

Our scheme of charges

for 2011-2012

APRIL
2011



Dŵr Cymru
Welsh Water

www.dwrcymru.com

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All charges which are approved by Ofwat are shown in **Blue** text. For ease of reference we have also included miscellaneous charges that are not subject to Ofwat approval, these are shown in **Green** text.

Definition of terms

In this Scheme, unless the context otherwise requires:

“Act” means the Water Industry Act 1991 and amendments thereto.

“Billing Company” for any premises is the company other than Dŵr Cymru Cyfyngedig that supplies the water service to the premises and is responsible for collecting the sewerage charges in respect of those premises on behalf of Dŵr Cymru Cyfyngedig.

“Branch/Manifold Connection” is where a single tapping to the main can be used to supply more than one property.

“Company” means Dŵr Cymru Cyfyngedig.

“Connection” means a connection regulated by the Act and other relevant legislation by virtue of which the customer receives the benefit of the Company’s services.

“Customer or potential customer” means a person receiving a service from the Company or who is liable to pay charges in accordance with the Company’s charges

scheme, or a person who might become such a person on making an application for the purpose to the Company.

“Domestic sewage” means the content of lavatories, water which has been used for cooking or washing, and surface water but does not include water used for the business of a laundry or for a business of preparing food or drink for consumption otherwise than on the premises (cf Section 117 of the Act).

“Fixed term tenancy” means any tenancy other than a periodic tenancy.

“Household” any building or part of a building which is occupied as a dwelling house, whether or not a private dwelling house, or which, if unoccupied, is likely to be so occupied. (As described in Section 219 of the Act). In particular, a house includes a flat but not a caravan or mobile home which is temporarily situated.

“Measured Charges Notice” means the request from the Customer to the Company to fix charges in respect of the supply by reference to the

volume of water supplied. (As described in Section 6 of the Water Industry Act 1999). The Company will accept a request in writing only.

Meters: A **“screw in” meter** has concentric ports for a single connection to pipework and is the type generally fitted in the Company’s standard boundary box. An **“in line” meter** has a pipe connection at both ends.

“Non-household” a premises/customer other than a household premises/customer - for definition of household see above.

“Non potable water” means water not intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

“Occupier” includes in addition to any person in actual occupation of premises any person who maintains premises used or intended for use as a dwelling or as office or commercial premises furnished and ready for letting.

■ maintains any newly constructed or converted premises ready for sale or letting

- maintains any other premises in a condition in which they can be put to use for their intended purpose
- maintains premises for multiple occupation with shared facilities or as a holiday or student hostel or other accommodation for short term occupation or letting.

“Potable water” means water intended to meet the standards of wholesomeness set out in regulations made under the Water Industry Act 1991.

“Premises” mean a permanent building, its grounds and appurtenances or any facility for which a supply of water is made available. A building includes a house, a part of a building capable of separate occupation.

“Rateable Value” (RV) means the value shown in the valuation list maintained by a rating authority under Part V of the General Rate Act 1967 on 31st March 1990, and includes rateable values which are proposed at that date and are subsequently directed to become effective from a date on or before 31st March 1990.

“Redevelopment” is a site where connections are changed or their use is changed. Redevelopment includes, for example, replacement of old houses with new houses, alteration of a large house into flats, combining two or more properties into one, replacement of a factory with offices, extension of a factory or offices, and the change of a building water supply to a house connection.

“Renovation” means any work carried out within the property which can be anything from painting and decorating to structural work.

“Service pipe” means the pipe (or part of the pipe) to supply water from the Company’s water main to any premises and is defined in section 219 of the Act.

“Single site” refers to premises within one location

“Supply pipe” means any part of a service pipe which the Company could not be, or have been, required to lay under Sections 45 and 46 of the Act.

“Household purposes” generally means a supply for drinking, washing, cooking, central heating and sanitary purposes and is defined in Section 218 of the Act.

“Non-household purposes” refers to a supply for any use except for domestic purposes; for example supplies for manufacturing purposes, to building sites and to field troughs are for non domestic purposes.

“Trade effluent” is any liquid, either with or without particles of matter in suspension therein, which is wholly or in part produced in the course of any trade or industry carried on at trade premises but does not include domestic sewage and is defined in Section 141 of the Act.

1. Introduction

This booklet contains the Company’s “Charges Scheme” made under the provisions of the Water Industry Act 1991. The charges contained in this booklet have, where applicable, been approved by the Water Services Regulation Authority and will apply for the period 1 April 2011 until 31 March 2012. In accordance with the Company’s duty under the Act and its Licence (the Instrument of Appointment) as the water and sewerage undertaker for its area, the Company has taken steps to ensure that the charges do not unduly discriminate against, or show undue preference, to any class of persons.

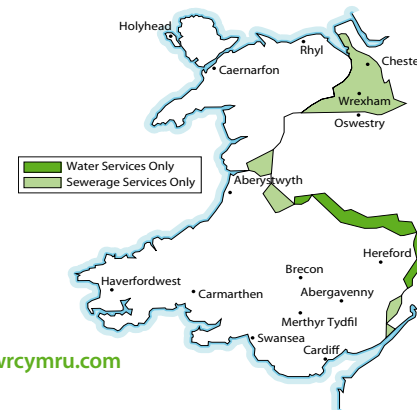
The Company supplies water, sewerage, and trade effluent services to homes, offices, businesses and factories in the area shown on the map below.

Where the Company supplies only water services and another company provides the sewerage services, Dŵr Cymru Welsh Water is the billing company. For the areas where only the sewerage service is provided by Dŵr Cymru Welsh Water, the company providing the water service is the billing company.

Customers who are planning to move to a new property can contact the Company on **0800 052 0145** or email water.enquiries@dwrcymru.com

in order to ascertain the basis on which they would pay charges for the property.

The Company produces a number of customer information publications about the services it provides. Details of these, and copies can be obtained free of charge by telephoning **0800 052 0138** or by visiting the ‘reading room’ on the Company’s web site, www.dwrcymru.com.



2. Complaints

The Company has a formal complaints procedure to deal with complaints about any aspect of the services provided. Further details can be found in the publication “How We Handle Your Complaints”. Our preferred method of dealing with a complaint, as this is the quickest way to get a complaint resolved, is by telephone. Customers are advised to call one of the following telephone numbers:

- Billing and Account queries **0800 052 0145**
- Water Services **0800 052 0130**
- Sewerage Services **0800 085 3968**

Should we be unable to resolve a complaint on the telephone, customers can write to us at one of the following addresses:

For **Water Services** please email water.operations.enquiries@dwrwymru.com or contact the relevant area depot at one of the addresses below:

Customer Services	Address
Caernarfon	Dinas Office, Llanwnda, Caernarfon LL54 5UB
Church Village	Church Village Depot, Duffryn Bach Terrace, Church Village CF38 1BN
Hereford	Broomy Hill Works, Breinton Road, Hereford HR4 0JS
Pontypool	Llandegfedd WTW, Trem-y-Ffynnon, Sluvad Rd, New Inn, Pontypool NP4 0TA
Clydach	Clydach Depot, Players Industrial Estate, Clydach, Swansea SA6 5BQ
Pencader	Llanfihangel ar Arth, Pencader Carmarthenshire SA39 9HT

For sewerage services please contact:

Sewerage Customer Service Manager
Dŵr Cymru Welsh Water
PO Box 3118
Cardiff CF30 0BY
Email: sewerage@dwrwymru.com
Fax: **02920 361480**

For Billing & Accounts queries please contact:

Customer Service Manager
Dŵr Cymru Welsh Water
PO Box 690, Cardiff CF3 5WL
Email: water.enquiries@dwrwymru.com
Fax: **02920 740478**

For water/sewer connections, new infrastructure and planning or development matters please contact:

Developer Services
PO Box 3146
Linea, Fortran Road
Cardiff, CF30 0EH
Telephone: **0800 917 2652**
Email: developer.services@dwrwymru.com

If customers are unhappy with the way in which the complaint has been handled, they can have the complaint reviewed by a Director at the following address:

Head of Customer Relations
Dŵr Cymru Welsh Water, PO Box 8
Nelson CF46 6YG
Fax: **01443 452618**
Minicom: **0800 052 4125**
Email: welsh.water@dwrwymru.com

Should a customer remain unhappy then the matter can be referred to:

Consumer Council for Water, Wales
Room 140 Caradog House
1-6 St Andrews Place, Cardiff
CF10 3BE
Telephone: **08457 078267**
(Calls are charged at local rate)
Fax: **02920 239847**
Email: wales@ccwater.org.uk
Minicom: **0121 345 1044**

You should enclose copies of the correspondence you have had with us.

The Consumer Council for Water, Wales will normally only investigate complaints that have been referred to the Company. When writing to them, it would be helpful to enclose a copy of the answer you have received from a Director. If the matter remains unresolved you can ask them to refer your complaint to Consumer Council for Water headquarters in Birmingham.

Certain complaints can be referred to Ofwat. These are mentioned in the relevant sections of this booklet.

The Water Services Regulation Authority (OFWAT)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA
Telephone: **0121 644 7500**
Fax: **0121 644 7699**
Email: enquiries@ofwat.gsi.gov.uk

3. Value Added Tax

VAT will be added to water supply charges (including water for construction) raised to industrial customers who are defined with divisions 1-5 of the Standard Industrial Classification List 1980 (SIC). Water supply charges to all other customers are zero rated for VAT purposes.

4. Liability for Charges

Water service charges are payable for all premises to which a supply of water is made available, whether or not such supplies are actually used. Charges for water supplies are to be paid by the occupier of a property except where there is an express agreement between a third party and the Company to pay the charges. Where there is more than one person occupying a property then any occupant can be asked by the Company to pay the whole bill if the others do not. Where two or more separately occupied properties are supplied through one meter, charges are to be paid by the person identified by the Company as being responsible for the meter. It is the responsibility of the various occupiers to arrange the allocation of the overall bill and the collection of the money. Generally we rely on the occupier to inform us of a change of occupancy.

When Section 45 of the Floods and Water Management Act has been enacted landlords will have a duty to inform the Company of details of their tenants. Failure to do so will make the landlord liable for charges. This is expected to take place during 2011-12.

A customer receiving a water and sewerage service will continue to be liable for the charges in full whilst the premises contains furnishings and/or fittings, is being renovated or is otherwise occupied. Charges will remain as normal unless a request is made to turn off the water supply, however, surface water drainage charges may still apply.

The Company reserves the right to require non household customers to provide a security deposit in cash or some other form of secured funds. The security deposit will be equivalent to charges over one billing cycle plus three months. Average charges will normally be based on actual consumption in the previous year or in the case of new customers, based on a reasonable estimate of charges to be paid in the current year. The security deposit may be required where the Company considers it reasonably appropriate having regard

to the customer's payment history, credit rating (if any) and financial resources and any other material factors relevant to the customer's ability or willingness to pay for services provided. The requirement for security or amount held may be reviewed by the Company or at the request of the customer to reflect changes in the volume of services provided or changes to the credit rating.

5. How we charge you MEASURED

Your measured bill is based on the amount of water used, all properties built since 1st April 2000 are metered. If you move into a property that is metered you cannot revert to paying on an unmeasured basis.

The Company reserves the right to meter a property, subject to certain conditions, where we have evidence that there is a significant additional use of water. Properties with a swimming pool that is automatically replenished or use automated watering devices (i.e. not hand held hose pipes) must be metered.

Household measured bills are sent half yearly and are based on the actual usage shown on the meter or an estimate if the meter has not been

read. The Company aims to read all meters at least once every six months, however in the event that the meter is not read the Company may ask the customer to provide a reading where it is safe to do so, or may make a convenient appointment with the customer to obtain a reading, or may estimate the usage.

In general terms, the more water you use the higher the bill. Sewerage is normally charged on the assumption that 95% of the water used returns to the sewer. Where a meter bill spans a period before and after April 1st 2011, we will charge for the water used before April 1st 2011 at 2010/11 rates and water used after that date at 2011/12 rates.

We have the right to meter all non-households, including any private supplies which discharge to our sewer.

The measured charge is made up of three elements:

■ **Water supply** – based on the water used as measured by the meter in cubic metres. All water used is chargeable except that used for fire fighting. Water used for fire tests and drills is chargeable unless 7 days written notice of use is given to the Company at the

Billing & Accounts address shown in Section 1.

■ **Sewerage** – also based on the water used and measured by the meter. The sewerage charge includes a charge for surface water and highway drainage. This covers the cost of draining, treating and disposing of rainwater. If none of your rainwater drains to the public sewer then you will be exempt from this element of your charges. A Surface Water Drainage Rebate form can be requested by calling **0800 052 0149**. The effective date of any claim will be 1st April of the charge year in which the Company receives the application. For most customers we assume that almost all water returns to the sewer except, for example, that used for drinking, cooking or watering the garden. If you believe that less than 95% of your water returns to the sewer and you can prove this by measurement, you can claim a reduction in your sewerage charges. Application forms for a non-return to sewer allowance can be obtained by calling **0800 052 0145**. The effective date of any claim

is 1st April of the charge year in which the claim is received.

■ **Standing Charge** – calculated on a daily basis and based on the size of the meter. The standing charge covers the cost of reading and maintaining the meter and replacing it when it becomes necessary.

Redevelopment of premises

Any alterations to existing premises that result in the creation of additional premises or merging of existing premises must be constructed so that each of the premises is separately connected to the Company's water main and can be separately metered. Each customer must meet the costs of appropriate alterations to the pipework. In default, the Company may carry out the necessary work and recover the costs. If metering is not practicable, or until a meter is fitted a charging value or charge may be assessed, based on either a notional rateable value (Uniform Service Charge) or an Assessed Metered Charge subject to the necessary information being available from the customer.

In the case of illegal connection, the Company will pursue all appropriate legal and civil remedies.

Option Metering

Household customers, (except household tenants with fixed term tenancies of less than six months, who may require consent in accordance with the terms of the tenancy agreement) can request a meter to be fitted to their supply. Requests to have a meter installed can be made by contacting the Company on **0800 052 0140**. Following receipt of a signed measured charges notice, the Company will fit a meter, free of charge, providing it is reasonably practicable to do so and doing so will not incur unreasonable expense. Unreasonable expense would include the cost of separating the customer's shared supply pipe, the cost of substantial alterations to existing plumbing to enable the meter to be installed or the cost of additional meters if the customer is served by more than one supply. The Company will fit the meter within 3 months of receiving a signed application form. If the Company fails to meet this standard the customer will receive a payment of £20 for each additional month beyond the target installation date. The payment will not apply when circumstances beyond the control of the Company prevent the meter being installed. The Company's preferred location

for the meter is normally outside the premises in a boundary box. The customer may request that the meter be fitted in another location (providing the Company considers it is practicable to do so), however this would incur an additional charge payable by the customer. Details of the charge will be given on request. The charge may not apply to qualifying customers on our Additional Services Register. The customer will be charged on an unmeasured basis until the meter is fitted. The meter remains the property of the Company.

Non Household customers can also request a meter to be fitted to their supply following the process described above.

Household Customers are awarded a one off allowance against their water charges in respect of the metered water lost when a leak on the customers' part of the service pipe has been repaired.

For mixed use premises i.e. non-household premises combined with a household, for example, a farm supply including the farm house or pub with flat above, a water allowance will be granted on the household element of the bill only. We calculate the allowance for the

household element on the basis of the annual consumption figures we use to calculate our assessed measured tariff. Water allowances are not given to non-household customers.

Household and non household customers may be entitled to a Sewerage allowance on the first and subsequent leaks where water lost due to leakage has not returned to the sewer.

Allowances must be applied for within six months of a leak being repaired. No allowances will be given if the leak has been caused through the carelessness of the customer or someone acting on behalf of the customer.

Further details can be found in the Company's publications 'Leakage Code of Practice' and 'Your Metered Supply'. Copies of these publications can be obtained by contacting **0800 052 0138**, or by visiting the reading room on our website **www.dwrcymru.com**.

If customers have a query or dispute about any aspect of the meter installation they should in the first instance contact us on **0800 052 0145**, alternatively they can refer the query to the Water Services Regulation Authority (Ofwat) at the address on page 5.

Assessed Measured Charge - Household

A household customer may choose the assessed measured charge when it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter. The assessed measured charge is based on the band of the water charge, the number of occupants and the assumption that 95% of the water is discharged to the sewer. On change of occupier the premises will revert to an unmeasured basis of charging. The new occupant will have the right to apply for an option meter at which point the feasibility of the premises for metering will be reassessed.

Reverting to Unmeasured charges

Any household customer switching to an option meter or assessed measured charge may, at any time up to one month after the Company has issued bills for 12 months from the date the meter was fitted or the assessed measured charge was applied, make a written request to revert back to the previous unmeasured basis of charging providing that the customer has not previously had a meter fitted or been charged on the assessed measured charge and the

supply would not be subject to compulsory metering.

Assessed Measured Charge - Non-household

When it is not reasonably practicable to fit a meter, or it is unreasonably expensive to fit a meter the Company may charge on an assessed basis. The assessed measured charge is based on the band of water charge determined by the type of business and the assumption that 95% of the water is discharged to the sewer. On change of occupier the premises will remain on the assessed measured charge however the band may be reassessed based on the type of business undertaken by the new occupier.

Industrial Tariff

Where customers use a large volume of water at a single site and/or the discharge of sewage is 100,000 cubic metres (100 ML) or more per annum from a single site they may choose one of the industrial tariff bands. The customer must notify the Company in writing, in advance and agree to pay by monthly direct debit. The Company will agree terms and conditions with the customer in each case. Failure to comply with the terms and conditions agreed may result in the tariff being withdrawn, without

notice. The customer will be charged based on the band chosen for a minimum period of 12 months. Each band applies to all consumption and discharge between 1st April 2011 and 31st March 2012 and comprises of:

- A fixed charge for the year (which includes an annual standing charge for the first meter)
- An additional standing charge for each additional meter based on the size of the meter
- A volumetric charge

The charge will normally commence from the first day of the month in which the application is received and will continue in future years unless the customer requests, in writing, in advance for a change of band.

Trade Effluent Tariff

Traders are permitted to discharge trade effluent directly or indirectly to a public sewer subject to a trade effluent consent granted by the Company. A consent will specify the quantity and quality conditions and that the effluent is sampled regularly to ensure compliance with the conditions. Trade effluent charges are calculated according to the volume and

the sampled strength of the discharged effluent and are payable in addition to the domestic sewerage charge which is calculated, in the main, taking into account facilities present, headcount and number of days worked. The charges are payable half yearly in advance on an estimated basis and subsequently adjusted when actual discharge is known. The charges apply from the date of issue of a trade effluent consent. The charging periods for billing purposes will be April to September and October to March. Payment must be made within 14 days by cheque, BACS or direct debit. There are two types of effluent charge:

- The standard unit charge
- The industrial charge for discharges more than 100ML per annum

Discharges may be made to sewage treatment works or to a sea outfall.

UNMEASURED

If a property was built before April 1st 2000 and the occupier has not asked for a meter to be fitted they will pay unmeasured charges. The charge will not reflect how much water is used. There are two ways to calculate unmeasured charges:

Rateable value charge – a standing charge, plus a charge per pound of rateable value for water and sewerage OR

Uniform Service Charge (for properties built between 1st April 1990 and 31st March 2000) – charges are based on the average rateable value of properties in Wales.

The unmeasured charge is made up of three elements:

Water supply - this covers the costs of providing water to the property

Sewerage – this covers the cost of removing, treating and disposing of the used water including a charge for surface water and highway drainage. This covers the cost of draining, treating and disposing of rainwater. If none of your rainwater drains to the public sewer then you will be exempt from this element of your charges. A Surface Water Drainage Rebate form can be requested by contacting **0800 052 0149**. The effective date of any claim will be April 1st of the charge year in which the Company receives the application.

A standing charge – calculated on a daily basis

OTHER TARIFFS

Water Direct

An annual discount will be applied to the account of each customer paying charges by direct deductions from qualifying DWP benefits. This discount of £25 will be applied for each year the customer continues to pay by this method.

Water Collect

An annual discount will be applied to the account of each customer paying charges via a registered social landlord or local authority that is participating in the scheme. This discount of £10 will be applied for each year the customer continues to pay by this method.

Welsh Water Assist

This tariff is set around the vulnerable groups regulations made by DEFRA for English water companies in the absence of regulations from the Welsh Assembly and is set at a rebated level, below the average charge for a household customer for water and sewerage.

To be eligible for this tariff the water supplied to the household must not be used for watering a garden, with a non handheld appliance such as a sprinkler or domestic irrigation system, or to replenish a pond or

swimming pool with a capacity greater than 10,000 litres. The customer or other qualifying person in occupation must be in receipt of one of the following benefits or tax credits:

- Council Tax Benefit (not sole occupancy or disabled relief)
- Housing Benefit
- Income Support
- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (other than just the family element)
- Pension Credit

AND, have three or more children under the age of 19, in full time education, and residing at the premises and be in receipt of child benefit for them OR, they or another qualifying person in occupation is diagnosed as suffering from one of the following medical conditions which causes them to use a significant additional amount of water:

- Renal failure, requiring dialysis at home (except where the health authority contributes to the cost of the dialysis)
- Abdominal stomas
- Desquamation (flaky skin loss)

- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Crohn's disease
- Ulcerative colitis
- Any other condition resulting in significant additional water use

Application forms can be requested by contacting **0800 052 0145** (supporting documentation will be required). On receipt of the completed application form and supporting documentation the Company may carry out validation checks with the appropriate bodies. The effective date of any claim will be 1st April of the charge year in which the application was received. Customers will be required to confirm details of their eligibility on an annual basis.

If the applicant is on a meter and the charge calculated from actual usage shown on the meter, using the standard measured tariff, is less than the 'Welsh Water Assist' tariff, the bill will be based on the actual reading. Otherwise the bill will be capped at the 'Welsh Water Assist' level.

If an applicant is currently unmetered s/he need not opt for a meter. However, applicants who receive their sewerage service from another

company will need to be metered in order to be charged on that company's 'WaterSure' sewerage tariff. Otherwise they will be charged for their water service on the 'Welsh Water Assist' tariff and for their sewerage service on the sewerage company's standard tariff in accordance with that company's scheme of charges.

All applications for Welsh Water Assist should be addressed to the billing company. Customers who receive their water service from another water company should apply to that company for their WaterSure tariff (the assisted tariff applicable for English Water companies). Customers eligible for that tariff will also be entitled to the Welsh Water Assist tariff for their sewerage service.

6. How to Pay

Direct debit

Customers can set up a direct debit plan online at www.dwrcymru.com or can contact us on **0800 052 5604**. Direct debits can be paid annually, bi annually or monthly. Metered customers can pay on the 1st, 8th, 15th or 23rd of the month if paying monthly, or by a date agreed with the customer if paying bi annually. Payment will be claimed 14 days after the bill is issued which will be determined by the date the

meter was read. Unmeasured customers can pay on the 1st, 8th, 15th or 23rd of the month if paying monthly, or 1st of April and the 1st October if paying bi annually, or 1st April if paying annually.

Credit / Debit Cards

Customers can pay by using their debit/credit cards, at any time, either online at www.dwrcymru.com, or by telephoning our automated payment line on **0800 028 5209**. Customers can pay by using most major credit/debit cards either in full or by instalments when the payment is due.

Payment book

Metered customers paying using a payment book can pay monthly, unmeasured customers can pay monthly or fortnightly. Payments can be made at a post office, bank, PayPoint outlet or local authority.

Payment card

Customers paying using a payment card can pay monthly or fortnightly at a post office or by using a PayPoint outlet.

Cash Payments

Customers can pay by cash either in full or by instalments using the payment stub on the bill/payment book or payment card at:

- a post office or bank (free at any branch of NatWest or the customers own bank)
- a PayPoint outlet
- local authority (only some local authorities accept payments)

Cheque Payments

Customers can pay by cheque either in full or by instalments. The customer reference number must be written on the back of the cheque, and crossed 'A/C Payee'. The customer must use the payment stub on the bill/payment book or payment card, and can pay at:

- a bank (free at any branch of NatWest or the customers own bank)
- a PayPoint outlet
- local authority (only some local authorities accept payments)
- or customers can send a cheque made payable to 'Dŵr Cymru Cyf' to:

Dŵr Cymru Welsh Water
Customer Services
PO Box 690
Cardiff CF3 5WL

Unmeasured bills are normally sent out in February/March each year and are payable on 1st April, unless an alternative payment arrangement has been made with the Company. Where the unmeasured charges are paid, in full, by 1st

April 2011, the Company will discount the bill by 1.5%.

Measured bills are normally sent to households, six monthly, in arrears and are due on demand unless an alternative payment arrangement has been made with the Company.

The Company reserves the right to set the billing frequency of Non-household customers. In general, however, Non-household customers will be billed quarterly, where the combined water and sewerage charges exceed £750 per quarter or monthly, where combined water and sewerage charges exceed £2,000 per month. Bills are due for payment within 14 days. Industrial tariff customers are billed monthly.

Payment by instalments is available to all household customers and those non-household customers who do not pay VAT on the charges and are not in arrears at the time of the request. Failure to pay any instalment by the due date will result in the instalment plan being withdrawn without notice and the balance of the outstanding charges becoming due and payable immediately.

Details of payment options and where to pay can also be found on the reverse of your bill.

Customer Assistance

We understand that some customers may experience difficulties paying their water bill, and we want to help. Customers should contact us by calling **0800 052 0145**. We may be able to arrange for payments to be made weekly, fortnightly or by monthly instalments.

We may also be able to reduce customer's charges if they are receiving Income Support/ Income related Employment and Support Allowance, Income-based Jobseeker's Allowance or Pension Credit, and the Department for Work and Pensions is able to arrange for payments to be made to us directly from the benefit received – this is called the Third Party Deductions Scheme. We also operate a Customer Assistance Fund that can offer financial assistance for customers who meet the qualification criteria and have arrears. Customers should call us on **0800 052 0145** for more information.

Customers entering into any formal insolvency procedure

Where a Customer enters into any formal insolvency procedure the Company will apportion any charges on a daily basis up to the date immediately before the

date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and apply from the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be payable by the occupier on the same payment terms as would apply if the property had been newly connected on that day. If customers need independent advice, they can contact a local advice agency such as:

National Debtline

Freephone - **0808 808 4000**
Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham, B16 8TP
www.nationaldebtline.co.uk

Consumer Credit Counselling Service (CCCS)

Freephone - **0800 138 1111**
www.cccs.co.uk

Citizens Advice Bureau

Check your local yellow pages or Thomson local directory for address and telephone numbers
www.citizensadvice.org.uk

Community Legal Advice

(formerly Community Legal Services Direct)
0845 345 4345
www.clsdirect.org.uk

Moneyline Cymru

Check your local yellow pages or Thomson local directory for address and telephone numbers
www.moneylinecymru.co.uk

Whatever the situation, it's important that customers contact us right away.

7. Standard Unmeasured Charges

Unmeasured Water Services	£
Standing Charge	112.55
RV based charge - per poundage of RV	0.7082
Uniform Service Charge	204.62
Unmeasured Sewerage Charges	
Standing Charge	152.27
Standing Charge - Surface Water rebated	107.27
RV based charge - per poundage of RV	1.0013
Uniform Service Charge	282.44
Uniform Service Charge - Surface Water rebated	237.44
Surface Water only - includes highway drainage (for properties with a rateable value of £25 or less, no charge will be made)	101.00

8. Standard Measured Charges

	Water £	Sewerage £
Standard volumetric rate per cubic metre	1.2522	1.5400
Sewerage volumetric rate - Surface water rebated per cubic metre		1.2145
Standing Charge		
Up to 20mm water only	30.00	Not applicable
Up to 20mm	30.00	71.00
25mm	89.00	228.00
30mm	152.00	327.00
40mm	280.00	486.00
50mm	419.00	842.00
65mm	559.00	1,350.00
80mm	741.00	1,954.00
100mm	882.00	3,430.00
150mm	1,136.00	7,760.00
200mm and over	1,136.00	13,728.00

9. Welsh Water Assist /WaterSure

Water Assist

	Water £	Sewerage £
Annual tariff	120.00	120.00

WaterSure (Measured Only)

	Water £	Sewerage £
Annual tariff		
Full Service	172.00	241.00
Foul Sewerage only	172.00	196.00

Note: All customers eligible for WaterSure will automatically qualify for Welsh Water Assist and will be charged on that basis.

10. Other charges for Meters

Install meter logger - available for meters 20-25mm	
£60 inclusive of VAT	A logger, which measures demand in 15 minute intervals, may help customers to understand their consumption patterns and identify if there are any leaks on the supply. The charge will be refunded in the event excessive consumption is due to leakage from Dŵr Cymru's pipes
Testing – Household (charges include VAT)	
Meter removed for testing	Reasonable expenses up to a maximum of £70 Invoice will be issued to customer in the event the test results show meter is recording within permitted parameters. If the meter is found to be faulty then there will be no charge for the test
Any other case	£20
Testing - Non-household (VAT to be added)	
Charged at cost	If the meter is found to be faulty then there will be no charge for the test

Extraordinary Meter Reading charges	
In accordance with our Code of Practice for Meter Reading, we reserve the right to recover any additional meter reading costs incurred as a result of persistent unreasonable customer behaviour. These include but are not limited to the following:	
Abortive meter read visit	£20 (inclusive of VAT)
Check reads requested following estimated reads	£20 (inclusive of VAT)
Notice of Entry/Warrant of Entry	At actual cost
Other legal or specialist costs	At actual cost

Change of meter

Where the Company is able to fit a new 'screw in' meter in existing boundary box without further work the charge is £87 otherwise the charge made is shown in the table below.

(If the meter no longer records flow correctly, it will be replaced free of charge)

Existing meter size (mm)	Charge (£) without excavation (VAT to be added)	Charge (£) with excavation (VAT to be added)
Up to 25mm	112.00	395.00
40mm	165.00	492.00
50mm	291.00	615.00
65mm	570.00	1,010.00
80mm	624.00	1,097.00
100mm	736.00	1,238.00
150mm	919.00	1,313.00
200mm	1,164.00	1,795.00
Above 200mm	Actual cost	Actual cost
Re-position a meter		

Requests in writing to Customer Services Department, giving reasons. Customer may be charged reasonable expenses.

In the event your charges need to be adjusted this will be done in accordance with Section 8 & 9 of the Water (Meters) Regulations 1988.

11. Assessed Measured charge

Household - Water

No. of occupants	Band A - Average use Based on loading units/appliances in property		Band B - Low use Based on loading units/appliances in property	
	Fixed Charge £	Consumption m ³ /year	Fixed Charge £	Consumption m ³ /year
1	110.00	64	95.00	52
2	150.00	96	128.00	78
3 and above	197.00	133	164.00	107

Household - Sewerage

No. of occupants	Band A - Average use Based on loading units/appliances in property		Band B - Low use Based on loading units/appliances in property	
	Fixed Charge £	Abated Charge £	Fixed Charge £	Abated Charge £
1	165.00	145.00	147.00	131.00
2	211.00	182.00	185.00	161.00
3 and above	266.00	224.00	228.00	194.00

Non-household - Water

Band (based on type of business)	Consumption M ³ / year	Fixed Charge £ (Water)
1	Less than 500	531.00
2	501 - 1000	1,032.00
3	1001 - 2000	2,159.00
4	2001 - 4000	3,912.00

Non-household - Sewerage

Band (based on type of business)	Consumption M ³ / year	Fixed Charge £ Sewerage	Abated Charge £ Sewerage - no surface water drainage
1	Less than 500	656.00	533.00
2	501 - 1000	1,241.00	994.00
3	1001 - 2000	2,558.00	2,032.00
4	2001 - 4000	4,606.00	3,648.00

12. Industrial Tariff

Water

POTABLE WATER			
Band	Indicative consumption Ml/year	Fixed Charge £	Volumetric charge £/m ³
Standard	<50	*	1.2522
1	50 - 99	16,050.00	0.9318
2	100 - 249	24,210.00	0.8502
3	250 - 499	52,960.00	0.7352
4	500 - 999	80,810.00	0.6795
5	>1000	109,810.00	0.6505

* see standard measured tariff

NON - POTABLE WATER				
Band	Indicative consumption Ml/year	Fixed Charge £	Partial Treatment Volumetric charge £/m ³	Raw Water Volumetric charge £/m ³
A	<50	*	1.1268	1.0491
B	>50	36,575	0.3970	0.3193

* see standard measured tariff

SEWERAGE

Volumetric charge per cubic metre **£1.4557**

Abated volumetric charge per cubic metre **£1.1481**

13. Miscellaneous Charges

Item	Charge	
Reconnection following temporary disconnection Note - It may not be possible to temporarily disconnect a joint supply	£35.00	To request telephone 0800 052 0130 . Surface water drainage charge may still apply. There is no charge for temporary disconnection
Disconnection - permanent	No charge	Requests in writing to Customer Services Department
Reconnection - following permanent disconnection	New connection charges will apply	See New Connections Charges - Section 17
Disconnection - non payment of charges	See Reconnection following payment of unpaid charges	
Reconnection - following payment of unpaid charges Note - we cannot disconnect household only premises for non payment of charges	£80.00	The charge will cover the costs incurred for disconnection and reconnection. We may require a security deposit from non-household customers (i.e. one billing cycle + 3months charges)
Information & copy documents (including legal documents)	£43.00 + VAT	Standard charge for any routine information not provided free of charge. Other enquiries will be charged at cost
Copy billing stationery	£21.00 + VAT (up to A3 size)	Per bill or similar document. Normally waived for first request

Preplanning*		
Level 1	£143+ VAT for water and waste water	Refer to Developers Guide for information provided
Level 2	Costs to be advised dependant on the scale of proposed development. Note: In order to provide a Pre-planning service, a certain amount of information is required from developers. Application packs need to be completed for these services. The packs are available from our Developer Services Team or can be downloaded from the Developers Guide section on www.dwrcymru.com	Refer to Developers Guide for information provided
Water/Sewerage map	£21.00 per copy*	For A4 or A3. If map is copied VAT is added, if printed no VAT is added
Whole map	£31.00 per copy*	1:1250 or 1:2500 scale. If map is copied VAT is added, if printed no VAT is added

Drainage and Water Search*		
Home Information Pack Drainage and Water information / CON29DW	£25.53 + VAT	
Disposal of cesspit, septic tank and tankered waste# (Invoice will be issued following disposal)		
0 - 2,000 mg/L	£4.36 per cubic metre	Subject to a minimum charge based on a load of 4.5 cubic metres (approximately 1,000 gallons)
2,001 - 20,000 mg/L	£7.22 per cubic metre	
Greater than 20,000 mg/L ##	£10.45 per cubic metre	
Other charges		
Operational Non-emergencies	Reasonable costs	Charge will be invoiced following the incident
Dishonoured Cheques	£20.00	For each cheque. Charge will be invoiced following each occurrence

For water/sewer connections, new infrastructure and planning or development matters please contact:

Developer Services, PO Box 3146, Linea, Forttran Road, Cardiff, CF30 0EH.
Telephone: 0800 917 2652 Email: developer.services@dwrcymru.com

The Company does not provide a sewerage service for the collection of domestic septic tank or cesspool waste. The cesspit charge will be limited to sewerage works that have a permanent manned presence. Details of these sites can be obtained from our Sewerage Services department, please telephone 0800 085 3968.

The Company reserves the right to refuse waste which is found to have suspended solids in excess of 20,000 mg/l.

14. Special Supplies

Item		
Water by Tanker	On request (payable in advance)	
Standpipes (charges payable in advance and VAT will be added)		
Refundable deposit	£207.00	Forfeited if standpipe is partially or totally damaged
Type 1, 20mm internal diameter	£67.00	For up to 4 weeks, or part thereof
Per additional week	£16.00	Or part thereof
Six months hire	£379.00	
Twelve months hire	£760.00	
50mm internal diameter	£3,070.00	Annual charge. Restricted use. May be key instead of standpipe provided where designated metered hydrant stand posts exist
Building construction		
Existing premises	Company reserves the right to fit a meter when premises becomes unoccupied, undergoes alteration or renovation	
Major building sites and civil engineering works	£207.00	Refundable deposit per meter, forfeited if meter is damaged. Payable in addition to consumption charges
Ships Water (customer will be invoiced)		
During office hours (9.00am - 5.00pm)	£35.10 + £4.71 per cubic metre supplied	
Outside office hours	£68.00 + £5.55 per cubic metre supplied	

15. Fire hydrants and repairs to supplies

Fire Hydrants	Additional Comments	£
Install hydrant	On new main (80-200mm diameter)	556 + VAT
Install hydrant	On existing main (80-200mm diameter)	1,014 + VAT
Install marker post/plate	At time of hydrant installation/repair	107 + VAT
Remove hydrant	From existing main (80-200mm diameter)	480 + VAT
Repair hydrant	Category 1 (e.g. lid and frame)	188 + VAT
Repair hydrant	Category 2a (e.g. lid, frame & chamber piece)	350 + VAT
Repair hydrant	Category 2b (e.g. lid, frame, repack, rewasher)	562 + VAT
Repair hydrant	Category 3 (replace hydrant complete)	622 + VAT
Repairs to Company's pipes (Not subject to VAT)		
Service pipe	Excavation/reinstatement by others (including up to 5 metres of pipe)	248.00
Service pipe	Additional per metre	28.00
Service pipe	Excavation of up to 5 metres in unmade ground	279.00
Service pipe	Additional per metre	31.00
Service pipe	Excavation of up to 5 metres in made ground	360.00
Service pipe	Additional per metre	31.00
Mains less than 200mm diameter (collar)	Excavation/reinstatement by others	331.00
" "	Excavation of up to 2 metres in unmade ground, fitting collar or clamp	606.00
" "	Excavation of up to 2 metres in made ground, fitting collar or clamp	606.00
Main less than 200mm diameter (3m length)	Excavation /reinstatement by others of up to 3 metres	535.00
" "	Additional per metre	36.00
" "	Excavation of up to 3 metres in unmade ground	670.00
" "	Additional per metre	64.00
" "	Excavation of up to 3 metres in made ground	670.00
" "	Additional per metre	74.00

For repairs to mains over 200mm diameter the actual costs will be charged.

16. New Connections

Water

Charges are payable by the person who requests the connection and are normally due prior to the connection being made. Every premise must have a separate connection. All new

connections will be fitted with a meter. All Self Lay new connection charges are subject to VAT. Other new connection charges are subject to VAT unless the property to be connected is a new dwelling or other qualifying building under

construction and are payable in advance. The Company's standard size of connection to either residential or commercial properties is 25mm external diameter. Infrastructure charges may also be payable – see Section 17.

Important Notice – Road Opening Permit Charges, as required by the Traffic Management Act 2004, will be added to new connection charges when introduced in the Dŵr Cymru operating area. The expected minimum fee will be £25 per excavation.

Provide a connection – First 2 metres of pipe for a connection up to and including 32mm		
Description	What's included?	£
Self lay	Assess application, provide quotation, process payment	133.00
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake connection	251.00
An additional metre (or part thereof) for above	Supply up to 1 metre of pipe plus labour	10.00
DCWW excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface	398.00
An additional metre (or part thereof) for above	Supply up to 1 metre of pipe plus labour	21.00
DCWW excavates and reinstates in made ground (footpath or minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface	517.00
An additional metre (or part thereof) for above	Supply up to 1 metre of pipe plus labour	63.00
DCWW excavates and reinstates in made ground (major road or where traffic light hire is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary	647.00
An additional metre (or part thereof) for above	Supply up to 1 metre of pipe plus labour	112.00
Meter chamber	Build a meter chamber	285.00
Land Entry	Obtain a land entry approval (s)	197.00

Manifold connection - for between 4 and 6 external connections (includes up to 2 metres of pipe)		
Description	What's included?	£
Self lay	Assess application, provide quotation, process payment	253.00
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection	930.00
DCWW excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface	1,194.00
DCWW excavates and reinstates in made ground (footpath or minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface, provide traffic management if necessary	1,433.00
DCWW excavates and reinstates in made ground (major road or where traffic light hire is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary	1,670.00
Additional Metre – as per standard connection		

Branch connection - includes up to 2 metres of pipe		
Description	What's included?	£
Self lay	Assess application, provide quotation, process payment	253.00
No excavation or reinstatement necessary	Assess application, provide quotation, process payment, supply water works materials, undertake the connection	930.00
DCWW excavates and reinstates unmade ground	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate a soil, grass or gravel surface	1,194.00
DCWW excavates and reinstates in made ground (footpath or minor road)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate tarmac or plain concrete surface, provide traffic management if necessary	1,433.00

Continued over page

Branch connection - includes up to 2 metres of pipe		
Description	What's included?	£
DCWW excavates and reinstates in made ground (major road or where traffic light hire is needed)	Assess application, provide quotation, process payment, supply water works materials, undertake the connection, excavate and reinstate hot rolled asphalt, provide traffic management if necessary	1,670.00
Additional Metre – as per standard connection		

Supply a meter - up to and including 30mm		
Description	What's included?	£
Self lay	Supply meter, carry out service inspection/check, capture customer details	22.00
Multiple occupancy premises	Supply meter, supply remote reader or touchpad, install meter, carry out service inspection/check, capture customer details	69.00
Other premises	Supply meter, install meter, carry out service inspection/check, capture customer details	22.00

For connections over 40mm up to 65mm there will be an additional charge of £473.00.

Other Charges	£
Abortive visit (site not ready- more than one connection)	175.00
Building water	44.00
New Connection Quality Inspection – First Visit	No Charge
New Connection Quality Inspection – Cost per Additional Visit	45.00
New Connection Quality Inspection – First Visit	At cost

Where work is carried out for which there is no basic charge, the work will be charged at cost. Additional charges will be made for applications relating to areas of contaminated land.

Any dispute about the amount charged for a new connection, which cannot be resolved between us may be referred to the Water Services Regulation

Authority (Ofwat) at the address shown on page 5.

Sewerage

Connections to Sewers – supervision of sewer connections (Not subject to VAT)	
During office hours (9.00am–5.00pm)	£165.00
Outside office hours	At cost

Agreement for building over a sewer (Not subject to VAT)	
Preliminary advice	Free of charge
Technical vetting and supervision	£165.00
Completion of legal agreement	£165.00

Agreement for sewer adoption (Not subject to VAT)	
Examination of proposals and supervision of construction	2.5% of estimated cost – minimum charge of £250
Completion of legal agreement and associated land transfer	At cost

Diversion of Sewers (Not subject to VAT)	
Supervision of major diversion e.g. to allow housing development	2.5% of estimated cost – minimum charge of £560
Supervision of minor diversion e.g. around an extension to a house	£165.00
Completion of legal agreement and associated land transfer for major or minor diversion	At cost

17. Infrastructure Charges

When new connections are made there is an increased burden on both the water and sewerage systems that can ultimately require work to be carried out. Therefore in addition to a water connection charge, there is an infrastructure charge for new connections. The charges may also be payable where a site has been redeveloped and the redevelopment results in a greater demand from

the site than in the previous 5 years. The charges are normally billed at the same time as the connection charge. Infrastructure charges are not subject to VAT.

The charges below are for a standard household property:

Water	£312
Sewerage	£312

Charges for non-households are calculated by multiplying the standard charge by the relevant multiplier. The relevant multiplier is calculated using the total loading units for all water fittings in the premises supplied and dividing by 24. The resulting number or 1 (whichever is greater) is the relevant multiplier.

Type of property	Type of use	Charges for New Connections	Credit available if abandoned < 5 years
		Relevant Multiplier	Relevant Multiplier
Households	Domestic	1	1
Non-Household	Domestic	Based on loading units	Refer to multiplier table
Non-Household	Commercial	Negotiated but refer to table below as a guide to the minimum	Refer to multiplier table

Guide to Relevant Multipliers

Charges for non-household supplies will be determined by agreement however, as a guide, the relevant multiplier

applicable for each size of connection will normally not be less than the following:

Internal Diameter		External Diameter Metric		Relevant Multiplier
Imperial	Metric	Metric		
1/2"	15mm			1
3/4"	22mm	25mm		1
1"	25mm	32mm		4
1 1/4"	30mm	40mm		6
1 1/2"	40mm	50mm		9
2"	50mm	63mm		16
2 1/2"	65mm	80mm		25
3"	80mm	90mm		36
4"	100mm	125mm		64
6"	150mm	180mm		144
8"	200mm	250mm		256

Loading units are determined by reference to the following table and notes.

Where a site is a redevelopment and connections existed on the site within five years before redevelopment began, the total amount of water infrastructure charges for the site will be reduced. The maximum number of premises with water connections on the site at any time in the previous five years is deducted from the total of the relevant multipliers for the connections resulting from the redevelopment. The revised total multiplied by the standard charge gives the total water infrastructure charge for the site. A similar reduction is made in

respect of sewerage connections previously on the site.

If a disconnection is made within two years of the connection being made and no further connections are made to the site, then 80% of the charge made will be refunded.

If there is any dispute between the Company and the person on whom any infrastructure charge has been levied it may be referred to the Water Services Regulation Authority (Ofwat) at the address on page 5. Interest at the current rate may be added to any charges outstanding after the connection is made.

Loading Units	
Water Fitting	Loading Units
WC Flushing Cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath with nominal size 20mm taps	10
Bath with taps larger than 20mm	22
Shower	3
Sink with nominal 15mm taps	3
Sink with taps larger than 15mm	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of six loading units per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

Notes:

- References to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
- A bath includes a whirlpool bath and a Jacuzzi.
- Domestic appliance means an appliance (including a dishwasher, washing machine and waste disposal unit) in a house.
- Communal or commercial appliance means an appliance (including a dishwasher, washing machine and a waste disposal unit) elsewhere than in a house (including communal facilities).

18. Trade Effluent Charges

Trade effluent may be billed on the basis of incoming water supplies plus or minus an allowance depending upon the nature of the trade undertaken on site. Where the customer claims that the volume of effluent discharged is less than the volume of water supplied and the Company agrees this, the adjustment to charges will take effect from the start of the billing period in which the claim is made.

Alternatively, charges may be calculated using flow data supplied by the discharger when so agreed

New application for consent to discharge trade effluent (zero rated for VAT)	£281.00
Revision of existing consent at customer's request (zero rated for VAT)	£281.00
Copy of single consent to discharge trade effluent to sewer (Any additional research or data analysis is charged at cost)	£21.00

by the Company. Where the daily discharge is in excess of 100 cubic metres flow measurement apparatus should be installed by the trader on all the trade effluent discharges. When daily discharges are in excess of 250 cubic metres traders must install flow measurement apparatus and

it is their duty to operate and maintain the equipment to the satisfaction of the Company. The apparatus is to be tested and maintained in accordance with the Company's requirements as notified periodically in writing to the discharger.

Discharge to Sewerage Treatment Works

Formula is either

$$C = R + V + S \frac{S_t}{S_s} \quad \text{Or} \quad C = R + V + V_b + B \frac{O_t}{O_s} + S \frac{S_t}{S_s}$$

(discharge to primary treatment only)

(discharge to full secondary treatment)

Where

C = charge /m³ of effluent

R = sewerage costs /m³

V = primary settlement treatment costs /m³

V_b = secondary volume-related treatment costs /m³

B = secondary strength-related treatment costs /m³

O_t = settled COD of the effluent in mg/l

O_s = settled COD of domestic sewage - 500 mg/l

S = sludge treatment costs /m³

S_t = suspended solids of the effluent in mg/l

S_s = suspended solids in domestic sewage - 350 mg/l

Discharge to Sea Outfalls:

For traders discharging

to long sea outfalls C = R + M

For traders discharging

to all other outfalls C = R Or C = R + V_m

Where C = charge /m³

R = sewerage costs /m³

M = marine treatment costs /m³

V_m = pumping, preliminary treatment costs /m³

Standard Tariff:

The standard unit charge per cubic metre are:

R	The average cost for receiving a cubic metre of foul water into the sewer, including conveyance to the treatment works or outfall	£0.2973
V	The average cost for the pumping and settlement elements of biological treatment	£0.3382
V_b	The average cost for the pumping and settlement elements of biological treatment	£0.1405
B	The average cost of biological treatment, excluding pumping and settlement	£0.2197
S	The average cost of treatment and disposal of primary sludge at the Company's larger sewage treatment works	£0.1589
M	The average cost of marine treatment using a long sea outfall	£0.2025
V_m	The average cost of pumping, preliminary treatment and discharge through outfalls	£0.1444

Industrial Tariff:

Customers may choose this tariff where the discharge of trade effluent from a single site is 100ml or more per annum.

R	The average cost for receiving a cubic metre of foul water into the sewer, including conveyance to the treatment works or outfall	£0.1956
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Where the annual charges are assessed as less than **£424** per annum, a minimum charge of **£212** per half year is payable.

Excess Environment Agency (EA) licence charge

A limited number of discharges contain complex organic substances in such concentration that the EA consider it necessary to control them by including concentration limits in discharge consents. Effluents with such limits attract a higher licence fee than normal. Where the increase in this fee is attributable to an individual trade effluent or effluents that are consented to discharge these substances the additional fee will be added to the trade effluent charge of the discharger.

Disputes

Any dispute regarding the discharge of trade effluent may be referred to the Water Services Regulation Authority (Ofwat) at the address shown on page 5.