

# Charging scheme for Yorkshire Water wholesale region 2023/24

## Primary & Non Primary charges



# Contents

SECTION 1: INTRODUCTION.....	1
SECTION 2: PRIMARY CHARGES .....	3
Part 1 The metered water supply charge .....	4
Part 2 The sewerage charge on a metered basis.....	7
Part 3 The trade effluent charge .....	11
Part 4 The unmeasured water supply charge.....	15
Part 5 The fixed water supply charge.....	16
Part 6 The sewerage charge on an unmeasured basis .....	18
Part 7 The sewerage charge on a fixed basis .....	21
SECTION 3: NON PRIMARY CHARGES .....	23
Part 1 Metering services .....	24
Part 2 Verification and deregistration of services .....	28
Part 3 Disconnection services.....	30
Part 4 Reconnection services .....	32
Part 5 Water services.....	34
Part 6 Provision of information services .....	37
Part 7 Other charges .....	38
Part 8 Trade effluent.....	40
SECTION 4: DEFINITIONS .....	44

# **SECTION 1: INTRODUCTION**

- 1.1 This Charging Scheme is made by Scottish Water Business Stream Limited (“Business Stream”) in compliance with requirements placed upon it under Section 29 of the Water and Sewerage Undertakers (Exit from Non-household Retail Market) Regulations 2016, and shall come into effect from 1st April 2023.
- 1.2 This Charging Scheme shall apply to those non-household premises for which Business Stream is, or is deemed to be, the licensed supplier of water and/or sewerage services and are located within the area for which Yorkshire Water (“Wholesaler”) is the appointed water and/or sewerage wholesaler. It shall not apply to premises outside that region.
- 1.3 This Charging Scheme should be read in conjunction with Business Stream’s Standard Terms and Conditions for Supplying Water and Waste Water Services, which can be found <https://www.business-stream.co.uk/terms-and-conditions/> and which together form the Scheme of Terms and Conditions.
- 1.4 For the purposes of Clause 9.1 of Business Stream’s Standard Terms and Conditions for Supplying Water and Waste Water Services, payment by Customers of their charges is due no later than 14 calendar days after the date on which Business Stream’s bill is issued. The amounts now fixed by Business Stream in respect of the charges provided for in this Charging Scheme are those shown in the Schedules.
- 1.5 All charges stated in this document are exclusive of Value Added Tax (VAT).
  - (a) VAT is chargeable at the standard rate on clean water charges for all Customers whose main business activity falls within divisions 1 to 5 of the Standard Industrial Classifications (SIC) as used by Companies House.
  - (b) Customers whose activities do not fall into one of these 5 divisions are not liable for VAT on their water charges. For those Customers whose business does fall into one of the divisions, VAT is only applicable on clean water charges. Waste water and drainage charges have zero rated VAT liability.
  - (c) All other elective services provided by Business Stream have a standard rated VAT liability. Elective services are any services that fall out with the primary water, waste water and drainage charges that every business is required to pay. The only exception to this is infrastructure charges for new water connections, which are outside the scope of UK VAT.
- 1.6 Nothing in this Charging Scheme shall affect Business Stream’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 Scheme.

## **SECTION 2: PRIMARY CHARGES**

## Part 1 The metered water supply charge

### 1. Chargeable supplies

- 1.1 Subject to the provisions of this scheme the metered water supply charge is applied to every metered piped supply of water where the installation, type and size of the meter in question has been approved or accepted by the Wholesaler.
- 1.2 Unless and until the installation, type and size of the meter in question is approved or accepted by the Wholesaler, one of the following bases of charging appropriate to the circumstances shall be applied by Business Stream:
- (a) unmeasured basis charge; or
  - (b) an assessed charge; or
  - (c) a fixed water supply charge basis.
- 1.3 Where two or more metered supplies feed the same premises occupied by the same Customer, the standing item charge will be made separately for each supply unless:
- (a) the supplies in question are field supplies; or
  - (b) such arrangement is for Business Stream's own convenience.
- 1.4 The volume item is applied to all consumption including water lost by leakage, waste or otherwise (with the exception only of water used in accordance with Section 147 of the Water Industry Act 1991), subject to the Water (Meters) Regulations 1988.
- 1.5 Where a premise receives a metered piped supply of water and one or more piped supplies of water to those premises are either unmeasured or the meter is damaged then a charge shall be raised on either:
- (a) Unmeasured basis
  - (b) Assessed
  - (c) Fixed water charge

## 2. Charges

Water supply charges	Excluding York Waterworks	York Waterworks
Fixed charge	£61.38	£37.15
Volumetric charge 0-500m <sup>3</sup> per year (pro-rated)	£1.5916	£0.8756
Volumetric charge 0.5-50MI per year (pro-rated)	£1.7144	£0.9499
Volumetric charge 50-250MI per year (pro-rated)	£1.0948	£0.8345
Volumetric charge 250MI+ per year (pro-rated)	£0.9240	£0.8345

- 2.1 For the purposes of assessing the volume range the charge shall be applied to the total consumption at any separately metered individual set of premises in common ownership which is in receipt of a metered supply of water to those premises and which is not currently subject to a separate agreement with respect to payment of water supply charges.
- 2.2 The volume item applies to the period 1 April 2023 to 31 March 2024 and an apportionment shall be made on a daily basis in respect of meter readings which are outside of the period. The charge will be payable in respect of the whole of any period of occupation of premises. Where a period of occupation of premises is less than the full year, charges shall be apportioned on a daily basis.
- 2.3 A Customer otherwise liable to pay charges set out above in respect of premises for which Business Stream assesses the volume to be greater than 250 thousand cubic metres annually may aggregate the total consumption at separately metered individual sets of premises subject to each individual premise having annual consumption in excess of 250 thousand cubic metres. Any Customer wishing to aggregate a premise with another set of premises for the purposes of this paragraph must operate the contiguous premises as a single user with a self-contained internal private distribution system must accept liability for charges. The volume item relating to the period 1 April 2023 to 31 March 2024.
- 2.4 Where:
- (a) the Customer of a supply from one or more meters has the benefit of the use of an alternative source of water which is not delivered under the terms of a common carriage agreement and which is interchangeable with the Wholesaler's supply; and
  - (b) the Customer occupies a single site and in respect of which consumes in excess of 50MI/year; and
  - (c) in any year the Customer either:
    - (i) wishes to have the facility to substitute the Wholesaler's Water supply for all or part of the alternative source, or
    - (ii) uses that facility; and

- (d) Where the use of the facility referred to under paragraph (c) (ii) is made without prior notification to the Wholesaler of the wish to access the same then the Customer shall be deemed to have given notice of its wish to have the facility open to it in future years unless the Customer is disconnected from the Wholesaler's supply network.



## Part 2 The sewerage charge on a metered basis

### 1. Chargeable supplies

- 1.1 Subject to the provisions of this scheme, sewerage charges are payable on a metered basis where:
- (a) a metered supply of water has been recorded; or
  - (b) where the volume of a supply from any other source is provided to Business Stream's satisfaction; or
  - (c) where water is charged on an assessed basis.
- 1.2 The sewerage charge is not made on a metered basis where the quantity of the water supplied for two or more properties is measured by a single meter. Where an agreement is not in operation for both water and sewerage charges, an unmeasured basis of charging will be applied to each property based on rateable value or a fixed basis by agreement.
- 1.3 A reduced rate will be applied for the period of occupation where a private septic tank is drained, and then put to an intermediate sewer or drain. For Customers paying the reduced rate Business Stream shall, on request, facilitate the emptying of the private septic tank by the Wholesaler once per year.
- 1.4 The sewerage charge is subject to an annual charge in respect of surface water and/or groundwater drainage based on the chargeable area of the premise.
- (i) In this part of the scheme – “chargeable area”:
    - chargeable area includes:
      - the total site area of premises
      - even if the surface area is permeable
      - or where it is separate any point by a highway or other public right of way,
    - chargeable area excludes:
      - any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland,
      - an area of land on which by law no building is by law permitted
      - or an area of land which must exceed 10% of the total area of the property and Business Stream deems there is no surface or groundwater which drains either directly or indirectly to the public sewer.
  - (ii) where there is a common area belonging to a number of separately occupied premises, the charge relating to the common area, will be apportioned on a pro rata basis of the area of each individual premise;
  - (iii) where there is communication, other than by a highway, between a domestic premise and any other premise, being non-household premises or occupied by the same person. The charge for both such premises shall be determined by aggregating the total site areas of both such premises

and applying to such total area in accordance with this paragraph the scale of charges for premises other than household premises.

- (iv) Where the Customer can demonstrate to Business Stream's satisfaction no surface water or groundwater drains from that hereditament:
- directly or indirectly to a public sewer;
  - from any common area appurtenant to that hereditament;
  - all surface water and groundwater drainage forms part of measured trade effluent volume.

1.5 The charge shall cease to be payable from 1<sup>st</sup> April in the year the claim is made. The maximum rebate that will be given will be six years plus the current year's charges, or from the date of Customer occupation of the property if less than six years.

- (a) Where the Customer can demonstrate to Business Stream's satisfaction that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains in respect of that hereditament drainage are such that a proportion of surface water or groundwater drainage forms part of measured trade effluent volume, the charge shall be assessed to reflect that portion of the surface or groundwater drainage so measured.
- (b) Where the Customer successfully demonstrates to Business Stream a reduction in the chargeable site area and this moves the premise to lower band, the lower charge shall apply from 1 April in the year in which the application is successful.

## 2. Charges

Sewerage supply charges	
Fixed charge – per year	£52.58
Volumetric charge 0-500m <sup>3</sup> per year (pro-rated) - per m <sup>3</sup>	£1.9728
Volumetric charge 0.5-50MI per year (pro-rated) - per m <sup>3</sup>	£2.0856
Volumetric charge 50-250MI per year (pro-rated) - per m <sup>3</sup>	£1.6857
Volumetric charge 250MI+ per year (pro-rated) - per m <sup>3</sup>	£1.5386

Surface water drainage charge	
Band (surface area in square metres)	
A (0 ≤ 500 m <sup>2</sup> )	£56.67
B (> 500 ≤ 750 m <sup>2</sup> )	£113.35
C (> 750 ≤ 1,000 m <sup>2</sup> )	£170.03
D (> 1,000 ≤ 2,000 m <sup>2</sup> )	£226.71
E (> 2,000 ≤ 15,000 m <sup>2</sup> )	£453.41
F (> 15,000 ≤ 35,000 m <sup>2</sup> )	£3,400.56
G (> 35,000 ≤ 150,000 m <sup>2</sup> )	£7,934.64
H (> 150,000 m <sup>2</sup> )	£34,005.60

- 2.1 For the purposes of assessing the volume range the charge shall be applied to the total discharge at any separately metered individual set of premises in common ownership which is in receipt of a metered supply of water to those eligible premises and which is not currently subject to a separate agreement with respect to payment of sewerage charges.
- 2.2 The standing item is settled annually, calculated according to the use of the premises or if Business Stream so determines, where a statutory trade effluent consent or direction or trade effluent agreement is in force in respect of the premises, according to the maximum permissible hourly discharge rate of any matter other than trade effluent as assessed by Business Stream.
- 2.3 The sewerage item is calculated as 95% of the volume of water for the period 1 April to 31 March, unless the return to sewer is consistently in excess or below 95%, in such case the sewerage volume shall be reduced. This adjustment is a current year adjustment only:
- (a) This adjustment will not be applied to prior years unless:
- (i) The Customer receives the first measured account after the completion of a charging year, in this instance the adjustment to the volume will apply from the date of occupation or meter installation and approval; or

- (ii) Where a Customer lodges a written application for a reduction to the standard volume percentage and this is accepted by Business Stream, the reduction will apply from the date of receipt of the application.
  - (b) Where any quantity of water received is discharged as trade effluent separately this volume will be deducted prior to the sewerage calculation.
- 2.4 Where discharging via a septic tank the 95% assumption of volume return to sewer will be reduced to 70%.

## Part 3 The trade effluent charge

### 1. The charge

1.1 The trade effluent charge is payable in respect of the control, reception, treatment and disposal of trade effluent from eligible premises received into a public sewer or where the Customer has the benefit of a trade effluent agreement where the discharge of trade effluent is to the Wholesaler's waste water treatment works.

1.2 In this part of the scheme:

- (a) "the effluent" means trade effluent discharged (whether directly or indirectly) into a public sewer under a statutory consent of the Wholesaler or received at the Wholesaler's waste water treatment works;
- (b) "regional" refers to the Wholesaler's area of appointment as a sewerage undertaker as defined in the Instrument of Appointment;
- (c) References to "foul sewage" and "sludge" are to those at the Wholesaler's waste water treatment works.

1.3 Trade effluent charges are made and are subject to either:

- (a) minimum charge; or
- (b) charges calculated using the mogden formula.

The mogden formula is as follows:

$$\text{Unit charge (£ per m3)} = R + V + B \frac{Ot}{Os} + S \frac{St}{Ss}$$

Where:

- R The charge per cubic metre for the reception and conveyance of trade effluent
- V the cost per cubic metre of the preliminary treatment of foul sewage (including such preliminary treatment as is appropriate to the circumstances of the receiving waste water treatment works in question)
- O<sub>t</sub> the Chemical Oxygen Demand of the effluent
- O<sub>s</sub> the Chemical Oxygen Demand of the foul sewage
- B the cost per cubic metre of biological oxidation of foul sewage, together with such proportion of the sludge cost as may be attributable to the treatment and disposal of sludge arising from the said biological oxidation
- St settleable solids in the effluent

Ss settleable solids in the foul sewage

S such proportion as is not included in B of the average cost, per cubic metre of foul sewage received, of the treatment and disposal of sludge (the whole of such cost being referred to above as “the sludge”)

Ot, St, Os and Ss are derived after one hour’s quiescent settlement. Ot and St are adjusted to a pH of 7.

Ot and St are derived from the average strength of all chargeable samples taken over the previous 12-month period and fixed prior to the settlement calculation or according to the assessed strength of the effluent or the standard regional strength of the relevant type of trade effluent.

- (i) Where preliminary treatment, biological oxidation or sludge treatment is not normally provided or is provided only in part for the effluent, the whole or due proportion of the respective component V, B or S is omitted.
- (ii) Each of those values, and the due proportion under B and S, are ascertained by the Wholesaler. Costs are as calculated by the Wholesaler for the ensuing year.
- (iii) Different values and proportions may apply by agreement between the Wholesaler and the Customer.

## 2. Charges

2.1 For the year commencing 1 April 2023 the formula for calculation of the charges are as follows:

$$\text{Unit charge (£ per m}^3\text{)} = R + V + B \frac{Ot}{Os} + S \frac{St}{Ss}$$

Trade effluent charges	
Standard charges (forecast sewerage + effluent volume >500m <sup>3</sup> per year)	
Minimum charge – per year	£586.19
Reception (R) - 0-50Ml per year (pro-rated) - per m <sup>3</sup>	£0.6165
Reception (R) - 50-250Ml per year (pro-rated) - per m <sup>3</sup>	£0.3479
Reception (R) - >250Ml per year (pro-rated) - per m <sup>3</sup>	£0.2324
Volumetric (V) - per m <sup>3</sup>	£0.6096
Biological oxidation (B) - per m <sup>3</sup> at standard strength	£0.5528
Sludge treatment (S) - per m <sup>3</sup> at standard strength	£0.3652
Standard biological strength - Os	840
Standard sludge strength - Ss	335
Low user charges (forecast sewerage + effluent volume <500m <sup>3</sup> per year)	
Minimum charge – per year	£558.11
Reception (R) - 0-50Ml per year (pro-rated) - per m <sup>3</sup>	£0.5870
Reception (R) - 50-250Ml per year (pro-rated) - per m <sup>3</sup>	£0.3312
Reception (R) - >250Ml per year (pro-rated) - per m <sup>3</sup>	£0.2213
Volumetric (V) - per m <sup>3</sup>	£0.5805
Biological oxidation (B) - per m <sup>3</sup> at standard strength	£0.5264
Sludge treatment (S) - per m <sup>3</sup> at standard strength	£0.3477
Standard biological strength - Os	840
Standard sludge strength - Ss	335

2.2 For the purposes of assessing the volume range the charge shall be applied to the total trade effluent discharge at any separately metered individual set of eligible premises in common ownership which discharges trade effluent and which are not currently subject to a separate agreement with respect to payment of the reception charge.

- (a) Where effluent is discharged from premises which do not fulfil the statutory criteria for the definition of trade premises then the Wholesaler shall, at its discretion, assess the proportion of effluent that shall be charged as trade effluent where it is not possible or practicable to measure that effluent by meter.
- (b) The Customer shall become ineligible to the reduction in the standard charge in respect of the reception charge for discharges in excess of 50 thousand cubic metres if the Customer fails to comply with the Wholesaler's Code of Practice for the Control of Trade Effluent Draining to Public Sewers. In the case of such ineligibility, the standard charge shall be applied to all discharges for the

remainder of the year of charge from the date of ineligibility and a meter reading shall be taken by the Wholesaler for such purposes.

- 2.3 Where the Customer contributes to the reception and conveyance costs in relation to a discharge of trade effluent by way of separate agreement direct with the Wholesaler then the Wholesaler shall make an appropriate allowance as assessed by the Wholesaler in its total discretion to the basic unit R charge.
- 2.4 The standard strength for launderette effluent is: -
  - (a) Ot – Biological strength of launderette effluent – 750 mg/litre COD
  - (b) St – Sludge strength of launderette effluent – 50 mg/litre StS
- 2.5 Pro rata charges apply to the minimum charge as appropriate.



## Part 4 The unmeasured water supply charge

### 1. Chargeable supplies

- 1.1 The unmeasured water supply charge is applied to every piped supply of water to or habitually used in eligible premises and which is not charged on a measured basis for the period of occupation. Where a period of occupation of the premises is less than the full year, charges shall be apportioned on a daily basis.
- 1.2 Where water is supplied separately for a house within the curtilage of premises otherwise used for non-domestic purposes and which has a separate supply for those purposes, the house shall be treated as if it were a separate hereditament. Where applicable the rateable value of that premise shall be assessed by Business Stream on an appropriate part of the hereditament.
- 1.3 Where water is supplied by a common pipe for eligible premises or parts of eligible premises in the occupation of different persons they will be charged an unmeasured water supply charge for the supply to each as if supplied by a separate pipe.
- 1.4 Where water is supplied to two or more hereditaments on an unmeasured basis and such hereditaments merge to form a single property the Customer may opt to pay for the newly formed single hereditament based on the total sum of the rateable values for the separate hereditaments or on a metered basis.
- 1.5 Where the hereditament has undergone a material physical change or material change of use, a review of the unmeasured charge will take place.
- 1.6 Where the unmeasured water supply charge would otherwise be payable for the use of a supply for a premise having no piped supply within its boundary, it will not be payable where such use is either of piped supply elsewhere to a premise or of a meter piped supply elsewhere.

### 2. Charges

Water supply unmeasured charges	Excluding York Waterworks	York Waterworks
Standard user		
Fixed charge - per year	£52.54	£52.54
Rateable value charge (£ per £RV)	£1.9044	£1.1006
Low user		
Fixed charge - per year	£102.45	£80.21

## Part 5 The fixed water supply charge

### 1. Chargeable supplies

- 1.1 Business Stream shall have the power to apply the fixed water supply charge to any piped supply of water which satisfies the following criteria:
- (a) the premises served are not used wholly or in part as a house; and
  - (b) the maximum anticipated consumption of water at the premises is 30 cubic metres or less per annum.
- 1.2 Business Stream shall have the power to apply the fixed water supply charge to premises to which there is no piped supply of water, but which have access to communal facilities with a piped supply of water which satisfy the criterion in paragraph 1.1 (a) above unless the Customer accepts charges on the metered basis of charging for both water and sewerage services.
- 1.3 Where Business Stream exercises its power under 1.1 or 1.2 above and where the Customer is subject to the imposition of Value Added Tax on the piped supply of water, the fixed water supply charge shall be applied in the circumstances of paragraphs 1.1 and 1.2 above from 1 July 1990 or the date of occupation whichever shall be the later. Where the Customer is not subject to the imposition of Value Added Tax the fixed water supply charge shall be applied from 1st April of the year following the date of the survey by Business Stream.
- 1.4 Subject to the provisions of paragraph 1.1 above the Customer of any unmeasured or metered supply of water may apply to Business Stream to take it as a fixed water supply charge supply of water. Under such circumstances, the fixed water supply charge shall apply from 1st April of the year following the date of any agreement with Business Stream.
- 1.5 Once applied the fixed water supply charge shall apply until the end of the current year of charge and subject to (a) and (b) below shall be apportioned on a daily basis where a period of occupation of the premises is less than the full year. However:
- (a) where there is a change in the use of the supply of water to the premises; or
  - (b) where there is a change which results in the consumption of water in accordance with paragraph 1.1 above being in excess of 30 cubic metres Business Stream shall have the power to require the supply to be metered. In such circumstances the fixed water supply charge shall be apportioned on a daily basis until the date that the installation, type and size of the meter is approved by Business Stream.
- 1.6 Consumption due to leakage, waste, misuse or otherwise lost are subject to additional charges.

## 2. Charges

Water assessed non-household charges	Excluding York Waterworks	York Waterworks
Property size		
Fixed charge (low consumption) - per year	£102.45	£80.21
Small (145 m <sup>3</sup> ) - per year	£293.61	£186.14
Medium (255 m <sup>3</sup> ) - per year	£476.48	£287.46
Large (550 m <sup>3</sup> ) - per year	£964.36	£559.18
Extra large (1,000 m <sup>3</sup> ) - per year	£1,703.16	£971.08

## Part 6 The sewerage charge on an unmeasured basis

### 1. Chargeable supplies

- 1.1 Subject to the provisions of this Scheme the sewerage charge is payable on an unmeasured basis in respect of the period of occupation. This will be apportioned on a daily basis if less than a year.
- 1.2 Subject to the provisions of this Scheme the unmeasured sewerage charge is payable, for the period of occupation, where there is no water supply and no foul effluent connection to sewer, but which are connected either directly or through an intermediate sewer or drain to a public sewer for surface water drainage.
- 1.3 Business Stream shall have the power to apply the sewerage charge on the unmeasured basis to any hereditament which has the benefit of a measured supply of water or access to facilities where there is a measured supply of water. If the Customer of that measured supply of water does not agree with Business Stream to accept liability for measured sewerage charges for such hereditament.
- 1.4 Subject to the provisions of this Scheme a reduced rate will be applied for the period of occupation, where a property is drained via a private septic tank, and then to an intermediate sewer or drain. For Customers paying the reduced rate Business Stream shall, on request, facilitate the emptying of the said private septic tank once per year.
- 1.5 The sewerage charge is subject to charges in respect of surface water and/or groundwater drainage based on the chargeable area of the premise.
- (a) In this part of the scheme – “chargeable area”:
- chargeable area includes:
    - the total site area of premises
    - the curtilage thereof and all land held together therewith
    - even if the surface area is permeable
    - or where it is separate any point by a highway or other public right of way,
  - chargeable area excludes:
    - any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland,
    - an area of land on which by law no building is by law permitted
    - or an area of land which must exceed 10% of the total area of the property and Business Stream deems there is no surface or groundwater which drains either directly or indirectly to the public sewer.
- (b) For the purposes of (a) above:
- (iv) where there is a common area belonging to a number of separately occupied premises, the charge relating to the common area, will be apportioned on a pro rata basis of the area of each individual premise;

- (v) where there is communication, other than by a highway, between a domestic premise and any other premise, being non-household premises or occupied by the same person. The charge for both such premises shall be determined by aggregating the total site areas of both such premises and applying to such total area in accordance with this paragraph the scale of charges for premises other than household premises.
- (c) Where the Customer can demonstrate to Business Stream's satisfaction no surface water or groundwater drains from that hereditament
  - (i) directly or indirectly to a public sewer or
  - (ii) from any common area appurtenant to that hereditament,The charge shall cease to be payable from 1st April in the year in which the claim is made. The maximum rebate that will be given will be six years plus the current year's charges, or from your occupation date if you have occupied at the property less than six years.
- (d) Where the Customer makes an application with supporting evidence and can demonstrate to Business Stream's satisfaction a reduction in the chargeable site area and this moves the premise to a lower band, the lower charge shall apply from 1 April in the year in which the application is successful.

## 2. Charges

2.1 The unmeasured sewerage charge is the sum of:

- (i) a standing item
- (ii) a rateable value charge per pound of the rateable value of the hereditament
- (iii) a surface water charge based on the area of the hereditament

Unmeasured sewerage supply charges	
Standard charge	
Fixed charge - per year	£51.56
Rateable value charge (£ per £RV)	£2.1622
Low user charge	
Fixed charge - per year	£109.17

Unmeasured surface water drainage charge	
Band (surface area in square metres)	
A ( $0 \leq 500 \text{ m}^2$ ) - per year	£57.74
B ( $> 500 \leq 750 \text{ m}^2$ ) - per year	£115.50
C ( $> 750 \leq 1,000 \text{ m}^2$ ) - per year	£173.25
D ( $> 1,000 \leq 2,000 \text{ m}^2$ ) - per year	£231.00
E ( $> 2,000 \leq 15,000 \text{ m}^2$ ) - per year	£461.99
F ( $> 15,000 \leq 35,000 \text{ m}^2$ ) - per year	£3,464.95
G ( $> 35,000 \leq 150,000 \text{ m}^2$ ) - per year	£8,084.87
H ( $> 150,000 \text{ m}^2$ ) - per year	£34,649.45

## Part 7 The sewerage charge on a fixed basis

### 1. Chargeable supplies

- 1.1 Subject to the provisions of this Scheme the sewerage charge is payable in respect of every period of occupation of any premises which has the benefit of a supply of water or access to communal facilities with a piped supply of water and which is subject to the fixed water supply charge.
- 1.2 Once applied the fixed sewerage charge shall apply until the end of the current year of charge and subject to (a) and (b) below shall be apportioned on a daily basis where a period of occupation of the premises is less than the full year. However:
- (a) where there is a change in the use of the supply of water to the premises; or
- (b) where there is a change which results in the consumption of water in accordance with paragraph 1.1 of the fixed water charge, being in excess of 30 cubic metres, Business Stream shall have the power to require the premises to be metered. In such circumstances the fixed sewerage charge shall be apportioned on a daily basis until the date that the installation, type and size of the meter is approved by Business Stream.
- 1.3 The sewerage charge shall be subject to surface water and/or groundwater drainage based on the chargeable area of the eligible premises.
- (a) In this part of the scheme – “chargeable area”:
- chargeable area includes:
    - the total site area of premises
    - the curtilage thereof and all land held together therewith
    - even if the surface area is permeable
    - or where it is separate any point by a highway or other public right of way),
  - chargeable area excludes:
    - any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland,
    - an area of land on which by law no building is by law permitted
    - or an area of land which must exceed 10% of the total area of the property and Business Stream deems there is no surface or groundwater which drains either directly or indirectly to the public sewer.
- (b) where there is a common area belonging to a number of separately occupied premises the charge relating to the common area will be apportioned on a pro rata basis of the area of each individual premise;
- (c) where a property which has two premises, and these are not divided by a road. The charge will be aggregated based on the total site area.
- 1.4 Where the Customer can demonstrate to Business Stream’s satisfaction no surface water or groundwater drains from that hereditament;
- (i) directly or indirectly to a public sewer or

(ii) from any common area appurtenant to that hereditament,

The charge shall cease to be payable from 1st April in the year in which the claim is made. The maximum rebate that will be given will be six years plus the current year's charges, or from the date of Customer occupation of the property if less than six years.

- 1.5 Where the Customer makes an application with supporting evidence that successfully demonstrates to Business Stream's satisfaction a reduction in the chargeable site area and this moves the premise to a lower band, the lower charge shall apply from 1 April in the year in which the application is successful.

## 2. Charges

- 2.1 For the year commencing 1 April 2023 the charge shall be per table below.

Assessed sewerage charges	
Property size	
Fixed charge (low consumption) - per year	£109.17
Small (145 m <sup>3</sup> ) - per year	£326.10
Medium (255 m <sup>3</sup> ) - per year	£533.60
Large (550 m <sup>3</sup> ) - per year	£1,082.87
Extra large (1,000 m <sup>3</sup> ) - per year	£1,916.77

Assessed surface water drainage charge	
Band (surface area in square metres)	
A (0 ≤ 500 m <sup>2</sup> ) - per year	£57.74
B (> 500 ≤ 750 m <sup>2</sup> ) - per year	£115.50
C (> 750 ≤ 1,000 m <sup>2</sup> ) - per year	£173.25
D (> 1,000 ≤ 2,000 m <sup>2</sup> ) - per year	£231.00
E (> 2,000 ≤ 15,000 m <sup>2</sup> ) - per year	£461.99
F (> 15,000 ≤ 35,000 m <sup>2</sup> ) - per year	£3,464.95
G (> 35,000 ≤ 150,000 m <sup>2</sup> ) - per year	£8,084.87
H (> 150,000 m <sup>2</sup> ) - per year	£34,649.45



## **SECTION 3: NON PRIMARY CHARGES**

## Part 1 Metering services

### 1. Introduction

- 1.1 Business Stream is able to arrange the following metering services on behalf of a Customer:
- (a) meter accuracy testing,
  - (b) meter installation,
  - (c) meter exchange,
  - (d) meter repair and replacement,
  - (e) meter survey, and
  - (f) assistance with meter data logging.
- 1.2 The services are carried out by the Wholesaler.
- 1.3 It will be the responsibility of the Customer to ensure the Wholesaler has the required access to carry out the works.

### 2. Meter accuracy testing

Size of meter, mm.	Internal	External
15	£882.78	£1,043.74
20	£1,062.52	£1,183.95
25	£1,159.66	£1,266.97
30	£1,433.59	£1,532.43
40	£1,641.30	£1,710.50
50	£1,882.63	£2,121.26
> 50	quotation will be supplied	quotation will be supplied
Aborted visit	Full meter test charge	Full meter test charge

- 2.1 Where a Customer requests Business Stream to undertake an externally accredited accuracy test of a meter associated with a registered SPID, Business Stream will charge a fee which covers the cost of removing the meter, transporting it to the externally accredited organisation and providing a report on the meter's accuracy.
- 2.2 Business Stream will also charge for the installation of a replacement meter while the original meter is tested.
- 2.3 If the results show the meter is outside its accuracy range the meter test fee and meter exchange fee will not be payable.

### 3. Meter installation – standard meter

Activity	Charge	Abortive visit charge
Installation of internal meter	£194.99	£194.99
Installation of external meter	£194.99	£194.99

- 3.1 Where a Customer requests Business Stream to install a meter on a registered or potential SPID, Business Stream will charge the cost of installation based on a standard meter size of 15mm installed in an existing standard MSM type chamber.

### 4. Meter installation – non-standard meter

Activity	Charge	Abortive visit charge
Installation of internal meter	Quotation on request	Full quotation charges applicable
Installation of external meter		

- 4.1 Where a Customer requests Business Stream to install a non-standard meter on a registered or potential SPID, Business Stream will provide a quote for the installation.

- 4.2 Where the quote is not accepted the Meter Survey fee will be chargeable.

### 5. Meter exchange

Activity	Charge	Abortive visit charge
Change of Meter: size, model or location	Quotation on request	Full quotation charges applicable

- 5.1 Where a Customer requests Business Stream to change the size, model or location of an existing meter, Business Stream will charge based on the meter size and type and any associated civil/plumbing work required.

- 5.2 Business Stream will provide a quotation for the works and will only commence work once the quotation has been accepted by the Customer.

- 5.3 Where the quote is not accepted the Meter Survey fee will be chargeable.

### 6. Meter replacement and repair

Activity	Charge	Abortive visit charge
Meter repair/ replacement	£125.16	£125.16

- 6.1 Where a Customer requests the repair/replacement of a faulty meter and the meter is found to be working correctly, Business Stream will charge a survey fee.
- 6.2 In the event that the survey is aborted at the request of the Customer the full charge will still be payable.
- 6.3 Where the meter is found to be faulty no charge will be made.

## 7. Meter survey

Activity	Charge	Abortive visit charge
Meter survey	£125.16	£125.16

- 7.1 Where a Customer requests Business Stream to undertake a survey in relation to an existing meter or to facilitate the installation, removal or relocation of a meter associated with the supply to a registered or potential SPID, Business Stream will apply a charge.

## 8. Meter data logging equipment installation

Activity	Charge	Abortive visit charge
Survey	£112.20	£112.20
Logger cable installation (Standard)	£324.80	£88.98
Logger cable installation (Non-Standard)	Quotation on request	£88.98
Logger cable investigation (verification of no-data) flat-lining data logger	Quotation on request	

- 8.1 Where a Customer requests Business Stream to enable data logging equipment to be fitted to a compatible meter, Business Stream will charge the fee stated to install a pulse splitter unit and provide a pulsed output cable connector.
- 8.2 It will be the responsibility of the applicant to attach the data logging equipment once the pulsed cable connection is installed.
- 8.3 Where a Customer requests a data logging equipment to be fitted to a compatible meter and this requires modification of the existing set up, a quotation will be provided for the works, which will only commence work once the quotation has been accepted by the Customer.
- 8.4 Where a Customer requests investigation of the data logger cable Business Stream will charge a survey fee.

## 9. Meter logging equipment data

Activity	Charge
Provision to logger data (per annum)	£50.40
Provision to historic snapshot data (one off fee)	£35.00

- 9.1 Where Business Stream has attached data logging equipment to a non-household meter, this data can be provided to the Customer subject to an application being approved.
- (a) Business Stream will apply an annual charge for access to a platform where the data can be viewed and/or downloaded.
  - (b) Access will be provided for one year, after this period Customers will be required to reapply should they wish to continue receiving access to the data.
  - (c) Business Stream will charge a one-off fee for a historic snapshot of data for a single meter based on the applicant's date requirements.

## 10. Abortive visits

- 10.1 For all metering services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking a survey or any work and this is due to:
- (a) actions of the Customer, or
  - (b) erroneous information provided by the Customer.
- 10.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 2 Verification and deregistration of services

### 1. Introduction

- 1.1 Where a Customer considers that the meter details held in respect of a supply point are not correct, the Customer can request that the meter details are verified.
- 1.2 At the request of the Customer, Business Stream will request the Wholesaler for information.
- 1.3 Any data provided at Business Stream's discretion and in accordance with the market codes and Data Protection legislation.

### 2. Verification and confirmation of supply

Activity	Charge	Abortive visit charge
Desktop assessment for verification of services/ allowances and meter supply arrangements. Price is per service or supply point	£50.06	£50.06
Site visit for verification of services / allowances and meter details or meter supply arrangements	£125.16	£125.16
Complex verification of services / allowances and meter details or meter supply arrangements.	£225.29	£225.29

- 2.1 Following the request of a Customer to confirm services, allowances or meter details associated with a registered SPID, and this can be carried out using historic data and asset records without requiring a site visit, there will be a charge for the processing time associated with responding to the request.
- 2.2 Where the investigation has been carried out via a site visit, a site visit charge will apply.
- 2.3 Where the investigation requires a complex site survey spread across more than one premise or involving more than one meter, a charge will be applied.
- 2.4 Where data is found to be inaccurate then no charge will be made.

### 3. Reinstallation

Activity	
Standard verification of services/ allowances and meter supply arrangements. Price is per service or supply point	£50.06
Complex verification of services / allowances and meter details or meter supply arrangements	£225.29
Standard 15mm Meter Instalment	£225.29

- 3.1 Where the meter has been removed without authorisation a charge will be applied to cover the costs of re-surveying and installing a new meter.
- 3.2 Where the meter size is greater than 15mm a cost will be supplied via a plan proposed in advance of the installation.

#### 4. Change to market data

Activity	Charge	Abortive visit charge
Request that results in no data change in the market (gap site, deregistration)	£50.06	n/a

- 4.1 A charge will be applied if no market data changes as a result of certain Customer requests, these requests include:
  - (a) A gap site request and addition of service components.
  - (b) A de-registration of a supply point or removal of service component request.

#### 5. Abortive visits

- 5.1 For all verification and confirmation of supply arrangements covered by this Part, if the survey must be aborted at the request of the Customer the full charge will still be made when the Wholesaler is prevented from undertaking a survey or any work and this is due to:
  - (a) actions of the Customer, or
  - (b) erroneous information provided by the Customer.
- 5.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 3 Disconnection services

### 1. Introduction

- 1.1 A Customer may request that the water supply in respect of a Supply Point for which it is responsible is disconnected.
- 1.2 Business Stream may instigate disconnection for non-payment by the Customer of charges due.

### 2. Disconnection survey

- 2.1 Prior to a disconnection, a site survey will be conducted to determine:
- (a) if the disconnection requested is practicable to carrying out a temporary isolation, where possible install a temporary lock or remove the meter whilst on-site;
  - (b) whether the work associated with undertaking the disconnection requested is standard or non-standard;
  - (c) the cost of the disconnection.

### 3. Standard and non-standard disconnection processes

- 3.1 Standard disconnections are those disconnections where the disconnection can be executed on the first visit that requires no enabling works.
- 3.2 Non-standard disconnections are those disconnections which are charged by reference to a quotation for the work to be done.

### 4. Disconnection

Activity	Charge	Abortive visit charge
Perform standard disconnection (temp isolation)	£436.00	£436.00
Perform non-standard disconnection (temp isolation)	Quotation on request	Full charge applicable
Obtain warrant	£0.00	£0.00

- 4.1 Where there is a disconnection from the water supply, a charge will be applied for the installation of the lock or removal of the meter.
- 4.2 The disconnection charge will vary depending on whether it is a standard or non-standard disconnection.



- 4.3 Where a warrant must be obtained as part of a disconnection from the water supply, a charge will be applied to recover of any costs incurred to secure access to allow the work to be undertaken, including, but not limited to, legal costs.

## **5. Abortive visits**

- 5.1 An abortive visit charge will apply when the Wholesaler is prevented from undertaking a site survey or any work in connection with the provision of disconnection services and this is due to:
- (a) actions of the Customer, or
  - (b) erroneous information provided by the Customer.
- 5.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 4 Reconnection services

### 1. Introduction

- 1.1 Where the water supply has been disconnected, the Customer may request that the supply is reconnected.
- 1.2 A reconnection charge is payable by the Customer regardless of whether the disconnection was:
- (i) standard or non-standard; or
  - (ii) undertaken at the request of a Customer, or by Business Stream (for non-payment reasons).

### 2. Standard and non-standard reconnection processes

- 2.1 Standard reconnections are those reconnections that can be executed on the return visit and requires no enabling works.
- 2.2 Non-standard reconnections are those reconnections where enabling works are required and are charged by reference to a quotation for the work to be done.

### 3. Reconnection

Activity	Charge	Abortive visit charge
Standard reconnection (remove temp isolation)	£294.26	£294.26
Non-standard reconnection (remove temp isolation)	Quotation on request	Full charge applicable
Urgent reconnection	£294.26	£294.26

- 3.1 Where there is a reconnection to the water supply, a charge will be applied for the removal of the lock or re installation the meter.
- 3.2 The reconnection charge will vary depending on whether it is a standard or non-standard process.

### 4. Abortive visits

- 4.1 An abortive visit charge will apply when the Wholesaler is prevented from undertaking any work in connection with the provision of reconnection services and this is due to:
- (a) actions of the Customer, or

(b) erroneous information provided by the Customer.

4.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## Part 5 Water services

### 1. Relaying/repairing/renewing pipes (incl. replacement of lead pipes)

- 1.1 The Wholesaler 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 Customer owns and is responsible for the section of the service pipe that runs from the boundary of the premises to where it enters the building, including any stop taps fitted along its length. This is known as the supply pipe.

Activity	Charge	Abortive visit charge
Relaying/repairing private mains/ communication pipes and associated assets.	Quotation on request	Recovery of direct and indirect costs

- 1.3 Where a Customer requests a repair to a private main, communication or supply pipe and associated assets, a charge will be applied to recover all costs incurred associated with investigation, administration, statutory noticing, repair and reinstatement of the asset.

### 2. Fire hydrant services

- 2.1 On behalf of a Customer, Business Stream will request that the Wholesaler:
- (a) install a new fire hydrant;
  - (b) relocate an existing fire hydrant; and
  - (c) repair or renew an existing fire hydrant.

Activity	Charge	Abortive visit charge
The provision and maintenance of fire hydrants	Quotation on request	Recovery of direct and indirect costs

- 2.2 Where a Customer requests that the installation of a new fire hydrant or relocates an existing fire hydrant, Business Stream will provide the Customer with a quotation from the Wholesaler for the cost of the work.
- 2.3 Where a Customer requests repairs or renewal of an existing fire hydrant, Business Stream will provide the Customer with a quotation from the Wholesaler for the cost of the work.
- 2.4 If the site visit is aborted at the request of the Customer a charge will be applied to recover all costs if this is due to:

- (i) actions of the Customer, or
- (ii) erroneous information provided by the Customer.

### 3. Damage to assets and apparatus

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

Activity	Charge	Abortive visit charge
Damages and remedial work	Recovery of direct & indirect costs	Recovery of direct & indirect costs

- 3.3 For any damage to an asset or apparatus belonging to the Wholesaler under this Part, the Customer shall pay all costs incurred associated with investigation, administration, statutory noticing, Customer service loss or repair and reinstatement of the asset.
- 3.4 Where there is evidence that the Customer or any other third party has introduced fat, oil, grease or any other material that interrupts the free flow of the network, Business Stream may recharge all reasonable costs associated with the clearance of that blockage.

### 4. Inspections in respect of Water Industry Act 1991 Contraventions

- 4.1 The Wholesaler 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.
- 4.2 Following a water fittings regulations inspection where the Wholesaler has recorded breaches, the Wholesaler will issue a written report.
  - (a) This report will outline the work required to ensure compliance and a timescale for completion.
  - (b) If compliance is not achieved upon the Wholesaler's revisit, a notice will be issued under Section 75 of the Water Industry Act 1991.

## 5. Site visits

Activity	Charge	Abortive visit charge
Single visit	£207.20	£155.68
Extended visit	£414.40	

5.1 A charge will be applied where:

- (a) The Wholesaler has to make any further visits following the Section 75.
- (b) The Customer requests a visit to a premise to provide a water fittings inspection or on-site advice.

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

- (a) actions of the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate; or
- (b) erroneous information provided by the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate.

## 6. Standpipe services

6.1 On behalf of the Customer, Business Stream will apply for the hire of a standpipe.

Activity	Charge	Abortive visit charge
Hire charge	On application	On application
Unit volume charge	On application	On application

6.2 A charge is made for the hire and for the volume of water consumed.

## Part 6 Provision of information services

### 1. Introduction

- 1.1 At the request of the Customer, Business Stream will request the Wholesaler for information relating to a SPID/DPID.
- 1.2 Any data provided is at Business Stream's discretion and in accordance with the market codes and Data Protection legislation.

### 2. Provision of information charges

Activity	Charge	Abortive visit charge
Provision of Information (standard)	£50.06	n/a
Provision of Information (non-standard)	Quotation on request	n/a
Provision of information relating to trade effluent	£87.89 per enquiry	n/a

- 2.1 Where a Customer makes a request for standard information that is easily available relating to a single SPID/DPID a charge will be made.
- 2.2 Where a Customer makes a request for information relating to multiple SPID/DPIDs, or makes a complex request i.e. where the information is not easily available a quote will be provided. Work will only commence once the quote has been agreed by the Customer.
- 2.3 A charge will be applied for enquiries relating to sample testing, consent information, network information/ enquiries and waste water treatment.

## Part 7 Other charges

### 1. Cost of recovery charges

Activity	Charge (excluding VAT)
First cost of recovery charge	£75
Second cost of recovery charge	£100

- 1.1 If we don't receive your payment on time, we'll send you reminders to pay. If we still do not receive payment, we'll send you a letter stating that we have applied a charge of £75 excluding VAT to cover our costs of recovery.
- 1.2 If you still fail to pay your bill, a second recovery charge of £100 excluding VAT will be applied to your account and the case will be passed to one of our debt collection partners. We'll write to you to let you know if this happens.

### 2. Changes / amendments to data

Activity	Charge	Abortive visit charge
Amendments of third-party references (VoA, UPRN)	£50.06	n/a
Change of address	£50.06	n/a

- 2.1 A charge will be applied if no market data changes as a result of certain Customer requests, these requests include:
- (a) An update to a third party reference (i.e. VOA BA reference or UPRN) at supply point request.
  - (b) A change to the address at a supply point.

### 3. Water quality report

Activity	Charge	Abortive visit charge
Bespoke water quality report	£72.76	n/a

- 3.1 An annual water quality report will be provided on the Wholesaler's website free of charge. Where a Customer requests bespoke information such as a regular/scheduled water quality report or an ad hoc report, a charge will be applied.



## **4. Other goods and services**

- 4.1 The main services that Business Stream supplies are stated in this charging statement. Any other services will be provided at reasonable cost and these will be explained to you.

## Part 8 Trade effluent

### 1. Introduction

- 1.1 In addition to the main trade effluent services that attract Primary Charges covered in Part 3 of Section 2, there are a number of other trade effluent services that attract Non-Primary Charges.
- 1.2 In this part of the Scheme “harmful substances” means: Chemical constituents of the trade effluent discharge which may have a deleterious effect on the fabric of the sewerage system, sewage treatment processes, the disposal of treated sewage effluent or sewage sludge or which pose a threat to the health and safety of sewer workers or the public.

### 2. Consent applications

- 2.1 Business Stream will assist Customers with the submission of an application for a trade effluent consent to the Wholesaler.

### 3. Temporary consents

Activity	Charge	Abortive visit charge
Application for 1 temporary discharge consent	£309.67 per application	£232.24
Additional charge for discharge above 5m <sup>3</sup>	£2.16 per m <sup>3</sup> discharged	N/A

- 3.1 Customers may apply for 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) A temporary consent issued by the Wholesaler will be valid for six months, after which the consent will automatically terminate.
- (b) A temporary consent cannot be extended. Should a temporary discharge extend beyond six months duration then the Customer must submit a new temporary consent application.
- 3.2 Where the Wholesaler issues temporary consent, a charge will be applied.
- 3.3 In addition to the temporary consent charge, an additional charge will apply where the discharge is greater than 5 cubic metres

## 4. Consent application fee

Activity	Charge	Abortive visit charge
Application charge	£112.60	£84.46

- 4.1 Where a Customer applies for a trade effluent consent, a consent application fee will be applied, which is payable at the time of application.

## 5. Consent charge

Activity	Charge	Abortive visit charge
For consented flows, up to 5 cubic metres a day with no harmful substances	£292.12	£219.09
For consented flows, up to 5 cubic metres a day with harmful substances	£393.30	£294.97
For consented flows of more than 5 cubic metres a day with no harmful substances	£449.60	£337.20
For consented flows of more than 5 cubic metres a day with harmful substances	£607.08	£455.31

- 5.1 When a Customer is granted a trade effluent consent, a consent charge will be applied, which shall vary in accordance with the table above. It is payable when the consent is given.

## 6. Site visits to assess and verify application/variation

Activity	Charge	Abortive visit charge
Standard site visit within normal working hours (8.00am to 5.00pm)	£168.91	£126.68
Non-standard site visit within normal working hours (8am to 5pm)	Recovery of direct and indirect costs	Recovery of direct and indirect costs

- 6.1 A site visit to assess the sample point and related equipment is included in the Consent fee.
- 6.2 Where an additional site visit is required to establish that all requirements have been met to enable a trade effluent consent to be given or an amendment to a current trade effluent consent, a standard site visit charge will be applied where:
- the trade effluent consent requires more than one visit;
  - a site visit is requested by the Customer;
  - an assessment of the meter details is required;

- (d) an assessment of the equipment is required;
  - (e) an assessment of the trade effluent discharge point is required.
- 6.3 Where an additional site visit is required to establish that all requirements have been met to enable a trade effluent consent to be given or an amendment to a current trade effluent consent, a non-standard site visit charge will be applied where:
- (a) there is a need for a more complex investigation;
  - (b) a visit in conjunction with a member of either the Trade Effluent team or the Network Services team is required.

## 7. Unauthorised or non-compliant discharge of trade effluent

Activity	Charge	Abortive visit charge
Non-standard costs charge due to non compliance: <ul style="list-style-type: none"> <li>• Effluent tankering via road tanker</li> <li>• Hire of temporary Equipment/additional treatment equipment</li> <li>• Increased energy and chemical costs</li> <li>• Associated clean up costs</li> <li>• Associated manpower requirements</li> </ul>	Recovery of direct and indirect costs	Recovery of direct and indirect costs
Increased sampling activity	£928.55 per sample taken	N/A
Mitigation charge	Recovery of direct and indirect costs	N/A

- 7.1 A non-standard costs charge will be applied where there is additional activity outside of normal operations due to non-compliance with Trade Effluent Consent conditions, such as:
- (a) additional compliance meetings with Customers,
  - (b) investigation activity,
  - (c) administrative activities relating to non-compliance with trade effluent consent conditions,
  - (d) enforcement letters.
- 7.2 An increased sampling charge will be applied where there is a need for additional sampling activity outside of normal operations due to non-compliance with Trade Effluent Consent conditions.
- 7.3 The increased sampling charge is inclusive of the sample analysis, associated manpower and processing costs.

- 7.4 There will be a mitigation charge applied where there is a need for mitigating activity outside of normal operations due to non-compliance with Trade Effluent Consent conditions to protect Wholesaler Assets from failure. These activities may include but are not limited to:
- (a) tankering of effluent due to non-compliant discharge via Road tanker;
  - (b) hire of temporary equipment/additional treatment equipment to treat non-compliant Trade effluent discharges.;
  - (c) increased energy and chemical costs associated with treating non-compliant discharges;
  - (d) associated clean-up costs relating to any non-compliant Trade effluent discharge;
  - (e) associated manpower requirements to deal with non-compliant trade effluent breaches.
- 7.5 All charges in Section 7 will cover costs incurred as a result of non-compliant discharges of trade effluent.

## **8. Abortive visits**

- 8.1 An abortive visit charge will apply when the Wholesaler is prevented from undertaking any work in connection with trade effluent services and this is due to:
- (a) actions of the Customer, or
  - (b) erroneous information provided by the Customer.
- 8.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity.

## **SECTION 4: DEFINITIONS**

In this scheme, except where the context otherwise requires, words in the singular include the plural, and words in the plural include the singular.

“Business Stream” means Scottish Water Business Stream Limited;

“contracting retailer” per the Wholesale Retail Code;

“council” means a district council;

“eligible premises” per the Wholesale Retail Code;

“hereditament” means a unit of property which would have been shown as a separate item in the valuation list prepared under Part V of the General Rate Act 1967, and shall include a unit of property assessed as such by the Wholesaler and includes a hereditament deemed to be a single hereditament by virtue of the Rating (Caravan Sites) Act, 1976;

“house” means any building or part of a building which is occupied as a dwelling-house, whether or not a private dwelling-house, or which, if unoccupied, is likely to be so occupied (as defined under Section 219(1) of the Water Industry Act 1991);

“Instrument of Appointment” means the Instrument of Appointment as from time to time amended dated August 1989 made under the provisions of the Water Act 1989 whereby the Secretary of State for the Environment appointed the Wholesaler as the Water and Sewerage Undertaker for the areas described therein as from time to time applying;

“lock-up garage” means a hereditament having a floor space not exceeding 240 square feet and used as a lock-up garage, other than a hereditament which:

- (c) forms part of the premises in which a business of providing services for motor vehicles is carried on; or
- (d) is provided by the keeper of a hotel, inn, guest-house or boarding house and is used wholly or mainly for motor vehicles of guests therein; or
- (e) is used as a garage for a motor vehicle chargeable with duty under Schedules 2, 3 or 4 to the Vehicles (Excise) Act, 1971 (which Schedules comprise hackney carriages, tractors and goods vehicles), whether it is also used for any other vehicle or not;

“measured” means where the context permits both the metered and the fixed bases of charging in accordance with this scheme;

“non-household premises” means eligible premises;

“occupier” includes

- (a) any person who carries on a trade, business, manufacturing or other activity at such premises;
- (b) the person who is the occupier for the purpose of holding a licence to sell alcoholic drinks on such premises;

“person” includes anybody of persons corporate or unincorporated;

“premises” includes any interest in land and any easement or right in, to or over land and includes where the context permits “house” and “hereditament”;

“rateable value” means

- (a) where a hereditament appears in the Valuation List then the value so appearing unless that value is £1 or the hereditament has subsequently undergone a material physical change or material change of use; or
- (b) where either a) the hereditament appears in the Valuation List but the value is £1 or b) the hereditament has subsequently undergone a material physical change or material change of use or c) the hereditament does not appear at all in the Valuation List then such value as assessed or adopted by the Wholesaler as equivalent to a rateable value, subject at the option of the Customer to assessment by an individual arbitrator whose appointment shall be agreed by the Wholesaler and the Customer and who shall have the power to award costs within his award; or
- (c) where the hereditament was first occupied after 31 March 1990 and was supplied on or prior to 31 March 2000 with water by The York Waterworks Limited on an unmeasured basis then such value as assessed or adopted by
- (d) The York Waterworks Limited as equivalent to a rateable value;

References in this scheme to rateable value will be deemed to refer also to net annual value;

“scheme” refers to the charges set in conjunction with the ‘Wholesale charging rules issued by the Water Services Regulation Authority under sections 66E and 1171 of the Water Industry Act 1991’.

“the sewerage charge” means

- (a) The charge for standard sewerage and sewage treatment and disposal where premises
  - (iii) are drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer provided for foul water or surface water or both, or
  - (iv) are eligible premises which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting, or
  - (v) drain directly to a receiving waste water treatment works; and
- (b) the proportionate cost of the Wholesaler providing sewers by virtue of its duty under section 101A (1) of the Water Industry Act 1991; and
- (c) in respect of any eligible premises falling within (a) above the charge for surface water or groundwater drainage;



“sprinkler” means a rigid or flexible pipe or similar apparatus and accessories (including for the avoidance of doubt trickle irrigation systems) drawing water directly or indirectly from the mains whether by permanent or temporary connection and which is used attended or unattended for dispersing water from more than one outlet in such pipe or apparatus or in more than one direction whilst being operated externally to any house otherwise supplied;

“trade effluent” bears the same meaning as in Section 141 of the Water Industry Act 1991;

“valuation list” means the valuation list prepared under Part V of the General Rate Act 1967 as it stood at 31 March 1990;

“year” and “metered supply charging year” mean a period of twelve months commencing on 1 April;

“Wholesaler” means Yorkshire Water