

SSE Water Ltd Charges Scheme for customers in Wales

2018/2019



This document contains the SSE Water (the Company) Charges Scheme for 2018/2019 (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 area:

- Llanilid Park, Pontyclun CF72

A map of the inset area can be found in the relevant Annex to the Scheme.

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Summary Table of Household Charges for 2018/19.

Llanilid Park

Valid from 1 April 2018

Water			Sewerage		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Volumetric charge per cubic metre	Abated Volumetric charge* per cubic metre
20mm	£38.20	135.24p	£84.45	176.17p	138.94p
25mm	£38.20	135.24p	£84.45	176.17p	138.94p
30mm	£183.79	135.24p	£383.83	176.17p	138.94p
40mm	£338.59	135.24p	£570.42	176.17p	138.94p

* 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
	£130.89	£189.06

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 of 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). The Non Return to sewerage allowance for this inset is 5%, meaning that the chargeable sewerage rate is based on 95% of the total mains water measured.

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.

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 and are common across the water industry 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 8.

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.

**For Household customers only; Non-household customers will be charged reasonable cost-recovery + VAT*

7. 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.

8. Infrastructure charges

In this section “infrastructure charges” means the charges authorised by Section 146(2) of the Water Industry Act 1991. The levels of the charges are intended to ensure those making the demand on the water and sewerage system for the first time make a contribution towards the existing local network.

Unless the individual charges are specifically referred to separately in this section, the term “infrastructure charge” will cover both the water infrastructure charge and the sewerage infrastructure charge.

Application of the infrastructure charge

The infrastructure charge 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, being drinking, washing, cooking, central heating, and sanitary purposes (as defined in the Water Industry Act 1991).

For the purposes of this charge every building or part of a building will be treated as a unit capable of separate occupation and liable to a separate infrastructure charge if:

- In the case of a dwelling:
 - it is used or will be used as a separate dwelling; or
 - it includes separate facilities for sleeping, washing, cooking and a WC.
- In any other case, it has its own connection to a water supply or sewerage service and is in fact capable of separate occupation.

Except where detailed below under “Non-standard cases” the standard amounts of the infrastructure charge will be payable for each unit connecting to the Company’s mains and/or sewers.

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 charges 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.

Infrastructure Charges

The standard amounts are shown in the Annexes of detailed charging information for each inset area served by the Company.

Payment of the Infrastructure Charge

In the case of a new property the infrastructure charge is payable upon connection unless the Company has agreed alternative payment arrangements with the customer concerned. A customer wishing to agree alternative payment arrangements should write to SSE Water, One Forbury Place, 43 Forbury Road, Reading RG1 3JH..

For existing properties which are occupied at the time a connection is required, either payment in full shall be made within six months of the connection or payment may be made in equal annual instalments up to a maximum of twelve including interest at 6% per annum or such other rate as Ofwat may prescribe.

Definition of connection

In the case of the water infrastructure charge, connection is defined as the point in time at which a water meter is installed for measuring use at the property; or, where a meter has been installed previously for measuring a building supply and Building Supply charges have been paid, the point at which the supply changes to one for domestic purposes.

In the case of the sewerage infrastructure charge, connection is deemed to be the point at which a water meter is installed for measuring use at the property; or, where a meter has been installed previously for measuring a building

supply and Building Supply charges have been paid, the point at which the supply changes to one for domestic purposes; or, where no water supply is taken from a statutory water undertaker, the point at which the property is physically connected to a Company owned sewer.

The Company will normally provide an invoice for the due infrastructure charges at the same time as it presents an invoice for connection. Customers may well find it administratively more convenient and cheaper to pay the charges at the same time.

Non-standard cases

There are a number of situations where the infrastructure charge due for a development will not be calculated by simply adding together the relevant number of standard amounts for each unit. These are:

Buildings where there is a Common Billing Agreement

Where a building is made up of a number of self-contained units and their future occupiers will not be billed by the Company for water and sewerage services but the bill will be paid by a third party (a Common Billing Agreement), the infrastructure charge will be calculated by reference to the water using appliances in the building.

The table below sets out the nationally agreed "Loading Units" for various water using appliances.

The infrastructure charge will be calculated by adding together all the loading units for all the appliances in the building; dividing this figure by 24; and then dividing the resulting figure by the total number of self-contained units to which the Common Billing Agreement Applies. This will produce a figure called the "Relevant Multiplier" which will be multiplied by the standard infrastructure charge to determine the total infrastructure charge payable.

In the case of a development with a Common Billing Agreement the relevant multiplier may be more or less than 1.

Buildings which do not consist of a house and which are supplied by a service pipe with an internal diameter greater than 15mm In this case the infrastructure charges due will again be calculated by reference to the water using appliances installed in them using the loading units in the table below.

The infrastructure charge will be calculated by adding together all the loading units for all the appliances in the building and dividing this figure by 24 to produce the relevant multiplier. If this figure is less than 1, the relevant multiplier will be 1.

The relevant multiplier figure will then be multiplied by the standard infrastructure amount to determine the charges due.

Development or redevelopment of sites formerly connected to water and sewerage services

Where a site is developed or redeveloped (including conversions or sub-divisions of buildings) the number of infrastructure charges which will be payable will be:

The total number of units with connections to water and/or sewerage services after development minus the maximum number of properties which had connections to water and/or sewerage services at any time in the five years before redevelopment began. The credited number of properties is known as an off-set.

Where a site to be redeveloped consists of a large single commercial complex - such as a hospital or hotel - and which had a metered connection, the Company will take account of demand on services of the original use of the site in the five years before redevelopment began when calculating infrastructure charges (note, where part of a site only has been sold for redevelopment, the continuing water use at that part of the site not being redeveloped will be taken into account when calculating the due infrastructure charges).

The Company will do this by dividing the maximum consumption recorded by the meter in any of the five financial years prior to development by the average domestic household consumption in the Company's area. This will produce the number of off-sets which the Company will set against the infrastructure charges due.

In cases where infrastructure charge liability is calculated using the relevant multiplier principle referred to above, any off-sets due will be set against the total number of infrastructure charges which have been deemed payable using the relevant multiplier principle.

Note that where a large single commercial site is redeveloped which did not previously have metered connections the Company will be unable to use demand as a basis for calculating infrastructure charges. Charges will be calculated on the basis of the maximum number of properties formerly on the site.

Disputes regarding the application of the Relevant Multiplier

Any dispute about the application or calculation of the Relevant Multiplier may be referred to Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA. Telephone number: 0121 644 7500.

Table of nationally agreed Loading Units for water fittings

Water Fitting	Loading Units
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size 20mm)	10
Bath (tap nominal size larger than 20mm)	22
Shower	3
Sink (tap nominal size 15mm)	3
Sink (tap nominal size larger than 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 Loading Units per house)	3
Communal or commercial appliance	10
Any other water fitting or outlet (including a tap - but excluding a urinal or water softener)	3

Notes to be read with the Table

Note 1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.

Note 2. In any calculation of the total Loading Units for a property, a minimum of six Loading Units will be included in respect of each house for domestic appliances whether or not the house has any such appliances. The only exception to this will be in the case of any house where neither a washing machine nor a dishwasher can be provided and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance in the house.

Note 3. In the event that Loading Units information has not been provided on request, the Company reserves the right to apply a Relevant Multiplier based on the size of the connecting pipe. In such circumstances, the RM will not normally be less than the following:

External Pipe Diameter (polyethylene pipe)	Relevant Multiplier
0 - 25mm	1
26 - 32mm	4
33 - 50mm	9
51 - 63mm	16
> 63mm	25

Relevant Multipliers based on internal pipe diameters equivalent to polyethylene pipe of a given size will be used for non-PE materials.

9. 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.

10. 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

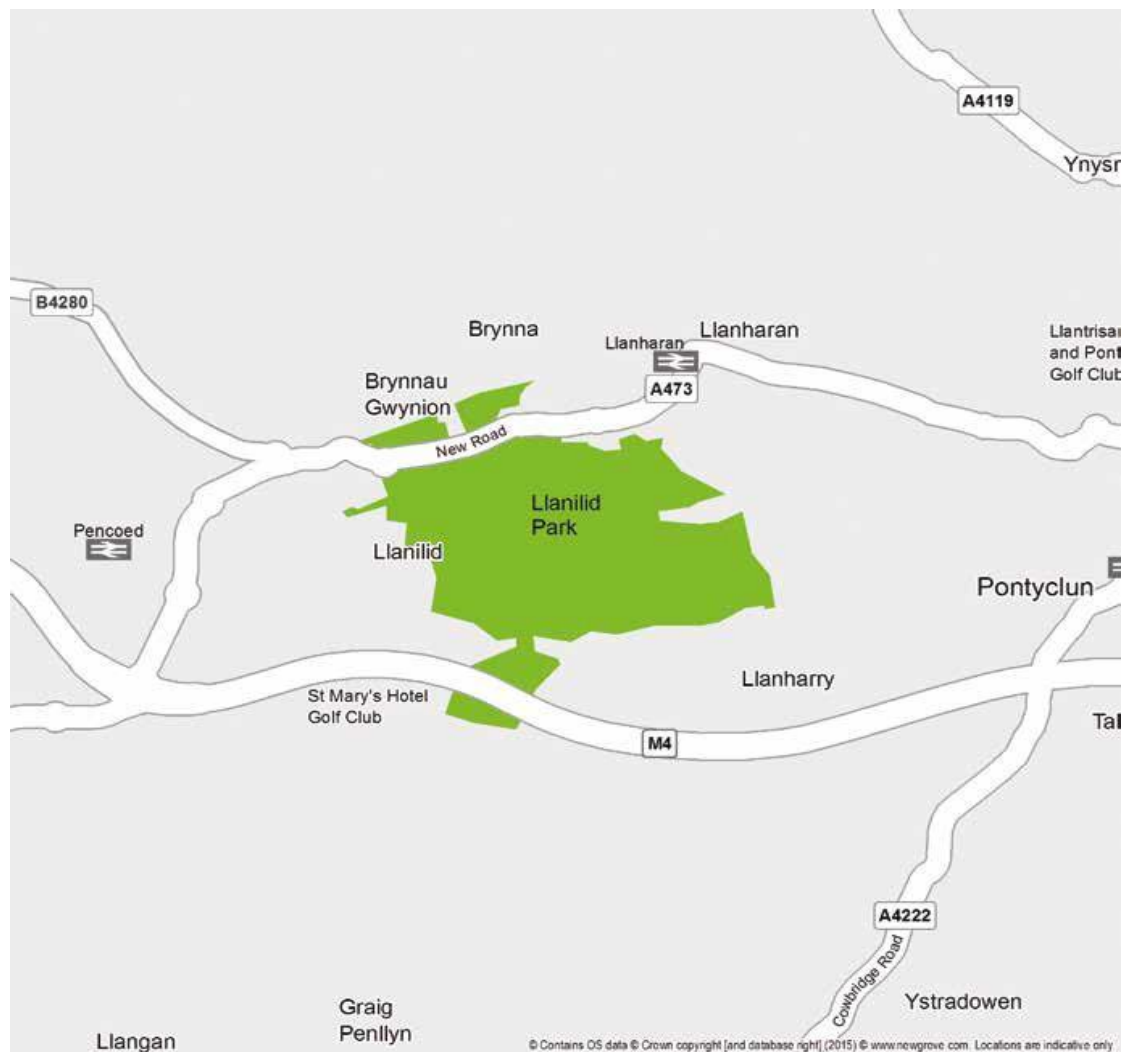
If we do not receive payment when it is due for water and sewerage services provided to a domestic dwelling, there are a number of steps that we will take to recover the money owed. These are set out in our Code of Practice and Procedure on Debt Recovery which is available on our website.

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. A payment of £63 will be required to reconnect the supply as well as payment of a significant proportion of the outstanding debt.

Annex – charging information for 2018/19

Llanilid Park

Map of the Llanilid Park area



The local area for the calculation of the WaterSure Scheme is that of Welsh 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 Tariff.

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 charge based on its size as follows:

Meter Size	
	Standing charge
	per annum
0 – 25mm	£38.20
30mm	£183.79
40mm and above	£338.59

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 £1.3524 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 charging meter there will be an annual standing charge based on its size as follows:

Sewerage	
	Standing charge
	per annum
0 – 25mm	£84.45
30mm	£383.33
40mm and above	£570.42

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:

- (a) any further proportion of water used but not discharged to a sewer[‡]; 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 – The volume charge will be calculated on the volume as recorded by the meter at a rate of £1.7617 per cubic metre. The abated volumetric charge per cubic metre, payable where no part of the property is connected for surface water drainage, will be £1.3894.

The foul and highway drainage sewerage only tariff is the standing charge for sewerage plus the abated 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 WaterSure charge in 2018/19 will be £130.89.

For sewerage, the WaterSure charge in 2018/19 will be £189.06.

These have been set with reference to the WaterSure Wales charges for water and sewerage in the area served by Dwr Cymru Welsh 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	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated volumetric charge * per annum	Volumetric charge per cubic metre
15mm	£31.10	See below	£74.74	See below	See below
20mm	£31.10	See below	£74.74	See below	See below
25mm	£100.69	See below	£258.51	See below	See below
30mm	£176.78	See below	£377.75	See below	See below
40mm	£331.10	See below	£565.38	See below	See below
50mm	£503.26	See below	£994.42	See below	See below
65mm	£673.85	See below	£1600.23	See below	See below
80mm	£893.30	See below	£2316.16	See below	See below
m3 / annum	Supplementary Charge		Fixed charge per annum	Abated volumetric charge*	Volumetric charge
0 – 49,999	£0	140.00p	£0	148.30p	185.59p

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

Infrastructure charges

For 2018/19 the standard amounts are:

- a) Water Infrastructure Charge £379.00
- b) Sewerage Infrastructure Charge £379.00

February 2018

We welcome correspondence from our customers in Welsh and will respond in Welsh if this is your preference.

SSE is a trading name of SSE Water Limited, which is a member of the SSE Group. The Registered Office of SSE Water Limited is One Forbury Place, 43 Forbury Road, RG1 3JH. Registered in England and Wales, No. 06021063. www.sse.co.uk

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