

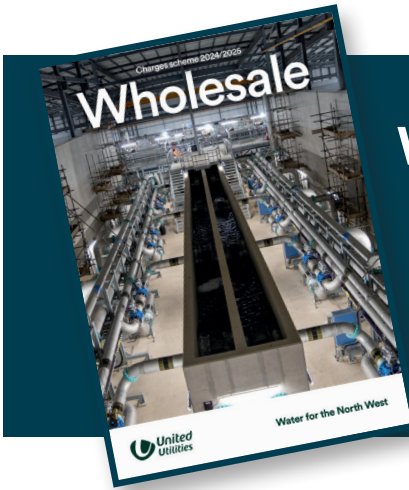
Charges scheme 2024/2025

Wholesale



Our charges schemes

We have published the following three charges schemes to show our charges for the year beginning 1 April 2024.



Wholesale charges scheme (this document)

This charges scheme sets out our charging policies and charges for the wholesale water and sewerage services we provide.



Household charges scheme

This charges scheme sets out our charging policies and the charges our household customers must pay for our services.



New connections and developer services charges scheme

This charges scheme sets out our charging policies and charges for the water supply and sewerage connections and developer services we provide.

All of the charges schemes shown above, and our **Charges statement for new appointments & variations**, are available to download from our website at unitedutilities.com

Contact details for retailers

Non-household customers please contact your retailer directly – the Open Water website can assist you in finding out who your retailer is and their contact details:

open-water.org.uk/find-your-current-retailer

Retailers can contact us at: WholesaleServiceDesk@uuplc.co.uk – opening hours Monday – Friday 8am – 6pm excluding bank holidays

Invoice queries: wholesalesettlements@uuplc.co.uk – opening hours Monday – Friday 8am – 6pm excluding bank holidays

United Utilities Water Limited

Head Office

Haweswater House

Lingley Mere Business Park

Lingley Green Avenue

Great Sankey

Warrington

WA5 3LP

unitedutilities.com

Water and Wastewater emergencies: 0346 672 3723 unitedutilities.com/emergencies

New Appointments & Variations enquiries: NAVenquiries@uuplc.co.uk

Household: unitedutilities.com/help-and-support/contact-us

Links

Wholesale Charges (including Board Assurance Statement): unitedutilities.com/Business-services/wholesale-charges

Business Services: unitedutilities.com/Business-services

New Appointments & Variations: unitedutilities.com/nav-guidance

Building and Developing: unitedutilities.com/builders-developers

Standpipe Hire: unitedutilities.com/standpipes

Contents

Contact details for retailers	1
Links	1
1 Introduction	5
2 Liability for charges	6
3 Primary charges 2024/2025 summary tables	7
3.1 Measured potable water	7
3.2 Measured sewerage.....	8
3.3 Surface water drainage.....	8
3.4 Highway drainage	10
3.5 Trade effluent	12
3.6 Unmeasured water	13
3.7 Unmeasured sewerage	14
3.8 Assessed water	14
3.9 Assessed sewerage	14
3.10 Measured non-potable water.....	14
3.11 Special agreements.....	15
4 General information	16
4.1 Water meters.....	16
4.2 Charges for water used for improvements to existing premises	17
4.3 Concessionary supplies.....	17
4.4 Use of water for fire-fighting purposes	17
4.5 Supply partially used for fire-fighting: notional downsizing of a water meter.....	17
4.6 Leakage allowances	18
4.7 Adjustment to charges.....	18
4.8 Car parks	18
5 Primary charges supporting information	19
5.1 Measured potable water	19
5.2 Measured sewerage.....	20
5.3 Surface water and highway drainage (site area).....	22
5.4 Highway drainage	25
5.5 Trade effluent	25
5.6 Supply points without a water meter.....	30
5.7 Unmeasured water	31
5.8 Unmeasured sewerage	32

5.9	Assessed charges for water and sewerage services where a water meter cannot be installed.....	32
5.10	Non-potable water volumetric tariff	32
5.11	Special agreements.....	33
5.12	Vacant premises.....	33
5.13	Temporary disconnection of water supply.....	34
6	Non-primary charges 2024/25 summary tables	35
6.1	Metering services.....	35
6.2	Meter verification services	36
6.3	Data amendment	37
6.4	Permanent disconnections at the customer’s request	37
6.5	Disconnection for non-payment or temporary disconnection at customer request	37
6.6	Reconnection following temporary disconnection	38
6.7	Reconnection following disconnection for non-compliance with the Fittings Regulations	38
6.8	Re-joining non-lead service pipes.....	38
6.9	Animal trough without a water meter.....	38
6.10	Use of metered standpipes for drawing water from our mains.....	39
6.11	Fire hydrants	39
6.12	Accredited entities	40
6.13	Incentive schemes.....	40
6.14	Provision of additional information.....	40
6.15	Other charges.....	40
6.16	Surface water drainage and site area band inspections.....	41
6.17	Cesspool and septic tank waste	41
6.18	Costs associated with unauthorised or non-compliant discharges of trade effluent.....	41
6.19	Trade effluent	41
6.20	Trade effluent meter data provision	42
7	Non-primary charges supporting information.....	43
7.1	Metering services.....	43
7.2	Site visit charge	46
7.3	Verification and deregistration services	46
7.4	Disconnection and reconnection services	47
7.5	Replacing service pipes	48

7.6	Provision and use of standpipes	49
7.7	Fire hydrants	50
7.8	Accredited entities	50
7.9	Incentive schemes.....	50
7.10	Provision of additional information	52
7.11	Fittings Regulations inspections	52
7.12	Vacant site.....	53
7.13	Repairs for damage to our assets	53
7.14	Charge for surface water drainage inspections.....	53
7.15	Dealing with the contents of cesspools or septic tanks	53
7.16	Temporary discharges.....	53
7.17	Trade effluent services.....	54
8	Payment options	55
8.1	Payment terms.....	55
8.2	Value Added Tax (VAT)	55
9	Definitions.....	56
10	Household wholesale primary charges	61
10.1	Measured water charges	61
10.2	Measured sewerage charges	61
10.3	Unmeasured water charges.....	61
10.4	Unmeasured sewerage charges.....	61
10.5	Swimming pools	61
10.6	Assessed charges for household premises where a water meter cannot be installed.....	62
11	Where we provide our water and sewerage services.....	63

1 Introduction

Please see the definitions in [section 9](#) for an explanation of some of the terms used in this scheme.

We have developed this charges scheme under section 143 of the Water Industry Act 1991 (as amended) (the Act). The scheme sets the wholesale charges for the water and sewerage services we provide for the period 1 April 2024 to 31 March 2025.

We will bill and recover the specific charges for our wholesale services (primary and non-primary) that we provide on request, in line with the terms of your agreement with us.

We split the services that we provide into two categories:

- Primary services related to the supply of water and the removal and treatment of foul effluent, trade effluent, surface water and highway drainage services to non-household premises.
- Non-primary services are for activities that do not directly relate to the on-going provision of primary services.

We will set an appropriate charge for any service that is not provided for in this scheme.

The charges in this document, where applicable, are in line with the requirements of our Instrument of Appointment.

If you have a legal agreement with us outside of this scheme, the charges detailed in the agreement will apply until the agreement ends or we tell you about any changes.



Water for the North West

2 Liability for charges

You are liable for charges applied to every connected supply point where you receive services from us, or where a premises has the benefit of facilities that drain to a public sewer (see section 144(1)(b) of the Act), and any other wholesale services you receive from us.

Where the premises (or site in the case of site area based charges) are vacant, no charges will apply.

Sewerage services consist of foul effluent, trade effluent, surface water drainage and highway drainage.

Where we establish retrospectively that you are in receipt of services from us, we will make full charges in line with non-household market settlement rules.

You must tell us about any changes made at your customer's premises that may affect your charges.

We will charge retailers that are allocated supply points under the 'Interim Supply Allocation Process' in line with the market codes.

3 Primary charges 2024/2025 summary tables

This schedule lists our primary water and sewerage, including trade effluent, charges and forms part of our wholesale water and sewerage charges scheme for 2024/2025.

All charges apply from 1 April 2024. Charges are annual unless stated otherwise.

All charges published in this schedule exclude VAT. Primary wastewater removal services are currently zero rated for VAT purposes.

3.1 Measured potable water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Meter size 0 - 25mm	£/annum	13.79	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size >25 - 50mm	£/annum	63.70	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size >50 - 100mm	£/annum	117.30	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size >100mm	£/annum	141.82	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Standard water volumetric charge 0m3-500m3	£/m3	1.980	UU_MPW_01	Metered Water	D7103	Metered Potable Water Block Tariff
Standard water volumetric charge >500m3	£/m3	1.980	UU_MPW_01a	Metered Water	D7103	Metered Potable Water Block Tariff
Select 50 site charge	£/annum	23,300.00	UU_MPW_02	Select 50 Water & site charge	D7102	Metered Potable Water Supply Point Fixed Charges
Select 50 volumetric charge	£/m3	1.514	UU_MPW_02, UU_MPW_03	Select 50 Water & site charge	D7103	Metered Potable Water Block Tariff
Select 180 site charge	£/annum	44,900.00	UU_MPW_04	Select 180 Water & site charge	D7102	Metered Potable Water Supply Point Fixed Charges
Select 180 volumetric charge	£/m3	1.394	UU_MPW_04, UU_MPW_05	Select 180 Water & site charge	D7103	Metered Potable Water Block Tariff
Select 750 site charge	£/annum	329,150.00	UU_MPW_06	Select 750 Water & site charge	D7102	Metered Potable Water Supply Point Fixed Charges
Select 750 volumetric charge	£/m3	1.015	UU_MPW_06, UU_MPW_07	Select 750 Water & site charge	D7103	Metered Potable Water Block Tariff

3.2 Measured sewerage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Standard sewerage volumetric charge 0m3-500m3	£/m3	1.446	UU_MS_01	Metered Sewerage	D7303	Metered Sewerage Block Tariff
Standard sewerage volumetric charge >500m3	£/m3	1.446	UU_MS_01a	Metered Sewerage	D7303	Metered Sewerage Block Tariff
Swimming pools volumetric charge	£/m3	1.239	UU_MS_02	Metered Sewerage - Swimming Pools	D7303	Metered Sewerage Block Tariff
Direct discharge to WwTW volumetric charge	£/m3	1.010	UU_MS_03	Metered Sewerage - Direct discharge to WwTW	D7303	Metered Sewerage Block Tariff
Select sewerage volumetric charge	£/m3	1.405	UU_MS_04	Metered Sewerage - Select	D7303	Metered Sewerage Block Tariff

3.3 Surface water drainage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Band 1 (Up to 124 m2) including eligible community groups	£/annum	102.73	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 2 (125–299 m2)	£/annum	255.21	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 3 (300–649 m2)	£/annum	568.73	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 4 (650–1,499 m2)	£/annum	1,286.79	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 5 (1,500–2,999 m2)	£/annum	2,691.50	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 6 (3,000–6,999 m2)	£/annum	5,984.09	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 7 (7,000–11,999 m2)	£/annum	11,369.09	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge

Band 8 (12,000–17,999 m2)	£/annum	18,783.23	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 9 (18,000–24,999 m2)	£/annum	26,922.91	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 10 (25,000–49,999 m2)	£/annum	46,959.00	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 11 (50,000 – 74,999 m2)	£/annum	78,265.45	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 12 (75,000 – 99,999 m2)	£/annum	109,571.86	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 13 (100,000–124,999 m2)	£/annum	140,878.30	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 14 (125,000–149,999 m2)	£/annum	172,184.74	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 15 (≥ 150,000 m2)	£/annum	203,491.76	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Surface water charges for eligible schools						
Band 1s (Up to 124 m2)	£/annum	102.73	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 2s (125–299 m2)	£/annum	127.60	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 3s (300–649 m2)	£/annum	284.36	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 4s (650–1,499 m2)	£/annum	643.40	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 5s (1,500–2,999 m2)	£/annum	1,345.75	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 6s (3,000–6,999 m2)	£/annum	2,992.04	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 7s (7,000–11,999 m2)	£/annum	5,684.56	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 8s (12,000–17,999 m2)	£/annum	9,391.62	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge

Band 9s (18,000–24,999 m2)	£/annum	13,461.46	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 10s (25,000–49,999 m2)	£/annum	23,479.51	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 11s (50,000–74,999 m2)	£/annum	39,132.73	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 12s (75,000–99,999 m2)	£/annum	54,785.93	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 13s (100,000–124,999 m2)	£/annum	70,439.13	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 14s (125,000–149,999 m2)	£/annum	86,092.35	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 15s (≥ 150,000 m2)	£/annum	101,745.89	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Unmeasured surface water charges						
Unmeasured Surface Water Drainage (RV)	£/RV	0.305	UU_SW_02	Unmeasured Surface Water Drainage (RV)	D7455	Surface Water RV Poundage
Unmeasured Places of Worship - Surface Water Drainage	£/annum	102.73	UU_SW_03	Unmeasured Places of Worship - Surface Water Drainage	D7454	Surface Water Fixed Charge

3.4 Highway drainage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Band 1 (Up to 124 m2) including eligible community groups	£/annum	44.03	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 2 (125–299 m2)	£/annum	109.36	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 3 (300–649 m2)	£/annum	243.73	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 4 (650–1,499 m2)	£/annum	551.47	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 5 (1,500–2,999 m2)	£/annum	1,153.51	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge

Band 6 (3,000–6,999 m2)	£/annum	2,564.62	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 7 (7,000–11,999 m2)	£/annum	4,872.46	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 8 (12,000–17,999 m2)	£/annum	8,049.96	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 9 (18,000–24,999 m2)	£/annum	11,538.39	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 10 (25,000–49,999 m2)	£/annum	20,125.29	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 11 (50,000 – 74,999 m2)	£/annum	33,542.33	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 12 (75,000 – 99,999 m2)	£/annum	46,959.36	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 13 (100,000–124,999 m2)	£/annum	60,376.41	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 14 (125,000–149,999 m2)	£/annum	73,793.44	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 15 (≥ 150,000 m2)	£/annum	87,210.74	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Highway drainage charges for eligible schools						
Band 1s (Up to 124 m2)	£/annum	44.03	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 2s (125–299 m2)	£/annum	54.69	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 3s (300–649 m2)	£/annum	121.87	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 4s (650–1,499 m2)	£/annum	275.74	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 5s (1,500–2,999 m2)	£/annum	576.76	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 6s (3,000–6,999 m2)	£/annum	1,282.30	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge

Band 7s (7,000–11,999 m2)	£/annum	2,436.23	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 8s (12,000 – 17,999 m2)	£/annum	4,024.97	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 9s (18,000 – 24,999 m2)	£/annum	5,769.18	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 10s (25,000 –49,999 m2)	£/annum	10,062.64	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 11s (50,000 –74,999 m2)	£/annum	16,771.17	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 12s (75,000 – 99,999 m2)	£/annum	23,479.68	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 13s (100,000–124,999 m2)	£/annum	30,188.20	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 14s (125,000–149,999 m2)	£/annum	36,896.71	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 15s (≥ 150,000 m2)	£/annum	43,605.35	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Unmeasured highway drainage charges						
Unmeasured Highways Drainage (RV)	£/RV	0.132	UU_HD_02	Unmeasured Highways Drainage (RV)	D7505	Highway Drainage RV Poundage
Unmeasured Places of Worship - Highways Drainage	£/annum	44.030	UU_HD_03	Unmeasured Places of Worship - Highways Drainage	D7504	Highway Drainage Fixed Charge

3.5 Trade effluent

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
R = Reception and conveyance – standard tariff 0m3-500m3	£/m3	0.4105	UU_TE_01	Trade Effluent	D7559	Reception Block Tariff
R = Reception and conveyance – standard tariff >500m3	£/m3	0.4105	UU_TE_01a	Trade Effluent	D7559	Reception Block Tariff

R = Reception and conveyance – large user tariff	£/m3	0.3514	UU_TE_02	Trade Effluent (Large User)	D7559	Reception Block Tariff
V = Preliminary and primary treatment	£/m3	0.2150	UU_TE_01, UU_TE_02 & UU_TE_01a	Various	D7560	Volumetric Charging Component
B1 = Biological treatment	£/m3	0.0624	UU_TE_01, UU_TE_02 & UU_TE_01a	Various	D7561	Additional Volumetric Charging Component
B2 = Biological oxidation	£/m3	0.1719	UU_TE_01, UU_TE_02 & UU_TE_01a	Various	D7563	Secondary Treatment Block Tariff
S = Sludge treatment and disposal	£/m3	0.2134	UU_TE_01, UU_TE_02 & UU_TE_01a	Various	D7564	Sludge Treatment Charging Component
Chemical Oxygen Demand Base Value	mg/l	350.00	UU_TE_01, UU_TE_02	Various	D7566	Chemical Oxygen Demand Base Value
Suspended Solids Base Value	mg/l	230.00	UU_TE_01, UU_TE_02	Various	D7567	Suspended Solids Base Value
Trade Effluent Minimum Operational Charge	£/annum	228.55	UU_TE_01, UU_TE_02	Various	D7570	Trade Effluent Minimum Operational Charge

3.6 Unmeasured water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Water Fixed Charge	£/annum	62.67	UU_UW_01	Unmeasured Water	D7251	Unmeasured Water Fixed Charge
Unmeasured Water RV Poundage	£/RV	0.604	UU_UW_01	Unmeasured Water	D7252	Unmeasured Water RV Poundage
Charge per unmetered farm trough	£/annum	188.10	UU_UW_01	Unmeasured Water	D7256	Unmeasured Water Misc Type A Charge
Fixed charge - unmeasured places of worship	£/annum	62.67	UU_UW_02	Unmeasured Places of Worship	D7251	Unmeasured Water Fixed Charge
Charge per unmetered farm trough	£/annum	188.10	UU_UW_03	Unmeasured Farm Troughs	D7256	Unmeasured Water Misc Type A Charge

3.7 Unmeasured sewerage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Places of Worship - Foul Drainage	£/annum	151.72	UU_US_02	Unmeasured Places of Worship Foul Drainage	D7401	Unmeasured Sewerage Fixed Charge
Unmeasured Foul Drainage	£/RV	0.497	UU_US_01	Unmeasured Foul Drainage	D7402	Unmeasured Sewerage RV Poundage

3.8 Assessed water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Assessed charge 15mm meter	£/annum	642.33	UU_AW_01	Assessed Water	D7202	Assessed Water Meter Fixed Charges
Assessed charge 20mm meter	£/annum	1,604.57	UU_AW_01	Assessed Water	D7202	Assessed Water Meter Fixed Charges

3.9 Assessed sewerage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Assessed charge 15mm meter	£/annum	445.74	UU_AS_01	Assessed Sewerage	D7352	Assessed Sewerage Meter Fixed Charges
Assessed charge 20mm meter	£/annum	1,112.86	UU_AS_01	Assessed Sewerage	D7352	Assessed Sewerage Meter Fixed Charges

3.10 Measured non-potable water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Meter size 0 - 25mm	£/annum	13.79	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges
Meter size >25 - 50mm	£/annum	63.70	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges

Meter size >50 - 100mm	£/annum	117.30	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges
Meter size >100mm	£/annum	141.82	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges
Metered Non-Potable Water volumetric charge 0m3 – 500m3	£/m3	0.267	UU_MNPW_01	Metered Non-Potable Water	D7153	Metered Non-Potable Water Block Tariff
Metered Non-Potable water volumetric charge >500m3	£/m3	0.267	UU_MNPW_01a	Metered Non-Potable Water	D7153	Metered Non-Potable Water Block Tariff

3.11 Special agreements

Special agreement reference	Unit	Charge	CMOS Tariff Code
UUPOT2	£/m3	- 0.024	UU_MPW_11
UUNONPOT2	£/m3	0.700	UU_MNPW_02
UUNONPOT1a	£/m3	0.145	UU_MNPW_03
UUNONPOT1b, UUNONPOT1c	£/m3	0.160	UU_MNPW_04
UUSE1* - Fixed	£/annum	1,952,150.00	UU_MPW_13
UUSE1** - Potable	£/m3	0.474	UU_MPW_13
UUSE1** - Non-potable	£/m3	0.474	UU_MNPW_05
UUSEW2 - Foul	£/m3	0.497	UU_US_01
UUSEW2 - SW	£/m3	0.170***	UU_SW_02
UUSEW2 - HD	£/m3	0.072***	UU_HD_02
UUSEW3	£/annum	203,491.760	UU_SW_01
UUSEW3	£/annum	87,210.740	UU_HD_01

*Due to CMOS system constraints the fixed charge is split across two supply points, with 50% of the total charge on each one.

**There is both a potable and treated non-potable supply for this customer. The volumetric rate is the same for both.

***Charges in CMOS for SW and HD have been adjusted using the special agreement factor.

Charges applied when no supply

	A: Fixed and vol charges	B: No charges apply	C: Volume charges only	D: Drainage charges only	E: Volume and drainage charges
Vacancy Charging Method Water		✓			
Vacancy Charging Method Sewerage		✓			
Temporary Disconnection Charging Method Water			✓		
Temporary Disconnection Charging Method Sewerage					✓

4 General information

4.1 Water meters

All new supply points must have a water meter installed to measure water consumption. We require all supplies to new or redeveloped premises to be separate metered supplies for each individual premises. We will also base our foul sewerage charges on the volume of water used as recorded by the water meter(s) (section [3.2](#)).

Details can be found on our website at: unitedutilities.com/meters

We will, at our expense, install a water meter at any existing unmeasured, non-household premises, with the exception of an animal trough, unless it is not reasonably possible to do so or the cost of doing this would be unreasonably expensive.

4.1.1 Connections which require a water meter

We will require the following non-household connections to have a water meter:

- bulk supplies to another wholesaler, or any other recipient of a bulk supply of water;
- new business and non-household premises;
- business and non-household premises which have been split into a larger number of individual premises or merged into a smaller number of premises or substantially altered;
- business and non-household premises where metering is possible;
- premises which do not have a charging value, or where we consider the charging value is no longer relevant;
- non-household caravan sites and similar premises; and
- premises or parts of properties which contain shared facilities that use water (for example a shared kitchen in an office block).

The plumbing arrangement for all new supply points must allow individual water meters to be easily installed, and we may require you to meet the conditions set out in section 47(2) and 64(3) of the Act before the connection is made, and we may recover costs as set out in section 45(6) of the Act.

4.1.2 Shared (common) water metering arrangements

All new or redeveloped premises must have a separate water meter, and the requirements of section 64 of the Water Industry Act 1991 will apply. We will not usually allow a meter to supply two or more premises. However, there may be some limited circumstances when we will, at our discretion, agree to install a shared meter, where the building is wholly non-household use.

4.1.3 Water meter installation

We will install the water meters and any associated equipment in line with the Meters Regulations, and it must record all of the water used at the premises. The water meter will usually be inside a premises but may be outside if we need it to be for operational access or aesthetic reasons.

We will consider a request to fit a meter in a different place to where we say we will fit it or to move a meter and fit it where you request us to. If we agree to this, you must agree to pay any survey and relocation costs.

4.1.4 Access to the water meter

You must allow us, or other authorised parties for example your water retailer, access to the water meter at all reasonable times. If you do not provide reasonable access to read or maintain the water meter we may take legal action (see sections 162 & 172 and part 2 schedule 6 of the Act), and you may be responsible for any of our costs, including legal costs.

4.2 Charges for water used for improvements to existing premises

If a premises is unoccupied and water is needed while improvement work is carried out, full charges continue to be due at the appropriate standard unmeasured or measured rate while we are providing a water supply to the premises (section [3](#)).

4.3 Concessionary supplies

If premises have a concessionary supply of water (a piped supply that we provide, but not through our mains network) which becomes connected to our mains network, we will charge in accordance with this charges scheme. We may phase the introduction of such charges over a period of time decided by us.

4.4 Use of water for fire-fighting purposes

In line with section 147 of the Act, if we receive a valid application, we will not charge for water supplied to your supply points, which is used for fire-fighting, for testing apparatus installed for putting out fires, or for fire-fighting training purposes.

4.5 Supply partially used for fire-fighting: notional downsizing of a water meter

Where a metered supply serves fire-fighting equipment as well as water fittings for normal use, on receipt of a valid application, we will decide the appropriate water meter size needed for normal water use and the appropriate size of water meter for the combined requirements. Where we install a water meter for the combined requirements we will apply a reduced standing charge, if appropriate, based on normal use requirements.

Where a water meter of the appropriate size for the combined requirements is not in place, you must ask us (within 3 months of that decision) to replace the water meter with one of the correct size and for a reduced standing charge to be applied, based on normal use requirements. In such circumstances, we will apply the reduced charge from the date of that request or the date that we install the new water meter and you must pay for the cost of the work.

4.6 Leakage allowances

We will consider leakage allowances against water and sewerage charges for leaks from water supply pipework for non-household customers, providing:

- the leak is repaired within 30 days of discovery of the leak or within 30 days of when the leak could have reasonably been discovered; and
- the leak was not due to faulty machinery or equipment; and
- the leak was not caused by a defective water fitting, such as a faulty cistern overflow; and
- there has been no negligence in allowing the leak to occur.

We will make a maximum of one adjustment for an internal leak and one adjustment for an external leak per customer every 24 months.

We may consider allowances for any additional leaks, for sewerage volumetric charges if you provide sufficient evidence that the water did not return to the public sewer, and the same conditions above are met.

4.7 Adjustment to charges

We make every effort to make sure that all of the data relating to your premises and water supply and all associated charges are correct; in the case of an error we have the right to backdate any adjustments that are necessary to correct this.

The detail of any adjustment to charges will vary depending on the charge affected and the reason for the adjustment. We make adjustments in line with Market codes and contracts.

You can find full details on our website at: unitedutilities.com/Business-services/retailers

We will not backdate adjustments that are in our favour if there is clear evidence that we have undercharged you due to our failure or mistake.

We have the right to backdate charges where access is prevented or refused for the installation, inspection or exchange of a meter, or you have given us incorrect information or you withheld information or caused delays that affected charges (section [4.1.4](#)).

4.8 Car parks

Car parks (in existence before 1 April 2010) without a water connection and without a water meter but with a connection for surface water drainage will pay a charge per £ of the charging value for the premises (section [3](#)) for surface water drainage and highway drainage services.

Car parks built from 1 April 2010 without a water connection and without a water meter but with a connection for surface water drainage will pay a charge based on their chargeable area (section [3](#)) for surface water drainage and highway drainage services.

5 Primary charges supporting information

5.1 Measured potable water

We charge for potable water supplied through a water meter based on our standard measured potable water volumetric tariff, unless you choose one of our Select tariffs (section [3.1](#)).

For supply points with a water meter we will base primary charges on the volume of water used as recorded by the water meter(s) (section [3.1](#)).

In addition we charge a fixed charge for each water meter, based on the size of the meter (section [3.1](#)).

You are responsible for paying charges for all water passing through the water meter(s).

In certain circumstances, you will be able to apply for an allowance against water charges for water lost due to a leak, for further details see section [4.6](#).

5.1.1 Standard potable water volumetric tariff

The charges for potable water are made up of two parts (section [3.1](#)):

- a charge per cubic metre, based on readings from your water meter; and
- a fixed standing charge per water meter based on its size.

In each case, where no meter size is visible on the water meter, we will decide the size of the meter by reference to the meter inlet / outlet diameter, volumetric rating of the meter, serial number markings, or a combination of these.

We show two bands for potable water volumetric consumption below 50,000 cubic metres, or for those who do not chose one of our select tariffs;

- Consumption 0m³ – 500m³ and;
- Consumption >500m³

We have done this for the benefit of non-household retailers, as it aligns with the structure of their price controls. Our wholesale charge to retailers for customers using up to 50,000 cubic metres of water is £1.980 per cubic metre and these tariff bands have no impact on the wholesale charge that retailers will pay.

5.1.2 Optional water tariffs

If you expect your customer's consumption in the next year to be over a relevant threshold at an individual site, and you wish to change to one of our select tariffs, you can apply using the relevant market process. It is the retailer's responsibility to ensure customers remain eligible for the relevant tariff and to make any appropriate requests for future tariff changes. We allow a change in tariff once in a period of a year. We may consider additional requests in exceptional circumstances, which retailers should detail with their application.

5.1.2.1 Select 50 water tariff

This will be beneficial if more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [3.1](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

5.1.2.2 Select 180 water tariff

This will be beneficial if more than 180 megalitres but less than 750 megalitres (180,000 – 750,000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [3.1](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

5.1.2.3 Select 750 water tariff

This will be beneficial if more than 750 megalitres (750, 000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [3.1](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

Where one of our select tariffs applies, we may periodically review customer eligibility, and notify retailers where we believe that an alternative tariff may be appropriate.

5.2 Measured sewerage

We will base foul sewerage charges on the volume of water used as recorded by the water meter(s) (section [3.2](#)).

For supply points with a water meter we charge for sewerage services as follows:

- Foul drainage; a charge per cubic metre based on the readings from your water meter (section [3.2](#)). If premises discharge foul effluent directly to our wastewater treatment works but not through our public sewer, we will charge a reduced amount.
- Surface water drainage and highway drainage; based on a site area charging band relating to the chargeable area of the premises or for eligible community groups a site area charging band 1 (sections [3.3 & 3.4](#)).

We show two bands for foul drainage volumetric charges below 50,000 cubic metres, or for those who do not chose one of our select tariffs;

- Consumption 0m³ – 500m³ and;

- Consumption >500m³

We have done this for the benefit of non-household retailers, as it aligns with the structure of their price controls. Our wholesale charge to retailers for customers draining up to 50,000 cubic metres of sewerage is £1.446 per cubic metre and these tariff bands have no impact on the wholesale charge that retailers will pay.

5.2.1 Measured sewerage charges for premises served by a private water supply

Sewerage charges for premises with a private supply of water that is metered, are based on the total volume of water as recorded by both the private water meter(s) and our water meter(s), less five percent (section [5.2.4](#)).

5.2.2 Select sewerage

If the combined trade effluent and foul effluent discharge from premises is more than 50 megalitres (50,000 cubic metres) each year, you can apply for our select sewerage charge (section [3.2](#)).

It is the retailer's responsibility to ensure customers remain eligible for the select sewerage tariff and to make any appropriate requests for future tariff changes, using the relevant market process. We allow a change in tariff once in a period of a year. We may consider additional requests in exceptional circumstances, which retailers should detail with their application.

Where our select sewerage tariff applies, we may periodically review customer eligibility for the reduced charge and notify retailers where we believe that an alternative tariff may be appropriate.

5.2.3 Swimming pool effluent

Where the effluent from a public or commercial swimming pool largely consists of the filter backwash water, we will apply the swimming pool effluent charge (section [3.2](#)) and a non-return allowance (section [5.2.4](#)) instead of our standard volumetric sewerage charge for foul drainage.

This tariff is only available where the water meter only records the water used for a public or commercial swimming pool and any other facilities directly associated with the use of the swimming pool such as changing rooms.

5.2.4 Non-return to sewer assumption

We assume that on average five per cent of the metered water supplied does not return to the sewer. For non-household premises, we adjust the volume recorded on the water meter, and bill ninety-five per cent of this, to account for volumes not returned to sewer.

Where more than five per cent of the water supplied is not returned to the sewer, we may make an adjustment, on application, to the total volumetric charge payable, either expressed as a percentage not returned, or a value decided by us.

5.3 Surface water and highway drainage (site area)

We will charge for surface water drainage and highway drainage services based on site area, for non-household premises with a measured supply point (section [3.3 & 3.4](#)).

We will also charge in this way for car parks built from 1 April 2010 that do not have a meter or a water supply but have a surface water drainage connection.

We will allocate a site area charging band to premises based on the chargeable area, including a percentage of any communal or shared areas. We calculate the size of the communal areas by using the same percentage of the individual site measurement of each separate premises supplied by the supply point. If we are unable to calculate the floor area of the individual premises, we will use the percentage of the individual charging value (decided by us) of each premises. For buildings in multiple occupation, communal areas may include areas both inside and outside of the buildings.

Where we have calculated the chargeable area by reference to charging values, and there is a change to one of these values, we will review the chargeable area relating to the affected premises.

We will allocate a single chargeable area/site area charging band where a single business rating assessment is available. Where an eligible premises is not liable for a business rate assessment, or a single business rating assessment covers more than one site we will allocate an individual chargeable area for each site. Exceptions to charging in this way are:

- shared car parks (which may include car park spaces and electric vehicle charging spaces) where we will normally allocate to separately occupied premises on the above principles, and
- individual storage units within a larger single facility, where we will allocate a single chargeable area/site area charging band to the facility as a whole.

The criteria for us not individually charging these based on their individual Valuation Office Agency (VOA) listings is detailed below:

- The individually rated premises are not consuming water
- There are no individual mailboxes or postal addresses to individual business rate assessments
- They are individually uninhabitable
- There is a high likelihood that occupancy is short term
- The individual rating assessments work together for the common benefit of the business(es) within the site as a whole

In these circumstances, we will not issue individual surface water and highway drainage site area charges for the individual business rate or rateable value assessments.

More information about site area is available on our website at: unitedutilities.com/Business-services/business-customers/site-area

5.3.1 Concessionary schemes

We operate two concessionary schemes for surface water drainage and highway drainage charges. Concessions may apply to community groups and eligible schools who pay surface water and highway drainage charges based on site area.

Full details of the schemes can be found on our website at: unitedutilities.com/concessionary-for-community-groups

5.3.2 Charges for community groups

The Flood and Water Management Act 2010 provided for community groups to be given a concession for surface water drainage and highway drainage charges that are based on a chargeable area, if they meet specific criteria.

We will charge supply points supplying eligible community groups on a site area charging band 1 for surface water drainage and highway drainage services.

Your premises will be eligible for our concessionary scheme if the principal use is as a:

- Place of worship
- Scout and Girlguiding halls
- Sea cadets unit
- Community amateur sports club (as defined by HM Revenue & Customs)
- Village hall or community centre
- Cemetery
- Local authority park

5.3.3 Charges based on site area for schools

Premises that fall within the scope of the following definition are eligible for a concession for surface water and highway drainage charges, where we base these charges on a chargeable area.

An educational establishment which:

- is used exclusively or nearly exclusively for delivering education and tuition of students for any or all of Key Stages 1 – 5 or equivalent; and also
- has a playground facility attached.

We will charge supply points supplying eligible premises on a site area charging band as described in [3.3 & 3.4](#) for surface water drainage and highway drainage services.

5.3.4 Reductions in surface water drainage charges

Surface water charges are payable when surface water enters the public sewer network, either directly or indirectly (other than as trade effluent).

5.3.4.1 Surface water discharged to watercourse

For an unmeasured non-household premises, where some of the surface water from the premises goes directly to a watercourse and payment is made to a third party we may reduce the surface water charge by the amount paid to a third party for that service (up to a maximum of the amount we charge you for that service).

5.3.4.2 Partial surface water connections – measured non-household premises

Customers who occupy measured non-household premises can make a claim for a reduction in surface water charges where the surface water from an area equivalent to 10% or more of the chargeable area does not drain to a public sewer; or a proportion of the drainage is charged as trade effluent. We allocate a new charging band for surface water based on the revised applicable chargeable area for surface water drainage.

A reduction in surface water drainage charges for partial drainage is only applied to those customers who pay for this service based on site area. Our calculation of the surface water drainage charge for customers who are not charged based on chargeable site area, assumes that, for an average customer, the full site area of the premises does not drain to a sewer. Therefore, the charge already includes an allowance for partial surface water drainage.

Where a change to your surface water connection during the last 6 years has been made we will apply the reduction from the date of the change.

Where we establish that a partial surface water connection claim made by you is invalid, we may make a charge (section [6.16](#)).

If we cannot fully establish the connectivity of a site during a site visit due to the action or inaction of the occupier, we will charge you for any subsequent site visits requested.

5.3.4.3 Sustainable drainage systems

For measured non-household customers, who can demonstrate that surface water from an area equivalent to at least 10% of the site is drained to a public sewer via an appropriately designed, built and maintained sustainable drainage system, we will apply a reduction to the chargeable area for surface water charges.

Qualifying systems are decided by us and have been assessed with regard to the Construction Industry Research and Information Association (CIRIA) C753, The SuDS Manual.

Qualifying sustainable drainage systems

- green roof
- infiltration system
- bio-retention system
- detention basin
- ponds & wetlands

Swales that are used to convey surface water will also be considered where they are used as part of a holistic SuDS strategy.

In order to qualify for the reduction in the chargeable area, you must apply using the appropriate market form or request, and include:

- drawing to show connectivity, including areas drained via the sustainable drainage system; and
- as built drawings, to confirm that the system has been designed in accordance with the CIRIA SuDS Manual, with evidence of flow control devices if appropriate; and

- a copy of the maintenance schedule, with proof of maintenance being completed in accordance with the schedule (e.g. invoice) for a minimum of 12 months.

We apply a reduction in chargeable area of 80% for the area of the site drained via the sustainable drainage system. We will calculate a new surface water band based on the applicable chargeable area for surface water drainage.

We have the right to request evidence of effective maintenance of a sustainable drainage system periodically. Where this is not provided, we will remove the reduction to chargeable area.

Where a qualifying sustainable drainage system is installed, we will apply the reduction from the date of the change up to a maximum of 12 months from receipt of your claim.

A reduction in surface water drainage charges for sustainable drainage is only applied to those customers who pay for this service based on site area.

No adjustment to the chargeable area will be made for highway drainage charges.

In certain circumstances, we offer a full or partial reduction in surface water drainage charges for areas covered by a rainwater harvester where:

- there is no overflow to our network; and
- the additional sewerage volume can be measured and charged for. This may involve the customer installing a private meter on the rainwater harvesting system. The meter must meet the regulations and standards that we specify.

You can find further details and full terms on our website at:

unitedutilities.com/sustainable-drainage-systems

Partial reductions are for those customers who pay for this service based on site area only. We will not adjust the chargeable area or charges for the highway drainage service.

5.4 Highway drainage

The highway drainage charge is payable by all premises connected to our public sewer network.

Highway drainage charges (section [3.4](#)) will not be reduced under the circumstances set out in section [5.3.4](#). We will adjust the chargeable area for highway drainage to exclude any permanently grassed, cultivated or landscaped areas where no surface water or groundwater drains directly or indirectly to a public sewer. Retailers should notify us of any changes.

You can find more information on highway drainage charges on our website at:

unitedutilities.com/site-area

5.5 Trade effluent

If a premises is connected directly or indirectly to the public sewer or to one of our wastewater treatment works, and trade effluent is discharged (whether on a permanent or temporary basis), a trade effluent consent or agreement is required under Chapter III of Part IV of the Act. You are responsible for trade effluent charges in addition to sewerage charges.

The trade effluent charge is payable during the period of discharge of the effluent or at the date payment is due.

We will make charges for the reception, conveyance, treatment and disposal components of trade effluent as is appropriate for the type of discharge. Trade effluent charges are payable for all premises consented to discharge trade effluent into public sewers. Any trade effluent charges payable are taken into account in the calculation of any volumetric sewage and sewage disposal charge. However, if in our view the costs of calculating and recovering trade effluent charges will exceed the income we may, at our discretion, waive the trade effluent charge and charge you for sewerage services as if the effluent was not subject to a trade effluent consent.

5.5.1 Mogden formula

The charge is based on a standard unit charge per cubic metre of trade effluent discharged to a public sewer (section [3.5](#)). The standard unit charge is based on the Mogden formula using the following factors:

R	Reception and conveyance
V	Preliminary and primary treatment
B1 & B2	Biological treatment
S	Sludge treatment and disposal

The charge per cubic metre of a particular trade effluent is calculated by adding the standard unit charge(s) for each of the above factors which are applicable to the treatment and disposal of that particular effluent, having first adjusted where necessary items B2 and S. This is to take account of the relative strengths for chemical oxygen demand and suspended solids of the particular effluent and the average effluent (mixed sewage and trade effluent) received at our wastewater treatment works in long-term average rainfall conditions. Refer to table below for full description of trade effluent charges:

The Mogden formula by which this calculation is made is:

$$C = (R + V + B^1) + (B^2 \times Ot/Os) + (S \times St/Ss)$$

Where:	
C	is the unit charge per cubic metre of trade effluent discharged
R	is the standard unit cost of £0.4105 per cubic metre for the reception and conveyance of sewage
V	is the unit cost of £0.2150 per cubic metre of the preliminary and primary treatment of the sewage in our wastewater treatment works
B	is the unit cost per cubic metre of the biological oxidation treatment of settled sewage. It consists of two elements: B ₁ is the unit charge of £0.0624 per cubic metre relating to volume related secondary treatment costs and B ₂ is the unit cost of £0.1719 per cubic metre relating to all other biological oxidation treatment costs
S	is the cost of £0.2134 per cubic metre of treatment and disposal of primary sewage sludge
Ot	is the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage
Os	is the chemical oxygen demand (COD) of 350 mg/l of average strength settled sewage
St	is the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage
Ss	is the suspended solids of 230 mg/l of average strength crude sewage

If the combined foul effluent and trade effluent discharge from premises is more than 50 megalitres (50,000 cubic metres) each year, a reduction in the standard charge for the reception and conveyance of sewage can apply upon receipt of a valid application (section [5.2.2](#)).

It is the retailer's responsibility to ensure customers remain eligible for the reduced sewerage tariff and to make any appropriate requests for future tariff changes, using the relevant market process. We allow a change in tariff once in a period of a year. We may consider additional requests in exceptional circumstances, which retailers should detail with their application.

Where applied, we may periodically review customer eligibility for the reduced charge and notify retailers where we believe that an alternative tariff may be appropriate. This reduction also applies if a premises has a private supply of water.

5.5.2 Modification of Mogden formula

If new environmental requirements are introduced, we have the right to make a charge for the chemical oxidation of sewage or trade effluent carried out in lieu of biological oxidation, and to include additional elements in the Mogden formula to recover the cost of additional treatment processes (such as phosphate or ammonia removal or sulphate treatment) on a regional basis.

5.5.3 Minimum charge

If after applying the charging formula (section [5.5.1](#)) the total annual charge for the discharge point falls below the minimum charge of **£228.55**, then the minimum charge will be payable.

We will assess and apportion the charge on a daily basis in line with market requirements.

Where a consent is in place for part of a charging year we will apportion the minimum charge to the effective dates.

5.5.4 Volume of trade effluent

Your customer may be required to provide and maintain flow recording equipment to BS 3680 (or equivalent) and to ensure proper maintenance and calibration of this equipment. It is your customer's responsibility to provide details following installation, exchange or repair of such equipment.

If exempted in writing from the requirement to provide flow reading equipment, we will assess the volume from the volume of water supplied or by a method agreed by us.

We will confirm the method of calculating the volume of trade effluent discharged in writing to you and your customer.

All premises discharging trade effluent are required to have a water meter installed to measure the incoming water, for water balance estimation purposes.

In the absence of discharge readings we may estimate a volume. If actual and reliable data becomes available for the period of estimation, we may adjust estimates later if necessary.

We may estimate trade effluent charges from the date of application for a consent or from the date we decide that a consent is required.

5.5.5 Strength of trade effluent

Trade effluent operational parameters (O_t and S_t) used to establish effluent strength will be based on the analytical results of samples taken from the non-household premises in the previous calendar year. Operational parameters are generally fixed for the charging year however we may in exceptional circumstances modify data which we do not consider to be typical of the effluent quality.

Agreed fixed strengths may be used for the calculation of charges in certain circumstances such as low risk and consistent effluent. Where applied, we will base these on samples taken in previous charging periods. We may also calculate a regional fixed strength for particular effluent types where appropriate.

We will provide you with notification of the operational parameters to be used for charging purposes before the start of the charging year. You should make any requests for modification of the operational parameters proposed within six weeks of us supplying the data.

We will consider requests for modifications to operational parameters within the charging year and if agreed by us this will be applied from the date that we receive the application.

Where we become aware that the operational parameters being used for charging are no longer representative of the effluent strength across the charging year we may reassess the strengths from the date we become aware.

We will decide the operational parameters to use for charging purposes for new discharges, or where limited or no sampling data is available, based on the following:

- (i) representative data from similar discharges; or
- (ii) samples taken over a different period but which can be shown to be representative.

5.5.6 Variation of consent

Where the nature of a trade effluent discharge is changed you should inform us as soon as you are aware of the change.

Where the consent requires modification, application charges may be payable, and we will update operational parameters accordingly.

5.5.7 Termination of consent

Where you notify us that you wish to terminate a consent, we will adjust charges as appropriate.

5.5.8 Discharges direct to treatment works

Where trade effluent is discharged from premises by a private pipe directly into the treatment works, without passing through our sewerage network, we will not charge the 'R' factor of the charging formula.

5.5.9 Trade effluent allowances

Where the domestic sewage is discharged independently of the trade effluent discharge, we will make an allowance for the volume of domestic sewage (section [5.5.10](#)).

An allowance may also be applied for any water supplied to the premises that is not returned to sewer (section [5.2.4](#)).

For any allowance, you must apply using the appropriate market form or request and include any supporting information to enable us to decide if any allowances are justified, otherwise no allowance will be given. We may require the installation of sub meters at your expense for this purpose.

You must inform us of any changes that affect an allowance and we have the right to backdate any adjustments where information that may affect charges is withheld. We may review existing allowances at any time at our discretion.

5.5.10 Domestic sewage

Where domestic sewage and trade effluent are discharged from premises and the trade effluent is not independently metered, we will assess the amount of domestic sewage based on the number of employees, based on 25 litres per head per working day, or 50 litres per head per working day where canteen facilities are available, or by any other agreed method including direct measurement. We may require your customer to install meter(s) for this purpose.

Any change to a domestic sewage allowance is effective from the date that we receive a valid application from a retailer.

Where trade premises include living accommodation which is supplied through the water meter(s), an allowance of 149 litres per head per day is made for each person normally living in the accommodation.

We will charge the domestic volume at the non-household standard sewerage volumetric rate charge (section [3.2](#)) and not by using the Mogden formula.

We will review these figures as appropriate. For the purposes of this provision you may advise which days are working days. In the absence of any alternative information “working day” will be interpreted in accordance with section 144(7) of the Act.

5.5.11 Water used in products or lost during manufacturing processes

Where we assess the volume of trade effluent from the volume of water supplied, and water is used in products, evaporates or is otherwise not discharged to the sewer, we will grant an allowance for that volume of water against the trade effluent charge where we can confirm this.

You must provide accurate calculations detailing water usage as part of the supporting information for an allowance application. We will need to verify any allowance before it is applied.

Where suitable evidence of a change to these allowances is provided, we will apply the change from the date of the change, up to a maximum of the start of the charging year in which the application is received by us.

5.5.12 Accuracy of trade effluent meters

Under the conditions of your customer’s trade effluent consent (or agreement), they are required to make sure that any measuring equipment is maintained and calibrated according to manufacturer specifications or relevant standards. Where a private meter has been found to either under-record or over-record the amount of effluent discharged, we will amend charges from the last meter reading but one before the matter was brought to our attention.

Where the volume of effluent discharged is calculated from the volume of water supplied, as registered on a water meter, and the meter is found on testing to be registering volumes incorrectly, we will amend charges from the last meter reading but one before the matter was brought to our attention.

5.6 Supply points without a water meter

If your customer does not have a water meter at their premises, to measure the volume of water being used, we call this an unmeasured supply. We will charge for unmeasured supply points based on either a charging value (CV) (a rateable value or a charging value assessed from a business rateable value) or an assessed charge.

5.6.1 Unmeasured charges based on rateable value or business rateable value

We will charge based on the rateable value for water services for unmeasured supply points that existed before 1 April 1990, where a valid rateable value still exists. For unmeasured non-

household supply points, where a valid rateable value no longer exists, or where we consider the rateable value is no longer relevant we may calculate a charging value using the business rateable value for the premises.

Where we use a business rateable value to calculate a charging value, we will calculate it by dividing the business rateable value by the appropriate rating list divisor as shown in the table below.

Business rateable value	Rating list divisor
Value became effective between 1 April 1995 – 31 March 2000 (inclusive) (This will only apply to premises that have been given a business rate assessment effective from 1998)	9.12
Value became effective between 1 April 2000 – 31 March 2005 (inclusive)	11.32
Value became effective between 1 April 2005 – 31 March 2010 (inclusive)	13.09
Value became effective between 1 April 2010 – 31 March 2024 (inclusive)	15.48
Value became effective on or after 1 April 2024	16.66

We will also base charges relating to car parks in existence before 1 April 2010, which do not have a water supply or a water meter, but have a surface water drainage connection on a charging value calculated from the business rateable value or a valid rateable value where one still exists.

Where we have assessed a charging value for any charging year, we will use this value for that year and following years until we are notified otherwise and we agree that the charging value should be amended.

5.7 Unmeasured water

Charges for each unmeasured supply point with a charging value are made up of two parts:

- a fixed standing charge; and
- a charge per £ of the charging value of the premises (section [3.6](#)).

If there is no charging value or we consider the charging value is no longer relevant, we will either say that a water meter needs to be installed or calculate a charging value or apply an assessed charge. The charging value for each non-household premises may be assessed as set out in section [5.6.1](#).

5.7.1 Animal troughs without a water meter

We make a fixed charge for each animal trough that does not have a water meter (section [6.9](#)).

If you ask for the supply to an animal trough to be metered, you will be responsible for the cost of meter installation.

5.8 Unmeasured sewerage

Unmeasured sewerage charges (section [3.7](#)) are based on the charging value of the premises in the following circumstances:

- where no water meter is installed;
- farms and other agricultural premises, decided by us; and
- some existing measured non-household premises agreed by us. However where there is a change of occupier at these premises, we will apply volumetric charges for foul drainage and site area charges for surface water drainage and highway drainage services.

We will apply a standing charge for sewerage services for places of worship without a water meter or a charging value (section [3.7](#)).

If there is no charging value or we consider the charging value is no longer relevant, we will either say that a meter needs to be installed, calculate a charging value or apply an assessed charge. We may assess the charging value for each non-household premises as set out in section [5.6.1](#).

5.8.1 Sewerage charges for premises served by a private water supply

Sewerage charges for premises with a private supply of water and without a metered water supply point, are based on a charge per £ of the charging value (section [5.6.1](#)).

5.9 Assessed charges for water and sewerage services where a water meter cannot be installed

Where it is not reasonably possible to install a water meter at a non-household premises and there is no charging value, or we consider the charging value is no longer relevant, we may assess a charging value until we can meter the premises, or we may use an assessed charge based on an assumed meter size (sections [5.6.1](#) and [3.8 and 3.9](#)).

Assessed charges are not available where we believe the assumed meter size will be greater than 22mm. We can review an assessed charge at any time.

5.10 Non-potable water volumetric tariff

Where supplies of non-potable water are made available for non-domestic purposes, the charges are made up of two parts:

- a charge per cubic metre (section [3.10](#)); and
- a standing charge per water meter based on its size (section [3.1](#)).

We show two bands for non-potable water volumetric consumption;

- consumption 0m³ – 500m³; and
- consumption >500m³.

We have done this for the benefit of non-household retailers, as it aligns with the structure of their price controls. These tariff bands have no impact on the wholesale charge that retailers will pay.

5.11 Special agreements

5.11.1 UUPOT2

Pre privatisation historic agreement to supply a number of premises with fixed price water.

5.11.2 UUNONPOT2

Originally agreed in October 1996 for a supply commencing June 1998. Extension and Variation Agreement now in place, for non-potable water supply. Current tariff due to end on 30th April 2024.

5.11.3 UUNONPOT1a

Inherited agreement established in 1983 (replaced agreement of 1969) and terminated in March 2006. The current agreement is effective from April 2006 for 20 years. Agreement for non-potable water supply.

5.11.4 UUNONPOT1b

Inherited agreement established in 1983 (replaced agreement of 1969) and terminated in March 2006. The current agreement is effective from April 2006 for 20 years. Agreement for non-potable water supply.

5.11.5 UUNONPOT1c

Inherited agreement established in 1983 (replaced agreement of 1969) and terminated in March 2006. The current agreement is effective from April 2006 for 20 years. Agreement for non-potable water supply.

5.11.6 UUSE1

Agreement effective from 1 April 2022 to supply partially treated water to customer specification.

5.11.7 UUSEW2

Abatement for foul sewerage, surface water and highways drainage under section 83(3) of the County of Merseyside Act. No end date.

5.11.8 UUSEW3

Agreement to charge surface water drainage and highway drainage charges due to the high proportion of areas with restricted access. No end date.

5.12 Vacant premises

During the 2024/25 charging year, we may introduce volumetric charges for water and sewerage services provided to premises marked as vacant in the Central Market Operating System (CMOS). If we are going to introduce these charges, we will provide six months' notice to retailers.

5.13 Temporary disconnection of water supply

Where the water supply at occupied premises is temporarily disconnected, including disconnection for non-payment, charges for surface water drainage and highway drainage services remain payable.

6 Non-primary charges 2024/25 summary tables

This schedule lists our non-primary other services charges and forms part of our wholesale water and sewerage charges scheme for 2024/2025.

All charges apply from 1 April 2024.

All charges published in this schedule exclude VAT. We will apply VAT to charges as required by relevant legislation.

6.1 Metering services

Water meter exchange/replacement of missing meter	15mm-20mm	25mm	40mm	50 - 80mm	100mm +
With excavation	£480.75	£994.68	£1,036.08	£1,830.04	Quote on request
Without excavation	£137.79	£255.62	£268.75	£995.24	Quote on request
<i>Note: There is no charge where the meter accuracy is outside the prescribed limits of the Meter Regulations</i>					
Meter box lid replacement	£256.72	£256.72	£440.48	£653.84	Quote on request
Clear meter box (pump out)	£189.04				
Water meter resize survey (no data logging)	£144.97	£170.11	£170.11	£296.17	Quote on request
Water meter resize survey (data logging)	£310.69	£310.69	£310.69	£458.43	Quote on request
Water meter resizing activity (no excavation)	£137.79	£305.42	£305.42	£769.96	Quote on request
Water meter resizing activity (excavation)	£479.79	£1,131.44	£1,131.44	£2,069.48	Quote on request
Water meter relocation survey	£106.13				
Water meter relocation activity	£507.62	£984.42	£1,155.82	£2,065.75	Quote on request
Missed appointment/aborted works (meter install/maintenance)	£94.51				

Meter installation activity	
New meter installation to an existing unmeasured Animal trough	£480.75
New meter installation at an existing unmeasured premises	No charge

Water meter test (two point)	15 – 20mm	25mm	40mm	50 – 80mm	100mm +
With excavation	£716.76	£1,278.07	£1,359.22	£2,270.66	Quote on request
Without excavation	£380.32	£512.18	£589.20	£1,435.87	Quote on request
<i>Note: There is no charge where the meter accuracy is outside the prescribed limits of the Meter Regulations</i>					

Data activity	
Temporary data logger installation/removal	£255.34
Provision/installation of pulse unit/splitter by us	£313.45
Provision/installation of pulse unit/splitter/outreader by us	£448.16
Installation of additional logger housing – below ground	£945.94
Test of pulse output capability of water meter	£257.60
Missed appointments/aborted works (meter technician visit)	£86.18
Provision of passive AMR data – per meter (where available)	£1.09

Other charges (applicable to all meter sizes)	
General site visit (re-programme data logger etc.)	£153.61
Provision of quote on request	£138.83
Provision of non-market meter reading	£12.02

6.2 Meter verification services

Meter Verification	15-40mm	50-100mm +
Verification of meter supply arrangements / meter details – desktop study (per meter)	£22.77	
Verification of meter supply arrangements / meter details – site visit (per meter)	£77.21	£142.83

No access or aborted visit charge for verification activity	£42.72	£124.64
Note: There is no charge when verification proves incorrect		

6.3 Data amendment

Where you ask us to apply a data amendment to a supply point, we will carry out an investigation to confirm that the change is needed. We will charge when our investigation shows that no amendment to the market data is needed (see section [7.3.2](#)).

	Desktop study only	Site visit required	Abortive visit
Deregistration of a supply Amendment to VOA BA reference or UPRN at a supply point	£72.79	£197.26	£123.25
Allowance/Assessment request – not charged elsewhere Review of tariff Application for change in tariff applied to a service component Invalid claim for incentive schemes (see section 7.9)	£36.40	£156.74	£86.85

6.4 Permanent disconnections at the customer's request

Permanent disconnection	No charge
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When we are unable to carry out a scheduled permanent disconnection because of the actions or non-attendance of you or your customer we may make an abortive site visit charge (section [6.15.1](#))

6.5 Disconnection for non-payment or temporary disconnection at customer request

Disconnection for non-payment or temporary disconnection at customer request	
Disconnection of supply	
Up to 40mm meter	£77.78
50mm meter and above	£138.24
Disconnection outside the business day (up to 40mm)	£259.08
Disconnection of supply – monitor visit	£37.35
Unsuccessful disconnection/abortive visit	
Up to 40mm meter	£39.84
50mm meter and above	£120.76
Out of hours unsuccessful disconnection/abortive visit	£259.08
Disconnection of supply – complex (includes Warrant costs)*	
Up to 40mm meter	£2,420.28

50mm meter and above	£2,757.77
Gaining entry for purpose of disconnection*	
Obtaining a Warrant – successful application	£2,276.77
Obtaining a Warrant – unsuccessful application	£1,177.47
Aborted Warrants process	£312.47
*Prices quoted include attendance at court to obtain a Warrant of Entry. A Warrant of Entry obtained via telephone may be available on request.	

6.6 Reconnection following temporary disconnection

Reconnection at customer request or following disconnection for non-payment (subject to availability)	
Reconnection of supply (same business day, request received before 2.59pm) – up to 40mm meter	£75.58
Reconnection of supply (same business day, request received between 3.00pm and 6.00pm) – up to 40mm meter	£136.57
Reconnection of supply (within one business day of request) up to 40mm meter	£60.02
Reconnection of supply (within one business day of request) 50mm meter and above	£113.96
Unsuccessful reconnection of supply/abortive visit	£41.44
Complex reconnection of supply	
15-20mm meter	£253.53
25mm meter	£390.57
40mm meter	£389.39
50mm meter and above	£1,248.21

6.7 Reconnection following disconnection for non-compliance with the Fittings Regulations

We have the right to charge for reconnection following disconnection resulting from plumbing not meeting the Fittings Regulations (section [7.11.3](#)).

6.8 Re-joining non-lead service pipes

Re-join a non-lead service pipe (up to 32mm) - unsurfaced	£459.00
Re-join a non-lead service pipe (up to 32mm) - surfaced	£809.00

6.9 Animal trough without a water meter

Charge per trough for water	£188.10
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6.10 Use of metered standpipes for drawing water from our mains

Annual hire charge – 22mm	£460.00
Annual hire charge – 50mm	£625.00

In addition we will charge **£1.980** per cubic metre (m3) for all water recorded as used through the standpipe meter.

6.11 Fire hydrants

Repair, installation and maintenance	Charge
Category 1	
a) Repairs made without disturbance to the original surface (no dig)	£439.01
b) Repairs made by excavation from the original surface up to the cover and frame depth level, including to replace lid and/or re-set cover and frame including permanent reinstatement (any surface category)	£682.45

Category 2	
a) Repairs involving excavation below the original surface i.e. greater depth than category 1(b)	£1,009.83
b) Complete hydrant replacement, and permanent reinstatement on completion (any surface category)	£1,702.16
c) Complete hydrant removal, and permanent reinstatement on completion (any surface category)	£1,494.25
d) Installation of fire hydrant including associated pipework, connection, valves, chamber, cover and frame, permanent reinstatement (any surface category) (mains over 100mm up to 150mm)	£1,751.74
Mains over 150mm	Quote on request
A quote will be based on recovering all costs incurred associated with investigation, administration, issue of any statutory notices and repair/installation.	
Category 3	
a) Relates to work involving the following activities: adoption including install/replace marker post(s), plates and numerals	£385.96

We may recharge the costs of Highways Authority permits associated with the repair, installation and maintenance of fire hydrants.

Where we can resolve the issue during the initial assessment the following charge will apply	£170.41
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6.12 Accredited entities

Accredited entity meter exchange manifold <u>payment to retailer</u> (15-20mm)	£50.78
Accredited entity - meter test passed - charge to retailer (15-20mm)	£293.55
Accredited entity - meter test failed - <u>payment to retailer</u> (15-20mm)	£50.78
<i>Note: There is no charge where the meter accuracy is outside the prescribed limits of the Meter Regulations</i>	

6.13 Incentive schemes

6.13.1 Gap site incentive

Gap site incentive payment (per site)	£250.00
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6.13.2 Vacancy incentive

Vacancy incentive payment (per site)	£200.00
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6.13.3 Water efficiency incentive

Incentive payment (per litre per day saved)	£0.05
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6.14 Provision of additional information

Provision of additional information – per hour	£36.40
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6.15 Other charges

6.15.1 Site visits

Water charges for inspections - per hour	£64.07
Water abortive site visit charge - per hour	£64.07
Wastewater charges for inspections - per hour	£154.96
Wastewater abortive site visit charge - per hour	£154.96

6.15.2 Vacant site administration charge

Vacant site administration charge	£197.26
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6.15.3 Repairs to damage to our assets

Repairs to services, mains and apparatus	Recovery of direct and indirect costs
We will charge all costs incurred (UU and contractor) for investigation, administration, issuing any statutory notices, repair and reinstatement of the asset. We will also charge for any other costs we incur as a result of the damage.	

6.16 Surface water drainage and site area band inspections

Non-household with a site area charging band 1-5 full connection claim where the current charge is proven to be correct	£165.00
Non-household with a site area charging band 6 and above full connection claim where the current charge is proven to be correct	£823.24
Non-household partial connection claims for measured premises where the current charge is proven to be correct	£823.24
Site area charging band changes including changes to surface types where the current charge is proven to be correct	£179.06

6.17 Cesspool and septic tank waste

Charge made to the Local Authority/customer delivering contents of cesspools and septic tanks to our wastewater treatment works.

Charge for reception, treatment and disposal of the contents (per m3) Note: a minimum charge of one cubic metre will be applied	£12.63
Standing charge to cover the cost of reception and administration (per visit)	£19.00

6.18 Costs associated with unauthorised or non-compliant discharges of trade effluent

Non-standard costs	Recovery of direct and indirect costs
We will charge all costs incurred (UU and contractor) for investigation, administration and clean-up. We will also charge for any other costs we incur as a result of the discharge including costs for dealing with the effect of the discharge.	

6.19 Trade effluent

Application charge	
Low risk and consistent discharges requiring a preliminary assessment only	£172.94
Low impact discharges for our network and treatment assets	£462.08
Discharges that require detailed assessment against our network and treatment assets	£692.26
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended) - initial assessment	£1,126.60
Additional assessment - Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended)	Recovery of costs

Variation charge	
Low risk and consistent discharges requiring a preliminary assessment only	£103.74
Low impact discharges for our network and treatment assets	£244.93
Discharges that require detailed assessment against our network and treatment assets	£422.21
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contains substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£730.45
Additional assessment - Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended)	Recovery of costs

6.20 Trade effluent meter data provision

Charge per data item	£6.46
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7 Non-primary charges supporting information

Charges for all non-primary services are listed in section [6](#) above. All services are subject to availability and may be subject to terms and conditions. We may charge more if the service is required outside of the standard business day.

Retailers should apply for any of these non-primary services using the appropriate market form or request where available.

We will make an abortive site visit charge when we are unable to carry out any scheduled activity because of the actions or non-attendance of you or your customer. This charge will also apply where this is because of incorrect information provided by you or your customer. The level of charge will depend on the scheduled activity.

7.1 Metering services

7.1.1 Water meter exchange or installation of a missing meter

Where you ask us to exchange a water meter for a different meter of the same size in the same place, we will make a charge. Where we agree to exchange a water meter for a different size and/or in a different place, we will make a charge (section [6.1](#)). We may make a charge when we need to replace a missing meter that we have not removed.

If we need to exchange a meter 40mm or smaller for the sole purpose of data logging, and the new meter is the same size in the same place, we will not charge for exchanging the meter.

We will allow Accredited Entities to exchange manifold meters of less than 25mm that are inside the premises (section [6.12](#)).

We will decide which type of replacement meters to use. We may make additional charges if you ask for different meter types and we agree to this.

7.1.2 Change of water meter size

Where you ask us to:

- (i) carry out a survey to check if a water meter can be replaced with one of a different size (in which case you must provide us with enough information to allow us to calculate the size of the meter that will be needed); or
- (ii) carry out a survey to check if a water meter can be replaced with one of a different size and ask us to arrange for meter data logging to allow us to calculate the size of the meter that will be needed; and
- (iii) carry out the work to replace the water meter with one of a different size if the survey proves that a different size is needed.

All work will be at your expense (section [6.1](#)). We will decide which type of replacement meters to use. We may make additional charges if you ask for different meter types and we agree to this.

If you ask us to replace the water meter with a different size water meter without us having carried out the survey in (ii) above, and that size proves to be unsuitable, we will charge for any necessary further works.

7.1.3 Change of water meter position

Where you ask us to:

- (i) carry out a survey to check if a water meter can be moved to a different place; and/or
- (ii) carry out works to move a water meter if a survey proves a different place is acceptable to us.

All work will be chargeable (section [6.1](#)). We will decide which type of replacement meters to use. We may make additional charges if you ask for different meter types and we agree to this.

7.1.4 Water meter installation

All new supply points must have a water meter installed to measure water consumption (section [4.1](#)).

For a new water supply connection, please contact our Developer services team. Details available on our website: unitedutilities.com/builders-developers.

7.1.5 Water meter accuracy testing

You can ask us to test a water meter for accuracy in line with regulation 6 of the Meters Regulations. We will always remove the water meter from the premises to test that it is giving accurate readings. The test is carried out by an independent company of our choice. If the test shows that the meter is providing readings that are within the allowed limits of accuracy, specified in the Meters Regulations, we will make the charge for a meter test (section [6.1](#)). We will not charge if the accuracy is outside of the allowed limits of accuracy.

If the test shows the water meter is registering incorrect readings, we will adjust the charges in line with regulations 8 & 9 of the Meters Regulations. We will adjust your charges from the date of the reading before the reading that brought the matter to our attention and led to the test (unless it can be shown that it became faulty at a later date).

7.1.6 Temporary data logging

You can ask us to temporarily fit a data logger to a meter. We will usually fit the data logger for one week then remove it and provide you with the information in electronic format by email. We will charge for each supply point for this service (section [6.1](#)).

7.1.7 Access to pulsed output on a water meter

You can ask us to provide a permanent pulsed output to a water meter. This can be either:

- (i) pulse unit / splitter; or
- (ii) pulse unit / splitter and outreader.

We will charge for each one that we fit and they are subject to agreement with our terms and conditions.

Where a water meter is non automated meter reading (AMR) enabled, we may agree to the installation of a pulse unit. This will be subject to agreement with our terms and conditions.

7.1.8 Passive automated water meter reading data provision

Where we have collected passive AMR meter data for your customer's premises as part of our routine meter reading activity, we may be able to provide you with an electronic copy of this information at agreed intervals, subject to agreement with our terms and conditions.

We will charge yearly for each meter where we provide information (section [6.1](#)).

Where a retailer has entered into a separate meter reading agreement with us, we will provide this information as part of that agreement.

7.1.9 Equipment tests

You can ask us to carry out an inspection of the water meter if you believe that our equipment attached to the meter (e.g. pulse unit and/or splitter) is faulty, and we will investigate the cause of the fault. Where we find that the fault is not due to a failure of our equipment, we will charge you for the visit (section [6.1](#)).

We will not make any charge for the inspection visit when we find that our equipment has failed.

7.1.10 Testing of pulsed output capability of water meter

Where you believe that there is a fault with the pulsed output capability of the water meter, you can ask us to test that the pulsed output facility on that water meter is working correctly. Where we find that the pulsed output facility is working correctly, we will charge you for the visit (section [6.1](#)). This is not a test of any additional equipment attached to the meter.

We will not make a charge when we find that the pulsed output facility is not working correctly.

7.1.11 Clearing of meter chamber

We will make a charge if you ask us to pump a meter chamber clear of water (section [6.1](#)).

7.1.12 Chamber lid replacement

You can ask us to replace a standard meter chamber lid with a different type of lid. We will only agree to this where we believe that the replacement lid will not cause us any future operational issues, or result in damage to our equipment.

The level of charge will depend on the size of lid to be replaced (section [6.1](#)).

We will make an abortive visit charge where, we arrive to carry out this work but are unable to do so because of circumstances outside our control (e.g. traffic loading requirements).

7.1.13 Installation of additional below ground data logger housing

Where there is not enough space in an existing water meter chamber or housing to allow you to install a data logger, you can ask us to install additional below ground logger housing. Where we agree to this, we will make a charge (section [6.1](#)).

7.1.14 Provision of non-market meter reading

We will charge for each non-market meter reading you ask us to carry out (section [6.1](#)).

7.2 Site visit charge

We will make the site visit charge when you request a site visit from us, the level of charge depends on the scheduled activity and will be based on a cost per hour (section [6.15.1](#)).

This could be for reasons including but not limited to:

- location of a stop tap or stop valve for work on private pipework; or
- providing advice about or assistance with private pipework; or
- carrying out water quality investigations; or
- visit to provide a quotation; or
- carrying out a pressure and flow test; or
- wastewater inspections

If you request a visit from us in relation to carrying out work and from that visit, we confirm that we do not need to do any work, site visit charges will apply.

7.3 Verification and deregistration services

7.3.1 Verification of water meter supply arrangements / water meter details

Where you believe that the following information held by the Central Market Operating System is incorrect, you can ask us to investigate:

- the supply point that a water meter serves and / or
- the physical characteristics of the meter (e.g. meter size, meter serial number).

We will charge if our site investigations confirm that the details in the Central Market Operating System are correct (section [6.2](#)). We will not charge if our investigations prove that the details are incorrect.

If we can, we will verify the information by a desktop study. When we do this, we will make the desktop study charge if our information is correct.

7.3.2 Data amendment requests

Where you ask us to apply a data amendment to a supply or discharge point, we will carry out an investigation to confirm that the change is needed.

Examples include:

- application to de-register a supply point
- application for an allowance
- tariff change request
- amendment to valuation office assessment business authority reference (VOA BA)
- amendment to unique property reference number (UPRN)

Charges include a single site visit and a desktop study. Where it is possible to do so, we will verify the data by a desktop study. Where this is the case, we will make the desktop study charge.

Charges will apply where as a result of our investigation we do not need to amend the market data (section [6.3](#)).

If we have started an investigation at your request and you fail to provide information that we reasonably request to enable us to complete that investigation, we will make the appropriate charge.

7.4 Disconnection and reconnection services

7.4.1 Permanent disconnection

You can ask us to permanently disconnect the water supply to premises if it is no longer required.

You should apply to permanently disconnect a supply to non-household premises using the appropriate market form or request.

We do not charge for this service (section [6.4](#)).

When we are unable to carry out a scheduled permanent disconnection because of the actions or non-attendance of you or your customer we may make an abortive site visit charge (section [6.15.1](#)).

7.4.2 Temporary disconnection at retailer request

You may wish to consider temporary disconnection of a water supply to a non-household premises to protect against bursts or leakage where a premises is likely to be vacant for some time.

We will charge for this disconnection and any subsequent reconnection (section [6.5](#) and [6.6](#)). We will charge for water and foul sewerage where consumption is recorded on the meter.

7.4.3 Temporary disconnection for non-payment of charges

You can ask us to disconnect the water supply to non-household premises for non-payment of charges. We will charge for the disconnection and any subsequent reconnection of the same supply. The amount that we charge depends on the meter size (section [6.5](#) and [6.6](#)).

Disconnections outside of the business day will be subject to availability and we will make additional charges (section [6.5](#)). We will charge for any monitor visits you request to verify that the supply remains disconnected.

We will charge you for any associated legal costs that we incur.

7.4.4 Complex disconnection

Where we successfully obtain a Magistrates Warrant of Entry (section [6.5](#)), on gaining access to the premises we will remove the meter and cap the water supply to enforce the disconnection. We will only do this if you ask to and agree the costs ahead of us taking any action.

We will charge for the disconnection and any subsequent reconnection of the same supply. The level of charge will depend on the meter size (section [6.5](#) and [6.6](#)).

7.4.5 Unsuccessful disconnection of supply

We will charge when we are unable to disconnect the supply due to the actions of, or incorrect information provided by, you or your customer (section [6.5](#)).

7.4.6 Reconnection of supply

Where you ask us to reconnect the water supply (including water supplies disconnected by an accredited entity) we will make a reconnection charge (section [6.6](#)).

7.4.7 Warrant of Entry

You can ask us to obtain a Warrant of Entry for you to gain access into a non-household premises. Where we obtain the Warrant of Entry, we will provide court enforcement support to execute the warrant. We will charge you for obtaining the Warrant of Entry and enforcement support.

If we are not able to obtain the Warrant of Entry, we will charge you for our costs and legal charges incurred.

If you ask us to obtain a Warrant of Entry, and subsequently ask us to cancel the process, we will charge you for our costs and legal charges incurred (section [6.5](#)).

7.4.8 Illegal connections

Where we find an illegal connection to our water mains we will discuss corrective actions with you, and would normally expect you to correct at your cost. If we need to correct this on your behalf, we will charge you for this.

We will charge for all our direct and indirect costs relating to investigation, administration and correction (including materials).

If you or your customer do not allow us access to complete this work we may use legal processes to obtain access and complete the work. We may charge you for our costs, including any legal costs.

We may prosecute for any illegal connection to our water mains even if corrective actions are in progress or complete, and we may charge you for any costs that we incur, including legal costs.

7.5 Replacing service pipes

We have a scheme to replace lead service pipes. Not all premises are suitable for this scheme and we will decide whether to accept your application. If we do, you will need to replace your lead supply pipe within the boundary of your premises, and we will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main, free of charge. For more details and an application form visit: unitedutilities.com/lead-pipes

7.5.1 Change to the connection point

If we accept you onto the scheme, we will let you know where to lay your new supply pipe so we can connect it to our communication pipe. You can ask us to connect the pipes in a different place to where we tell you they will be connected. If we agree to this and it involves more pipework than our original connection point would, we may charge you for each additional metre of pipework that is needed.

Additional pipework, cost per metre	£153
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7.5.2 Lead replacement failed visit

If we come to your premises to replace lead pipes but we cannot carry out the work because of something that is outside our control, we may charge you the following failed visit charge. This charge will not apply if you cancelled your appointment no less than 24 hours beforehand.

Failed visit charge	£900
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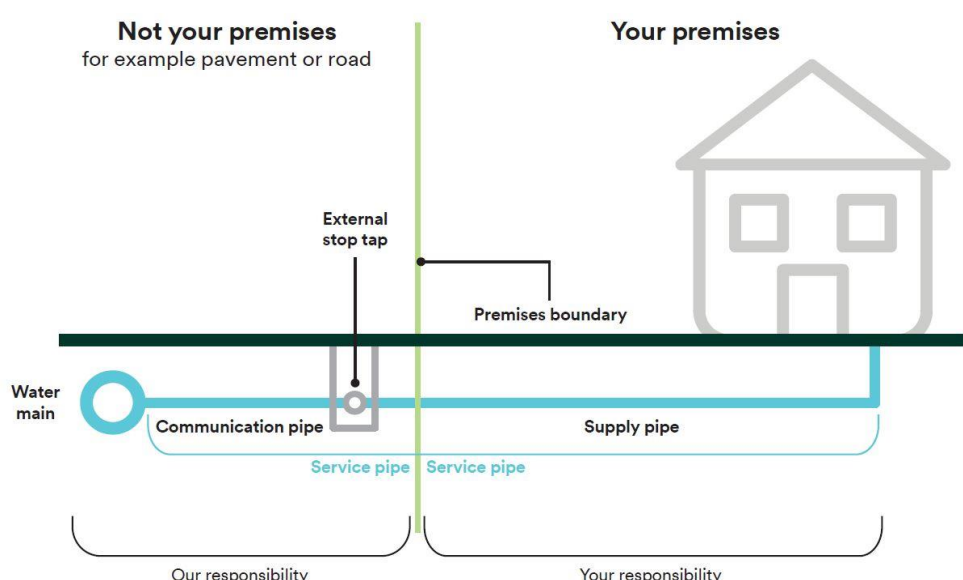
7.5.3 Return visit to complete disconnection of lead supply

If we need to return to your premises, because we couldn't disconnect the original lead supply pipes at the time we called to carry out the lead replacement, because of something that is outside of our control, the following charge may apply.

Disconnection of supply return visit	£1,158
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7.5.4 Rejoining a non-lead pipe

If you ask us to re-join a supply pipe (up to 32mm) to our communication pipe, and neither pipe was lead there will be a charge for this service (section [6.8](#)).



Your service pipe is made up of two parts:

- a communication pipe outside the boundary of your premises; and
- a supply pipe within the boundary of your premises.

7.6 Provision and use of standpipes

We will only allow you to connect to our network and draw water from designated hydrants, through a metered standpipe requested from us or requested directly from an approved supplier.

See our website for full details: unitedutilities.com/standpipes

7.7 Fire hydrants

Where appropriate, in line with sections 57 and 58 of the Act, we will make standard charges for the installation, removal or maintenance of a fire hydrant (section [6.11](#))

7.8 Accredited entities

We support the appointment of Accredited Entities by a retailer to carry out certain activities. Full details are available on our website:

unitedutilities.com/Business-services/wirsae-accredited-entities

The Accredited Entity appointed for any works must hold an accreditation to undertake that particular scope of activity in accordance with the WIRSAE (Water Industry Registration Scheme Accredited Entity) administered by Lloyd's Register.

We must be notified of any work completed. A payment/charge may apply depending on the category of work.

7.9 Incentive schemes

Our gap site and vacancy incentive schemes operate in line with the Market Codes and associated incentive scheme guidance.

Details are available on the MOSL (the market operator for the non-household retail market in England) website: mosl.co.uk

7.9.1 Gap site incentive

Our gap site incentive scheme incentivises business retailers to make sure that all eligible premises are registered correctly in the Central Market Operating system, to support fairness of charging for all customers.

We will offer a gap-site incentive payment where you identify a gap site that we then successfully register in the Central Market Operating System.

The scheme is subject to qualifying criteria and we may limit the maximum number of incentive payments that we make each year.

Full details of qualifying criteria are contained in the standard industry Gap Site Incentive Scheme. Further detail are available on our website at:

unitedutilities.com/Business-services/incentive-schemes

We will make the initial incentive payment once the SPID has a status of tradeable in the Central Market Operating System (section [6.13](#)).

We will make a further allowance against the first year's primary wholesale water and or sewerage charges for qualifying SPIDs. Full terms and conditions are available on our website.

We may make an administration charge where, as a result of our investigation, there is no amendment to the market data (section [6.3](#)).

7.9.2 Vacancy incentive

Our vacancy incentive scheme incentivises business retailers who work in our area to identify and help bring into charge, premises that are showing as vacant within the Central Market Operating System, to support fairness of charging for all customers.

We will offer a vacancy incentive payment where you tell us about a site that is incorrectly identified as vacant within the Central Market Operating System and this premises is then brought into charge in accordance with the terms of the standard industry Vacancy Incentive Scheme Guidance.

The scheme is subject to qualifying criteria and we may limit the maximum number of incentive payments that we make each year.

Full details of qualifying criteria are contained in the standard industry Vacancy Incentive Scheme. Further detail are available on our website at:

unitedutilities.com/Business-services/retailers/incentive-schemes

We will make the incentive payment when the occupancy status flag for the SPID has been amended to show that the SPID is occupied and the 'effective from date' shows the full period that we are expecting, in the Central Market Operating System (section [6.13](#)).

We may make an administration charge where, as a result of our investigation, there is no amendment to the market data (section [6.3](#)).

7.9.3 Water efficiency incentive

We offer a water efficiency incentive to support you in assisting your non-household customers to make water efficiency interventions on their sites.

We will calculate the incentive payments based on the amount of water saved as a direct result of the water efficiency intervention. We will measure the savings by comparing at least three months of consumption data before and after any water efficiency interventions are made. We will base the appropriate time for comparison on the type of customer.

The scheme is subject to qualifying criteria and we may limit the maximum number of incentive payments that we make each year.

We require evidence of the interventions made and water savings achieved as a direct result of these interventions.

Every SPID is eligible for the incentive a maximum of once in a two year period.

We will calculate the one off payment on completion of a valid application, based on the number of litres per day saved multiplied by the incentive payment, up to a maximum of £3,000 for a single application.

We may carry out audits at your customer's premises in order to verify any savings achieved before we make the payment.

Where water efficiencies are not maintained over a two year period, we may recover the water efficiency incentive payment from you.

Further details, including which type of interventions we would consider, can be found on our website at:

[Return to contents](#)

unitedutilities.com/Business-services/retailers/incentive-schemes

7.9.4 Disputes in relation to incentive schemes

Any disputes arising in relation to these incentive schemes will be resolved in accordance with the dispute resolution provisions within the Market Codes.

7.10 Provision of additional information

We may be able to provide additional information or data at your request over and above that which we share with you in line with your agreement, market codes or that covered by the Environmental Information Regulations. Where this is the case, we charge for this information. Our charges will be based on a cost per hour of collating and providing this information (section [6.14](#)).

7.11 Fittings Regulations inspections

We have a duty to enforce the Fittings Regulations under sections 73 to 75 of the Act and have power to take steps to prevent contamination, waste and misuse of water. If we need to carry out an inspection at a non-household premises to confirm that a plumbing installation meets the Fittings Regulations, there is no charge for the initial inspection. If the work does not meet the Fittings Regulations, we may charge for further visits if we need to inspect the work again (section [6.15](#)).

7.11.1 Contravention of the Fittings Regulations

If we find plumbing that does not meet the requirements of the Fittings Regulations we will discuss corrective action with you, and will normally expect you to correct at your cost.

We will issue you with a notice for completion of any such corrective work, if necessary, under section 75 of the Act. If the required work is not completed within the specified timescale, we will complete the work, and charge for all our direct and indirect costs for the investigation, administration and corrective work (including materials).

If you or your customer do not allow us access to complete this work we may use legal processes to obtain access and carry out the work. We may charge you for our costs, including associated legal costs.

7.11.2 Defective fittings

Where we identify a defective fitting, we will serve a defective fittings notice (under section 75 of the Act) on any premises for the repair of or disconnection of any fittings (including underground supply pipes) that are not working properly or are not in line with the Fittings Regulations. If the work stated in the notice is not carried out within the timescales we set, we will carry out the work and charge you for it.

If necessary, we may disconnect the supply under section 75 of the Act, and may charge you the costs associated with this work.

We will charge for all our direct and indirect costs associated with investigation, disconnection and administration.

7.11.3 Reconnection following disconnection for non-compliance with the Fittings Regulations

If we have disconnected a water supply at a non-household premises, because it did not meet the Fittings Regulations and you ask us to reconnect it, we will charge for this work.

7.12 Vacant site

If we believe a non-household premises is incorrectly marked as vacant within the Central Market Operating System, we may submit a vacancy change application to the market operator to have the occupancy status corrected. If we are correct and the changes are made we will make a charge for this (section [16.15.2](#)).

7.13 Repairs for damage to our assets

We will charge for repairs for damage to our assets (e.g. water mains and other apparatus) including, where appropriate, investigation, administration, issuing any statutory notices, repair and reinstatement of the asset, under section 174 of the Act, to whoever is responsible for damaging them (section [6.15.3](#)).

7.14 Charge for surface water drainage inspections

We will charge for surface water drainage inspections where the current site area charging band is proven to be correct (section [6.16](#)). Where scheduled activity cannot be carried out due to the actions or non-attendance of you or your customer, full charges as stated in section [6.16](#) will apply.

7.15 Dealing with the contents of cesspools or septic tanks

We will charge for receiving the contents of cesspools or septic tanks directly at our wastewater treatment works. Charges are payable by the person making the delivery (section [6.17](#)).

7.16 Temporary discharges

If your customer wishes to discharge wastewater to a public sewer for less than six months, approval for the temporary discharge will be required from us. Applications should be made using the appropriate market form or request. Where we confirm that the discharge is acceptable, we will issue a time limited temporary discharge authorisation.

An application charge is payable and the standard trade effluent charges (sections [5.5](#) and [6.19](#)) apply to the discharge to the extent that it consists of or includes trade effluent.

For a discharge of wastewater made to a public sewer under the authority of a provision in a local enactment or in an order under the Transport and Works Act 1992, we will grant consent subject to terms and conditions that we may reasonably impose (and may not unreasonably withhold such consent). Wastewater discharged in this way (which must be as free as possible from solid substances, oil or matter in suspension) will normally be charged for on a volumetric basis, or as otherwise agreed with us.

7.17 Trade effluent services

7.17.1 Recovery of costs associated with an unauthorised or non-compliant discharge of trade effluent

If trade effluent is discharged to the public sewer network or treatment works and that discharge results in additional costs (not recovered through trade effluent charges as described in this charges scheme) for its reception, conveyance, treatment and disposal by us, we will recover those costs from the discharger.

The additional costs may relate to physical damage to assets or clean-up costs which occur as a result of an unauthorised or non-compliant discharge and costs necessary to mitigate the effect of the discharge (section [6.18](#)).

7.17.2 Application and variation charges for discharging trade effluent

An application charge is payable (section [6.19](#)) by you when a notice is served on us containing an application for a consent to discharge trade effluent into a public sewer under section 119 of the Act.

We will give consent in accordance with section 121 of the Act. The application charge is payable on completion of the application. It will vary depending on the volume of flow and the chemical composition of the discharge.

Where you ask us to vary your customer's existing consent to discharge trade effluent, a variation charge (section [6.19](#)) is payable. The charge will vary depending upon the volume and chemical composition of the discharge.

Where substances defined under Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended) are identified as part of your customers' application, additional assessment of the discharge may be required. We have the right to recover the cost of this assessment. We will discuss these costs with you and your customer before we commence any work (section [6.19](#)).

7.17.3 Provision of trade effluent meter data

Where we have collected meter data for your customer's premises as part of our routine activity, we may be able to provide you with an electronic copy of this data, subject to agreement with our terms and conditions.

We will charge a fee for this service see section [6.20](#).

8 Payment options

Payment terms are set out in your agreement or on your bill.

8.1 Payment terms

All charges must be paid in accordance with our agreement with you, where applicable. If you do not pay on time we will take action to recover the debt from you. You may need to pay extra costs because of this.

8.2 Value Added Tax (VAT)

Charges in sections [3](#) and [6](#) are stated exclusive of VAT; however, we will charge VAT in line with relevant legislation.

9 Definitions

The Act - the Water Industry Act 1991 (as amended).

Accredited entity - an entity which is independently evaluated and accredited under an accreditation scheme established by us, as Contracting Wholesaler, as competent to carry out certain activities including but not limited to metering and disconnection activity. One such accreditation scheme may include the WIRS (Water Industry Registration Scheme) administered by Lloyd's Register. Under that scheme, accredited entities include WIRS providers who include Self Lay Organisations and Utility Connection Providers.

Agreement - is a legally enforceable contract between us and you. It covers the water or sewerage services that we agree to provide to you, and the commercial terms on which we provide those services.

Assessed charge - an amount, determined by us, based on metered usage per meter size. For use when a water meter cannot be installed, no valid charging value for the premises is available or where a charging value exists and we have decided it is not appropriate (section [5.9](#)).

Business day - 08:00 to 18:00 Monday to Friday, excluding Bank Holidays.

Business rateable value - a rateable value in a list maintained under section 41 (local rating lists) or 52 (central rating lists) of the Local Government Finance Act 1988.

Change of occupier - means a change in the occupier of premises or if the owner pays the charges, a change in the ownership of the premises.

Chargeable area - for surface water drainage and highway drainage this is the total site area of premises including the boundary and all land held within that boundary but excludes any permanently grassed, cultivated or landscaped areas where no surface water or groundwater drains either directly or indirectly to a public sewer.

Charging bands - a range of bands used to charge for surface water drainage and highway drainage services based on the chargeable area of premises.

Charging value - the rateable value or a charging value assessed by us (based on either a rateable value, or a business rateable value where rateable value is not appropriate), or an assessed charge used for charging purposes. Also referred to as CV.

Charging year - the period of one year commencing on 1st April.

Community group - for surface water drainage and highway drainage charges, is a group which provides benefit to the local community and meets criteria we decide in accordance with our powers under the Flood and Water Management Act 2010.

The Company - United Utilities Water Limited – registered number 2366678.

Connection - a connection to our network from which you receive one of our services. Connections are regulated by the Act and other relevant legislation.

Customer - the end consumer of the water and sewerage service that we provide.

CV - see Charging value.

Defective Fitting - a water fitting which is installed, connected and used to carry water from our water main to premises that breaks or is likely to break the Fittings Regulations.

Defective fittings notice - a notice we serve where there is, or is likely to be damage, contamination, waste, misuse, or an unnecessarily high volume of water used as a result of any equipment or apparatus at the premises (including underground supply pipes) not meeting the Fittings Regulations.

Domestic purposes - refers to water used for drinking, washing, cooking, central heating and sanitary purposes (for example flushing the toilet) as explained in section 218 of the Act.

Domestic sewage - the contents of toilets, water which has been used for cooking or washing, and surface water. It does not include water used for the business of a laundry or for a business preparing food or drink, which will be eaten or drunk somewhere other than on the premises (see section 117 of the Act).

Eligible premises - premises, other than household premises, and that may be identified as eligible for the non-household market in line with industry published eligibility guidance.

Fittings Regulations - The Water Supply (Water Fittings) Regulations 1999.

Foul drainage - water discharged from premises as domestic sewage excluding surface water.

Furnished - containing furniture or sufficient fixtures and fittings that allows immediate use or used for storage purposes.

Gap site - an eligible premises which is in receipt of water services and/or sewerage services where no supply points are registered in relation to such eligible premises in the supply point register.

Green roof - for surface water drainage purposes is an organic roof cover consisting of all or some of the following features:

- a root resistant waterproof layer;
- a protection/moisture mat;
- a drainage layer;
- a fines layer or filter sheet;
- a growing medium or substrate;
- vegetation, as we determine.

Highway drainage - is water which drains from streets and roads into a public sewer.

House - any building or part of a building (including a flat) occupied or likely to be occupied as a private dwelling.

Household premises - any premises that are mainly used as a home, which a person lives in and which may be identified as such in line with any industry eligibility guidance.

Instrument of Appointment - the document which appointed us to carry out water and sewerage duties under the Act. (Our Instrument of Appointment was issued on 24 August 1989, when we were known as North West Water Limited).

Licensed water supplier - a company which is the holder for the time being of a water supply licence (see section 17B(9) of the Act).

Meter reading - a reading from a water meter to show how much water has been used at premises or, if there is no actual reading, our market estimate of how much water has been used.

Meters Regulations - The Water (Meters) Regulations 1988.

Non-household premises - premises other than household premises.

Non-potable water - water that is not fit for supply for domestic or food production purposes.

Non-primary charge - any wholesale charges which are not primary charges, and to avoid doubt this includes all charges relating to the provision of one off or discrete services performed while carrying out our obligations under the operational terms or as otherwise set out in this scheme in relation to specific circumstances or events.

Occupier - any person who lives in the relevant premises, or any person who:

- owns the premises;
- has enough control over the premises to have a duty of care towards lawful visitors to the premises;
- maintains the premises which are used or intended to be used as a home;
- maintains a property or premises that has shared facilities (including houses in multiple occupation, such as blocks of flats and houses that have been converted into flats, office blocks or shopping centres) or as holiday, or other household accommodation and is usually let (whether let wholly or in part), for less than 12 months;
- develops or owns any new premises that are empty or not furnished.

See also definition of customer.

Operational parameters - analytical results used to determine effluent strength:

- Ot - the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage;
- St - the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage.

Potable water - water fit for supply for domestic or food production purposes.

Premises - a property or part of a property that is occupied (or intended to be occupied) separately, including land or an interest in land. Each premises is usually listed individually on the valuation office agency website for council tax or business rates. Premises are usually listed individually on the Valuation Office Agency's website for council tax or business rates. Appropriate charges apply to individual premises.

Property - a building that may contain several premises, which may be household, non-household or a mixture of both, for example a block of apartments or offices. Each home or premises within the property is usually listed individually on the Valuation Office Agency website for council tax or business rates.

Primary charges - all charges in this scheme relating to the supply of water services both on a long-term or temporary basis, and including:

- (i) fixed and volumetric charges and allowances;
- (ii) any other charges set out in this scheme relating to specific circumstances or events, but not including;
- (iii) all charges relating to the provision of one off or discrete services that we perform while carrying out our obligations under the operational terms;

together with all such charges calculated in relation to a special agreement by reference to the relevant factor(s) and tariff(s) as set out in the published special agreements charges.

Private meter - a meter that is installed, owned and maintained by the customer. We may use a private meter to assess charges when agreed by us in specific circumstances.

Private supply - a supply of water that is not from a water supply that we currently own or operate, or from a licensed water supplier.

Public or commercial swimming pool - a swimming pool maintained for, or used by, the general public with its own metered water supply.

Rateable value (RV) - the value of premises as shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990.

Rating list divisor - the factor by which, on average, values in a business rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973 (section [5.6.1](#)).

Services - any service we provide relating to supplying potable, non-potable water, foul drainage, surface water drainage, highway drainage and trade effluent services.

Sewerage services - any services we provide that are related to providing, altering or disconnecting sewerage pipes and receiving, carrying and treating sewage including surface water drainage and highway drainage.

Shared water meter - a water meter that serves two or more premises.

Short term - occupancy that is usually for a period of less than 6 months.

Site - means premises in the same curtilage or adjoining each other receiving the benefit of our services, occupied and operated as a single economic unit.

Substantially altered - a site or premises which has had major physical alterations. This may include, for example, changing the way the premises is used, splitting into separate non-household premises or homes, merging with other premises, demolishing part of it, or otherwise altering it in such a way that we decide the current charging value is no longer appropriate; "substantial alteration" will be interpreted accordingly.

Supply point - the point at which water and or sewerage services are provided in relation to any eligible premises.

Surface water drainage - collection of rainwater that falls on premises and then drains directly or otherwise to public sewers.

Trade effluent - any liquid, either with or without particles of matter in suspension in it, which is wholly or in part produced in the course of any trade or industry carried on at trade premises, but not including domestic sewage (see section 141 of the Act).

Vacant premises - premises are considered to be vacant if all of the following criteria are met:

- (i) there is no physical occupation by any person, for any purpose, other than for the sole purpose of providing security services for the premises;
- (ii) the premises is not open or available to the public or visitors;
- (iii) there is no stock left in the premises, except where these items have been abandoned by a former tenant and the premises is not in use;
- (iv) there are no moveable items left on the premises such as furniture, equipment tools or moveable equipment or machinery; and
- (v) any fixtures and fittings have been abandoned by a former tenant and the premises is not in use.

Premises that are prohibited by law from being occupied, for example an unsafe premises, is also considered to be a vacant premises.

Water and sewerage undertaker - the Company appointed to carry out water and sewerage duties under the Act.

Water services charges - charges for water supply services, sewerage services or both.

Water supply - the water we supply to a customer.

Water supply services - any services we provide relating to providing, altering or disconnecting a water supply.

We, us or our - United Utilities Water Limited (registered number 2366678) or our representatives.

Wholesale services - water and or sewerage services that we provide to a customer.

You, your - our customer (a water supply licensee, another wholesaler or any other recipient of our wholesale products and services).

10 Household wholesale primary charges

These charges relate to the supply of water and wastewater services for domestic purposes to household premises and are provided for information purposes only.

Please refer to our [Household charges scheme](#) which sets out our charging policies and the charges our household customers must pay for our services.

10.1 Measured water charges

Standing charge per meter per year	Volumetric charge per m3
£13.79	£1.946

10.2 Measured sewerage charges

	Foul drainage volumetric charge per m3	Surface water drainage standing charge	Highway drainage fixed charge
All services	£1.338	£74.09	£31.78
No surface water drainage service	£1.338	n/a	£31.78

10.3 Unmeasured water charges

Standing charge	Charge per £CV
£68.19	£1.201

10.4 Unmeasured sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£1.148	£0.486	£0.208	£1.842
No surface water drainage service	£1.148	n/a	£0.208	£1.356
Surface water drainage and highway drainage services only	n/a	£0.486	£0.208	£0.694

10.5 Swimming pools

Unmeasured swimming pool charge (per year)	£116.76
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10.6 Assessed charges for household premises where a water meter cannot be installed

	Water	Sewerage
Single person household (does not apply to any premises which have a swimming pool that automatically refills and can hold more than 10,000 litres)	£98.41	£173.50
Detached (includes houses, link detached and detached bungalows, but does not include premises which meet the criteria for larger premises) (see note below)	£252.40	£279.42
Semi-detached (includes houses and semi-detached bungalow, but does not include premises which meet the criteria for larger premises)	£225.11	£260.70
Other household premises (includes flats and terraced houses, but does not include premises which meet the criteria for larger premises)	£164.93	£219.28
Larger premises—premises which either: <ul style="list-style-type: none"> • have a swimming pool that automatically refills and can hold more than 10,000 litres of water; or • covers a surface area bigger than 250m² (including any separate residential buildings on the site), and has six or more bedrooms 	£494.52	£445.91
Assessed charge for pensioners. (This does not apply if the premises meet the criteria for larger premises.) Everyone living in the premises must be of State Pension age or older.		
Single pensioner household	£91.20	£168.58
Two pensioner occupiers	£153.29	£211.28

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge for each type of premises or category of customer will be reduced by **£74.09**.

11 Where we provide our water and sewerage services

