

1. Purpose

The purpose of this policy is to outline the allowances offered by Anglian Water Wholesale in the Retail Market.

2. Scope

This policy covers all allowances offered under the codes. This document should be read alongside our Wholesale Charges Scheme which offers the following:

- 1) Non-Return to Sewer Allowances
- 2) Sewerage Abatements
- 3) Leakage Allowances
- 4) Allowances for over-recorded meters

3. Non-Return to Sewer Allowances

As per our Wholesale Charges Scheme, Anglian Water Wholesale offers a non-return to sewer allowance. If it is demonstrated to our satisfaction that the volume of sewage discharged from any premises is less than 90% of the volume of water supplied to the Premises an allowance may be made to reflect the lesser volume. In order for a return to sewer allowance to be granted, the end user must:

- Have a sub-meter installed and maintained (at their own expense) that accurately measures the amount of water that is not returning to sewer or a discharge meter that accurately measures the amount of sewage that is returning to sewer.
- Provides us with full details recorded by the said meter, on a periodic basis, which we will use to determine the volume discharged to the sewer.

In the event that a Retailer believes the installation of a meter is not practical or economically viable, then in some circumstances AWS may grant an allowance. In this instance, an allowance will only be granted if a retailer provides strong evidence with supporting methodology of their calculations.

In applying a Return to Sewer Allowance, the following principles will be applied:

1. Where an end user is applying for an RTS allowance away from the standard 90% for the **first time**, we will require evidence that demonstrates to our satisfaction, that the end user is discharging less than 90% of the volume of water supplied. Our satisfaction may include meter reads, meter type, meter spec sheet, site visit, photographs, asset maps (see process B12 for more information). This evidence is to support an RTS allowance going forward and will not be applied retrospectively. The 'Effective from Date' will be applied from

the start of the billing period to which the allowance was granted. For example, if a Retailer submits an H/01 on 5th January, this is accepted on the 20th January the 'Effective from Date' will be from the 1st of February.

2. Where an end user has already provided evidence and currently has an RTS but for some reason the RTS has been reset, we will look to backdate this as far as the point this was made in error but no further than 2 years.
3. Where an end user has an RTS and a history of providing meter reads and evidence of their return to sewer to us, if there has been a change to their allowance (for example from 60% to 50%) we would look to back date as far back as the evidence shows, but no further than 2 years or when we last reviewed the allowance.

When applying for an allowance, Retailers must inform us what the meter is recording (discharge or water not returning to sewer). If a Retailer does not provide us with information on what the meter is recording, we will reject the request for an allowance. Retailers must inform us in writing of any changes that affect an allowance. This includes change of use, any additional water supplied to site from another source and where an end user moves out (as per our Wholesale Charges Scheme).

AWS will review allowances every two years from the effective date the allowance was granted. AWS reserves the right to review allowances more frequently as required.

4. Sewerage Abatements

Anglian Water also offers Sewerage Abatements for one off events where foul water is not discharged into our sewer. For example, an end user tankers a volume of discharge and disposes of this elsewhere. In this instance, sufficient evidence must be provided that shows:

1. The volume of sewage disposed of elsewhere in cubic meters (m³).
2. The volume of Trade Effluent (if any).
3. Proof of payment via an invoice or receipt.
4. Any other material evidence.

5. Leakage Allowances

As per our Wholesale Charges Scheme, Anglian Water offers leakages allowances where the event of a leak satisfies the necessary criteria. A leakage allowance will only be granted where:

1. The leak is repaired within the timescales set out in our Wholesale Charges Scheme.



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2. The water is not returned to sewer.
3. The leak is not caused by negligence.
4. The claim is made within 12 weeks of the repair.
5. The leak is not on internal pipework.
6. The leak is underground.

No allowance for water will be granted unless the leak is on the meter and a claim is made within 12 weeks of Anglian Water making the repair.

A leakage allowance will be calculated by using Retailer central market reads. If a leak is identified without receipt of a Retailer read, then the allowance will be given from the date of repair to the last cyclic read in the market. If a Retailer has failed to provide a cyclic read, then this will be estimated at Anglian Water's discretion. If a leak is identified by a Retailer read, then the allowance will be applied from the date of repair to the previous cyclic read in the market. Again, if a Retailer has failed to provide a cyclic read in the market this will be estimated at Anglian Water's discretion.

In order to assist Anglian Water with applying a leakage allowance, we ask that a read is taken on the date of the repair and sent to us on your H1 Application.

6. Allowances for Over-Recorded Meters

Anglian Water offers an allowance in instances where a meter is shown to over record by means of a Meter Accuracy Test, where the test falls outside the accepted tolerance limits for the meter type. The allowance will be calculated from the date of the test results to the date in which Anglian Water reasonably believed the meter to start over recording.

Anglian Water Services