive Meter reading will be taken as evidence that the Premises have not been vacated.

Mixed Use Premises

(7) Mixed Use Premises are Premises used partly as a person's home or dwelling and partly for business purposes which receive a single supply of water, e.g. a supply serving both a farmhouse occupied as a sole or principal dwelling and a farm; or, a caretaker's flat occupied as a sole or principal dwelling and a landlord's business.

(8) If the principal use of the Premises is for business purposes, Non-Household charges will apply as if the whole of the Premises were Non-Household Premises.

(9) If the principal use of the Premises is as a person's home, Household charges will apply when fixed in respect of those Premises.

Water Services to Premises which have been disconnected

(10) If the Water Supply to any Premises is disconnected for any reason but there remains a connection, direct or indirect, with a public sewer, we will charge the appropriate Sewerage Tariff unless we are satisfied that the Premises have been unoccupied whilst the Premises were disconnected.

Our Backdating Policy

(11) Where we discover that the Consumer has been billed incorrectly for all, or part, of their Water Supply and/or Sewerage Service, we reserve the right to make retrospective adjustments. These adjustments will be handled in the following manner:

- (i) If the adjustment is in the Consumer's favour, we will always make retrospective adjustments.
- (ii) If the adjustment is in our favour, we will backdate the charges unless there is clear evidence in the circumstances of avoidable failure or error on our part.

4. Payment terms

(1) All charges are payable in accordance with our agreement with the Consumer, where applicable. Failure to pay on time will result in recovery action and the Consumer may need to pay additional costs due to this non-payment.

5. Value Added Tax (VAT)

(1) All Charges are subject to the addition of Value Added Tax where this is payable under the relevant legislation.

6. Terms and Conditions

(1) Water supplies for "non-domestic" purposes are governed by the terms we have agreed with the Consumer. In the absence of a written agreement, the supply will be governed by our standard terms and conditions (small or large user), a copy of which can be provided on request. Discharges of trade effluent are governed by the relevant Consent. Other Sewerage Services provided for "non-domestic" sewerage purposes are provided by agreement.

(2) Water supplied for "domestic purposes" and Sewerage Services provided for "domestic sewerage purposes" are provided on the terms set out in the Act. ("Domestic purposes" and "domestic sewerage purposes" are defined in the Act and "non-domestic purposes" are to be construed accordingly.)

(3) Household Customers should also refer to our Code of Practice which explains our services in more detail.

PART C: METERING

1. Metering of Non-Household and Household Premises

(1) Anglian Water's powers to install Meters are contained in section 162 of the Act.

2. Existing connections to be Metered

(1) A Meter should be fitted to all existing Non-Household Premises unless we consider it impracticable to do so.

(2) The position of the Meter should be at the front of the Premises and must be reasonably accessible. Anglian Water may specify where the Meter and any necessary out-reading apparatus should be sited; they must, however, be placed in a position that is reasonably accessible for reading, inspection, testing or maintenance.

(3) We will consider an alternative location at the survey stage provided that it is reasonably accessible and meets the requirements of the Water Supply (Water Fittings) Regulations 1999. If there is an extra cost, the Consumer or Customer will be invoiced for that amount but we will advise of the extra amount before we proceed.

(4) Unless we consider it impracticable to fit a Meter or it would involve unreasonable expense, we will require a Meter to be fitted to existing Household Premises in the following circumstances:

- (i) if the Premises are not used solely as a person's home and the other use is the principal use of the Premises (For the purposes of assessing whether Premises are used principally as a person's home or for other purposes, account will be taken of whether a business is registered for VAT purposes at the Premises); or
- (ii) if water is or is to be used at the Premises for any of the following purposes:
 - (a) for watering a garden, other than by hand, by means of any apparatus;
 - (b) for automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres;
 - (c) in a bath with a capacity (measured to the centre line of overflow) greater than 230 litres;
 - (d) in 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;
 - (e) in a unit which incorporates reverse osmosis; or
- (iii) if the Premises are in an area which has been determined by the Secretary of State to be an area of water scarcity for the purposes of the Water Industry (Prescribed Conditions) Regulations 1999; or
- (iv) if the Premises are in an area which has been determined by the Secretary of State to be an area of serious water stress and are subject to a programme for the fixing of charges by reference to volume, as specified in our Water Resources Management Plan published under section 37 of the Act; or
- (v) if an existing connection is used to supply a new building following demolition of the previous Premises; or
- (vi) if the use has changed so that they have become Non-Household Premises; or

- (vii) if the Premises are empty and are not Premises in which, or in any part of which, a person currently has their home; or
- (viii) a building has been split, merged or converted so that it or they have effectively become new Premises and the Rateable Value of the former Premises has become or will be inappropriate for the new Premises (for example, a building converted into self-contained flats); or
- (ix) we consider that the present Rateable Value is inappropriate for charging purposes, having regard to other Rateable Values in the locality.

3. Meter Optants

- (1) Any unmeasured Household Customer receiving a Water Supply and wishing to be charged on a measured basis may apply for a Meter to be fitted free of charge through our Optant Meter Service by completing and submitting a Measured Charges Notice.
- (2) On receipt of a Measured Charges Notice, we will arrange for a survey to be undertaken and, provided that it is practicable to fit a Meter at reasonable cost, we will do so free of charge within 50 working days of receipt of the Measured Charges Notice.
- (3) We are not obliged to fit a Meter if it is not reasonably practicable to do so or to do so would involve unreasonable expense. For further guidance, please see our Code of Practice. Any dispute as to whether or not it is practicable to fit a Meter or would involve unreasonable expense may be referred to the Authority for determination.
- (4) A Measured Charges Notice may be revoked by written notice or by telephone either (i) within 24 months of the date when the Measured Tariffs became applicable to the Premises (i.e. the date of Meter installation) or (ii) within one month of the last Meter reading which, taken together with the earlier Meter reading(s), gives the consumption data for a period of 24 months, whichever is the longer.
- (5) The right to revoke the Measured Charges Notice can only be exercised once either by the person who served the Measured Charges Notice or a person in occupation of the Premises when the Measured Charges Notice was served. Following revocation of a Measured Charges Notice, the Meter will remain in place and Measured Charges will apply following the next change of occupation.
- (6) The right to revoke will not be available following a change of occupation or if Measured Tariffs would apply to the Premises in any event.

4. New connections to be Metered

- (1) All new Water Supply connections to Non-Household and Household Premises must have a Meter fitted for charging purposes to measure the volume of water supplied. The position of the Meter must be agreed with us in advance and must be reasonably accessible.
- (2) To enable us to perform our functions properly and charge Consumers efficiently, each Premises (or part thereof) which may be occupied separately should have a separate supply and should have a separate Meter fitted on each service pipe.

5. Water usage prior to Meter becoming operational

- (1) In general, Measured Charges will apply from the date of installation of the Meter. However, if Measured Charges already apply, but a Meter has yet to be installed or become operational, Charges for the period prior to the Meter's installation or operation shall be calculated according to the

appropriate Fixed Charge and an assessment based upon the volume recorded by the first Meter reading.

6. Application of Measured Wholesale Charges to New and Existing Connections

(A) Non-Household

(1) Non-Household Measured Charges will automatically apply and be fixed in respect of all Non-Household Premises to which a Meter has been fitted. Otherwise, the Non-Household Unmeasured Charges will apply.

(B) Household

(1) Subject to the following, Measured Charges will apply from the date the Meter is fitted.

(2) If the Meter is being fitted in response to a Measured Charges Notice and access has been made available when required to carry out the installation, but the Meter has not been fitted within 50 working days, we will apply Measured Charges from the end of that 50 working day period and we will only charge the Consumer the Fixed Charge up to the date of installation. Volumetric Charges will apply from the date of installation.

(3) Where the circumstances set out in paragraph 2(4)(iii) or 2(4)(iv) above apply, we reserve the right to decide when Measured Charges will apply and be fixed and, at our discretion, may fix Measured Charges at different times in respect of Premises in different areas or in certain circumstances.

(4) Where the circumstances set out in 2(4)(v) and 2(4)(vii)–2(4)(ix) above apply, Measured Charges will apply as soon as the Meter has been fitted provided always that:

- (i) if any person was in occupation of the Premises as their home before and remains in occupation of the Premises as their home after the event in question; or
- (ii) if the person who has become the Consumer occupies the Premises as their home and has received an unmeasured bill;

measured Charges shall not be fixed in respect of such Premises until there is a further change in occupation.

(5) If, despite a Meter having been fitted, Measured Charges do not yet apply to the Premises because:

- (i) the proviso set out in 6(4) applies; or
- (ii) a Measured Charges Notice has been validly revoked; or
- (iii) our ability to fix the Measured Charges at that time is otherwise restricted by the Act;

then Measured Charges will apply and be fixed in respect of the Premises on the next change of occupation in respect of those Premises.

(6) Once Measured Charges apply, they will apply to both the Water Supply and the Sewerage Services provided to the Premises. Where we are the water undertaker only, we will notify the sewerage undertaker accordingly. Where we are the sewerage undertaker only, we will be notified by the water undertaker.

7. Two or more Premises served by a Bulk Meter

(1) Where:

- (i) the Water Supply to two or more Premises (in separate occupation) is measured by a Bulk Meter; and
- (ii) there is no written agreement with us that the charges payable in respect of those Premises are to be paid by any particular person;

then the Occupiers or such other persons who shall be liable for charges in respect of each of the Premises supplied through that Bulk Meter shall be jointly and severally liable for the whole of the charges calculated by reference to the volume of water passing through the Bulk Meter.

(2) This means that we can look to any one or more of the Occupiers for payment of the whole of the charges in relation to the water supplied via that Bulk Meter, provided that there is no double recovery. How those Occupiers then re-apportion the payment between themselves is a private matter.

(3) Alternatively, at our discretion, we may ourselves apportion the charges between the Occupiers or such other persons who are liable for charges in respect of each of the Premises supplied through the Bulk Meter on such basis as we think fit.

8. Bulk Meter Assessed Measured Charge for circumstances where a Bulk Meter Agreement comes to an end or becomes unenforceable

(1) Where a Bulk Meter Agreement exists, the Consumer will be the person who has agreed to pay the Charges which means that the individual Occupiers of part of the Premises will not be entitled to request a particular Tariff for their part of the Premises.

(2) In the event that a Bulk Meter Agreement comes to an end or becomes unenforceable for any reason and nobody is willing to take on the payment obligations, the individual Occupiers or such other persons who may be liable for charges will become jointly and severally liable for the Water Supply and Sewerage Charges in respect of the Premises.

(3) It is unlikely to be practicable to fit Meters to one or more parts of the Premises without incurring unreasonable expense because either the supplies would need to be separated or Meters would need to be fitted to all other parts of the Premises which are capable of being occupied separately. In such circumstances, subject to 8(4) below, we will apply a Bulk Meter Assessed Measured Charge to all Premises occupied or capable of being occupied separately by apportioning the reading taken from the Bulk Meter between all Premises served by that Bulk Meter.

(4) The Bulk Meter Assessed Measured Charge will not be applied to Premises if one or more persons taking a supply through the Bulk Meter then supply the water to other Premises or persons ("water re-sale") or if, for other reasons, we consider it inappropriate to apply a Bulk Meter Assessed Measured Charge to the Premises.

9. Meter Readings/Estimated Charges

(1) We aim to read the Meter annually (for Non-Household Premises this may be more frequent), but we are not obliged to do so. If no Meter reading is available, the Occupier or Customer may provide their own reading or we will calculate the Charges based upon an estimate.

(2) If the Meter does not appear to us to provide an accurate record of the water supplied to the Premises, we will estimate the consumption based on what we consider to be the most reliable data available, including the average consumption for earlier periods. Estimated Charges may be adjusted subsequently if more reliable data becomes available.

10. Meter Accuracy Testing

(1) We will test a Meter if requested to do so in writing by the person who pays charges based on its readings. Testing charges will apply where the accuracy of the Meter falls within the prescribed limits of error. These charges are listed in the Miscellaneous Charges Statement.

(2) If the test shows the meter to be operating incorrectly no testing charge will apply and we will adjust the Charges in accordance with the Water (Meters) Regulations 1988.

11. Meter Sizing (Re-sizing) / Meter Relocation

(1) Over time the amount of water that the Occupier or Customer uses may change for various reasons, including: introducing water efficient measures; change of business activity; reducing or increasing the amount of occupants; and/or change to the existing size of the Premises. Accordingly, the Occupier or Customer may request in writing for us to:

- (i) carry out a survey to check if a Meter can be repositioned in accordance with regulation 5 of the Water (Meters) Regulations 1988; or
- (ii) carry out a survey to check the likely water requirements and whether the existing Meter is of the appropriate size; or
- (iii) reposition the Meter or replace it with one of the appropriate size; or
- (iv) fit or remove a data logger.

(2) All such work will be at the Occupier's or Customer's expense. If the Occupier or Customer requests us to replace the Meter with one of a different size without our having carried out the survey in (ii) above, and that requested size is proved to be inappropriate, the Occupier or Customer will be required to pay for any necessary further works.

12. Meter Loggers

(1) No data logger may be fitted to a Meter without our consent. Persons applying for consent will be asked to pay an administration charge – see our Miscellaneous Charges Statement.

13. Assessed Measured Charging

(1) Where it is impracticable to fit a Meter or to fit a Meter would involve unreasonable expense, we may assess the Charges payable by the Consumer in respect of the Premises using the Measured Tariffs. Different policies may apply depending upon whether the Premises are Non-Household or Household and other relevant criteria.

(2) The Assessed Measured Charges will be based on the appropriate Measured Tariff (i.e. Standard Measured for Household Premises or Streamline Green for Non-Household Premises) which would

have applied if a Meter had been fitted, taking account of the likely occupancy and nature of the Premises.

(3) Assessed Measured Charges will take effect from the date they are agreed. If not agreed within 50 working days of receipt of the Measured Charges Notice (or any agreed extension thereof), Unmeasured Charges shall continue to apply until agreement is reached or a Meter is fitted.

(4) If the Premises have previously been fitted with an Aquadapt Meter and we consider the cost of fitting an alternative Meter would be unreasonable, we will consult the Consumer prior to notifying them of our decision as to the amount of the Assessed Measured Charge which will be payable in respect of the Premises.

(5) From time to time we may, and whenever there is a change in occupation of the Premises we will, re-assess the data used to assess the amount of the Assessed Measured Charges. Having done so, we will notify the Consumer of the revised assessment.

(6) If the Consumer is paying Assessed Measured Charges, they should inform us immediately if there is a material change in consumption at the Premises (e.g. because of a change in the number of occupants) so that the charges can be re-assessed.

PART D: WATER SUPPLY CHARGES

1. Water Supply Definitions

- (1) Potable water is water fit for supply for domestic or food production purposes.
- (2) Water supplied under a Non-Potable Water Supply Tariff will not meet the requirements of the Water Supply (Water Quality) Regulations 2000 and will be non-potable.

2. Use of water for fire fighting purposes

- (1) Premises which have their own fire fighting systems should have a separate Water Supply to the Premises designed solely for that purpose. If that is not possible, a sub-Meter should be installed to verify any claim for a rebate for water used for fire fighting purposes.
- (2) If the fire fighting supply is not separate, the Consumer may apply for a rebate in respect of water that has been used for fire fighting purposes, including testing apparatus and training personnel, within 21 days of receipt of the bill for the Billing Period when the water was used. Full details and evidence of the volume of water used will be required.

3. Building Water Supplies

- (1) The supply will be Metered and charged at normal standard Tariff rates.

PART E: SEWERAGE SERVICES DEFINITION

1. General

(1) Sewerage Services will be provided to Premises if they are drained by a sewer or a drain that connects directly or indirectly to a public sewer vested in us that is used for foul or surface water or both (see section 144(1) of the Act). Alternatively, services will be provided to Premises whose Occupiers have, in respect of those Premises, the benefit of facilities which drain to a sewer or drain connected to the public sewerage system. Sewerage Charges are payable in respect of every connected property whether this service, facility or right is in connection with:

(i) foul water, defined under section 116(2) of the Act;

(ii) surface water, which can be defined as water that falls as rain and (under section 219 of the Act) includes water from roofs;

(iii) highway drainage, which refers to the collection of rainwater (other than surface water) draining to public sewers; and

(iv) trade effluent, defined under section 141 of the Act.

(2) For the avoidance of doubt, highway drainage charges are payable where a foul water and/or surface water service is provided.

2. Foul Water Allowances

Return to sewer

(1) The Volumetric Charge will be based on 90% of the volume of water supplied to the Premises, using calculations based on the Meter readings taken in respect of the Premises or, if appropriate, our estimates or assessment of the volume of water supplied to the Premises.

(2) If demonstrated to our satisfaction that the volume of sewage discharged from any Premises for any Billing Period is less than 90% of the volume of water supplied to the Premises, an allowance will be made to reflect the lesser volume. In doing so, we will take account of:

(i) the volume of trade effluent (if any);

(ii) the volume of sewage disposed of elsewhere; and

(iii) any other material consideration;

but no account will be taken of leaks on the Consumer's pipes since they are already taken into account in part in the 10% allowance and are otherwise dealt with through our leakage policy as set out in our Code of Practice.

(3) Consumers must inform us in writing of any changes that affect an allowance. Any allowance in excess of 10% may be reviewed at any time and shall continue for a maximum period of 2 years, after which Consumers will need to re-apply.

Additional sources

(4) If additional water is supplied by other means or from another source (e.g. a private borehole, well or a rainwater harvesting or effluent recycling scheme) or if other circumstances result in an

increased discharge from the Premises to the public sewer the additional volume will also be taken into account. This may be measured by means of a Meter measuring the volume of sewage which has been discharged or by assessing the volume of sewage or water supplied which is likely to have been discharged by reference to the particular circumstances or similar properties.

3. Premises not connected to surface water drainage

(1) If the Premises are not connected, whether directly or through an intermediate sewer or drain, to a public sewer or public lateral drain for surface water drainage, the Consumer may apply for exemption from the surface water element of their charges. The applicant must provide such evidence as may be required to demonstrate that no surface water is discharged from the Premises to a public sewer or public lateral drain. (Please note: the exemption will not apply until the evidence has been accepted by us.)

(2) If accepted, we will notify the Consumer and the exemption will apply from the start of the Charging Year three years prior to that when the application was made or the start of the Consumers occupation of the Premises, whichever is the later.

(3) If the application is later found to include false or misleading information, we may cancel the exemption and the Consumer will be liable to pay full charges for the period in question as if no application had been made or accepted.

(4) The Consumer must notify us immediately if at any time the Premises become connected to a public sewer, whether directly or through an intermediate sewer or drain, for surface water drainage. Whether or not we are notified, full charges will become payable immediately from the date of the connection.

(5) We reserve the right at any time to inspect the Premises and carry out tests to ascertain whether or not surface water is being discharged to a public sewer from the Premises. We will have the powers of entry for this purpose under section 172(2)(c) of the Act.

4. Surface water drainage partial rebates

(1) Anglian Water recognises that alternative ways of dealing with surface run-off have an important role to play in encouraging sustainability and strengthening resilience. However, we have not yet put in place a system of applying partial reductions in standard charges as a number of important design and implementation issues are yet to be resolved. These include, but are not limited to, how a reduction in surface water drained to the public sewer can be reliably estimated.

(2) We continue to review these and other considerations in the context of wider charging policy. Any future charge will be subject to consultation with Customers, Consumers, their representatives, regulators, and other stakeholders.

5. Charges for Community Groups

(1) No reduction in surface water charges for community groups is applicable.

PART F: MEASURED CHARGING

1. Applicable To All Measured Wholesale Charges

- (1) The measured annual Charge for each Premises will consist of:
 - (i) A Fixed Charge, which is payable for the Charging Year or, if appropriate, on a proportionate basis for any part thereof, for each service provided, for each Premises, plus;
 - (ii) A Volumetric Charge for Water Supply and Sewerage Services, which is payable according to the Meter reading or, where there is an Assessed Measured Charge, the assessed volume or, where there is no reading from the Meter, the estimated reading, plus;
 - (iii) In the case of Profile Tariff, the Maximum Daily Demand Charge, as set out below at paragraph 6.

Non-Household Tariffs

2. Tariff Options/Eligibility

- (1) Where there is a choice of Tariff, the Consumer may choose an alternative Tariff using our standard application form.
- (2) If accepted, the new Tariff will usually take effect from the date we approve the application. However, if the application is received within 30 days from the end of the last Billing Period, the revised charges (if approved) will apply from the end of that last Billing Period.
- (3) In respect of any Premises, a Tariff choice will take effect for a minimum period of 12 months and no further application can be made until after that 12 month period has expired.
- (4) Notwithstanding paragraph 2(3) above a Tariff choice will cease to apply sooner than the 12 month period, described above, if any of the following events occurs:
 - (i) the Premises, where relevant, no longer meet the criteria set out for the chosen Tariff in which case the Tariff will cease to apply from the start of the next Billing Period; or
 - (ii) the application for the Tariff included false or misleading information, in which case the Tariff will be deemed never to have applied and the account will be back-dated using the Tariff which would otherwise have applied; or
 - (iii) the Water Supply to the Premises is disconnected for any reason;

whereupon the Premises will be charged according to the Tariff which would otherwise apply in the absence of any Tariff choice.

(5) Unless we read the Meter or the Consumer provides its own Meter reading taken within 2 days of the date when the Tariff option would take effect, we will use an estimated Meter reading for the purposes of calculating the final balance under the old Tariff and the opening balance under the new Tariff.

(6) If the Consumer changes Tariff, any higher fixed charge which has been paid already will be apportioned and the balance credited against future Water Supply and/or Sewerage Charges. Any additional Fixed Charge payable as a result of the Tariff option will be payable immediately from the date the change takes effect.

3. Streamline Tariffs

(A) Anglian Area Streamline Tariffs

(1) Where a Consumer in the Anglian Area takes less than 0.1 ML of water on any day in the previous 12 months or less than 10 ML of water per annum and does not wish to reserve a supply of 0.1 ML or more of water per day at any particular Premises, the Streamline Green Water Supply Tariff will apply unless the Consumer opts for one of the following alternative Water Supply Tariffs, namely:

- (i) Streamline Orange;
- (ii) Streamline Blue;

(2) Where we provide a Water Supply and Sewerage Services to the Premises, the Streamline Tariff that applies to the water supply will also apply to the Sewerage Services unless a specific alternative has been requested and agreed.

(3) Consumers that have been charged on household measured charges but are now to be charged on non household measured charges in accordance with the Authority's eligibility criteria for retail competition, may apply for the Streamline Transition Tariff. This is a temporary Tariff designed to aid the transition into the market.

(B) Hartlepool Area Streamline Tariff

(1) Where a Consumer in the Hartlepool Area takes less than 0.4 ML of water on any day in the previous 12 months or less than 50 ML of water per annum and does not wish to reserve a supply of 0.4 ML or more per day, the Streamline Tariff will apply unless the Consumer opts for the Hartlepool Profile (Potable) Water Supply Tariff.

4. Profile Tariffs

(1) Profile Water Supply Tariffs include a Fixed Charge, Maximum Daily Demand Charge and Volumetric Charge and will be calculated as follows:

- (i) one Fixed Charge for the Potable Water Supply to the Premises and one Fixed Charge for the Non-Potable Water Supply to the Premises;
- (ii) the Volumetric Charges shall be calculated on the aggregate volumes of Potable water supplied and the aggregate volumes of Non-Potable water supplied; and
- (iii) the Maximum Daily Demand Charge will be calculated separately on the aggregate Peak Requirement for the Potable Water Supply to the Premises and the aggregate Peak Requirement for the Non-Potable Water Supply to the Premises.

(A) Anglian Area Profile Tariff

(1) Where a Consumer in the Anglian Area takes 0.1 ML or more of water on any day in the previous 12 months (but less than 0.2 ML) or 10 ML or more (but less than 25 ML) of water per annum or wishes to reserve the availability of a supply of 0.1 ML or more (but less than 0.2 ML) of water per day at any particular Premises, the Profile Water Supply Tariff will apply unless the Consumer meets the criteria and opts for one of the following alternative Profile Water Supply Tariffs, namely:

- (i) Profile Plus; Profile Industrial (Non-Potable) Water Supply; or
- (ii) Profile Interruptible (Potable) Water Supply.

(2) Where a Consumer in the Anglian Area takes 0.2 ML or more of water on any day in the previous 12 months or 25 ML or more of water per annum or wishes to reserve the availability of a supply of 0.2 ML or more of water per day, the Profile Plus Water Supply Tariff will apply unless the Consumer meets the criteria and opts for one of the following alternative Profile Water Supply Tariffs, namely:

- (i) Profile Industrial (Non-Potable) Water Supply; or
- (ii) Profile Interruptible (Potable) Water Supply.

(3) Where we provide Water Supply and Sewerage Services to the Premises and a Profile Tariff applies to the Water Supply, the Streamline Blue Tariff will apply to the Sewerage Services unless the Consumer has chosen an alternative Sewerage Tariff (including either of the other Streamline Tariffs).

(B) Anglian Area Profile Interruptible Tariff

(1) The Profile Interruptible Water Supply Tariff will only apply to Premises where all the following conditions apply:

- (i) the Water Supply is used predominantly for non-domestic purposes;
- (ii) the Premises have sufficient storage facilities at all times for not less than 6 hours non-domestic water consumption (excluding fire fighting purposes) at the Consumer's average rate of consumption available for use at the Premises;
- (iii) the Consumer and/or the Customer undertake not to take any water using a connection from our network anywhere on the Premises except for domestic or fire fighting purposes, whether by means of the same or another supply pipe, during the operative period of a supply interruption notice; and
- (iv) the Consumer undertakes to allow us to enter the Premises for the purpose of verifying that a supply interruption notice has been or is being observed and to install and maintain telemetry or other apparatus on the supply pipe or any other supply pipe for verification purposes.

(2) We reserve the right not to accept an application for the Profile Interruptible Water Supply Tariff where we consider an interruptible supply to be inappropriate having regard to the use of water at the Premises for "domestic purposes" or for other reasons.

(3) Where the Profile Interruptible Water Supply Tariff applies, a Supply Interruption Notice may be served by us on the Consumer at any time and may:

- (i) specify a period up to 4 hours duration during which water may not be taken by anyone at the Premises except for domestic or fire fighting purposes;
- (ii) take effect on a specified day or days or on a particular day or days of the week until further notice;
- (iii) apply to any day, but not on more than one occasion per day;
- (iv) be served by first class post, email, facsimile, or by hand delivery; and
- (v) take effect at any time being not less than one hour after it has been served on the Consumer.

(4) A Supply Interruption Notice will be deemed to have been served:

- (i) if sent by first class mail, on the following day; or
- (ii) if sent by email or facsimile, on receipt by the sender of an acknowledgment (other than an "out of office" response); or
- (iii) if delivered by hand, immediately.

(5) If the Consumer and/or Customer fails to comply with a supply interruption notice or to give access as required, the Premises will cease to be eligible for the Profile Interruptible Water Supply

Tariff and the relevant Profile Tariff will instead apply and will be backdated to the start of the Charging Year or the last occasion when a supply interruption notice was complied with.

(C) Hartlepool Area Profile Tariffs

(1) Where a Consumer in the Hartlepool Area takes less than 0.4 ML of water on any day in the previous 12 months or less than 50 ML of water per annum and does not wish to reserve a supply of 0.4 ML or more per day, the Streamline Tariff will apply unless the Consumer opts for the Hartlepool Profile (Potable) Water Supply Tariff.

(2) Where a Consumer in the Hartlepool Area takes more than 0.4 ML of water on any day in the previous 12 months or more than 50 ML of water per annum or wishes to reserve the availability of a supply of 0.4 ML or more per day, the Hartlepool Profile (Potable) Water Supply Tariff will apply.

5. Other Tariffs

(A) Northstowe Area Tariffs

(1) Subject to sub-paragraph 2 below, the Streamline CBG Water Supply Tariff applies to all Non-Household Premises in the Northstowe Area.

(2) The Profile C150 Tariff is automatically applied to all Consumers using more than 150 MI in the Charging Year. Under this Tariff a Fixed Charge applies to each Meter serving the Premises dependent on its size. The volume rate applies to all water used.

(3) In respect of Sewerage Services, the Anglian Area Streamline Green Sewerage Charges will apply unless the Consumer chooses and satisfies any criteria for a different Anglian Area Non-Household Sewerage Tariff.

(B) Woods Meadow Area Tariffs

(1) Subject to sub-paragraph 2 below, the Streamline SFK Water Supply Tariff applies to all Non-Household Premises in the Woods Meadow Area.

(2) In respect of a Premises at which at least one Meter records or is likely to record an annual consumption in excess of 10 ML in the Charging Year, Consumers may opt to pay on the basis of one of the following optional Tariffs, namely:

(a) Profile 20 - this would be the most beneficial Tariff for Consumers whose consumption at the relevant site will be between 20 and 50 ML per Charging Year;

(b) Profile 50 - this would be the most beneficial Tariff for Consumers whose consumption at the relevant site will be between 50 and 175 ML per Charging Year;

(c) Profile 175 - for Consumers using more than 175 ML per Charging Year.

(3) The Profile 20, Profile 50 and Profile 175 Tariffs comprise a non-refundable annual Fixed Charge per site (payable by monthly instalments from 1 April to 1 March each year) plus a Volumetric Charge.

(4) In respect of Sewerage Services, the Anglian Area Streamline Green Sewerage Charges will apply unless the Consumer chooses and satisfies any criteria for a different Anglian Area Non-Household Sewerage Tariff.

6. Maximum Daily Demand Charge

- (1) Each Profile Tariff includes a Maximum Daily Demand Charge.
- (2) The Maximum Daily Demand Charge is an annual charge based on the Peak Requirement for the Potable Water Supply to the Premises and/or, if appropriate, the Peak Requirement for the Non-Potable Water Supply to the Premises.
- (3) If a Peak Requirement has not been set in respect of the current use of the Premises, the Consumer will be asked to provide their expected Peak Requirement. If this is not provided, we will:
 - (i) assess the Peak Requirement by taking the maximum volume of water taken per month during the previous 12 month period and dividing that by 22; or
 - (ii) if that information is not available, by using other available information; or
 - (iii) if the Consumer wishes to reserve a Water Supply by taking the volume of water reserved per day as the Peak Requirement.
- (4) Once set, the Peak Requirement will be fixed for the whole of the Charging Year and will continue to apply thereafter unless it is adjusted in accordance with the sub-paragraphs below. There is no entitlement to take water in excess of the Peak Requirement at any time.
- (5) If a Consumer wishes to increase its Peak Requirement (and water is available), it may do so by entering into a written agreement which sets the maximum volume and peak flows. In such circumstances, the Peak Requirement and the Maximum Daily Demand Charge will be adjusted upwards from the date agreed until it is further adjusted in accordance with sub-paragraphs 6(6)-6(7) below.
- (6) Notwithstanding sub-paragraph 6(5) above, if water is taken at the Premises at a rate of flow in excess of the Peak Requirement over any 24 hour period, the Peak Requirement and the Maximum Daily Demand Charge shall be adjusted upwards accordingly. In such circumstances, the adjusted Peak Requirement will apply from start of the next Billing Period for a minimum of 12 months until it is further adjusted in accordance with sub-paragraph 6(5) above or sub-paragraph 6(7) below. Where the Peak Requirement is revised upwards under this sub-paragraph 6(6), the Consumer may then take water at a rate of flow up to the revised Peak Requirement if it is available. However, in these circumstances, there will continue to be no entitlement to a Water Supply in excess of the Peak Requirement that was set originally or any higher Peak Requirement set in accordance with sub-paragraph 6(5) above.
- (7) If, for a minimum period of 12 months, the Water Supply to the Premises is taken at a rate of flow which is less than the current Peak Requirement or if it can be demonstrated to our reasonable satisfaction that there has been or will be a sustained long term reduction of the Water Supply requirements which will reduce the peak flows below the highest daily rate of flow recorded during the preceding 12 month period, the Consumer may request a lower Peak Requirement or to be charged on an alternative Tariff if it meets the criteria. If accepted, the Peak Requirement, where relevant, will be adjusted downwards accordingly and the revised Peak Requirement will then apply from the start of the next Billing Period until it is further adjusted in accordance with this sub-paragraph or sub-paragraphs 6(5)-6(6) above.
- (8) In the event that we accept evidence that the Peak Requirement will be reduced going forward rather than it being demonstrated by 12 months data, and as a result agree to reduce the Maximum Daily Demand charge from that level ("the original level"), but within 12 months of the reduced charge coming into effect the Maximum Daily Demand exceeds the new Peak Requirement without prior notification from the customer, then we will back-date charges over the intervening period as if

the Peak Requirement appropriate to such exceedance or the original level (whichever the lesser) had been the Peak Requirement throughout (and for these purposes an assessment of what is “appropriate” may be made as many times as shall be necessary).

(9) We use demand profiles provided by Consumers to help plan our water resources. Where there is a written agreement with us regulating total volumetric and peak demand requirements and we have accepted a demand profile for the Consumer’s future Water Supply requirements for non-household purposes, we would expect to be able to supply water to meet that Peak Requirement and the future demand profile subject to and in accordance with the terms and conditions of our agreement with the Consumer. Without such an agreement, water required for non-household purposes may or may not be available.

Household Tariffs

7. Tariff Eligibility

(1) The Standard Measured Tariffs apply to all Household Premises in the Anglian, Hartlepool, Northstowe and Woods Meadow Areas in respect of which Measured Wholesale Charges are fixed.

(2) The SoLow Tariff is closed to new applicants with effect from 31 March 2015.

(3) The levels of household wholesale charges are published for information purposes only and can be found in the Schedule of Charges.

PART G: TRADE EFFLUENT CHARGING

1. Introduction

- (1) Trade Effluent charges for reception, conveyance, treatment and disposal are due in respect of Premises discharging trade effluent into Anglian Water's sewerage network, including a connection made directly to a Sewage Treatment Works.
- (2) If the discharge is on-going but unconsented, Charges will apply from the date the initial duly completed application is received by us provided that the acceptability of the discharge has been confirmed in writing first.
- (3) If the discharge is to commence at a date in the future, Charges will apply from that date. (Neither this, nor sub-paragraph 1(2) above, prevents the collection of charges for processing the application itself.)
- (4) Acceptance of any Charges in respect of a Trade Effluent discharge does not constitute a grant of Consent, nor does it constitute a waiver of any of our rights or remedies in respect of any discharge.

2. Trade Effluent Charges

(1) The appropriate Charge for Trade Effluent shall be determined according to the relevant Sewerage Tariff and shall comprise:

- (i) a Fixed Charge per Premises; and
- (ii) a Volumetric Charge per cubic metre calculated using the Mogden formula

$$C = R + VB + \frac{Ot}{Os} B + \frac{St}{Ss} S$$

Where:

| | |
|------|---|
| C = | the charge payable per cubic metre |
| R = | the charge per cubic metre for the reception and conveyance of Trade Effluent |
| VB = | the charge per cubic metre for volumetric and primary treatment for Trade Effluent discharged to a sewage treatment works where biological treatment is given |
| Ot = | the chemical oxygen demand of the settled Trade Effluent expressed in milligrams per litre |
| Os = | the mean chemical oxygen demand expressed in milligrams per litre of settled sewage at sewage treatment works within the Anglian Area as assessed by us |
| B = | the charge per cubic metre in relation to the biological oxidation of settled sewage |
| St = | the suspended solids content of the Trade Effluent expressed in milligrams per litre |
| Ss = | the mean suspended solids content of sewage expressed in milligrams per litre at sewage treatment works within the Anglian Area as assessed by us |
| S = | the charge per cubic metre for the treatment and disposal of primary sludge from a sewage treatment works |

(2) Alternatively, where applicable, if there is neither a Meter to measure the Water Supply to the Premises nor a Sewerage Meter to measure the discharge from the Premises, the Charge shall be the Trade Effluent (Water Unmeasured) Tariff.

Volume of Trade Effluent

(3) The volume of Trade Effluent discharged from any Premises shall be determined in accordance with the readings from the Sewerage Meter and, in the absence of such a reading or the malfunctioning of such a Sewerage Meter, shall be assessed by us in accordance with the Consent or on the basis of water usage at the Premises and any other material considerations which the Consumer has notified to us. Notwithstanding the above, for the avoidance of doubt, we reserve the right to review the existing assessment at any time at our discretion.

(4) Where changes to the existing assessment result from information provided by the Consumer, such a change will have effect from the date on which the new information is received by us.

3. Strength of Trade Effluent

Strength of Trade Effluent

(1) Typically, the chemical oxygen demand and the suspended solids present in any Trade Effluent shall be calculated on the basis of a Fixed Strength or a Standard Regional Strength (as defined below).

Fixed Strengths

(2) The chemical oxygen demand and the suspended solids are generally fixed for the Charging Year based on an analysis of samples taken at the Premises in previous Charging Years. Where it becomes apparent that the strengths used for charging are no longer representative of the average strengths across the Charging Year then we may reassess the strengths from the date this becomes apparent.

(3) For new discharges or where limited or no sampling data is available, we will use comparative data from similar processes until such time as we have gathered sufficient samples to establish a fixed strength.

Standard Regional Strengths

(4) Standard strengths shall be applied to Trade Effluent discharges from all business types listed below. With the exception of photographic processes (which are derived from an industry standard) these standard strengths are calculated by Anglian Water and can be periodically reviewed. The business types and relevant standard strengths are as follows:

| Business type | Average COD mg/l | Average SS mg/l |
|---|---------------------------------|--------------------------------|
| Swimming pools | 76 | 112 |
| Automatic vehicle wash | 211 | 114 |
| Vehicle jet wash | 451 | 237 |
| Launderettes | 722 | 287 |
| Boiler Blowdown | 85 | 35 |
| Cooling Towers | 74 | 28 |
| Air Compressor Condensate | 426 | 182 |
| Water Treatment & Softener Plants | 17 | 15 |
| Gas Holder Run Off | 58 | 12 |
| Photographic Processes | 350 | 35 |
| Mobile domestic wheelie bin cleaners | 911 | 334 |
| Cement, lime, plaster, ready mixed concrete manufacture | 61 | 116 |

4. Discharges Direct To Treatment Works

(1) The 'R' Charge will not be applied where Trade Effluent is discharged directly into the sewage treatment works without passing through a public sewer, disposal main or other pipe belonging to us.

5. Non Domestic & Temporary Discharges

(1) Where a discharge of sewage is neither Trade Effluent nor domestic sewage, Charges will be calculated according to the appropriate Tariff for the Fixed Charge and for the Volumetric Charges, determined in accordance with the Mogden formula in paragraph 2 above as if it was a discharge of Trade Effluent.

PART H: UNMEASURED CHARGING

1. Basis of Charge

(1) For each unmeasured Water Supply and/or Sewerage Services, charges are made up of two parts:

- (i) a fixed charge for each service provided per Premises; and
- (ii) a variable charge per £ of the rateable value of the Premises.

However where a Meter is requested and it is impracticable to fit a Meter or to fit a Meter would involve unreasonable expense, we may assess the Charges payable by the Consumer in respect of the Premises using the Measured Wholesale Tariffs.

The Assessed Measured Charges will be based on the appropriate Measured Tariff (i.e. Standard Measured for Household Premises or Streamline Green for Non-Household Premises) which would have applied if a Meter had been fitted, taking account of the likely occupancy and nature of the Premises.

2. Definition of Rateable Value

(1) For the purposes of the Unmeasured Tariffs, Rateable Value means in relation to any Premises:

- (i) the value shown in relation to the Premises in a valuation list as at 31 March 1990; or
- (ii) where no such value is shown but a proposal for inclusion in a valuation list was made on or before 31 March 1990, the value shown in that proposal; or
- (iii) where no value is shown and no proposal was made but the local rating authority levied rates in relation to the Premises by reference to an assessed or estimated Rateable Value, that assessed or estimated value; or
- (iv) where a Rateable Value has become inappropriate for any reason (including re-development, conversion or modernisation of the Premises, the merger of two or more former Premises or parts of former Premises, the sub-division of one or more former Premises, a change in use of the Premises so that the Premises have become or have ceased to be a non-domestic hereditament for the purposes of Part III, Local Government Finance Act 1988, or because the Premises were not liable to be separately rated under the General Rate Act 1967) a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990; or
- (v) where none of the above apply because the property was not constructed on 1 April 1990, a value assessed by us having regard to the Rateable Values of other properties within the locality as at 31 March 1990; or
- (vi) in the Finningley Area, the Rateable Value shown in relation to those Premises in the 1973 Dwelling House Revaluation Schedules held by the Valuation Office Agency (Crown Property Unit) as adjusted by the Valuation Statutory Deductions Order 1973 with effect from 1 April 1974.

(2) References to "Premises having a Rateable Value" or to "Premises not having a Rateable Value" shall be construed accordingly.

3. Our Assessment of Rateable Value

(1) Where a Rateable Value has been assessed by us in relation to Premises, any charges to be calculated in relation to those Premises (both in relation to periods before, if appropriate, and after the date of the assessment) shall be calculated by reference to that Rateable Value.

(2) If, within 3 months of notification of our assessment, the Consumer notifies us in writing that they dispute that assessment, the dispute shall be referred to the decision of a valuer (who shall act as an expert and not as arbitrator) appointed, in default of agreement, by the President of the Royal Institution of Chartered Surveyors whose decision shall be final and binding and whose costs shall be payable as they decide.

(3) In the event of a dispute, we shall use our original assessment until the dispute is resolved. We will then re-calculate the charges using the Rateable Value (as agreed or determined) and will adjust the next account accordingly.

(4) If two or more separate dwellings have a single Rateable Value, a separate Fixed Charge will be payable in respect of each dwelling.

PART I: INFRASTRUCTURE CHARGES

1. Infrastructure Charges

(1) Infrastructure Charges are made under section 146 of the Act and Condition C of our Instrument of Appointment, which indirectly relate to the provision of our Water Supply and Sewerage Services.

(2) The Infrastructure Charges for Water Supply and Sewerage Services are payable for the connection (whether directly or indirectly) to our Water Supply or public sewerage network of Premises which have not previously had a Water or Sewerage connection provided by us or another undertaker for domestic purposes or domestic sewerage purposes, as the case may be, as defined in the Act.

(3) Where a site is developed or redeveloped and there were, within the period of 5 years before the development or redevelopment began on that site, Premises with a water or sewerage connection (direct or indirect) for domestic purposes or domestic sewerage purposes, as the case may be, then a credit equal to one Infrastructure Charge at the standard amount will be given for each such Premises. In addition, where Premises were previously used for Non-Household Premises, we will give additional credits for water supplied for domestic purposes.

2. Liability to pay

(1) Infrastructure Charges are payable by the person making or requesting the connection or, or in the event of default by such a person, the Occupier of the Premises in respect of which the connection has been made or requested.

(2) In addition, where:

- (i) a person who has received a demand for, or has undertaken to pay, Infrastructure Charges in respect of two or more Houses subject to a Common Billing Agreement fails to pay them, or any part of them, within 14 days of the date of connection; or
- (ii) a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it;

we are entitled to recover the Infrastructure Charges from the Occupier of each House subject to the agreement.

3. Amount of infrastructure charges

(1) For Premises not falling within sub-paragraphs 3(2) or 3(3) below, the standard Infrastructure Charges are payable. See the Schedule of Charges, Part 6.

(2) For a House subject to a common billing agreement, the standard Infrastructure Charge is multiplied by the Relevant Multiplier.

(3) For Premises, other than Houses, to which water is provided by a Supply Pipe with an internal diameter exceeding 20mm, the standard Infrastructure Charge is multiplied by the Relevant Multiplier.

(4) For the purposes of the above:

- (i) "House" means any building or part of a building occupied, or if unoccupied likely to be occupied, as a private dwelling house, and includes a flat.
- (ii) A House is subject to a common billing agreement if we have a written agreement with another person whereby that person undertakes to pay the water and Sewerage Charges for the House and has a common supply pipe.
- (iii) "Supply pipe" means that part of the service pipe which belongs to the Customer, normally lying between the Meter or the highway boundary and the Premises.

4. Relevant Multiplier

(1) For Premises mentioned in sub-paragraph 3(2) above, the Relevant Multiplier is calculated as follows:

- (i) A loading factor for all the Houses subject to the Common Billing Agreement (including communal facilities shared by any of them) is ascertained by applying the number of loading units set out in column 2 of the table below to the total number of water fittings installed or to be installed in all the categories set out in column 1 of the table, the loading factor being the total of all the loading units (increased, where necessary, to take account of the minimum loading units for domestic appliances).
- (ii) The loading factor is then divided by 24 and further divided by the number of Houses to produce the Relevant Multiplier.

(2) For Premises in sub-paragraph 3(3) above, the calculation is carried out in the same way, but the Relevant Multiplier cannot be less than one.

(3) Any dispute as to the calculation of the Relevant Multiplier in any particular case, or as to the number or type of fittings on which it is based, may be referred to the Authority for determination.

Relevant Multiplier – Loading Units Table

| Column 1 | Column 2 |
|--|----------------------|
| Water Fitting (See note 1) | Loading Units |
| WC flushing cistern | 2 |
| Wash basin in a house | 1.5 |
| Wash basin elsewhere | 3 |
| Bath (tap nominal size ¾"/20mm) (See note 2) | 10 |
| Bath (tap nominal size larger than ¾"/20mm) (See note 2) | 22 |
| Shower | 3 |
| Sink (tap nominal size ½"/15mm) | 3 |
| Sink (tap nominal size larger than ½"/15mm) | 5 |
| Spray tap | 0.5 |
| Bidet | 1.5 |
| Domestic appliance (subject to a minimum of 6 loading units per house) (See notes 3 and 4) | 3 |
| Communal and commercial appliances (See note 3) | 10 |
| Any other water fitting or outlet (including a tap – but excluding a urinal or water softener) | 3 |

Notes to Table

- (i) Reference to any fitting includes reference to any plumbing, outlet, dedicated space, or planning or other provision for that fitting.
- (ii) "Bath" includes a whirlpool bath and a Jacuzzi.
- (iii) "Domestic appliance" means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a House and "communal or commercial appliance" means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a House (including in communal facilities).
- (iv) A minimum of 6 loading units shall be included, in respect of each House, for domestic appliances (whether or not the House has any such appliances) except, in the case of any House, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the House.

- (v) In the case of any Premises with a sewerage only connection and no water fittings, the Relevant Multiplier will be one.

5. Time for payment

(1) Except as provided below, Water Supply and Sewerage Services Infrastructure Charges are due before the connection to a Water Supply or to a public sewer is made. Whilst we cannot insist on payment as a pre-condition under section 47 of the Act before making the connection, if not paid when due, interest will accrue from the date the connection is made or the date when the charge became payable, whichever is the later, at the rate set under the Late Payment of Commercial Debts (Interest) Act 1998. In addition, legal proceedings may be commenced to recover the debt immediately after the connection has been made and the Consumer may then become liable for court fees and our legal costs.

(2) Where the Premises comprise a building or part of a building which was occupied as a dwelling house immediately before the connection was made then the person liable to pay the charge may pay either:

- (i) the charge in full within 21 days of the connection having been made; or
- (ii) subject to the giving of an undertaking in respect of the payment, by instalments in each of the 12 years following the making of the connection provided that the first instalment is paid within 21 days of the connection having been made and the remaining payments are paid at yearly intervals thereafter. (Instalment means the aggregate amount which would fall to be paid in any year by way of payments of interest and repayments of capital if an amount equal to the infrastructure charge which is payable had been borrowed by us on terms requiring interest and capital to be paid in 12 annual instalments.)

PART J: CHARGES FOR OTHER SERVICES

1. Application For Consent To Discharge Trade Effluent

- (1) Trade Effluent Application charges relate to applications for Consent to discharge Trade Effluent and non domestic discharges.
- (2) The standard application fee applies to low risk discharges where standard consent conditions are generally applied.
- (3) The bespoke application fee applies to higher risk discharges which generally require further evaluation and the application of bespoke Consent conditions.

2. Charges for Water Supply Service Pipe Connections

- (1) Charges for Water Supply Service Pipe Connections are based on the average expenses of carrying out work of this kind. Any Customer may request to pay on the basis of the expenses actually and reasonably incurred by us in carrying out the relevant work calculated in accordance with section 45(6) of the Act. In the event of a dispute between a water undertaker and any other person as to whether the expenses were incurred reasonably, the dispute may be referred to the Authority for determination.
- (2) Standard Connections apply to 32mm external diameter service pipes. The standard charge includes the cost of the Meter and up to 2 metres of excavation (including backfill and reinstatement). Any excavation beyond this will be charged at the appropriate rate per linear metre dependent upon surface type.
- (3) For Boundary Box Standard Connections, the Customer is responsible for laying the service pipe from the Premises to the highway boundary. We provide the Boundary Box.
- (4) For Wall Mounted Meter boxes, no Boundary Box is required. For the Wall Mounted Box Standard Connection, the Customer is responsible for installing the Meter box and laying the service pipe from the Premises to the highway boundary.
- (5) The Wall Mounted Box Ferrule Connection is only available in the case of new estate developments where the estate road is not yet in public use. The Customer installs the Meter box and lays the service pipe from the property to the water main and carries out all work in the estate road, including excavation and re-instatement.
- (6) The use of a manifold and chamber is at our discretion and if it is used the basic charge per Premises will be payable together with the charge for any thrust boring or trench work in made-up surfaces, together with one manifold charge. Manifolds will only be installed where four or six separate connections are required and are actually made.
- (7) All other installations and complex installations and all work not covered by the charges shown (including connections in dual carriageway roads) are charged on the basis of work actually involved.
- (8) For multiple connections, involving a manifold and chamber, all services must be made ready for connection in one visit by us otherwise separate charges will be payable.
- (9) Where ducts are not provided the proper method of making the crossing will be at our discretion. Crossings will be made by thrust bore wherever we consider that this is appropriate.

3. Adoption of Sewers (Under Section 102)

(1) The charges are for the provision of a sewer adoption agreement in accordance with section 102 of the Act.

4. Pre Development & Preparation of Sites Schemes

(1) Charges for services used during new development activities, including pre development and preparation of site schemes, will be made according to the fees set out in the Schedule of Charges.

5. Pre-Development Enquiries

(1) On application, we will provide information regarding our ability to supply water and drain sites for the proposed new developments.

(2) Our standard response provides:

- (i) a copy of our assets for the area;
- (ii) confirmation of any assets we have that will be affected by the proposed development;
- (iii) information about our ability to supply and / or drain the site;
- (iv) details of any off-site works and reinforcements to which the developer will need to contribute.

(3) If demand rate or the resulting rate of discharge is significantly higher than those in the Pre-Development Enquiries table in Part F of the Schedule of Charges, we will charge the actual cost for the work.

(4) If an on-site feasibility study is required, the costs of that study will be additional to the above charges and will be invoiced separately to the developer.

6. Survey & Preparation of Design For New Development Water Mains

(1) Charges for services used in connection with the new development of water mains, including surveys and preparation of design, will be made according to the fees set out in Part F of the Schedule of Charges. The charges include one site visit. Any additional visits required for the re-vetting fee will be charged separately.

7. Other Services

(1) Other services are available and can be found in the Miscellaneous Charges Statement on our web site.

8. Payment Terms for other charges

(1) Payment will generally be required in advance. Where payment is not required in advance, charges will be payable on the date specified in the account, or, if there is no such date, within 21 days of receipt of the invoice.

PART K: GENERAL INFORMATION

Contact Us

General Enquiries and Billing

Online at www.wholesale.anglianwater.co.uk

By Phone: 0345 026 5463 - 8am to 6pm Monday to Friday

By email: wsc@anglianwater.co.uk

By post:

Anglian Water
Wholesale Service Centre
Thorpewood House
Peterborough
PE3 6WT

Emergencies and other non-billing enquiries

Online at www.anglianwater.co.uk

By Phone: 03457 145 145 - 24 hours a day

SCHEDULE OF CHARGES – PART 1 (ANGLIAN AREA)

i. NON HOUSEHOLD - Unmeasured Water Charges

| | Fixed Charge p.a. | Rateable Value Charge per £ of RV |
|--|------------------------------|--|
| Rateable Value up to £1,000 (inclusive) | | |
| Potable Water | £207.50 | 13.96p |
| Rateable Value from £1,001 to £5,000 | | |
| Potable Water | £440.24 | 13.96p |
| Rateable Value above £5,000 | | |
| Potable Water | £1,138.46 | 13.96p |
| Zero or No Rateable Value | | |
| Potable Water | £207.50 | n/a |

SCHEDULE OF CHARGES – PART 1 (ANGLIAN AREA)

ii. NON HOUSEHOLD - Unmeasured Sewerage Charges

| | Fixed Charge p.a. | Rateable Value Charge per £ of RV |
|---|------------------------------|--|
| Rateable Value up to £1,000 (inclusive) | | |
| Foul Water Drainage | £179.34 | 14.36p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £240.34 | 14.36 |
| Foul Water & Highway Drainage ¹ | £208.34 | 14.36 |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |
| Rateable Value from £1,001 to £5,000 | | |
| Foul Water Drainage | £386.68 | 14.36p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £447.68 | 14.36p |
| Foul Water & Highway Drainage ¹ | £415.68 | 14.36p |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |
| Rateable Value above £5,000 | | |
| Foul Water Drainage | £1,008.70 | 14.36p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £1,069.70 | 14.36p |
| Foul Water & Highway Drainage ¹ | £1,037.70 | 14.36p |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |
| Zero or No Rateable Value | | |
| Foul Water Drainage | £179.34 | n/a |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £240.34 | n/a |
| Foul Water & Highway Drainage ¹ | £208.34 | n/a |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations above will apply and be billed to each premises depending on the services received.

SCHEDULE OF CHARGES – PART 1 (ANGLIAN AREA)

iii. NON HOUSEHOLD - Measured Water Charges

| | Fixed Charge p.a. | Volumetric Charge per m ³ | Maximum Daily Demand Charge per m ³ |
|---|----------------------|--|--|
| Streamline Green Potable Water | £7.00 | 129.27p | n/a |
| Streamline Orange Potable Water | £51.00 | 116.78p | n/a |
| Streamline Blue Potable Water | £273.00 | 107.89p | n/a |
| Profile Potable Water | £300.00 | 61.42p | £102.00 |
| Profile Plus Potable Water | £531.00 | 30.27p | £171.00 |
| Profile Interruptible Potable Water | £531.00 | 27.76p | £158.00 |

| | | | |
|---|-------|---------|-----|
| Streamline Transition Potable Water | £1.00 | 129.27p | n/a |
|---|-------|---------|-----|

| | | | |
|--|------------|---------|---------|
| Streamline Orange Non Potable Water | £51.00 | 105.26p | n/a |
| Streamline Blue Non Potable Water | £183.00 | 99.99p | n/a |
| Profile Non Potable Water | £300.00 | 55.51p | £93.00 |
| Profile Plus Non Potable Water | £531.00 | 27.80p | £157.00 |
| Profile Industrial Non Potable Water | £58,500.00 | 9.68p | £157.00 |

SCHEDULE OF CHARGES – PART 1 (ANGLIAN AREA)

iv. NON HOUSEHOLD - Measured Sewerage Charges

| | Fixed Charge p.a. | Volumetric Charge per m³ |
|---|--------------------------|--|
| Streamline Green | | |
| Foul Water Drainage | £18.00 | 152.40p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £79.00 | 152.40p |
| Foul Water & Highway Drainage ¹ | £47.00 | 152.40p |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |
| Streamline Orange | | |
| Foul Water Drainage | £45.00 | 143.71p |
| Surface Water Drainage | £44.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £118.00 | 143.71p |
| Foul Water & Highway Drainage ¹ | £74.00 | 143.71p |
| Surface Water & Highway Drainage ¹ | £73.00 | n/a |
| Streamline Blue | | |
| Foul Water Drainage | £173.00 | 138.01p |
| Surface Water Drainage | £110.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £312.00 | 138.01p |
| Foul Water & Highway Drainage ¹ | £202.00 | 138.01p |
| Surface Water & Highway Drainage ¹ | £139.00 | n/a |
| Profile | | |
| Foul Water Drainage | £2,741.00 | 127.74p |
| Surface Water Drainage | £1,100.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £3,870.00 | 127.74p |
| Foul Water & Highway Drainage ¹ | £2,770.00 | 127.74p |
| Surface Water & Highway Drainage ¹ | £1,129.00 | n/a |

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations above will apply and be billed to each premises depending on the services received.

SCHEDULE OF CHARGES – PART 1 (ANGLIAN AREA)

| | Fixed Charge p.a. | Volumetric Charge per m³ |
|---|------------------------------|--|
| Streamline Transition | | |
| Foul Water Drainage | £2.00 | 152.40p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £63.00 | 152.40p |
| Foul Water & Highway Drainage ¹ | £31.00 | 152.40p |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations above will apply and be billed to each premises depending on the services received.

v. NON HOUSEHOLD – Trade Effluent Charges

| | Streamline Green | Streamline Orange | Streamline Blue | Profile |
|----------------------|-------------------------|--------------------------|------------------------|----------------|
| Reception (R) | 19.49p | 21.09p | 21.20p | 18.83p |
| Volumetric (VB) | 41.53p | 41.25p | 39.92p | 34.36p |
| Biological (B) | 36.69p | 35.38p | 33.92p | 28.93p |
| Sludge (S) | 25.78p | 25.08p | 24.10p | 20.63p |
| Fixed Charge p.a. | £7.50 | £12.50 | £60.00 | £125.00 |

Regional average strength (Os) 504 mg/l

Regional average strength (Ss) 405 mg/l

| | | | | |
|-------------------------|---------|-----|-----|-----|
| Unmeasured Fixed Charge | £266.00 | n/a | n/a | n/a |
|-------------------------|---------|-----|-----|-----|

SCHEDULE OF CHARGES – PART 1 (ANGLIAN AREA)

vi. HOUSEHOLD - Unmeasured Water Charges

| | Fixed Charge p.a. | Rateable Value Charge per £ of RV |
|---|------------------------------|--|
| Rateable Value up to £1,000 (inclusive) Potable Water | £215.80 | 13.96p |
| Rateable Value from £1,001 to £5,000 Potable Water | £448.54 | 13.96p |
| Rateable Value above £5,000 Potable Water | £1,146.76 | 13.96p |
| Zero or No Rateable Value Potable Water | £215.80 | n/a |

SCHEDULE OF CHARGES – PART 1 (ANGLIAN AREA)

vii. HOUSEHOLD - Unmeasured Sewerage Charges

| | Fixed Charge p.a. | Rateable Value Charge per £ of RV |
|---|----------------------|---|
| Rateable Value up to £1,000 (inclusive) | | |
| Foul Water Drainage | £190.40 | 14.36p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £251.40 | 14.36p |
| Foul Water & Highway Drainage ¹ | £219.40 | 14.36p |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |
| Rateable Value from £1,001 to £5,000 | | |
| Foul Water Drainage | £397.74 | 14.36p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £458.74 | 14.36p |
| Foul Water & Highway Drainage ¹ | £426.74 | 14.36p |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |
| Rateable Value above £5,000 | | |
| Foul Water Drainage | £1,019.76 | 14.36p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £1,080.76 | 14.36p |
| Foul Water & Highway Drainage ¹ | £1,048.76 | 14.36p |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |
| Zero or No Rateable Value | | |
| Foul Water Drainage | £190.40 | n/a |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £251.40 | n/a |
| Foul Water & Highway Drainage ¹ | £219.40 | n/a |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations above will apply and be billed to each premises depending on the services received.

SCHEDULE OF CHARGES – PART 1 (ANGLIAN AREA)

viii. HOUSEHOLD - Measured Water Charges

| | Fixed Charge p.a. | Volumetric Charge per m ³ |
|-----------------|----------------------|---|
| Standard | | |
| Potable Water | £7.00 | 149.97p |
| SoLow | | |
| Potable Water | £1.00 | 157.97p |

ix. HOUSEHOLD - Measured Sewerage Charges

| | Fixed Charge p.a. | Volumetric Charge per m ³ |
|---|----------------------|---|
| Standard | | |
| Foul Water Drainage | £2.70 | 160.78p |
| Surface Water Drainage | £32.00 | n/a |
| Highway Drainage | £29.00 | n/a |
| Foul Water, Surface Water & Highway Drainage ¹ | £63.70 | 160.78p |
| Foul Water & Highway Drainage ¹ | £31.70 | 160.78p |
| Surface Water & Highway Drainage ¹ | £61.00 | n/a |
| SoLow | | |
| Foul Water Drainage | £2.70 | 160.78p |
| Surface Water Drainage | £3.50 | 42.22p |
| Highway Drainage | £3.20 | 38.22p |
| Foul Water, Surface Water & Highway Drainage ¹ | £9.40 | 241.22p |
| Foul Water & Highway Drainage ¹ | £5.90 | 199.00p |
| Surface Water & Highway Drainage ¹ | £6.70 | 80.44p |

¹ Separate charges for Foul Water, Surface Water and Highway Drainage are provided for information purposes only. One of the service combinations above will apply and be billed to each premises depending on the services received.

SCHEDULE OF CHARGES – PART 2 (HARTLEPOOL AREA)

i. NON HOUSEHOLD - Unmeasured Water Charges

| | Fixed Charge p.a. | Rateable Value Charge per £ of RV |
|-----------------------|-------------------|-----------------------------------|
| Rateable Value | | |
| Potable Water | £128.38 | n/a |

ii. NON HOUSEHOLD - Unmeasured Sewerage Charges

Sewerage services provided by Northumbrian Water Ltd.

iii. NON HOUSEHOLD - Measured Water Charges

| | Fixed Charge p.a. | Volumetric Charge per m ³ | Maximum Daily Demand Charge per m ³ |
|-------------------|-------------------|--------------------------------------|--|
| Streamline | | | |
| Potable Water | £7.00 | 85.97p | n/a |
| Profile | | | |
| Potable Water | £1,325.00 | 18.79p | £95.00 |

iv. NON HOUSEHOLD - Measured Sewerage Charges

Sewerage services provided by Northumbrian Water Ltd.

SCHEDULE OF CHARGES – PART 2 (HARTLEPOOL AREA)

v. HOUSEHOLD - Unmeasured Water Charges

| | Fixed Charge p.a. | Rateable Value Charge per £ of RV |
|-----------------------|----------------------|---|
| Rateable Value | | |
| Potable Water | £131.00 | n/a |

vi. HOUSEHOLD - Unmeasured Sewerage Charges

Sewerage services provided by Northumbrian Water Ltd.

vii. HOUSEHOLD - Measured Water Charges

| | Fixed Charge p.a. | Volumetric Charge per m ³ |
|-----------------|----------------------|--|
| Standard | | |
| Potable Water | £7.30 | 110.08p |
| SoLow | | |
| Potable Water | £1.30 | 118.08p |

viii. HOUSEHOLD - Measured Sewerage Charges

Sewerage services provided by Northumbrian Water Ltd.

SCHEDULE OF CHARGES – PART 3 (FINNINGLEY AREA)

i. HOUSEHOLD - Unmeasured Water Charges

Water services provided by Yorkshire Water Services Ltd.

ii. HOUSEHOLD - Unmeasured Sewerage Charges

| | Fixed Charge p.a. | Rateable Value Charge per £ of RV |
|--|----------------------|--|
| Rateable Value | | |
| Foul Water Drainage | £82.75 | 40.38p |
| Highway Drainage | £29.00 | n/a |
| Foul Water & Highway Drainage ¹ | £111.75 | 40.38p |

¹ Separate charges for Foul Water and Highway Drainage are provided for information purposes only. The service combination above will apply and be billed to each premises.

iii. HOUSEHOLD - Measured Water Charges

Water services provided by Yorkshire Water Services Ltd.

iv. HOUSEHOLD - Measured Sewerage Charges

| | Fixed Charge p.a. | Volumetric Charge per m ³ |
|--|----------------------|--|
| Standard | | |
| Foul Water Drainage | £2.70 | 126.00p |
| Highway Drainage | £29.00 | n/a |
| Foul Water & Highway Drainage ¹ | £31.70 | 126.00p |

¹ Separate charges for Foul Water and Highway Drainage are provided for information purposes only. The service combination above will apply and be billed to each premises.

SCHEDULE OF CHARGES – PART 4 (NORTHSTOWE AREA)

i. NON HOUSEHOLD - Measured Water Charges

| | Standing Charge p.a. | Volumetric Charge per m ³ |
|----------------------------------|----------------------|--------------------------------------|
| Streamline CBG | | |
| 15mm Meter | £22.49 | 75.00p |
| 20mm Meter | £25.71 | 75.00p |
| 25mm Meter | £27.36 | 75.00p |
| 30mm Meter | £35.66 | 75.00p |
| 35mm Meter | £47.55 | 75.00p |
| 40mm Meter | £47.55 | 75.00p |
| 50mm Meter | £72.47 | 75.00p |
| 65mm Meter | £122.60 | 75.00p |
| 80mm Meter | £122.60 | 75.00p |
| 100mm Meter | £159.27 | 75.00p |
| 80mm inferential Meter | £468.28 | 75.00p |
| 100mm inferential Meter and over | £861.75 | 75.00p |
| Profile C150 | | |
| Potable Water | As above | 59.10p |

ii. NON HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 1 of the Schedule of Charges.

SCHEDULE OF CHARGES – PART 4 (NORTHSTOWE AREA)

iii. HOUSEHOLD - Measured Water Charges

| | Standing Charge p.a. | Volumetric Charge per m ³ |
|---------------------|----------------------|--------------------------------------|
| Everyday CBG | | |
| 15mm Meter | £22.49 | 75.00p |
| 20mm Meter | £25.70 | 75.00p |
| 25mm Meter | £27.34 | 75.00p |
| 30mm Meter | £41.02 | 75.00p |
| 35mm Meter | £54.69 | 75.00p |
| 40mm Meter | £54.69 | 75.00p |
| 50mm Meter | £83.35 | 75.00p |
| 65mm Meter | £141.01 | 75.00p |
| 80mm Meter | £141.01 | 75.00p |

iv. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 1 of the Schedule of Charges.

SCHEDULE OF CHARGES – PART 5 (WOODS MEADOW AREA)

i. NON HOUSEHOLD - Measured Water Charges

| | Standing Charge p.a. | Fixed Charge p.a. | Volumetric Charge per m³ |
|-----------------------|-----------------------------|--------------------------|--|
| Streamline SFK | | | |
| 15mm & 20mm Meter | £19.70 | n/a | 146.02p |
| 25mm & 30mm Meter | £32.80 | n/a | 146.02p |
| 35mm Meter | £49.30 | n/a | 146.02p |
| 40mm Meter | £65.70 | n/a | 146.02p |
| 50mm Meter | £164.25 | n/a | 146.02p |
| 65mm and over | £492.75 | n/a | 146.02p |
| Profile S20 | | | |
| Potable Water | As above | £2,920.00 | 131.42p |
| Profile S50 | | | |
| Potable Water | As above | £11,680.00 | 113.90p |
| Profile S175 | | | |
| Potable Water | As above | £32,138.25 | 102.21p |

ii. NON HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 1 of the Schedule of Charges.

SCHEDULE OF CHARGES – PART 5 (WOODS MEADOW AREA)

iii. HOUSEHOLD - Measured Water Charges

| | Standing Charge p.a. | Volumetric Charge per m³ |
|---------------------|---------------------------------|--|
| Everyday SFK | | |
| 15mm & 20mm Meter | £19.70 | 139.40p |
| 25mm & 30mm Meter | £32.80 | 139.40p |
| 35mm Meter | £49.30 | 139.40p |
| 40mm Meter | £65.70 | 139.40p |
| 50mm Meter | £164.25 | 139.40p |
| 65mm and over | £492.75 | 139.40p |

iv. HOUSEHOLD - Measured Sewerage Charges

See Anglian Area Sewerage Charges in Part 1 of the Schedule of Charges.

SCHEDULE OF CHARGES FOR OTHER SERVICES – PART 1 (ANGLIAN AREA)

1. INFRASTRUCTURE CHARGES

| | Water | Sewerage |
|-----------------------|---------|----------|
| Infrastructure Charge | £354.00 | £354.00 |

2. TRADE EFFLUENT APPLICATION FEES

| | Standard | Bespoke |
|--|----------|---------|
| Group A – Require no evaluation sample | £120.00 | £240.00 |
| Group B – Require one evaluation sample | £166.00 | £286.00 |
| Group C – Require two evaluation samples | £551.00 | £671.00 |

3. WATER CONNECTION SERVICES

| | |
|---|-----------|
| New Supply | |
| Cancelled new supply application | £78.00 |
| New supply Resurvey | £86.00 |
| Aborted Meter fit | £86.00 |
| Abortive new supply, per plot | £86.00 |
| Additional Water Regulations Inspection | £86.00 |
| For service pipes up to 32mm (1") | |
| On site boundary box/manifold connection | £433.00 |
| On site ferrule connection | £453.00 |
| Off site single connection - up to 5m excavation | £778.00 |
| Off site single connection > 5m up to 15m excavation | £1,057.00 |
| Off site 4 port manifold, includes 2m excavation | £1,580.00 |
| Off site 6 port manifold, includes 2m excavation | £2,723.00 |
| Internal Meter fit - Standard Connection | £220.00 |
| Large Connections (> 32mm) | |
| Large connection - 63mm (per property) | £2,216.00 |
| Large connection >63mm and </= 180mm | At cost |
| Large connection >63mm and </= 180mm - joint fire main with domestic connection | At cost |

SCHEDULE OF CHARGES FOR OTHER SERVICES – PART 1 (ANGLIAN AREA)

4. SEWER CONNECTION CHARGES

| | |
|---|---------|
| Sewer Connections – Vetting | |
| Vetting & administration charge (per application) | £418.00 |
| - additional charge per site visit | £198.00 |
| - charge per abortive site visit | £198.00 |
| Lateral Drain Adoption - Vetting | |
| Vetting & administration charge (per application) | £274.00 |
| - additional charge per site visit | £198.00 |
| Sewer Connections Charges - Other | |
| Highway Drainage Connection, per street | £418.00 |
| <i>Build Over or Near Public Sewers</i> | |
| Vetting & administration charge (per application) | £464.00 |
| Agreement (processing & issuing) | £84.00 |

5. DEVELOPER SERVICES

| | |
|--|---------|
| Section 102 (Adoption of sewers) | |
| Adoption of Intervening Drains | £531.00 |
| Adoption of orphaned sewers and drains <500m | £699.00 |
| Adoption of orphaned sewers and drains >500m | £966.00 |
| Additional Charge for pumping station or treatment works | £967.00 |
| Adoption of orphaned Sewage Treatment Works | At cost |

6. PRE-DEVELOPMENT ENQUIRIES

| | |
|---|-----------|
| Water Pre-development Fee | |
| Up to 250 Properties | £416.00 |
| Over 251 properties and/or commercial | £486.00 |
| Sewerage Pre-development Fee | |
| Up to 250 Properties | £463.00 |
| Over 251 properties and/or commercial | £941.00 |
| Water and Sewerage Pre-development Fee | |
| Up to 250 Properties | £793.00 |
| Over 251 properties and/or commercial | £1,342.00 |

SCHEDULE OF CHARGES FOR OTHER SERVICES – PART 1 (ANGLIAN AREA)

7. SURVEY & PREPARATION OF DESIGN FOR NEW DEVELOPMENT WATER MAINS

| | |
|--------------------|------------------------|
| 1-100 Properties | £1,206.00 |
| 101-200 Properties | £1,377.00 |
| 200+ Properties | £1,717.00 |
| Re-Design fees | 50% of the above costs |

8. OTHER SERVICES

Other services are available and can be found in the Miscellaneous Charges Statement on our web site

SCHEDULE OF CHARGES FOR OTHER SERVICES – PART 2 (HARTLEPOOL AREA)

1. INFRASTRUCTURE CHARGES

| | Water |
|-----------------------|--------------|
| Infrastructure Charge | £354.00 |

2. WATER CONNECTION SERVICES

| | |
|---|---------|
| New Supply (excavation by developer) | |
| Greenfield site, 25mm | £179.00 |
| Brownfield site, 25mm | £242.00 |
| Greenfield site, 32mm | £309.00 |

3. PRE-DEVELOPMENT ENQUIRIES

| | |
|---------------------------------------|---------|
| Water Pre-development Fee | |
| Up to 250 properties | £416.00 |
| Over 251 properties and/or commercial | £486.00 |

4. SURVEY & PREPARATION OF DESIGN FOR NEW DEVELOPMENT WATER MAINS

| | |
|--------------------|------------------------|
| 1-100 Properties | £1,206.00 |
| 101-200 Properties | £1,377.00 |
| 200+ Properties | £1,717.00 |
| Re-Design fees | 50% of the above costs |

5. OTHER SERVICES

Other services are available and can be found in the Miscellaneous Charges Statement on our web site.