business love every drop anglianwater

Charges Scheme 2017-18

Our Charges Scheme sets out the standard terms and conditions including for the retail water and/or wastewater services we provide.

Charges Scheme 2017-18 – Anglian Water Business (National) Limited

This Charges Scheme is made in accordance with Ofwat's Retail Exit Code, Ofwat's Customer Protection Code of Practice and Regulation 27 of the Exit Regulations. Retail water and wastewater supplies are either governed by the terms we have agreed with the Customer or in the absence of a bespoke written agreement governed by the terms of our Deemed Contract which can be found here. Together with either the Deemed Contract or a bespoke written agreement, this Charges Scheme sets out our standard terms and conditions including charges for the supply of retail water and/or wastewater services to Eligible Premises within Anglian Water's wholesale area. It shall operate from 1st April 2017 until 31st March 2018 inclusive. We are a Retailer, licensed by Ofwat to provide water and wastewater retail services to Eligible Premises within England and Wales.

Definitions:

Act	Water Industry Act 1991 including any statutory amendments
Charging Year	The period from 1 April to 31 March in any year.
Connection Point	The point at which a Customer's pipework connects to the Wholesaler's water supply system.

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Act	Water Industry Act 1991 including any statutory amendments
Customer	Any person for or to whom we provide any services.
Eligible Premises	Premises whose principal use is not as a home and is identified as an Eligible Premises by reference to Ofwat's Eligibility Guidance.
Measured Charges	A charge for services that are based wholly or partly on measured quantities of volume.
Meter	Any apparatus for measuring or showing the volume of water to, or effluent discharged from, any Eligible Premises.
Occupier	Any person in actual occupation of Eligible Premises, or any person who 1) uses the Eligible Premises; or 2) has sufficient control over Eligible Premises to put them under a duty of care towards lawful visitors; or 3) maintains Eligible Premises used or intended for use furnished and ready for occupation; or 4) maintains Eligible 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 5) develops or owns any Eligible Premises that are empty or unfurnished; or 6) is either the employer or employee where Eligible Premises are held on a service tenancy but does not, in the absence of the above criteria, include an owner of Premises who has shown us that they have let the whole of those Eligible Premises without retaining possession or control of any part of them (including common areas).

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Act	Water Industry Act 1991 including any statutory amendments
Retailer	A company holding a Water Supply and/or Sewerage Licence granted by Ofwat under section 17A and/or 17BA of the Act.
Services	The supply of retail water and/or wastewater services and related services.
Supply Point	The point in respect of the Eligible Premises at which water services and/or wastewater services are provided.
Unmeasured Tariff	Charges for services that are not based on measured quantities of volume to any extent.
Wholesaler	A company appointed to be the water or wastewater undertaker for an area under section 6 of the Act providing wholesale services to retailers.

Eligible Premises

As a licensed retailer, we only provide retail water and/or wastewater services to Eligible Premises, as defined above. Customers shall promptly notify us of any changes to the property or use of the property that may result in it no longer being an Eligible Premises.

Liability for charges

Water and/or wastewater charges are payable by the Occupier of the Eligible Premises to us where we are the registered retailer for that Eligible Premises. Where there is no Occupier, charges are payable to us by the Owner of the Eligible Premises. For the purpose of this Charges Scheme we refer to the Occupier or Owner as our “Customer”. The Eligible Premises may receive water and/or wastewater services from any Wholesaler. Title to and risk in the water

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supplied (including risk of loss and risk of flooding) passes to the Customer at the Connection Point.

The Customer is liable for charges applied to each and every connected water and wastewater supply point where a retail service is provided by us.

Where more than one person is the Occupier in respect of a single supplied property, or connected property, then each Occupier shall be jointly and severally liable for all charges arising in respect of that supplied or connected property and we may collect all charges in respect of the supplied property or connected property from any one of the Occupiers.

Liability for Vacant Eligible Premises

Unless the Customer has informed us at least 2 working days in advance that they have vacated the Eligible Premises, the Customer shall continue to be liable to pay water and/or wastewater charges after they have vacated the Eligible Premises until the first of the following dates:

a) 28 days after we have been so notified; or
b) the date when the Meter would normally have been read next; or
c) the date when we are notified by someone else that they have become the Customer.
For this purpose, 2 working days means a period of 48 hours disregarding any time on a Saturday, Sunday, bank holiday or public holiday.

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

Services to Eligible Premises which have been disconnected

If the water supply to any Eligible Premises is disconnected for any reason but there remains a connection, direct or indirect, with a public sewer, we will charge the appropriate wastewater tariff unless we are satisfied that the Eligible Premises have been unoccupied whilst the Eligible Premises were disconnected.

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Approach to measured and unmeasured charges

Measured charges will apply to all Eligible Premises unless the relevant wholesaler has determined that it is impracticable to fit a Meter or the Eligible Premises do not receive a water supply from any water wholesaler, in which case they will be charged the appropriate Unmeasured Charge. Each Wholesaler has its own policy in relation to metering.

Measured Charges

Where the Eligible Premises is metered and activated for billing purposes, bills for the Services will be based upon meter readings or estimated meter readings and will be billed at intervals appropriate to the usage.

This will be every 12 months, 6 months, 3 months or monthly.

If a Customer receives an estimated bill, they may provide their own reading.

Where applicable, each time the meter is read, the following bill will be adjusted to reflect actual consumption and any under or overpayment of charges.

Unmeasured Charges

Where the Eligible Premises is not metered or the meter is not activated for billing purposes, bills for the Services will be charged according to the relevant Wholesaler's unmeasured charging policy. Generally unmeasured charges are based upon either the Eligible Premises' rateable value or an assessed consumption.

Customers will be billed either annually or by the number of days in a period divided by the number of days in a billing year.

Payment terms

The Customer is liable to pay water and/or wastewater charges for each day for which they are in occupation of the premises or otherwise responsible for charges.

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We will bill Customers at intervals appropriate to their usage. Payment in full, is due within the time period set out on the bill.

In addition to the charges for the Services, we may recover our reasonable costs (subject to any applicable Default Maximum Tariffs) in relation to any failure by a Customer to comply with their obligations under any agreement.

Value Added Tax

All charges are subject to any applicable UK tax or duty, including VAT at the prevailing rate.

Our Backdating Policy

Where we discover that a Customer has been billed incorrectly for all, or part, of their water and/or wastewater service, we reserve the right to make retrospective adjustments, subject to the time limit as prescribed in Ofwat's Customer Protection Code. This sets out that we cannot make adjustments for any period for which the Final Settlement Report has been provided by the Market Operator. This makes the limit 16 months. Subject to this, adjustments will be handled in the following manner:

d) If the adjustment is in the Customer's favour, we will always make retrospective adjustments.
e) 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.

Refunds

It is the responsibility of Customers to ensure that they are on the most appropriate tariff for their needs. Where we or the Customer identifies a potential tariff error, we shall notify the relevant Wholesaler (and any previous licensed supplier where relevant) to investigate and process a refund of any charges which may be due to the Customer. Where such refund is due from a third party, this will be paid directly to the Customer by the third party. Where a Customer is entitled to a refund of charges in respect of the supply of Services by us (due to tariff error

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or change), upon receipt of any refund from the relevant Wholesaler, we shall ensure that the refund is deducted from the Customer's next bill (and any subsequent bill where necessary).

Payment Methods

We want to make paying your bill as easy and convenient as possible, which is why we offer a range of payment methods to suit everyone's needs. Full details are set out on bills and on our website and include online banking, telephone banking, Direct Debit, debit or credit card and cheque. https://www.anglianwaterbusiness.co.uk/help-advice/billing/ways-to-pay/

Customers should contact us to discuss the best payment method or options when having problems paying their bill. We can be contacted on 03457 626784 or email contactus@anglianwaterbusiness.co.uk or write to Anglian Water Business, PO Box 259, Rotherham, S98 1QU.

Debt Recovery

If a bill is not paid by the due date or if payment arrangements, having been accepted, are not adhered to, we will issue an appropriate warning notice. If still unpaid, any payment arrangements will be cancelled and the whole of the outstanding debt will become due. We will take all appropriate enforcement action to recover the debt.

All third party costs incurred by us or our agents in the collection of outstanding charges will be recharged directly to the Customer. Where legal action is taken, charges for solicitors' costs, court fees, enforcement and warrant costs will be added directly to the Customer's account.

If payment is not made when it falls due, interest will be added to the outstanding amount at a rate of 4% per annum above the Bank of England base rate in force from the date when payment was due until the date payment is received. Where any amounts are outstanding, we may prevent a Customer from transferring to another licensed supplier by lodging an objection. We may also take steps to disconnect a Customer's water supply.

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If a Customer disputes any charges relating to a bill, they must notify us in writing of the reason(s) why, 14 days prior to the due date for payment. In doing so, Customers shall at all times act in good faith. Any undisputed amounts remain due and payable.

In certain circumstances, we may insist upon payment of a deposit or other security to cover payment of future charges. Such a demand may be made where a credit check has been undertaken and revealed a risk of non-payment, where there is no credit history for the customer or where there is a history of two or more late payments. Where the Customer agrees and adheres to a monthly Direct Debit payment arrangement in advance of any bill becoming due, no deposit or other security will be required and, if already provided, will be cancelled.

The amount of the deposit requested will be equal to twice the amount for a normal billing period whether they are billed monthly, quarterly, half yearly or annually. For example, for a Customer billed every 6 months the deposit would be equal to a year's normal usage.

Initially, a Customer will be given a choice of paying the security as a cash deposit or by providing a bank guarantee or, if we are satisfied that the Customer's parent company has a satisfactory credit rating, a parent company guarantee. If the deposit or other security is not provided by the date we have notified, we will issue a bill for the amount of the deposit and in the event of non-payment by the Due Date such amount shall become a debt owed to us. Failure to pay such amount may result in steps being taken to recover the debt, interest becoming payable and, if appropriate, termination of the water supply or wastewater Services.

The requirement for a deposit or other security may be reviewed by us from time to time or at the Customer's request should changes occur in usage, occupation or to the Customer's credit rating. Where a customer's credit rating improves, the deposit or other security may be cancelled and if held as a cash deposit the money deposited will be repaid together with interest for the relevant period calculated at the base rate of the Bank of England on the repayment date.

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Disconnections

A customer can make a request to us to disconnect a particular Supply Point on either a permanent or temporary basis. We will organise this in conjunction with the relevant Wholesaler. The Customer shall give us 20 Business Days notice, confirming:

a) the Supply Point to be terminated (full address and Supply Point Identification number (SPID))

b) type of disconnection required (temporary or permanent)

c) whether the property has a meter and if so, the meter serial number

d) whether they own the property or have consent from the owner to disconnect the property

e) when they would like the work to take place (either during normal business hours or out of hours)

If a Customer fails to provide an accurate final meter reading, they will be liable for the difference between the meter reading (or estimate) used to prepare the final bill and the next meter reading.

We may request that the relevant Wholesaler disconnect a water supply where the Customer:

f) has failed to pay an amount properly due for water and/or wastewater services;

g) has denied access to a meter;

h) has refused to provide a refundable deposit in accordance with the terms set out in this document;

i) has breached any water bye-laws or trade effluent consent or any other relevant agreement or authorisation;

j) has made a request for either a permanent or temporary disconnection; and/or

k) has illegally used or is suspected of illegal use of water and/or wastewater services.

Charges in relation to disconnection for non-payment may apply in accordance with Wholesaler policies. Any such charges will be passed on to the Customer.

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We cannot request a disconnection in respect of premises of the type specified in Schedule 4A of the Act.

Meters

Any meter and metering equipment will be provided by and remain the property of the relevant Wholesaler.

Subject to any reasonable health and safety requirements, Customers shall allow at all reasonable times, us, the relevant Wholesaler and our respective employees and agents ("authorised third parties") safe and unobstructed access to the Eligible Premises and any metering equipment as and when reasonably required.

This will allow us to:
a) discharge our respective legal, regulatory or contractual obligations or duties, including, to recover any equipment belonging to us upon termination of any contract;
b) be satisfied that the Customer is meeting its obligations under any contract;
c) to take meter readings.
In the event of an emergency, we and/or the relevant Wholesaler shall be entitled to access the Eligible Premises without giving prior notice.

Meter Readings/Estimated Charges

We will read Meters regularly and if no Meter reading is available, the Customer may provide their own reading or we will calculate the Charges based upon an estimate.

If the Meter does not appear to us to provide an accurate record of the water supplied to the Eligible 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.

Meter Accuracy Testing

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If requested to do so in writing by Customer, we will organise for the relevant Wholesaler to test a Meter. In accordance with Wholesaler policies, meter testing charges may apply where the accuracy of the Meter falls within the prescribed limits of error. These charges are published by Wholesalers. Generally, if the test shows the meter to be operating incorrectly no testing charge will apply and the Wholesaler will adjust the Charges in accordance with the Water (Meters) Regulations 1988. All such work will be at the Customer's expense.

Meter Sizing (Re-sizing) / Meter Relocation

Over time the amount of water that the 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 Eligible Premises. Accordingly, the Customer may request in writing for us to:

a) Contact the relevant Wholesaler and request that they carry out a survey to check if a Meter can be repositioned in accordance with regulation 5 of the Water (Meters) Regulations 1988; or
b) Contact the relevant Wholesaler and request that they carry out a survey to check the likely water requirements and whether the existing Meter is of the appropriate size; or
c) Contact the relevant Wholesaler and request that they reposition the Meter or replace it with one of the appropriate size; or
d) fit or remove a data logger.
Charges may apply in accordance with Wholesaler policies. All such work will be at the Customer's expense.

Data Loggers

Each Wholesaler has its own policy and procedures on data loggers and many require Wholesaler consent before a data logger may be fitted to a Meter. We can organise data loggers on behalf of a Customer and in accordance with the relevant Wholesaler's requirements. Charges in relation to data loggers may apply

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in accordance with Wholesaler policies. All such work will be at the Customer's expense.

Leaks

If a leak allowance is granted by a Wholesaler which results in a refund, we shall refund to the Customer the relevant charges as part of the leak allowance payment.

Use of water for fire fighting purposes

Each Wholesaler has its own policy and procedures in relation to water used for fire fighting, testing and training. Many will apply a rebate or allowance when prescribed conditions are met. When requested we will claim an allowance/ rebate and/or adjustment from the relevant Wholesaler on behalf of the Customer and pass this back to the Customer.

Building Water Supplies

Each Wholesaler has its own policy in relation to building water supplies. If a Customer requires water for building purposes they should contact us and we will organise a supply with the relevant Wholesaler. Charges may apply in accordance with Wholesaler policies. All such work will be at the Customer's expense.

Water pressure

Water Wholesalers are responsible for providing and maintaining a constant supply of water at a consistent and suitable pressure. Some events will inevitably interrupt the flow or affect a Customer's water pressure, for example, bursts in water mains, pump failures or power cuts can impact on supplies. Therefore, as a retailer, we cannot guarantee water pressure however we will liaise with Wholesalers to ensure minimum interruption to Customers.

Water quality

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Water Wholesalers are responsible for water quality. As a retailer, we cannot guarantee the uniformity or specific water quality provided by the relevant

Wholesaler at any particular point in time, however we will liaise with Wholesalers to ensure minimum impact to Customers.

Guaranteed Service Standards

We work hard to ensure that all our customers receive a consistently high level of service and we monitor our performance very carefully. Our Guaranteed Service Standards (GSS) set out a number of specific circumstances where Customers may be entitled to receive a payment if we fail to meet the standards we promise. These are set out under the GSS Regulations.

Some service standards relate solely to the service provided by Wholesalers, for example low water pressure. In these circumstances, we will pass on to Customers any payments received from Wholesalers relating to a failed service standard. Other service standards relate to the service provide by Wholesalers and Retailers, for example, providing notices of interruption to supplies. We will liaise with Wholesalers to ensure GSS payments are made within specified timescales and will either make payments if we fail a service standard or pass on to Customers any payments received from Wholesalers where they fail a service standard.

The following sets out the Guaranteed Service Standards which we will fulfil as a Retailer.

1. Appointments

When we make an appointment with a Customer to visit, we will offer either a morning (before 1pm) or afternoon appointment, or the Customer can request an appointment within a two-hour time period. If we have to change the appointment, we will give the Customer 24 hours' notice.

2. Account queries

We will reply to any written enquiry about a Customer's bill within 10 working days of receipt.

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If a Customer asks for a change to their payment arrangement and we're unable to agree to the request, we will reply and tell the Customer the reason why within five working days of receipt.

3. Written complaints

We will respond to all written complaints within 10 working days of receipt.
If we fail to meet any of the above standards, we will credit £20 to the Customer's account or make a direct payment. Payments will be made within 10 working days. If we fail to make a payment within this time, the Customer is entitled to claim a penalty payment of £20. Customers must claim the penalty payment within three months.

4. Interruptions to supply

Occasionally the Wholesaler will need to turn off the water supply to carry out essential, planned work. When we are advised by the Wholesaler, we will let Customers know in advance and tell them when the supply will be restored. For interruptions of more than four hours, we will give Customers at least 48 hours notice in writing.

If we fail to meet this standard, we will automatically credit £20 to the Customer's account and a further £10 for every additional 24 hours that the Customer remains without water. Customers may request a direct payment. Payments will be made within 20 working days. If we fail to make a payment within this time, we will pay the Customer a further £20. It is sometimes difficult to know who has been affected by these interruptions. If a Customer was affected and we have not credited their account, they should contact us.

Sewerage Services

Sewerage Services will be provided to an Eligible Premises if they are drained by a sewer or a drain that connects directly or indirectly to a public sewer vested in a Wholesaler that is used for foul or surface water or both (see section 144(1) of the Act). Sewerage Charges are payable in respect of every connected property whether this service, facility or right is in connection with:

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(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.

In general, highway drainage charges are payable where a foul water and/or surface water service is provided.

Return to sewer foul water allowances

Each Wholesaler has its own policy on the standard volume of wastewater it assumes is discharged compared to the volume of water supplied to the Eligible Premises. For example, some Wholesalers assume that the volume of wastewater discharged from any Eligible Premises is 90% of the volume of water supplied to the Eligible Premises. Some Wholesalers will consider allowances where it can be demonstrated to their satisfaction that the volume of wastewater discharged is less than the standard assumption. If a customer would like to pursue an allowance they should contact us and we will liaise with the relevant Wholesaler on the Customer's behalf.

Premises not connected to surface water drainage

Each Wholesaler has its own policy where Eligible Premises are not connected to surface water drainage. Many Wholesalers will provide an exemption or reduction from the surface water element of their charges if the Eligible Premises is not connected to a public sewer or public lateral drain for surface water drainage. On request of the Customer, we can apply to the relevant Wholesaler for such an exemption or reduction. The Customer must provide us with the evidence required by the relevant Wholesaler to demonstrate that no surface water is discharged from the Eligible Premises to a public sewer or public lateral drain.

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Notices

Any notice shall be sent to us at business@anglianwaterbusiness.co.uk or Block C, Western House, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6FZ. We will send any notice to the Customer at the address of their Eligible Property.

Annex 1 – Charges Schedule 2017/18

Every Wholesaler publishes its Wholesale tariffs on its website.

Our retail tariffs will be reviewed annually and changes will apply from 1 April in the relevant year.

These are our default tariffs which are the maximum rates we can charge for a standard service within Anglian Water's wholesale area.

PART A (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	£239.92	£0.1437
Rateable Value from £1,001 to £5,000		
Potable Water	£454.52	£0.1437
Rateable Value above £5,000		
Potable Water	£1,098.32	£0.1437

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	Fixed Charge p.a.	Rateable Value Charge per £ of RV
Zero or No Rateable Value		
Potable Water	£239.92	N/A
Assessed Charge		
Streamline Green Potable Water	£48.00	£1.3475

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	£207.50	£0.1491
Surface Water Drainage	£35.00	N/A
Highway Drainage	£32.00	N/A
Foul Water, Surface Water & Highway Drainage [1]	£274.50	£0.1491
Foul Water & Highway Drainage [1]	£239.50	£0.1491
Surface Water & Highway Drainage [1]	£67.00	N/A
Rateable Value from £1,001 to £5,000		

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	Fixed Charge p.a.	Rateable Value Charge per £ of RV
Foul Water Drainage	£394.30	£0.1491
Surface Water Drainage	£35.00	N/A
Highway Drainage	£32.00	N/A
Foul Water, Surface Water & Highway Drainage [1]	£461.30	£0.1491
Foul Water & Highway Drainage [1]	£426.30	£0.1491
Surface Water & Highway Drainage [1]	£67.00	N/A
Rateable Value above £5,000		
Foul Water Drainage	£954.70	£0.1491
Surface Water Drainage	£35.00	N/A
Highway Drainage	£32.00	N/A
Foul Water, Surface Water & Highway Drainage [1]	£1021.70	£0.1491
Foul Water & Highway Drainage [1]	£986.70	£0.1491
Surface Water & Highway Drainage [1]	£67.00	N/A
Zero or No Rateable Value		
Foul Water Drainage	£207.50	N/A
Surface Water Drainage	£35.00	N/A
Highway Drainage	£32.00	N/A
Foul Water, Surface Water & Highway Drainage [1]		

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	Fixed Charge p.a.	Rateable Value Charge per £ of RV
Foul Water & Highway Drainage [1]	£274.50	N/A
Surface Water & Highway Drainage [1]	£239.50	N/A
	£67.00	N/A
Assessed Charge		
Foul Water Drainage	£52.90	£1.5880
Surface Water Drainage	£35.00	N/A
Highway Drainage	£32.00	N/A
Foul Water, Surface Water & Highway Drainage [1]	£119.90	£1.5880
Foul Water & Highway Drainage [1]	£84.90	£1.5880
Surface Water & Highway Drainage [1]	£67.00	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 for each premises depending on the services received.

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	£48.00	£1.3475	N/A

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	Fixed Charge p.a.	Volumetric Charge per m^3	Maximum Daily Demand Charge per m^3
Streamline Orange			
Potable Water	£138.00	£1.2081	N/A
Streamline Blue			
Potable Water	£604.00	£1.1384	N/A
Profile			
Potable Water	£829.00	£0.6923	£93.00
Profile Plus			
Potable Water	£1,519.00	£0.3914	£154.00
Profile Interruptible			
Potable Water	£3,135.00	£0.2936	£158.00
Streamline Orange			
Non Potable Water	£125.75	£1.0778	N/A
Streamline Blue			
Non Potable Water	£500.00	£1.0092	N/A

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	Fixed Charge p.a.	Volumetric Charge per m^3	Maximum Daily Demand Charge per m^3
Profile			
Non Potable Water	£829.00	£0.6232	£84.00
Profile Plus			
Non Potable Water	£1,510.00	£0.3582	£142.00
Profile Industrial			
Non Potable Water	£81,700.00	£0.1736	£142.00

iv. NON HOUSEHOLD – Measured Sewerage Charges

	Fixed Charge p.a.	Volumetric Charge per m^3
Streamline Green		
Foul Water Drainage	£52.90	£1.5880
Surface Water Drainage	£35.00	N/A
Highway Drainage	£32.00	N/A
Foul Water, Surface Water & Highway Drainage [1]	£119.90	£1.5880
	£84.90	£1.5880
Foul Water & Highway Drainage [1]	£67.00	N/A

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	Fixed Charge p.a.	Volumetric Charge per m^3
Surface Water & Highway Drainage [1]		
Streamline Orange		
Foul Water Drainage	£98.95	£1.4923
Surface Water Drainage	£47.00	N/A
Highway Drainage	£32.00	N/A
Foul Water, Surface Water &	£177.95	£1.4923
Highway Drainage [1]	£130.95	£1.4923
Foul Water & Highway Drainage [1]	£79.00	N/A
Surface Water & Highway Drainage [1]		
Streamline Blue		
Foul Water Drainage	£317.59	£1.4733
Surface Water Drainage	£113.00	N/A
Highway Drainage	£32.00	N/A
Foul Water, Surface Water &	£462.59	£1.4733
Highway Drainage [1]	£349.59	£1.4733
Foul Water & Highway Drainage [1]	£145.00	N/A
Surface Water & Highway Drainage [1]		
Profile Plus		
Foul Water Drainage	£3,324.00	£1.3278
Surface Water Drainage	£1,103.00	N/A
Highway Drainage	£32.00	N/A

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	Fixed Charge p.a.	Volumetric Charge per m^3
Foul Water, Surface Water & Highway Drainage [1]	£4,459.00	£1.3278
Foul Water & Highway Drainage [1]	£3,356.00	£1.3278
Surface Water & Highway Drainage [1]	£1,135.00	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 for each premises depending on the services received.

v. NON HOUSEHOLD – Trade Effluent Charges

	Streamline Green	Streamline Orange	Streamline Blue	Profile Plus
Reception (R)	£0.2698	£0.2261	£0.2136	£0.2021
Volumetric (VB)	£0.4959	£0.4468	£0.4218	£0.3616
Biological (B)	£0.4154	£0.3772	£0.3566	£0.3039
Sludge (S)	£0.2904	£0.2642	£0.2499	£0.2137
Fixed Charge p.a.	£117.90	£157.50	£429.40	£1,592.00

Regional average strength (Os) 513 mg/l
Regional average strength (Ss) 401 mg/l

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	Streamline Green	Streamline Orange	Streamline Blue	Profile Plus
Unmeasured Fixed Charge	£297.00	N/A	N/A	N/A

PART B (HARTLEPOOL AREA)

i. NON HOUSEHOLD – Unmeasured Water Charges

	Fixed Charge p.a.	Rateable Value Charge per £ of RV
Rateable Value		
Potable Water	£150.65	N/A
Assessed Charge		
Streamline HTL Potable Water	£52.00	£0.8993

ii. NON HOUSEHOLD – Unmeasured Sewerage Charges

Sewerage services are 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 HTL			

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	Fixed Charge p.a.	Volumetric Charge per m^3	Maximum Daily Demand Charge per m^3
Potable Water	£52.00	£0.8993	N/A
Profile HTL			
Potable Water	£2,468.50	£0.2101	£94.00

iv. NON HOUSEHOLD – Measured Sewerage Charges

Sewerage services are provided by Northumbrian Water Ltd.

PART C (FINNINGLEY AREA)

i. NON HOUSEHOLD – Unmeasured Water Charges

Water services are provided by Yorkshire Water Services Ltd.

ii. NON HOUSEHOLD – Unmeasured Sewerage Charges

	Fixed Charge p.a.	Rateable Value Charge per £ of RV
Rateable Value		
Foul Water Drainage	£97.70	£0.3810
Highway Drainage	£32.00	N/A
Foul Water & Highway Drainage[1]	£129.70	£0.3810

[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 for each premises depending on the services received.

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iii. NON HOUSEHOLD – Measured Water Charges

Water services are provided by Yorkshire Water Services Ltd.

iv. NON HOUSEHOLD – Measured Sewerage Charges

	Fixed Charge p.a.	Volumetric Charge per m^3
Streamline FIN		
Foul Water Drainage	£52.90	£1.1490
Highway Drainage	£32.00	N/A
Foul Water & Highway Drainage [1]	£84.90	£1.1490

[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 for each premises depending on the services received.

PART D (SPECIAL AGREEMENTS)

i. NON HOUSEHOLD – Humberside Special Industrial Scheme

	Reservation Charge p.a.	Volumetric Charge per m^3
ANHPOT1	£144,905.00	£0.3326
ANHPOT2	£55,596.00	£0.3326
ANHPOT3	£173,812.00	£0.3326

ii. NON HOUSEHOLD – Reverse Osmosis (RO)

	Fixed Charge p.a.	Volumetric Charge per m^3

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	Fixed Charge p.a.	Volumetric Charge per m^3
ANHNONPOT1	£51,941.00	£1.0477
ANHNONPOT2		
– April to September [1]	£0.00	£0.7107
– October to March [1]	£0.00	£0.7107

[1] subject to renegotiation

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