

# SSE Water Ltd Charges Scheme for customers in England

2018/2019



This document contains the SSE Water (the Company) Charges Scheme for 2018/19 (the Scheme).

The Scheme is made by the Company pursuant to the provisions of the Water Industry Act 1991 (the Act) and of the Instrument of Appointment (the Licence) made under sections 11 and 14 of the Water Act 1989. By the Act and the Licence the Company is authorised to fix, levy, demand and recover charges for any services provided in the course of carrying out its functions as a water undertaker and as a sewerage undertaker. The charges contained in the Scheme are fixed by the Company and are effective from 1 April 2018 for a period of 12 months except where otherwise indicated.

The Scheme applies to the Company's water supply and sewerage customers within the following inset areas:

- Old Sarum, Salisbury SP4;
- Hale Village, London N17;
- Kennet Island Phases 5, 6 and 7, Reading RG2;
- Bromley Common, Greater London BR2;
- Park Views, Epsom KT19;
- Graylingwell Park, Chichester PO19;
- Kingsmere, Bicester, OX26;
- Great Western Park, Didcot, OX11;
- New South Quarter, Croydon CR0;
- Barking Riverside, Barking IG11;
- Farndon Road, Market Harborough LE16;
- Brewery Square, Dorchester DT1;
- Marine Wharf, Deptford SE16;
- Riverlight, Battersea SW8;
- Embassy Gardens, London SW8;
- Abbotswood, Romsey SO51;
- Norwich Common, Wymondham, NR18;
- Hills Farm Lane, Horsham RH12;
- Heart of East Greenwich, London SE10;
- Newlands, Waterlooville PO7;
- Emerson's Green, Bristol BS16;
- Castle Way, Salisbury SP4;
- Kingsbrook, Aylesbury HP20;
- RAM Quarter SW18; and
- Millharbour E14.

Maps of the inset areas can be found in the relevant Annexes to the Scheme.

1	Summary Tables of Charges for 2018/19	3
2	Value Added Tax	16
3	Main Types of Charges and Special Tariffs	16
4	Liability to Pay Charges	17
5	How Charges are Applied	18
6	Other Matters for Customers Paying Metered Charges	19
7	Non-Household and Large User Charges	20
8	The WaterSure Scheme	20
9	Infrastructure Charges	22
10	Compulsory Metering of Water Supplies	25
11	Payment of Water and Sewerage Charges	25

#### **Annexes**

	Charges for and Map of the Old Sarum Area 2018/19	27
	Charges for and Map of the Hale Village Area 2018/19	31
	Charges for and Map of the Kennet Island Area 2018/19	36
	Charges for and Map of the Bromley Common Area 2018/19	42
	Charges for and Map of Park Views Area 2018/19	47
	Charges for and Map of Graylingwell Park Area 2018/19	52
	Charges for and Map of Kingsmere Area 2018/19	56
	Charges for and Map of Great Western Park Area 2018/19	60
	Charges for and Map of New South Quarter Area 2018/19	65
	Charges for and Map of Barking Riverside Area 2018/19	70
	Charges for and Map of Farndon Road Area 2018/19	75
	Charges for and Map of Brewery Square Area 2018/19	79
	Charges for and Map of Marine Wharf Area 2018/19	83
	Charges for and Map of Riverlight Area 2018/19	88
	Charges for and Map of Embassy Gardens Area 2018/19	93
	Charges for and Map of Abbotswood Area 2018/19	98
	Charges for and Map of Norwich Common Area 2018/19	101
	Charges for and Map of Hills Farm Lane Area 2018/19	105
	Charges for and Map of Heart of East Greenwich Area 2018/19	109
	Charges for and Map of Newlands Area 2018/19	114
	Charges for and Map of Emerson's Green Area 2018/19	118
	Charges for and Map of Castle Way Area 2018/19	122
	Charges for and Map of Kingsbrook Area 2018/19	126
	Charges for and Map of RAM Quarter Area 2018/19	131
	Charges for and Map of Millharbour Area 2018/19	136

Summary Table of Household Charges for 2018/19.

Old Sarum

Castle Way

Brewery Square

For Non-Household Charges, please see the appropriate Annex

Valid from 1 April 2018

Water			Sewerage		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge* per cubic metre
20mm	£24.00	220.94p	£56.00	£35.00	186.38p
25mm	£66.00	220.94p	£228.00	£121.00	186.38p
30mm	£66.00	220.94p	£364.00	£189.00	186.38p
40mm	£66.00	220.94p	£494.00	£254.00	186.38p
50mm	£66.00	220.94p	£894.00	£454.00	186.38p
65mm	£66.00	220.94p	£1,294.00	£654.00	186.38p
80mm	£66.00	220.94p	£2,264.00	£1,139.00	186.38p
100mm	£66.00	220.94p	£3,914.00	£1,964.00	186.38p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

WaterSure Scheme

WaterSure		
	Water	Sewerage
Maximum charge per annum	£211.00	£211.00

Summary Table of Household Charges for 2018/19  
Hale Village

For Non-Household Charges, please see the appropriate Annex  
Valid from 1 April 2018

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<b>Single Households</b>					
	<b>£19.54</b>	<b>123.06p</b>	<b>£66.57</b>	<b>£42.67</b>	<b>78.48p</b>
<b>Bulk Households</b>					
<b>15mm</b>	<b>£0.00</b>	<b>129.54p</b>	<b>£45.81</b>	<b>£20.66</b>	<b>82.61p</b>
<b>20mm</b>	<b>£0.00</b>	<b>129.54p</b>	<b>£114.12</b>	<b>£49.57</b>	<b>82.61p</b>
<b>25mm</b>	<b>£0.00</b>	<b>129.54p</b>	<b>£204.04</b>	<b>£88.76</b>	<b>82.61p</b>
<b>30mm</b>	<b>£0.00</b>	<b>129.54p</b>	<b>£318.17</b>	<b>£138.33</b>	<b>82.61p</b>
<b>40mm</b>	<b>£0.00</b>	<b>129.54p</b>	<b>£457.66</b>	<b>£198.27</b>	<b>82.61p</b>
<b>50mm</b>	<b>£0.00</b>	<b>129.54p</b>	<b>£812.70</b>	<b>£352.75</b>	<b>82.61p</b>
<b>80mm</b>	<b>£0.00</b>	<b>129.54p</b>	<b>£1,829.46</b>	<b>£794.27</b>	<b>82.61p</b>
<b>100mm</b>	<b>£0.00</b>	<b>129.54p</b>	<b>£3,253.14</b>	<b>£1,412.15</b>	<b>82.61p</b>
* The abated charge is payable where no part of the property is connected for surface water drainage.					

WaterSure Scheme

WaterSure		
Maximum charge per annum	Water	Sewerage
	<b>£203.00</b>	<b>£180.00</b>

Summary Table of Household Charges for 2018/19  
 Kennet Island Riverlight  
 Park View Heart of East Greenwich  
 Great Western Park

For Non-Household Charges, please see the appropriate Annex  
 Valid from 1 April 2018

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<b>Single Households</b>					
NA	£20.57	125.65p	£70.07	£44.92	80.13p
<b>Bulk Households</b>					
15mm	£0.00	129.54p	£45.81	£20.66	82.61p
20mm	£0.00	129.54p	£114.12	£49.57	82.61p
25mm	£0.00	129.54p	£204.04	£88.76	82.61p
30mm	£0.00	129.54p	£318.17	£138.33	82.61p
40mm	£0.00	129.54p	£457.66	£198.27	82.61p
50mm	£0.00	129.54p	£812.70	£352.75	82.61p
80mm	£0.00	129.54p	£1,829.46	£794.27	82.61p
100mm	£0.00	129.54p	£3,253.14	£1,412.15	82.61p
* The abated charge is payable where no part of the property is connected for surface water drainage.					

WaterSure Scheme

	WaterSure	
Maximum charge per annum	Water	Sewerage
	£203.00	£180.00

Summary Table of Household Charges for 2018/19  
Bromley Common

For Non-Household Charges, please see the appropriate Annex

Valid from 1 April 2018

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<b>Single Households</b>					
	£19.54	129.54p	£66.57	£42.67	82.61p
<b>Bulk Households</b>					
15mm	£0.00	129.54p	£45.81	£20.66	82.61p
20mm	£0.00	129.54p	£114.12	£49.57	82.61p
25mm	£0.00	129.54p	£204.04	£88.76	82.61p
30mm	£0.00	129.54p	£318.17	£138.33	82.61p
40mm	£0.00	129.54p	£457.66	£198.27	82.61p
50mm	£0.00	129.54p	£812.70	£352.75	82.61p
80mm	£0.00	129.54p	£1,829.46	£794.27	82.61p
100mm	£0.00	129.54p	£3,253.14	£1,412.15	82.61p
* The abated charge is payable where no part of the property is connected for surface water drainage.					

WaterSure Scheme

WaterSure		
Maximum charge per annum	Water	Sewerage
	£203.00	£180.00

Summary Table of Household Charges for 2018/19  
 Graylingwell Park  
 Newlands

For Non-Household Charges, please see the appropriate Annex  
 Valid from 1 April 2018

			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£29.08	73.20p	£60.97	£35.78	239.00p
20mm	£33.30	73.20p	£60.97	£35.78	239.00p
25mm	£87.33	73.20p	£136.54	£35.78	239.00p
40mm	£169.48	73.20p	£237.30	£35.78	239.00p
50mm	£210.79	73.20p	£287.68	£35.78	239.00p
80mm	£303.15	73.20p	£539.58	£35.78	239.00p
100mm	£742.76	73.20p	£690.72	£35.78	239.00p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

WaterSure Scheme

	WaterSure	
	Water	Sewerage
Maximum charge per annum	£102.73	£278.00



Summary Table of Household Charges for 2018/19  
Kingsmere (Water)

For Non-Household Charges, please see the appropriate Annex

Valid from 1 April 2018

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<b>Single Households</b>					
NA	£20.57	129.54p	n/a	n/a	n/a
<b>Bulk Households</b>					
15mm	£0.00	129.54p	n/a	n/a	n/a
20mm	£0.00	129.54p	n/a	n/a	n/a
25mm	£0.00	129.54p	n/a	n/a	n/a
30mm	£0.00	129.54p	n/a	n/a	n/a
40mm	£0.00	129.54p	n/a	n/a	n/a
50mm	£0.00	129.54p	n/a	n/a	n/a
80mm	£0.00	129.54p	n/a	n/a	n/a
100mm	£0.00	129.54p	n/a	n/a	n/a

WaterSure Scheme

WaterSure		
Maximum charge per annum	Water	Sewerage
	£203.00	n/a

## Summary Table of Household Charges for 2018/19

New South Quarter

RAM Quarter

Marine Wharf

Millharbour

Embassy Gardens

Kingsbrook

For Non-Household Charges, please see the appropriate Annex

Valid from 1 April 2018

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<b>Single Households</b>					
NA	£20.57	129.54p	£70.07	£44.92	82.61p
<b>Bulk Households</b>					
15mm	£0.00	129.54p	£45.81	£20.66	82.61p
20mm	£0.00	129.54p	£114.12	£49.57	82.61p
25mm	£0.00	129.54p	£204.04	£88.76	82.61p
30mm	£0.00	129.54p	£318.17	£138.33	82.61p
40mm	£0.00	129.54p	£457.66	£198.27	82.61p
50mm	£0.00	129.54p	£812.70	£352.75	82.61p
80mm	£0.00	129.54p	£1,829.46	£794.27	82.61p
100mm	£0.00	129.54p	£3,253.14	£1,412.15	82.61p
* The abated charge is payable where no part of the property is connected for surface water drainage.					

## WaterSure Scheme

WaterSure		
Maximum charge per annum	Water	Sewerage
	£203.00	£180.00

## Summary Table of Household Charges for 2018/19

For Non-Household Charges, please see the appropriate Annex

Barking Riverside

Valid from 1 April 2018

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<b>Single Households</b>					
NA	£43.77	155.17p	£70.07	£44.92	82.61p
<b>Bulk Households</b>					
15mm	£43.77	155.17p	£45.81	£20.66	82.61p
20mm	£43.77	155.17p	£114.12	£49.57	82.61p
25mm	£57.67	155.17p	£204.04	£88.76	82.61p
30mm	£57.67	155.17p	£318.17	£138.33	82.61p
40mm	£92.22	155.17p	£457.66	£198.27	82.61p
50mm	£198.07	155.17p	£812.70	£352.75	82.61p
80mm	£544.82	155.17p	£1,829.46	£794.27	82.61p
100mm	£544.82	155.17p	£3,253.14	£1,412.15	82.61p
* The abated charge is payable where no part of the property is connected for surface water drainage.					

## WaterSure Scheme

WaterSure		
Maximum charge per annum	Water	Sewerage
	£249.75	£180.00

## Summary Table of Household Charges for 2018/19

For Non-Household Charges, please see the appropriate Annex

Farndon Road

Valid from 1 April 2018

Water			Sewerage		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge* per cubic metre
15mm	£30.15	141.30p	£88.00	£51.00	164.43p
20mm	£30.15	141.30p	£88.00	£51.00	164.43p
25mm	£30.15	145.67p	£88.00	£51.00	169.52p
30mm	£30.15	145.67p	£88.00	£51.00	169.52p
40mm	£30.15	145.67p	£88.00	£51.00	169.52p
50mm	£30.15	145.67p	£88.00	£51.00	169.52p
80mm	£30.15	145.67p	£88.00	£51.00	169.52p
100mm	£30.15	145.67p	£88.00	£51.00	169.52p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## WaterSure Scheme

WaterSure		
Maximum charge per annum	Water	Sewerage
	£179.63	£248.00

## Low User Tariff

Low User Tariff		
	Fixed Charge (£)	Volumetric Charge (p)
Wastewater - Full	£50.80	224.63p
Wastewater - Abated *	£34.20	194.41p

Summary Table of Household Charges for 2018/19  
 Abbotswood (Sewerage)  
 Valid from 1 April 2018

Water			Sewerage		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge* per cubic metre
15mm	n/a	n/a	£59.14	£35.78	239.00p
20mm	n/a	n/a	£59.14	£35.78	239.00p
25mm	n/a	n/a	£136.54	£35.78	239.00p
40mm	n/a	n/a	£237.30	£35.78	239.00p
50mm	n/a	n/a	£287.68	£35.78	239.00p
80mm	n/a	n/a	£539.58	£35.78	239.00p
100mm	n/a	n/a	£690.72	£35.78	239.00p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

WaterSure Scheme

WaterSure		
	Water	Sewerage
Maximum charge per annum	n/a	£278.00

## Summary Table of Household Charges for 2018/19.

For Non-Household Charges, please see the appropriate Annex

Norwich Common

Valid from 1 April 2018

Water			Sewerage		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge* per cubic metre
15mm	£28.00	148.29p	£88.00	£51.00	164.43p
20mm	£28.00	148.29p	£88.00	£51.00	164.43p
25mm	£28.00	152.88p	£88.00	£51.00	169.52p
30mm	£28.00	152.88p	£88.00	£51.00	169.52p
40mm	£28.00	152.88p	£88.00	£51.00	169.52p
50mm	£28.00	152.88p	£88.00	£51.00	169.52p
65mm	£28.00	152.88p	£88.00	£51.00	169.52p
80mm	£28.00	152.88p	£88.00	£51.00	169.52p
100mm	£28.00	152.88p	£88.00	£51.00	169.52p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## WaterSure Scheme

WaterSure		
	Water	Sewerage
Maximum charge per annum	£187.00	£248.00

## Low User Tariff

Low User Tariff		
	Fixed Charge (£)	Volumetric Charge (p)
Water	£27.00	154.21p
Wastewater - Full	£50.80	224.63p
Wastewater - Abated *	£34.20	194.41p

## Summary Table of Household Charges for 2018/19

For Non-Household Charges, please see the appropriate Annex

Hills Farm Lane

Valid from 1 April 2018

Water			Sewerage		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge* per cubic metre
15mm	£21.68	136.50p	£60.97	£35.78	239.00p
20mm	£21.68	136.50p	£60.97	£35.78	239.00p
25mm	£21.68	136.50p	£136.54	£35.78	239.00p
40mm	£21.68	136.50p	£237.30	£35.78	239.00p
50mm	£21.68	136.50p	£287.68	£35.78	239.00p
80mm	£21.68	136.50p	£539.58	£35.78	239.00p
100mm	£21.68	136.50p	£690.72	£35.78	239.00p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## WaterSure Scheme

WaterSure		
	Water	Sewerage
Maximum charge per annum	£158.00	£278.00

## Summary Table of Household Charges for 2018/19

For Non-Household Charges, please see the appropriate Annex

Emerson's Green

Valid from 1 April 2018

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
20mm	£39.50	127.53p	£56.00	£35.00	186.38p
25mm	£39.50	127.53p	£228.00	£121.00	186.38p
30mm	£39.50	127.53p	£364.00	£189.00	186.38p
40mm	£39.50	127.53p	£494.00	£254.00	186.38p
50mm	£39.50	127.53p	£894.00	£454.00	186.38p
80mm	£39.50	127.53p	£2,264.00	£1,139.00	186.38p
100mm	£39.50	127.53p	£3,914.00	£1,964.00	186.38p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## WaterSure Scheme

WaterSure		
	Water	Sewerage
Maximum charge per annum	£175.00	£234.00



## 2. Value Added Tax

Measured water supply charges to businesses whose predominant activity falls within categories 1 to 5 of the Standard Industrial Classification (1980 Edition), i.e.:

1. energy and water supply industries;
2. extraction of minerals and ores other than fuels: manufacture of metals, mineral products and chemicals;
3. metal goods, engineering and vehicles industries;
4. other manufacturing industries;
5. construction;

are subject to Value Added Tax (VAT) at the standard rate. Water supply charges to all other customers are zero rated.

For properties where waste is disposed off via a public sewer, measured sewerage and sewage disposal charges and trade effluent charges are always zero rated.

Charges for engineering and construction services, including infrastructure charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings (in which case they are zero rated).

All charges in the Scheme are shown exclusive of VAT.

This section is a summary description of the VAT liability of charges and is subject to changes in VAT legislation and rates of VAT.

## 3. Main types of charges and special tariffs

### Measured charges

Measured charges are paid by occupiers of properties where a water meter provided by the Company has been installed. There are two elements to the charges: a standing charge and a charge per cubic metre.

The income recovered from all measured water customers reflects the costs of supplying water to the group as a whole. Similarly, the income recovered from all measured sewerage customers reflects the costs of supplying sewerage services to the measured group as a whole.

All customers connected to our sewers pay for highway drainage in our metered sewerage tariffs. There are reductions in charges for those customers who discharge no surface water to our network as shown in the charging summaries and annexes.

Sewerage charges are based on the amount of water measured by the meter. An allowance is made in recognition of the fact that some water will be used but not returned to the sewer (the Non Return to Sewer Allowance). This varies between different inset areas and the relevant value for each area, together with further information about our measured charges, can be found in the Annexes to this document.

### The WaterSure Scheme

In line with The Water Industry (Charges) (Vulnerable Groups) Regulations 1999 made by the Secretary of State for the Environment, the Company offers a WaterSure Scheme to the following groups of metered customers in receipt of one of a range of specified benefits and who either:

- a) have three or more children under the age of 19 for whom they receive child benefit normally living with them; or
- b) suffer from, or have someone living with them who suffers from, certain medical conditions which cause a significant additional volume of water to be used.

Our WaterSure Scheme means that qualifying customers paying for their water using a meter but having high water use will pay no more than a maximum figure based on average yearly consumption.

More information about our WaterSure Scheme can be found in Section 8.

### Large User Charges

If you consume a significant quantity of water at a single site during any given year, you may qualify for a reduction in your volumetric charges. If Large User charges are applicable in your area, you will find further details in the individual site charging information.

### Infrastructure charges

Generally when a property is connected to the Company's mains for the first time a one-off Water Infrastructure Charge will be payable in addition to any connection charges. A separate one-off Sewerage Infrastructure Charge will be payable for properties connecting to sewers for the first time. The levels of the Water Infrastructure and Sewerage Infrastructure

Charges are set annually by each company in England and Wales. The charges are intended to ensure those making a demand on the water and sewerage system for the first time, contribute towards the existing local network.

More information about our Infrastructure Charges can be found in Section 9.

## 4. Liability to pay charges

### Water charges

Water charges are payable for a property if a supply of water is available for use in connection with that property. It is not necessary for the property itself to be connected to the water supply.

### Sewerage charges

Sewerage charges are payable for a property where the property benefits from the fact that it drains either directly or indirectly to a public sewer for which the Company is responsible or it benefits from facilities that drain as such. Drainage includes surface water drainage such as the rainwater from a roof and also highway drainage.

### Water and sewerage charges are payable by the occupier of premises

Unless there is an agreement between the Company and somebody else to pay charges for a property, legally the occupier of the property is liable to pay the charges. In the case of a tenanted property it is not sufficient for there to be a clause in the tenancy agreement that the landlord will pay the charges: the landlord must have confirmed in writing to the Company that she or he will pay the due charges. Tenants are advised to check that there is such a written agreement with their landlord.

### What will happen if the third party does not pay as they have agreed?

#### Agreements for properties other than dwellings

Where there is an agreement between the Company and a person other than the occupier of a domestic property to pay any charges contained in the Scheme and payment is not made within 21 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the person who has made the agreement through the Court.

The Company reserves the right to cancel the agreement and charge the occupier of the property in accordance with the Scheme without prejudicing its right to pursue the person who made the agreement for any outstanding charges at the time of the cancellation.

#### Agreements made for paying water and sewerage charges for dwellings

Where there is an agreement between the Company and a person other than the occupier of a dwelling to pay water and sewerage charges for that dwelling and payment is not made within 28 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the occupier of the property (if this results in Court Action the occupier may be able to apply to the Court to have the person the occupier considers should have paid the charges added to the legal action and that Court may make an Order for payment against that person).

### Who is the “occupier of a property”?

In the Scheme the term “occupier of a property” means in addition to any person in actual occupation of a property, any person who:

- a) maintains an existing or newly constructed property in a condition such that it can be more readily put to use for its intended purpose; or
- b) maintains for residential accommodation a property which does not include exclusive occupation of one or more facilities for cooking, washing or sanitation (such as bedsits, holiday or student hostels, or other accommodation for short term accommodation or letting); or
- c) has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property; or
- d) is the occupier for the purpose of holding a licence to sell alcoholic drinks.

### Liability for charges for unoccupied properties

Measured water and sewerage charges are based on the volume of water recorded by the meter. Therefore where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water and sewerage standing charges will be payable by the owner of the property. Where a property is unoccupied for a period of more than four weeks due to exceptional circumstances (such as death or long-term hospitalisation) we will waive all charges from the time the property became unoccupied. We may require the provision of suitable evidence before making this allowance.

### **Liability for charges on change of occupancy**

If a customer paying measured charges fails to provide at least two working days notice that she or he is vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:

- a) where the customer informs the Company of her or his vacation of the property less than two working days before, or at any time after she or he ceases to occupy it, the 28th day after the Company is informed of the vacation; or
- b) the day on which the meter would normally have been read in order for the amount of the charges to be determined; or
- c) the day on which any other person informs the Company that she or he has become the new occupier of the property.

Where a customer telephones the Company to notify it of their vacation on the day of their vacation, the Company will close a meter account on the basis of a meter reading provided by the customer. If the customer is unable to provide a reading and is agreeable to closing and settling their account on the basis of an estimated closing bill provided by the Company, the account will be closed using that estimate.

Where an occupier of a property who is liable to pay measured charges vacates the property without notifying the Company and a new occupier takes up residence also without notifying the Company, once the Company becomes aware of the new occupier it will take meter readings to establish average daily use. This average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and date of the first meter reading taken by the Company.

### **Liability for charges when the person responsible for payment applies for bankruptcy**

Where an Order for Bankruptcy has been made in respect of a person liable to pay water and sewerage charges and that person remains resident in the property for which a debt for water and sewerage charges was subject to the Order for Bankruptcy, that debt will be limited to charges outstanding up to the date of the Order for Bankruptcy. Any charges outstanding in respect of the current financial year will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy. Any charges for services provided after the Order for Bankruptcy shall become due on the next day of occupation after the Order for Bankruptcy and will be payable by the person responsible for the payment of water and sewerage charges in respect of the property in question on the same terms as payments would apply had the property been newly occupied on that day.

## **5. How charges are applied**

The previous section explained legal liability to pay charges. This section sets out how the Company will apply the charges contained in the Scheme.

The Company continues to have a legal right to charge commercial customers by agreement rather than in accordance with the Scheme (subject to a legal requirement that charges do not discriminate unduly in favour or against any class of customer).

### **Measured charges**

Where the occupier of a property at which a meter has been installed is liable to pay water and/or sewerage charges the standard measured charges will apply.

The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously.

### **Water charges**

For measured water charges, the fact that a property might receive its water through a shared private service pipe does not affect liability to pay the standard charges in full and no reduction will be made to the standard charges.

### **Sewerage charges**

#### **The foul, surface water and highway drainage tariff and the foul and highway drainage only tariff**

For customers liable to pay sewerage charges, the full foul, surface water and highway drainage sewerage tariff will be applied to their accounts unless they apply in writing to pay the foul and highway drainage sewerage only tariff. The foul and highway drainage sewerage only tariffs for our inset areas are set out in the Annexes to this document.

The fully abated foul and highway drainage sewerage-only tariff will be applied to an account only when the Company is satisfied that the property draining to the Company's sewers has no surface water drainage connection to those sewers. Where a customer has taken steps to reduce the surface water ingress to our sewerage network, the Company may agree to a reduction in the surface water element of the drainage charges.

Once the Company has confirmed a customer's entitlement, the foul and highway drainage sewerage-only tariff will

be applied to a customer's account from the start of the charging year in which a written application is received.

#### Private sewers

For measured sewerage charges, the fact that a property might drain to a public sewer via an intermediary private sewer for which the occupier is wholly or jointly responsible does not entitle the occupier to any reduction in the standard sewerage charges.

Customers are advised to ask their solicitors when considering buying a property to specifically check whether the property drains to a private sewer before it drains to a public sewer.

#### Measured sewerage charges and water used externally which may not be returned to a sewer

When calculating measured sewerage charges, a Non Return to Sewer Allowance will be given against the volume of water recorded by the meter in recognition of the fact that not all water used will be returned to a sewer. This varies between different inset areas and the relevant value for each area can be found in the Annexes to this document.

The value used is based on the average amount of water a domestic property will use which will not be returned to a sewer. As with all averages, some properties might be able to show that more water is not returned to a sewer; as long as the customer can prove to the company that more of the water that they use does not go into a sewer we may be able to offer a more generous allowance.

If domestic or commercial metered customers intend to use large amounts of water externally for garden watering, swimming pool and garden pond replenishment, or any other external use where water is not returned to a sewer and do not wish to pay sewerage charges on this water, they must pay to have a sub-meter installed on the pipework immediately before the tap which will be used for external use.

Their charges will then be calculated as follows:

- water and sewerage charges will be raised on the volume of water derived by deducting the reading on the sub-meter from the reading on the main meter. A further charge for water will be raised on the volume of water measured by the sub-meter. The relevant standing charges for the main meter will be payable in addition to the volume charges.

#### Concessionary Charges

This Charges Scheme does not provide for reduced charges to community groups in respect of surface water drainage from their premises.

## 6. Other matters for customers paying metered charges

### Leakage from underground pipework

Where a meter is installed externally it will record any leakage from the private underground service pipe between the meter and a property. If this happens a large bill may result. Provided certain criteria are met, the Company may grant a leakage allowance where a customer has received a large bill because of leakage.

Different criteria for leakage allowances apply to service pipes serving dwellings only and service pipes serving commercial properties or mixed use properties. Full details of the Company's policies on leakage allowances are set out in its Code of Practice on Leakage for Customers. Copies of this document can be obtained free of charge from our website.

### Issuing of bills when it has not been possible to read a meter

Should the Company not be able to read a meter when it is due to read it, an estimated bill will be issued. The estimate will be based on past consumption at the property for the period for which the bill is issued.

Customers receiving an estimated bill may read their meters and return the bill with their reading written on it or telephone 0345 078 3200 to provide the Company with their meter reading. A replacement bill based on the customer's reading will be issued.

### Customer requested meter readings

Where a customer requests a meter reading outside the normal reading programme and not at change of tenancy then a fee of £40.80 (incl. VAT) will be charged during normal working hours (8am to 5pm Monday to Friday) and £60 (incl. VAT) outside normal working hours. This fee will not apply if the customer is physically unable to read the meter.

### Queries over the accuracy of a meter

In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying her or his property is faulty may require the Company to test the accuracy of a meter.

Customers are asked to call the Company on 0345 078 3200 if they consider that their meter is incorrectly recording use. The Company will investigate the matter and if it considers that the meter is incorrectly recording use will fix or replace the meter as soon as possible.

If the Company considers that the meter is correctly recording use, but a customer believes that the meter is faulty, the customer can ask the Company to provide an application form for the meter to be tested. The meter will be sent to a Trading Standards approved test centre for testing and a new meter will be installed. There will be a charge for this if the test shows that the meter is correctly recording use.

A copy of the test results will be sent to the customer. If these confirm that the meter which was tested falls within the prescribed limits of error as set out in the Measuring Equipment (Cold-Water Meters) Regulations 1988 a charge of £70 will be payable.

If the meter is found to have been over-recording use in accordance with the Water (Meters) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by the Company (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date on the basis of meter readings taken by the Company from the meter installed when the faulty meter was removed for testing.

If a meter serving a property other than a dwelling is found to have under-recorded use the Company reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed to calculate what the level of use was in the period in question. The Company will not seek to recover additional charges from a domestic property in the event that a meter has been under-recording.

## 7. Non-Household and Large User Charges

Non-household measured charges may differ from household charges in that the relevant tariff may be determined by the measured volume of water per annum and / or the size of the meter.

You will find further details in the individual site charging information.

### Changes to the Non-household Retail Market

From April 2017, occupiers or owners of eligible non-household premises will be able to choose their supplier of Retail services. Information about the new market arrangements may be found at: <http://www.open-water.org.uk/>

Eligible Premises are defined within the guidance issued by the Regulator (Ofwat). Further information may be found at: <http://www.ofwat.gov.uk/publication/eligibility-guidance-whether-non-household-customers-england-wales-eligible-switch-retailer/>.

## 8. The WaterSure Scheme

### Who qualifies for the WaterSure Scheme?

Under Regulations made by the Secretary of State for the Environment (referred to in this section as the Regulations) the Company operates a WaterSure Scheme for the following groups of metered customers:

Customers who are in receipt of one or more of the following benefits (or who have someone else resident in their household in receipt of the benefit):

- a) under Part VII of the Social Security Contributions and Benefits Act 1992
  - council tax benefit
  - housing benefit
  - income support;
- b) under section 1(4) of the Jobseekers Act 1995
  - income-based job-seeker's allowance;
- c) under section 8 of the Tax Credit Act 2002
  - the new Working Tax Credit;
- d) under sections 10 and 11 of the Tax Credit Act 2002
  - the Child Tax Credit (except for families in receipt of the family element only);
- e) under the State Pension Credit Act 2002
  - Pension Credit;
- f) under Part 1 of the Welfare Reform Act 2007
  - the income-related employment and support allowance; and either:

- i) the qualifying person has three or more children under the age of 19 for whom they receive child benefit normally living with them in the property; or
- ii) has, or has someone else living with them who has, one of the following medical conditions:
  - desquamation (flaky skin loss);
  - weeping skin disease (eczema, psoriasis, varicose ulceration);
  - incontinence;
  - abdominal stomas;
  - Crohn's disease;
  - ulcerative colitis;
  - kidney failure requiring home dialysis (unless a contribution towards the cost of water used in dialysis is made by the health authority).

and as a result of that condition, the person affected is obliged to use a significant additional volume of water.

In addition to the prescribed illnesses set out above, customers in receipt of a qualifying benefit or Tax Credit benefit and who have, or who have living with them someone who has, another medical condition or illness which involves significant extra use of water may qualify for assistance on production of a certificate given by a registered medical practitioner which confirms their condition or illness.

The WaterSure Scheme will not be available:

- a) where the premises for which water and sewerage charges are payable is not the only or principal home of the consumer and any other qualifying person; or
- b) where premises are not used solely as a person's home, the other use is the principal use of the premises; or
- c) where water supplied to the premises is used to water a garden by means other than a hand-held hosepipe or for automatically replenishing a swimming pool or pond with a capacity greater than 10,000 litres.

#### **How much is the WaterSure Scheme?**

A customer registered on the WaterSure Scheme will pay an annual charge which is the lower of either:

- a) the standing and volume charges for water and/or sewerage services due on the actual volume of water recorded by the meter installed at the property; or
- b) the average household bill for water and/or sewerage services in the local area.

In practice a customer registered for the WaterSure Scheme will be asked to pay the average household bill charge. At the end of the year the Company will review the level of use at the property during the year. If the amount of water used means that the customer would have paid a lower annual amount by paying the basic measured water and sewerage tariffs rather than the average household bill charge, any over-payment will be refunded. Where a customer is only eligible for the WaterSure Scheme for part of the year, the amount payable will be worked out on a daily basis.

The local area is defined as the area served by the local incumbent water and sewerage company/ies.

#### **Payment of the WaterSure Scheme**

Charges may be paid by weekly, fortnightly or monthly instalments:

- at a customer's own bank or building society (some banks now charge for this service) or via their bank's or building society's internet or telebanking facilities;
- at any branch of Natwest (National Westminster Bank Plc);
- by Direct Debit;
- by phoning us with your debit or credit card details;
- by Standing Order;
- by cheque posted to SSE Water, Customer Service Centre, PO Box 230 Havant, Hampshire, PO9 9DT (but please do not send cash through the post);

If you have difficulty making payment by any of the options listed above or would prefer to make a cash payment or to pay more frequently then please call our Customer Service Team on 0345 078 3200 so that we can discuss your requirements and agree a suitable payment option.

## Registering for the WaterSure Scheme

A form to register for the WaterSure Scheme can be obtained by telephoning our Accounts Helpline on 0345 078 3200.

A customer will not qualify for the WaterSure Scheme until the Company has received a completed form together with the required evidence of entitlement. Evidence will be as set out in the Regulations and will be:

- For customers with three or more children.

Photocopies of the latest notice of entitlement or order book showing that child benefit is payable to a resident of the property in respect of three or more children under the age of 19 who reside in the premises in question and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

- For customers with a qualifying medical condition.

Where the illness concerned is one of those listed, details of the medical condition which makes them eligible; what treatment they are receiving, if any; how the condition causes them to use more water than they would use if they did not have the condition; the name and address of their medical practitioner; and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

Where the illness is not one of those listed a certificate signed by a registered medical practitioner which confirms the illness, the name of the person who has the illness, the date on which the certificate is given and the name and address of the registered medical practitioner; how the condition causes them to use more water than they would use if they did not have the condition; and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

The registration form will include a section authorising the Company to contact Jobcentre Plus or the customer's doctor to verify the information on the form. The Company will verify claims where it has any doubts as to whether the required criteria are met and, to meet the requirements of Ofwat, it will also carry out random audits of an appropriate percentage of applications annually by verifying applications with Jobcentre Plus or doctors to deter fraudulent applications.

## Qualifying time

Customers may register for the WaterSure Scheme at any time in the charging year and provided they are eligible for the WaterSure Scheme at the time of applying, the WaterSure Scheme will be applied from the start of the billing period in which the application is made.

A registration will end on a date 12 months after it commenced, unless that is part way through a billing period, in which case it shall end at the end of that billing period. Customers will be required to re-register for the WaterSure Scheme if they remain eligible for the Scheme after 12 months. The Company will automatically send out a new registration form to all customers registered for its WaterSure Scheme two months before their eligibility expires.

If customers do not re-register, or no longer qualify, their accounts will be transferred automatically to the standard measured tariffs. at the start of the billing period following the one in which the 12 month registration period expires.

Where the Company is notified part way through the charging year that a customer no longer qualifies for the WaterSure Scheme, that customer's account will revert to the standard measured tariffs at the start of the billing period following the one in which the customer ceases to be eligible for assistance.

There is no limit to the number of years a customer may be on the WaterSure Scheme subject to the required criteria being met annually.

## 9. Infrastructure charges

Infrastructure Charges will be payable on a property which comprises a unit capable of separate occupation on the first occasion that it is connected to a water main or a public sewer for domestic purposes on or after 1 April 1990. This does not mean that it is only payable on houses. It is payable where water will be used for domestic purposes, that is drinking, washing, cooking, central heating, and sanitary purposes (as defined in the Water Industry Act 1991).

### Liability to pay the Infrastructure Charge

The infrastructure charge is payable by the person requesting a connection to the Company's water mains and/or sewers. Where no application for a water supply or sewerage service is received or where the Company is unable to recover the charge from the person who requested the connection, the charge will be payable by the person who has the benefit of the new supply or service on the charge becoming payable.

Further information on Infrastructure Charges may be found in our Developer Services Charging Arrangements at <https://sse.co.uk/help/water/charging-arrangements>.

You may also email us at: [developer.services@sse.com](mailto:developer.services@sse.com)

## 10. Compulsory metering of water supplies

The Company has powers under the Water Industry Act 1991 to require certain categories of property to be metered. All premises in the Company's areas of appointment will be metered.

## 11. Payment of water and sewerage charges

### Measured water and sewerage charges

Measured charges are payable in arrears and unless a customer has agreed a different payment arrangement with the Company, they are payable within 28 days of a bill being issued for domestic customers and within 21 days in other cases.

Metered bills are usually issued every six months for domestic customers and monthly for commercial customers. The Company aims to base bills on meter readings it has taken. Details of when an individual meter is due to be read are issued to customers when they have a meter installed or move into a metered property.

The Company reserves the right to read meters and issue bills on a monthly basis.

The Company operates a special Meter Payment Plan for metered customers. Under the Plan customers agree to pay a fixed amount each month. At the end of each year the Company will review the account and make any adjustments to the required monthly payment if water use has changed and the amount being paid is too high or too low.

If the account is in credit, customers can choose to have the over-payment refunded or carried forward to reduce next year's payments. If not enough has been paid, the debt will be added to the following year's bill and monthly payments re-set to repay the outstanding balance over the next 12 months.

Fortnightly or weekly plans for paying metered charges are available on request.

Monthly, fortnightly and weekly plans are available also for re-paying any arrears of metered charges and for the WaterSure Scheme. Where a customer wishes to pay more frequently than every three months, the Company will provide a payment booklet except where Direct Debit is being used for payment.

For frequent payment plans we would prefer customers to call our Customer Service Team on 0345 078 3200 so that we can discuss their requirements with them and agree suitable plans. We will always require a payment plan to be set at a level which clears the current year's charges by 31 March but if there are arrears on the account we may be able to agree a longer period of time to make instalments more manageable.

Frequent payment plans can also be requested in writing by writing to Customer Accounts, SSE Water, 4 Penner Road, Havant, Hampshire, PO9 1QH.

If you are concerned about your ability to pay your bill, please note that although SSE Water does not currently offer reductions for those having difficulty in paying, we may be able to suggest ways to reduce your consumption. Please contact us on 0345 078 3200.

### Payment arrangements for measured charges

The following payment options are available to our customers:

- at a customer's own bank or building society (some banks now charge for this service) or via their bank's or building society's internet or telebanking facilities;
- at any branch of Natwest (National Westminster Bank Plc);
- by Direct Debit;
- by phoning us with your debit or credit card details;
- by Standing Order;
- by cheque posted to SSE Water, Customer Service Centre, PO Box 230 Havant, Hampshire, PO9 9DT (but please do not send cash through the post);

If you have difficulty making payment by any of the options listed above or would prefer to make a cash payment or to pay more frequently then please call our Customer Service Team on 0345 078 3200 so that we can discuss your requirements and agree a suitable payment option.



**Direct Payments from Benefit**

If customers are in receipt of Income Support, income-related Employment and Support Allowance, Job Seekers' Allowance or Pension Credit and the account is currently in arrears they can ask Jobcentre Plus to arrange to pay their water and sewerage charges directly to the Company under the Water Direct Scheme.

The Company supports fully the Water Direct Scheme and is committed to accepting direct payments where customers wish to pay this way.

Customers interested in using the Water Direct Scheme should contact their local Jobcentre Plus office or call our Customer Services Team on 0345 078 3200.

**Failure to pay charges when they are due**

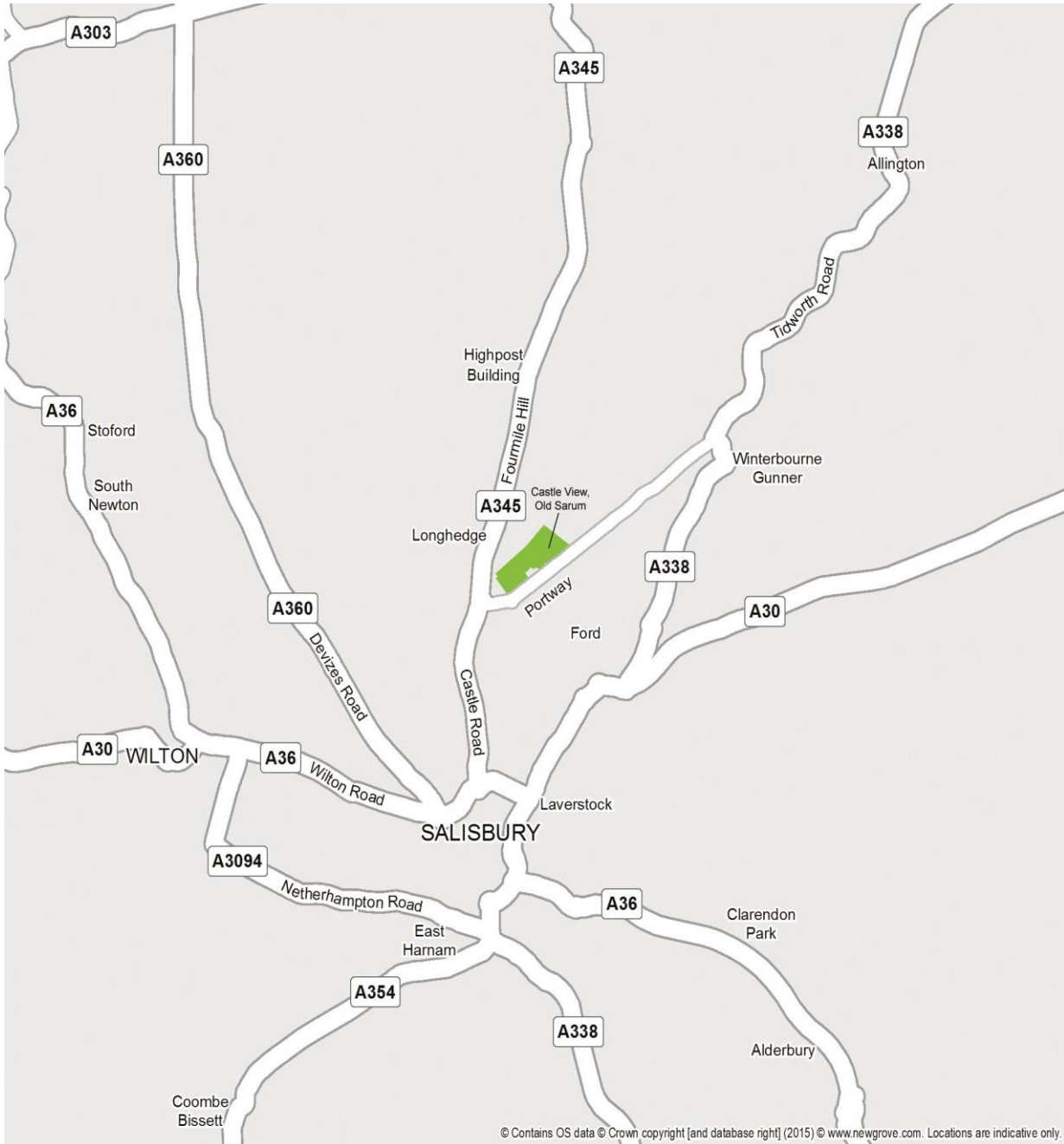
If we do not receive payment when it is due for water and sewerage services provided to a domestic dwelling, there are a number of steps that we will take to recover the money owed. These are set out in our Code of Practice and Procedure on Debt Recovery which is available on our website.

Where water is supplied solely to a property other than a domestic dwelling, after a first reminder the Company will send a notice that it intends to disconnect the water supply if the debt is not paid. If payment is still not made or the customer does not contact the Company to agree a payment plan, the supply may be disconnected. A Court Claim may then be issued to recover the outstanding debt if the customer does not contact the Company to agree a payment plan. To get the supply reconnected we will require payment of our reasonable costs, as well as payment of a significant proportion of the outstanding debt.

# Annex – charging information for 2018/19

## Old Sarum

Map of the Old Sarum area



**The local area for the calculation of the WaterSure Scheme is that of Wessex Water.**

## Water charges

### Measured Charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter Size	Standing charge per annum
15mm - 20mm	£24.00
25mm - 100mm	£66.00

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £2.2094 per cubic metre.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Standing charge – for each charging meter there will be a standing charge as follows:

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
15mm	£56.00	£35.00
20mm	£56.00	£35.00
25mm	£228.00	£121.00
30mm	£364.00	£189.00
40mm	£494.00	£254.00
50mm	£894.00	£454.00
80mm	£2,264.00	£1,139.00
100mm	£3,914.00	£1,964.00

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

The Volume Charge – The volume charge will be calculated on the volume of water recorded by the meter subject to an allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer, which will be 5% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 95 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage). The Volume Charge per cubic metre will be £1.8638.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

### WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £245.

For sewerage, the average household bill charge in 2018/19 will be £234.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Wessex Water.

### Non-Household and Large User Tariffs

Non-household customers may choose one of the volume-based tariffs shown in the table below. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise standing charges based on meter size, volumetric and site charges based on annual consumption plus surface drainage charges based on meter size.

Water			Sewerage			
Meter size + consumption	Standing charge per annum	Volumetric charge per cubic metre	Meter size	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<25mm <1000m3	£24	See below	20mm	£40	£20	See below
			25mm	£214	£107	See below
<25mm <5000m3	£35	See below	30mm	£350	£175	See below
			40mm	£480	£240	See below
>24mm <1000m3	£64	See below	50mm	£880	£440	See below
			65mm	£1,280	£640	See below
>24mm <5000m3	£75	See below	80mm	£2,250	£1,125	See below
			100mm	£3,900	£1,950	See below
>24mm >5000m3	£111	See below	Consumption per annum	Fixed charge per annum		
Consumption per annum	Fixed charge per annum		<1000m3	£15	-	186.38p
			1000-5000m3	£27	-	179.38p
<1000m3	-	224.83p	5000-25000m3	£66	-	177.29p
<5000m3	-	219.76p	-	-	-	-
>5000m3	-	218.16p	-	-	-	-

*\* The abated charge is payable where no part of the property is connected for surface water drainage.*

## Annex – charging information for 2018/19

### Hale Village

Map of the Hale Village area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£19.54
Bulk Households	
15 - 100mm	£0.00

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.29542954 per cubic metre, except for meters at or below 20mm, for which the charge will be £1.2306 per cubic metre.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
<b>All</b>	<b>£66.57</b>	<b>£42.67</b>
<b>Bulk Households</b>		
<b>15mm</b>	<b>£45.81</b>	<b>£20.66</b>
<b>20mm</b>	<b>£114.12</b>	<b>£49.57</b>
<b>25mm</b>	<b>£204.04</b>	<b>£88.76</b>
<b>30mm</b>	<b>£318.17</b>	<b>£138.33</b>
<b>40mm</b>	<b>£457.66</b>	<b>£198.27</b>
<b>50mm</b>	<b>£812.70</b>	<b>£352.75</b>
<b>80mm</b>	<b>£1,829.46</b>	<b>£794.27</b>
<b>100mm</b>	<b>£3,253.14</b>	<b>£1,412.15</b>
* The abated charge is payable where no part of the property is connected for surface water drainage.		

The Volume Charge – The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- a) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- b) any volume subject to the Trade Effluent Charge; or
- c) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.82618261 except for meter sizes at or below 20mm, for which the charge per cubic metre will be £0.7848.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.



<sup>4</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

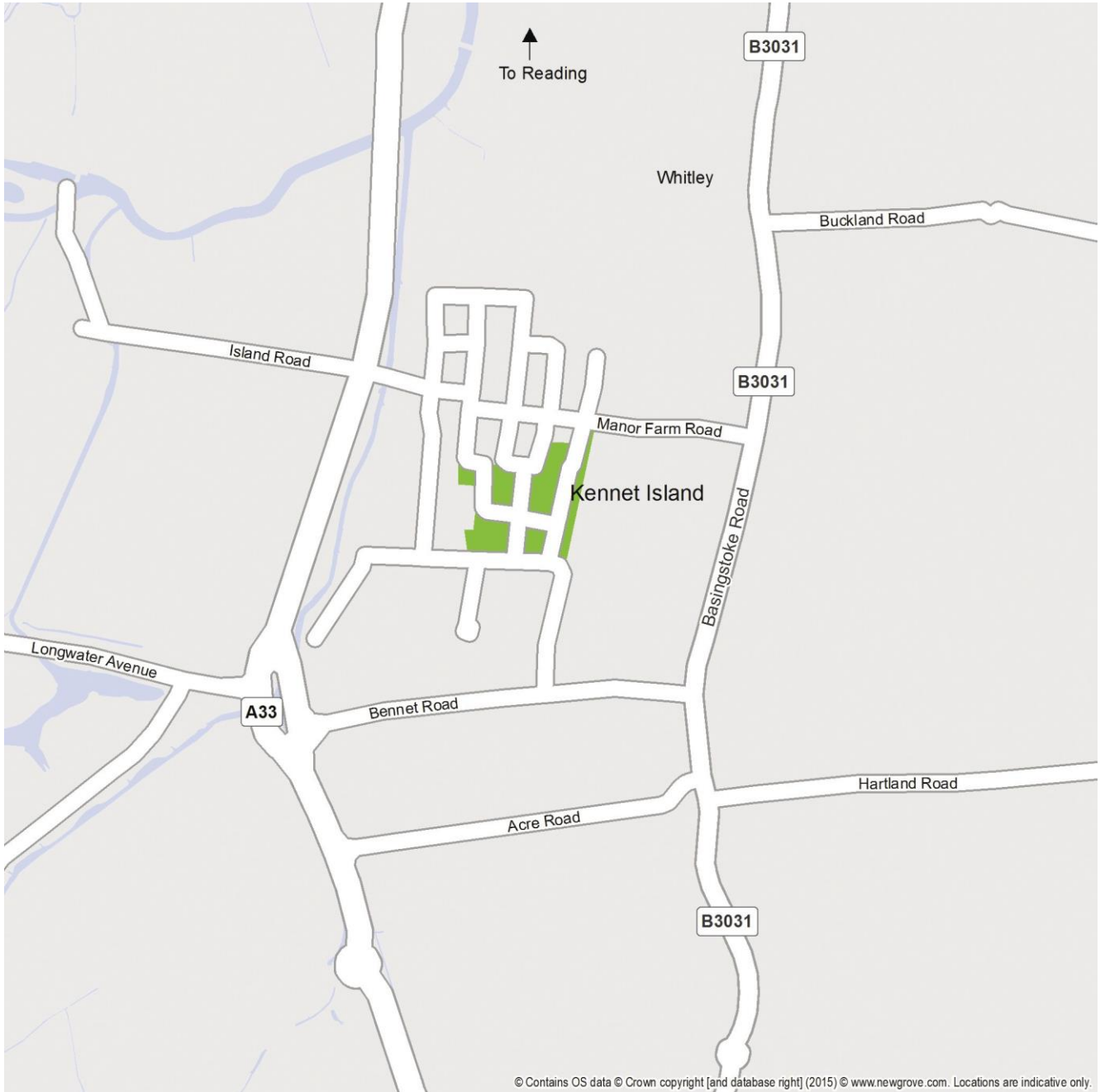
Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

# Annex – charging information for 2018/19

## Kennet Island

Map of the Kennet Island area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954 per cubic metre except for meter sizes at or below 20mm, for which the charge per cubic metre is £1.2565.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- a) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- b) any volume subject to the Trade Effluent Charge; or
- c) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261 except for meter sizes at or below 20mm, for which the charge per cubic metre will be £0.8013.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

\*The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.



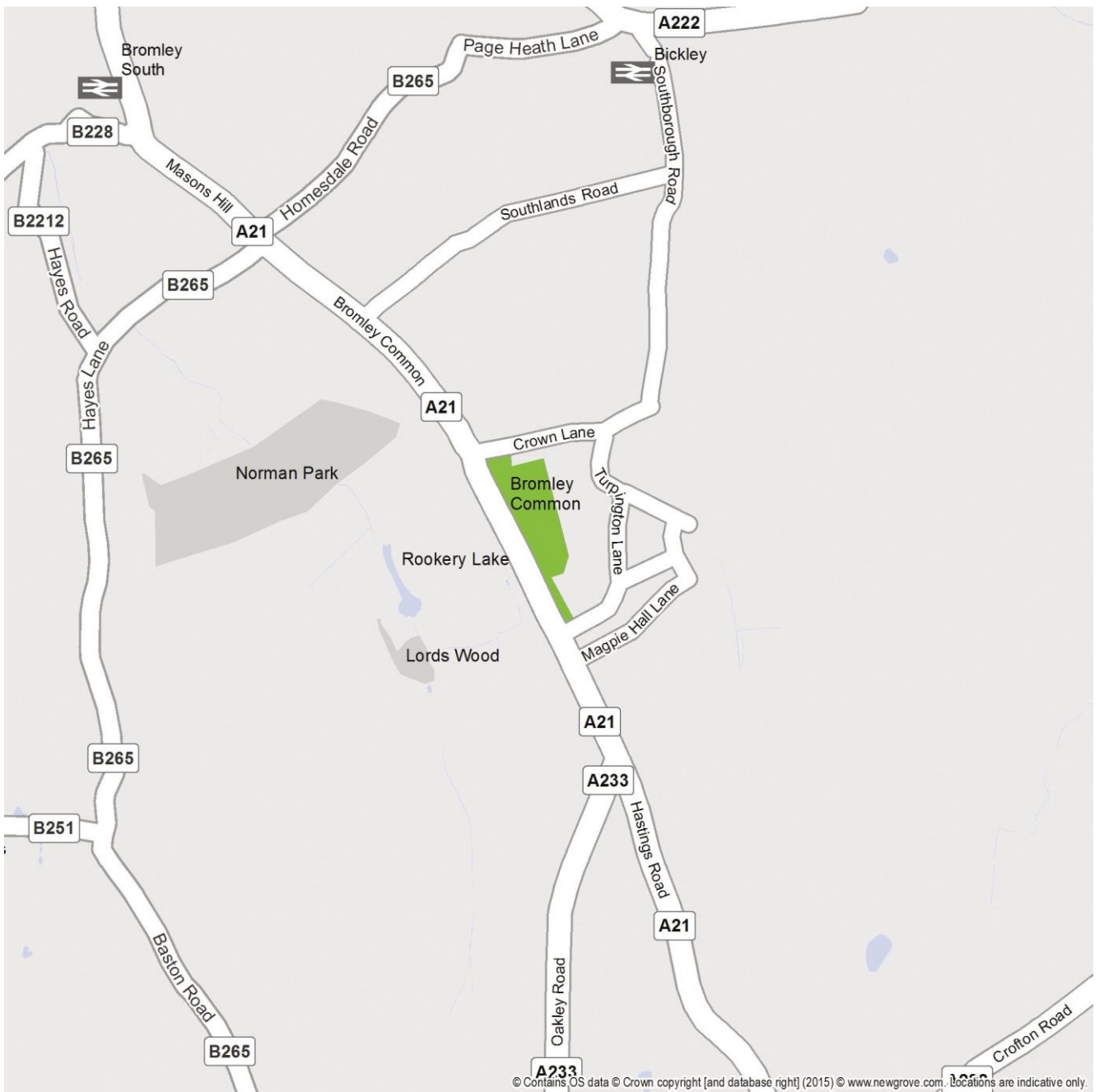
Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Bromley Common

Map of the Bromley Common area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£19.54
Bulk Households	
15 - 100mm	£0.00

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954 per cubic metre.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£66.57	£42.67
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

The Volume Charge – The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage). The Volume Charge per cubic metre will be £0.8261.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not

returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

### Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

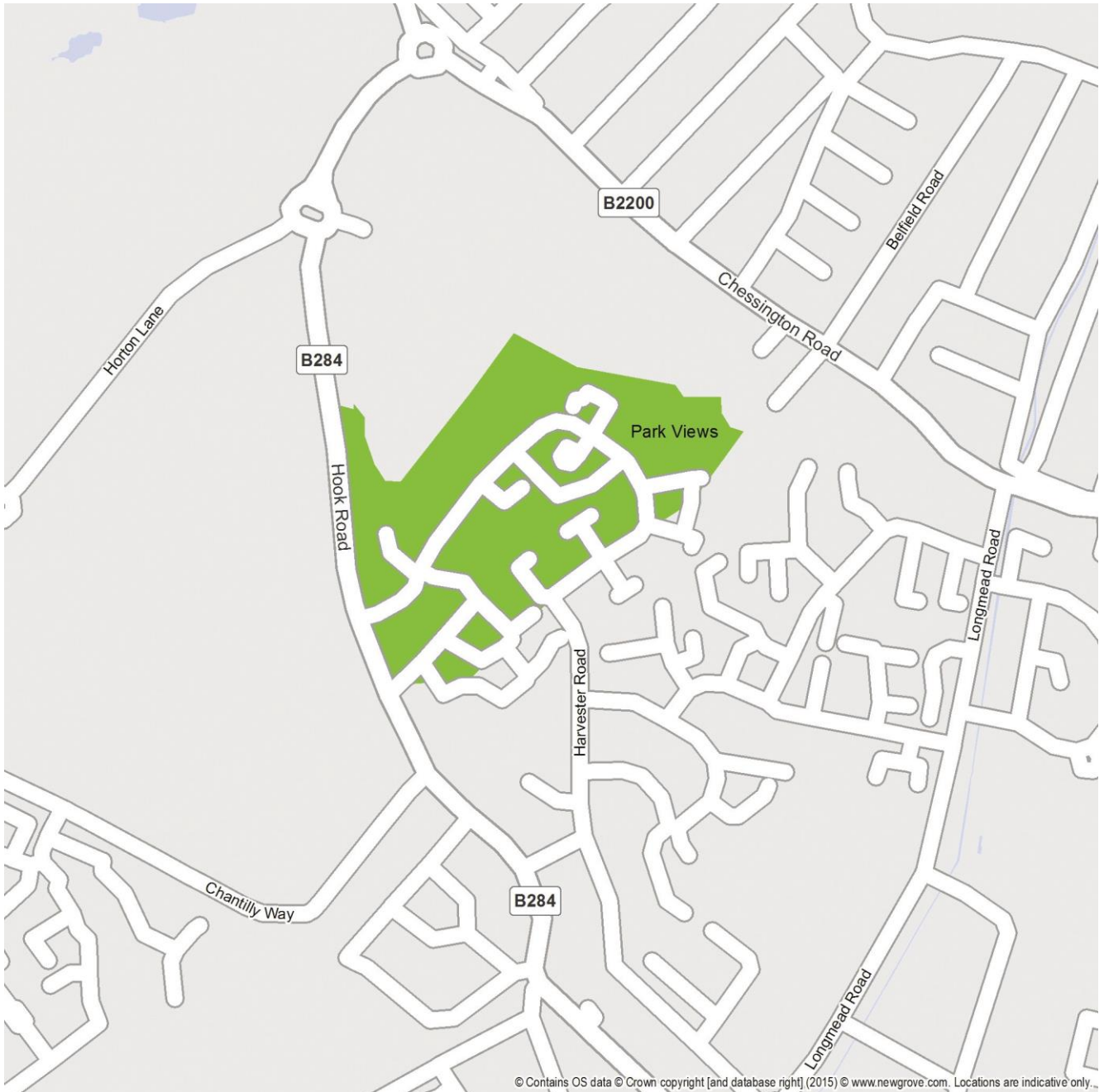
Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Park Views

Map of the Park Views area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954 per cubic metre except for meter sizes at or below 20mm, for which the charge per cubic metre is £1.2565.



## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- d) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- e) any volume subject to the Trade Effluent Charge; or
- f) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261 except for meter sizes at or below 20mm, for which the charge per cubic metre will be £0.8013.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

\*The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Graylingwell Park

Map of the Graylingwell Park area



The local areas for the calculation of the WaterSure Scheme are that of:

- Portsmouth Water for water services; and
- Southern Water for sewerage services.

## Water Charges

### Measured Charges

The measured charges set out in this section are the standard measured charges

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
15mm	£29.08
20mm	£33.30
25mm	£87.33
40mm	£169.48
50mm	£210.79
80mm	£303.15
100mm	£742.76

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £0.732 per cubic metre.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Standing charge – for each charging meter there will be a standing charge as follows:

Sewerage		
Meter size	Full standing charge per annum	Abated standing charge* per annum
15mm	£60.97	£35.78
20mm	£60.97	£35.78
25mm	£136.54	£35.78
40mm	£237.30	£35.78
50mm	£287.68	£35.78
80mm	£539.58	£35.78
100mm	£690.72	£35.78
* The abated charge is payable where no part of the property is connected for surface water drainage.		

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter subject to an allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer, which will be 7.5% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 92.5% of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage). The Volume Charge per cubic metre will be £2.390.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

## WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £102.73.

For sewerage, the average household bill charge in 2018/19 will be £278.00.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Portsmouth Water and Southern Water respectively.

## Non-Household and Large User Tariffs

Non-household customers may choose one of the volume-based tariffs shown in the table below. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise volumetric and site charges based on meter sizes and annual consumption plus a surface drainage charge based on meter size.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£28.14	See below	£37.08	£12.36	See below
20mm	£32.26	See below	£37.08	£12.36	See below
25mm	£87.92	See below	£111.36	£12.36	See below
40mm	£167.55	See below	£210.36	£12.36	See below
50mm	£207.60	See below	£259.36	£12.36	See below
80mm	£297.14	See below	£506.36	£12.36	See below
100mm	£723.37	See below	£655.36	£12.36	See below
m3 / annum	Supplementary Charge		Fixed charge per annum		
< 10000	£0.00	72.50p	-	-	-
10000 - 50000	£200.00	70.50p	-	-	-
< 1000	-	-	£34.20	-	234.01
1000 - 4999	-	-	£146.28	-	230.46
5000 - 19999	-	-	£613.00	-	230.46
20000 - 49999	-	-	£1,271.00	-	230.46

\* The abated charge is payable where no part of the property is connected for surface water drainage.



## Annex – charging information for 2018/19

### Kingsmere

SSE Water provides water services only at Kingsmere

Map of the Kingsmere area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
15mm	£20.57
20mm	£20.57
25mm	£20.57
40mm	£20.57
50mm	£20.57
80mm	£20.57
100mm	£20.57

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954.

## Sewerage and Sewage Disposal Charges

**SSE Water does not provide sewerage services in this area and therefore no charges for sewerage or sewerage disposal are provided**

### WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £203.

This charge has been set with reference to the average household bill charge for water in the area served by Thames Water.

### Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Fixed and Volumetric charges based on volume and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
15mm	£0	See below
20mm	£0	See below
25mm	£0	See below
30mm	£0	See below
40mm	£0	See below
50mm	£0	See below
80mm	£0	See below
100mm	£0	See below
Metered, fixed charges. Based on usage per annum	£ per annum	Volumetric charge
0 - 500	£20.83	136.35p
500 - 1000	£28.14	136.43p
1000 - 5000	£61.58	133.14p
5000 - 20,000	£78.97	133.29p
20,000 - 50,000	£108.80	122.06p
50,000 - 100,000	£167.82	100.20p
100,000 - 250,000	£167.82	100.20p
250,000+	£187.77	80.43p

<b>Water</b>		
<b>Supplementary Charges based on usage per annum</b>	<b>£ per annum</b>	<b>Volumetric charge</b>
<b>20,000 - 50,000</b>	<b>£2,202.46</b>	<b>n/a</b>
<b>50,000 - 250,000</b>	<b>£12,888.21</b>	<b>n/a</b>
<b>250,000+</b>	<b>£61,487.00</b>	<b>n/a</b>
<b>100,000+</b>	<b>n/a</b>	<b>n/a</b>

## Annex – charging information for 2018/19

### Great Western Park

Map of the Great Western Park area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954 per cubic metre except for meter sizes at or below 20mm, for which the charge per cubic metre is £1.2565.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- g) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- h) any volume subject to the Trade Effluent Charge; or
- i) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261 except for meter sizes at or below 20mm, for which the charge per cubic metre will be £0.8013.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

\*The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.



## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p
* The abated charge is payable where no part of the property is connected for surface water drainage.					

Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### New South Quarter

Map of the New South Quarter area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>4</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p
* The abated charge is payable where no part of the property is connected for surface water drainage.					

Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.



## Annex – Charging information for 2018/19

### Barking Riverside

Map of the Barking Riverside area



**The local areas for the calculation of the WaterSure Scheme are that of:**

- Essex and Suffolk Water for water services; and
- Thames Water for sewerage services.

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

<b>Water</b>	
<b>Meter size</b>	<b>Standing charge per annum</b>
<b>15mm</b>	<b>£43.77</b>
<b>20mm</b>	<b>£43.77</b>
<b>25mm</b>	<b>£57.67</b>
<b>40mm</b>	<b>£92.22</b>
<b>50mm</b>	<b>£498.07</b>
<b>80mm</b>	<b>£544.82</b>
<b>100mm</b>	<b>£544.82</b>

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.5517.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter size	Full standing charge per annum	Abated standing charge * per annum
15mm	£70.07	£44.92
20mm	£70.07	£44.92
25mm	£70.07	£44.92
40mm	£70.07	£44.92
50mm	£70.07	£44.92
80mm	£70.07	£44.92
100mm	£70.07	£44.92
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

## WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £235. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Essex & Suffolk Water and Thames Water respectively.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for discharges of 100,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£43.95	See below	£39.82	£11.00	See below
20mm	£43.95	See below	£114.13	£49.57	See below
25mm	£57.35	See below	£204.06	£88.77	See below
30mm	£57.35	See below	£318.21	£138.35	See below
40mm	£89.55	See below	£457.67	£198.29	See below
50mm	£191.75	See below	£812.79	£352.79	See below
80mm	£527.55	See below	£1,829.63	£794.34	See below
100mm	£527.55	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on usage per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	n/a	155.49p	£28.83	n/a	93.39p
500 - 1000	n/a	155.49p	£42.16	n/a	91.85p
1000 - 5000	n/a	155.49p	£95.34	n/a	86.04p
5000 - 20,000	n/a	155.49p	£120.16	n/a	86.08p
20,000 - 50,000	n/a	n/a	£162.84	n/a	85.79p

Water			Sewerage		
Supplementary Charges based on usage per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Farndon Road

Map of the Farndon Road area



**The local areas for the calculation of the WaterSure Scheme are that of:**

- Severn Trent Water for water services; and
- Anglian Water for sewerage services.

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
15mm	£28.34
20mm	£28.34
25mm	£28.34
40mm	£28.34
50mm	£28.34
80mm	£28.34
100mm	£28.34

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.4567 per cubic metre except for meter sizes at or below 20mm for which the charge will be £1.4130 per cubic metre.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

### Low User Tariff

A low user tariff was available to domestic customers using less than 75 cubic metres of water per annum, but will be closed to new applicants from 1 April 2017. The charges for those already on this tariff are as follows:

Low User		
	Standing Charge per annum	Volumetric Charge per cubic metre
Wastewater – Full	£50.80	224.63p
Wastewater – Abated*	£34.50	194.41p

### The Standing Charge

For each charging meter there will be an annual standing charge as follows:

Sewerage		
Meter size	Full standing charge per annum	Abated standing charge * per annum
15mm	£88.00	£51.00
20mm	£88.00	£51.00
25mm	£88.00	£51.00
40mm	£88.00	£51.00
50mm	£88.00	£51.00
80mm	£88.00	£51.00
100mm	£88.00	£51.00
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer



Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- a) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- b) any volume subject to the Trade Effluent Charge; or
- c) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £1.6592 per cubic metre except for meter sizes at or below 20mm for which the charge will be £1.6443 per cubic metre.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £174.77. For sewerage, the average household bill charge in 2018/19 will be £240.00.

These have been set with reference to the average household bill charges for water in the area served by Severn Trent Water and for sewerage in the area served by Anglian Water.

#### Non-Household Tariff

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water based on meter size and Standing and Volumetric charges for waste plus surface and highways drainage based on consumption.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£5.65	see below	see below	see below	see below
20mm	£6.90	see below	see below	see below	see below
30mm	£11.23	see below	see below	see below	see below
40mm	£20.65	see below	see below	see below	see below
50mm	£41.40	see below	see below	see below	see below
80mm	£105.37	see below	see below	see below	see below
100mm	£120.97	see below	see below	see below	see below
m3 / annum	Fixed Charges				
0 - 9999	£46.16	152.64p	£119.90	£84.90	158.80p
*The abated charge is payable where no part of the property is connected for surface water drainage					

## Annex – charging information for 2018/19

### Brewery Square

Map of the Brewery Square area



**The local area for the calculation of the WaterSure Scheme is that of Wessex Water.**

## Water charges

### Measured Charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter Size	Standing charge per annum
15mm - 20mm	£24.00
25mm - 100mm	£66.00

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £2.2094 per cubic metre.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Standing charge – for each charging meter there will be a standing charge as follows:

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
15mm	£56.00	£35.00
20mm	£56.00	£35.00
25mm	£228.00	£121.00
30mm	£364.00	£189.00
40mm	£494.00	£254.00
50mm	£894.00	£454.00
80mm	£2,264.00	£1,139.00
100mm	£3,914.00	£1,964.00

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

The Volume Charge – The volume charge will be calculated on the volume of water recorded by the meter subject to an allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer, which will be 5% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 95 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- d) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- e) any volume subject to the Trade Effluent Charge; or
- f) any discharge to the sewer from any source not recorded on the meter (except surface water drainage). The Volume Charge per cubic metre will be £1.8638.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

### WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £245.

For sewerage, the average household bill charge in 2018/19 will be £234.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Wessex Water.

### Non-Household and Large User Tariffs

Non-household customers may choose one of the volume-based tariffs shown in the table below. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise standing charges based on meter size, volumetric and site charges based on annual consumption plus surface drainage charges based on meter size.

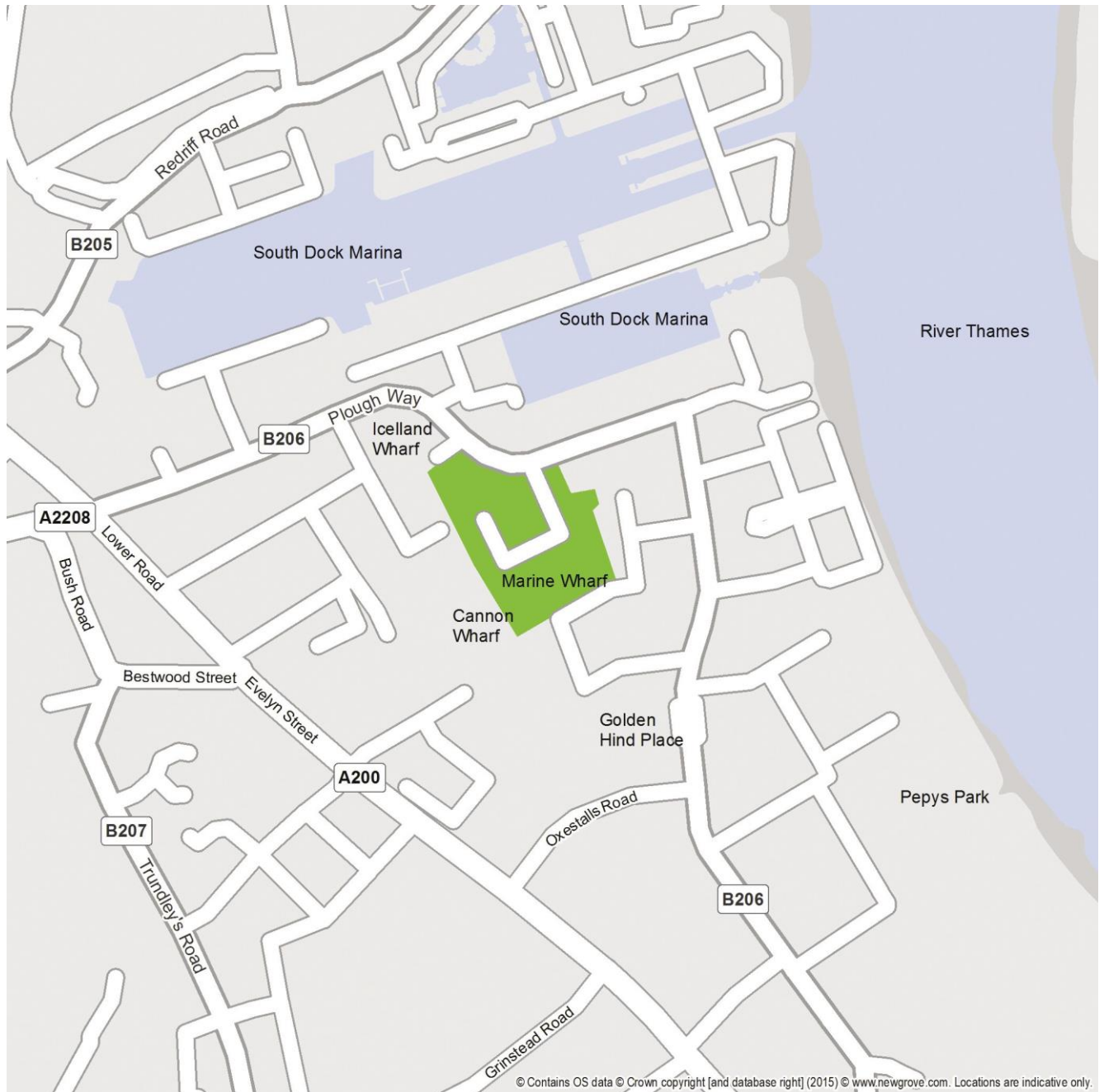
Water			Sewerage			
Meter size + consumption	Standing charge per annum	Volumetric charge per cubic metre	Meter size	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<25mm <1000m3	£24	See below	20mm	£40	£20	See below
			25mm	£214	£107	See below
<25mm <5000m3	£35	See below	30mm	£350	£175	See below
			40mm	£480	£240	See below
>24mm <1000m3	£64	See below	50mm	£880	£440	See below
			65mm	£1,280	£640	See below
>24mm <5000m3	£75	See below	80mm	£2,250	£1,125	See below
			100mm	£3,900	£1,950	See below
>24mm >5000m3	£111	See below	Consumption per annum	Fixed charge per annum		
Consumption per annum	Fixed charge per annum		<1000m3	£15	-	186.38p
			1000-5000m3	£27	-	179.38p
<1000m3	-	224.83p	5000-25000m3	£66	-	177.29p
<5000m3	-	219.76p	-	-	-	-
>5000m3	-	218.16p	-	-	-	-

*\* The abated charge is payable where no part of the property is connected for surface water drainage.*

## Annex – charging information for 2018/19

### Marine Wharf

Map of the Marine Wharf area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
65mm	£1,271.51	£552.18
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- d) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- e) any volume subject to the Trade Effluent Charge; or
- f) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261.



The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>4</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Riverlight

Map of the Riverlight area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954 per cubic metre except for meter sizes at or below 20mm, for which the charge per cubic metre is £1.2565.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
65mm	£1,271.51	£552.18
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- j) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- k) any volume subject to the Trade Effluent Charge; or
- l) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261 except for meter sizes at or below 20mm, for which the charge per cubic metre will be £0.8013.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.



Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Embassy Gardens

Map of the Embassy Gardens area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
65mm	£1,271.51	£552.18
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- g) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- h) any volume subject to the Trade Effluent Charge; or
- i) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>4</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Abbotswood

SSE Water provides sewerage services only at  
Abbotswood

Map of the Abbotswood area



The local area for the calculation of the WaterSure Scheme is Southern Water.



## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter size	Full standing charge per annum	Abated standing charge * per annum
15mm	£59.14	£35.78
20mm	£59.14	£35.78
25mm	£136.54	£35.78
40mm	£237.30	£35.78
50mm	£287.68	£35.78
80mm	£539.58	£35.78
100mm	£690.72	£35.78
*The abated charge is payable where no part of the property is connected for surface water drainage		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 7.5% for domestic and 5% for commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 92.5% and 95% respectively of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £2.3900.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

## WaterSure Scheme

For sewerage, the average household bill charge in 2018/19 will be £278.00.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Southern Water.

**SSE Water does not provide water services in this area and therefore no charges for water are provided**

## Non-Household and Large User Tariffs

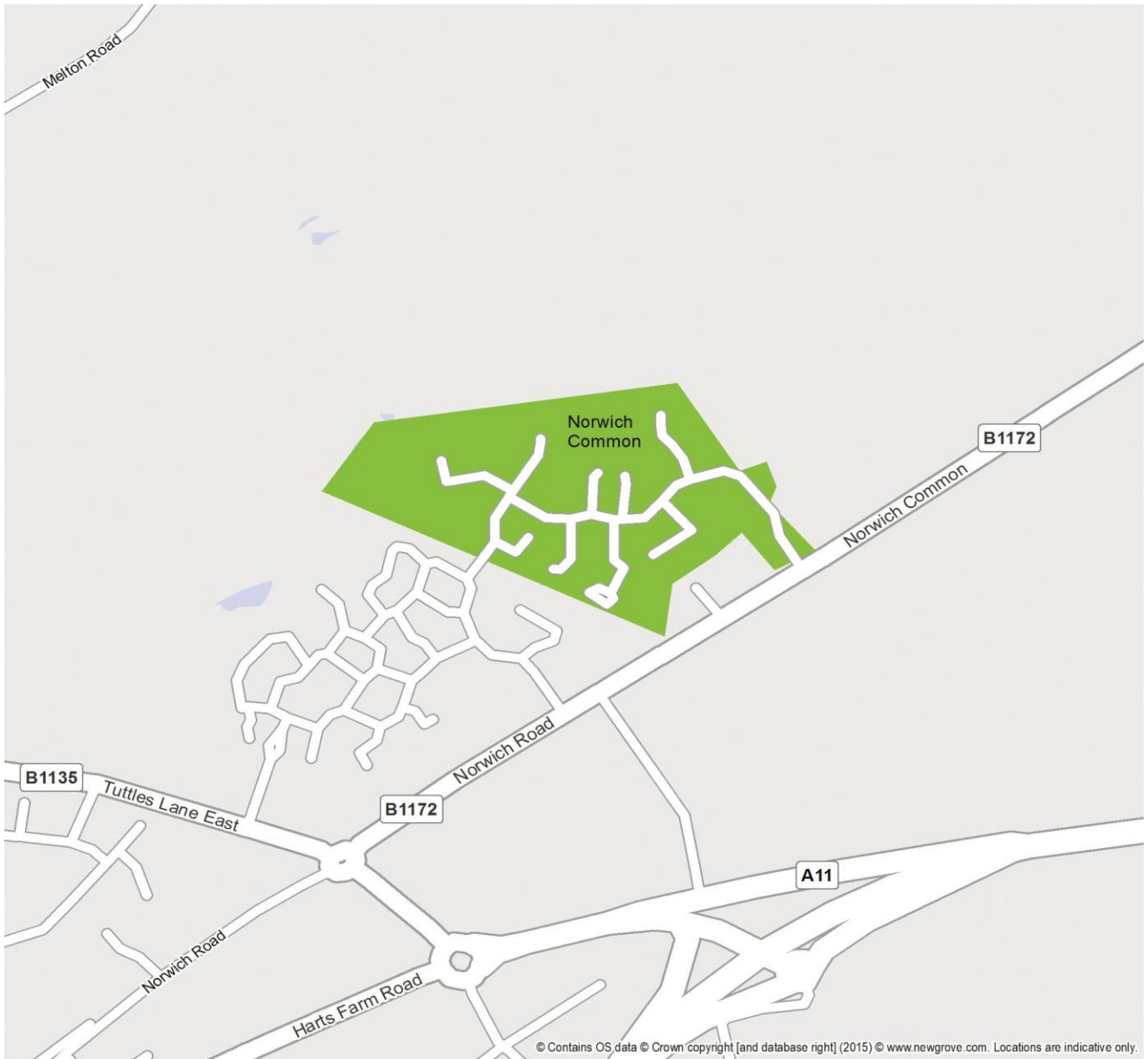
Non-household customers may choose one of the volume-based tariffs shown in the table below. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise volumetric and site charges based on meter sizes and annual consumption plus a surface drainage charge based on meter size.

Sewerage			
Annual Volume (m3)	Full Standing Charge per annum**	Abated standing charge * per annum	Volumetric charge per cubic metre
0-999	£34.20	-	234.01p
1000 - 4999	£146.28	-	230.46p
5000 - 19999	£613.00	-	230.46p
Meter Size	Surface Water Drainage charge / annum	Highway Drainage Charge / annum	
15mm	£37.08	£12.36	-
20mm	£37.08	£12.36	-
25mm	£111.36	£12.36	-
40mm	£210.36	£12.36	-
50mm	£259.36	£12.36	-
80mm	£506.36	£12.36	-
100mm	£655.36	£12.36	-
<i>*The abated charge is payable where no part of the property is connected for surface water</i> <i>**You must add highway drainage and surface water drainage if you use this service.</i>			

## Annex – charging information for 2018/19

### Norwich Common

Map of the Norwich Common area



**The local area for the calculation of the WaterSure Scheme is Anglian Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
15mm	£28.00
20mm	£28.00
25mm	£28.00
40mm	£28.00
50mm	£28.00
80mm	£28.00
100mm	£28.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.5288 except for meter sizes at or below 20mm, for which the charge will be £1.4829.

### Low User Tariff

A low user tariff was available to domestic customers using less than 75 cubic metres of water per annum, but will be closed to new applicants from 1 April 2017. The charges for those already on this tariff are as follows:

Low User Tariff		
	Fixed Charge	Volumetric Charge
Water	£27.00	154.21p
Wastewater - Full	£50.80	224.63p
Wastewater - Abated *	£34.20	194.41p

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter size	Full standing charge per annum	Abated standing charge * per annum
15mm	£88.00	£51.00
20mm	£88.00	£51.00
25mm	£88.00	£51.00
40mm	£88.00	£51.00
50mm	£88.00	£51.00
80mm	£88.00	£51.00
100mm	£88.00	£51.00

\* The abated charge is payable where no part of the property is connected for surface water drainage.

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £1.6952 except for meter sizes at or below 20mm for which the charge will be £1.6443

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

### WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £187. For sewerage, the average household bill charge in 2018/19 will be £248.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Anglian Water.

### Non-Household and Large User Tariffs

The Non-household tariffs below apply where a single site has annual consumption up to 10,000m<sup>3</sup> and comprises volumetric and site charges plus a surface drainage charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Standing charge per annum	Abated Standing Charge*	Volumetric charge per cubic metre
15mm	£48.00	134.75p	£119.90	£84.90	158.80p
20mm	£48.00	134.75p	£119.90	£84.90	158.80p
25mm	£48.00	134.75p	£119.90	£84.90	158.80p
40mm	£48.00	134.75p	£119.90	£84.90	158.80p
50mm	£48.00	134.75p	£119.90	£84.90	158.80p
80mm	£48.00	134.75p	£119.90	£84.90	158.80p
100mm	£48.00	134.75p	£119.90	£84.90	158.80p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Hills Farm Lane

Map of the Hills Farm Lane area



The local area for the calculation of the WaterSure Scheme is that of Southern Water.

## Water Charges

### Measured Charges

The measured charges set out in this section are the standard measured charges

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
15mm	£21.68
20mm	£21.68
25mm	£21.68
40mm	£21.68
50mm	£21.68
80mm	£21.68
100mm	£21.68

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.3650 per cubic metre



## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Standing charge – for each charging meter there will be a standing charge as follows:

Sewerage		
Meter size	Full standing charge per annum	Abated standing charge* per annum
15mm	£60.97	£35.78
20mm	£60.97	£35.78
25mm	£136.54	£35.78
40mm	£237.30	£35.78
50mm	£287.68	£35.78
80mm	£539.58	£35.78
100mm	£690.72	£35.78
* The abated charge is payable where no part of the property is connected for surface water drainage.		

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter subject to an allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer, which will be 7.5% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 92.5% of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage). The Volume Charge per cubic metre will be £2.3900.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

### WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £158.00.

For sewerage, the average household bill charge in 2018/19 will be £278.00.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Portsmouth Water and Southern Water respectively.

### Non-Household and Large User Tariffs

Non-household customers may choose one of the volume-based tariffs shown in the table below. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise volumetric and site charges based on meter sizes and annual consumption plus a surface drainage charge based on meter size.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	See below	See below	£37.08	£12.36	See below
20mm	See below	See below	£37.08	£12.36	See below
25mm	See below	See below	£111.36	£12.36	See below
40mm	See below	See below	£210.36	£12.36	See below
50mm	See below	See below	£259.36	£12.36	See below
80mm	See below	See below	£506.36	£12.36	See below
100mm	See below	See below	£655.36	£12.36	See below
m3 / annum			Fixed charge per annum		
0 - 999	£43.16	131.07p	£34.20	-	234.01p
1000 - 4999	£167.72	131.07p	£146.28	-	230.46p
5000 - 19999	£648.00	116.76p	£613.00	-	230.46p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### Heart of East Greenwich

Map of the Heart of East Greenwich area



**The local area for the calculation of the WaterSure Scheme is that of Thames Water.**

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954 per cubic metre except for meter sizes at or below 20mm, for which the charge per cubic metre is £1.2565.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
20mm	£114.12	£49.57
25mm	£204.04	£88.76
30mm	£318.17	£138.33
40mm	£457.66	£198.27
50mm	£812.70	£352.75
65mm	£1,271.51	£552.18
80mm	£1,829.46	£794.27
100mm	£3,253.14	£1,412.15
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- m) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- n) any volume subject to the Trade Effluent Charge; or
- o) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261 except for meter sizes at or below 20mm, for which the charge per cubic metre will be £0.8013.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p
* The abated charge is payable where no part of the property is connected for surface water drainage.					

Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.



## Annex – charging information for 2018/19

### Newlands

Map of the Newlands area



The local area for the calculation of the WaterSure Scheme is that of

- Portsmouth Water for water services; and
- Southern Water for sewerage services.

## Water Charges

### Measured Charges

The measured charges set out in this section are the standard measured charges

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
15mm	£29.08
20mm	£33.30
25mm	£87.33
40mm	£169.48
50mm	£210.79
80mm	£303.15
100mm	£742.76

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### WaterSure Scheme.

WaterSure		
	Water	Sewerage
Maximum charge per annum	£102.73	£278.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £0.732 per cubic metre.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Standing charge – for each charging meter there will be a standing charge as follows:

Sewerage		
Meter size	Full standing charge per annum	Abated standing charge* per annum
15mm	£60.97	£35.78
20mm	£60.97	£35.78
25mm	£136.54	£35.78
40mm	£237.30	£35.78
50mm	£287.68	£35.78
80mm	£539.58	£35.78
100mm	£690.72	£35.78
* The abated charge is payable where no part of the property is connected for surface water drainage.		

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter subject to an allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer, which will be 7.5% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 92.5% of the water that we supply is returned to the public sewerage system in respect of either:

- d) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- e) any volume subject to the Trade Effluent Charge; or
- f) any discharge to the sewer from any source not recorded on the meter (except surface water drainage). The Volume Charge per cubic metre will be £2.390.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

## WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £102.73.

For sewerage, the average household bill charge in 2018/19 will be £278.00.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Portsmouth Water and Southern Water respectively.

## Non-Household and Large User Tariffs

Non-household customers may choose one of the volume-based tariffs shown in the table below. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise volumetric and site charges based on meter sizes and annual consumption plus a surface drainage charge based on meter size.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£31.48	See below	£37.08	£12.36	See below
20mm	£35.52	See below	£37.08	£12.36	See below
25mm	£90.57	See below	£111.36	£12.36	See below
40mm	£168.55	See below	£210.36	£12.36	See below
50mm	£207.80	See below	£259.36	£12.36	See below
80mm	£295.44	See below	£506.36	£12.36	See below
100mm	£712.75	See below	£655.36	£12.36	See below
m3 / annum	Supplementary Charge		Fixed charge per annum		
< 10000	£0.00	72.50p	-	-	-
10000 - 50000	£200.00	70.50p	-	-	-
< 1000	-	-	£34.20	-	234.01
1000 - 4999	-	-	£146.28	-	230.46
5000 - 19999	-	-	£613.00	-	230.46
20000 - 49999	-	-	£1,271.00	-	230.46
* The abated charge is payable where no part of the property is connected for surface water drainage.					

## Annex – charging information for 2018/19

### Emerson's Green

Map of the Emerson's Green area



**The local area for the calculation of the WaterSure Scheme is that of**

- Bristol Water for water services; and**
- Wessex Water for sewerage services.**

## Water Charges

### Measured Charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
20mm	£39.50
25mm	£39.50
30mm	£39.50
40mm	£39.50
50mm	£39.50
65mm	£39.50
80mm	£39.50
100mm	£39.50

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2753 per cubic metre

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Standing charge – for each charging meter there will be a standing charge as follows:

Sewerage		
Meter size	Full standing charge per annum	Abated standing charge* per annum
20mm	£56	£35
25mm	£228	£121
30mm	£364	£189
40mm	£494	£254
50mm	£894	£454
65mm	£1,294	£654
80mm	£2,264	£1,139
100mm	£3,914	£1,964
* The abated charge is payable where no part of the property is connected for surface water drainage.		

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter subject to an allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer, which will be 5% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 95% of the water that we supply is returned to the public sewerage system in respect of either:

- any further proportion of water used but not discharged to a sewer‡; or
- any volume subject to the Trade Effluent Charge; or
- any discharge to the sewer from any source not recorded on the meter (except surface water drainage). The Volume Charge per cubic metre will be £1.8638.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

‡The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

### WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £175.00.

For sewerage, the average household bill charge in 2018/19 will be £234.00.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Portsmouth Water and Southern Water respectively.

### Non-Household and Large User Tariffs

Non-household customers may choose one of the volume-based tariffs shown in the table below. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise volumetric and site charges based on meter sizes and annual consumption plus a surface drainage charge based on meter size.

Water			Sewerage		
Meter size	Standing charge	Volumetric charge	Full standing charge	Abated standing charge *	Volumetric charge
	per annum	per cubic metre	per annum	per annum	per cubic metre
15mm	£0	See below	£40	£20	See below
20mm	£0	See below	£40	£20	See below
25mm	£0	See below	£214	£107	See below
30mm	£0	See below	£350	£175	See below
40mm	£0	See below	£480	£240	See below
50mm	£0	See below	£880	£440	See below
80mm	£0	See below	£2,250	£1,125	See below
100mm	£0	See below	£3,900	£1,950	See below
m3 / annum	Supplementary Charge		Fixed charge per annum		
0 - 999	£39	121.90p	£15		186.38p
1000 - 4999	£11	121.85p	£27		179.38p
5000 - 15000	£47	120.56p	£66		177.29p

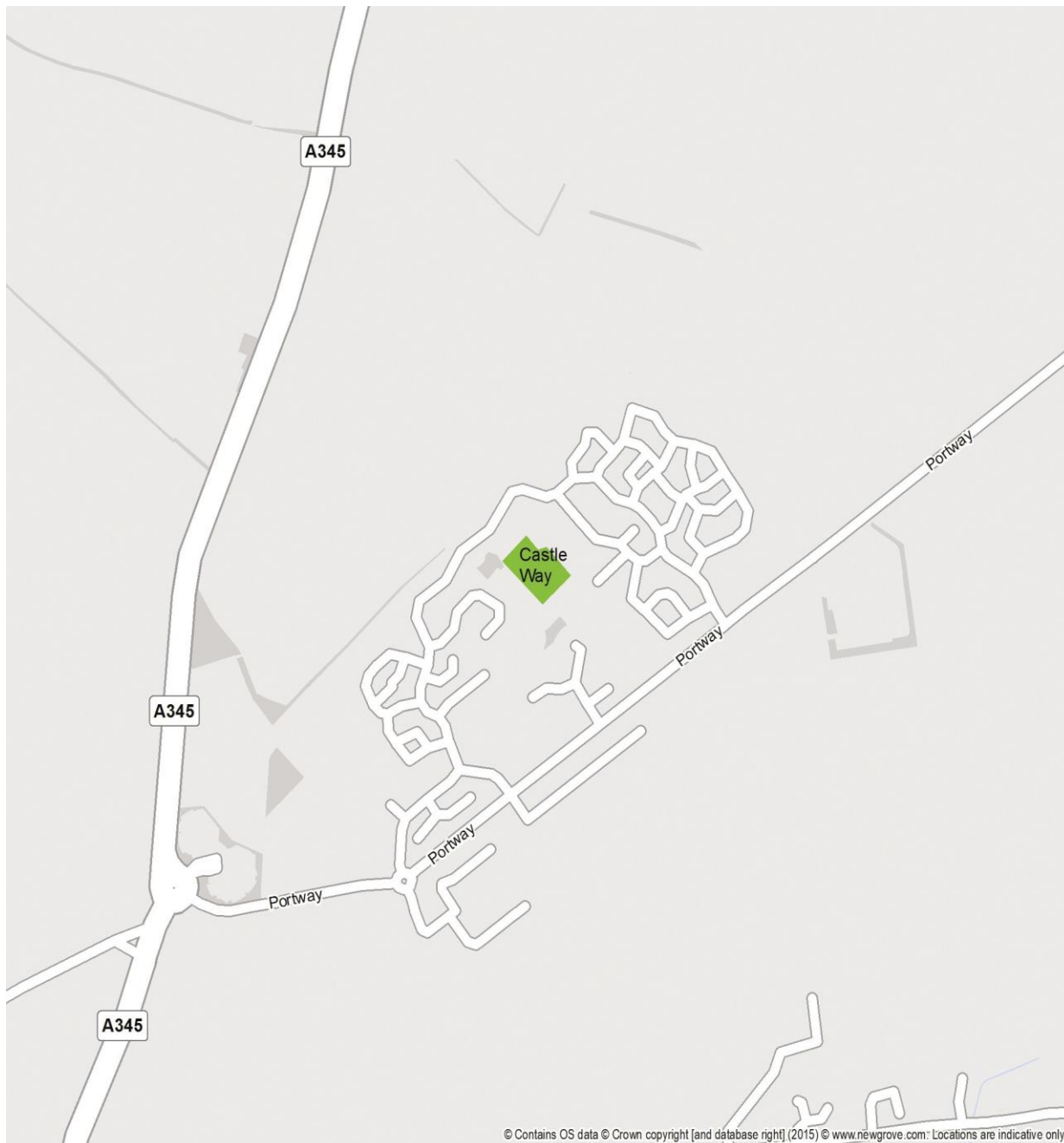
\* The abated charge is payable where no part of the property is connected for surface water drainage.



## Annex – charging information for 2018/19

### Castle Way

#### Map of the Castle Way area



**The local area for the calculation of the WaterSure Scheme is that of Wessex Water.**

## Water charges

### Measured Charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company for the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter Size	Standing charge per annum
15mm - 20mm	£24.00
25mm - 100mm	£66.00

Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £2.2094 per cubic metre.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Standing charge – for each charging meter there will be a standing charge as follows:

Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
15mm	£56.00	£35.00
20mm	£56.00	£35.00
25mm	£228.00	£121.00
30mm	£364.00	£189.00
40mm	£494.00	£254.00
50mm	£894.00	£454.00
80mm	£2,264.00	£1,139.00
100mm	£3,914.00	£1,964.00

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

The Volume Charge – The volume charge will be calculated on the volume of water recorded by the meter subject to an allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer, which will be 5% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 95 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- g) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- h) any volume subject to the Trade Effluent Charge; or
- i) any discharge to the sewer from any source not recorded on the meter (except surface water drainage). The Volume Charge per cubic metre will be £1.8638.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>†</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

### WaterSure Scheme

For water, the average household bill charge in 2018/19 will be £245.

For sewerage, the average household bill charge in 2018/19 will be £234.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Wessex Water.

### Non-Household and Large User Tariffs

Non-household customers may choose one of the volume-based tariffs shown in the table below. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise standing charges based on meter size, volumetric and site charges based on annual consumption plus surface drainage charges based on meter size.

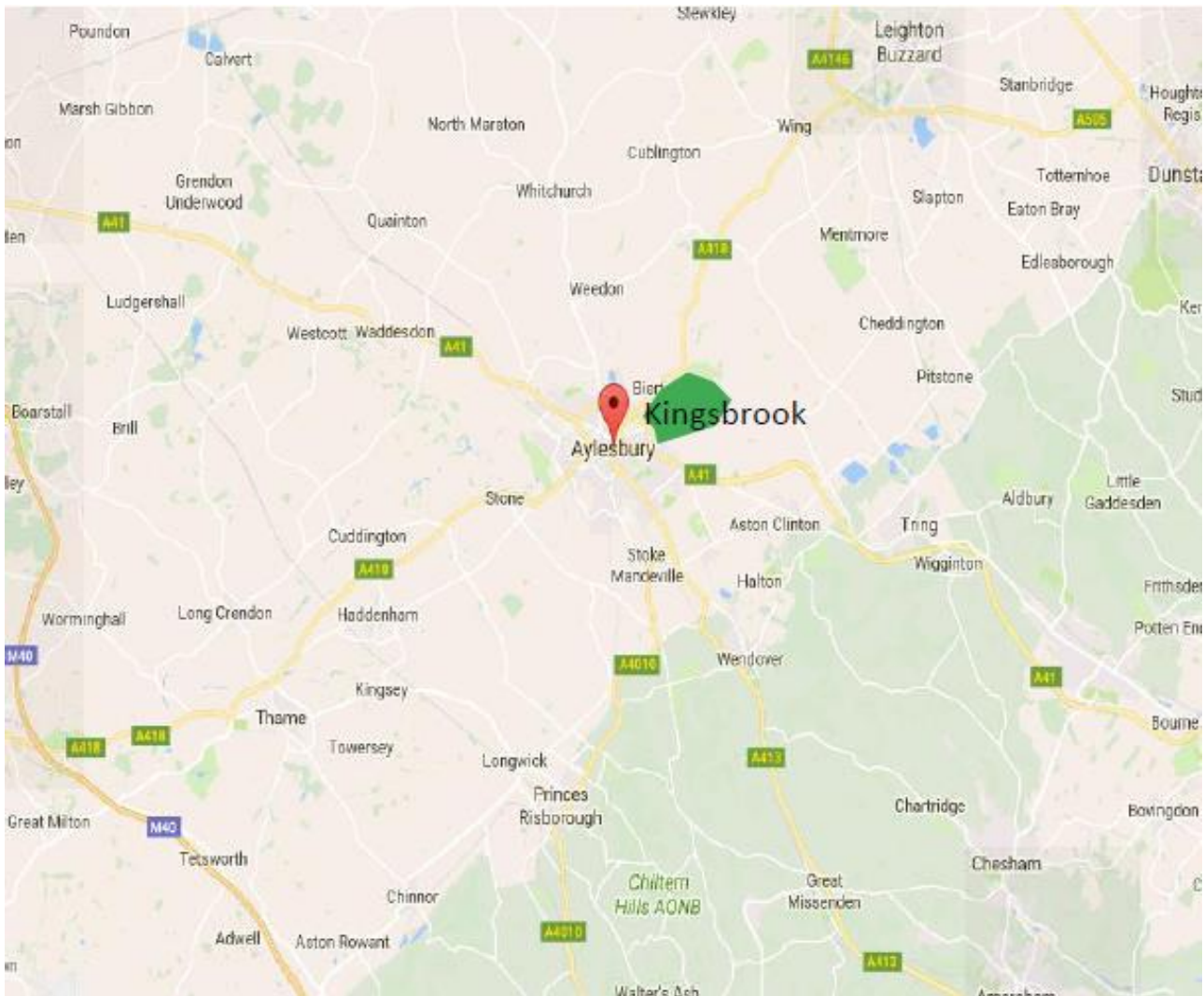
Water			Sewerage			
Meter size + consumption	Standing charge per annum	Volumetric charge per cubic metre	Meter size	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
<25mm <1000m3	£24	See below	20mm	£40	£20	See below
			25mm	£214	£107	See below
<25mm <5000m3	£35	See below	30mm	£350	£175	See below
			40mm	£480	£240	See below
>24mm <1000m3	£64	See below	50mm	£880	£440	See below
			65mm	£1,280	£640	See below
>24mm <5000m3	£75	See below	80mm	£2,250	£1,125	See below
			100mm	£3,900	£1,950	See below
>24mm >5000m3	£111	See below	Consumption per annum	Fixed charge per annum		
Consumption per annum	Fixed charge per annum		<1000m3	£15	-	186.38p
			1000-5000m3	£27	-	179.38p
<1000m3	-	224.83p	5000-25000m3	£66	-	177.29p
<5000m3	-	219.76p	-	-	-	-
>5000m3	-	218.16p	-	-	-	-

*\* The abated charge is payable where no part of the property is connected for surface water drainage.*

## Annex – charging information for 2018/19

### Kingsbrook

Map of the Kingsbrook area



The local area for the calculation of the WaterSure Scheme is that of Thames Water.

## Water charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

### The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

<b>Sewerage</b>		
<b>Meter Size</b>	<b>Full standing charge per annum</b>	<b>Abated standing charge * per annum</b>
<b>Single Households</b>		
<b>All</b>	<b>£70.07</b>	<b>£44.92</b>
<b>Bulk Households</b>		
<b>15mm</b>	<b>£45.81</b>	<b>£20.66</b>
<b>20mm</b>	<b>£114.12</b>	<b>£49.57</b>
<b>25mm</b>	<b>£204.04</b>	<b>£88.76</b>
<b>30mm</b>	<b>£318.17</b>	<b>£138.33</b>
<b>40mm</b>	<b>£457.66</b>	<b>£198.27</b>
<b>50mm</b>	<b>£812.70</b>	<b>£352.75</b>
<b>65mm</b>	<b>£1,271.51</b>	<b>£552.18</b>
<b>80mm</b>	<b>£1,829.46</b>	<b>£794.27</b>
<b>100mm</b>	<b>£3,253.14</b>	<b>£1,412.15</b>
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- j) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- k) any volume subject to the Trade Effluent Charge; or
- l) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>4</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.



## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

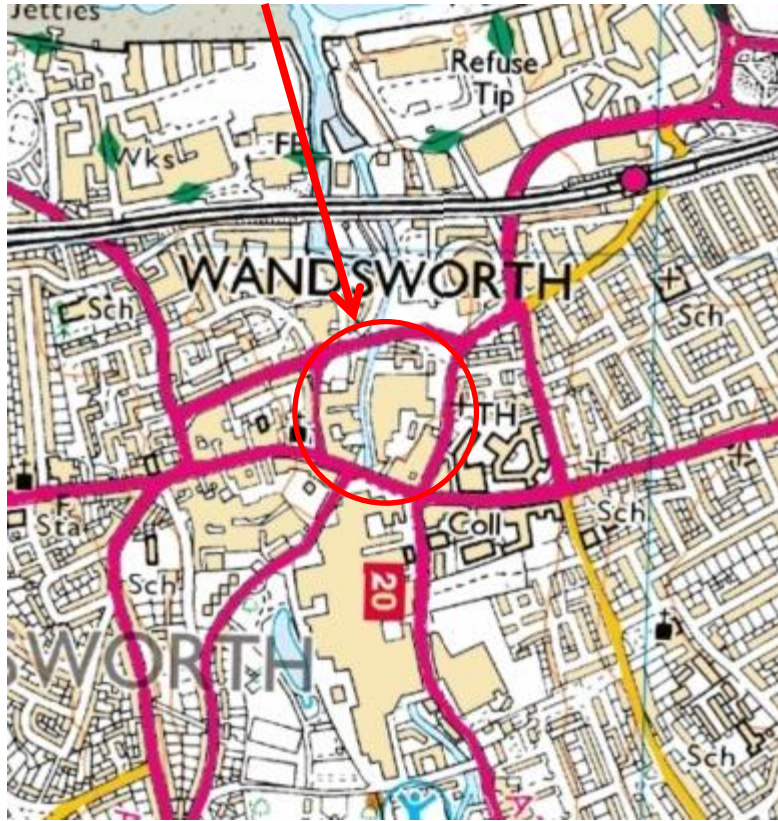
Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

## Annex – charging information for 2018/19

### RAM Quarter

Map of the RAM Quarter area



The local area for the calculation of the WaterSure Scheme is that of Thames Water.

## Water charges

Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers taking water through a meter except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

The Standing Charge – for each main charging meter there will be an annual standing charges based on its size as follows:

Water	
Meter size	Standing charge per annum
Single Households	
All	£20.57
Bulk Households	
15 - 100mm	£0.00

The Volume Charge

The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.2954.

## Sewerage and Sewage Disposal Charges

### Measured charges

The measured charges set out in this section are the standard measured charges.

These will be paid by all customers paying measured sewerage charges except for those who have registered with the Company to pay the WaterSure Scheme.

Measured charges consist of a standing charge plus a volume charge.

Where no meter size is indicated on the meter a nominal size will be assessed by the Company by reference to the maximum potential flow through the meter.

<b>Sewerage</b>		
<b>Meter Size</b>	<b>Full standing charge per annum</b>	<b>Abated standing charge * per annum</b>
<b>Single Households</b>		
<b>All</b>	<b>£70.07</b>	<b>£44.92</b>
<b>Bulk Households</b>		
<b>15mm</b>	<b>£45.81</b>	<b>£20.66</b>
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<b>40mm</b>	<b>£457.66</b>	<b>£198.27</b>
<b>50mm</b>	<b>£812.70</b>	<b>£352.75</b>
<b>65mm</b>	<b>£1,271.51</b>	<b>£552.18</b>
<b>80mm</b>	<b>£1,829.46</b>	<b>£794.27</b>
<b>100mm</b>	<b>£3,253.14</b>	<b>£1,412.15</b>
* The abated charge is payable where no part of the property is connected for surface water drainage.		

### The Volume Charge

The volume charge will be calculated on the volume of water recorded by the meter. An allowance (the Non Return to Sewer Allowance) for any volume not discharged to the sewer is made implicitly when setting the volume charges, using a value of 10% for domestic and commercial properties. We will consider agreeing a higher Non Return to Sewer Allowance where a customer can prove that less than 90 per cent of the water that we supply is returned to the public sewerage system in respect of either:

- m) any further proportion of water used but not discharged to a sewer<sup>†</sup>; or
- n) any volume subject to the Trade Effluent Charge; or
- o) any discharge to the sewer from any source not recorded on the meter (except surface water drainage).

The Volume Charge per cubic metre will be £0.8261.

The foul and highway drainage sewerage only tariff is the abated standing charge for sewerage plus the volumetric charge for sewerage.

<sup>4</sup>The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering, replenishing of external swimming pools, or any other external use where it is feasible to sub-meter such use.

#### **WaterSure Scheme**

For water, the average household bill charge in 2018/19 will be £203. For sewerage, the average household bill charge in 2018/19 will be £180.

These have been set with reference to the average household bill charges for water and sewerage in the area served by Thames Water.

## Non-Household and Large User Tariffs

Non-household customers may choose a tariff based on the volume consumed at a single site in any one charging year. The available tariffs are set out in the table below. The charges will consist of Standing and Volumetric charges for water and waste based on volume, a Standing charge for surface and highways drainage based on meter size and for consumptions of 20,000m<sup>3</sup> or greater, a supplementary charge.

Water			Sewerage		
Meter size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
15mm	£0	See below	£39.82	£11.00	See below
20mm	£0	See below	£114.13	£49.57	See below
25mm	£0	See below	£204.06	£88.77	See below
30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
Metered, fixed charges. Based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
0 - 500	£20.83	136.35p	£28.83	n/a	93.39p
500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

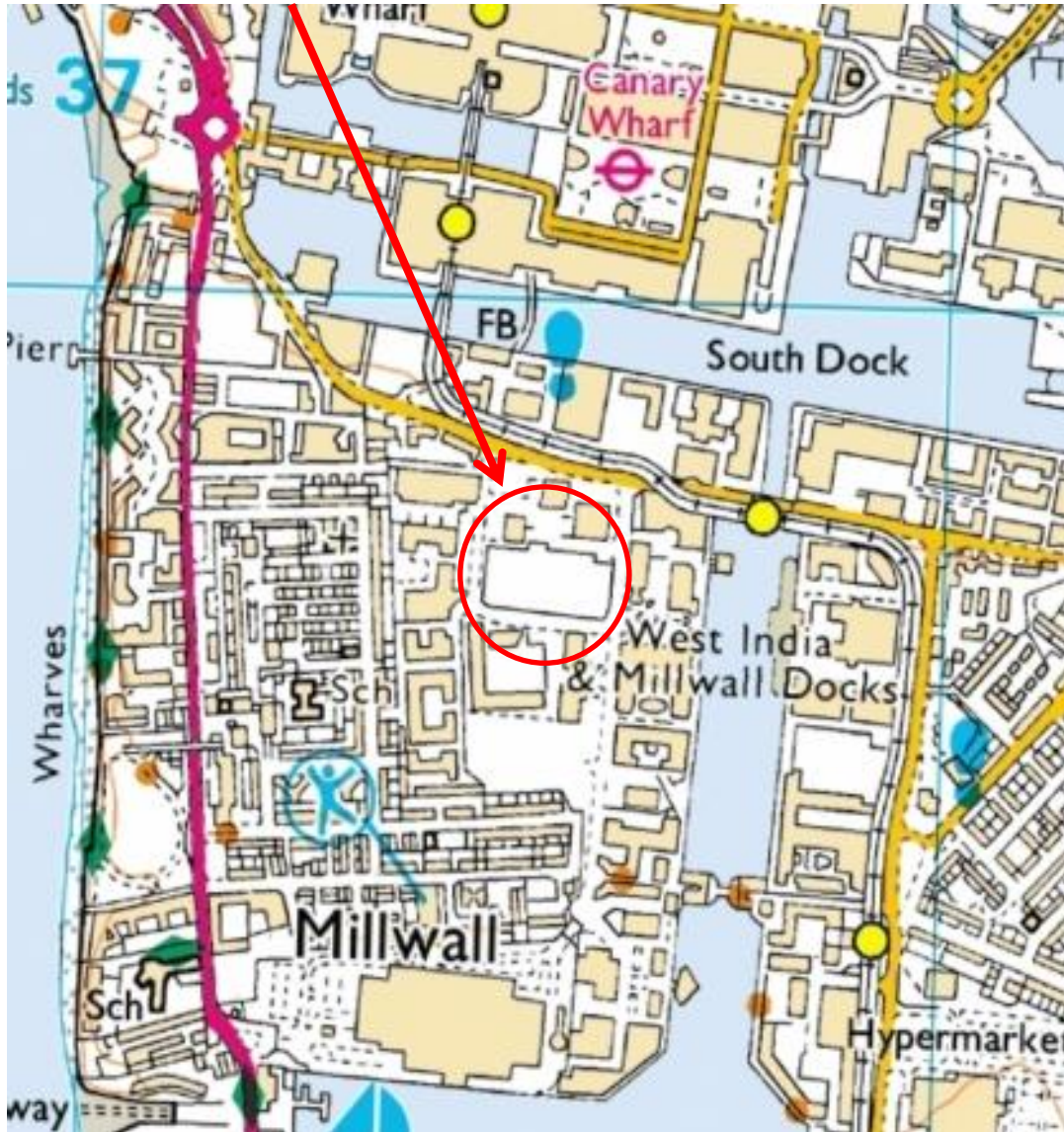
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Annex – charging information for 2018/19

Millharbour

Map of the Millharbour area



The local area for the calculation of the WaterSure Scheme is that of Thames Water.

## Water charges

Measured charges

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Bulk Households	
15 - 100mm	£0.00

The Volume Charge

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Sewerage		
Meter Size	Full standing charge per annum	Abated standing charge * per annum
<b>Single Households</b>		
All	£70.07	£44.92
<b>Bulk Households</b>		
15mm	£45.81	£20.66
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30mm	£0	See below	£318.21	£138.35	See below
40mm	£0	See below	£457.67	£198.29	See below
50mm	£0	See below	£812.79	£352.79	See below
80mm	£0	See below	£1,829.63	£794.34	See below
100mm	£0	See below	£3,253.45	£1,412.28	See below
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500 - 1000	£28.14	136.43p	£42.16	n/a	91.85p
1000 - 5000	£61.58	133.14p	£95.34	n/a	86.04p
5000 - 20,000	£78.97	133.29p	£120.16	n/a	86.08p
20,000 - 50,000	£108.80	122.06p	£162.84	n/a	85.79p
50,000 - 100,000	£167.82	100.20p	£245.87	n/a	84.95p
100,000 - 250,000	£167.82	100.20p	£245.87	n/a	68.43p
250,000+	£187.77	80.43p	£280.83	n/a	67.97p

\* The abated charge is payable where no part of the property is connected for surface water drainage.

Water			Sewerage		
Supplementary Charges based on m <sup>3</sup> per annum	£ per annum	Volumetric charge	£ per annum	Abated standing charge *	Volumetric charge
20,000 - 50,000	£2,202.46	n/a	n/a	n/a	n/a
50,000 - 250,000	£12,888.21	n/a	n/a	n/a	n/a
250,000+	£61,487.00	n/a	n/a	n/a	n/a
100,000+	n/a	n/a	£16,522.00	n/a	n/a

\* The abated charge is payable where no part of the property is connected for surface water drainage.

February 2018

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