

Wholesale charges

2025-2026



Wessex Water
YTL GROUP

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Contents

Introduction	4
1. Primary Charges Summary Tables	6
2. Primary Charges Supporting Information	17
3. Non-Primary Charges with Supporting Information (Includes section 4)	32
5. Payment Terms	40
6. Definitions	41
Wessex Water region	43

Version history

Version number	Version name	Notes	Publication date
1.0	Original publication	-	13/01/2025
1.1	Current publication	Republished to correct some CMOS Charge Elements and CMOS Charge Element Names in Tables 1-5, 1-6, 1-8 and 1-9.	10/09/2025

Introduction

About this document

This document sets out the Wholesale Charges for Wessex Water Services Limited for the 2025-26 charging year. Charges are set out in section 1 of this document.

The Company has an obligation to publish its range of charges each year of which there are a number of documents as detailed in figure 1 below.

Figure 1: Charges publication documents

<u>Wholesale charges</u>	<u>Household charges</u>	<u>Bulk charges for NAVs</u>	<u>New connection services charges</u>
Wholesale charges scheme	Household charges scheme	Bulk charges for NAVs scheme	New connection services charges scheme
Wholesale charges Board assurance statement	Household charges scheme Board assurance statement	Bulk charges for NAVs Board assurance statement	New connection services charges Board assurance statement
Wholesale charges Statement of Significant Change	Household charges statement of significant changes	Bulk charges for NAVs method statement	New connection services Statement of Significant Change
		Bulk charges for NAVs calculator	New connection services charges calculator
			New connection services charges worked examples

All other documents can be found on the Company website¹.

Contact information

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Please contact us if you wish to obtain:

- A copy of this document (also available on the Company's website¹)
- Further information or advice about any aspect of this document
- Information about the option to meter (including the Company's application forms)
- The Code of Practice for Retailers and the basis of charge for any Non-Household Premises

¹ <https://corporate.wessexwater.co.uk/our-performance/our-charges>

Charging principles

This wholesale charges document is produced by Wessex Water Services Ltd ('the Company') pursuant to the provisions of the Water Industry Act 1991 ('the Act') and of the Instrument of Appointment made under sections 11 and 14 of the Water Act 1989. By the Act and the Instrument of Appointment, the Company is authorised to fix, levy, demand and recover charges for any services provided in the course of carrying out its functions as a statutory water and sewerage undertaker, including the reception and disposal of Trade Effluent.

The wholesale charges contained in this document are fixed by the Company and are effective from 1 April 2025 except where otherwise stated. In most cases, charges are based on a meter reading, however, in instances where a meter is not installed, charges will be calculated by reference to the Rateable Value of the premises or an Assessed Charge will be applied, in accordance with the provisions of this document.

The provisions of this document do not apply to charges required by the Company from another water or wastewater undertaker (including any potential new or replacement undertaker within the contemplation of section 7 of the Act) for the supply of water in bulk or bulk removal of wastewater. Such charges will be fixed by agreement between the parties having regard to sections 40 and 110A of the Act and any relevant Ofwat guidance.

The wholesale charges document fixes charges payable by the Retailer for wholesale water and wastewater services. There are two types of services:

- primary services related to the supply of water and the reception, treatment and disposal of foul water Trade Effluent, Surface Water Drainage, Highway Drainage; and
- non-primary services for activities that are not directly related to the provision of primary services.

Water and wastewater services provided by the Company to the Retailer shall be in accordance with the Market Codes and the provisions of the Act.

To the extent that any provisions in this document are inconsistent with the provisions of the Act or the Market Codes, the Act and the Market Codes will prevail.

Charges to Household Premises are fixed under the Household Charges Scheme and charges for new connection services are fixed under the New Connection Services Charging Arrangements.

The Company's policy and charges for Accredited Entity providers can be found in the Accredited Entity Policy document.

Amount of charges

The scale of charges applying under each tariff are set out in section 1 of this document.

Notwithstanding this document, the Company has the right so far as compatible with any statutory constraints to fix charges for services provided either by way of agreement with the Retailer or under its statutory powers.

1. Primary Charges Summary Tables

Table 1-1: Measured potable water

<u>Description</u>	<u>Unit</u>	<u>Charge</u>	<u>CMOS Tariff</u>		<u>CMOS Charge</u>	
			<u>Code</u>	<u>CMOS Tariff Name</u>	<u>Element</u>	<u>CMOS Charge Element Name</u>
Meter size ≤25mm	£/annum	5	W-M-Std	Standard Measured	D7101	Metered Potable Water Meter Fixed Charges
Meter size >25 ≤50mm	£/annum	56	W-M-Std	Standard Measured	D7101	Metered Potable Water Meter Fixed Charges
Meter size >50 ≤100mm	£/annum	56	W-M-Std	Standard Measured	D7101	Metered Potable Water Meter Fixed Charges
Meter size >100mm	£/annum	56	W-M-Std	Standard Measured	D7101	Metered Potable Water Meter Fixed Charges
Standard tariff 0-0.5Ml per annum	£/m3	2.9569	W-M-Std	Standard Measured	D7103	Metered Potable Water Block Tariff
Standard tariff 0.5-20Ml per annum	£/m3	2.9569	W-M-Std	Standard Measured	D7103	Metered Potable Water Block Tariff
>20Ml decreasing block 20-162Ml per annum site based charge	£/annum	117	W-M-Std>20Ml	>20Ml decreasing block	D7102	Metered Potable Water Supply Point Fixed Charges
>20Ml decreasing block 0-20 thousand cubic metres per annum	£/m3	2.9569	W-M-Std>20Ml	>20Ml decreasing block	D7103	Metered Potable Water Block Tariff
>20Ml decreasing block 20-161.999 thousand cubic metres per annum	£/m3	2.421	W-M-Std>20Ml	>20Ml decreasing block	D7103	Metered Potable Water Block Tariff
>100Ml decreasing block 162-341.999 thousand cubic meters per annum site based charge	£/annum	164	W-M-Std>100Ml	>100Ml decreasing block	D7102	Metered Potable Water Supply Point Fixed Charges
>100Ml decreasing block 0-100 thousand cubic metres per annum	£/m3	2.9569	W-M-Std>100Ml	>100Ml decreasing block	D7103	Metered Potable Water Block Tariff
>100Ml decreasing block 100-341.999 thousand cubic metres per annum	£/m3	1.7286	W-M-Std>100Ml	>100Ml decreasing block	D7103	Metered Potable Water Block Tariff
>150Ml decreasing block ≥342.000 thousand cubic meters per annum site based charge	£/annum	264	W-M-Std>150Ml	>150Ml decreasing block	D7102	Metered Potable Water Supply Point Fixed Charges
>150Ml decreasing block 0-150 thousand cubic metres per annum	£/m3	2.9569	W-M-Std>150Ml	>150Ml decreasing block	D7103	Metered Potable Water Block Tariff
>150Ml decreasing block >150 thousand cubic metres per annum	£/m3	1.4082	W-M-Std>150Ml	>150Ml decreasing block	D7103	Metered Potable Water Block Tariff

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Interruptible tariff meter size ≤25mm	£/annum	179	W-M-MDT	Interruptible tariff	D7101	Metered Potable Water Meter Fixed Charges
Interruptible tariff meter size >25mm	£/annum	231	W-M-MDT	Interruptible tariff	D7101	Metered Potable Water Meter Fixed Charges
Interruptible tariff	£/m3	2.7766	W-M-MDT	Interruptible tariff	D7103	Metered Potable Water Block Tariff
Interruptible >20Ml decreasing block >20 thousand cubic meters per annum site based charge	£/annum	428	W-M-MDT>20Ml	Interruptible >20Ml decreasing block	D7102	Metered Potable Water Supply Point Fixed Charges
Interruptible >20Ml decreasing block 0-20 thousand cubic metres per annum	£/m3	2.7766	W-M-MDT>20Ml	Interruptible >20Ml decreasing block	D7103	Metered Potable Water Block Tariff
Interruptible >20Ml decreasing block >20 thousand cubic metres per annum	£/m3	2.2741	W-M-MDT>20Ml	Interruptible >20Ml decreasing block	D7103	Metered Potable Water Block Tariff
Reservation tariff - Measured Service Charge	£/annum	428	N/A	N/A	D7102	Metered Potable Water Supply Point Fixed Charges
Reservation tariff - Reservation Charge >55	£/per m3/day	334.39	N/A	N/A	D7104	Metered Potable Water Capacity Charge
Reservation tariff - Reservation Charge >137	£/per m3/day	309.05	N/A	N/A	D7104	Metered Potable Water Capacity Charge
Reservation tariff - Reservation Charge >444	£/per m3/day	223.75	N/A	N/A	D7104	Metered Potable Water Capacity Charge
Reservation tariff - Reservation Charge >937	£/per m3/day	180.98	N/A	N/A	D7104	Metered Potable Water Capacity Charge
Reservation tariff - Capacity Usage Charge >55	£/m3	1.8137	N/A	N/A	D7106	Metered Potable Water Daily Standby Usage Volume Charge
Reservation tariff - Capacity Usage Charge >137	£/m3	1.6763	N/A	N/A	D7106	Metered Potable Water Daily Standby Usage Volume Charge
Reservation tariff - Capacity Usage Charge >444	£/m3	1.2136	N/A	N/A	D7106	Metered Potable Water Daily Standby Usage Volume Charge
Reservation tariff - Capacity Usage Charge >937	£/m3	0.9816	N/A	N/A	D7106	Metered Potable Water Daily Standby Usage Volume Charge
Reservation tariff - Above Capacity Charge >55	£/m3	2.4210	N/A	N/A	D7107	Metered Potable Water Daily Premium Usage Volume Charge
Reservation tariff - Above Capacity Charge >137	£/m3	2.4210	N/A	N/A	D7107	Metered Potable Water Daily Premium Usage Volume Charge
Reservation tariff - Above Capacity Charge >444	£/m3	1.7286	N/A	N/A	D7107	Metered Potable Water Daily Premium Usage Volume Charge
Reservation tariff - Above Capacity Charge >937	£/m3	1.4082	N/A	N/A	D7107	Metered Potable Water Daily Premium Usage Volume Charge

Table 1-2: Measured sewerage

Description	Unit	Charge	CMOS Tariff		CMOS Charge	
			Code	CMOS Tariff Name	Element	CMOS Charge Element Name
Standard Measured*	£/annum	0	S-M-Std	Standard Measured	D7301	Metered Sewerage Meter Fixed Charges
Standard Measured*	£/m3	2.5524	S-M-Std	Standard Measured	D7303	Metered Sewerage Block Tariff
Measured Final Effluent	£/m3	0.1488	N/A	N/A	D7303	Metered Sewerage Block Tariff
Measured Final Effluent	£/annum	Quote	N/A	N/A	D7302	Metered Sewerage Supply Point Fixed Charges
*Subject to a minimum annual charge of £20,000 and a one off sampling fee of £500 customers may elect to pay wastewater charges based on the actual strength of effluent discharged. In this case the volume charges will be those set out under R, V, B and S under Table 1-5: Trade effluent. This is known in our charges scheme as the Optional Wastewater Tariff.						

Table 1-3: Surface water drainage*

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Non-household meter <25mm	£/annum	27	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥25mm <30mm	£/annum	136	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥30mm <40mm	£/annum	222	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥40mm <50mm	£/annum	304	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥50mm <65mm	£/annum	559	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥65mm <80mm	£/annum	812	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥80mm <100mm	£/annum	1428	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥100mm <125mm	£/annum	2476	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥125mm <150mm	£/annum	3363	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥150mm <200mm	£/annum	5078	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Non-household meter ≥200mm	£/annum	6727	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Premises made up primarily of houses	£/annum	27	SWD-M-Std	Standard Measured	D7452	Surface Water Band Charge
Drainage Only Tariff	£/annum	27	SWD-M-Std	Drainage Only Tariff	D7452	Surface Water Band Charge
>20MI decreasing block	£/annum	1683	SWD-M-Std>20MI	>20MI decreasing block	D7452	Surface Water Band Charge
>100MI decreasing block	£/annum	4220	SWD-M-Std>100MI	>100MI decreasing block	D7452	Surface Water Band Charge
>150MI decreasing block	£/annum	6727	SWD-M-Std>150MI	>150MI decreasing block	D7452	Surface Water Band Charge
Optional Wastewater Tariff	£/annum	3363	SWD-M-OST	Optional Wastewater Tariff	D7452	Surface Water Band Charge
Assessed tariffs band 1-8	£/annum	27	SWD-UM-Ass	Assessed tariffs band 1-8	D7454	Surface Water Fixed Charge
Standard Unmeasured	£/RV	0.1642	SWD-UM-Std	Standard Unmeasured	D7455	Surface Water RV Poundage

*These charges are not payable where the customer is eligible for the Surface Water Drainage rebate.

Table 1-4: Highway Drainage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Non-household meter <25mm	£/annum	25	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥25mm <30mm	£/annum	128	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥30mm <40mm	£/annum	210	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥40mm <50mm	£/annum	288	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥50mm <65mm	£/annum	527	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥65mm <80mm	£/annum	766	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥80mm <100mm	£/annum	1346	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥100mm <125mm	£/annum	2333	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥125mm <150mm	£/annum	3171	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥150mm <200mm	£/annum	4787	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Non-household meter ≥200mm	£/annum	6341	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Premises made up primarily of houses	£/annum	25	HWD-M-Std	Standard Measured	D7502	Highway Drainage Band Charge
Drainage Only Tariff	£/annum	25	HWD-M-Std	Drainage Only Tariff	D7502	Highway Drainage Band Charge
>20MI decreasing block	£/annum	1585	HWD-M-Std>20MI	>20MI decreasing block	D7510	Highway Drainage Block Tariff
>100MI decreasing block	£/annum	3979	HWD-M-Std>100MI	>100MI decreasing block	D7510	Highway Drainage Block Tariff
>150MI decreasing block	£/annum	6341	HWD-M-Std>150MI	>150MI decreasing block	D7510	Highway Drainage Block Tariff
Optional Wastewater Tariff	£/annum	3171	HWD-M-OST	Optional Wastewater Tariff	D7510	Highway Drainage Block Tariff
Assessed tariffs band 1-8	£/annum	25	HWD-UM-Ass	Assessed tariffs band 1-8	D7504	Highway Drainage Fixed Charge
Standard Unmeasured	£/RV	0.152	HWD-UM-Std	Standard Unmeasured	D7505	Highway Drainage RV Poundage

Table 1-5: Trade effluent

<u>Description</u>	<u>Unit</u>	<u>Charge</u>	<u>CMOS Tariff Code</u>	<u>CMOS Tariff Name</u>	<u>CMOS Charge Element</u>	<u>CMOS Charge Element Name</u>
Measured Service Charge 0-24.999 thousand metres cubed per annum	£/annum	372	TE-Std	Standard Trade Effluent	D7551	Trade Effluent Band Charge
Measured Service Charge 25-49.999 thousand metres cubed per annum	£/annum	527	TE-Std	Standard Trade Effluent	D7551	Trade Effluent Band Charge
Measured Service Charge ≥50 thousand metres cubed per annum	£/annum	745	TE-Std	Standard Trade Effluent	D7551	Trade Effluent Band Charge
R (reception & conveyance) ≤80 MI of total waste discharge*	£/m3	1.0529	TE-Std	Standard Trade Effluent	D7559	Reception Block Tariff
R (reception & conveyance) >80 MI of total waste discharge*	£/m3	0.4388	TE-Std	Standard Trade Effluent	D7559	Reception Block Tariff
V (primary treatment) charge	£/m3	0.4361	TE-Std	Standard Trade Effluent	D7560	Volumetric Charging Component
B (secondary treatment charge) ≤80MI of total waste discharge* - stated in standard strength of 802mg per litre	£/m3	0.6266	TE-Std	Standard Trade Effluent	D7563	Secondary Treatment Block Tariff
B (secondary treatment charge) >80MI of total waste discharge* - stated in standard strength of 802mg per litre	£/m3	0.5326	TE-Std	Standard Trade Effluent	D7563	Secondary Treatment Block Tariff
S (sludge treatment and disposal charge) - stated in standard strength of 313 mg per litre	£/m3	0.3258	TE-Std	Standard Trade Effluent	D7564	Sludge Treatment Charging Component

*In cases where wastewater customers have elected to pay on the basis of the strength of effluent the "Total Waste Discharge" will be the addition of foul wastewater and Trade Effluent volumes.

Table 1-6: Unmeasured Water						
Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Standard Unmeasured	£/annum	0	W-UM-Std	Standard Unmeasured	D7251	Unmeasured Water Fixed Charge
Standard Unmeasured	£/RV	2.8549	W-UM-Std	Standard Unmeasured	D7252	Unmeasured Water RV Poundage
Standard Unmeasured	RV	0	W-UM-Std	Standard Unmeasured	D7253	Unmeasured Water RV Threshold
Sprinkler	£/annum	121	W-UM-Spr	Sprinkler	D7251	Unmeasured Water Fixed Charge
Sprinkler	£/RV	2.8549	W-UM-Spr	Sprinkler	D7252	Unmeasured Water RV Poundage
Sprinkler	RV	0	W-UM-Spr	Sprinkler	D7253	Unmeasured Water RV Threshold
Special Rate Tariff	£/annum	73	W-UM-Spe	Special Rate Tariff	D7256	Unmeasured Water Miscellaneous Type A Charge
Table 1-7: Unmeasured Sewerage						
Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Standard Unmeasured	£/annum	0	S-UM-Std	Standard Unmeasured	D7401	Unmeasured Sewerage Fixed Charge
Standard Unmeasured	£/RV	2.1947	S-UM-Std	Standard Unmeasured	D7402	Unmeasured Sewerage RV Poundage
Special Category Tariff	£/annum	0	S-UM-Spe	Special Rate Tariff	D7406	Unmeasured Sewerage Miscellaneous Type A Charge

Table 1-8: Assessed water

<u>Description</u>	<u>Unit</u>	<u>Charge</u>	<u>CMOS Tariff</u> <u>Code</u>	<u>CMOS Tariff Name</u>	<u>CMOS Charge</u> <u>Element</u>	<u>CMOS Charge Element Name</u>
Assessed Band 1	£/annum	161	W-UM-Ass	Assessed Band 1	D7204	Assessed Water Band Charge
Assessed Band 2	£/annum	262	W-UM-Ass	Assessed Band 2	D7204	Assessed Water Band Charge
Assessed Band 3	£/annum	332	W-UM-Ass	Assessed Band 3	D7204	Assessed Water Band Charge
Assessed Band 4	£/annum	388	W-UM-Ass	Assessed Band 4	D7204	Assessed Water Band Charge
Assessed Band 5	£/annum	463	W-UM-Ass	Assessed Band 5	D7204	Assessed Water Band Charge
Assessed Band 6	£/annum	524	W-UM-Ass	Assessed Band 6	D7204	Assessed Water Band Charge
Assessed Band 7	£/annum	582	W-UM-Ass	Assessed Band 7	D7204	Assessed Water Band Charge
Assessed Band 8	£/annum	637	W-UM-Ass	Assessed Band 8	D7204	Assessed Water Band Charge

Table 1-9: Assessed sewerage

<u>Description</u>	<u>Unit</u>	<u>Charge</u>	<u>CMOS Tariff</u> <u>Code</u>	<u>CMOS Tariff Name</u>	<u>CMOS Charge</u> <u>Element</u>	<u>CMOS Charge Element Name</u>
Assessed Band 1	£/annum	163	S-UM-Ass	Assessed Band 1	D7354	Assessed Sewerage Band Charge
Assessed Band 2	£/annum	246	S-UM-Ass	Assessed Band 2	D7354	Assessed Sewerage Band Charge
Assessed Band 3	£/annum	304	S-UM-Ass	Assessed Band 3	D7354	Assessed Sewerage Band Charge
Assessed Band 4	£/annum	350	S-UM-Ass	Assessed Band 4	D7354	Assessed Sewerage Band Charge
Assessed Band 5	£/annum	411	S-UM-Ass	Assessed Band 5	D7354	Assessed Sewerage Band Charge
Assessed Band 6	£/annum	461	S-UM-Ass	Assessed Band 6	D7354	Assessed Sewerage Band Charge
Assessed Band 7	£/annum	509	S-UM-Ass	Assessed Band 7	D7354	Assessed Sewerage Band Charge
Assessed Band 8	£/annum	554	S-UM-Ass	Assessed Band 8	D7354	Assessed Sewerage Band Charge

Table 1-10: Measured non-potable water

<u>Description</u>	<u>Unit</u>	<u>Charge</u>	<u>CMOS Tariff</u> <u>Code</u>	<u>CMOS Tariff Name</u>	<u>CMOS Charge</u> <u>Element</u>	<u>CMOS Charge Element Name</u>
The Company does not offer a supply of non-potable water.						

Table 1-11: Special agreements

SPID	Service	Charge
3015128353W15, 3015128361W12, 301521649XW1X	Water	£0.3174 per m³ up to 49,773m³, then £0.4943 per m³ up to 66,364m³, then £2.6714 per m³. Standing charge of £0
3015284371W12, 301528438XW1X, 3015284398W17, 3015284401W12	Water	£1.4198 per m³. Standing charge of £0
301510683XW1X	Water	£1.5971 per m³. Standing charge of £0
3015156861W12, 3015375520W16, 3015375490W16, 3015375512W19, 3015156829W13, 3015375466W14, 3015375482W19	Water	£0 per m³ up to 18,253m³, then £0 per m³ up to 26,550m³, then £2.7604 per m³. Standing charge of £0
3200058064W11	Water	Free water up to 4,230m³, then £0.3774 per m³. £0 standing charge
3015036807W10	Water	Free water up to 1,659m³, then £2.8616 per m³. £0 standing charge
3015162284W11-1	Water	Free water up to 1,659,290m³, then £0.9739 per m³. £0 standing charge
3015162284W11-2	Water	Free water up to 1,659,290m³, then £2.8252 per m³. £0 standing charge
301528469XW1X	Water	Free water up to 91m³, then £2.6956 per m³. £0 standing charge
301535566XW1X	Water	Free water up to 2,323m³, then £2.8297 per m³. £0 standing charge
3015353098W17	Water	Free water up to 827m³, then £2.8692 per m³. £0 standing charge
3015092693W15, 3015487620W16	Water	Free water up to 830m³, then £2.7381 per m³. £0 standing charge
3015296078W17	Water	Free water up to 827m³, then £2.9124 per m³. £0 standing charge
3015412787W10	Water	Free water up to 832m³, then £2.9294 per m³. £0 standing charge
3015010425W18	Water	Free water up to 827m³, then £2.7808 per m³. £0 standing charge
3015125508W17	Water	Free water up to 55m³, then £2.7439 per m³. £0 standing charge
3015281593W15	Water	Free water up to 91m³, then £2.8599 per m³. £0 standing charge
3015010484W11	Water	Free water up to 828m³, then £2.8231 per m³. £35 standing charge
3015360329W13	Water	Free water up to 830m³, then £1.7979 per m³. £0 standing charge
3015360302W19	Water	Free water up to 148m³, then £2.5787 per m³. £0 standing charge
3015328859W13	Water	Free water up to 4,978m³, then £0.782 per m³. £0 standing charge
3015072307W10	Water	Free water up to 3,319m³, then £2.0592 per m³. £0 standing charge
3015074202W19	Water	Free water up to 6,637m³, then £2.2477 per m³. £0 standing charge
3015411160W16	Water	Free water up to 1,095m³, then £1.336 per m³. £0 standing charge
3015092707W10	Water	Free water up to 581m³, then £2.8459 per m³. £0 standing charge
3015229036W14	Water	Free water up to 455m³, then £2.6513 per m³. £0 standing charge
3015356038W17	Water	Free water up to 581m³, then £2.609 per m³. £0 standing charge
3015216511W12	Water	Free water up to 1,132m³, then £2.6559 per m³. £0 standing charge
301529606XW1X	Water	Free water up to 827m³, then £2.0666 per m³. £0 standing charge
3015407643W15	Water	Free water up to 368m³, then £1.6623 per m³. £0 standing charge
3015072196W14	Water	Free water up to 1,659m³, then £2.5252 per m³. £0 standing charge
3015059114W11	Water	Free water up to 36m³, then £2.7805 per m³. £0 standing charge
3015290460W16	Water	Free water up to 127m³, then £2.4842 per m³. £0 standing charge
3015257978W17	Water	Free water up to 832m³, then £0.1607 per m³. £0 standing charge
3015257986W14	Water	Free water up to 830m³, then £2.767 per m³. £0 standing charge
301525796XW1X	Water	Free water up to 830m³, then £1.1913 per m³. £0 standing charge
3015073079W13	Water	Free water up to 2,553m³, then £2.9213 per m³. £0 standing charge
3015246763W15	Water	Free water up to 197m³, then £2.7786 per m³. £0 standing charge
3015246380W16	Water	£0 per m³. £0 standing charge
3015176935W18	Water	£0 per m³. £0 standing charge
3015267183W15	Water	Free water up to 8,297m³, then £0 per m³. £0 standing charge
320058064XW1X	Water	Free water up to 200m³, then £0 per m³. £0 standing charge
3015407295W18	Water	Free water up to 1,818m³, then £0 per m³. £0 standing charge
3015012339W13	Water	Free water up to 2,309m³, then £0 per m³. £0 standing charge
3015407376W14	Water	Free water up to 1,364m³, then £0 per m³. £0 standing charge
3015183397W10	Water	£0 per m³. £0 standing charge

SPID	Service	Charge
301539410XW1X	Water	£0 per m³. £0 standing charge
3015317490W16	Water	£0 per m³. £0 standing charge
3015073109W13	Water	£0 per m³. £0 standing charge
3015267248W17	Water	£0 per m³. £0 standing charge
3015072315W18	Water	£0 per m³. £0 standing charge
3015409093W15	Water	£0 per m³. £0 standing charge
3015284436W14	Water	£0 per m³. £0 standing charge
301507430XW1X	Water	£0 per m³. £0 standing charge
3015349198W17	Water	£0 per m³. £0 standing charge
3015418920W16	Water	£0 per m³. £0 standing charge
3015075233W15, 301527497XW1X, 3015275003W15	Water	£0 per m³. £0 standing charge
3015244884W11	Water	£0 per m³. £0 standing charge
3015244930W16, 301524499XW1X, 3015067737W10	Water	£0 per m³. £0 standing charge
3015245589W13, 3015245600W16	Water	£0 per m³. £0 standing charge
3015072560W16	Water	£0 per m³. £0 standing charge
3015072765W18, 3015244906W14	Water	£0 per m³. £0 standing charge
3015245619W13	Water	£0 per m³. £0 standing charge
3015245562W19	Water	£0 per m³. £0 standing charge
3015068210W16	Water	£0 per m³. £0 standing charge
3015418963W15, 3015418971W12	Water	£0 per m³. £0 standing charge
3015224867W10	Water	£0 per m³. £0 standing charge
3015244914W11	Water	£0 per m³. £0 standing charge
3015245627W10	Water	£0 per m³. £0 standing charge
3015245961W12	Water	£0 per m³. £0 standing charge
3015418742W19	Water	£0 per m³. £0 standing charge
3015418874W11	Water	£0 per m³. £0 standing charge
3015274996W14	Water	£0 per m³. £0 standing charge
3015244892W19	Water	£0 per m³. £0 standing charge
3015257773W15	Water	£0 per m³. £0 standing charge
3015245953W15	Water	£0 per m³. £0 standing charge
3015245570W16	Water	£0 per m³. £0 standing charge
3015245597W10	Water	£0 per m³. £0 standing charge
3015418947W10	Water	£0 per m³. £0 standing charge
3015284363W15	Water	£0 per m³. £0 standing charge
3015418912W19, 3015418823W15, 3015110659W13, 3015418866W14, 3015418939W13, 3015418955W18, 301541884XW1X, 3015418904W11, 3015087703W15	Water	£0 per m³. £0 standing charge
3015110683W15	Water	Free water up to 91m³, then £2.9471 per m³. £0 standing charge
3015087665W18	Water	Free water up to 1,655m³, then £2.4674 per m³. £0 standing charge
3015144006W14	Water	Free water up to 909m³, then £1.7984 per m³. £0 standing charge
3015371487W10	Water	Free water up to 682m³, then £2.3281 per m³. £0 standing charge
3020009073S12	Sewerage	£0.7607 per m³. £0 standing charge
3025641436S11	Sewerage	£0 per m³. £0 standing charge
3015104810S13	Sewerage	£0.0645 per m³. £0 standing charge
3015339753S12	Sewerage	£0.5415 per m³. £0 standing charge
301538953XS17	Sewerage	£0 per m³. £0 standing charge
3015389564S19	Sewerage	£0 per m³. £0 standing charge
3200936967W10	Water	£0 per m³. £0 standing charge

Table 1-12: Vacant premises & Temporary disconnected

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

2. Primary Charges Supporting Information

Charges Payable

- 2.1 Charges for supplies of water and/or charges for the drainage of Non-Household Premises are payable by the Retailer in accordance with the Market Codes. Retailers should notify the Company of changes in occupancy of Non-Household Premises in accordance with the Market Codes.
- 2.2 Reference to Rateable Value means the figure published in the rating valuation list as at 31 March 1990. Where no Rateable Value exists, the Valuation Office Assessment provided by the United Kingdom Valuation Office Agency will be used.
- 2.3 All charges under the wholesale charges document are payable by the Retailer in accordance with the Market Codes.
- 2.4 Where a charge is claimed or referred to in this document the rates applicable are set out in section 1 or section 3. No charge is made for the availability of the supply of water, or the water taken, for fire extinguishing or the testing of fire extinguishing apparatus. Furthermore, no charge will be made for the discharge of water used or stored for firefighting purposes to the foul sewer network.
- 2.5 The discharge of Trade Effluent is charged in accordance with both the Act and in the Market Codes.
- 2.6 Charges for supplies of water to Non-Household Premises and/or charges for the drainage of Non-Household Premises are calculated by reference to the volume of water passing through a meter. Where calculation on a metered basis is not reasonably practicable the Company may apply such other methods for calculating the charges as are notified to the Retailer (including the setting of charges at a fixed amount).

Metering

- 2.7 The Company may fix charges by reference to volume for those Non-Household Premises eligible for metering as set out in paragraphs 2.8 to 2.11. Until the metering of the premises, charges are raised in accordance with the general provisions of this document. Meters installed pursuant to this policy will be at the expense of the Company.

Properties eligible for metering

- 2.8 From 1 April 2005 all premises, other than domestic premises, where the discharge of wastewater to a sewer exceeds the volume of water supplied by the Company or by an appointed water undertaker or a licensed water supplier operating in the Company's area of appointment as an appointed wastewater undertaker.
- 2.9 From 1 April 2005 all Non-Household Premises where water is or is to be used at the Non-Household Premises for watering a garden or other outdoor area, other than by hand, by means of any apparatus.

- 2.10 From 1 April 2006 all Non-Household Premises where water is or is to be used at the Non-Household Premises for automatically replenishing a pond, swimming pool (or similar), with a capacity greater than 10,000 litres.
- 2.11 From 1 April 2025, all Non-Household Premises which are included in our Smart Metering Rollout Programme.

Non-household leakage policy

- 2.12 Water lost through unidentified leaks from assets/apparatus supplying Non-Household Premises will be charged to and payable by the Retailer.
- 2.13 Retailers can claim for a leak allowance (volumetric adjustment) using the market process H1 of the operational terms: part 3².

Promotion of efficient water use

- 2.14 The Company is, by virtue of section 93A of the Act, under a duty to promote the efficient use of water by those to whom it provides services and considers that the Retailer and its customers should attend promptly to the repair of leaks. Accordingly:
- non-return to sewer allowances will not be given for water not returning to sewer due to leaks in service pipes - service pipes should be kept in repair to avoid a breach of section 73 of the Act; and
 - the Company reserves the right, during a charging year, to withdraw the availability of the tariffs described in paragraphs 2.41 and 2.42 if service pipes are not repaired promptly.
- 2.15 The cost of Surface Water and Highway Drainage is included and recovered for measured customers through the measured wastewater standing charges in **Table 1-3: Surface water drainage & Table 1-4: Highway Drainage**. For unmeasured customers, the cost of Surface Water and Highway Drainage is included and recovered through the Rateable Value charge.
- 2.16 To recognise the volume of water of a swimming pool that is evaporated and not returned to the sewer, the Company provides an adjustment of 7.646 litres per day for each square metre of uncovered pool area. The Company may vary this value based on the individual circumstances in each case.
- 2.17 To recognise an allowance for water removed that is not returned to the sewer, the Company provides an allowance of 0.75 litres as an approximation per bather per year.
- 2.18 In order to be considered for a reduced return to sewer allowance in respect of discharges of effluent from a swimming pool the Company requires the Retailer to make available accurate information as to the volume of water supplied to the swimming pool itself. Normally this information will need to be provided from monthly sub-meter readings taken over a period of not less than 12 months.

² <https://www.ofwat.gov.uk/wp-content/uploads/2016/11/WRC-Part3-Operational-Terms.pdf>

Assessment of appropriate tariff

- 2.19 The calculation of the volume of water supplied to Non-Household Premises, or the volume of sewage effluent discharged from Non-Household Premises, for the purpose of establishing which tariff in section 1 applies is undertaken on the basis of the occupation of a single site occupied by a single Non-Household.
- 2.20 The calculation of such volumes by the Company will be assessed taking into account the volume of water registered as consumed or effluent discharged (where such effluent passing to sewer is directly measured) by any meter serving the Non-Household Premises in the previous charging year after due adjustment for any special factors that make the volumes consumed or discharged unrepresentative (for example, leaks that have been repaired).
- 2.21 The Company reserves the right to re-assess the tariff in which the Non-Household Premises has been placed at any time and adjust charges back to the start of the charges year in which the re-assessment has been made or how the charge is calculated.
- 2.22 In the case of new Non-Household Premises, where there is no representative historic information available, a reasonable assessment will be made by the Company of the annual anticipated consumption or discharge. A Retailer may, in accordance with the provisions of the Market Code, apply to have the volumes re-assessed for the purpose of establishing the relevant tariff in Section 1 by the Company taking into account actual meter readings after the first six months meter reading.

Meter testing

- 2.23 If a request is received to test a meter, a charge is only payable by the Retailer if the meter is found by the Company to be recording within the tolerances referred to in the Water (Meters) Regulations 1988 (the Regulations).
- 2.24 Where a meter is shown to have registered incorrectly (or not at all) the Company may charge on the basis of consumption shown from the previous meter readings in the market where the meter was operating correctly in accordance with the Regulations. Any charges demanded or paid will be adjusted in accordance with the Regulations and the Market Codes.

Damage to meter apparatus

- 2.25 Where a water meter fitted inside Non-Household Premises fails to register correctly (whether due to accidental damage, deliberate damage, unauthorised removal or otherwise) and the Retailer or its customer prevents access for the purpose of its replacement, the Company shall be entitled to recover charges for water consumed at such premises until the meter is replaced or repaired in accordance with paragraph 2.26 below.

Incorrect registering of measured consumption

- 2.26 An account shall be taken of the sums payable by the Company or by the Retailer for any period during which the water meter has or is deemed to have registered incorrectly; and the balance shall be paid or allowed by the Company or paid by the Retailer, as the case may be.

2.27 Where a water meter which is connected to a supply of water to Non-Household Premises is proved to have registered less than the volume of water supplied to the Non-Household Premises (or not registered at all in the case of damage or unauthorised removal), the balance payable by the Retailer shall not exceed an amount reflecting the charge for the volume of water which would ordinarily have been supplied to the Non-Household Premises during the six months preceding the last occasion on which the Company or any person duly authorised by them last read the meter for the purpose of ascertaining the volume of water supplied to the Non-Household Premises, less any sums already paid in respect of that period. Where there has been a change in the occupier or occupiers of the Non-Household Premises since the meter was last read and registered correctly, the Company may use the number of occupants at the Non-Household Premises and average use of water to assess the volume of water used.

Access to read meters

2.28 The Retailer will take reasonable steps to secure access to the Non-Household Premises for the Company to repair or replace a water meter that has been removed without authority or one that is defective or incorrectly registering. Once a meter fitted inside the Non-Household Premises is repaired or replaced, charges from that date will be based on the readings obtained from the water meter until such time as it is proved to have registered incorrectly. If a water meter within Non-Household Premises cannot be economically replaced or replacement would, in the reasonable opinion of the Company, cause disproportionate damage to fixtures and fittings, the Company may elect to base charges on the basis described under paragraph 2.27.

Wastewater billing in other water supply areas

2.29 Where the measured supply is received from another water company within the wastewater area of the Company, charges for wastewater services are based on meter readings provided by the Retailer in accordance with section 205 of the Act and the Market Codes, unless circumstances make it impracticable or inappropriate.

Meter reading

2.30 The Company reserves the right to read water meters in Non-Household Premises and to claim charges as it considers fit.

Wastewater meters

2.31 Retailers may, in writing, apply to the Company for Non-Household Premises to be charged by the volume of Surface Water disposed to the sewer through a wastewater meter. The type and manufacturer of the wastewater meter must be agreed with the Company. The decision of the Company as to the type and manufacturer of the wastewater meter will be final.

2.32 The cost of the meter and its installation (including any reconfiguration of the drains of the Non-Household Premises to capture the total flow of wastewater from the Non-Household Premises) will be at the Retailer's expense. Charges will be assessed on the following basis:

X = 95% of the measured water supply (or such other return to sewer allowance as may be set by the Company in accordance with paragraphs 2.62 to 2.65 plus in the case of a discharge of Trade Effluent the separately measured volume of Trade Effluent passing to sewer

Y = the volume of wastewater (including Surface Water and Trade Effluent (if any)) measured on the meter as passing to sewer

Z = the difference in volume between X and Y.

- 2.33 Z will be charged for volumetrically with reference to the R and V rates set out in
- 2.34 In addition, standard wastewater charges and Trade Effluent charges will be paid in accordance with paragraphs 2.62 to 2.65.
- 2.35 Where pursuant to paragraph 2.7 the Company installs a wastewater meter to measure discharges of wastewater from Non-Household Premises to a Company sewer, the wastewater charge will be fixed by reference to the relevant paragraphs of this document.

Charge for the disposal of cesspit, septic tank and tankered waste

- 2.36 Such charges are not part of the Company's appointed business. Charges for the disposal and treatment of tankered waste (including cesspit and septic tank waste) are calculated by the strength and volume of the waste as per **Table 1-5: Trade effluent**.

Measured potable water

- 2.37 Measured potable water supplies are provided subject to the provisions of the Act and any regulations made by the Secretary of State.
- 2.38 A standing charge is payable and is calculated by reference to the size of the water meter.
- 2.39 The charging year for measured Non-Household Premises is 1 April to 31 March in the following year ('the charging year').
- 2.40 The rates of charge applying to Non-Household Premises served are set out in **Table 1-1: Measured potable water**.

Managed Demand Tariff

- 2.41 Where Non-Household Premises receive a measured water supply, the Retailer is entitled to make an application in writing to the Company to pay charges in accordance the Managed Demand Tariff.
- 2.42 Non-Household Premises that opt for the Managed Demand Tariff may be required by the Company to limit consumption sourced from the Company to an hourly flow of 10% of the average hourly usage in the preceding charging year for a specified period (except for any water needed for fire-fighting or other such emergency purposes). The duration of the period of limited consumption will be no longer than four hours. Twenty-four hours' notice of the requirement to limit consumption will be given in writing to the Retailer via first class post, email or hand.

Eligibility

- 2.43 For Non-Household Premises to be eligible for the Managed Demand Tariff, the Retailer will need to demonstrate to the Company the existence of either:

- an adequate water storage capability, which for indicative purposes the Company would expect to be not less than equivalent to 50% of the Non-Household Premises' daily average use based on consumption over the previous charging year, or
- an alternative source of water other than one supplied by the Company which yields sufficient water to satisfy the said condition, or
- a combination of the above two conditions.

2.44 The Company will be entitled to enter the Non-Household Premises in order to verify that a notice to limit consumption has been or is being complied with. The Company will be entitled to fit necessary logging devices to the water supply pipes of the Non-Household Premises in order to capture the necessary data.

2.45 If the terms of eligibility or a notice to limit consumption, are not complied with, the Retailer will be liable to pay charges for water consumed by reference to the water registered on the meter or meters serving the Non-Household Premises in accordance with the standard measured volumetric rate shown in **Table 1-1: Measured potable water**.

Charging arrangements

2.46 Wastewater and Trade Effluent charges are unaffected by the Managed Demand Tariff and will be recovered in accordance with the general provisions of this document.

2.47 The Managed Demand Tariff will be effective from the date of the next meter reading after receipt of the written application from the Retailer, provided the application is accepted by the Company. Written applications from Retailers must be made to the Company by 31 March in any charging year.

2.48 Where the Retailer has applied for Non-Household Premises to be charged in accordance with the Managed Demand Tariff and the Company having accepted the application, the Retailer must continue to pay charges in accordance with the tariff for the remainder of the charging year. Retailers will not have to re-apply for Non-Household Premises to pay charges in accordance with the tariff in a following charging year. Where Retailers have in the preceding charging year paid charges for Non-Household Premises in accordance with the tariff and wish to revert to paying charges on and for a non-interruptible service in accordance with **Table 1-1: Measured potable water**, the Retailer must make written application to the Company to do so, such application to be received by the Company by 31 March in any charging year.

Reservation tariff

2.49 Non-Household Premises connected to the Company's water distribution network and measured supply of water being a Non-Household Premises with a source of water other than that supplied by the Company ("the alternative source of water") the Company reserves the right to charge the Retailer in accordance with this paragraph and **Table 1-1: Measured potable water**.

2.50 The Company may give notice to the Retailer asking whether a standby supply of water for the Non-Household Premises is required. Where such a supply is requested, the Retailer must

give notice in writing to the Company and provide the Non-Household Premises' maximum required daily volume of water (the "reserved capacity").

- 2.51 If in the view of the Company, the reserved capacity cannot be supplied (and a revised reserved capacity cannot be agreed within a reasonable period) the Company shall so advise the Retailer and the reserved capacity shall be deemed to be nil.
- 2.52 Where the Retailer fails to give such notice, the Company shall be entitled to conclude that a standby supply is not required and deem the reserved capacity to be nil.

Logging of volume

- 2.53 The Company will be entitled to fit logging devices to the water supply pipes of the Non-Household Premises in order to record the volume of water supplied on a daily basis.

Charging arrangements

- 2.54 The Retailer shall pay reserved capacity charges shown in **Table 1-1: Measured potable water**, according to the reserved capacity irrespective of whether any water is supplied by the Company at each rate.
- 2.55 The Retailer shall additionally pay for water supplied by the Company at the capacity usage charges detailed in **Table 1-1: Measured potable water**. The Retailer shall pay capacity usage charges at the same option as that chosen for reserved capacity charges. The Retailer shall also pay a measured service charge as detailed in **Table 1-1: Measured potable water**.
- 2.56 Where the Non-Household Premises wishes to exceed the reserved capacity, the Retailer shall give to the Company no less than 24 hours' notice of its desire to take an increased maximum daily amount of water from the Company. Subject to the Company confirming the availability of water to the Retailer, and without putting the Company's general customers at risk, the Non-Household Premises may take the additional amount of water agreed by the Company and the Retailer shall pay for the volume of water used but not reserved at the above capacity charge rate and at the capacity usage charge rate in **Table 1-1: Measured potable water**.
- 2.57 Where a nil maximum required volume has been or is deemed to be notified the Retailer shall give to the Company no less than 24 hours' notice of its desire to take a maximum daily amount of water from the Company. Subject to the Company confirming the availability of water to the Retailer, and without putting the Company's general customers at risk, the Non-Household Premises may take the amount of water agreed by the Company and the Retailer shall pay for the volume of water used at the above capacity charge rate and the capacity usage charge rate in **Table 1-1: Measured potable water**. If the Company identifies that supplies to customers generally could be put at risk in circumstances where a reserved capacity is exceeded, the Company reserves the right to downsize the relevant meter or meters to a size appropriate for the reserved capacity.
- 2.58 Where the Retailer demonstrates to the Company's satisfaction that the Company supply cannot be used to augment or replace the alternative source of water, charges to the Retailer will be recovered in accordance with the general provisions of this document.

- 2.59 Retailers will not have to re-apply to reserve a supply of water for the following charging year. Unless the Company is advised by the Retailer otherwise, or unless the reserved capacity in the year has been exceeded, it will assume the reserved capacity for the following charging year will remain the same as in the current charging year. Where a reserved capacity has been exceeded in a charging year, unless the Company is advised by the Retailer otherwise, it will assume that the reserved capacity for the following charging year will be the reserved capacity used in the previous charging year. In that following charging year, the Retailer will pay reserved capacity charges according to the assumed or newly advised reserved capacity.
- 2.60 Wastewater and Trade Effluent charges payable by Retailers are unaffected and will be recovered in accordance with the general provisions of this document.

Measured sewerage

- 2.61 The Company levies a charge (the wastewater charge) for wastewater and sewage disposal services for foul water, Surface Water Drainage and Highway Drainage for all Non-Household Premises connected directly or indirectly to a sewer or wastewater treatment works vested in the Company.

Non-return to sewer

- 2.62 Where the water supply is measured, the wastewater charge is based on a standing charge and a volume charge assessed by reference to the recorded water supply. Normally, 95% of the recorded water supply consumption will be assessed as returning to the sewer as foul water unless an individual allowance for non-return has been agreed in writing between the Company and the Retailer.
- 2.63 Any agreement for a reduced return to sewer allowance will be effective from the start of the charging year in which the application is made by the Retailer or the date of the new occupancy, whichever is the most recent. This agreement shall not affect charges raised in earlier charging years.
- 2.64 Agreement will only be considered where the Retailer is able to provide evidence to our reasonable satisfaction that, when taking one year with another, consistently less than 95% of the recorded water supply consumption is returned to sewer as foul water. The Retailer will need to prove that this is reflective of trends of water consumption at the premises and not due to external factors (for example as a result of exceptionally dry weather in a particular year).
- 2.65 Where practically possible, the customer should install a sub-meter to accurately measure the volume that is not returned to sewer. Where installation of sub metering is agreed by us not to be feasible, an application must contain sufficient alternative evidence to demonstrate that consistently less than 95% of the recorded water supply consumption is returned to sewer as foul water. This should include a full breakdown of the premises use, number of employees if applicable and volumes used for production or usage. This should be presented in a spreadsheet with clear calculations.

Swimming pools

- 2.66 Effluent emanating from a swimming pool is weaker in strength than average domestic sewage. Where discharges of effluent to a public sewer contain more than 20% by volume of wastewater emanating from a swimming pool, the Retailer may apply for a reduced return to sewer allowance under paragraphs 2.62 to 2.65.
- 2.67 A reduced return to sewer allowance will be applied being that which would have applied but for application of this paragraph multiplied by the difference between 1 and 40% of the proportion by volume of swimming pool derived wastewater of the total volume of effluent discharged to sewer. This is represented by the following formula:

$$\text{Revised return to sewer allowance} = Y \times (1 - (40\% \text{ of } Z))$$

Where:

Y = return to sewer allowance applying without application of this paragraph

Z = proportion of swimming pool derived wastewater by volume of total effluent discharged to sewer

Final Effluent

- 2.68 Final Effluent is the end product from sewage treatment works. Supplies of Final Effluent can be offered from a limited number of works subject to agreement.
- 2.69 The applicant will be required to demonstrate that they have consulted and have agreement from the necessary external bodies.
- 2.70 Subject to agreement, supplies may be available as a direct connection from the Sewage Treatment Works (Water Recycling Centre) or via tankering. Both routes will be subject to design approval by us and require provision of appropriate assets.
- 2.71 Where the Company incurs capital costs that are reasonably attributable to the Final Effluent supply, a Capital Contribution will be required. This would include the cost of an appropriate Meter and pump and must be paid prior to commencing the relevant works. Charges can be found within **Table 3-9: Waste Services**.
- 2.72 The length of each agreement will be assessed on a case-by-case basis and be charged for via an annually published baseline charge per meter cubed with an additional charge dependent on the ongoing costs the Company incurs for the site-specific infrastructure required, which will be agreed through the application process. Charges can be found within **Table 1-2: Measured sewerage**.
- 2.73 The Company does not provide any ongoing guarantees of the nutrient values of Final Effluent.

Surface Water Drainage

- 2.74 Where Surface Water is disposed other than to the Company's public sewers the Retailer may, in accordance with the Market Codes, apply to the Company for an abatement. Such claim must

be supported with information from the Retailer giving reasonable evidence that Surface Water is disposed of otherwise than to a public sewer. In the case of both measured and unmeasured Non-Household Premises, abatements will apply from the later of 1 April 2018, the date on which the Retailer became responsible for charges for the Non-Household Premises, or the date on which the Non-Household Premises was disconnected from the Company's wastewater system. In the case of measured Non-Household Premises the abatement will be 100% of the Surface Water Drainage element of the standing charge. For the avoidance of doubt, Non-Household Premises with a connection to a sewer vested in the Company who qualify for a Surface Water abatement, will still contribute towards the service of draining highways, common areas and sewer infiltration.

Surface Water and Highway Drainage only charge

- 2.75 Where no election has been made under paragraph 2.68 and no foul water is discharged to a public sewer the Company will levy a Surface Water Drainage and Highway Drainage only wastewater charge.

Trade Effluent

- 2.76 Where any water received is discharged as Trade Effluent, this will be calculated in accordance with the Market Codes. Trade Effluent is subject to separate charges – see paragraphs 2.77 to 2.79 and **Table 1-5: Trade effluent**. Different arrangements apply where Non-Household Premises have availed themselves of the provisions of paragraph 2.83.

Primary wholesale Trade Effluent charges

- 2.77 Charges are made in respect of the reception, conveyance, treatment and disposal of Trade Effluent discharged from trade premises pursuant to a Trade Effluent consent.
- 2.78 Where the Retailer is providing services to trade premises, Trade Effluent charges are payable at the time the discharge of Trade Effluent is made except where provision to the contrary is made by any agreement between the Retailer and the Company.
- 2.79 Where Trade Effluent is discharged from trade premises into a public sewer, whether directly or indirectly through any intermediate sewer or drain, charges shall be based on the following formula using representative samples taken of the discharge by and at the expense of the Company. The frequency of such sampling is to be determined by the Company in the context of the particular type of Non-Household.

$$C = R + T$$

Where:

C = total charge per cubic metre of Trade Effluent

R = reception and conveyance charge per cubic metre

T = treatment charge per cubic metre

T comprises:

where treatment is primary or where a process is applied producing a similar quality of treated effluent

$$V + \left(\frac{St}{Ss} \times S \right)$$

where treatment is secondary or where a process is applied producing a similar quality of treated effluent

$$V + \left(\frac{Ot}{Os} \times B \right) + \left(\frac{St}{Ss} \times S \right)$$

Where:

- V = primary treatment (including preliminary treatment) charge per cubic metre
- B = the oxidation charge per cubic metre of deemed standard strength settled foul sewage
- S = treatment and disposal charge of primary sludges per cubic metre of deemed standard strength foul sewage
- Ot = the Chemical Oxygen Demand, COD, of the Trade Effluent, in mg/l after one hour quiescent settlement
- Os = the COD of deemed standard strength settled foul sewage, in mg/l
- St = the total suspended solids in the Trade Effluent, in mg/l, at pH7.0 or at the pH of the mixed sewage
- Ss = the total suspended solids of deemed standard strength foul sewage in mg/l.

Where Trade Effluent is discharged to a sewage disposal works other than by a public sewer or other pipe vested in the Company, the above formula is amended to C = T.

The charges appearing in **Table 1-5: Trade effluent** in respect of the elements in sub-paragraph 2.79 will be levied for Trade Effluent discharged at the deemed standard strength of foul sewage. The deemed standard strength of foul sewage is 802 mg/l COD and 313 mg/l suspended solids.

Measured Service Charge

2.80 Where samples are taken for charging purposes, in addition to the Trade Effluent charges described above, the Company will levy the Measured service charge to cover the cost of sampling, analysis and compliance (as per **Table 1-5: Trade effluent**).

Sampling

2.81 The Retailer may submit results of samples carried out by themselves which the Company may at its absolute discretion, use in addition to samples taken by the Company, for the purpose of assessing charges.

Non-return to sewer

- 2.82 Where Trade Effluent charges are assessed by reference to the recorded water supply to trade premises, it is the responsibility of the Retailer, in accordance with the Market Codes, to apply to and agree with the Company an allowance for the non-return to sewer of the water supplied. Any application or agreement for an allowance only relates to and is effective from the date of application and shall not affect charges raised in earlier charging years.

The Optional Wastewater tariff

- 2.83 Where the Retailer is providing Non-Household Premises with a measured water supply, whether from the Company or otherwise, and where Trade Effluent or foul water as referred to in section 106 of the Act (effluent) is discharged to one of the Company's sewage disposal works, (whether by public sewer or by some other pipe not vested in the Company) then the Retailer is, subject to meeting the thresholds set out in paragraphs , entitled to make an application in writing to the Company to have the entirety of the Non-Household Premises' discharge charged for by reference to the provisions of paragraphs 2.77 to 2.79 and on the following conditions of paragraphs 2.84 to 2.90 in respect of the effluent (the Optional Wastewater).

Sampling of effluent strength

- 2.84 By opting to pay charges in respect of the effluent in accordance with the Optional Wastewater tariff, a sampling charge of £500 is payable by the Retailer to the Company. Subsequent sampling requests by the Retailer will be charged at £500 per site.
- 2.85 On receiving the Retailer's written application for Non-Household Premises to pay for disposal of effluent in accordance with the Optional Wastewater tariff (including for the avoidance of doubt the £500 sampling charge payable by the Retailer), the Company will undertake sampling at the Non-Household Premises in order to establish the strength of effluent being discharged. Representative samples normally of a composite nature will be taken over a period not usually exceeding 5 days. Where there is more than one point of discharge of effluent from the Non-Household Premises to the wastewater system, the results of an appropriate number of representative samples and associated flows will be aggregated to produce a weighted average.
- 2.86 The Company reserves the right, at its expense, to carry out further sampling during the charging year for the purposes of reviewing and if appropriate increasing charges being levied under the Optional Wastewater tariff. Where there is a refusal to allow further sampling at the Non-Household Premises, the Optional Wastewater tariff will cease to apply. In these circumstances charges in accordance with the Optional Wastewater tariff remain payable until the date the Optional Wastewater tariff ceases to apply (which for the avoidance of doubt is the date on which the Company is refused access for the purposes of carrying out further sampling) and for the remainder of the charging year measured wastewater charges as appearing in **Table 1-2: Measured sewerage** will apply.
- 2.87 The decision of the Company as to the strength of effluent, whether it be determined following sampling under paragraph 2.85 or paragraph 2.86 above, are final. However, in the event that samples taken in accordance with paragraph 2.86 are of a strength greater than those

obtained under paragraph 2.85 and this would have an adverse effect on the Non-Household Premises' bills, the Retailer may inform the Company that the Non-Household Premises will revert to payment of measured wastewater charges as appearing in **Table 1-2: Measured sewerage**.

Application

- 2.88 Where Non-Household Premises have not in the preceding charging year opted to pay charges in accordance with the Optional Wastewater tariff, the Retailer must, for the tariff to be effective for the full charging year, make a written application to the Company by 31 March in any charging year.
- 2.89 Where the Retailer has applied for Non-Household Premises to be charged in accordance with the Optional Wastewater tariff, and the Company having accepted the application, the Retailer must continue to pay charges in respect of the disposal of effluent in accordance with the Optional Wastewater tariff for the remainder of the charging year. Retailers will not have to re-apply for Non-Household Premises to pay charges in accordance with the Optional Wastewater tariff in a following charging year. Where Retailers have in the preceding charging year paid charges for Non-Household Premises, in accordance with the Optional Wastewater tariff, and wish to revert to paying measured wastewater charges in accordance with **Table 1-2: Measured sewerage**, the Retailer must, for the tariff to be effective for the full charging year, make a written application to the Company by 31 March in any charging year.

Eligibility

- 2.90 The Optional Wastewater tariff is only available where the Non-Household Premises consists of a single site occupied by a single customer that receives services from the Retailer. The Company's decision as to eligibility is final.

Unmeasured water

- 2.91 Where the water supply is not measured, water charges are calculated by the Rateable Value of premises at 31 March 1990.
- 2.92 Premises not having a Rateable Value at 31 March 1990 and receiving an unmeasured supply are, subject to paragraph 2.7 above, charged for water on the basis of the Assessed Charge.

Special Rate Charge

- 2.93 The Special Rate charge listed in **Table 1-6: Unmeasured water** and **Table 1-7: Unmeasured sewerage** relates to those premises including but not limited to community groups and places of religious worship, as defined in Schedule 5 of the Local Government Act 1988, that were eligible for mandatory or discretionary relief from non-domestic business rates.

Unmeasured sewerage

- 2.94 Where the water supply is not measured, wastewater charges are calculated by the Rateable Value of premises at 31 March 1990.

2.95 Premises not having a Rateable Value at 31 March 1990 and receiving an unmeasured supply are, subject to paragraph 2.7 above, charged for wastewater on the basis of the Assessed Charge.

Assessed water and sewerage

2.96 For Non-Household Premises that:

- do not have a valid Rateable Value (including for the purposes of this document where a property or properties have undergone re-construction, alteration, division, subdivision or amalgamation); and
- are used in part as a home and are eligible for a free meter option under the Act; and
- cannot sensibly be measured due to the cost exceeding £1,000 ("the Limit") and the Retailer has declined to pay the additional expense over the Limit, then

2.97 The Company may fix and collect charges for water and wastewater services via the Assessed Charge. This is a charge based on an assessed volumetric consumption applicable to the Non-Household Premises, the details of which are set out in section 1. As set out in figure 2 below, an appropriate band is applied relative to the annual assessed volumetric consumption.

Figure 2: annual assessed band consumption

Band	Unit	Annual assessed volumetric consumption
1	m3	46
2	m3	81
3	m3	104
4	m3	123
5	m3	149
6	m3	169
7	m3	189
8	m3	208

2.98 The Company retains the discretion to offer an alternative tariff in circumstances where it is agreed that the occupancy is not a true reflection of the usage that is likely to occur at the Non-Household Premises.

2.99 Where Non-Household Premises do not have a valid Rateable Value and cannot sensibly be measured for the reasons set out in paragraph 2.96 above, the Assessed Charge will be payable from the date of occupation.

Measured non-potable water

2.100 The Company does not offer a supply of non-potable water.

Special Agreements

2.101 Special Agreements are services based upon an agreement between an Undertaker and a Third-Party. All Special Agreements must be compliant with licence condition E and not give undue preference or discrimination in the fixing of charges.

2.102 Special Agreements are reviewed on a regular basis in line with Ofwat guidance³.

Vacant premises

2.103 The Company has updated its policy to start charging retailers for measured consumption at non-household properties identified as vacant from 1 April 2024, as facilitated by the Market Codes.

Temporary Disconnected premises

2.104 The Company does not levy any charges on Temporary Disconnected Premises.

³ <https://www.ofwat.gov.uk/wp-content/uploads/2016/11/Expectations-assurance-and-information-requirements-for-water-company-charges-including-special-agreements-for-2017-18.pdf>

3. Non-Primary Charges with Supporting Information (Includes section 4)

For ease-of-use sections 3 and 4 from the RWG guidelines⁴ have been combined with charges and full detail alongside them.

Table 3-1: Metering Services

Description	Unit	Charge
Survey for assessment of installing or replacement of meter Where the Retailer requests the installation, replacement or resizing of a meter connected to the Company's network the Company will levy the charge for performing a site survey to assess the viability of the activity.	£	92
Survey for 3rd party logger installation Where the Retailer requests the installation of a logger at a Non-Household Premises connected to the Company's network the Company will perform a survey to assess the viability of installation.	£	92
Meter accuracy test (25mm or less) Where the Retailer requests the Company to perform a meter accuracy test or when the Company undertakes a meter accuracy test due to a Retailer's report of a fault at a Non-Household Premises connected to the Company's network and the meter is 25mm or less, the charge will be payable by the Retailer if the meter is found to be recording accurately. If it is found that the meter is not reporting accurately no charge will be payable.	£	468
Meter accuracy test (greater than 25mm) Where the Retailer requests the Company to perform a meter accuracy test or when the Company undertakes a meter accuracy test due to a Retailer's report of a fault at a Non-Household Premises connected to the Company's network and the meter is greater than 25mm, the Company will provide a quote for carrying out the work if the meter is found to be recording accurately. If it is found that the meter is not reporting accurately no charge will be payable.	£	Quote
New meter installation, replacement or resizing - modification of infrastructure not required (25mm or less) Where the Retailer requests the installation, replacement or resizing of a standard meter sized 25mm or less and no infrastructure modification is required the charge will be payable by the Retailer for carrying out the works. The Retailer will be responsible for ensuring the Company has the required access to the Non-Household Premises in order to carry out the works. Infrastructure charges may be payable in addition to the published charge.	£	98
New meter installation, replacement or resizing - modification of infrastructure not required (greater than 25mm) Where a disconnection is requested either by the customer or for a reason other than non-payment and a site survey has found the disconnection to be viable, the charge may be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.	£	Quote

⁴ <https://mosl.co.uk/documents-publications/6026-wholesale-charges-document/file>

Description	Unit	Charge
New meter installation, replacement or resizing - modification of infrastructure required (25mm or less) Where the Retailer requests the installation, replacement or resizing of a standard meter sized 25mm or less and infrastructure modification is required the charge will be payable by the Retailer for the Company carrying out the works. Infrastructure charges may be payable in addition to the published charge.	£	465
New meter installation, replacement or resizing - modification of infrastructure required (greater than 25mm) Where the Retailer requests the installation, replacement or resizing of a standard meter sized greater than 25mm or a non-standard meter of any diameter and infrastructure modification is required the Company will provide a quote for carrying out the works. Infrastructure charges may be payable in addition to the published charge.	£	Quote
Make meter ready for 3rd party logger installation - meter is in situ with no modification of infrastructure Where the Retailer requests the installation of a Third-Party logger and no modification of infrastructure is required, the Company will carry out the works and the charge will be payable by the Retailer.	£	236
Make meter ready for 3rd party logger installation - meter is not in situ or modification of infrastructure is required Where the Retailer requests the installation of a Third-Party logger and modification of infrastructure is required, the Company will carry out the works and the charge will be payable by the Retailer.	£	Quote

Table 3-2: Verification and Deregistration of services

Description	Unit	Charge
Verification of service provision and site inspections Where the Retailer requests the Company to visit a Non-Household Premises to ascertain the correctness of market data, the charge will be payable by the Retailer where the market data is found to be correct. Where the market data is found to be incorrect no charge will be payable.	£	82
Verification of service provision - desk top study Where the Retailer requests the Company to ascertain the correctness of market data, the charge will be payable by the Retailer where the market data is found to be correct, and the Company has confirmed this without the need to visit the site. Where the market data is found to be incorrect no charge will be payable. This charge will only be payable if the time taken is deemed material.	£	38

Table 3-3: Disconnection and Reconnection of services

Description	Unit	Charge
Survey for temporary or permanent disconnection Where a disconnection is requested for a non-household premise connected to the Company's network, the Company may undertake a site survey to assess the viability of carrying out a disconnection and if a charge may apply.	£	115
Temporary or permanent disconnection for non-payment - standard installation, infrastructure modifications not required Where a disconnection is requested for non-payment and a site survey has found the disconnection to be viable where installation is standard and infrastructure modifications are required, the charge may be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.	£	138
Temporary or permanent disconnection for non-payment - standard installation, infrastructure modifications required Where a disconnection is requested for non-payment and a site survey has found the disconnection to be viable where installation is standard and infrastructure modifications are required, the charge may be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.	£	445
Temporary or permanent disconnection other than non-payment - standard installation, infrastructure modifications NOT required Where a disconnection is requested for a reason other than non-payment, such as a regulation breach or illegal use, and a site survey has found the disconnection to be viable, the charge may be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.	£	115
Temporary or permanent disconnection other than non-payment - standard installation, infrastructure modifications required Where a disconnection is requested for a reason other than non-payment, such as a regulation breach or illegal use, and a site survey has found the disconnection to be viable, the charge may be payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.	£	422
Temporary or permanent disconnection - non-standard installation Where a disconnection is requested and a site survey has found the disconnection to be viable however the installation is non-standard, the charge may be provided as a quote and payable by the Retailer for the Company undertaking the activities required to disconnect the Non-Household Premises.	£	Quote
Reconnection post temporary disconnection Where a reconnection of supply is requested to a Non-Household Premises, the charge may be payable by the Retailer for the Company undertaking the activities to reconnect the Non-Household Premises. Infrastructure charges may be payable in addition to the published charge.	£	115

Table 3-4: Water Services

Description	Unit	Charge
Portable standpipes 25mm Where the Retailer requests access to the water distribution network via an approved standpipe the following charges will be payable by the Retailer for a standpipe of size up to 25mm. Short term weekly hire 6 monthly pre-paid hire (inclusive of £40 per month usage rate) Annual pre-paid hire (inclusive of £40 per month usage rate)	 £ £ £	 39 700 1,170
Portable standpipes 40mm Where the Retailer requests access to the water distribution network via an approved standpipe the following charges will be payable by the Retailer for a standpipe of size up to 40mm. Short term weekly hire + water charged at our commercial wholesale tariff rate (please refer to Table 1.1: Measured Potable Water) 6 monthly pre-paid hire + water charged at our commercial wholesale tariff rate (please refer to Table 1.1: Measured Potable Water) Annually pre-paid hire + water charged at our commercial wholesale tariff rate (please refer to Table 1.1: Measured Potable Water)	 £ £ £	Fixed Charge 60 750 1,300
Flow and pressure test for fire sprinkler system Where the Retailer requests the Company to perform a flow and pressure test for a fire sprinkler system at a Non-Household Premises connected to the Company's network, this activity will be charged at cost of providing the works.	£	At cost
Installation of fire hydrants on new main Main not exceeding 90mm dia. Main not exceeding 150mm dia. Main not exceeding 180mm dia. Main not exceeding 200mm dia. Main exceeding 200mm dia.	 £ £ £ £ £	 1,608 1,637 1,694 1,810 At cost
Installation of fire hydrants on existing main Main not exceeding 90mm dia. Main not exceeding 150mm dia. Main not exceeding 180mm dia. Main not exceeding 200mm dia. Main exceeding 200mm dia.	 £ £ £ £ £	 2,149 2,189 2,338 2,454 At cost

Description	Unit	Charge
Fire hydrant maintenance		
Rebuild chamber	£	821
New surface box (frame and cover) including change of cover / lid request	£	739
Rewasher without excavation	£	574
Replace fire hydrant with excavation	£	2,192
Replace fire hydrant without excavation	£	898
Abandonment / disconnection of hydrant (no adoption)	£	At cost
Unable to locate / operate fire hydrant	£	133
Traffic management and any other work required	£	At cost
Traffic management and any other work required as a result of any fire hydrant work will be charged at cost in addition to the above charges		
Adoption of a Fire Hydrant as a Washout Hydrant		
Should the Company agree to adopt a Fire hydrant (no longer required), the asset will only be adopted in full working order. Charges above will apply where necessary.		

Table 3-5: Accredited Entities

There are no current charges under this section.

Table 3-6: Incentive Schemes

Description	Unit	Incentive
Gap sites incentive - payments		
The Company offers Retailer incentive payments for Gap Sites, where qualifying criteria are met. For an incentive payment to be made all required information must be provided as per the MOSL guidance which can be found on the MOSL website. The Company does not currently offer any Retailer vacancy incentive payments. In the event the Company makes any changes to Retailer incentive payments, the update will be published on the Company's website.		
Water and wastewater site	£	150
Water only site	£	75
Wastewater only site	£	75

Description	Unit	Charge
Gap sites incentive - charge		
If a Gap Site incentive application is found to be erroneous or does not provide all necessary information an administration fee may be charged to the Retailer at the Company's discretion.		
Discretionary erroneous application administration charge	£	30

Table 3-7: Provision of Information Services

There are no current charges under this section.

Table 3-8: Other

Description	Unit	Charge
Inspections to ascertain misuse under WIA 1991 Where the Retailer requests the Company to visit a Non-Household Premises to provide a water fitting regulations inspection, the charge will be payable by the Retailer.	£	82
Abortive visit (any service) Where the Retailer fails to notify the Company in advance that any appointment made between the Company and the Retailer to carry out works at the Non-Household Premises cannot be carried out, the charge will be payable by the Retailer.	£	65
Damage to apparatus Where a Third-Party damages assets belonging to the Company, all costs incurred associated with all activities required to replace and reinstate the asset will be recovered from the Retailer.	£	At cost
Replacement of lead service pipes Where a Third Party has lead service pipes and the water supplied is found to contain levels of lead above safe thresholds, the Company will replace the pipes up to the point of entry of the property at no charge to the Third Party.		No charge

Table 3-9: Waste Services

Description	Unit	Charge
Measured Final Effluent connection Where the Company grants a new Final Effluent connection. Supplies may be a direct connection from a Sewage Treatment Works or through Tankering subject to agreement. All facets of the agreement must be approved and appropriately costed by the Company.		Quote

Table 3-10: Trade Effluent

Description	Unit	Charge
Trade Effluent Consent Where the Company issues a full Consent for a Trade Effluent discharge. The following charge applies for activities involving risk assessment and administration.	£	387
Letter of Authority or Temporary Agreement Where the Company issues a Letter of Authority or Temporary Agreement for a Trade Effluent discharge. The following charge applies for activities involving risk assessment and administration.	£	209
Temporary Letter of Authority Where the Company issues a Temporary Letter of Authority for a Trade Effluent discharge. The following charge applies for activities involving risk assessment and administration.	£	65
Enforcement of consent breaches The Company reserves the right to recover any cost incurred following a breach of consent. For full details on our Trade Effluent Enforcement Policy, please see our website: https://www.wessexwater.co.uk/services/businesses/trade-effluent		

Table 3-11: Additional Information

Definitions of standard and non-standard activities

Description
Standard All the charges listed as standard (including those that are listed as standard not requiring infrastructure modifications) are for requests that not classified as requiring infrastructure modifications or as non-standard and are a fixed charge.
Standard requiring infrastructure modifications If a request requires any excavation or modification of an existing asset or any apparatus associated to its operation or installation, where specified the charge payable will be the charge with modification of infrastructure costs.
Non-standard A quote will be provided for all requests classified as non-standard. Requests that include one or more of the following will be classified as non-standard: - where the meter size is 30mm or greater - requiring a road closure - requiring notifications to third parties in advance of commencement of works - requiring warrants for access - for flow data that require a site visit to obtain - where an additional charge is required for infrastructure (extra network demand) - any activity not listed which requires disproportionate effort on the part of the wholesaler

Methodology for quote-based charges

Description
Where the non-primary charge is based on a quote, the calculated charge is based upon a standard cost and anything non-standard added separately. The charge takes account of the following items: - labour - plant - materials - road closure and highway disruption - serving notices - obtaining warrants

Abortive visits

Description
The Retailer is responsible for ensuring the company has the required access to the Non-Household Premises in order to carry out the works. The abortive visit charge will apply in this case.

5. Payment Terms

5.1 The Company standard payment terms are listed in figure 3 below.

Figure 3: Payment terms for Retailers

Description	Payment terms (from invoice date)
Post-Pay Retailers	15 days
Pre-Pay Retailers	4 business days
Non-Primary Charges	15 days

Payment methods

5.2 The Company standard accepted payment method is BACS transfer.

Alternative payment arrangements

5.3 Alternative payment arrangements will be considered on a case-by-case basis. A list of our current alternative arrangements can be found on our website⁵.

Invoicing

5.4 The Company invoicing timetable aligns with the Market Codes can be found on our website⁵.

Interest

5.5 Interest will be claimed on late payments in accordance with the Market Codes.

Value Added Tax (VAT)

5.6 Charges in this document are stated exclusive of VAT. VAT will be added at the appropriate rate where applicable.

Credit Support

5.7 The Company's Non-household alternative eligible credit support policy can be found on our website⁵.

Disputes

5.8 Any disputes will be handled in accordance with the Market Codes.

⁵ <https://www.wessexwater.co.uk/services/retailers>

6. Definitions

Words and expressions used in this document have the meanings prescribed to them by the Act, Instrument of Appointment or Market Codes save where the context otherwise requires.

The definitions used in this document are:

“the Act” means the Water Industry Act 1991 (as amended).

“Assessed Charge” has the meaning ascribed in paragraphs 2.96 to 2.99 of this document.

“Eligible Premises” means premises that could be supplied with water by a supply licensee with a retail or restricted retail authorization or provided with sewerage services by a sewerage licensee with a retail authorization.

“Gap Site” means any Eligible Premises which is in receipt of Water Services and/or Sewerage Services where no Supply Points or insufficient Supply Points are Registered in relation to such Eligible Premises in the Supply Point Register.

“Highway Drainage” means rainwater that drains from roads and footpaths and flows into the Company’s drainage systems.

“Household Premises” means premises in which, or in any part of which, a person has their home, and the principal use of the premises is as a home.

“Instrument of Appointment” means the appointment of the Company as a water and wastewater undertaker pursuant to the Act.

“Market Codes” means all codes issued by Ofwat under sections 66DA and 117F of the Act including, without limitation, the Wholesale Retail Code, the Wholesale Contract and the Market Arrangements Code and any changes to those codes from time to time.

“Non-Household Premises” means those premises that are not Household Premises, that qualify as Eligible Premises (as defined in the Wholesale Retail Code) and where services are provided by a Retailer.

“Non-Primary Charges” means any Wholesale Charges which are not Primary Charges and to avoid doubt this includes all charges that relate to the provision of one off or discrete services performed pursuant to the Operational Terms or as otherwise set out in the Wholesale Tariff Document in relation to specific circumstances or events; “Rateable Value” is a historic assessment of the annual rental value of a property and is a multiplier that an unmeasured Rateable Value customer bill is based upon.

“Ofwat” means the Water Services Regulation Authority.

“Premises” includes land, rights or interests in land, buildings, parts of buildings, dwellings and any parts thereof.

“Primary Charges” means charges that are for a service that is within normal water and sewerage needs.

“Retailer” means the holder of a Water and/or Wastewater Supply Licence providing water and wastewater services to Non-Household Premises.

“Smart Metering Rollout Programme” refers to our programme of work, commencing from mid-2025, to install meters which collect water use data every day.

“Surface Water” means rainwater draining from roofs of buildings and yards and other hard standing areas appurtenant to buildings.

“Trade Effluent Consent” means any consent given or agreement entered into by the Company or any of its predecessor bodies under or in pursuance of any provision of the Act or of any other Act or subordinate legislation whereby the discharge of Trade Effluent to the public sewer or a sewage disposal works (whether directly or indirectly through any intermediate sewer or drain) is authorised.

“Wholesaler” means a company that is responsible for supplying clean water, taking away and cleaning wastewater, maintaining infrastructure of pipes, sewers and reservoirs.

Wessex Water region

The Bristol and Bath area in the north west has a population of around 750,000 and in the south east the Bournemouth and Poole area has approximately 300,000 residents.

The region's landscape is varied, ranging from the Mendip Hills and the levels of Somerset to the cliffs of Dorset and Wiltshire's Salisbury Plain. Within the region is the world heritage city of Bath; the seaside resort of Weston-super-Mare, famous for its Grand Pier and Dorset, home to the Jurassic Coast Natural World Heritage Site.

We provide fresh, high quality water services to around 1.4 million customers and sewerage services to 2.9 million customers living in the south west of England. Once they are finished with their water, we then take it away, clean and treat it before distributing it back into the environment.

We're working hard to improve the water and sewer networks across our region, investing more than £2 billion between 2025 and 2030, to make sure we are prepared for current and future demands.

Figure 4: Map of the Wessex Water region

