

Business Stream

Charges scheme publication

2019-2020

This booklet contains the Business Stream non-household charges for customers whose wholesaler is Yorkshire Water – for the financial year 2019-2020.

A copy of this charges scheme is available on our website: www.business-stream.co.uk/yorkshire

business stream

A SCOTTISH WATER COMPANY



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Customer contact information

Our automated (24 hours) telephone service (call **0330 008 1055***) or website **www.business-stream.co.uk/yorkshire** can be used to: notify a change of address, make a debit/credit card payment, apply for Direct Debit, apply for instalments, request a copy bill or provide your own meter reading.

Our contact centre is open 8am-6pm Monday to Friday telephone: **0345 1 24 24 20***.

Address: **Business Stream, P.O. Box 1255, Bradford, BD1 9AE.**

In the event of an emergency, if you experience a potential public health issue (e.g. loss of supply, low pressure, taste, odour or discolouration of your water, or sewer flooding) you may contact Yorkshire Water wholesale directly on this phone number and they will investigate – **0333 414 9040***.

New customers and change of occupant

Any queries regarding new connections or change of occupant, including an estimate of charges payable, should be made to the address or telephone number set out above.

Head Office and Registered Office:
Business Stream 7 Lochside View, Edinburgh EH12 9DH

*0345 and 0330 numbers are charged at B.T. local rate; calls may be recorded.

1. Introduction

This is the Business Stream charges scheme for the year 2019-2020 which incorporates the charges scheme for the consumers previously supplied by The York Waterworks Limited (formerly Plc). All previous schemes of Yorkshire Water Business Services and The York Waterworks Limited are hereby revoked.

This scheme relates to charging periods commencing 1 April 2019.

Value added tax is payable at the standard rate on industrial water supplies that fall within Standard Industrial Classifications (SIC) 1-5. Water supplies to other classes of customer are at present zero rated. Consumers who do not provide sufficient details to Business Stream to determine their SIC will be charged VAT at the standard rate until they provide such details in writing to Business Stream.

Additional charges

The charges for all other services not mentioned in this document will be charged at a rate of the wholesale charge plus 12%, before the addition of VAT.

2. Interpretations

Reference to any statutory enactment or provision shall include any re-enactment, replacement or variation of the same.

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;
- › “consumer” means a person who is for the time being the person on whom liability to pay charges in respect of a supply of water would fall;
- › “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 Yorkshire Water 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 Yorkshire Water 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:
 - i) forms part of the premises in which a business of providing services for motor vehicles is carried on; or
 - ii) 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
 - iii) 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

i) 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

ii) 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 Yorkshire Water as equivalent to a rateable value, subject at the option of the consumer to assessment by an individual arbitrator whose appointment shall be agreed by Yorkshire Water and the consumer and who shall have the power to award costs within his award; or

iii) 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 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

i) 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

ii) are eligible premises which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting, or

iii) drain directly to a receiving waste water treatment works; and

(b) the proportionate cost of Yorkshire Water 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;

3. Summary of charges 2019-2020

All charges are subject to the addition of any Value Added Tax chargeable.

1. Water Supply charges (excluding York Waterworks)	
Unmeasured non-household	
Standing charge	£59.85
Rateable Value charge (p per £RV)	149.08
Fixed charge (low consumption)	£65.35
Measured non-household	
Standing charge	
0 ≤ 5 thousand cubic metres p.a.	£26.38
> 5 ≤ 50 thousand cubic metres p.a.	£26.38
> 50 ≤ 250 thousand cubic metres p.a.	£43.17
> 250 thousand cubic metres p.a.	£47.32
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m ³)	139.79
> 5 ≤ 50 thousand cubic metres p.a. (p/m ³)	139.30
Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m ³)	139.35
> 50 ≤ 250 thousand cubic metres p.a. (p/m ³)	88.27
> 250 thousand cubic metres p.a. (p/m ³)	74.68
2. Water assessed non-household charges (excluding York Waterworks)	
Property Size	
Fixed charge (low consumption)	£65.35
Small (145 m ³)	£229.08
Medium (255 m ³)	£382.85
Large (550 m ³)	£795.24
Extra Large (1,000 m ³)	£1,424.31
3. Sewerage supply charges	
Unmeasured non-household	
Standing charge	£11.34
Rateable Value charge (p per £RV)	178.43
Fixed charge (low consumption)	£69.36
Measured non-household	
Standing charge	
0 ≤ 5 thousand cubic metres p.a.	£28.48
> 5 ≤ 50 thousand cubic metres p.a.	£28.48
> 50 ≤ 250 thousand cubic metres p.a.	£43.17
> 250 thousand cubic metres p.a.	£47.32
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m ³)	170.29
> 5 ≤ 50 thousand cubic metres p.a. (p/m ³)	170.94

Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m3)	170.87
> 50 ≤ 250 thousand cubic metres p.a. (p/m3)	137.82
> 250 thousand cubic metres p.a. (p/m3)	123.69

4. Surface water charge	
Band (Surface area in square metres)*	
A (0 ≤ 500 m2)	£45.07
B (> 500 ≤ 750 m2)	£105.46
C (> 750 ≤ 1,000 m2)	£158.19
D (> 1,000 ≤ 2,000 m2)	£210.92
E (> 2,000 ≤ 15,000 m2)	£421.85
F (> 15,000 ≤ 35,000 m2)	£3,163.85
G (> 35,000 ≤ 150,000 m2)	£7,382.31
H (> 150,000 m2)	£31,638.47

*As of April 2019, the description for surface water Band B has been corrected from "B (> 500 < 700m2)" to "B (> 500 < 750m2)" and Band C has been corrected from "C (> 700 < 1,000m2)" to "C (> 750 < 1,000m2)"

5. Sewerage assessed non-household charges	
Property size	
Fixed charge (low consumption)	£69.36
Small (145 m3)	£252.10
Medium (255 m3)	£429.69
Large (550 m3)	£945.91
Extra Large (1,000 m3)	£1,704.45

6. Trade effluent charges	
Reception and Conveyance	
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m3)	49.44
>5 ≤ 50 thousand cubic metres p.a. (p/m3)	49.88
Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m3)	49.84
> 50 ≤ 250 thousand cubic metres p.a. (p/m3)	28.59
> 250 thousand cubic metres p.a. (p/m3)	19.29
(V) Preliminary Treatment Charge (p/m3)	48.85
(Bv) Biological Treatment (p/m3)	44.38
(S) Sludge Treatment (p/m3)	29.64
Minimum Charge (Annual)	£483.27
Standing charge	
0 ≤ 5 thousand cubic metres p.a.	£22.74
> 5 ≤ 50 thousand cubic metres p.a.	£22.74
> 50 ≤ 250 thousand cubic metres p.a.	£19.03
>250 thousand cubic metres p.a.	£21.17
(Os) Biological strength of combined sewage (COD)	840 mg/litre
(Ss) Sludge strength of combined sewage (StS)	335 mg/litre

7. Water supply charges York Waterworks

Unmeasured non-household	
Standing charge	£40.83
Rateable Value charge (p per £RV)	86.15
Fixed charge (low consumption)	£44.95
Measured non-household	
Standing charge	
0 ≤ 5 thousand cubic metres p.a.	£26.38
> 5 ≤ 50 thousand cubic metres p.a.	£26.38
> 50 ≤ 250 thousand cubic metres p.a.	£43.17
>250 thousand cubic metres p.a.	£47.32
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m ³)	79.76
> 5 ≤ 50 thousand cubic metres p.a. (p/m ³)	79.27
Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m ³)	79.32
> 50 ≤ 250 thousand cubic metres p.a. (p/m ³)	68.49
>250 thousand cubic metres p.a. (p/m ³)	67.66

8. Water assessed non-household charges York Waterworks

Property size	
Fixed charge (low consumption)	£44.95
Small (145 m ³)	£142.04
Medium (255 m ³)	£229.78
Large (550 m ³)	£465.09
Extra Large (1,000 m ³)	£824.04

4. The unmeasured water supply charge

A. Chargeable supplies

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.

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.

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.

4) Where water is supplied to two or more hereditaments on an unmeasured basis and such hereditaments merge to form a single property the consumer may opt to pay for the newly formed single hereditament on the basis of the total sum of the rateable values for the separate hereditaments or on a metered basis.

5) Where the hereditament has undergone a material physical change or material change of use, Yorkshire Water may assess or adopt a value equivalent to a rateable value, subject at the option of the consumer to assessment by an individual arbitrator, whose appointment shall be agreed by Yorkshire Water and the consumer, and who shall have the power to award costs within his award.

6) Subject to the provisions of this scheme, the annual assessed water charge is payable by consumers who elect to pay the annual assessed charge for the supply of water, where Yorkshire Water determines that it is impractical or unreasonably expensive to install a meter as per the scale of charges in section 4D below.

7) Field supplies will be charged on the same basis as a non-household charge.

B. Time for payment

The unmeasured water supply charge, is due for the full year in advance on 1 April, however:

- 1) If one half of the year's charge (together with any arrears) is paid by a date to be agreed by Business Stream, the balance need not be paid until the following 1 October.
- 2) If the consumer has given an undertaking to pay the charge by up to eight equal monthly instalments by direct debit on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the seven succeeding months and no arrears are due from a previous year, the full balance for the time being need not be paid so long as those instalments are duly paid.
- 3) If the consumer has given an undertaking to pay the charge by up to eight equal monthly instalments other than by direct debit by the 10th day or the 25th day of each of those months and no arrears are due from a previous year, the full balance for the time being need not be paid so long as those instalments are duly paid.
- 4) If the consumer has given an undertaking to pay the charge by up to ten equal monthly instalments by direct debit on the 1st day of each of those months and no arrears are due from a previous year, the full balance for the time being need not be paid so long as those instalments are duly paid.
- 5) Where the liability for the charge starts after the beginning of the year, the apportioned charge is due for the remainder of the year in advance on the day liability first occurs. However, if the day liability first occurs is prior to 1 October in that year and if the due proportion of half a full year's charge is paid on demand the other half need not be paid until 1 October.
- 6) Business Stream may apply a different charging period dependent upon the period of occupation of the premises in question.
- 7) Special payment arrangements can be agreed in other circumstances.
- 8) Business Stream reserves the right to apportion the charge in the event of bankruptcy or any other form of debt arrangement including but not limited to individual voluntary arrangements and debt relief orders.



C. The scale of charges

1) For the year commencing 1 April 2019, the charge for unmetered customers is the sum of the standing charge and a rateable value charge per pound of the rateable value of the hereditament.

1. Water Supply charges (excluding York Waterworks)	
Unmeasured non-household	
Standing charge	£59.85
Rateable Value charge (p per £RV)	149.08
Fixed charge (low consumption)	£65.35

7. Water supply charges York Waterworks	
Unmeasured non-household	
Standing charge	£40.83
Rateable Value charge (p per £RV)	86.15
Fixed charge (low consumption)	£44.95

Note: The York Waterworks poundage item referred to above shall be calculated on 100% of the rateable value of the hereditament. The charge for mixed use and other premises which remain to be charged on the unmeasured basis shall not be eligible for charging on an abated rateable value.

2) Assessed charges are due annually for the period 1 April to 31 March

2. Water assessed non-household charges (excluding York Waterworks)	
Property Size	
Fixed charge (low consumption)	£65.35
Small (145 m3)	£229.08
Medium (255 m3)	£382.85
Large (550 m3)	£795.24
Extra Large (1,000 m3)	£1,424.31

8. Water assessed non-household charges York Waterworks	
Property size	
Fixed charge (low consumption)	£44.95
Small (145 m3)	£142.04
Medium (255 m3)	£229.78
Large (550 m3)	£465.09
Extra Large (1,000 m3)	£824.04

3) The charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.

4) The charge for consumers who are liable for York Waterworks charges shall be no more than they would have been if the York Waterworks appointment had remained in place. Consumers receiving bills which they believe are of higher value should contact Business Stream see page 3.

5. The sewerage charge on an unmeasured basis

A. Chargeable supplies

1) Subject to the provisions of this scheme the sewerage charge is payable on an unmeasured basis in respect of the period of occupation of any eligible premises which has the benefit of an unmeasured supply of water. Where a period of occupation of the premises is less than the full year, charges shall be apportioned on a daily basis.

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 the premises are connected either directly or through an intermediate sewer or drain to a public sewer for surface water drainage.

3) 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 non-household customers paying the reduced rate Business Stream shall, on request, facilitate the emptying of the said private septic tank once per year.

4) 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 consumer of that measured supply of water does not agree with Business Stream to accept liability for measured sewerage charges for such hereditament.

5) Subject to the provisions of this scheme, the annual assessed sewerage charge is payable by consumers who elect to pay the annual assessed charge for the supply of water, where Yorkshire Water determines that it is impractical or unreasonably expensive to install a meter as per the scale of charges in section 5C below.

6) Surface Water Drainage – In respect of non-household premises, the sewerage charge shall be subject to surface water and/or groundwater drainage based on the chargeable area of the eligible premises.

i) In this part of the scheme “chargeable area” includes: the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but excludes: any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected, or an area of land which must exceed 10% of the total area of the property and Yorkshire Water deems there is no surface or groundwater which drains either directly or indirectly to the public sewer.

ii) For the purposes of i) above:

a) 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;

b) where there is communication, other than by a highway, between a household premises and any other premises, being non-household premises, 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.

iii) Where the customer can demonstrate to Yorkshire Water's satisfaction that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains from that hereditament a) directly or indirectly to a public sewer or b) 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 limited to six years, or from the date of customer occupation of the property if for less than six years. A rebate application form can be obtained by contacting Business Stream – see customer contact information page 3.

iv) Where the customer makes an application with supporting evidence and can demonstrate to Yorkshire Water's satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes such that it places the premises into a lower band for charging purposes, the lower charge shall apply from 1 April in the year in which the application with supporting evidence is provided.

B. Time for payment

The sewerage charge on an unmeasured basis is due for the full year in advance on 1 April. However:

- 1) If one half of the year's charge (together with any arrears) is paid by a date to be agreed by Business Stream, the balance need not be paid until the following 1 October.
- 2) If the customer has given an undertaking to pay the charge by up to eight equal monthly instalments by direct debit on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the seven succeeding months and no arrears are due from a previous year, the full balance for the time being need not be paid so long as those instalments are duly paid.
- 3) If the customer has given an undertaking to pay the charge by up to eight equal instalments other than by direct debit by the 10th day or the 25th day of each of those months and no arrears are due from a previous year, the full balance for the time being need not be paid so long as those instalments are duly paid.
- 4) If the customer has given an undertaking to pay the charge by up to ten equal monthly instalments by direct debit on the 1st day of each of those months and no arrears are due from a previous year, the full balance for the time being need not be paid so long as those instalments are duly paid.
- 5) Where the liability for the charge starts after the beginning of the year, the apportioned charge is due for the remainder of the year in advance on the day the liability first occurs. However, if the day liability first occurs is prior to 1 October in that year and if the due proportion of half a full year's charge is paid on demand the other half need not be paid until 1 October.
- 6) Business Stream may apply a different charging period dependent upon the period of occupation of the premises in question.
- 7) Special payment arrangements can be agreed in other circumstances.
- 8) Business Stream reserves the right to apportion the charge in the event of bankruptcy or any other form of debt arrangement including but not limited to individual voluntary arrangements and debt relief orders.

C. The scale of charges

1) For the year commencing 1 April 2019, the charge for unmetered customers is the sum of a standing item, a rateable value charge per pound of the rateable value of the hereditament, and a surface water charge based on the area of the hereditament.

3. Sewerage supply charges	
Unmeasured non-household	
Standing charge	£11.34
Rateable Value charge (p per £RV)	178.43
Fixed charge (low consumption)	£69.36
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m3)	170.29
> 5 ≤ 50 thousand cubic metres p.a. (p/m3)	170.94
Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m3)	170.87
> 50 ≤ 250 thousand cubic metres p.a. (p/m3)	137.82
> 250 thousand cubic metres p.a. (p/m3)	123.69
4. Surface water charge	
Band (Surface area in square metres)*	
A (0 ≤ 500 m2)	£45.07
B (> 500 ≤ 750 m2)	£105.46
C (> 750 ≤ 1,000 m2)	£158.19
D (> 1,000 ≤ 2,000 m2)	£210.92
E (> 2,000 ≤ 15,000 m2)	£421.85
F (> 15,000 ≤ 35,000 m2)	£3,163.85
G (> 35,000 ≤ 150,000 m2)	£7,382.31
H (> 150,000 m2)	£31,638.47

2) Assessed charges are due annually for the period 1 April to 31 March.

5. Sewerage assessed non-household charges	
Property size	
Fixed charge (low consumption)	£69.36
Small (145 m3)	£252.10
Medium (255 m3)	£429.69
Large (550 m3)	£945.91
Extra Large (1,000 m3)	£1,704.45

*As of April 2019, the description for surface water Band B has been corrected from "B (> 500 < 700m2)" to "B (> 500 < 750m2)" and Band C has been corrected from "C (> 700 < 1,000m2)" to "C (> 750 < 1,000m2)"

6. The metered water supply charge

A. Chargeable supplies

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 Yorkshire Water.

2) Unless and until the installation, type and size of the meter in question is approved or accepted by Yorkshire Water, one of the following bases of charging appropriate to the circumstances shall be applied by Business Stream:

- i) charge on the unmeasured basis (see section 4); or
- ii) charge on the fixed water supply charge basis (see section 8); or
- iii) charge on the metered basis by reference to a volume that is assessed by Yorkshire Water by reference to the bands set out in the Table sections 2 and 8 below.

2. Water assessed non-household charges (excluding York Waterworks)	
Property Size	
Fixed charge (low consumption)	£65.35
Small (145 m3)	£229.08
Medium (255 m3)	£382.85
Large (550 m3)	£795.24
Extra Large (1,000 m3)	£1,424.31

8. Water assessed non-household charges York Waterworks	
Property size	
Fixed charge (low consumption)	£44.95
Small (145 m3)	£142.04
Medium (255 m3)	£229.78
Large (550 m3)	£465.09
Extra Large (1,000 m3)	£824.04

3) Where two or more metered supplies feed the same premises occupied by the same consumer, the standing item charge will be made separately for each supply unless:

- i) the supplies in question are field supplies; or
- ii) such arrangement is for Business Stream's own convenience.

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 Yorkshire Water's Code of Practice on leakage for domestic customers and the Water (Meters) Regulations 1988.

5) Where a premise receives a metered piped supply of water and one or more piped supplies of water to those premises are either unmetered or the meter is damaged then a charge shall be raised in relation to such piped supplies using the principles in paragraph 2) above.

6) Business Stream shall have the power to estimate the consumption in respect of any metered piped supply of water provided that the meter shall be read at least once in any metered supply charging year (unless circumstances outside the company's control prevent such a reading from being obtained). A consumer has the right to provide his own reading upon receipt of an estimated bill.

7) It is the policy of Yorkshire Water to provide all new supplies and all existing metered supplies of water to non-household premises by measure. Other than in accordance with the provisions of Section 8.A.4) where the premises are served by a metered supply of water the consumer shall not have the right to be charged on an unmeasured basis. In addition, it is the policy of Yorkshire Water to require consumers with sprinklers or swimming pools or other conditions prescribed by regulations made under the Water Industry Act 1991 to pay for the supply on the basis of the metered water supply charge. Subject to the requirements of this latter policy where the hereditament is used in part only as a house and in part for non-household purposes (mixed use) and the maximum anticipated consumption of the water used in the course of any non-household activity at the hereditament is assessed by Yorkshire Water to be 30 cubic metres or less per annum then the supply shall be treated as if it were a household premises and shall remain being charged on an unmeasured basis.

8) Where a new water supply is created by any person in contravention of the policy referred to in paragraph 7) above and/or Yorkshire Water conditions of connection resulting in no meter being provided, then a charge shall be levied in relation to such piped supply on either:

a) the fixed water supply charge basis, if appropriate; or

b) charge on the metered basis by reference to a volume that is assessed by Yorkshire Water unless and until a meter is installed, the type and size of which is approved or accepted by Yorkshire Water.

B. Time for payment

1) The metered water supply charge is payable

i) As to the volume item on demand when the volume supplied for any period has been ascertained, assessed or estimated, and

ii) As to the standing item in equal instalments upon demand.

2) Consumers will normally be billed quarterly. However:

i) If the consumer has given an undertaking to pay the charge through the Business Stream budget plan with twelve equal monthly instalments on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the eleven succeeding months on each of those months, the full balance for the time being need not be paid so long as those instalments are duly paid.

ii) Where consumers use in excess of 250 thousand cubic metres of water they may be eligible to pay by budget plan based on estimates of annual usage.

iii) Business Stream may apply a different charging period dependent upon the period of occupation of the premises in question.

iv) Special payment arrangements can be agreed in other circumstances.

C. The scale of charges

1) For the year commencing 1 April 2019 the charges are as stated below. The charge consists of the sum of a standing item, and a volume item which varies in accordance with Table sections 1 and 7 below.

2) The volume item applies to the period 1 April 2019 to 31 March 2020 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.

3) 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.

4) The charge for consumers who are liable for York Waterworks charges shall be no more than they would have been if the York Waterworks appointment had remained in place. Consumers receiving bills which they believe are of higher value should contact Business Stream, see customer contact information page 3.

5) The consumer shall become ineligible to the reduction in the standard charge for consumption in excess of 50 thousand cubic metres if the metered water supply charges are overdue for a period of 56 days unless the consumer has a payment arrangement agreed with Business Stream or there is a dispute on substantial grounds as to provision of the service in respect of which the charge relates. In the case of such ineligibility the standard charge shall be applied to all consumption for the remainder of the metered supply charging year from the date of ineligibility and a meter reading shall be taken by Business Stream for such purposes.

6) The charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.

7) Where:

i) the consumer 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 a Yorkshire Water supply; and

ii) the consumer occupies a single site and in respect of which consumes in excess of 50Ml/year; and

iii) in any year the consumer either a) wishes to have the facility to substitute a Yorkshire Water supply for all or part of the alternative source, or b) uses that facility; and



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iv) Where the use of the facility referred to under iii) b) is made without prior notification to Yorkshire Water of the wish to access the same then the consumer shall be deemed to have given notice of its wish to have the facility open to it in future years unless the consumer is disconnected from Yorkshire Water's supply network.

1. Water Supply charges (excluding York Waterworks)	
Measured non-household	
Standing charge	
0 ≤ 5 thousand cubic metres p.a.	£26.38
> 5 ≤ 50 thousand cubic metres p.a.	£26.38
> 50 ≤ 250 thousand cubic metres p.a.	£43.17
> 250 thousand cubic metres p.a.	£47.32
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m ³)	139.79
> 5 ≤ 50 thousand cubic metres p.a. (p/m ³)	139.30
Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m ³)	139.35
> 50 ≤ 250 thousand cubic metres p.a. (p/m ³)	88.27
> 250 thousand cubic metres p.a. (p/m ³)	74.68
7. Water supply charges York Waterworks	
Measured non-household	
Standing charge	
0 ≤ 5 thousand cubic metres p.a.	£26.38
> 5 ≤ 50 thousand cubic metres p.a.	£26.38
> 50 ≤ 250 thousand cubic metres p.a.	£43.17
>250 thousand cubic metres p.a.	£47.32
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m ³)	79.76
> 5 ≤ 50 thousand cubic metres p.a. (p/m ³)	79.27
Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m ³)	79.32
> 50 ≤ 250 thousand cubic metres p.a. (p/m ³)	68.49
>250 thousand cubic metres p.a. (p/m ³)	67.66

7. The sewerage charge on a metered basis

A. Chargeable supplies

1) Subject to the provisions of this scheme, sewerage charges are payable on a metered basis where:

- i) a metered supply of water from Yorkshire Water or any other water undertaker has been recorded; or
- ii) where the volume of a supply from any other source is provided to Yorkshire Water's satisfaction; or
- iii) where water is charged on an assessed basis.

2) The sewerage charge is not made on a metered basis where the quantity of the water supplied for two or more hereditaments is measured by a single meter, unless the consumer of the metered water supply charge for that supply agrees arrangements with Business Stream for payment also of the sewerage charge on a metered basis for those hereditaments. Where an agreement is not in operation for both water and sewerage charges, an unmeasured basis of charging will be applied to each hereditament based on rateable value or a fixed basis by agreement.

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 consumers paying the reduced rate Business Stream shall on request facilitate the emptying of the private septic tank by Yorkshire Water once per year.

4) Surface Water Drainage – In respect of non-household premises, the sewerage charge shall be subject to surface water and/or groundwater drainage based on the chargeable area of the eligible premises.

i) In this part of the scheme "chargeable area" includes: the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but excludes: any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected, 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) For the purposes of i) above:

a) 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;

b) where there is communication, other than by a highway, between a household premises and any other premises, being non-household premises, 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.

iii) If in the case of any premises the customer incurs expense in order to satisfy Business Stream as to the site area of the premises, resulting in the application of a lower charge, Business Stream will reimburse to such consumer the professional surveyor's fees reasonably so incurred.

iv) 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 from that hereditament a) directly or indirectly to a public sewer or b) from any common area appurtenant to that hereditament or c) all surface water and groundwater drainage forms part of measured trade effluent volume, 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 for less than six years. A rebate application form can be obtained by contacting Business Stream – see customer contact information page 3.

v) Where the customer makes an application with supporting evidence and can demonstrate to Business Stream's satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes such that it places the premises into a lower band for charging purposes, the lower charge shall apply from 1 April in the year in which the application with supporting evidence is provided to Business Stream.

5) 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 premises and which is not currently subject to a separate agreement with respect to payment of sewerage charges.

6) The consumer shall become ineligible to the reduction in the standard charge for discharges in excess of 50 thousand cubic metres if the sewerage charges on a metered basis are overdue for a period of 56 days unless the consumer has a payment arrangement agreed with Business Stream or there is a dispute on substantial grounds as to provision of the service in respect of which the charge relates. In the case of such ineligibility the standard charge shall be applied to all discharges for the remainder of the metered supply charging year from the date of ineligibility and a meter reading shall be taken by Business Stream for such purposes.

7) 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.

8) The volume item is calculated as 95% of the volume of water (after first deducting any quantity of water received which is discharged separately as trade effluent) for the period 1 April to 31 March, unless:

i) Business Stream assesses that in relation to a particular class of premises or any individual premises that a figure in excess of 95% of the water received at the premises is being returned to sewer on an average long-term basis in which circumstances the volume item shall be applied to an increased total volume percentage representing that average long-term return; or

ii) Business Stream assesses or the consumer can show to Business Stream's satisfaction that in relation to a particular class of premises or any individual premises that a figure less than 95% of the water received at the premises is being returned to sewer on an average long-term basis in which circumstances the volume item shall be applied to a reduced total volume percentage representing that average long-term return.

9) Such increase or reduction to the standard 95% volume percentage will be a current year adjustment only and will not be applied to earlier years except:

i) Where a consumer receives the first measured account after the completion of a charging year, the increase or reduction to the volume will apply from the date of occupation or meter installation and approval; or

ii) Where a consumer 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.

10) Where discharging via a septic tank the 95% assumption of volume return to sewer will be reduced to 70%.

B. Time for payment

1) The sewerage charge on a metered basis is payable:

i) As to the volume item on demand when the relevant volume for any period has been ascertained, assessed or estimated, and

ii) As to the standing item in equal instalments upon demand.

2) Consumers shall normally be billed quarterly. However:

i) If the consumer has given an undertaking to pay the charge through the Business Stream budget plan with twelve equal monthly instalments on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the eleven succeeding months on each of those months, the full balance for the time being need not be paid so long as those instalments are duly paid.

ii) Consumers who are eligible to pay the metered water supply charge in accordance with the budget plan referred to at 6. B may be eligible to pay the sewerage charge on a metered basis by budget plan.

iii) Business Stream may apply a different charging period dependent upon the period of occupation of the premises in question.

iv) Special payment arrangements can be agreed in other circumstances.



C. The scale of charges

1) For the year commencing 1 April 2019 the charges are as stated below. The charge consists of the sum of a standing item, and a volume item which varies in accordance with Table sections 3 and 4 below.

2) The volume item applies to the period 1 April 2019 to 31 March 2020 and an apportionment shall be made on a daily basis in respect of meter readings which are outside of the period.

3. Sewerage supply charges	
Measured non-household	
Standing charge	
0 ≤ 5 thousand cubic metres p.a.	£28.48
> 5 ≤ 50 thousand cubic metres p.a.	£28.48
> 50 ≤ 250 thousand cubic metres p.a.	£43.17
> 250 thousand cubic metres p.a.	£47.32
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m ³)	170.29
> 5 ≤ 50 thousand cubic metres p.a. (p/m ³)	170.94
Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m ³)	170.87
> 50 ≤ 250 thousand cubic metres p.a. (p/m ³)	137.82
> 250 thousand cubic metres p.a. (p/m ³)	123.69
4. Surface water charge	
Band (Surface area in square metres)*	
A (0 ≤ 500 m ²)	£45.07
B (> 500 ≤ 750 m ²)	£105.46
C (> 750 ≤ 1,000 m ²)	£158.19
D (> 1,000 ≤ 2,000 m ²)	£210.92
E (> 2,000 ≤ 15,000 m ²)	£421.85
F (> 15,000 ≤ 35,000 m ²)	£3,163.85
G (> 35,000 ≤ 150,000 m ²)	£7,382.31
H (> 150,000 m ²)	£31,638.47

*As of April 2019, the description for surface water Band B has been corrected from "B (> 500 < 700m²)" to "B (> 500 < 750m²)" and Band C has been corrected from "C (> 700 < 1,000m²)" to "C (> 750 < 1,000m²)"

8. The fixed water supply charge

A. Chargeable supplies

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:

- i) the premises served are not used wholly or in part as a house; and
- ii) the maximum anticipated consumption of water at the premises is 30 cubic metres or less per annum.

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) above unless one consumer accepts charges on the metered basis of charging for both water and sewerage services.

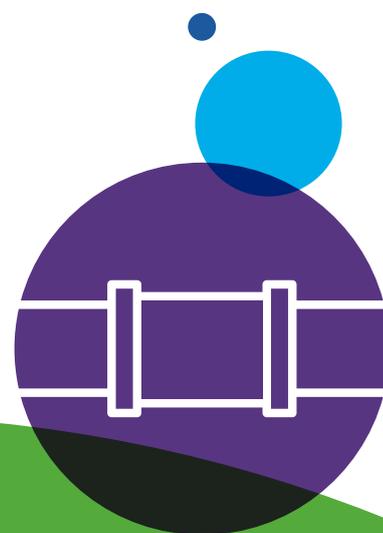
3) Where Business Stream exercises its power under 1) or 2) above and where the consumer is subject to the imposition of Value Added Tax on the piped supply of water, the fixed water supply charge shall be applied in the circumstances of paragraphs 1) and 2) above from 1 July 1990 or the date of occupation whichever shall be the later. Where the consumer 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.

4) Subject to the provisions of paragraph 1) above the consumer 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.

5) Once applied the fixed water supply charge shall apply until the end of the current year of charge and subject to i) and ii) below shall be apportioned on a daily basis where a period of occupation of the premises is less than the full year. However:

- i) where there is a change in the use of the supply of water to the premises; or
- ii) where there is a change which results in the consumption of water in accordance with paragraph 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.

6) Consumption due to leakage, waste, misuse or otherwise lost are subject to additional charges.



B. Time for payment

The fixed water supply charge is payable in advance in equal half-yearly instalments on 1 April and 1 October.

However, if the consumer has given an undertaking to pay the charge through the Business Stream budget plan with twelve equal monthly instalments on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the eleven succeeding months on each of those months, the full balance for the time being need not be paid so long as those instalments are duly paid.

Business Stream reserves the right to apportion the charge in the event of bankruptcy or any other form of debt arrangement including but not limited to individual voluntary arrangements and debt relief orders.

C. The scale of charges

1) For the year commencing 1 April 2019 the charge shall be per Table sections 1 and 7 below.

2) The charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.

1. Water Supply charges (excluding York Waterworks)	
Unmeasured non-household	
Fixed charge (low consumption)	£65.35

7. Water supply charges York Waterworks	
Unmeasured non-household	
Fixed charge (low consumption)	£44.95



9. The sewerage charge on a fixed basis

A. Chargeable supplies

1) Subject to the provisions of this scheme the sewerage charge is payable on a fixed basis 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.

2) Once applied the fixed sewerage charge shall apply until the end of the current year of charge and subject to i) and ii) below shall be apportioned on a daily basis where a period of occupation of the premises is less than the full year. However:

i) where there is a change in the use of the supply of water to the premises; or

ii) where there is a change which results in the consumption of water in accordance with paragraph 1) above 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.

3) Surface Water Drainage – In respect of non-household premises, the sewerage charge shall be subject to surface water and/or groundwater drainage based on the chargeable area of the eligible premises.

i) In this part of the scheme “chargeable area” includes: the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but excludes: any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected, 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) For the purposes of i) above:

a) 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;

b) where there is communication, other than by a highway, between a household premises and any other premises, being non-household premises, 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.

iii) If in the case of any premises the customer incurs expense in order to satisfy Business Stream as to the site area of the premises, resulting in the application of a lower charge, Business Stream will reimburse to such consumer the professional surveyor’s fees reasonably so incurred.

iv) 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 from that hereditament a) directly or indirectly to a public sewer or b) 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 years charges, or from the date of customer occupation of the property if for less than six years. A rebate application form can be obtained by contacting Business Stream – see customer contact information page 3.

v) Where the customer makes an application with supporting evidence and can demonstrate to Business Stream’s satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes such that it places the premises into a lower band for charging purposes, the lower charge shall apply from 1 April in the year in which the application with supporting evidence is provided to Business Stream.

B. Time for payment

The sewerage charge on a Fixed Basis is payable in advance in equal half-yearly instalments on 1 April and 1 October.

However, if the consumer has given an undertaking to pay the charge through the Business Stream budget plan with twelve equal monthly instalments on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the eleven succeeding months on each of those months, the full balance for the time being need not be paid so long as those instalments are duly paid.

Business Stream reserves the right to apportion the charge in the event of bankruptcy or any other form of debt arrangement including but not limited to individual voluntary arrangements and debt relief orders.

C. The scale of charges

1) For the year commencing 1 April 2019 the charge shall be per Table section 3 below.

3. Sewerage supply charges	
Unmeasured non-household	
Fixed charge (low consumption)	£69.36

10. The trade effluent charge

A. The charge

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 consumer has the benefit of a trade effluent agreement where the discharge of trade effluent is to a Yorkshire Water waste water treatment works.

2) In this part of the scheme:

“the effluent” means trade effluent discharged (whether directly or indirectly) into a public sewer under a statutory consent of Yorkshire Water or received at a Yorkshire Water waste water treatment works;

“regional” refers to Yorkshire Water’s area of appointment as a sewerage undertaker as defined in the Instrument of Appointment;

References to “foul sewage” and “sludge” are to those at Yorkshire Water’s waste water treatment works.

3) Trade effluent charges are made and are subject to either:

- i) minimum charge; or
- ii) charges calculated using the mogden formula.

4) The mogden formula is as follows:

Unit Charge = R + V +
(Ot) B + (St) S

(Os)
(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)

Ot= the Chemical Oxygen Demand of the effluent

Os= 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 Yorkshire Water. Costs are as calculated by Yorkshire Water for the ensuing year.
 - iii) Different values and proportions may apply by agreement between Yorkshire Water and the customer.
- 5) 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.
- i) Where effluent is discharged from premises which do not fulfil the statutory criteria for the definition of trade premises then Yorkshire Water 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.
 - ii) 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 consumer fails to comply with Yorkshire Water'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 Yorkshire Water for such purposes.
- 6) Where the non-household customer makes a contribution to the reception and conveyance costs in relation to a discharge of trade effluent by way of separate agreement direct with Yorkshire Water then Yorkshire Water shall make an appropriate allowance as assessed by Yorkshire Water in its total discretion to the basic unit R charge.
- 7) The standard strength for launderette effluent is: -
- i) Ot – Biological strength of launderette effluent – 750 mg/litre COD
 - ii) St – Sludge strength of launderette effluent – 50 mg/litre StS
- 8) Pro rata charges apply to the minimum charge as appropriate.

B. The scale of charges

1) For the year commencing 1 April 2019 the basic unit charges and strength values are shown in Table section 6 below:

6. Trade effluent charges	
Reception and Conveyance	
Volumetric charge ≤ 50 thousand cubic metres p.a.	
0 ≤ 5 thousand cubic metres p.a. (p/m ³)	49.44
>5 ≤ 50 thousand cubic metres p.a. (p/m ³)	49.88
Volumetric charge > 50 thousand cubic metres p.a.	
0 ≤ 50 thousand cubic metres p.a. (p/m ³)	49.84
> 50 ≤ 250 thousand cubic metres p.a. (p/m ³)	28.59
> 250 thousand cubic metres p.a. (p/m ³)	19.29
(V) Preliminary Treatment Charge (p/m ³)	48.85
(Bv) Biological Treatment (p/m ³)	44.38
(S) Sludge Treatment (p/m ³)	29.64
Minimum Charge (Annual)	£483.27
Standing charge	
0 ≤ 5 thousand cubic metres p.a.	£22.74
> 5 ≤ 50 thousand cubic metres p.a.	£22.74
> 50 ≤ 250 thousand cubic metres p.a.	£19.03
>250 thousand cubic metres p.a.	£21.17
(Os) Biological strength of combined sewage (COD)	840 mg/litre
(Ss) Sludge strength of combined sewage (StS)	335 mg/litre

11. How and where to pay your bill

Direct Debit

The easiest way to pay your bill is by direct debit. You can pay in full, half yearly, monthly or fortnightly. Where possible we offer a choice of payment dates. Call us on **0345 1 24 24 20** or visit www.business-stream.co.uk/yorkshire. The arrangement carries forward from year to year. You can cancel the arrangement at any time by contacting your Bank or Building Society. Please also notify us.

Debit or credit Card

Visit our secure internet service at www.business-stream.co.uk/yorkshire. or phone on **0345 1 24 24 20** or our automated service on **0330 008 1055** (24hrs). You'll need your customer reference number and card. Please note we don't accept American Express.

At a Post Office

Pay free of charge if you use your barcoded bill and pay in cash or by debit card at any Post Office.

Pay by BACS or telephone banking

If you would like to pay this way, you will need to use the sort code XX-XX-XX and account number XXXXXXXX, alongside your customer reference number. This is the long number at the top of your water bill.

At a Bank

Sign and date the correct payment slip and hand in the whole bill with your payment. Please make cheques payable to "**Business Stream**" and write your customer reference number on the back. Please also ensure you submit one cheque for each payment slip, otherwise the bank may not be able to accept your payment.

12. Complaints procedure explained

We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any comments you may have, and always try to answer queries and resolve complaints quickly and in full.

How will you deal with my complaint?

If you call us, we'll try to answer your complaint immediately. If we can't, we'll arrange for a specialist advisor to call you back.

If you write to us, by letter or e-mail, we'll look into the problem and reply within ten working days. If we fail to do this, we'll give you an automatic payment of £20 under our Business Customer Charter. If you'd like a copy of our Business Customer Charter, please contact us or visit our website: **www.business-stream.co.uk**

If we're taking action against you to recover unpaid charges, we'll withhold action whilst we investigate your complaint if it relates to your bill.

How do we put things right?

We'll investigate your complaint and try to resolve it fully. We'll apologise if we've made a mistake or if we've inconvenienced you, and we'll do everything we can to put things right as soon as possible.

Can I claim for compensation?

If we fail to meet any of our standards, we'll pay you compensation in line with our Business Customer Charter.

We'll consider claims for compensation in respect of any loss we cause. Similarly, if we've caused you particular hardship or inconvenience you can claim for compensation and we'll take into account your circumstances when settling your claim.

Can I have my complaint reviewed?

If you're not satisfied with the outcome of your complaint or claim, or the way we've handled it, you can request a formal review. Please contact us without delay, explaining why you remain dissatisfied and what action you would like us to take. The review will be independent of the original investigations and may overturn the previous decision if appropriate. We'll let you know the outcome of our review within 10 working days. If we fail to do this, we'll give you an automatic payment under our Customer Charter.

Can I get an independent review?

If you're still unhappy with the outcome of your complaint or claim, you can contact Consumer Council for Water Northern for an independent review, by calling **0300 034 2222** or writing to: Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, West Midlands B2 4AJ.

Alternatively, you may e-mail **yorkshire@ccwater.org.uk**

For text telephone (minicom) please contact **0121 345 1010**.

What is Consumer Council for Water Northern?

Consumer Council for Water is an independent national body set up to protect your interests and to champion customer issues. The Consumer Council for Water Northern will investigate customer complaints relating to our business activities. The Northern office and committee may then act on your behalf to try and resolve your complaint with us.

Under the Water Industry Act 1991, the industry regulator, Water Services Regulation Authority (Ofwat) or an independent arbitrator may settle certain disputes. Where this is appropriate, we'll explain the action you can take – or you may prefer to seek advice from the Consumer Council for Water Northern or another independent advice agency.

Using this complaints procedure doesn't affect any other legal rights you may have.

