



Household Water Charges Scheme for 2017-18

February 2017

Contact us

Our customer services team is available:

Monday to Friday 8am to 6pm
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If you have a query about your wastewater service contact:

Thames Water 0800 316 9800

Southern Water 0330 303 0277

A map indicating the wastewater supplier by area is available on our [website](#).

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Section 1: General information

1.1 Introduction

This charges scheme outlines:

- our charging policy and practice; and
- the charges payable by households with effect from 1 April 2017.

Separate documents outline charges for business customers and wholesale charges. These documents are available on our website, www.waterplc.com.

Please contact our customer services team if you require clarification of any of the information in this document or to request a copy of this charges scheme.

1.2 Definitions used in this document

For the purposes of this charges scheme the following definitions apply:

Term	Definition
Billing Year	1st April to 31st March.
Company	Sutton and East Surrey Water plc.
Connection	Connection of a water service pipe to the Company's main in the roadway.
Discretionary Purposes	Non-essential use, e.g. filling or topping-up swimming pools, ornamental ponds, fish ponds, or garden watering with a sprinkler or unattended device.
Domestic Purposes	As defined in The Water Industry Act 1991.
Measured Water Supply	A supply through a water meter.
Premises	A property, or parts of a property, which are intended to be separately occupied.
Qualifying Person	As defined in the Water Industry (Charges) (Vulnerable Groups) Regulations 1999 issued by the Secretary of State.
Rateable Value	The valuation for a property as shown in The Inland Revenue Valuation List as at 31 st March 1990.
Unmeasured Water Supply	A supply that is not metered.
Vulnerable Groups Regulations	Water Industry (Charges) (Vulnerable Groups) Regulations 1999, amended in 2005.

1.3 Purpose of the charges scheme

This charges scheme is made by the Company pursuant to sections 143 and 143A of The Water Industry Act 1991 and in accordance with the rules laid down by the Water Services Regulation Authority (Ofwat). It comes into effect on 1 April 2017. The Household Water Charges Scheme for 2016-17 is hereby revoked with the coming into effect of this charges scheme.

This charges scheme shall apply in those areas and to those Premises for which the Company is, or is deemed to be, the appointed water undertaker.

The charges fixed by the Company in respect of the supply of water to households are those shown on Section 2.

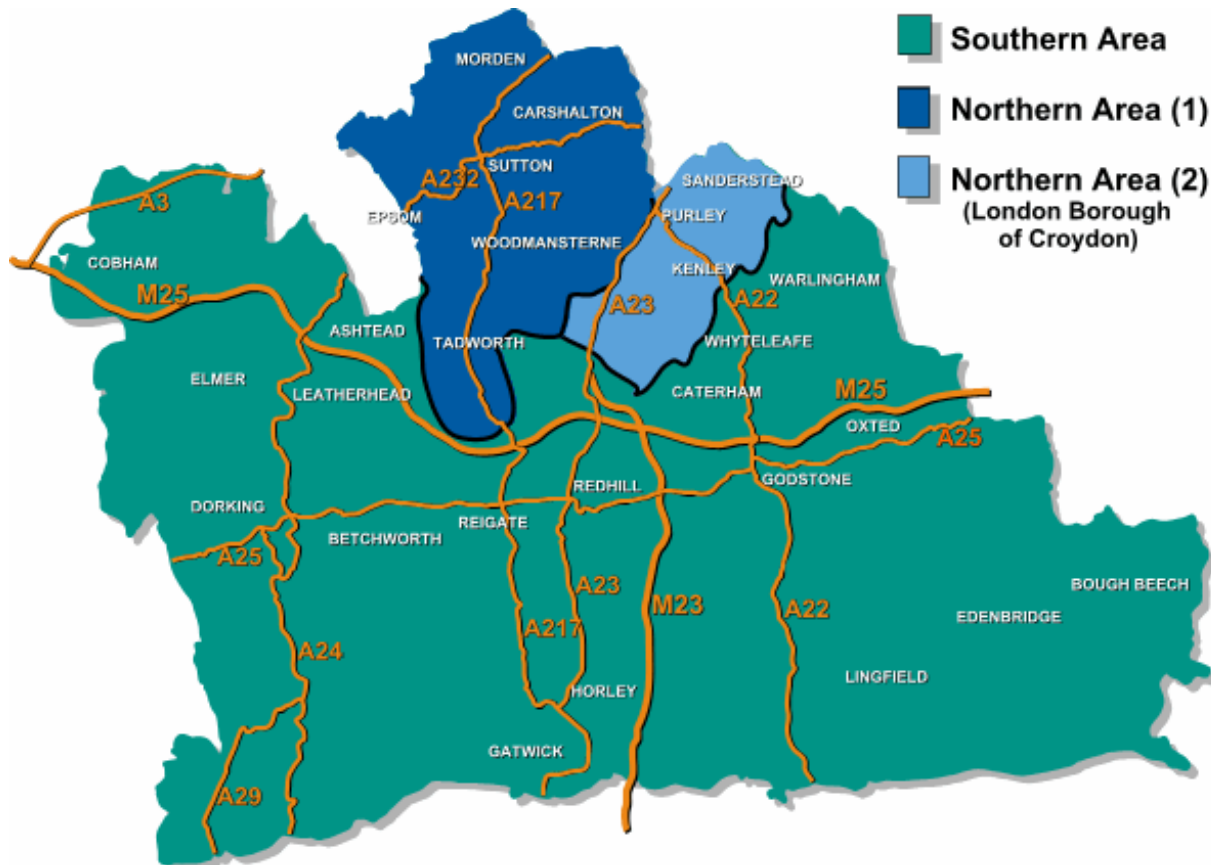
1.4 Other charges

The Company also provides a range of additional services including providing new Connections to the water supply system. These charges are described in Sections 6 and 7.

Section 2: Charges for water

The charges apply for the Billing Year beginning 1 April 2017. The applicable charge varies by region and the type of supply at the property. The Company has three charging areas – Southern, Northern (1) and Northern (2). The areas are indicated on the map below. The charges that apply in each area are shown on the following pages.

Area Map



PLEASE NOTE

This map is very small scale and is for general guidance only. Please contact our customer services team if you are not sure which area the property is located in.

Household Charges – Southern Area

Southern Area - Unmeasured Charges	
Annual Standing Charge	£41.04
Variable Charge – per £ of Rateable Value (Based on Rateable Value as at 31 st March 1990)	84.12p
Miscellaneous Charges - Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£54.55
Field supply, Cleansing supply	£107.16
Swimming Pool (unmetered)	
9m ³ to 45m ³ capacity (filtered)	£12.70
46m ³ to 90m ³ capacity (filtered)	£25.40
9m ³ to 45m ³ capacity (unfiltered)	£47.70
46m ³ to 90m ³ capacity (unfiltered)	£93.16
Assessed Household Charge (Fixed Charge) <i>This charge is levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.</i>	
Single-occupancy	£98.70
Multi-occupancy	£122.30
Southern Area - Measured Charges	
Annual Standing Charge	£25.42
Volume Charges – per m³ - <i>The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.</i>	132.22p
WaterSure Tariff (formerly Vulnerable Customer Tariff) - <i>This tariff is available to vulnerable customers as defined by The Secretary of State. The purpose of the tariff is to cap vulnerable customers' bills at or below the level of the average domestic charge.</i>	£174.24 ¹
Southern Area – Water Support Charge	
Annual Charge - <i>This tariff is charged to customers in all household properties who are not eligible to receive the Water Support discount as described in Section 3.5.</i>	£2.00

¹Or actual usage charge, whichever is lowest.

Household Charges – Northern (1) Area

Northern Area (1) - Unmeasured Charges	
Licence Fee	£193.14
Miscellaneous Charges - Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£54.55
Field supply, Cleansing supply	£107.16
Swimming Pool (unmetered)	
9m ³ to 45m ³ capacity (filtered)	£12.70
46m ³ to 90m ³ capacity (filtered)	£25.40
9m ³ to 45m ³ capacity (unfiltered)	£47.70
46m ³ to 90m ³ capacity (unfiltered)	£93.16
Assessed Household Charge (Fixed Charge)	
<i>This charge is levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.</i>	
Single-occupancy	£98.70
Multi-occupancy	£122.30
Northern Area (1) - Measured Charges	
Annual Standing Charge	£25.42
Volume Charges – per m³ - <i>The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.</i>	103.15p
WaterSure Tariff (formerly Vulnerable Customer Tariff) - <i>This tariff is available to vulnerable customers as defined by The Secretary of State. The purpose of the tariff is to cap vulnerable customers' bills at or below the level of the average domestic charge.</i>	£174.24 ¹
Northern Area (1) – Water Support Charge	
Annual Charge - <i>This tariff is charged to customers in all household properties who are not eligible to receive the Water Support discount as described in Section 3.5.</i>	£2.00

¹Or actual usage charge, whichever is lowest.

Household Charges – Northern (2) Area

Northern Area (2) - Unmeasured Charges	
Annual Standing Charge	£41.04
Variable Charge – per £ of Rateable Value (Based on Rateable Value as at 31 st March 1990)	50.83p
Miscellaneous Charges - Levied for the period 1st April to 31st March and unable to be apportioned on change of occupation of the premises during the year.	
Religious building, Caravan (unrated), Flushing chamber, Pumping station, Standpipe	£54.55
Field supply, Cleansing supply	£107.16
Swimming Pool (unmetered)	
9m ³ to 45m ³ capacity (filtered)	£12.70
46m ³ to 90m ³ capacity (filtered)	£25.40
9m ³ to 45m ³ capacity (unfiltered)	£47.70
46m ³ to 90m ³ capacity (unfiltered)	£93.16
Assessed Household Charge (Fixed Charge)	
<i>This charge is levied where a domestic customer requests a meter and it is either impracticable or too expensive to install, or there is no rateable value and we cannot meter the supply.</i>	
Single-occupancy	£98.70
Multi-occupancy	£122.30
Northern Area (2) - Measured Charges	
Annual Standing Charge	£25.42
Volume Charges – per m³ - <i>The volume charge takes effect on 1st April 2017. Where the consumption spans this date, the consumption will be apportioned on the basis of the number of days either side of 1st April, and charged at the appropriate rate.</i>	103.15p
WaterSure Tariff (formerly Vulnerable Customer Tariff) - <i>This tariff is available to vulnerable customers as defined by The Secretary of State. The purpose of the tariff is to cap vulnerable customers' bills at or below the level of the average domestic charge.</i>	£174.24 ¹
Northern Area (2) – Water Support Charge	
Annual Charge - <i>This tariff is charged to customers in all household properties who are not eligible to receive the Water Support discount as described in Section 3.5.</i>	£2.00

¹Or actual usage charge, whichever is lowest.

Section 3: About charges for water

3.1 Unmeasured water charges

Charges for an Unmeasured Water Supply are based on either the Rateable Value of the Premises or a licence fee depending on the location of the Premises.

3.1.1 Rate-based tariff – Southern and Northern (2) area

The occupier of any Premises in the Southern or Northern (2) area with access to a supply of water other than through a meter shall pay:

- an annual standing charge; and
- a charge calculated on the full Rateable Value of the Premises to which the water supply is made available.

3.1.2 Licence fee – Northern (1) area

The occupier of any Premises in the Northern (1) area with access to a supply of water other than through a meter shall pay a licence fee which represents the average charge made by the Company for unmeasured supplies in the area.

Some customers pay sewerage charges by reference to the meter on their water supply even though their water supply charges are based on the licence fee. Such Premises are deemed to be Unmeasured Water Supplies. There is no difference in the entitlement to opt for a Measured Water Supply should they wish to do so. For these customers, the licence fee charge is split equally between the two bills issued each year after the meter has been read for sewerage charging purposes.

3.1.3 Miscellaneous charges

The Company has fixed other sundry water supply charges in relation to water used for Discretionary Purposes.

3.1.4 Access to an Unmeasured Water Supply

Where a rated Premise has right of access to an Unmeasured Water Supply, the full unmeasured charge will apply to that Premises, irrespective of whether or not the supply is within the boundary of the property concerned.

3.1.5 Payment and instalment options

The charge for water supplied by the Company other than through a meter shall be payable annually in advance on 1 April or in instalments.

Customers wishing to pay by instalments must make a prior arrangement with the Company to do so. Payment may be made in up to eleven instalments. The customer may choose from one of the following days on which to make their payments: 1st, 8th, 15th or 22nd of the month. Payment must reach the Company on the agreed due day each month otherwise the instalment arrangement may be cancelled and the entire outstanding balance may become due.

3.2 Measured water charges

Charges for a Measured Water Supply are based on the metered consumption at the Premises.

3.2.1 Basis of tariff

The occupier of any Premises receiving a supply of water through a meter shall pay:

- a standing charge due monthly or half-yearly, in advance, depending on billing frequency; and
- a volume charge which shall be based on the consumption of water recorded by the meter.

3.2.2 Payment and instalment options

Meters will be billed half-yearly. Payment of metered bills is due at the date of billing. By arrangement metered accounts can be paid in fixed monthly amounts throughout the year using a budget payment plan.

3.2.2.1 Budget payment plan

Metered customers may spread the payment of bills in monthly instalments throughout the year. Application forms with details of the terms of the plan are available from our customer services Team. The Company will calculate the likely annual bill, based on past consumption history or, where this is not available, by estimated usage and divide this into equal monthly instalments. The monthly amount will be reviewed annually and the required payments adjusted accordingly.

Where a balance becomes outstanding, the Company may require it to be paid in full or alternatively it may, at its discretion, incorporate the amount into the budget payment plan. Any overpayment will be refunded if requested by the customer. Direct debit payments will normally be required but where the customer does not have a bank account a PayPoint Card will be provided.

3.2.3 Estimated consumption

3.2.3.1 When meter reading is not possible

Where it is not possible to read the meter, bills will be issued based on estimated use. The estimate will be based on the average of previous actual use where such data is available. If suitable data is not available an estimate based on average consumption data will be used. If customers are not happy with the estimated consumption and they provide an actual meter reading, the bill will be reissued on the basis of the customer's reading.

3.2.3.2 When the meter has ceased to register

Where a meter has ceased to register due to damage or malfunction, meter bills will be issued based on an estimated consumption. The consumption will be estimated as described in Section 3.2.3.1. The Company is committed to fair and appropriate charging and will use conservative assumptions or make an allowance in circumstances where the actual consumption at a customer's Premises is not known.

3.2.4 Leakage from metered supplies

The customer is liable for the charges associated with all the water registered on the meter. No allowance will be made in respect of water wasted by leakage from customers' internal or external pipe-work (irrespective of whether such pipework is above or below ground, or buried or visible), customers' plumbing fittings, and customers' appliances. The only exception to this is in the case of the first defect at domestic Premises as specified in our Code of Practice for

Leakage from Domestic Water Supplies which can be found on our [website](#).

3.2.5 Meter accuracy

3.2.5.1 Testing in-situ

Where a customer has reason to dispute the accuracy of a meter the Company will carry out a free in-situ test using a vessel of a known volume. If the customer continues to dispute the accuracy of the meter the Company shall, if requested to do so, test the accuracy of the meter. The meter shall be tested in accordance with regulation 6(2) and (4) of the 1988 Measuring Equipment (Cold Water Meters) Regulations, to determine whether it falls within the prescribed limits of accuracy (whether or not it is a meter to which the regulations apply).

3.2.5.2 Charge for testing

Where a test is carried out at the request of the customer and the meter, on being tested, falls within the prescribed limits of accuracy, the customer will be charged the cost of carrying out the test. Where the meter is removed from the Premises, these charges shall not exceed £70. In other cases, these charges shall not exceed £20.

3.3 Assessed household charge

Where a meter has been requested but it is not practicable or too expensive to install a meter, the Company shall apply an assessed household charge. Examples of not practical or too expensive could be:

- where the water supply is shared by more than one property and it would require the supplies to be separated;
- where there is more than one supply to the Premises; or
- where internal plumbing alterations are required.

This charge will not apply where there is any water used for Discretionary Purposes.

There are two assessed household charges:

- A single-occupancy charge which will be applied where the occupier can provide evidence, primarily a council tax bill, that they are the sole-occupier of the Premises; and
- A multi-occupancy charge for all other households.

3.4 WaterSure tariff

This tariff is to protect those customers who need to use more water than the average household and could face severe hardship as a result of paying for water on a measured basis.

This tariff is available to Qualifying Persons (as defined in the Water Industry (Charges) (Vulnerable Groups) Regulations 1999) who pay a metered charge. The WaterSure tariff applies for 12 months, or until the end of the billing period in which a customer ceases to be eligible. Customers meeting the requirements will pay on the basis of actual usage or the WaterSure Tariff, whichever is the lower.

3.4.1 Qualifying Persons

The tariff is available where a customer, or people residing with them, is in receipt of one or more benefits or tax credits under:

- Part VII of the Social Security Contributions and Benefits Act 1992; or

- Section 1(4) of the Jobseekers Act 1995, and is entitled to receive child benefit under Part IX of the Social Security Contributions and Benefits Act 1992(3) for three or more dependent children under the age of 16 who reside in the Premises **or** is suffering from a qualifying medical condition which causes them to use significantly more water such as:

- desquamation (flaky skin loss);
- weeping skin disease (eczema, psoriasis, varicose ulceration);
- incontinence;
- abdominal stoma;
- Crohn's disease;
- ulcerative colitis; or
- renal failure requiring dialysis at home – in this case, entitlement to the tariff is removed if the health authority contributes to the cost of water consumed.

The Company will allow doctors' (or other registered medical practitioners') certificates to be shown as qualifiers for assistance for customers who have a non-list medical condition which requires them to use large volumes of water for essential household purposes.

The conditions governing eligibility for this tariff may change from time to time in accordance with regulations issued by the Secretary of State.

3.4.2 How to apply for the tariff

Customers wishing to opt for this tariff should complete an application form which is available on our [website](#) or by contacting our customer services team. The form requires that the applicant provides information and sufficient supplementary evidence to allow the Company to reasonably validate the claim. Applicants will also be required to complete a declaration, giving permission for an employee of the Company to contact either Job Centre Plus, or the customer's medical practitioner, to verify the information provided.

3.4.3 When the tariff is valid

The new tariff will be valid from the start of the billing period during which the application is received (i.e. the previous meter reading). The tariff will not run on automatically each year. In order for the tariff to continue the Company will require a new declaration to be completed at the start of each Billing Year confirming that the customer's circumstances have not changed. Where the annual declaration is not completed, or returned, charges will revert to the normal basis with effect from the start of the Billing Year.

3.4.4 Restrictions

Customers who use water for Discretionary Purposes will not be eligible for protection under this tariff.

3.4.5 Checks

All applications for this tariff will be checked to ensure that the customer meets the eligibility criteria. The information supplied may be checked with the Job Centre Plus or the medical practitioner as appropriate. The check in respect of these applications will therefore include a test to determine whether there is significant extra use. As a quality assurance on our vetting procedures the Company will, as a matter of policy, carry out random checks on 5% of all applications for this tariff.

3.5 Water Support scheme

The purpose of the tariff is to help those household customers who currently find it difficult to pay their water charges. A discount of 50% of the applicable charge will be made available to customers who meet the eligibility criteria below. This will include both standing and variable charges for unmeasured, measured and assessed household tariffs. The scheme complies with the guidance issued by the Secretary of State in June 2012.¹

The discount will last for 12 months or until the end of the billing period in which a customer ceases to be eligible. Customers meeting the eligibility requirements will pay the discounted charge for the entire year irrespective of when they apply, subject to them being eligible throughout that period. An additional charge of £2 per annum will be applied to all non-eligible household customers.

3.5.1 Eligibility criteria

The tariff is available where a customer or person residing with them:

- (a) is in receipt of one or more means tested benefits; and
- (b) has a household income of less than £16,105; and
- (c) is aged 62 or over, is registered disabled or has parental responsibility for a child under the age of five.

The conditions governing eligibility for this tariff may change from time to time. Decisions on eligibility and award of the tariff are at the absolute discretion of the Company.

3.5.2 How to apply for the discount

Customers wishing to opt for this tariff should complete an application form which is available on our [website](#) or by contacting our customer services team. The form requires that the applicant provides information and sufficient supplementary evidence to allow the Company to reasonably validate the application. Applicants may be referred to a third party appointed by the Company for the purpose of validating applications.

Applicants may also be required to complete a declaration, giving permission for an employee of the Company to contact Job Centre Plus or other relevant organisations to verify the information provided.

3.5.3 When the tariff is valid

The tariff will not run on automatically each year. In order for the tariff to continue the Company may require a new declaration to be completed at the start of each Billing Year confirming that the customer's circumstances have not changed.

3.5.4 Restrictions

Customers who have high water use will be expected to take additional measures to reduce their consumption. The Company will provide assistance to achieve this by providing information and devices that will reduce water use in the home. A customer may be required to have a water meter as part of this tariff, but only if this is also expected to result in reduced water charges.

¹ Guidance to water and sewerage undertakers and the Water Services Regulation Authority under Section 44 of the Flood and Water Management Act 2010.

3.5.5 Checks

All applications for this tariff will be checked to ensure that the applicant properly meets the eligibility criteria. Where there is any doubt the information supplied will be checked with the Job Centre Plus or debt advice agency (where they are involved). As a quality assurance on our vetting procedures the Company will, as a matter of policy, carry out random checks on 10% of all applications for this tariff.

3.5.6 Other company schemes

Similar schemes are offered by your supplier of sewerage services. If you receive your sewerage service from Thames Water you can apply for its scheme (WaterSure Plus) through the same application form that you send to us. Details of Thames Water's scheme and its eligibility criteria can be found on its website (www.thameswater.co.uk). If you receive your sewerage service from Southern Water you will be accepted onto Southern Water's scheme (Essentials Tariff) if you qualify for the Company's scheme. We will contact Southern Water to inform them. Details of Southern Water's scheme can be found on its website (www.southernwater.co.uk).

Section 4: Metering policy

The Company may impose meters on Premises where allowed under legislation. The Company also operates a policy of metering on change of occupancy and provides meters free of charge to those customers wishing to switch to a Measured Water Supply.

4.1.1 The Water Industry (Prescribed Conditions) Regulations 1999

The Company may require that any supply is metered subject to the provisions of the Water Industry Act 1991 and The Water Industry (Prescribed Conditions) Regulations 1999. These regulations provide that water companies may impose meters on customers in the following circumstances:

- where the principal use of a Premises is not as a home;
- where there is garden watering other than by hand;
- where water is used to automatically replenish a swimming pool or pond with capacity of over 10,000 litres;
- where water is used in a bath with a capacity of over 230 litres;
- where water is used in a unit incorporating reverse osmosis; or
- where the Premises are in an area of water scarcity, so determined by the Secretary of State.

Customers may not revert to an unmeasured charge if they meet the criteria in these regulations.

Excepting where regulations to the contrary are made in The Water Industry Act 1991, once a meter has been installed, the meter will not be removed or the charge reverted to an unmeasured basis.

4.1.2 New Premises

The Company requires that a supply of water for all Premises built after 31 March 1989 shall be provided only through a meter and shall be subject to the charges fixed for measured supplies. This also applies to Premises created by alteration to an existing premise. (See Section 5.1.7)

4.1.3 Change of occupancy

Whenever the occupancy of a Premises with an Unmeasured Water Supply changes, either due to a sale or tenancy change, the Company requires that the supply to that property be provided through a meter and shall be subject to the charges fixed for measured supplies.

If there is an existing meter at a property, and there is a change of occupancy at the property, the Company may decide to levy a measured charge to the new occupier, even if the previous occupier was charged on an unmeasured basis.

4.1.4 Domestic meter option scheme

4.1.4.1 Measured charges notice

In accordance with the provisions of The Water Industry Act 1991, household customers can request to pay on the basis of usage and have a meter installed free of charge. The quickest and easiest way to apply for a meter is by using our [online application form](#) or by contacting our customer services team who will be happy to help with your application.

4.1.4.2 Capping charges and right to revert

The majority of customers that switch to a metered charge see a reduction in their bills. For two years following the switch we commit to ensuring that the customer pays no more than they would have if you had remained on an unmetered charge.

Customers who opt to have a meter installed will have the right to revert to the unmeasured basis of charge within a period of two years from the date that the meter is installed.

4.1.4.3 Timing of installation

Free meters will be installed on a rolling geographic basis and should be installed within 3 months of the application. Preference will be given to elderly or disabled customers.

4.1.4.4 Application of charges

Where the meter is not installed within 3 months metered charges will be calculated and applied retrospectively as if they had been installed by this time. This amendment will be applied once the meter has been installed and consumption levels can be established.

4.1.4.5 Meter location

Meters will normally be installed at the Company's preferred location in the footway adjacent to the main. Where we cannot meter the supply at this position we will fit the meter at a suitable alternative location free of charge and will take into account requests from the customer about its location. Where the meter can be fitted at the Company's preferred location and the customer requires it to be fitted at an alternative location the difference in installation costs will be charged to the customer.

4.1.4.6 Meter reading service

We will read each meter for the purposes of billing. In addition we offer a free meter reading service for those customers who find it difficult to read their meter. Please note that you will not normally be billed on this reading, as requests for this service will not necessarily coincide with your billing cycle.

4.1.4.7 Properties in multiple occupation

We will consider the installation of single meters to properties in multiple occupation (such as blocks of flats) provided that one person or body (e.g. a residents association or managing agent) is willing to accept responsibility for the bill. We will also consider the installation of a second meter for individual units provided that it does not entail disproportionate costs.

4.1.4.8 Meter ownership

Any meter fitted under the scheme will remain the property of the Company.

4.1.4.9 Disputes

The Water Services Regulation Authority (Ofwat) shall determine any dispute concerning refusal to install a meter free of charge.

Section 5: Payment of charges

5.1 Responsibility for charge

5.1.1 Persons chargeable

Water charges are payable by the occupier of the Premises, or the person who uses the supply, except where the owner of the Premises is liable by enactment or by agreement with the Company.

5.1.2 Premises let on short-term lease

Where Premises are let on a lease or licence for a period of twelve months or less or on terms which involve the use by the tenant or licensee of communal facilities, the owner of the Premises shall be liable to the Company as the occupier of the Premises for charging purposes unless the Company has agreed that a person other than such owner shall be so liable.

5.1.3 Landlord's responsibilities

Section 144C of the Water Industry Act requires the owner of residential Premises which are occupied by one or more persons other than the owner (and not by the owner) to give the Company information about the occupiers.

To help landlords manage the requirements this legislation places on them the water industry has set up a tenant address portal (www.landlordtap.com) which allow landlords or managing agents to register details of new tenancies and those liable for water at their properties.

5.1.4 Joint supplies

Where two or more Premises in separate occupation are:

- served by a supply through one meter;
- have one Rateable Value; or
- are charged on a miscellaneous basis,

the Company will require one person to be responsible for the account, or that the supplies are separately metered at the customers' expense.

5.1.5 Change of occupancy

5.1.5.1 Metered properties

Customers moving out of or into metered properties should advise the Company at least two working days in advance so that a meter reading can be taken. Where a customer who is moving out of a property fails to inform the Company of the end of their occupancy at least two working days in advance they will be liable for all charges up until:

- any day on which the meter would normally have been read in order for the amount of charges to be determined;
- any day on which any other person informs the Company that they have become the new occupier of the Premises and the meter is read; or
- we find out otherwise about the change.

For notification of changes in retrospect, standing charges will be closed to the date of change and volume charges closed to the date of the meter reading as above. Where a customer moves into a metered property and does not inform the Company of the start of their

occupancy, they shall be liable for all charges from the date of their occupancy or, if the property is not occupied, from the start of their responsibility for the water service charges at the property.

5.1.5.2 Unmetered properties

Customers moving out of or into unmetered properties should advise the Company at least two working days in advance. Where a customer who is moving out of a property fails to inform the Company of the end of their occupancy at least two working days in advance they will be liable for all charges up until:

- any day on which any other person informs the Company that they have become the new occupier of the Premises; or
- we find out otherwise about the change.

Where a customer moves into an unmetered property and does not inform the Company of the start of their occupancy, they shall be liable for all charges from the date of their occupancy or, if the property is not occupied, from the start of their responsibility for the water service charges at the property.

5.1.5.3 Information for new occupiers

Customers moving into a property can obtain information on how the property is supplied (unmetered or metered) and the current scale of charges from our customer services team.

5.1.6 Unoccupied properties

Where a property is unoccupied, the charge remains payable unless the Company is informed in advance and has the option to turn off the supply at the principal boundary stopcock. No allowances will be made on Premises vacant for a period of less than three months. If the customer requests and consents to be disconnected, all charges are waived other than those for surface water drainage (provided it is considered in each case that it is economic to bill for this service only).

The Company recognises that there may be situations (such as in the case of emergency hospital admissions) where customers may not be able to provide advance notice of a property becoming unoccupied. The Company will consider cases presented to it where evidence (e.g. a council tax rebate) can be provided to confirm that a property was not occupied in a given period and that it was not possible to advise the Company of this in advance. However, as above, no allowance will be made for periods of less than three months.

5.1.7 Split Premises

Where an existing rated premise is split into separate units, and new units are created for separate and exclusive occupation, the Company may require that the newly created units be supplied by meters. Where it is not practicable, or too expensive to install meters, the Company may apply a charge based on a split of the original Rateable Value, the assessed household charge, or a licence fee.

5.2 Payment options

5.2.1 Payment methods

All customers may pay by any of the following methods:

Method of Payment	Notes
Direct Debit	Customer may choose from one of the following days of the month on which to make their payment: 1st, 8th, 15th or 22nd. Where an instalment or budget payment is not received by the agreed day of the month, the arrangement will be cancelled and a notice will be sent for the full outstanding balance.
PayPoint Card	Cards can be used to make payments at one of approximately 200 local payment centres in the Company's area.
Debit Card	Call our dedicated payment line on 0800 587 2936 or our customer services team to make a payment. No charges apply.
Credit Card	Call our dedicated payment line on 0800 587 2936 or Customer Services team to make a payment. Credit card transactions may be subject to an additional charge dependent on rates prevailing at the time.
At a bank by Bank Giro (cash or cheque)	Customers can pay in cash free of charge at any branch of Natwest Bank in the Company's area of supply. Other banks will make a charge if you do not have an account with them.
At a Post Office	Customers may be required to pay the Post Office in-payment fee.
Post (Cheque or Postal Order)	Send to the Company's head office address; London Road, Redhill, RH1 1LJ.
On our Website	Use your Debit or Credit Card using our payment portal on www.waterplc.com .
Internet or Telephone Banking	Payment should be made to sort code 57-00-76, account number 00000000.

5.2.2 Payment terms for tenants

Payment terms for tenants who pay their water charges with their rent to a landlord such as a housing association, local housing authority or private landlord, may differ from the above.

5.2.3 Water Direct – direct payment from benefit

5.2.3.1 Customers in receipt of income support

Customers who are in receipt of income support and in arrears with their bills can elect to have their charges paid direct from benefit. This scheme is called Water Direct and is subject to the customer being in receipt of certain benefits, namely:

- Income-based jobseekers allowance;
- Employment and support allowance; or
- Pension credit.

It is also available to those receiving Universal Credit but there is a requirement for a minimum debt for these claimants.

5.2.3.2 Applying for this payment option

Customers who would like to use the Water Direct payment option should contact their Job Centre Plus and advise the Company.

In accordance with our Code of Practice on Debt for Domestic Customers, provided that we have a customer's National Insurance number, we may apply to Job Centre Plus on a customer's behalf if:

- they have failed to respond to requests for payment;
- they have failed to maintain their payment plans; or
- we have already told them we intend to take court action, or court action is the next step we intend to take.

5.3 Outstanding charges and other costs

5.3.1 Collection of outstanding charges

The Company will comply fully with its Code of Practice on Debt for Domestic Customers in progressing the recovery of outstanding charges. Copies of this document are available on our [website](#) or free of charge upon request.

5.3.2 ClearStart scheme

ClearStart is a scheme to provide additional support to customers who have a history of arrears with the Company and who demonstrate a willingness to pay for their ongoing water charges. The scheme requires the customer to commence payment of their current water charges and to make a contribution to the arrears. Once regular payments have been made for a period of 3 months (or such other period as the Company deems sufficient) then the customer will be entitled to receive a reduction in the arrears equivalent to the contributions being made. This equal contribution by customer and Company will continue until the total arrears are paid off. However, the Company's contribution will cease if the payment of the current water bill is interrupted.

The scheme will be offered at the absolute discretion of the Company.

5.3.3 Void cheques

We may add an administration charge of £20 to the balance outstanding in respect of each void cheque. This is to cover the additional costs incurred in tracing, re-debiting and pursuing payment.

5.3.4 Rejected direct debits

The charges levied by our bank in respect of unpaid direct debits where these are rejected as "refer to payer" advices may be added to the charges outstanding. There may also be an administration charge of £10 in respect of each rejected debit.

5.3.5 Legal action costs

All court fees, solicitors costs and other legal costs in connection with proceedings issued to recover unpaid water charges and all court fees and disbursements (including the costs of tracing and serving debtors) incurred in enforcing any judgment obtained in such proceedings will be charged to the customer.

5.3.6 Other costs

5.3.6.1 Administration fee

An administration fee of £30.00+VAT per action may be charged instead of solicitors costs in respect of accounts subject to legal actions. This will be treated in the same way as legal costs

and become due on issue of an action. The statutory court fees will be charged in addition to this fee.

5.3.6.2 Sundry fees

A sundry fee of £10.00+VAT may be charged in respect of certain customer requests which are outside our range of normal services. This fee will apply to (but not be limited to) requests such as:

- producing a copy bill for use by a customer's solicitor or other third party; or
- refunding a second-half year instalment where a customer has paid the full year and subsequently decides during the Billing Year that they want to pay in two half-year instalments.

5.3.7 Clearing costs

Where the Company levies costs, any monies received will be allocated to clear those costs first.

5.3.8 Allocation of payments

After being allocated against any outstanding costs, payments will be allocated to clear the oldest debts first except if specified otherwise at the time of payment or where it has otherwise been agreed by the Company, e.g. under the ClearStart scheme.

5.4 Water resale

The Water Resale Order gives protection to people who buy their water or sewerage service from another person or company instead of directly from a water or sewerage company. Anybody reselling water or sewerage services must charge no more than the amount they are charged by the water company, plus a reasonable administration charge.

5.5 Wastewater (sewerage) charges

5.5.1 Thames Water

The Company collects the wastewater (sewerage) charges on behalf of Thames Water in Northern (1), Northern (2) and those parts of the Southern area to which Thames Water provides these services. The charges are levied and collected in accordance with the Thames Water's Charges Scheme. Thames Water's contact details are provided at the start of this document.

5.5.2 Southern Water

Southern Water provides wastewater collection services in the remaining part of the Company's area. Southern Water bill and collect charges for these services themselves. Southern Water's contact details are provided at the start of this document.

Section 6: Other charges

These are the charges that will apply from 1 April 2017. Charges are calculated to recover the actual cost incurred by the Company in carrying out certain work, together with associated overheads.

6.1 Standard drainage and water enquiry

You should contact your sewerage provider who can provide this information for both drainage and water. The contact details for their property enquiry divisions are below.

Thames Water

Telephone: 0845 070 9148

www.thameswater-propertysearches.co.uk

Southern Water

Telephone: 0330 303 0276

www.southernwater.co.uk/property-searches-overview

6.2 Provision and use of standpipes

The provision of standpipes will be handled by an appointed, specialist, outsourced provider, Supply UK Water Services. They can be contacted on 0844 984 0156 or at www.aquamcorp.co.uk/water-services. Conditions apply to the extraction of water from the Company's mains. See our factsheet, [Extracting Water from Company Mains](#), available on our website.

6.3 Charging for water used for fire fighting purposes

In accordance with section 147 of the Water Industry Act 1991, no charge is made for water used for fire fighting purposes, for the testing of apparatus installed or equipment used for extinguishing fires or for the purpose of training persons for fire fighting.

6.4 Replacement of a lead service pipe

We operate a scheme to replace lead service pipes free of charge, subject to works meeting our policy criteria. Not all properties are suitable for this scheme, for example if the replacement is linked to upsizing of the supply or redevelopment of the property. If your application is accepted we will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main.

6.5 Charges for on site visits

All 'on site' charges include a rate for the first half hour which includes the travel time to the property where the work will be carried out. Each additional hour (or part of an hour) after that time is charged at the same rate. The charge includes the services of one of the Company's employees and all the tools and equipment necessary to undertake the task. Office based charges are half hourly.

Abortive visits will be charged when we are unable to obtain access to a site that we have been asked to attend or where the customer has not arrived within 15 minutes of the scheduled meeting time.

Normal working hours are Monday to Friday 8.30am to 5.00pm.

Works	Charge	Comments
Design review		First review free of charge
On site visit at request of customer	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
Repeat inspection following contravention (normal working hours)	£45.50	Charge includes first half hour on site. Each additional hour charged at same rate
Repeat inspection following contravention (outside normal working hours)	£68.25	Charge includes first half hour on site. Each additional hour charged at same rate
Additional time charges	£45.50	Per half hour as a result of additional time incurred off site as a result of contraventions not being rectified

6.6 Connection charges

6.6.1 Application process and standard charges

Applications can be made by contacting our network services team or downloading an application form from our website.

Telephone: 01737 772000 (option 4)

Email: network_services@waterplc.com

Website: www.waterplc.com/business/services-for-developers/getting-connected/

6.6.2 Standard charges

An application fee will apply to all new connections.

Our standard charges for installing new water service Connections for pipes up to 25mm in diameter are available on our [website](#). A quote will be provided for non-standard Connections.

Infrastructure charges must be paid in addition to the cost of new service Connections. Information on infrastructure charges can be found in Section 7.

6.6.3 Disputes concerning connection charges

Any unresolved dispute regarding the reasonableness of charges made by the Company for a Connection to its water main may be referred to Ofwat (www.ofwat.gov.uk).

Email: casemanagementoffice@ofwat.gsi.gov.uk

Telephone: 0121 644 7500

Write to:

Case Management Office
Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Section 7: Infrastructure charges

7.1 Description of the infrastructure charge

Infrastructure charges will be payable on all new water Connections where water will be used for Domestic Purposes.

These charges enable the Company to invest in general improvements to the existing network needed to meet increasing demand from new customers. Infrastructure charges are allowed to be levied under section 146 of the Water Industry Act 1991. Condition C of the Company's licence sets out the calculation of the charge, which is based on a standard charge that rises annually with inflation.

Premises that use water for Domestic Purposes shall include, but not be limited to:

- dwelling houses;
- flats or maisonettes;
- sheltered housing units;
- hotels;
- nursing homes;
- retirement homes;
- halls of residence;
- caravans, moored house boats or mobile homes (i.e. units similar to dwelling houses);
- laundry/shower/toilet blocks providing communal facilities;
- shops/commercial or industrial units/filling stations /other buildings where some domestic water facilities are installed.

7.1.1 Interpretation

In this part:

“Water Connection” means connection, either directly or through an intermediate pipe, to a water supply of Premises which have never at any previous time been connected to a supply of water provided for Domestic Purposes by the Company or by any other authority or body which at that time provided supplies of water in the course of carrying out functions under any enactment. For the avoidance of doubt, **“Water Connection”** includes any relevant connection made without the authorisation or knowledge of the Company, without prejudice to any rights of the Company in respect of any unauthorised connection.

“House” means any building or part of a building which is occupied as a private dwelling house or which, if unoccupied, is likely to be so occupied and, accordingly, includes a flat.

“Common Billing Agreement” means an agreement between the Company and any other person under which that person has undertaken to pay charges for water supply in respect of two or more houses which have a common private service pipe and which, in any case where that agreement relates to one of those services only, are also subject to a similar agreement for common billing between that person and the undertaker providing the other service.

“Relevant Multiplier” means a number (which may be one or more or less than one) calculated in the manner set out in Section 7.1.3.

7.1.2 The charges

The standard amount of the infrastructure charge payable for the year 2017-18 is £365.45.

Except, in the cases listed below, the standard amount of the infrastructure charge is payable. In the case of:

- Premises which consist of a House subject to a Common Billing Agreement; or
- Premises which do not consist in a House or Houses and to which water is provided by a service pipe with an internal diameter larger than 25mm,

the standard amount will be multiplied by the Relevant Multiplier for those Premises to calculate the infrastructure charge payable.

7.1.3 Relevant Multiplier

7.1.3.1 For a House

To calculate the Relevant Multiplier for a House subject to a Common Billing Agreement:

- ascertain in respect of all of the Houses subject to the Common Billing Agreement in question, e.g. all the flats in a block to which such an agreement applies and all communal facilities shared by all or any of them, the total number of water fittings in all the categories specified in column 1 of the table below;
- calculate by reference to column 2 of the table the aggregate loading units attributable to that total number of water fittings (and increase the aggregate, where necessary, to take account of the minimum for domestic appliances);
- divide that number of loading units by 24 and divide the resulting figure by the number of Houses subject to the Common Billing Agreement;
- the resulting number will be the Relevant Multiplier.

7.1.3.2 For other Premises

To calculate the Relevant Multiplier for other Premises where water is provided by a service pipe with an internal diameter larger than 25mm:

- ascertain in respect of the Premises the total number of water fittings in all the categories specified in column 1 of the table below;
- calculate by reference to column 2 of the table the aggregate loading units attributable to that total number of water fittings;
- divide the aggregate loading units by 24;
- the resulting number will be the Relevant Multiplier, provided that if the resulting number is less than 1, the relevant multiplier will be 1.

Column 1 Water Fitting (see note 1)	Column 2 Loading Units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ or 20mm) (see note 2)	10
Bath (tap nominal size larger than $\frac{3}{4}$ or 20mm) (see note 2)	22

Column 1 Water Fitting (see note 1)	Column 2 Loading Units
Shower	3
Sink (tap nominal size ½ or 15mm)	3
Sink (tap nominal size larger than ½ or 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per house) (see notes 3 and 4)	3
Communal or commercial appliance (see note 3)	10
Any other water fitting or outlet (including a tap, but excluding a water softener)	3

NOTES:

- 1 Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
- 2 “Bath” includes a whirlpool bath and a Jacuzzi.
- 3 “Domestic appliance” means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a House and “communal or commercial appliance” means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere than in a House (including in communal facilities).
- 4 In the calculation of the Relevant Multiplier a minimum of six loading units shall be included, in respect of each House, for domestic appliances (whether or not the House has any such appliances) except, in the case of any House, where neither a washing machine nor a dishwasher can be provided (and there is not plumbing, outlet, dedicated space or planning or other provision for either appliance) in the House.

7.1.4 Time of payment

Subject to the following paragraph, the infrastructure charge shall be due and immediately payable to the Company at the time the relevant Connection is made.

7.1.4.1 Payment options

In the case of a Connection of a building or part of a building which is occupied as a House immediately before the connection is made:

- the infrastructure charge shall be paid in full within a reasonable period specified by the Company after the Connection is made; or
- at the option of the person liable to pay the infrastructure charge, an amount equal to the instalment amount shall be paid in each of the twelve years following the relevant Connection being made, subject only to that person giving such undertakings to that effect as the Company may reasonably require.

7.1.4.2 Instalment amount

In Section 7.1.4.1 “the instalment amount” means the aggregate amount which would fall to be paid in the relevant year by way of payments of interest and repayments of capital if an amount equal to the infrastructure charge payable for the relevant Connection had been borrowed by the Company on terms:

- requiring interest to be paid and capital to be repaid in twelve equal annual instalments; or

- providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined either by the Company with the approval of the Water Services Regulation Authority (Ofwat) or, on default of such a determination, by Ofwat.

7.1.5 Persons chargeable

The person liable to pay the infrastructure charge shall be:

- the person requesting the relevant Connection to be made, the person making the relevant Connection (other than on behalf of the Company) or the person on whose behalf the relevant Connection was requested or made; or
- if the relevant Connection is made without the Company's authorisation, the person making such connection, the person on whose behalf the relevant Connection was made or the person using the services provided thereby.

7.1.6 Recalculation of charges

Recalculation of charges is due where:

- a person has received a demand, or undertaken, to pay infrastructure charges in respect of two or more Houses subject to a Common Billing Agreement fails to pay them, or any part of them, within 14 days of the date of the Connection; or
- a Common Billing Agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it, the Company may demand and recover from that person, or from the occupier of each House subject to the agreement the standard amount of the infrastructure charge in respect of each House.

7.1.7 Disputes

The Water Services Regulation Authority (Ofwat) shall have the powers to resolve any dispute about the application of the Relevant Multiplier.

7.2 Allowance

7.2.1 Calculation of allowance

Where a site is developed or redeveloped and there were, within the period of five years before the development or redevelopment began on that site, Premises with a water connection (direct or indirect) for Domestic Purposes then an allowance shall be made.

7.2.2 Form of allowance

The allowance will be made in the form of a credit given against the infrastructure charge payable for the new Premises.

Please contact our network services team on 01737 772000 (option 4) who can provide further advice on any allowance that may apply.

Section 8: Our commitment to you

8.1 Our Customer Charter – The Guaranteed Standards Scheme

Our Customer Charter sets out service standards for:

- Appointments to visit you;
- Account queries;
- Requests about payment arrangements;
- Complaints about water services;
- Notices of planned interruption of supply;
- Notice of emergency interruption of supply;
- Where the supply is not duly restored; and
- Water pressure problems.

Visit our website for a copy of our Customer Charter or contact our customer Services team.

8.2 Our Codes of Practice for Domestic Customers

We operate codes of practice for domestic customers that covers the range of services we provide to our customers, including:

- How to make a complaint;
- How we manage customer debt; and
- Leakage from customers supply pipes.

Visit our website for a copy of our Code of Practice or contact our Customer Services team.

8.3 Our Helping Hand Scheme

We provide a number of additional services to help customers who may find themselves in situations of vulnerability including those with a disability. We have a leaflet that describes all of the services on offer which can be obtained from our website at www.waterplc.com or by contacting our Customer Services team. If you would just like to talk to us about the services then please ring the team.

8.4 Complaints procedure

8.4.1 Making a complaint

If you have a complaint you should, in the first instance, refer the matter to the Head of Retail Services. If you are not satisfied with the response, then you can write to the Managing Director and ask for a review.

Please visit our website at www.waterplc.com for further information or contact our customer service team.

8.4.2 The Consumer Council for Water

Your interests as a water user are represented by the Consumer Council for Water. They consider such matters as services, planning, charges and complaints.

If, after you have exhausted the Company's complaints procedure referred to above, you still feel that the matter has not been dealt with satisfactorily, you should refer it to:

Consumer Council for Water
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

Tel: 0300 034 2222 (Lines are open between 8.30am and 5.00pm Monday-Friday)
Fax: 0121 345 1010

email: enquiries@ccwater.org.uk
web: www.ccwater.org.uk