



Wholesale Statement of Principles and Charges 2018-19

SOUTHERN WATER WHOLESAL STATEMENT OF PRINCIPLES AND CHARGES 2018-19

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SECTION 1 – INTRODUCTION

1. This Statement of Principles and Charges is published by Southern Water Services Limited as wholesale supplier and shall come into operation from 1 April 2018 to 31 March 2019 inclusive.
2. This Statement shall apply in those areas and in respect of those premises for which the Company is, or is deemed to be, the appointed water and/or sewerage undertaker; it shall not apply to those premises, services and circumstances to which a Southern Water Charges Scheme applies.
3. Nothing in this Statement shall affect the Company's powers or rights to enter into or be bound by agreements with persons to be charged, whether made before or after the coming into operation of this Statement.
4. The amounts now fixed by the Company in respect of the charges provided for in this Statement are those shown in the Schedule of Charges in Part 5 of Section 2, Part 7 of Section 3, and Part 14 of Section 5.
5. The Southern Water Statement of Principles and Charges 2017-18 is hereby revoked with effect from 1 April 2018, without prejudice to the recovery of charges due in accordance with that and other revoked Statements.

[Note: Charges for water services not provided for in this Statement are provided for in:

- i. the Southern Water Services Limited Household Charges Scheme 2018-19;*
- ii. the Southern Water Services Limited UMP Charges Scheme 2018-19;*
- iii. the Southern Water Services Limited (South East Water CMP) Charges Scheme 2018-19;*
- iv. the Southern Water Services Limited Charging Arrangements 2018-19, and*
- v. the Southern Water Services Limited Infrastructure Charges Scheme 2018-19.*

These documents can be viewed on our website <https://www.southernwater.co.uk/information-leaflets.>]

SECTION 2 – PRIMARY HOUSEHOLD CHARGES

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Part 1 – Measured Charges

- 1.1 The charges for a measured water supply shall comprise a volume charge.
- 1.2 (i) The volume charge shall be calculated on the volume of water recorded by the meter or assessed by the Company as having been supplied, subject to the provisions of the Company's code of practice and procedure on leakage for domestic customers and regulations made or treated as made under section 149 of the Water Industry Act 1991, where applicable.
- (ii) Where for any reason the volume of water supplied for any period has not been recorded or ascertained correctly, the Company may demand a volume charge in respect of that period calculated on
- (a) an estimated volume, which may be adjusted if the actual volume supplied is ascertained, or
- (b) an assessed volume determined by the Company where the actual volume supplied cannot be ascertained.
- 1.3 (i) Where the person chargeable in respect of any premises in separate occupation so requests, the charges for a measured water supply shall comprise
- (a) a fixed charge (large user), and
- (b) a lower volume charge (large user).
- (ii) The fixed charge shall be that specified by the Company as the fixed charge for such purpose.
- (iii) Paragraph 1.2 of this Part shall apply to a lower volume charge (large user) as it applies to a volume charge.
- (iv) The Company provides a range of unit lower volume charges (large user) based on prescribed ranges of annual consumption. Once the person chargeable has elected to pay a unit lower volume charge (large user) from the range provided, the value of the unit lower volume charge (large user) shall not be revised during the operation of this Charges Scheme.
- (v) Where separate premises located on the same site are occupied by the same occupier, the person chargeable may elect to pay a unit lower volume charge (large user) based on the total annual consumption of all the premises. For the purposes of this paragraph, the annual consumption of any premises that are eligible to be switched to another water and wastewater retailer under guidance issued by the Water Services Regulation Authority must be disregarded.

2. Sewerage Services

- 21 Where there is a measured water supply to connected premises and measured charges are payable, the charges for sewerage services shall comprise
- (i) a highway drainage charge,
 - (ii) a surface water drainage charge where the premises is connected for surface water drainage, and
 - (iii) a wastewater charge.
- 22
- (i) The highway drainage charge is a fixed amount in respect of general highway drainage.
 - (ii) The surface water drainage charge is a fixed charge determined by the size of the water meter or water service pipe to the premises; in the event that the person chargeable establishes to the Company's reasonable satisfaction (under the arrangements referred to in paragraph 2.4 of Part 4 of this Section) that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the person chargeable became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
 - (iii) The wastewater charge shall be an assessed charge, determined for household premises by reference to 92.5% of the volume of water recorded by the water meter, or estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not the Company), as having been supplied to the premises, and subject to the provisions of the Company's code of practice and procedure on leakage for domestic customers and regulations made or treated as made under section 149 of the Water Industry Act 1991, where applicable.
- 23 Where the person chargeable claims and shows to the satisfaction of the Company that the volume of wastewater discharged from household premises to a public sewer is consistently significantly less than 92.5% of the volume of water supplied to the premises, wastewater charges from the date of the last demand for payment preceding receipt of the claim by the Company shall be determined by reference to such percentage, or at the Company's discretion to such volume, as the Company may specify from time to time.
- 24 Where the Company has allowed such an adjustment to the wastewater charge, the person chargeable is responsible for notifying the Company of any subsequent change in circumstances which may affect the calculation of the adjusted charge. Where the person chargeable notifies the Company of any such subsequent change in circumstances, or where the Company establishes that there has been such a subsequent change in circumstances, any adjustment to the wastewater charge shall be made from the date that the change became effective.
- 25 Where any premises are supplied with water both through a meter and by private means, the charges for sewerage services shall be determined by the

Company in accordance with the preceding provisions of this Part as though all water was supplied by a measured water supply of sufficient size.

- 26 (i) Where the person chargeable in respect of any connected premises in separate occupation for which measured charges are payable so requests, the charges for the drainage of foul water shall comprise
- (a) a fixed charge (large user), and
 - (b) a lower wastewater charge (large user).
- (ii) The fixed charge (large user) shall be that specified by the Company as the fixed charge for such purpose.
- (iii) Paragraphs 2.3 to 2.5 of this Part shall apply to a lower wastewater charge (large user) as they apply to a wastewater charge.
- (iv) Where separate premises located on the same site are occupied by the same occupier, the person chargeable may elect to pay a unit lower wastewater charge (large user) based on the total annual sewage volume of all the premises. For the purposes of this paragraph, the annual sewage volume of any premises that are eligible to be switched to another water and wastewater retailer under guidance issued by the Water Services Regulation Authority must be disregarded.
- 27 The charges for connected premises which are connected for the drainage of surface water only and not foul water shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.1 of Part 3 of this Section.
- 28 Where the water supply to any premises is for any reason disconnected, the person chargeable in respect of the premises (who, if the premises are vacant, may be the owner or other person responsible therefor) shall pay to the Company the surface water charge in paragraph 2.7 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

3. Measured Charges Notice

- 3.1 Where
- (i) water is supplied by the Company to household premises, and
 - (ii) the charges payable in respect of those premises are assessed measured charges or unmeasured charges,
- the person chargeable may at any time give the Company a measured charges notice requiring the Company to fix charges in respect of those premises by reference to the volume of water supplied.
- 3.2 Subject to paragraph 3.3 below, the Company must give effect free of charge to a measured charges notice before the end of the period of 3 months beginning with the date of receipt by the Company of the measured charges notice.

- 33 The Company is not obliged to give effect to a measured charges notice if
- (i) it is not reasonably practicable to fix charges in respect of the premises by reference to the volume of water supplied, or
 - (ii) to do so would involve the incurring by the Company of unreasonable expense.
- 34
- (i) The Company shall be obliged to give effect to a measured charges notice if the only expenses it will be necessary to incur are
 - (a) the provision of a single meter,
 - (b) the cost of installation of that meter in the Company's preferred location, which is normally in the public highway / footpath at the location of the external stoptap,
 - (c) the cost of reinstatement, subject to reasonable limits,
 - (d) for internal installations, an outreader if the Company considers one is necessary, and/or
 - (e) such other expenses as are reasonable, which may include the provision and installation of a second internal meter in appropriate cases.
 - (ii) The Company shall be not be obliged to give effect to a measured charges notice if it would be necessary to incur expenses additional to those in paragraph 3.4(i), including
 - (a) the cost of separating the supply pipe to the premises where it is shared with premises,
 - (b) the cost of installing additional meters if the premises is served by more than one or an additional shared supply,
 - (c) the cost of alterations to existing plumbing to enable a meter to be installed, and/or
 - (d) the cost of installation of a meter otherwise than in the Company's preferred location.
 - (iii) The Company will nevertheless fix charges by reference to the volume of water supplied in respect of the premises the subject of the measured charges notice if the person chargeable pays to the Company any expenses it would be necessary to incur additional to those in paragraph 3.4(i); such expenses may include the cost of installation of a meter at the request of the person chargeable otherwise than in the Company's preferred location.
 - (iv) Any dispute between the Company and the person chargeable as to whether
 - (a) it is reasonably practicable to fix charges in respect of the premises by reference to the volume of water supplied, or
 - (b) to fix charges in respect of the premises by reference to the volume of water supplied would involve the incurring by the Company of unreasonable expensemay be referred to Water Services Regulation Authority under Section 30A by either the Company or the person chargeable.
- 35 Where the Company is obliged to give effect to a measured charges notice and fails to do so before the end of the period of 3 months beginning with the

date of receipt of the measured charges notice, the charges payable in respect of the premises from the end of the period of 3 months until the day on which the supply began to be measured by volume for charging purposes shall comprise fixed charges (as appropriate) only.

- 36 Where the Company is not obliged to give effect to a measured charges notice in respect of any household premises because it is not reasonably practicable to install a meter, or to do so would involve the incurring by the Company of unreasonable expense,
- (i) the Company may, if the premises are in a building or discrete part of a building comprised of similar premises, agree to the installation of a meter on the communal service pipe, provided there is a suitable body to take responsibility for payment of all measured water and sewerage charges (as appropriate) and all persons chargeable served by the communal pipe so agree, or
 - (ii) the Company shall fix the water and sewerage charges (as appropriate) in respect of the premises as assessed measured charges calculated by reference to the number of bedrooms in the premises at any time or single occupancy.

Part 2 – Assessed Measured Charges

1. Assessed Measured Water Supplies

- 1.1 The charges for an assessed measured water supply shall comprise an assessed volume charge calculated by reference to the number of bedrooms in the premises at any time or single occupancy.
- 1.2 For charges to be fixed by reference to single occupancy, the person chargeable must be the only person in occupation of the premises. Where the person chargeable agrees to fix charges by reference to single occupancy, they must provide evidence of their single occupancy status by providing the Company with a copy of their current Council Tax bill containing a single occupier discount.
- 1.3 Where charges are fixed by reference to single occupancy, and the person chargeable vacates the premises, charges shall be fixed by reference to the number of bedrooms in the premises at any time with effect from the day after the person chargeable vacates the premises.
- 1.4 Where charges are fixed by reference to single occupancy, prior to the commencement of the charging year commencing 1 April 2018 the person chargeable must provide the Company with evidence of their continued single occupancy status by providing the Company with a copy of their Council Tax bill for the year commencing 1 April 2018 containing a single occupier discount.
- 1.5 The Company provides lower assessed measured charges in accordance with Part 5 of this Section, Schedule of Primary Household Charges, where
 - (i) the person chargeable enjoys access to shared and/or communal water-using facilities at the premises within which their home is located, and
 - (ii) a suitable body is responsible for payment of all water and sewerage charges (as appropriate) in respect of the shared and/or communal water-using facilities.
- 1.6 The Company may, at its discretion, fix charges by reference to single occupancy for certain types of premises, regardless of the actual number of persons occupying the premises at any time. Such types of premises may include, but not be limited to, houseboats, caravans, mobile homes and chalets.
- 1.7 Where the Company requires access to the property of the person chargeable in order to progress the installation of a meter under its Universal Metering Programme, but has been unable to gain access to the property of the person chargeable, the charge for each service provided shall be the No Access charge as shown in Part 5 of this Section, Schedule of Primary Household Charges. The No Access charge shall be effective from the date on which the Company had planned to install the meter.
- 1.8 Where the No Access charge applies, charges shall not be fixed by reference to single occupancy.

1.9 The No Access charge shall be cancelled if the person chargeable provides the Company with access to their property in order that the installation of a meter may be progressed.

2. Sewerage Services

2.1 Where there is a water supply to connected premises and assessed measured charges are payable, the charges for sewerage services shall comprise

- (i) a highway drainage charge,
- (ii) a surface water drainage charge where the premises is connected for surface water drainage, and
- (iii) a wastewater charge.

2.2 (i) The highway drainage charge is a fixed amount in respect of general highway drainage.

- (ii) The surface water drainage charge is a fixed charge; in the event that the person chargeable establishes to the Company's reasonable satisfaction (under the arrangements referred to in paragraph 2.4 of Part 4 of this Section) that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the person chargeable became responsible for the premises or the premises became connected for the drainage of foul water only, if later.

- (iii) The wastewater charge shall be an assessed charge, determined by reference to 92.5% of the volume of water assessed (by the water supplier, if not the Company) as having been supplied to the premises.

2.3 The charges for connected premises which are connected for the drainage of surface water only and not foul water shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.1 of Part 3 of this Section.

2.4 Where the water supply to any premises is for any reason disconnected, the person chargeable in respect of the premises (who, if the premises are vacant, may be the owner or other person responsible therefor) shall pay to the Company the surface water charge in paragraph 2.3 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

Part 3 - Unmeasured Charges

1. Unmeasured Water Supplies

The charges for an unmeasured water supply to any premises shall comprise

- (i) a rateable value charge calculated on the rateable value of the premises receiving the water supply or for which the water supply is made available
- or
- (ii) where in any case the rateable value charge amounts to a sum less than that specified by the Company as the minimum charge, the minimum charge
- or
- (iii) where the premises do not have a rateable value, a charge fixed by the Company for such premises
- or
- (iv) where the water is used for any purpose specified by the Company, a charge fixed by the Company for such purpose.

2. Sewerage Services

2.1 Where there is an unmeasured or private water supply to connected premises and unmeasured charges are payable, the charges for sewerage services shall comprise

- (i)
 - (a) a highway drainage charge,
 - (b) a surface water drainage charge where the premises is connected for surface water drainage, and
 - (c) a rateable value charge calculated on the rateable value of the premises

or

- (ii) where in any case the rateable value charge is less than that specified by the Company as the minimum charge, the minimum charge

or

- (iii) where the premises do not have a rateable value, a charge fixed by the Company for such premises.

2.2 (i) The highway drainage charge is a fixed amount in respect of general highway drainage.

- (ii) The surface water drainage charge is a fixed charge; in the event that the person chargeable establishes to the Company's reasonable satisfaction (under the arrangements referred to in paragraph 2.4 of Part 4 of this Section) that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the person chargeable became responsible for the premises or the premises became connected for the drainage of foul water only, if later.

2.3 The charges for connected premises which are connected for the drainage of surface water only and not foul water shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.1 of this Part.

- 2.4 Where the water supply to any premises is for any reason disconnected, the person chargeable of the premises (who, if the premises are vacant may be the owner or other person responsible therefor) shall pay to the Company the surface water charge in paragraph 2.3 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

Part 4 – Interpretation and Supplemental Provisions

1. Interpretation

1.1 In this Statement of Principles and Charges,

“Primary Charges” and “Non-Primary Charges” mean those charges defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

"the Company" means Southern Water Services Limited;

"connected premises" are any premises which

- (i) are drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer of the Company, or
- (ii) are premises the occupiers of which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting,

and "connected household premises" shall be construed accordingly;

"household premises" are any premises which are not eligible to be switched to another Retailer in accordance with the eligibility guidance issued by the Water Services Regulation Authority (Water supply licensing – guidance on eligibility <http://www.ofwat.gov.uk/publication/water-supply-licensing-guidance-on-eligibility/>);

"measured charges" means those charges in Part 1 of this Section in respect of either or both water supply services or sewerage services; the basis of measured charges is that they are fixed by reference to the volume of water supplied or of wastewater removed, or deemed or assessed to be supplied or removed respectively, and include any associated fixed charge and any charge assessed by reference to a factor other than that used for unmeasured charges, as a surrogate for a measured volume;

"measured charges notice" means notice of application on a form specified and provided by the Company and given to the Company (at the address specified by it) by the person chargeable in respect of household premises, requiring the Company to fix charges in respect of those premises by reference to the volume of water supplied;

“assessed measured charges” means those charges in Part 2 of this Section in respect of either or both water supply services or sewerage services; the basis of assessed measured charges is that they are fixed by reference to an assessment of the volume of water supplied or of wastewater removed, and include any associated fixed charge and any charge assessed by reference to a factor other than that used for unmeasured charges, as a surrogate for a measured volume;

"unmeasured charges" means those charges in Part 3 of this Section in respect of either or both water supply services or sewerage services;

"measured water supply" means a supply of water for which the charges payable are measured charges, whether or not a meter has been installed by or with the approval of the Company or another water undertaker;

"assessed measured water supply" means a supply of water for which the charges payable are assessed measured charges, whether or not a meter has been installed by or with the approval of the Company or another water undertaker;

"unmeasured water supply" means a supply of water which is not a measured water supply or an assessed measured water supply;

"sewerage services" exclude services carried out in the course of trade effluent functions;

"effluent" includes, where appropriate, the terms "sewage", "wastewater", "surface water", and "trade effluent";

"surface water" means rain water falling onto the curtilage of connected premises that drains directly or indirectly to a public sewer;

"notice" means notice in writing, in a form specified by the Company or, at its discretion, reasonably equivalent thereto;

"site" is defined with reference to the Water Services Regulation Authority's published guidance on Water Supply Licensing eligibility (Water supply licensing – guidance on eligibility <http://www.ofwat.gov.uk/publication/water-supply-licensing-guidance-on-eligibility/>);

"Universal Metering Programme" is the Company's programme for the fixing of charges by reference to volume in accordance with regulation 4(1) of the Water Industry (Prescribed Conditions) Regulations 1999, as amended – further information can be found in the Southern Water Services Limited UMP Charges Scheme 2018-19.

1.2 For the purposes of this Statement,

"rateable value" in relation to any premises shall be construed in accordance with the following provisions:-

- (i) Where the premises comprise property which was a hereditament within the meaning assigned by section 115 (1) of the General Rate Act 1967 the rateable value shall be the value of the hereditament as appearing in the valuation list maintained under that Act in force on 31 March 1990.
- (ii) If in the opinion of the Company, unmeasured water supply or sewerage services are provided to part only of a hereditament inserted in the

valuation list, charges may be calculated on an appropriate part of the rateable value of the hereditament as determined by the Company.

- (iii) Where there is communication, otherwise than by a highway, between buildings or parts of buildings in the occupation of the same person but in separate hereditaments, they will, if the Company so decide, be treated as forming one hereditament having a rateable value equal to the aggregate of their rateable values.
 - (iv) Where the premises comprise property which could have been shown in the valuation list in force on 31 March 1989, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.
 - (v) Where the premises comprise property which was a hereditament, but the rateable value in the valuation list is no longer representative, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.
 - (vi) Where the premises comprise a part of a property which was a hereditament, but which has been altered or extended to form those premises together with other separate premises, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.
- 1.3 Reference herein to a Section, Part or paragraph is a reference to that Section, Part or paragraph of this Statement, unless the reference expressly provides otherwise.
- 1.4 Without prejudice to the foregoing, the Interpretation Act 1978 shall apply to this Statement as it applies to an Act of Parliament, and words used shall bear any meaning ascribed to them by the Water Industry Act 1991 and others since, unless the context otherwise requires.
- 1.5 The application, assessment and recovery of charges under this Statement are subject to the provisions of relevant Acts of Parliament and subordinate legislation made or issued thereunder; the provisions of this Statement shall be construed so as not to conflict therewith.

2. Abatement of Charges

- 2.1 The Company may at its discretion abate charges which would otherwise be payable where the total amount so payable is less than a specified amount.
- 2.2 The Company may agree to accept reduced charges (including by alteration of the basis of charge) in any case where such action is considered by the Company to be justified by relevant circumstances.

- 2.3 This Statement provides for a reduction in the charges payable for the provision of sewerage services to any premises where surface water does not drain to a public sewer from those premises.
- 2.4 A request by the person chargeable for a surface water drainage rebate, on the basis that his property is connected for the drainage of foul water only, and not for surface water, must be made by calling the Company's 24-hour message line at 0845 279 0845 or by completing and submitting the Company's online form (website www.southernwater.co.uk). On receipt of a request, the Company will check the connection status of the property and where it is established that the property is not connected for surface water drainage an amended bill will be issued. Rebates will take effect from the 1 April 2015.
- 2.5 This Statement does not provide for a reduction in the charges payable for the provision of sewerage services to any premises where the volume of surface water draining to a public sewer from those premises has been significantly reduced. At the time of making this Statement, the Company considers that the costs of operating such a scheme of reduced charges outweigh the benefits that would arise.
- 2.6 This Statement does not provide for reduced charges to community groups in respect of surface water drainage from their property.

3. Notice of Vacation of Property

- 3.1 Where, under this Statement, any charges are fixed in relation to any premises by reference to volume, the person made chargeable in relation to those premises as occupier shall be liable to pay such charges after he has ceased to be the occupier of the premises where he fails to inform the Company of the ending of his occupation of the premises at least two working days before he ceases to occupy them.
- 3.2 The charges for which a person shall be liable under paragraph 3.1 above shall be those for a period ending with whichever of the following first occurs after he ceases to occupy the premises, that is to say,
- (i) where he informs the Company of the ending of his occupation of the premises less than two working days before, or at any time after, he ceases to occupy them, the twenty-eighth day after he so informs the Company;
 - (ii) any day on which any meter would normally have been read in order for the amount of the charges to be determined;
 - (iii) any day on which any other person informs the Company that he has become the new occupier of the premises.
- 3.3 References to two working days in paragraphs 3.1 and 3.2 above are references to a period of forty-eight hours calculated after disregarding any time falling on a Saturday or Sunday or on Christmas Day, Good Friday or any day which is a bank holiday in England or Wales.

4. Formal Insolvency Procedures

Where the person chargeable enters into any formal insolvency procedure (to include but not limited to liquidation, administration, receivership, bankruptcy, company or individual voluntary arrangement or equivalent procedure) any charges for the current financial year to be included in any such procedure, will be calculated on a daily basis to the date of the relevant insolvency procedure ('the insolvency date') and shall not include any charges for the remainder of the financial year after the insolvency date.

5. Value Added Tax

Water services charges are within the scope of VAT. The charges in Part 5 of this Section, Schedule of Primary Household Charges, are shown exclusive of VAT, which will be charged in addition if applicable.

Note: At the time of the publication of this Statement, water supplies to household premises engaged in economic activities within Sections C to F inclusive of the Standard Industrial Classification of Economic Activities 1992 are standard zero-rated; other charges in Part 5 of this Section, Schedule of Primary Household Charges, are noted as potentially subject to VAT by way of guidance only.

6. 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.

7. Retrospective Adjustments

While the Company strives to ensure that all bills for charges are correct, in the event of error the Company reserves the right to make retrospective adjustments. The Company will always make an appropriate retrospective adjustment if correcting the error is in the favour of the person chargeable. The Company will not make a retrospective adjustment in its favour that relates wholly to a prior charging year if it is clear that the error is solely due to its failure.

Part 5 – Schedule of Primary Household Charges 2018-19

Charges are shown exclusive of VAT where this is payable

MEASURED CHARGES	£
Measured water supplies	
Unit volume charge – per cubic metre	1.365
Large User Tariff (<i>sites supplied with >4,999 cubic metres per annum</i>)	
Unit lower volume charge (large user) – per cubic metre	
(i) Band 1 (5,000 to 19,999 cubic metres)	1.229
(ii) Band 2 (20,000 to 99,999 cubic metres)	1.160
(iii) Band 3 (>99,999 cubic metres)	1.024
Fixed charge (large user) – per year	
(i) Band 1 (5,000 to 19,999 cubic metres)	680.00
(ii) Band 2 (20,000 to 99,999 cubic metres)	2,060.00
(iii) Band 3 (>99,999 cubic metres)	15,660.00
Sewerage services – measured water	
Unit volume charge – foul water drainage - cubic metre	2.390
Large User Tariff (<i>sites returning >99,999 cubic metres per annum to the sewerage system</i>)	
Unit lower volume charge (large user) – foul water drainage - cubic metre	1.726
Fixed charge (large user) – foul water drainage - per year	66,400.00
Highway drainage – charge per year	12.60
Surface water drainage – charge per year	
Meter size	
Up to 20mm	25.19
25mm	100.76
40mm	201.52
50mm	251.90
80mm	503.80
100mm	654.94
150mm	1,662.54

UNMEASURED CHARGES	£
Unmeasured water supplies	
Rateable value charge - per £ rateable value	0.821
Water supply minimum charge – per year	51.87
Supplies to premises without rateable value – charge per year	51.87
Assessed measured charge – per year	
No bedrooms or one bedroom	114.36
No bedrooms or one bedroom with access to shared and/or communal water-using facilities	99.64
Two bedrooms	141.96
Two bedrooms with access to shared and/or communal water-using facilities	122.85
Three bedrooms	162.43
Four bedrooms	169.26
Five or more bedrooms	178.81
Single occupier	87.36
Single occupier with access to shared and/or communal water-using facilities	76.44
No Access	300.30
Where charges not calculated by reference to the number of bedrooms or single occupancy	
Unit volume charge – foul water drainage - per cubic metre	1.365
Sewerage services – unmeasured water	
Rateable value charge – foul water drainage - per £ rateable value	1.414
Supplies to premises without rateable value – foul water drainage - charge per year	309.66
Assessed measured charge – foul water drainage – charge per year	
No bedrooms or one bedroom	184.03
No bedrooms or one bedroom with access to shared and/or communal water-using facilities	160.13
Two bedrooms	229.44
Two bedrooms with access to shared and/or communal water-using facilities	198.37
Three bedrooms	262.90
Four bedrooms	272.46
Five or more bedrooms	289.19
Single occupier	141.01
Single occupier with access to shared and/or communal water-using facilities	121.89
No Access	485.17
Assessed measured charges where charges not calculated by reference to the number of bedrooms or single occupancy	
Unit volume charge – foul water drainage - per cubic metre	2.390
Highway drainage - charge per year	12.60
Surface water drainage - charge per year	25.19
Sewerage minimum charge – per year	83.20

MISCELLANEOUS CHARGES	£
Water Supply	
Swimming pools – metered, but if this is impracticable	
less than 20 cubic metres capacity - no separate charge	
20 to 90 cubic metres capacity – charge per year	75.08
>90 cubic metres capacity – charge per year	136.50
Lock-up garages	
Single – charge per year	5.46
Blocks – charge per year	32.76
Sewerage services	
Surface water maximum charge – per year	37.79

SECTION 3 – PRIMARY NON-HOUSEHOLD CHARGES

Section 3 Contents

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Preface – Statement of Board Assurance provided to the Water Services Regulation Authority – 2018-19 wholesale charges

The Company, under the direction of the Board, has undertaken a thorough process of internal and external assurance with regard to the setting of wholesale charges for the 2018-19 charging year. As a result of the assurances it has received, the Board has satisfied itself to the best of its ability that:

- a) the Company complies with its legal obligations relating to the Wholesale Charges it has published;
- b) the Board has assessed the effects of the new charges on water supply and sewerage licensees (as a whole or in groups) who are retailing wholesale services and on customers occupying Eligible Premises (as a whole or in groups) and approves the impact assessments and handling strategies developed in instances where bill increases for licensees (as a whole or in groups) who are retailing wholesale services and on customers occupying Eligible Premises (as a whole or in groups) exceed 5%;
- c) the Company has appropriate systems and processes in place (including up-to-date models and data) to make sure that the information published about its Wholesale Charges is accurate;
- d) the Company has consulted with relevant stakeholders in a timely and effective manner on its Wholesale Charges; and
- e) where final Wholesale Charges are significantly different from the indicative Wholesale Charges published for the same period, the Board has considered the reasons why those changes occurred and has issued a statement explaining why those changes were not anticipated and/or mitigated.



Ian McAulay
Chief Executive Officer



Paul Sheffield
Senior Independent Non-Executive Director

Part 1 - Principles for Measured, Assessed Measured and Unmeasured Charges

1. New Water Supplies

- 1.1 The charges payable following the provision by the Company of any new water supply to any premises shall be measured charges. A meter must be installed on all new water supplies.
- 1.2 (i) For the purposes of the preceding paragraph, a new supply may also be provided when there is a change of use of water or a change in the extent of premises supplied through an existing service pipe; measured charges shall be payable following service of notice to this effect by the Company on the person chargeable who must provide for the installation of a meter.
- (ii) Where there is a change of use of water supplied by a common supply pipe to two or more premises in separate occupation, the charges for the supply to the premises on which the change of use has taken place shall be measured charges and the person chargeable for the supply must provide for the separation of the common supply and the installation of a meter on the separate supply to the premises.

2. Existing Water Supplies

- 2.1 The charges payable shall be and remain measured charges
- (i) where a meter is installed on a water supply to any premises, or
- (ii) where the Company has so determined in respect of any premises or purpose for which water supplied by the Company is used.
- 2.2 The Company may determine that the charges for water supplies
- (i) to any premises or to any description of premises, or
- (ii) used wholly or partly for any business, trade or manufacturing or for any other commercial or non-domestic purposes, shall be measured charges.
- 2.3 Where the water supply in respect of any premises is unmeasured, the Retailer may request that the Company installs a meter for charging purposes.
- 2.4 Once the charges in respect of any premises or water supply are or have become measured charges, they shall remain measured charges irrespective of any change of use of the premises or of the purpose for which the water is used, unless and until the Company at its own discretion determines that the charges payable shall be unmeasured charges.
- 2.5 Where it is not reasonably practicable to install a meter, the Retailer may elect to have the water and sewerage charges (as appropriate) in respect of the premises fixed as assessed measured charges, calculated by reference to the number of persons employed and water-using facilities at the premises.

3. Ownership of Meter

Any meter installed by the Company in accordance with this Statement remains the property and responsibility of the Company at all times. It is a criminal offence to interfere with any meter or other apparatus belonging to the Company.

4. Assessed Measured Water Supplies and Unmeasured Water Supplies

Where a water supply is not a measured water supply in accordance with the preceding provisions of this Part, the charges payable shall be assessed measured charges or unmeasured charges.

5. Specific Water Supply Charges

The Company may from time to time fix other specific charges for water supplies for non-domestic purposes.

6. Sewerage Services

6.1 Generally, irrespective of whether water is supplied by the Company or another water undertaker, charges for sewerage services provided to connected premises shall be

- (i) measured charges if there is a measured water supply to the premises,
- (ii) assessed measured charges if there is an assessed measured water supply to the premises, and
- (iii) unmeasured charges if the water supply to the premises is not measured or assessed measured.

6.2 The Company may determine that charges for sewerage services provided to connected premises shall be assessed measured charges or unmeasured charges if different Retailers are liable for charges for water supply and sewerage services to the same premises.

6.3 If there is a private water supply to connected premises the charges shall be unmeasured charges, provided that the Company may at its own discretion determine that the charges payable shall be measured charges or assessed measured charges if an acceptable method of measurement or assessment of the volumes of water supplied to or effluent discharged from the connected premises is installed.

6.4 Subject to paragraph 6.5 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 2.3 of Part 4.

6.5 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of Part 4.

- 6.6 This Statement provides for a reduction in the charges payable for the provision of sewerage services to any premises where surface water does not drain to a public sewer from those premises.
- 6.7 This Statement does not provide for a reduction in the charges payable for the provision of sewerage services to any premises where the volume of surface water draining to a public sewer from those premises has been significantly reduced. At the time of making this Charges Scheme, the Company considers that the costs of operating such a scheme of reduced charges outweigh the benefits that would arise.
- 6.8 This Statement does not provide for reduced charges to community groups in respect of surface water drainage from their property.

Part 2 - Measured Charges

1. Measured Water Supplies

- 1.1 The charges for a measured water supply shall comprise
- (i) a volume charge, and
 - (ii) a fixed charge.
- 1.2
- (i) The volume charge shall be calculated by multiplying a unit charge by the volume of water recorded by the meter or assessed by the Company as having been supplied. The unit charge applicable shall be determined by reference to the annual volume of water supplied via the meter.
 - (ii) Where for any reason the volume of water supplied for any period has not been recorded or ascertained correctly, the Company may demand a volume charge in respect of that period calculated on
 - (a) an estimated volume, which may be adjusted if the actual volume supplied is ascertained, or
 - (b) an assessed volume determined by the Company where the actual volume supplied cannot be ascertained.
 - (iii) The fixed charge shall be calculated by reference to the annual volume of water supplied via the meter(s) serving the premises.
 - (iv) From time to time the Company may review the volume of water supplied through the service pipe on which a meter is installed and, where appropriate, amend the level of fixed charge applied in the prior and current charging years.

2. Measured Water Large User Tariff

- 2.1 The Company provides a measured water large user tariff based on prescribed ranges of annual consumption (large user tariff bands).
- 2.2 The measured water large user tariff is available upon request by the Retailer, and shall be applied with effect from the start date of the next invoice period.
- 2.3 The Retailer must specify to the Company the large user tariff band to apply to the premises.
- 2.4 Once the Retailer has specified the large user tariff band to be applied to the premises, it shall be fixed until the end of the period of the operation of this Statement.
- 2.5 Where separate premises located on the same site are occupied by the same occupier, the Retailer may select a large user tariff band based on the total annual consumption of all the premises. For the purposes of this paragraph, the annual consumption of any premises that are not eligible to be switched to another water and wastewater retailer under guidance issued by the Water

Services Regulation Authority must be disregarded.

- 2.6 For each large user tariff band, the measured water large user tariff shall comprise
- (i) a fixed charge,
 - (ii) a large user fixed charge, and
 - (iii) a large user lower volume charge.
- 2.7 Each premise comprising the site shall attract the same level of fixed charge referred to in paragraph 2.6(i) of this Part. The level of fixed charge for each premises comprising the site shall be calculated by reference to the total annual volume of water supplied to the site.
- 2.8 The large user fixed charge referred to in paragraph 2.6(ii) of this Part shall be that specified by the Company as the fixed charge for such purpose.
- 2.9 Paragraph 1.2 of this Part shall apply to a large user lower volume charge as it applies to a volume charge.

3. Sewerage Services

- 3.1 Where there is a measured water supply to connected premises and measured charges are payable, the charges for sewerage services shall comprise
- (i) a highway drainage charge,
 - (ii) a surface water drainage charge where the premises is connected for surface water drainage,
 - (iii) a fixed charge, and
 - (iii) a wastewater charge.
- 3.2 The highway drainage charge is a fixed amount in respect of general highway drainage.
- 3.3 The surface water drainage charge is a fixed charge determined by the size of the water meter or water service pipe to the premises; in the event that the Retailer establishes to the Company's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the Retailer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- 3.4 (i) The fixed charge shall be calculated as follows:
- (a) Where the volume of wastewater has been determined in accordance with paragraph 3.5(i) of this Part, by reference to the annual volume of water supplied via the meter(s) serving the premises that is deemed to return to the sewerage system in accordance with paragraph 3.5 of this Part, less any volume of trade effluent taken as having been discharged for the purposes of Part 5 of this Section; or
 - (b) Where the volume of wastewater has been determined in

accordance with paragraph 3.5(ii) of this Part, by reference to the foul water drainage fixed charge for assessed measured water in Part 7 of this Section, Schedule of Primary Non-Household Charges.

- (ii) From time to time the Company may review the volume of effluent assessed in accordance with paragraph 3.5 of this Part and, where appropriate, amend the level of fixed charge applied in the prior and current charging years.
- 3.5 The wastewater charge shall be an assessed charge, determined for non-household premises
- (i) by reference to 95% of the volume of water recorded by the water meter(s), or
 - (ii) estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not the Company), as having been supplied to the premises.
- 3.6 The wastewater charge shall be calculated by multiplying a unit charge by the volume of wastewater determined in accordance with paragraph 3.5 of this Part. The unit charge applicable shall be determined as follows:
- (i) Where the volume of wastewater has been determined in accordance with paragraph 3.5(i) of this Part, by reference to the annual volume of water supplied via the meter(s) that is deemed to return to the sewerage system in accordance with this paragraph.
 - (ii) Where the volume of wastewater has been determined in accordance with paragraph 3.5(ii) of this Part, by reference to the foul water drainage unit volume charge for assessed measured water in Part 7 of this Section, Schedule of Primary Non-Household Charges.
- 3.7 Where the Retailer claims in writing and shows to the satisfaction of the Company that the volume of wastewater discharged from non-household premises used wholly for any business, trade or manufacturing or for any other commercial purposes to a public sewer is consistently significantly less than 95%, as applicable, of the volume of water supplied to the premises, fixed and wastewater charges from the date of the last demand for payment preceding receipt of the claim by the Company shall be determined by reference to such percentage, or at the Company's discretion to such volume, as the Company may specify from time to time.
- 3.8 Where the Company has allowed an adjustment to the fixed and wastewater charges in accordance with the preceding paragraph, the Retailer is responsible for notifying the Company of any subsequent change in circumstances which may affect the calculation of the adjusted charge or charges. Where the Retailer notifies the Company of any such subsequent change in circumstances, or where the Company establishes that there has been such a subsequent change in circumstances, any adjustment to the fixed and/or wastewater charge shall be made from the date that the change became effective.
- 3.9 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, the highway drainage charge, surface water drainage charge, and the fixed charge shall be

determined as in paragraphs 3.2 to 3.4 of this Part, and the wastewater charge for drainage for domestic purposes shall be determined,

- (i) where a separate meter is installed on the water supply for domestic purposes, as in paragraph 3.5 of this Part, or
- (ii) where no separate meter is provided for such supply, by reference to 95% of the volume of water recorded by the water meter, or estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not the Company), as having been supplied to the premises less the volume of trade effluent taken as having been discharged for the purposes of Part 5 of this Section.

- 3.10 Where any premises are supplied with water both through a meter and by private means, the highway drainage charge, surface water drainage charge, fixed charge, and wastewater charge shall be determined by the Company in accordance with the preceding provisions of this Part as though all water was supplied by a measured water supply of sufficient size.
- 3.11 Subject to paragraph 3.12 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 2.3 of Part 4 of this Section.
- 3.12 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of Part 4 of this Section.
- 3.13 Where the water supply to any premises is for any reason disconnected, the Retailer in respect of the premises shall pay to the Company the surface water charge in paragraph 3.11 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

4. Measured Sewerage Large User Tariff

- 4.1 The Company provides a measured sewerage large user tariff for the drainage of foul water (excluding any trade effluent discharge).
- 4.2 The measured sewerage large user tariff is available upon request by the Retailer. It shall be applied with effect from the start date of the next invoice period.
- 4.3 Where separate premises located on the same site are occupied by the same occupier, the Retailer may request the sewerage large user tariff based on the total annual sewage volume of all the premises. For the purposes of this paragraph, the annual sewage volume of any premises that are not eligible to be switched to another water and wastewater retailer under guidance issued by the Water Services Regulation Authority must be disregarded.

- 4.4 Under the sewerage large user tariff, the charges for the drainage of foul water (excluding any trade effluent discharge) shall comprise
- (i) a fixed charge, determined in accordance with paragraph 4.5 of this Part;
 - (ii) a large user fixed charge; and
 - (iii) a large user lower volume charge.
- 4.5 Each premise comprising the site shall attract the same level of fixed charge referred to in paragraph 4.4(i) of this Part. The level of fixed charge for each premises comprising the site shall be calculated by reference to the total annual sewage volume for the site, less any volume of trade effluent taken as having been discharged for the purposes of Part 5 of this Section.
- 4.6 The large user fixed charge referred to in paragraph 4.4(ii) of this Part shall be that specified by the Company as the fixed charge for such purpose.
- 4.7 Paragraphs 3.5 to 3.8 of this Part shall apply to a large user lower volume charge as it applies to a wastewater charge.

Part 3 – Assessed Measured Charges

1. Assessed Measured Water Supplies

- 1.1 The charges for an assessed measured water supply shall comprise
- (i) an assessed volume charge, and
 - (ii) a fixed charge.
- 1.2 The assessed volume charge shall be calculated by reference to the number of persons employed and water-using facilities at the premises.
- 1.3 The fixed charge shall be that specified by the Company as the fixed charge for such purpose.

2. Sewerage Services

- 2.1 Where there is a water supply to connected premises and assessed measured charges are payable, the charges for sewerage services shall comprise
- (i) a highway drainage charge,
 - (ii) a surface water drainage charge where the premises is connected for surface water drainage,
 - (iii) a fixed charge, and
 - (iv) a wastewater charge.
- 2.2 The highway drainage charge is a fixed amount in respect of general highway drainage.
- 2.3 The surface water drainage charge is a fixed charge; in the event that the Retailer establishes to the Company's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the Retailer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- 2.3 The fixed charge shall be that specified by the Company as the fixed charge for such purpose.
- 2.5 The wastewater charge shall be an assessed charge, determined by reference to 95% of the volume of water assessed (by the water supplier, if not the Company) as having been supplied to the premises.
- 2.6 Where the water supply to any premises is for any reason disconnected, the Retailer in respect of the premises shall pay to the Company the surface water charge calculated in accordance with paragraph 2.3 of Part 4 of this Section where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

Part 4 - Unmeasured Charges

1. Unmeasured Water Supplies

- 1.1 The charges for an unmeasured water supply to any premises shall comprise
- (i) (a) a fixed charge specified by the Company as the fixed charge for such purpose, and
(b) a rateable value charge calculated on the rateable value of the premises receiving the water supply or for which the water supply is made available

or

 - (ii) where in any case the charge calculated in accordance with 1.1 (i) of this Part amounts to a sum less than that specified by the Company as the minimum charge, the minimum charge

or

 - (iii) where the premises do not have a rateable value, a charge fixed by the Company for such premises

or

 - (iv) where the water is used for any purpose specified by the Company, a charge fixed by the Company for such purpose.

2. Sewerage Services

- 2.1 Where there is an unmeasured or private water supply to connected premises, or where there is no water supply to connected premises and the curtilage includes provision for parking of 50 or more vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, and unmeasured charges are payable, the charges for sewerage services shall comprise
- (i) (a) a highway drainage charge,
(b) a surface water drainage charge where the premises is connected for surface water drainage,
(c) a fixed charge, and
(d) a rateable value charge.

or

 - (ii) where in any case the charge calculated in accordance with 2.1 (i) of this Part amounts to a sum less than that specified by the Company as the minimum charge, the minimum charge

or

 - (iii) where the premises do not have a rateable value, a charge fixed by the Company for such premises.

- 2.2 (a) The highway drainage charge is a fixed amount in respect of general highway drainage.
- (b) The surface water drainage charge is a fixed charge; in the event that the Retailer establishes to the Company's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the Retailer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- (c) The fixed charge shall be that specified by the Company as the fixed charge for such purpose.
- (d) The rateable value charge shall be calculated on the rateable value of the premises.
- 2.3 Subject to paragraph 2.4 of this Part, the charges for connected premises which are connected for the drainage of surface water only shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.1 of this Part.
- 2.4 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of this Part.
- 2.5 Where the water supply to any premises is for any reason disconnected, the Retailer of the premises shall pay to the Company the surface water charge in paragraph 2.3 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

Part 5 - Trade Effluent

1. Trade Effluent Charges

- 1.1 Trade effluent charges are payable in pursuance of a trade effluent consent, including letters of acknowledgement that have been issued prior to the coming into effect of this Statement, for the discharge of trade effluent from trade premises either directly or through an intermediate sewer or drain into a public sewer.
- 1.2 Temporary trade effluent consents, including temporary trade effluent consents in respect of more than one site (multi-site), are charged by reference to Non-Primary charges as set out in Section 4 Part 3.
- 1.3 Information on the types of discharge that attract trade effluent charges can be found on the Company's website <https://beta.southernwater.co.uk/trade-effluent/what-is-trade-effluent>.

2. Calculation of Charges

2.1 Standard tariff

- 2.1.1 Standard tariff trade effluent charges shall comprise
 - (i) a standing charge, and
 - (ii) a trade effluent charge.
- 2.1.2 The standing charge shall be determined by the assessed risk of the discharge. This risk shall also determine the associated monitoring requirements of the discharge by the Company.
- 2.1.3 The trade effluent charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.
- 2.1.4 The unit charge, expressed in pounds sterling per cubic metre, shall be calculated for the trade effluent in accordance with the formula

$$\text{Unit Charge} = R + V + \left(\frac{O_t}{O_s} \times B \right) + \left(\frac{S_t}{S_s} \times S \right) + M$$

where

R is a fixed charge per cubic metre for reception and conveyance costs

V is a fixed charge per cubic metre for volumetric and primary or preliminary costs, according to treatment

O_t is the measurement of the organic nature of the trade effluent after one hour of quiescent settlement (generally in terms of C.O.D.)

Os is the measurement of the organic nature of settled foul sewage (measured on the same basis); the value of Os from 1 April 2018 to 31 March 2019 inclusive is 452mg/l

B is the biological oxidation cost per cubic metre of settled sewage of average strength

St is the total suspended solids of the trade effluent at pH6.5 - pH8.5

Ss is the total suspended solids of crude sewage of average strength; the value of Ss from 1 April 2018 to 31 March 2019 inclusive is 400mg/l

S is the sludge treatment and disposal cost per cubic metre of crude sewage of average strength

M is a fixed charge per cubic metre for costs associated with discharge through a long sea outfall

2.1.5 The applicability of the factors in the formula for a particular discharge of trade effluent is dependent on the treatment process of the receiving sewage treatment works.

2.1.6 The values of the factors in the formula, other than Ot and St, shall be fixed in advance by the Company on an annual basis.

2.1.7 The Company may designate a trade effluent consent as a 'Low Risk Consent' (this is equivalent to historically issued Letters of Acknowledgement). A Low Risk Consent is one that has a volumetric consent of 5 cubic metres per day or less and has a consent monitoring risk categorisation of 'Very Low'.

2.1.8 The charges applicable to Low Risk Consents, including those historically issued as Letters of Acknowledgement are

- (i) a standing charge, and
- (ii) a trade effluent charge set to £0.00.

2.1.9 The Company reserves the right to reassess a Low Risk Consent at any time. This may result in the Consent being no longer designated as a Low Risk Consent by the Company, and therefore subject to full trade effluent charges.

2.2 Large User Tariff

2.2.1 Where the annual volume of trade effluent in respect of a trade effluent consent is at least 100,000 cubic metres, the Retailer may request that the Company fix trade effluent charges by reference to the trade effluent large user tariff instead of the trade effluent standard tariff.

2.2.2 The trade effluent large user tariff may only be applied for a whole charging year (i.e., 1 April to 31 March inclusive).

2.2.3 Large user tariff trade effluent charges shall comprise

- (i) a standing charge,
- (ii) an annual fixed charge, and
- (iii) a trade effluent charge.

2.2.4 The standing charge shall be determined by the assessed risk of the discharge. This risk shall also determine the associated monitoring requirements of the discharge by the Company.

2.2.5 The fixed charge is an annual charge that covers the cost of reception and conveyance.

2.2.6 The trade effluent charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.

2.2.7 The unit charge, expressed in pounds sterling per cubic metre, shall be calculated for the trade effluent in accordance with the following formula

$$\text{Unit Charge} = V + \left(\frac{O_t}{O_s} \times B \right) + \left(\frac{S_t}{S_s} \times S \right) + M$$

where

V is a fixed charge per cubic metre for volumetric and primary or preliminary costs, according to treatment

O_t is the measurement of the organic nature of the trade effluent after one hour of quiescent settlement (generally in terms of C.O.D.)

O_s is the measurement of the organic nature of settled foul sewage (measured on the same basis); the value of O_s from 1 April 2018 to 31 March 2019 inclusive is 452mg/l

B is the biological oxidation cost per cubic metre of settled sewage of average strength

S_t is the total suspended solids of the trade effluent at pH6.5 - pH8.5

S_s is the total suspended solids of crude sewage of average strength; the value of S_s from 1 April 2018 to 31 March 2019 inclusive is 400mg/l

S is the sludge treatment and disposal cost per cubic metre of crude sewage of average strength

M is a fixed charge per cubic metre for costs associated with discharge through a long sea outfall

2.2.8 The applicability of the factors in the formula for a particular discharge of trade effluent is dependent on the treatment process of the receiving sewage treatment works.

2.2.9 The values of the factors in the formula, other than O_t and S_t , shall be fixed in advance by the Company on an annual basis.

3. Volume

3.1 The volume of the trade effluent taken as having been discharged shall, for charging purposes, be the volume

- (i) recorded on a meter installed on the effluent discharge pipe,
- (ii) assessed from the volume of water supplied recorded on a meter or meters installed on the water supply,
- (iii) calculated by the Company by reference to, but not limited to
 - the volume of water supplied as recorded on a meter installed on the water supply pipe, whether that meter is the property of the Company or the customer, and including meters that are a sub-meter to a main meter,
 - standard allowances as set out in paragraph 8 of this Part,
 - customer-specific allowances determined by the Company,
 - rainfall, or
- (iv) determined by the Company.

3.2 The volume of any rainfall included in the trade effluent consent shall be calculated in accordance with the equation

$$S_u \times 0.8$$

where

S_u is the Company's estimate of the impermeable surface area in square metres which receives the rainfall that is discharged as trade effluent.

0.8 is the annual amount of rainfall in metres (800mm) used for billing purposes. This value is set by the Company each year for a complete charging year (i.e., 1 April to 31 March inclusive). The Company reserves the right to use an alternative value where it deems this to be more appropriate.

3.3 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, sewerage charges as determined in accordance with paragraph 3.9 of Part 2 may also be payable.

4. Standing Charge

- 4.1 The standing charge is determined by reference to the consent monitoring risk as determined by the Company. A consent monitoring risk is assigned to each discharge of trade effluent.
- 4.2 The consent monitoring risk is calculated by the Company, taking into account the
- type of the trade effluent discharge,
 - substances being discharged,
 - strength of discharge,
 - volumetric impact on the receiving wastewater treatment works, and
 - consent compliance history.
- 4.3 Where an alteration is made to a consent, the consent monitoring risk will be recalculated and any revision to the standing charge will apply from the first day of the following month.

5. Trade effluent strength for charging purposes

5.1 Standard Strengths

- 5.5.1 For the types of discharge included in the table below, a Standard Strength will be used to calculate the unit charge. These strengths are fixed by the Company for each charging year (i.e., 1 April to 31 March inclusive). The Company determines the value of each standard strength based on its analysis of the particular type of discharge.

Type	Ot (mg/l)	St (mg/l)
Launderette	406	183
Swimming pools	36	123
Vehicle wash - rotating brush	108	315
Vehicle wash - jet wash	670	184
Small breweries	2,648	150
Small cattle markets	1,404	1,160
Boiler blowdown	141	24
Cement, lime, plaster, ready mixed concrete manufacture	37	93
Contaminated surface water (unsampled)	10	10
Small abattoirs	1,104	288

5.2 Agreed Strengths

- 5.2.1 The Company may agree to a Retailer request to calculate trade effluent charges by reference to an Agreed Strength instead of a Standard Strength. The Retailer's request for the calculation of trade effluent charges by reference to an Agreed Strength must be accompanied by suitable evidence in support of their request. Any change in the calculation of trade effluent charges from reference to a Standard Strength to reference to an Agreed Strength will be applied from the first day of the following month.
- 5.2.2 The Company reserves the right to review an Agreed Strength at any time. If a discharge is to change significantly then the Retailer must submit a request to the Company to review the Agreed Strength.
- 5.2.3. The set up and a review of an Agreed Strength will consist primarily of the Company taking six consecutive monthly samples of the discharge in order to assess whether a change needs to be made. If the strength of the samples is within 10 per cent of the previously agreed strength then the Company will not change the value of the Agreed Strength. Otherwise, the Company will take a further six samples over the course of three months, and a new Agreed Strength shall be determined by the Company.
- 5.2.4 The Company reserves the right to agree an alternative method of assessing an Agreed Strength if the method set out in paragraph 5.2.3 is not appropriate or is impracticable.
- 5.2.5 Any new, or change to, an Agreed Strength will be applied from the first of the following month.

5.3 Actual Sample Strengths

- 5.3.1 The results of any sample of a trade effluent discharge will be expressed as an integer using standard rounding rules.
- 5.3.2 The calculation of O_t and S_t for billing purposes will be calculated by one of the following methods:
- (i) a 12 month rolling average,
 - (ii) a three month rolling average, or
 - (iii) a one month average.
- 5.3.3 The choice of calculation method will be agreed prior to the issue of the Consent. A Retailer may only request a change of method every two years.
- 5.3.4 The values of O_t and S_t for billing purposes shall be recalculated by the Company after each sample result. The recalculated values will become effective from the first day of the month in which the sample was taken.

- 5.3.5 In the event that the result of a sample taken prior to the current billing period is amended, added, or deleted by the Company, for any reason, then the value of Ot and St shall be amended for all prior billing periods, starting with the billing period in which the sample in question was taken.
- 5.3.6 Should there be a process step change (i.e., a significant and sustained change in the quality of the trade effluent discharge) at a customer's site, the Company will recalculate the values of Ot and St for the purposes of calculating trade effluent charges. The Retailer must notify the Company in advance of any process step change at a site that they are responsible for.
- 5.3.7 Should a Retailer's customer require a new trade effluent consent due to a change in the customer's name, any value of Ot and St calculated by reference to a rolling average will be recalculated by the Company. The most recent rolling average strength for the previous consent will be used as the starting point for the recalculation for the new consent, provided there is no change to the process or processes producing trade effluent at the site.
- 5.3.8 Should data not be available to calculate the values of Ot and St in accordance with paragraph 5.3.2 of this Part, for any reason, then the Company shall estimate the values.
- 5.3.9 An analysis certificate for each sample analysis will only be issued to the Retailer's customer.

6. Retailer or Customer Analysis

- 6.1 The Company may use sample analysis provided by the Retailer or their customer for the purposes of consent monitoring or calculating trade effluent charges by agreement with the Retailer. All such sample analysis must be carried out by a UKAS accredited laboratory, or otherwise by agreement with the Company. There will be no discount to the Company's charges if such an agreement is in place.
- 6.2 Under any agreement in accordance with paragraph 6.1 of this Part, should sample data be unavailable for more than three months, the Company reserves the right to use the consent limits for Chemical Oxygen Demand (Total) and Suspended Solids (Total) in place of Chemical Oxygen Demand (Settled) and Suspended Solids (Total) ph7 respectively for billing purposes.

7. Number of Samples for Actual Sample Strengths

- 7.1 For each trade effluent consent, the number of samples required by the Company in each charging year (i.e., 1 April to 31 March) shall be the greater of either
- (i) The number of samples determined by the consent monitoring risk assigned to the trade effluent consent for compliance purposes,
- or

- (ii) A minimum of 12 samples for trade effluent consents with a value of billed trade effluent charges greater than £8,000 per year,
- or
- (iii) A minimum of one sample for trade effluent consents with a value of billed trade effluent charges less than £8,000 per year.

7.2 All samples taken by the Company shall be used for the monitoring of trade effluent consents and, depending upon the billing arrangements for the site, may be used for the calculation of trade effluent charges.

8. Allowances

8.1 If a Retailer requests a change to an allowance used in the calculation of trade effluent volume, and this request is agreed by the Company, the change will apply from the first day of the following month.

8.2 The Company’s standard allowances are set out in the tables below.

Type of Discharge	Allowance
Launderette	5%
Large commercial laundry	10%
Commercial swimming pool	20%
Commercial swimming pool within a leisure centre	20%

Stock watering (farming allowances)	Allowance
Beef cattle	45 litres/head/day
Dairy cows	55 litres/head/day
Hens	25 litres/100 head/day
Horses	45 litres/head/day
Pigs	20 litres/head/day
Sheep	5 litres/head/day
Turkeys	60 litres/100 head/day

8.3 The Company may agree to a Retailer request to calculate trade effluent charges by reference to an Agreed Allowance instead of a Standard Allowance. The Retailer must provide suitable evidence in support of their request. Any agreed change will be applied from the first day of the following month.

8.4 In calculating trade effluent volume, the Company shall make an allowance for any employees and occupiers at the customer’s site (Domestic Allowances).

8.5 The Domestic Allowances used by the Company are set out in the table below.

Type of employee or occupier	Allowance litres/head/day
Employee (full-time) including temporary staff, agency staff and contractors.	
Without canteen	25
With canteen	40
Employee (part-time) including representatives and drivers	
Without canteen	12.5
With canteen	27.5
Occupier (residential)	140

9 Discontinuation of a trade effluent consent

9.1 Following agreement by the Company and the Retailer to discontinue a trade effluent consent, the trade effluent charges payable for the agreed duration of the discontinuation shall be trade effluent standing charges only.

9.2 Where a Retailer requires a trade effluent consent to be discontinued, they must inform the Company promptly. Once the required information has been provided to the Company by the Retailer, discontinuation of the trade effluent consent will apply from the first day of the following month.

10 Termination of a trade effluent consent

10.1 Where a trade effluent consent needs to be terminated, the Retailer must inform the Company promptly. Once the required information has been provided to the Company by the Retailer, termination of the trade effluent consent will apply from the first day of the following month.

11 Commencement of a trade effluent consent

11.1 A Retailer may apply to the Company for a new trade effluent consent or a variation to an existing trade effluent consent. The new or varied trade effluent consent will not be issued or take effect until the Company receives

- (i) an electronic copy of Form G02 in Portable Document Format (PDF) containing the original signatures of both the Retailer and their customer, and
- (ii) the information required by the Company to calculate any Domestic Allowance.

12 Enforcement

12.1 The Company may recommend that a Retailer applies for a variation to a trade effluent consent following breaches of the consent. In these circumstances, the Retailer shall be liable to pay the application fee set out in Part 3 paragraph 3 of Section 4.

Part 6 – Interpretation and Supplemental Provisions

1. Interpretation

1.1 In this Statement of Principles and Charges,

“Primary Charges” and “Non-Primary Charges” mean those charges defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

"the Company" means Southern Water Services Limited;

“Retailer” means a water retailer and/or sewerage retailer as the context requires, in accordance with the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

"connected premises" are any premises which

- (i) are drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer of the Company, or
- (ii) are premises the occupiers of which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting;

"non-household premises" are any premises which are eligible to be switched to another Retailer in accordance with the eligibility guidance issued by the Water Services Regulation Authority;

"measured charges" means those charges in Part 2 this Section in respect of either or both water supply services or sewerage services; the basis of measured charges is that they are fixed by reference to the volume of water supplied or of wastewater removed, or deemed or assessed to be supplied or removed respectively, and include any associated fixed charge and any charge assessed by reference to a factor other than that used for unmeasured charges, as a surrogate for a measured volume;

“assessed measured charges” means those charges in Part 3 of this Section in respect of either or both water supply services or sewerage services; the basis of assessed measured charges is that they are fixed by reference to an assessment of the volume of water supplied or of wastewater removed, and include any associated fixed charge and any charge assessed by reference to a factor other than that used for unmeasured charges, as a surrogate for a measured volume;

"unmeasured charges" means those charges in Part 4 of this Section in respect of either or both water supply services or sewerage services;

"measured water supply" means a supply of water for which the charges payable are measured charges, whether or not a meter has been installed by or with the approval of the Company or another water undertaker;

"assessed measured water supply" means a supply of water for which the charges payable are assessed measured charges, whether or not a meter has been installed by or with the approval of the Company or another water undertaker;

"unmeasured water supply" means a supply of water which is not a measured water supply or an assessed measured water supply;

"sewerage services" exclude services carried out in the course of trade effluent functions;

"effluent" includes, where appropriate, the terms "sewage", "wastewater", "surface water", and "trade effluent";

"surface water" means rain water falling onto the curtilage of connected premises that drains directly or indirectly to a public sewer;

"customer" is defined as the a customer of a Retailer;

"site" is defined with reference to the Water Services Regulation Authority's published guidance on Water Supply Licensing eligibility (Water supply licensing – guidance on eligibility <http://www.ofwat.gov.uk/publication/water-supply-licensing-guidance-on-eligibility/>).

"invoice period" means the Invoice Period as defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

"special agreement" means an agreement to which section 142(2)(b) of the Water Industry Act 1991 applies

"special billing arrangement" applies where the charge or charges as calculated by CMOS require adjustment by the Company to ensure that the correct charge or charges are made to the Retailer;

"Central Market Operating System (CMOS)" means the core IT system of the Market Operator Services Limited.

1.2 For the purposes of this Statement,

"rateable value" in relation to any premises shall be construed in accordance with the following provisions:-

- (i) Where the premises comprise property which was a hereditament within the meaning assigned by section 115 (1) of the General Rate Act 1967 the rateable value shall be the value of the hereditament as appearing in the valuation list maintained under that Act in force on 31 March 1990.

- (ii) If in the opinion of the Company, unmeasured water supply or sewerage services are provided to part only of a hereditament inserted in the valuation list, charges may be calculated on an appropriate part of the rateable value of the hereditament as determined by the Company.
 - (iii) Where there is communication, otherwise than by a highway, between buildings or parts of buildings in the occupation of the same person but in separate hereditaments, they will, if the Company so decide, be treated as forming one hereditament having a rateable value equal to the aggregate of their rateable values.
 - (iv) Where the premises comprise property which could have been shown in the valuation list in force on 31 March 1989, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.
 - (v) Where the premises comprise property which was a hereditament, but the rateable value in the valuation list is no longer representative, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.
 - (vi) Where the premises comprise a part of a property which was a hereditament, but which has been altered or extended to form those premises together with other separate premises, charges may be calculated on the notional rateable value as determined by the Company, having regard to the rateable value of similar premises in the area.
- 1.3 Reference herein to a Section, Part or paragraph is a reference to that Section, Part or paragraph of this Statement, unless the reference expressly provides otherwise.
- 1.4 Without prejudice to the foregoing, the Interpretation Act 1978 shall apply to this Statement as it applies to an Act of Parliament, and words used shall bear any meaning ascribed to them by the Water Industry Act 1991 and others since, unless the context otherwise requires.
- 1.5 The application, assessment and recovery of charges under this Statement are subject to the provisions of relevant Acts of Parliament and subordinate legislation made or issued thereunder; the provisions of this Statement shall be construed so as not to conflict therewith.
- 2. Calculation of charges for special agreements and special billing arrangements**
- 2.1 The charges in respect of special agreements and special billing arrangements as calculated by CMOS may require adjustment by the Company in order to ensure that the correct charges are demanded from the Retailer.

- 2.2 In the circumstances described in paragraph 2.1 of this Part, the Company may make a demand a payment from a Retailer, or issue a credit note to a Retailer, for the value of the adjustment.

3. Value Added Tax

Water services charges are within the scope of VAT. The charges in Part 7, Schedule of Primary Non-Household Charges, are shown exclusive of VAT, which will be charged in addition if applicable.

Note: At the time of the publication of this Statement, water supplies to non-household premises engaged in economic activities within Sections C to F inclusive of the Standard Industrial Classification of Economic Activities 1992 are standard-rated; other charges in Part 7 of this Section, Schedule of Primary Non-Household Charges, are noted as potentially subject to VAT by way of guidance only.

Part 7 – Schedule of Primary Non-Household Charges 2018-19

Charges are shown exclusive of VAT where this is payable

MEASURED CHARGES	£	Applicable CMOS Tariff Code
Measured water supplies		
Standard tariff		
Unit volume charge – per cubic metre		
Band 1 (0 to 999 cubic metres)	1.251	NHH_MWVOL (MWBT)
Band 2 (>999 cubic metres)	1.314	NHH_MWVOL2 (MWBT)
Fixed charge – per Premise - per year		
Band 1 (0 to 999 cubic metres)	21.88	NHH_MWVOL (MWSPFC)
Band 2 (>999 cubic metres)	109.41	NHH_MWVOL2 (MWSPFC)
Large User Tariff (sites supplied with >4,999 cubic metres per annum)		
Large User Tariff fixed charge – per site - per year		
Band 1 (5,000 to 19,999 cubic metres)	555.00	NHH_LB1 (MWSPFC)
Band 2 (20,000 to 49,999 cubic metres)	1,495.00	NHH_LB2 (MWSPFC)
Band 3 (50,000 to 99,999 cubic metres)	1,495.00	NHH_LB2A (MWSPFC)
Band 4 (>99,999 cubic metres)	14,295.00	NHH_LB3 (MWSPFC)
Unit lower volume charge – per cubic metre		
Band 1 (5,000 to 19,999 cubic metres)	1.203	NHH_LB1 (MWBT) NHH_LVOLB1 (MWBT)
Band 2 (20,000 to 49,999 cubic metres)	1.156	NHH_LB2 (MWBT) NHH_LVOLB2 (MWBT)
Band 3 (50,000 to 99,999 cubic metres)	1.156	NHH_LB2A (MWBT) NHH_LVOLB2A (MWBT)
Band 4 (>99,999 cubic metres)	1.028	NHH_LB3 (MWBT) NHH_LVOLB3 (MWBT)
Fixed charge – per Premise - per year		
Band 1 (5,000 to 19,999 cubic metres)	283.42	NHH_LB1 (MWSPFC) NHH_LVOLB1 (MWSPFC)
Band 2 (20,000 to 49,999 cubic metres)	387.62	NHH_LB2 (MWSPFC) NHH_LVOLB2 (MWSPFC)
Band 3 (50,000 to 99,999 cubic metres)	605.39	NHH_LB2A (MWSPFC) NHH_LVOLB2A (MWSPFC)
Band 4 (>99,999 cubic metres)	1,134.72	NHH_LB3 (MWSPFC) NHH_LVOLB3 (MWSPFC)

Sewerage services – measured water	£	Applicable CMOS Tariff Code
Charges applicable to Standard Tariff and Large User Tariff		
Highway drainage – per meter - charge per year	12.60	NHH_MS_HD (HDMFC)
Surface water drainage – per meter - charge per year		
Meter size		
Up to 20mm	25.19	NHH_MS_SW (SWMFC)
25mm	100.76	
40mm	201.52	
50mm	251.90	
80mm	503.80	
100mm	654.94	
150mm	1,662.54	
Standard tariff		
Unit volume charge – foul water drainage - per cubic metre		
Band 1 (0 to 999 cubic metres)	2.272	NHH_MS_VOL (MSBT)
Band 2 (1,000 to 4,999 cubic metres)	2.332	NHH_MS_VOL2 (MSBT)
Band 3 (5,000 to 19,999 cubic metres)	2.348	NHH_MS_VOL3 (MSBT)
Band 4 (20,000 to 49,999 cubic metres)	2.377	NHH_MS_VOL4 (MSBT)
Band 5 (>49,999 cubic metres)	2.377	NHH_MS_VOL5 (MSBT)
Fixed charge - foul water drainage – per Premise - per year		
Band 1 (0 to 999 cubic metres)	22.04	NHH_MS_VOL (MSSPFC)
Band 2 (1,000 to 4,999 cubic metres)	132.25	NHH_MS_VOL2 (MSSPFC)
Band 3 (5,000 to 19,999 cubic metres)	387.31	NHH_MS_VOL3 (MSSPFC)
Band 4 (20,000 to 49,999 cubic metres)	550.00	NHH_MS_VOL4 (MSSPFC)
Band 5 (>49,999 cubic metres)	1,137.80	NHH_MS_VOL5 (MSSPFC)
Large User Tariff (sites returning >99,999 cubic metres per annum to the sewerage system)		
Large User Tariff Fixed charge – foul water drainage – per site - per year	64,600.00	NHH_LS (MSSPFC)
Unit lower volume charge – foul water drainage - per cubic metre	1.731	NHH_LS (MSBT) NHH_LS_VOL (MSBT)
Fixed charge - foul water drainage – per Premise - per year	1,491.52	NHH_LS (MSSPFC) NHH_LS_VOL (MSSPFC)

UNMEASURED CHARGES	£	Applicable CMOS Tariff Code
Unmeasured water supplies		
Rateable value charge - per £ rateable value	0.784	NHH_UW_VAR (UWRVPoundage)
Fixed charge – per year	14.59	NHH_UW_VAR (UWFixedCharge)
Water supply minimum charge – per year	51.98	NHH_UW_MIN ((UWRVMinCharge) NHH_UW_VAR (UWRVMinCharge)
Supplies to premises without rateable value – charge per year	51.98	NHH_UW_NRV (UWFixedCharge) NHH_UW_VAR (UWMiscChargeC)
Sewerage services – unmeasured water		
Rateable value charge – foul water drainage - per £ rateable value	1.377	NHH_US_VAR (USRVPoundage)
Fixed charge – foul water drainage - per year	20.99	NHH_US_VAR (USFixedCharge)
Supplies to premises without rateable value – foul water drainage – charge per year	311.20	NHH_US_NRV (USFixedCharge)
Highway drainage - charge per year	12.60	NHH_US_HD (HDFixedCharge)
Surface water drainage - charge per year	25.19	NHH_US_SW (SWFixedCharge)
Sewerage minimum charge – per year	83.33	NHH_US_MIN (USRVMinCharge) NHH_US_VAR (USRVMinCharge)
ASSESSED MEASURED CHARGES		
Assessed measured water supplies		
Unit volume charge – per cubic metre	1.184	NHH_AW_VAR (AWFixedCharge)
Fixed charge – per year	14.59	NHH_AW_VAR (AWVCharge)
Sewerage services - assessed measured water		
Unit volume charge – foul water drainage - per cubic metre	2.127	NHH_AS_VAR (ASVCharge)
Fixed charge – foul water drainage - per year	20.99	NHH_AS_VAR (ASFixedCharge)
Highway drainage charge - per year	12.60	NHH_AS_HD (HDFixedCharge)
Surface water drainage charge – per year	25.19	NHH_AS_SW (SWFixedCharge)

TRADE EFFLUENT	£	Applicable CMOS Tariff Code
Standard Tariff		NHH_TE_VAR
Reception and conveyance (R)	0.6251	(RoBT)
Volumetric and primary treatment (V)	0.5229	(Vo)
Biological oxidation (B)	0.5940	(BoBT)
Sludge treatment and disposal (S)	0.4064	(So)
Marine (M)	0.0786	(Mo)
Large User Tariff		NHH_TE_FX
Reception and conveyance (R) fixed charge – per year	62,510.00	(TEFixedCharge)
Volumetric and primary treatment (V)	0.5229	(Vo)
Biological oxidation (B)	0.5940	(BoBT)
Sludge treatment and disposal (S)	0.4064	(So)
Marine (M)	0.0786	(Mo)
Standing charge – applicable to Standard Tariff and Large User Tariff - per year		
Band 1	42.00	NHH_TE_VAR (TEBandCharge) NHH_TE_FX (TEBandCharge)
Band 2	105.00	
Band 3	185.00	
Band 4	400.00	
Band 5	700.00	
Band 6	2,070.00	
Band 7	4,040.00	
MISCELLANEOUS CHARGES	£	
Water Supply		
swimming pools – metered, but if this is impracticable		
less than 20 cubic metres capacity - no separate charge		
20 to 90 cubic metres capacity – charge per year	75.24	NHH_UW_VAR (UWMiscChargeA)
>90 cubic metres capacity – charge per year	136.80	NHH_UW_VAR (UWMiscChargeB)
lock-up garages		
Single – charge per year	5.47	NHH_UF_SG (UWFixedCharge)
Blocks – charge per year	32.83	NHH_UF_BG (UWFixedCharge)
Sewerage services		
Surface water maximum charge – per year (charge includes Highway Drainage charge of £12.60)	37.79	NHH_SW_MAX (SWFixedCharge)

SPECIAL AGREEMENTS	£
Ofwat Special Agreement Register Reference SRNNONPOT1	
Reservation charge – per annum – subject to annual adjustment with effect from 1 November 2017 based on the Consumer Price Index (CPI)	217,200.00
Unit volume charge – per cubic metre - subject to quarterly adjustment with effect from 1 November 2017 based on the Consumer Price Index (CPI)	0.210
Ofwat Special Agreement Register Reference SRNNONPOT2	
Unit volume charge – per cubic metre	0.2787
Ofwat Special Agreement Register Reference SRNPOT1	
Annual volume up to and including 182 m3 – per cubic metre	Free of charge
Unit volume charge for annual volume in excess of 182 m3 – per cubic metre	1.368
Ofwat Special Agreement Register Reference SRNPOT2	
Annual volume up to and including 1,000 m3 – per cubic metre	Free of charge
Unit volume charge for annual volume between 1,001 m3 and 2,000 m3 – per cubic metre	0.6840
Unit volume charge for annual volume in excess of 2,000 m3 – per cubic metre	1.368
Ofwat Special Agreement Register Reference SRNPOT3	
Unit volume charge – per cubic metre	0.00549
Ofwat Special Agreement Register Reference SRNPOT5	
Annual volume up to and including 2,496 m3 – per cubic metre	Free of charge
Unit volume charge for annual volume in excess of 2,496 m3 – per cubic metre	0.0055
Ofwat Special Agreement Register Reference SRNPOT6	
Unit volume charge – per cubic metre	0.008249
Ofwat Special Agreement Register Reference SRNPOT7	
Unit volume charge – per cubic metre	0.008249
Ofwat Special Agreement Register Reference SRNPOT10	
Annual volume up to and including 340 m3 – per cubic metre	Free of charge
Unit volume charge for annual volume in excess of 340 m3 – per cubic metre	1.368
Ofwat Special Agreement Register Reference SRNPOT11	£
Annual volume up to and including 7,273 m3 – per cubic metre	0.0165
Unit volume charge for annual volume in excess of 7,272 m3 – per cubic metre	1.368

SECTION 4 – NON-PRIMARY NON-HOUSEHOLD CHARGES

Introduction

This Section provides information about the principal Non-Primary charges made by Southern Water Services Limited to Retailers.

Other miscellaneous charges may also apply to Retailers in certain circumstances. Information about these charges can be found on our website.

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Part 1 – Metering Services

1. Introduction

The Company provides the following metering services to Retailers:

- (i) meter installation,
- (ii) meter exchange,
- (iii) meter repair and replacement, and
- (iv) meter accuracy testing.

2. Meter survey

- 21 A Retailer may request that the Company undertakes a survey to establish whether the installation or exchange of a meter is practicable.
- 22 If the requested meter installation or exchange is practicable and standard, the Company will advise the Retailer the standard price of the work as set out in the Schedule of Charges in Part 14.
- 23 If the requested meter installation or exchange is practicable but non-standard, the Company will provide the Retailer with a quotation for the cost of the work.
- 24 If the Retailer wishes to proceed with the meter installation or exchange, a survey charge is payable by the Retailer in addition to the standard price of the work or quotation as applicable.
- 25 If the Retailer chooses not to proceed with the meter installation or exchange, or the requested meter installation or exchange is not practicable, a survey charge is payable by the Retailer.
- 26 The amount of the survey charge will depend on whether or not the survey is required to be carried out during or out of Standard Hours, as set out in the Schedule of Charges in Part 14.
- 27 Where a survey requires additional resource, the amount of the survey charge will be based on reasonable costs incurred by the Company.

3. Meter installation

3.1 Commencement of measured charges

- 3.1.1 Where a meter has been installed for charging purposes, measured charges will commence with effect from the date that the meter was installed.

3.2 Meter installation costs

- 3.2.3 The cost of standard meter installations are set out in the Schedule of Charges in Part 14.

3.2.4 Where the meter exchange is non-standard, the cost will be based on a quotation of the reasonable costs incurred by the Company.

4. Meter exchange

4.1 Where a Retailer requires the exchange of a meter that serves a Supply Point(s) registered to the Retailer, the Retailer can request that the Company

- (i) undertakes a site survey to establish if the exchange is practicable and, where practicable, the costs of exchanging the meter, or
- (ii) exchanges the meter without a separate survey.

4.2 In accordance with paragraph 2 of this Part, the Retailer is liable for the cost of any survey as well as the exchange where they request a change of meter.

4.3 The cost of standard meter exchanges are set out in the Schedule of Charges in Part 14.

4.4 Where the meter exchange is non-standard, the cost will be based on a quotation of the reasonable costs incurred by the Company.

5. Meter replacement and repair

5.1 Retailers are responsible for the due care of a meter installed on a Supply Point to which they are registered.

5.2 If the Retailer believes a meter is faulty or damaged, they must notify the Company as soon as reasonably practicable, in accordance with the Wholesale-retail code part 3: operational terms.

5.3 Where the Company finds that a water meter needs to be replaced or repaired, and deems the fault or damage to have been caused by an act or omission of the Retailer or its customer, the Retailer must pay to the Company, as appropriate, the applicable meter exchange, replacement or repair charge as set out in the Schedule of Charges in Part 14.

5.4 Paragraph 5.3 applies whether the Retailer has requested that the Company replace or repair the meter, or the Company has identified that the meter is faulty or damaged by other means.

6. Meter accuracy testing

6.1 If the Retailer believes a water meter is not registering accurately, they must notify the Company as soon as reasonably practicable, in accordance with the Wholesale-retail code part 3: operational terms.

6.2 If requested by the Retailer, the Company will arrange to undertake a meter accuracy test in accordance with The Water (Meter) Regulations 1988, and confirm the test results to the Retailer.

6.3 Where the meter being tested is found to exceed the prescribed limits of error

- (i) no charge for the meter accuracy check will be made by the Company to the Retailer, and
- (ii) any refund or additional measured charges payable as a result of an inaccurate meter reading will be determined on the basis of normal recorded consumption.

64 Where the meter being tested falls within the prescribed limits of error, the Retailer must pay to the Company the appropriate charge for the meter accuracy test as set out in the Schedule of Charges in Part 14.

7. Abortive visits

7.1 For all metering services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking a survey or any work and this is due to

- (i) actions of either the Retailer or the customer, or
- (ii) erroneous information provided by either the Retailer or the customer.

7.2 The amount of the abortive visit charge made to the Retailer will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

Part 2 – Verification and Deregistration Services

1. Introduction

- 1.1 Where a Retailer considers that the Company is making charges for a service that is not being provided to a Supply Point registered to the Retailer, the Retailer can request that the Company investigate the services provided in respect of the Supply Point (deregistration request).
- 1.2 Where a Retailer considers that the meter details held in the Central Market Operating System (CMOS) in respect of a Supply Point registered to the Retailer are not correct, the Retailer can request that the Company verifies the meter details.

2. Verification using the Company's systems

- 2.1 At the request of a Retailer, the Company will undertake a Supply Point investigation to verify services or meter details, as appropriate, using its internal systems.
- 2.2 A charge, as set out in the Schedule of Charges in Part 14, will apply where the Company's investigations confirm that the recorded services or meter details, as appropriate, are correct.

3. Verification via site visit

- 3.1 The Company will undertake a Supply Point investigation at the request of the Retailer to verify services or meter details, as appropriate, via a site visit.
- 3.2 A site visit charge will apply where the Company's investigations confirm that the recorded services and/or meter details are correct as appropriate.
- 3.3 The amount of the site visit charge will be dependent on whether the verification took place within Standard Hours or outside of Standard Hours, and whether the site visit required additional resource, as set out in the Schedule of Charges in Part 14.

4. Abortive visits

- 4.1 For all verification and deregistration services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking a site survey or any associated work and this is due to
- (i) actions of either the Retailer or the customer, or
 - (ii) erroneous information provided by either the Retailer or the customer.

- 42 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

Part 3 – Trade Effluent Services

1. Introduction

In addition to the main trade effluent services that attract Primary Charges covered in Part 5 of Section 3, there are a number of other trade effluent services that attract Non-Primary Charges.

2. Consent applications

- 2.1 The Company will only process applications for a trade effluent consent that are submitted on Form G02 and that are received via the Company's on-line portal or received as an electronic word document. Please see our website <https://retailer.southernwater.co.uk/>.
- 2.2 The Company will only issue a trade effluent consent once a Portable Document Format (PDF) file of the original Form G02 is received with all declaration sections completed, including signatures.

3. Consent application fee

Where a Retailer applies for a trade effluent consent, including single and multi-site temporary consents, a consent application fee will apply based on the daily volume of the discharge, as set out in the Schedule of Charges in Part 14.

4. Consultations on applications

- 4.1 In assessing the application for a trade effluent discharge, a Regulatory Environmental Impact modelling assessment may be required. This assessment will be carried out using, where possible, actual data available to the Company. Should actual data not be available to the Company, the Company reserves the right to use default industry standard data.
- 4.2 Should a customer wish to obtain or supply additional data for use with the modelling assessment, this will only be with the agreement of the Company and will be at the customer's cost.

5. Consent variation fee

Where a Retailer applies for a variation to an existing trade effluent consent, a consent variation fee will apply based on the type of variation, as set out in the Schedule of Charges in Part 14.

6. Temporary consents

- 6.1 The Company will issue a temporary trade effluent consent (temporary consent) for a short term discharge of effluent, defined as being of no longer than six months duration. A temporary consent issued by the Company will be valid for six months, after which the consent will automatically terminate. A temporary consent cannot be extended. Should a temporary discharge extend beyond six months duration then

the Retailer must submit a new temporary consent application to the Company.

- 6.2 Where the proposed consented discharge volume and/or loads present a high risk to the Company's assets or the environment, the Company may issue a full consent and charge accordingly.
- 6.3 Where the Company issues a temporary consent for a single site, a temporary consent minimum charge will apply as set out in the Schedule of Charges in Part 14.
- 6.4 In addition to the temporary consent minimum charge for a single site, an additional charge will apply where the discharge is greater than 200 cubic metres, based on the standard tariff formula set out in paragraph 2.1.4 of Part 5 in Section 3.
- 6.5 Where the Company issues a temporary consent for multiple sites, a multi-site temporary consent charge will apply as set out in the Schedule of Charges in Part 14. Temporary consents for multiple sites will only be issued for very low risk discharges.

7. Non-standard charges

- 7.1 The Company will charge the Retailer's customer directly for
 - (i) The recovery of extraordinary costs incurred by the Company due to an event caused by the customer; this includes, but is not limited to, damage to the Company's assets or increased operational costs.
 - (ii) The recovery of costs incurred by the Company in respect of pre-emptive measures undertaken by the Company to minimise the impact on its assets in anticipation of a breach or breaches of the trade effluent consent.
 - (iii) The recovery of costs incurred by the Company in respect of formal sampling undertaken in accordance with the Company's policies and procedures, due to failure of the customer to comply with their consent.
 - (iv) The reissue of consent documentation.

Part 4 – Disconnection Services

1. Introduction

- 1.1 A Retailer may request that the Company disconnects the water supply in respect of a Supply Point registered to the Retailer.
- 1.2 The Retailer may request that the disconnection is temporary or permanent.

2. Disconnection survey

- 2.1 Following the receipt of a request from a Retailer to disconnect the water supply, the Company will conduct a site survey to determine
 - (i) if the type of disconnection requested by the Retailer is practicable,
 - (ii) whether the work associated with undertaking the disconnection requested by the Retailer is standard or non-standard,
 - (iii) the cost of the type of disconnection requested by the Retailer, and
 - (iv) the cost of the reconnection of the water supply at a later date.
- 2.2 A survey charge will be payable by the Retailer in respect of each request to disconnect the water supply in respect of a Supply Point registered to the Retailer.
- 2.3 The amount of the survey charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, and whether additional resource is required to undertake the survey, as set out in the Schedule of Charges in Part 14.

3. Disconnection inspection

- 3.1 A disconnection inspection charge will be payable by the Retailer where the Company is required to approve a permanent disconnection that has been carried out by a third party.
- 3.2 The amount of the disconnection inspection charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.
- 3.3 Where one or more additional disconnection inspections are required, a disconnection inspection charge may be payable by the Retailer for each subsequent inspection made by the Company, based on the reasonable costs incurred of the actual work involved.

4. Standard and non-standard disconnection processes

- 4.1 Standard disconnections are those disconnections which are charged by reference to a specified standard price as set out in the Schedule of Charges in Part 14.

42 Non-standard disconnections are those disconnections which are charged by reference to a quotation for the work to be done.

43 The circumstances in which the non-standard disconnection process shall apply include, but are not limited to

- (i) where the Supply Point to be disconnected is on a shared water supply, or
- (ii) where other pipe-work alteration is required.

5. Temporary disconnection – Standard disconnection process applies

5.1 Where a Retailer requests the Company to undertake a temporary disconnection from the water supply at an occupied Supply Point registered to the Retailer, the Company will charge the Retailer the Standard Charge where the standard disconnection process applies.

5.2 The amount of the standard temporary disconnection charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

6. Temporary disconnection – Non-Standard disconnection process applies

Where a Retailer requests the Company to undertake a temporary disconnection from the water supply at an occupied Supply Point registered to the Retailer, where the standard disconnection process does not apply, the Company will charge the Retailer the price provided by quotation following the disconnection survey.

7. Permanent disconnection - Standard disconnection process applies

7.1 Where a Retailer requests the Company to undertake a permanent disconnection from the water supply at an occupied Supply Point registered to the Retailer, the Company will charge the Retailer the Standard Charge where the standard disconnection process applies.

7.2 The amount of the standard permanent disconnection charge will depend whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

8. Permanent disconnection – Non-Standard disconnection process applies

Where the non-standard disconnection process applies to a Retailer request to the Company to undertake a permanent disconnection from the water supply at a Supply Point registered to the Retailer, the Company will charge the Retailer based on a quotation of the reasonable costs incurred of the actual work involved. These costs may include the recovery of any costs incurred to secure access to allow the work to be undertaken, including, but not limited, to legal costs.

9. Permanent disconnection – instigated by the Company

- 9.1 The Company may undertake a permanent disconnection from the water supply at a Supply Point registered to a Retailer if the Company establishes that
- (i) water and/or sewerage services are being used illegally, or
 - (ii) the water supply is not compliant with the Water Supply (Water Fittings) Regulations, or
 - (iii) a temporary disconnection from the water supply has continued for a period in excess of three months.
- 9.2 Where the Company has undertaken a permanent disconnection in the circumstances set out in paragraph 9.1 of this Part, the Company will charge the Retailer the reasonable costs incurred of the actual work involved. These costs may include the recovery of any costs incurred to secure access to allow the work to be undertaken, including, but not limited to, legal costs.

10. Abortive visits

- 10.1 An abortive visit charge will apply when the Company is prevented from undertaking a site survey or any other work in connection with the provision of disconnection services and this is due to
- (i) actions of either the Retailer or the customer, or
 - (ii) erroneous information provided by either the Retailer or the customer.
- 10.2 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

Part 5 – Reconnection Services

1. Introduction

- 1.1 Where the water supply in respect of a Supply Point registered to a Retailer has been disconnected, the Retailer may request that the Company reconnects the supply.
- 1.2 A reconnection charge is payable by the Retailer regardless of whether the disconnection was
- (i) temporary or permanent, or
 - (ii) standard or non-standard, or
 - (iii) undertaken at the request of a Retailer, or by the Company for operational reasons.

2. Reconnection survey

- 2.1 Following the receipt of a request from a Retailer to reconnect the water supply, the Company will conduct a site survey.
- 2.2 A survey charge will be payable by the Retailer in respect of each request to reconnect the water supply in respect of a Supply Point registered to the Retailer.
- 2.3 The amount of the survey charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, and whether additional resource is required to undertake the survey, as set out in the Schedule of Charges in Part 14.

2. Standard reconnection following temporary disconnection

- 2.1 Where the type of disconnection of the water supply is temporary, standard reconnection charges will apply where the standard disconnection process applied to the earlier temporary disconnection.
- 2.2 The amount of the standard reconnection charge payable by the Retailer in the circumstances set out in paragraph 2.1 of this Part will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

3. Non-Standard reconnection following temporary disconnection

Where the type of disconnection of the water supply is temporary, and the non-standard disconnection process applied to the earlier temporary disconnection, the Retailer shall pay the amount of the Company's quotation provided following the disconnection survey.

4. Standard reconnection following permanent disconnection

4.1 Where the type of disconnection of the water supply is permanent, standard reconnection charges will apply where the standard disconnection process applied to the earlier permanent disconnection.

4.2 The amount of the standard reconnection charge payable by the Retailer in the circumstances set out in paragraph 4.1 of this Part will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

5. Non-Standard reconnection following permanent disconnection

Where the type of disconnection of the water supply is permanent, and the non-standard disconnection process applied to the earlier permanent disconnection, the Retailer shall pay the amount of the Company's quotation provided following the disconnection survey.

6. Abortive visits

6.1 For all reconnection services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking a reconnection or any associated work and this is due to

- (i) actions of either the Retailer or the customer, or
- (ii) erroneous information provided by either the Retailer or the customer.

6.2 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

Part 6 – Provision of Information Services

1. Introduction

The Company will provide, upon application, Retailers with those information services set out in this Part.

2. Asset location plans

21 Where a Retailer requires a copy of plans showing the location of an asset owned by the Company on land that is not registered to the Retailer, the Retailer shall make an application online via the Company's website www.southernwater.co.uk/mains-and-sewer-maps. Charges will apply for this service in accordance with the charges set out in the Schedule of Charges in Part 14.

22 The Company will make a charge to the Retailer, based on reasonable costs incurred, for any other administration or consultation for this type of service, such as site visits or advice while inspecting plans.

3. Sampling and laboratory services

31 Where the Retailer requests information from the Company that the Company has no legal or regulatory duty to provide free of charge, such as but not limited to information regarding the quality of the drinking water supplied by the Company, the Company shall provide the Retailer with a quotation of the reasonable costs incurred in providing the services required.

32 Where the Retailer requests sampling and laboratory services from the Company, the Company shall provide the Applicant with a quotation of the reasonable costs incurred in providing the services required.

4. Site Visits

4.1 For all services covered by this Part, a site visit charge will apply when the Company is required to conduct a site visit.

4.2 The amount of the site visit charge made to the Retailer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges in Part 14.

5. Abortive visits

5.1 For all services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking any associated work and this is due to

- (i) actions of either the Retailer or the Retailer's customer, as appropriate, or

(ii) erroneous information provided by either the Retailer or the Retailer's customer, as appropriate.

52 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

Part 7 – Fire Hydrant Services

1. Introduction

A Retailer may request the Company to

- (i) install a new fire hydrant,
- (ii) relocate an existing fire hydrant,
- (iii) repair or renew an existing fire hydrant, and
- (iv) remove an existing fire hydrant.

2. Fire hydrant installation and relocation

Where a Retailer requests that the Company installs a new fire hydrant or relocates an existing fire hydrant, the Company will provide the Retailer with a quotation for the cost of the work.

3. Fire hydrant repair, renewal, and removal

3.1 Where a Retailer requests that the Company repairs, renews, or removes an existing fire hydrant, and the work involved is standard, a standard charge will apply as set out in the Schedule of Charges in Part 14.

3.2 Where a Retailer requests that the Company repairs, renews, or removes an existing fire hydrant, and the work involved is non-standard, the Company will provide the Retailer with a quotation for the cost of the work.

Part 8 – Standpipe Services

1. Introduction

A Retailer may apply to the Company's external partner for the hire of a standpipe. The application can be made online via the Company's website southernwater@waterservicesltd.com, or by telephone on 0844 984 2788.

2. Charges for Standpipe Hire

- 21 The Retailer must pay a deposit and hire charge as set out in the Schedule of Charges in Part 14.
- 22 The Retailer shall pay the measured water supply unit volume charge, as set out in the Schedule of Charges in Part 14, for the water supplied via the standpipe during the period of hire.
- 23 In the event that the standpipe is lost by the Retailer, or for any other reason is not returned by the Retailer to the Company, the Retailer must pay a charge for the loss of the equipment as set out in the Schedule of Charges in Part 14.
- 24 Where the Company transports the standpipe to or from the Retailer, or the Retailer's customer, the Retailer must pay a charge for each journey as set out in the Schedule of Charges in Part 14.

Part 9 – Lead Pipe Replacement Services

1. Introduction

1.1 The Company is responsible for the section of the service pipe that runs from the water mains to the boundary of the customer's premises. This is known as the communication pipe.

1.2 The Retailer's customer is responsible for the section of the service pipe that runs from the boundary of the premises into the premises. This is known as the supply pipe.

2. Lead pipe replacement services

2.1 Where the service pipe is lead and the customer replaces their supply pipe, the Company will replace its communication pipe free of charge.

2.2 If, as part of its routine testing or testing at the request of the Retailer or their customer, the Company finds a lead concentration greater than the required standard in the water supplied from a tap within the premises, it will replace the communication pipe serving the premises free of charge if it is lead.

2.3 If the customer carries out a leak repair on their supply pipe and finds lead pipework external to the premises, the Company will replace up to 10 metres of the supply pipe free of charge.

Part 10 – Damage to Company assets and apparatus

1. Introduction

- 1.1 Where, due to the actions of the Retailer, any third party associated with the Retailer, or the Retailer's customer, an asset or apparatus belonging to the Company is damaged, the Retailer shall be liable for paying for the repair or replacement of the asset or apparatus.
- 1.2 Repairs to Company assets and apparatus will be carried out by the Company's staff or the Company's approved contractor.

2. Charges for damage to Company assets and apparatus

For any damage to an asset or apparatus belonging to the Company under this Part, the Retailer shall pay the Company the actual costs of repair or replacement of the asset or apparatus, inclusive of overheads.

Part 11 – Inspections in respect of Water Industry Act 1991 contraventions

1. Introduction

The Company may be required to undertake an inspection to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened.

2. Site Visits

21 Where the Company is required to conduct a site inspection under this Part, a site inspection charge will apply.

22 The amount of the site inspection charge made to the Retailer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges in Part 14.

3. Abortive visits

31 For all site inspections under this Part, an abortive visit charge will apply when the Company is prevented from undertaking any associated work and this is due to

- (i) actions of either the Retailer, Accredited Entity or other third party associated with the Retailer, as appropriate, or
- (ii) erroneous information provided by either the Retailer, Accredited Entity, or other third party associated with the Retailer, as appropriate.

32 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

Part 12 – Accredited Entities

1. Introduction

- 1.1 The Company may be required to undertake a site visit in connection with an activity performed by an Accredited Entity on behalf of a Retailer, including but not limited to inspection.
- 1.2 A Retailer may request that the Company attends site to provide assistance to an Accredited Entity acting on their behalf. Such assistance may include, but is not limited to, site survey.

2. Site Visits

- 2.1 For all services covered by this Part, a site visit charge will apply when the Company is required to conduct a site visit.
- 2.2 The amount of the site visit charge made to the Retailer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges in Part 14.

3. Abortive visits

- 3.1 For all services covered by this Part, an abortive visit charge will apply when the Company is prevented from undertaking any associated work and this is due to
- (i) actions of either the Retailer, Accredited Entity or other third party associated with the Retailer, as appropriate, or
 - (ii) erroneous information provided by either the Retailer, Accredited Entity, or other third party associated with the Retailer, as appropriate.
- 3.2 The amount of the abortive visit charge made to the Retailer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges in Part 14.

Part 13 – Interpretation and Supplemental Provisions

1. Interpretation

1.1 In this Statement of Principles and Charges,

“Primary Charges” and “Non-Primary Charges” mean those charges defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

“the Company” means Southern Water Services Limited;

“Retailer” means a water retailer and/or sewerage retailer as the context requires, in accordance with the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

“Accredited Entity” means an entity which is independently evaluated and accredited under an accreditation scheme established by the Contracting Wholesaler as competent to carry out certain activities including but not limited to Connection Activity and Metering Activity, in accordance with the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

“Standard Hours” means weekdays Monday to Friday from 07:00 hours to 20:00 hours, and weekends and bank holidays from 07:00 hours to 20:00 hours.

“Outside of Standard Hours” means weekdays Monday to Friday from 20:00 hours to 07:00 hours, and weekends and bank holidays from 20:00 hours to 07:00 hours.

“Supply Point” has the meaning defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

“Central Market Operating System (CMOS)” means the core IT system of the Market Operator

1.2 Reference herein to a Section, Part or paragraph is a reference to that Section, Part or paragraph of this Statement, unless the reference expressly provides otherwise.

1.3 Without prejudice to the foregoing, the Interpretation Act 1978 shall apply to this Statement as it applies to an Act of Parliament, and words used shall bear any meaning ascribed to them by the Water Industry Act 1991 and others since, unless the context otherwise requires.

1.4 The application, assessment and recovery of charges under this Statement are subject to the provisions of relevant Acts of Parliament and subordinate legislation made or issued thereunder, and the Codes that govern the water industry retail non-household market; the provisions of this Statement shall be construed so as not to conflict therewith.

2. Value Added Tax

Water services charges are within the scope of VAT. The charges in Part 14 of this Section, Schedule of Non-Primary Charges, are shown exclusive of VAT, which will be charged in addition if applicable.

Note: At the time of the publication of this Statement, water supplies to non-household premises engaged in economic activities within Sections C to F inclusive of the Standard Industrial Classification of Economic Activities 1992 are standard-rated; other charges in Section 14, Schedule of Charges, are noted as potentially subject to VAT by way of guidance only.

Part 14 – Schedule of Non-Primary Non-Household Charges 2018-19

Charges are shown exclusive of VAT where this is payable

CHARGE DESCRIPTION	£
SITE INSPECTIONS, SURVEYS, VISITS (excluding metering surveys)	
During standard hours (07:00 to 20:00)	
Site inspection	130.71
Site survey	130.71
Site visit	130.71
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	107.18
Outside of standard hours (20:00 to 07:00)	
Site inspection	169.92
Site survey	169.92
Site visit	169.92
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	139.09
METERING SURVEY	
During standard hours (07:00 to 20:00)	
Site survey	85.94
Site survey requiring additional resource	Reasonable costs incurred
Outside of standard hours (20:00 to 07:00)	
Site survey	112.57
Site survey requiring additional resource	Reasonable costs incurred
METER ABORTED SITE VISIT CHARGES	
During standard hours (07:00 to 20:00)	70.62
Outside of standard hours (20:00 to 07:00)	93.43
METER INSTALLATION – STANDARD	
Meter type/size	
3G concentric AMR, 15mm & 20mm No excavation or inside property	214.13
3G concentric AMR, 15mm & 20mm Unmade or verge	386.21
3G concentric AMR, 15mm & 20mm Surfaced footpath	444.83
3G concentric AMR, 15mm & 20mm Surfaced road	559.12
3G Inline AMR, 15mm & 25mm No excavation or inside property	Quotation based on reasonable costs incurred
3G Inline AMR, 15mm & 25mm Unmade or verge	666.32
3G Inline AMR, 15mm & 25mm Surfaced footpath	799.26
3G Inline AMR, 15mm & 25mm Surfaced road	1,261.10

CHARGE DESCRIPTION	£
METER INSTALLATION – STANDARD continued Meter type/size	
40mm to 250mm	Quotation based on reasonable costs incurred
METER EXCHANGE – STANDARD Meter type/size	
3G concentric AMR, 15mm & 20mm Inside property	243.02
3G concentric AMR, 15mm & 20mm Unmade or Verge	415.52
3G concentric AMR, 15mm & 20mm Footpath	437.87
3G concentric AMR, 15mm & 20mm Road	529.67
3G Inline AMR, 15mm & 25mm Inside property	Quotation based on reasonable costs incurred
3G Inline AMR, 15mm & 25mm Unmade or Verge	442.58
3G Inline AMR, 15mm & 25mm Footpath	575.53
3G Inline AMR, 15mm & 25mm Road	589.04
40mm to 250mm	Quotation based on reasonable costs incurred
METER ACCURACY TEST Meter type/size	
15mm	131.26
20mm	146.11
25mm	576.75
30/32mm	613.60
40mm	611.30
50mm	721.80
80mm	1,136.84
100mm	1,756.58
150mm	1,840.04
Combination Meter - 50mm	733.81
Combination Meter - 65mm	733.81
Combination Meter - 80mm	783.81
Combination Meter - 100mm	818.81

CHARGE DESCRIPTION	£
VERIFICATION & DEREGISTRATION SERVICES	
Supply Point investigation where the recorded services/meter details are found to be correct (using Company systems)	23.33
TRADE EFFLUENT SERVICES	
Consent application fee	
Fee for discharges of 5 m3/day or less	270.16
Fee for discharges of more than 5 m3/day	796.06
Consent variation fee	
Variation consists only of a change to the legal name of the consent holder	177.17
Variation where anything other than a legal name change of the consent holder is requested	270.16
Temporary consents	
Minimum charge – single site	268.94
Additional charge – single site	Based on standard tariff formula for calculating trade effluent Primary Charges
Multisite charge	483.67
Non-standard charges (direct customer charges)	Reasonable costs incurred - refer to Southern Water website
DISCONNECTION SERVICES	
Standard Hours (07:00 to 20:00)	
Temporary disconnection – Standard disconnection process applies	130.71
Temporary disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	£347.19
Permanent disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Outside of Standard Hours (20:00 to 07:00)	
Temporary disconnection – Standard disconnection process applies	169.92
Temporary disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	620.12
Permanent disconnection – Non-Standard disconnection process applies	Quotation based on reasonable costs incurred
Permanent disconnection – instigated by the Company	Reasonable costs incurred

CHARGE DESCRIPTION	£
RECONNECTION SERVICES	
Standard Hours (07:00 to 20:00)	
Standard reconnection following temporary disconnection	130.71
Non-Standard reconnection following temporary disconnection	Quotation based on reasonable costs incurred
Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Outside of Standard Hours (20:00 to 07:00)	
Standard reconnection following temporary disconnection	169.92
Non-Standard reconnection following temporary disconnection	Quotation based on reasonable costs incurred
Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Quotation based on reasonable costs incurred
PROVISION OF INFORMATION SERVICES	
Asset location plans - Drainage and water searches	
CommercialDW Search - 5 day service	106.48
CommercialDW Swift - 4 hour service	129.39
PROVISION OF INFORMATION SERVICES, continued	
Asset location plans - Sewer and water maps	
Developer Asset Plan - electronic and post	49.92
Developer Asset Plan - collected from Southern Water office	46.18
Developer Asset Plan - multiple copies	Reasonable costs incurred
Sampling and laboratory services	Quotation based on reasonable costs incurred

CHARGE DESCRIPTION	£
FIRE HYDRANT SERVICES	
Installation and relocation	Quotation based on reasonable costs incurred
Repair, renewal, and removal - Standard	
Renew cover in existing frame	289.84
Renew cover and frame complete	394.91
Lower or raise cover by up to 300mm	291.88
Repack gland	396.94
Renew or rebuild hydrant chamber - using existing frame and cover	291.88
Renew or rebuild hydrant chamber – new frame and cover	396.94
Raise/lower hydrant including removal/insertion of distance piece	582.58
Renew hydrant and chamber complete – new frame and cover	857.98
Renew post and plate	119.50
Remove unwanted hydrant	518.32
Repair, renewal, and removal – Non-Standard	Quotation based on reasonable costs incurred
STANDPIPE SERVICES	
Meter size	
Deposit	200.00
Hire charge 22mm metered standpipe – for ad hoc hire - per week	30.00
Hire charge 22mm metered standpipe – for frequent/repeat hire - per week	20.00
Hire charge 22mm metered standpipe – for annual pre-payment - per week	15.00
Hire charge 40mm metered standpipe – for ad hoc hire - per week	43.75
Hire charge 40mm metered standpipe – for frequent/repeat hire - per week	32.41
Hire charge 40mm metered standpipe – for annual pre-payment - per week	18.85
Unit volume charge – per cubic metre	1.368
Loss of equipment charge	150.00
Transport/delivery charge	25.00 each way

CHARGE DESCRIPTION	£
LEAD PIPE REPLACEMENT SERVICES	
Communication pipe replacement	Free of charge
Supply pipe replacement (up to 10 metres)	Free of charge
DAMAGE TO COMPANY ASSETS	
Damage to Company assets and apparatus	Actual costs incurred, inclusive of overheads

Southern Water Services Limited reserve the right to quote for any service request received from a Retailer not included in this Section.

Meter Specification Document 2018-19

The Company's meter specification document is published on our website <https://www.southernwater.co.uk/information-leaflets>