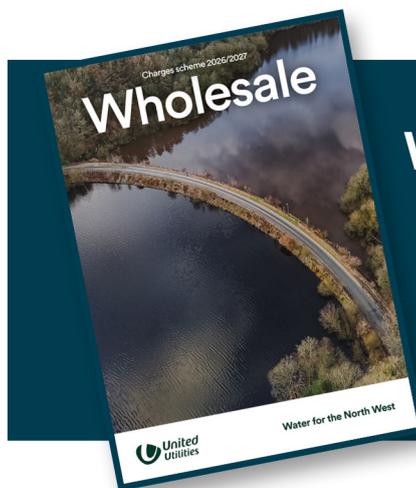


Charges scheme 2026/2027

Wholesale

Our charges schemes

We have published the following three charges schemes to show our charges for the year beginning 1 April 2026.



Wholesale charges scheme (this document)

This charges scheme sets out our charging policies and charges for the wholesale water and sewerage services we provide.



Household charges scheme

This charges scheme sets out our charging policies and the charges our household customers must pay for our services.



New connections and developer services charges scheme

This charges scheme sets out our charging policies and charges for the water supply and sewerage connections and developer services we provide.

All of the charges schemes shown above, and our **Charges statement for new appointments & variations**, are available to download from our website at unitedutilities.com

Contact details for retailers

Non-household customers please contact your retailer directly for queries about your charges the Open Water website can assist you in finding out who your retailer is and their contact details:

open-water.org.uk/find-your-current-retailer

Retailers can contact us at: WholesaleServiceDesk@uuplc.co.uk – opening hours
Monday – Friday 8am – 6pm excluding bank holidays

Invoice queries: wholesalesettlements@uuplc.co.uk – opening hours
Monday – Friday 8am – 6pm excluding bank holidays

United Utilities Water Limited
Head Office
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington
WA5 3LP

unitedutilities.com

Water and Wastewater emergencies: 0346 672 3723 unitedutilities.com/emergencies

New Appointments & Variations enquiries: NAVenquiries@uuplc.co.uk

Household: unitedutilities.com/help-and-support/contact-us

Links

Wholesale Charges (including Board Assurance Statement):

unitedutilities.com/Business-services/wholesale-charges

Business Services: unitedutilities.com/Business-services

New Appointments & Variations: unitedutilities.com/nav-guidance

Building and Developing: unitedutilities.com/builders-developers

Standpipe Hire: unitedutilities.com/standpipes

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1 Introduction

Please see the definitions in [section 10](#) for an explanation of some of the terms used in this scheme.

We have developed this charges scheme under section 143 of the Water Industry Act 1991 (as amended) (the Act). The scheme sets the wholesale charges for the water and sewerage services we provide for the period 1 April 2026 to 31 March 2027.

We split the services that we provide into two categories:

- Primary services related to the supply of water and the removal and treatment of foul effluent, trade effluent and surface water services to non-household premises and the removal and treatment of highway drainage across our region.
- Non-primary services are for activities that do not directly relate to the on-going provision of primary services.

We will set an appropriate charge for any service that is not provided for in this scheme.

The charges in this document, where applicable, are in line with the requirements of our Instrument of Appointment.

If you have a legal agreement with us outside of this scheme, the charges detailed in the agreement will apply until the agreement ends or we tell you about any changes.

We will bill and recover the specific charges for our wholesale services (primary and non-primary) that we provide on request, in line with the terms of your agreement with us.



2 Liability for charges

You are liable for charges applied to every connected supply or discharge point where you receive services from us, or where a premises has the benefit of a water supply or facilities that drain to the public sewer system (see section 144(1)(b) of the Act), and any other wholesale services you receive from us.

Where the premises (or site in the case of site area based charges) are vacant, and there is no consumption no charges will apply.

Sewerage services consist of foul effluent, trade effluent, surface water drainage and highway drainage.

Where we establish retrospectively that you are in receipt of services from us, we will make full charges in line with our non-household charging policies.

You must tell us about any changes made at your customer's premises that may affect your charges.

We will charge retailers that are allocated supply points under the 'Interim Supply Allocation Process' in line with the market codes.

3 Primary charges 2026/2027 summary tables

This schedule lists our primary water and sewerage, including trade effluent, charges and forms part of our wholesale water and sewerage charges scheme for 2026/2027.

All charges published in this schedule exclude VAT. Primary wastewater removal services are currently zero rated for VAT purposes.

3.1 Measured potable water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Meter size 0	£/annum	No charge	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size >0 - 25mm	£/annum	18.80	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size >25 - 50mm	£/annum	86.82	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size >50 - 100mm	£/annum	159.88	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Meter size >100mm	£/annum	193.30	Various	Applies to all metered water tariffs	D7101	Metered Potable Water Meter Fixed Charges
Standard water volumetric charge 0m3-500m3/annum	£/m3	2.830	UU_MPW_01	Metered Water	D7103	Metered Potable Water Block Tariff
Standard water volumetric charge >500m3/annum	£/m3	2.830	UU_MPW_01a	Metered Water	D7103	Metered Potable Water Block Tariff
Select 50 site charge	£/annum	33,300.00	UU_MPW_02	Select 50 Water & site charge	D7102	Metered Potable Water Supply Point Fixed Charges
Select 50 volumetric charge	£/m3	2.164	UU_MPW_02, UU_MPW_03	Select 50 Water & site charge	D7103	Metered Potable Water Block Tariff
Select 180 site charge	£/annum	64,260.00	UU_MPW_04	Select 180 Water & site charge	D7102	Metered Potable Water Supply Point Fixed Charges
Select 180 volumetric charge	£/m3	1.992	UU_MPW_04, UU_MPW_05	Select 180 Water & site charge	D7103	Metered Potable Water Block Tariff
Select 750 site charge	£/annum	469,260.00	UU_MPW_06	Select 750 Water & site charge	D7102	Metered Potable Water Supply Point Fixed Charges
Select 750 volumetric charge	£/m3	1.452	UU_MPW_06, UU_MPW_07	Select 750 Water & site charge	D7103	Metered Potable Water Block Tariff

3.2 Measured sewerage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Standard sewerage volumetric charge 0m3-500m3/annum	£/m3	2.002	UU_MS_01	Metered Sewerage	D7303	Metered Sewerage Block Tariff
Standard sewerage volumetric charge >500m3/annum	£/m3	2.002	UU_MS_01a	Metered Sewerage	D7303	Metered Sewerage Block Tariff
Swimming pools volumetric charge	£/m3	1.730	UU_MS_02	Metered Sewerage - Swimming Pools	D7303	Metered Sewerage Block Tariff
Direct discharge to WwTW volumetric charge	£/m3	1.421	UU_MS_03	Metered Sewerage - Direct discharge to WwTW	D7303	Metered Sewerage Block Tariff
Select sewerage volumetric charge	£/m3	1.946	UU_MS_04	Metered Sewerage - Select	D7303	Metered Sewerage Block Tariff

3.3 Surface water drainage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Band 1 (Up to 124 m2) including eligible community groups	£/annum	137.02	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 2 (125–299 m2)	£/annum	341.74	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 3 (300–649 m2)	£/annum	761.55	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 4 (650–1,499 m2)	£/annum	1,723.07	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 5 (1,500–2,999 m2)	£/annum	3,604.04	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 6 (3,000–6,999 m2)	£/annum	8,012.94	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 7 (7,000–11,999 m2)	£/annum	15,223.69	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge

Band 8 (12,000–17,999 m2)	£/annum	24,548.83	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 9 (18,000–24,999 m2)	£/annum	35,187.01	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 10 (25,000–49,999 m2)	£/annum	61,373.25	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 11 (50,000 – 74,999 m2)	£/annum	102,289.36	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 12 (75,000 – 99,999 m2)	£/annum	143,205.40	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 13 (100,000–124,999 m2)	£/annum	184,121.49	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 14 (125,000–149,999 m2)	£/annum	225,037.56	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 15 (≥ 150,000 m2)	£/annum	265,954.41	UU_SW_01	Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Surface water charges for eligible schools						
Band 1s (Up to 124 m2)	£/annum	137.02	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 2s (125–299 m2)	£/annum	170.85	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 3s (300–649 m2)	£/annum	380.79	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 4s (650–1,499 m2)	£/annum	861.54	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 5s (1,500–2,999 m2)	£/annum	1,802.03	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 6s (3,000–6,999 m2)	£/annum	4,006.45	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 7s (7,000–11,999 m2)	£/annum	7,611.86	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 8s (12,000–17,999 m2)	£/annum	12,274.42	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge

Band 9s (18,000–24,999 m2)	£/annum	17,593.52	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 10s (25,000–49,999 m2)	£/annum	30,686.64	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 11s (50,000–74,999 m2)	£/annum	51,144.68	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 12s (75,000–99,999 m2)	£/annum	71,602.71	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 13s (100,000–124,999 m2)	£/annum	92,060.71	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 14s (125,000–149,999 m2)	£/annum	112,518.76	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Band 15s (≥ 150,000 m2)	£/annum	132,977.21	UU_SW_01_S	Schools Surface Water Drainage (Site Area)	D7452	Surface Water Band Charge
Unmeasured surface water charges						
Unmeasured Surface Water Drainage (RV)	£/RV	0.405	UU_SW_02	Unmeasured Surface Water Drainage (RV)	D7455	Surface Water RV Poundage
Unmeasured Places of Worship - Surface Water Drainage	£/annum	137.02	UU_SW_03	Unmeasured Places of Worship - Surface Water Drainage	D7454	Surface Water Fixed Charge

3.4 Highway drainage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Band 1 (Up to 124 m2) including eligible community groups	£/annum	58.72	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 2 (125–299 m2)	£/annum	146.43	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 3 (300–649 m2)	£/annum	326.33	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 4 (650–1,499 m2)	£/annum	738.33	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 5 (1,500–2,999 m2)	£/annum	1,544.36	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge

Band 6 (3,000–6,999 m2)	£/annum	3,433.62	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 7 (7,000–11,999 m2)	£/annum	6,523.45	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 8 (12,000–17,999 m2)	£/annum	10,519.38	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 9 (18,000–24,999 m2)	£/annum	15,077.91	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 10 (25,000–49,999 m2)	£/annum	26,298.92	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 11 (50,000 – 74,999 m2)	£/annum	43,831.80	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 12 (75,000 – 99,999 m2)	£/annum	61,364.66	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 13 (100,000–124,999 m2)	£/annum	78,897.52	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 14 (125,000–149,999 m2)	£/annum	96,430.36	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 15 (≥ 150,000 m2)	£/annum	113,963.56	UU_HD_01	Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Highway drainage charges for eligible schools						
Band 1s (Up to 124 m2)	£/annum	58.72	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 2s (125–299 m2)	£/annum	73.24	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 3s (300–649 m2)	£/annum	163.15	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 4s (650–1,499 m2)	£/annum	369.18	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 5s (1,500–2,999 m2)	£/annum	772.20	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 6s (3,000–6,999 m2)	£/annum	1,716.81	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge

Band 7s (7,000–11,999 m2)	£/annum	3,261.71	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 8s (12,000 – 17,999 m2)	£/annum	5,259.67	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 9s (18,000 – 24,999 m2)	£/annum	7,538.94	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 10s (25,000 –49,999 m2)	£/annum	13,149.45	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 11s (50,000 –74,999 m2)	£/annum	21,915.91	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 12s (75,000 – 99,999 m2)	£/annum	30,682.32	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 13s (100,000–124,999 m2)	£/annum	39,448.75	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 14s (125,000–149,999 m2)	£/annum	48,215.15	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Band 15s (≥ 150,000 m2)	£/annum	56,981.76	UU_HD_01_S	Schools Highway Drainage (Site Area)	D7502	Highway Drainage Band Charge
Unmeasured highway drainage charges						
Unmeasured Highway Drainage (RV)	£/RV	0.175	UU_HD_02	Unmeasured Highway Drainage (RV)	D7505	Highway Drainage RV Poundage
Unmeasured Places of Worship - Highway Drainage	£/annum	58.72	UU_HD_03	Unmeasured Places of Worship - Highway Drainage	D7504	Highway Drainage Fixed Charge

3.5 Trade effluent

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
R = Reception and conveyance – standard tariff 0m3-500m3/annum	£/m3	0.5853	UU_TE_01	Trade Effluent	D7559	Reception Block Tariff
R = Reception and conveyance – standard tariff >500m3/annum	£/m3	0.5853	UU_TE_01a	Trade Effluent	D7559	Reception Block Tariff

R = Reception and conveyance – large user tariff	£/m3	0.5011	UU_TE_02	Trade Effluent (Large User)	D7559	Reception Block Tariff
V = Preliminary and primary treatment	£/m3	0.3066	UU_TE_01, UU_TE_01a & UU_TE_02	Various	D7560	Volumetric Charging Component
B1 = Biological treatment	£/m3	0.0890	UU_TE_01, UU_TE_01a & UU_TE_02	Various	D7561	Additional Volumetric Charging Component
B2 = Biological oxidation	£/m3	0.2451	UU_TE_01, UU_TE_01a & UU_TE_02	Various	D7563	Secondary Treatment Block Tariff
S = Sludge treatment and disposal	£/m3	0.2791	UU_TE_01, UU_TE_01a & UU_TE_02	Various	D7564	Sludge Treatment Charging Component
Chemical Oxygen Demand Base Value	mg/l	350	UU_TE_01, UU_TE_01a & UU_TE_02	Various	D7566	Chemical Oxygen Demand Base Value
Suspended Solids Base Value	mg/l	230	UU_TE_01, UU_TE_01a & UU_TE_02	Various	D7567	Suspended Solids Base Value
Trade Effluent Minimum Operational Charge	£/annum	251.50	UU_TE_01, UU_TE_01a & UU_TE_02	Various	D7570	Trade Effluent Minimum Operational Charge

3.6 Unmeasured water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Water Fixed Charge	£/annum	90.09	UU_UW_01	Unmeasured Water	D7251	Unmeasured Water Fixed Charge
Unmeasured Water RV Poundage	£/RV	0.774	UU_UW_01	Unmeasured Water	D7252	Unmeasured Water RV Poundage
Charge per unmetered farm trough	£/annum	268.85	UU_UW_01	Unmeasured Water	D7256	Unmeasured Water Misc Type A Charge
Fixed charge - unmeasured places of worship	£/annum	90.09	UU_UW_02	Unmeasured Places of Worship	D7251	Unmeasured Water Fixed Charge
Charge per unmetered farm trough	£/annum	268.85	UU_UW_03	Unmeasured Farm Troughs	D7256	Unmeasured Water Misc Type A Charge

3.7 Unmeasured sewerage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Unmeasured Places of Worship - Foul Drainage	£/annum	209.10	UU_US_02	Unmeasured Places of Worship Foul Drainage	D7401	Unmeasured Sewerage Fixed Charge
Unmeasured Foul Drainage	£/RV	0.679	UU_US_01	Unmeasured Foul Drainage	D7402	Unmeasured Sewerage RV Poundage

3.8 Assessed water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Assessed charge 15mm meter	£/annum	919.53	UU_AW_01	Assessed Water	D7202	Assessed Water Meter Fixed Charges
Assessed charge 20mm meter	£/annum	2,293.66	UU_AW_01	Assessed Water	D7202	Assessed Water Meter Fixed Charges
Assessed charge 25mm meter	£/annum	3,679.82	UU_AW_01	Assessed Water	D7202	Assessed Water Meter Fixed Charges
Assessed charge 40mm meter	£/annum	12,737.85	UU_AW_01	Assessed Water	D7202	Assessed Water Meter Fixed Charges

3.9 Assessed sewerage

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Assessed charge 15mm meter	£/annum	617.30	UU_AS_01	Assessed Sewerage	D7352	Assessed Sewerage Meter Fixed Charges
Assessed charge 20mm meter	£/annum	1,539.78	UU_AS_01	Assessed Sewerage	D7352	Assessed Sewerage Meter Fixed Charges
Assessed charge 25mm meter	£/annum	2,470.34	UU_AS_01	Assessed Sewerage	D7352	Assessed Sewerage Meter Fixed Charges
Assessed charge 40mm meter	£/annum	8,551.17	UU_AS_01	Assessed Sewerage	D7352	Assessed Sewerage Meter Fixed Charges

Site area charges also apply for surface water drainage and highway drainage as applicable (Section [3.3](#) & [3.4](#)).

3.10 Measured non-potable water

Description	Unit	Charge	CMOS Tariff Code	CMOS Tariff Name	CMOS Charge Element	CMOS Charge Element Name
Meter size 0	£/annum	No charge	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges
Meter size >0 - 25mm	£/annum	18.80	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges
Meter size >25 - 50mm	£/annum	86.82	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges
Meter size >50 - 100mm	£/annum	159.88	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges
Meter size >100mm	£/annum	193.30	UU_MNPW_01	Metered Non-Potable Water	D7151	Metered Non-Potable Water Meter Fixed Charges
Metered Non-Potable Water volumetric charge 0m ³ – 500m ³ /annum	£/m ³	0.307	UU_MNPW_01	Metered Non-Potable Water	D7153	Metered Non-Potable Water Block Tariff
Metered Non-Potable water volumetric charge >500m ³ /annum	£/m ³	0.307	UU_MNPW_01a	Metered Non-Potable Water	D7153	Metered Non-Potable Water Block Tariff

3.11 Special agreements

Special agreement reference	Unit	Charge	CMOS Tariff Code
UUPOT2	£/m ³	-0.026	UU_MPW_11
UUNONPOT2 - Fixed	£/annum	278,800	UU_MNPW_02
UUNONPOT2 - Volumetric	£/m ³	0.307	UU_MNPW_02
UUNONPOT1a*	£/m ³	n/a	UU_MNPW_03
UUNONPOT1c*	£/m ³	n/a	UU_MNPW_04
Concessionary supplies	£/annum	-45.71	UU_MPW_12
UUSE1 - Fixed	£/annum	3,301,260.00	UU_MPW_13
UUSE1** - Potable	£/m ³	0.508	UU_MPW_13
UUSE1** - Non-potable	£/m ³	0.508	UU_MNPW_05
UUSEW2 - Foul	£/RV	0.679	UU_US_01
UUSEW2 – SW***	£/RV	0.226	UU_SW_02
UUSEW2 – HD***	£/RV	0.096	UU_HD_02

UUSEW3	£/annum	265,954.41	UU_SW_01
UUSEW3	£/annum	113,963.56	UU_HD_01

* At the time of publication of this scheme a new contract is under negotiation and therefore there is not a price available

**There is both a potable and treated non-potable supply for this customer. The volumetric rate is the same for both.

***Charges in CMOS for SW and HD have been adjusted using the special agreement factor.

3.12 Charges applied when no supply

	A: Fixed and vol charges	B: No charges apply	C: Volume charges only	D: Drainage charges only	E: Volume and drainage charges
Vacancy Charging Method Water		✓			
Vacancy Charging Method Sewerage		✓			
Temporary Disconnection Charging Method Water			✓		
Temporary Disconnection Charging Method Sewerage					✓

4 General information

4.1 Water meters

All new or redeveloped premises must have a separate metered supply to each individual premises and each supply point must have a water meter installed to measure water consumption (limited exceptions apply Section [4.1.3](#)). We will base our foul sewerage charges on the volume of water used as recorded by the water meter(s) (section [3.2](#)). Details can be found on our website at: unitedutilities.com/meters and unitedutilities.com/smartmetering

We will, at our expense, install a water meter at any existing unmeasured, non-household premises, with the exception of an animal trough, unless it is not reasonably possible to do so or the cost of doing this would be unreasonably expensive.

4.1.1 Connections which require a water meter

We will require the following non-household connections to have a water meter:

- bulk supplies to another wholesaler, or any other recipient of a bulk supply of water;
- new business and non-household premises;
- business and non-household premises which have been split into a larger number of individual premises or merged into a smaller number of premises or substantially altered;
- business and non-household premises where metering is possible;
- premises which do not have a charging value, or where we consider the charging value is no longer relevant;
- non-household caravan sites and similar premises; and
- premises or parts of properties which contain shared facilities that use water (for example a shared kitchen in an office block).

The plumbing arrangement for all new supply points must allow individual water meters to be easily installed, and we may require you to meet the conditions set out in section 47(2) and 64(3) of the Act before the connection is made, and we may recover costs as set out in section 45(6) of the Act.

4.1.2 Use of an existing water supply

We may need to carry out investigation work if:

- you ask us to consider using an existing supply as the connection for a proposed development; or
- an existing supply has been used at a completed development (for example, if your premises have been split into more individual premises or merged into fewer individual premises or have had major alterations carried out).

We will assess the size and depth of the pipes, find out what they are made of, and provide more water meters if necessary. We may charge for this service. Please see section 5 of our New connections and developer services charges scheme or [Charges for new connections and developer services - United Utilities](#) for details of all costs that may apply.

4.1.3 Shared (common) water metering arrangements

All new or redeveloped premises must have a separate water meter, and the requirements of section 64 of the Water Industry Act 1991 will apply. We will not usually allow a meter to supply two or more premises. However, there may be some limited circumstances when we will, at our discretion, attempt to install a shared meter, where the building is wholly non-household use.

4.1.4 Water meter installation

We will install the water meters and any associated equipment in line with the Meters Regulations, and it must record all of the water used at the premises. The water meter will usually be inside a premises but may be outside if we need it to be for operational access or aesthetic reasons.

We will consider a request to fit a meter in a different place to where we say we will fit it or to move a meter and fit it where you request us to. If we agree to this, you must agree to pay any survey and relocation costs.

4.1.5 Access to the water meter

You must allow us, or other authorised parties for example your water retailer, access to the water meter at all reasonable times. If you do not provide reasonable access to read or maintain the water meter, we may take legal action (see sections 162 & 172 and part 2 schedule 6 of the Act), and you may be responsible for any of our costs, including legal costs.

4.2 Charges for water used for improvements to existing premises

If an existing connected premises is unoccupied and water is needed while improvement work, renovation, refurbishment or conversion work is carried out, or if the premises is being fitted-out full charges continue to be due at the appropriate standard unmeasured or measured rate while we are providing a water supply to the premises, as the premises is in use (section [3](#)).

4.3 Concessionary supplies

If premises have a concessionary supply of water (a piped supply that we provide, but not through our potable water mains network) which becomes connected to our mains network, we will charge in accordance with this charges scheme. We may phase the introduction of such charges over a period of time that we will decide.

4.3.1 Free Supply of water services

Some historic agreements may exist, where a customer or a premises benefit from either a free supply of water or a free supply of sewerage services, or both, even though they are connected to our network. Customers must provide the relevant documentation to demonstrate their continued entitlement to the free services. Where applicable the charges for these customers are zero rated.

4.4 Use of water for fire-fighting purposes

In line with section 147 of the Act, if we receive a valid application, we will not charge for water supplied to your supply points, which is used for fire-fighting, for testing apparatus installed for putting out fires, or for fire-fighting training purposes.

4.5 Supply partially used for fire-fighting: notional downsizing of a water meter

Where a metered supply serves fire-fighting equipment as well as water fittings for normal use, on receipt of a valid application, we will decide the appropriate water meter size needed for normal water use and the appropriate size of water meter for the combined requirements. Where we install a water meter for the combined requirements we will apply a reduced standing charge, if appropriate, based on normal use requirements.

Where a water meter of the appropriate size for the combined requirements is not in place, you must ask us (within 3 months of that decision) to replace the water meter with one of the correct size and for a reduced standing charge to be applied, based on normal use requirements. In such circumstances, we will apply the reduced charge from the date of that request or the date that we install the new water meter, and you must pay for the cost of the work.

4.6 Leakage allowances

You are responsible for paying charges for all water passing through the water meter(s).

In certain circumstances, you will be able to apply for an allowance against water and sewerage charges for water lost due to a leak. We will consider leakage allowances for leaks from water supply pipework for non-household customers, providing:

- the leak is repaired within 30 days of discovery of the leak or within 30 days of when the leak could have reasonably been discovered; and
- the leak was not due to faulty machinery or equipment; including those associated with the operation of swimming pools; and
- the leak was not caused by a defective water fitting, (with the exception of domestic fittings e.g. taps, toilets, showers); and
- there has been no negligence in allowing the leak to occur.

We will make a maximum of one adjustment for an internal leak and one adjustment for an external leak per customer every 24 months.

We may consider allowances for any additional leaks, for sewerage volumetric charges if you provide sufficient evidence that the water did not return to the public sewer system, and the same conditions above are met.

4.7 Adjustment to charges

We make every effort to make sure that all of the data relating to your premises and water supply and all associated charges are correct; in the case of an error, we have the right to backdate any adjustments that are necessary to correct this.

The detail of any adjustment to charges will vary depending on the charge affected and the reason for the adjustment. We make adjustments in line with Market codes and contracts.

You can find full details on our website at: unitedutilities.com/Business-services/retailers

We will not backdate adjustments that are in our favour if there is clear evidence that we have undercharged you due to our failure or mistake.

We have the right to backdate charges where access is prevented or refused for the installation, inspection or exchange of a meter, or you have given us incorrect information or you withheld information or caused delays that affected charges (section [4.1.5](#)).

4.8 Car parks

Car parks that are separately rated as an individual car park by the Valuation Office Agency, and have a surface water drainage connection, that we are not charging as detailed in section [5.3](#) will be charged in one of the following ways for their surface water drainage (section [3.3](#)) and highway drainage (section [3.4](#)) services:

- Car parks with a metered water supply - charges based on site area (section [5.3](#))
- Car parks with no water supply or a water supply without a meter:
 - Built or with a re-assessment of business rates on or after 1 April 2010 - charges based on site area (section [5.3](#))
 - built before 1 April 2010 with no alterations to the business rate- a charge per £ of the charging value for the premises (section [5.6](#)).

5 Primary charges supporting information

Measured potable water

For supply points with a water meter we charge for potable water supplied and recorded by the water meter based on our standard measured potable water volumetric tariff unless you choose one of our Select tariffs (section [3.1](#)). If we are unable to read your water meter, consumption will be estimated in accordance with market rules.

5.1.1 Standard potable water volumetric tariff

The charges for potable water are made up of two parts (section [3.1](#)):

- a charge per cubic metre, based on readings from your water meter; and
- a fixed standing charge per water meter based on its size.

You are responsible for paying charges for all water passing through the water meter(s).

Where no meter size is visible on the water meter, we will decide the size of the meter by reference to the meter inlet / outlet diameter, volumetric rating of the meter, serial number markings, or a combination of these.

We show two bands for potable water volumetric consumption below 50,000 cubic metres per annum (or for those who do not choose one of our select (large-user) tariffs);

- consumption 0m³ – 500m³/annum and;
- consumption >500m³/annum

We have done this for the benefit of non-household retailers, as it aligns with the structure of their price controls and enables them to easily differentiate between customers of different sizes. Our wholesale charge to retailers for customers within both of these tariff bands is the same at £ 2.830per cubic metre.

5.1.2 Optional large-user water tariffs

If you expect your customer's consumption in the next year to be over a relevant threshold at an individual site, and you wish to change to one of our select tariffs, you can apply using the relevant market process. It is the retailer's responsibility to ensure customers remain eligible for the relevant tariff and to make any appropriate requests for future tariff changes. We allow a change in tariff once in any 12-month period. We may consider additional requests in exceptional circumstances, which retailers should detail with their application.

5.1.2.1 Select 50 water tariff

This will be beneficial if more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [3.1](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

5.1.2.2 Select 180 water tariff

This will be beneficial if more than 180 megalitres but less than 750 megalitres (180,000 – 750,000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [3.1](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

5.1.2.3 Select 750 water tariff

This will be beneficial if more than 750 megalitres (750,000 cubic metres) of potable water is used each year at a site. The charge is made up of three parts (section [3.1](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

Where one of our select tariffs applies, we may periodically review customer eligibility and notify retailers where we believe that an alternative tariff may be more appropriate.

5.2 Measured sewerage

For supply points with a water meter we charge for sewerage services as follows:

- Foul drainage: A charge per cubic metre based on the volumes recorded by your water meter (section [3.2](#)), less five percent to account for volumes not returned to sewer (section [5.2.3](#)). If we are unable to read your water meter charges will be estimated in accordance with market rules.
- Surface water drainage and highway drainage: Based on a site area charging band relating to the chargeable area of the premises or for eligible community groups a site area charging band 1 (sections [3.3 & 3.4](#)).

We show two bands for foul drainage volumetric charges below 50,000 cubic metres, or for those who do not chose our select sewerage tariff;

- consumption 0m³ – 500m³ and;
- consumption >500m³

We have done this for the benefit of non-household retailers, as it aligns with the structure of their price controls and enables them to easily differentiate between customers of different sizes. Our wholesale charge to retailers for customers within both of these tariff bands is the same at £ 2.002 per cubic metre.

5.2.1 Measured sewerage charges for premises served by a private water supply

Sewerage charges for premises with a private supply of water that is metered, are based on the total volume of water as recorded by both the private water meter(s) and our water meter(s), less five percent (section [5.2.3](#)).

5.2.2 Select sewerage

If the combined trade effluent and foul effluent discharge from premises is more than 50 megalitres (50,000 cubic metres) each year, you can apply for our select sewerage charge (section [3.2](#)).

It is the retailer's responsibility to ensure customers remain eligible for the select sewerage tariff and to make any appropriate requests for future tariff changes, using the relevant market process. We allow a change in tariff once in any 12-month period. We may consider additional requests in exceptional circumstances, which retailers should detail with their application.

Where our select sewerage tariff applies, we may periodically review customer eligibility for the reduced charge and notify retailers where we believe that an alternative tariff may be more appropriate.

Where we believe the customer is no longer eligible, we have the right to remove customers from the select sewerage tariff and charge our standard measured sewerage tariff.

5.2.3 Non return to sewer assumption

We assume that on average five per cent of the metered water supplied does not return to the sewer. For non-household premises, we adjust the volume recorded on the water meter, and bill ninety-five percent of this, to account for volumes not returned to sewer.

Where more than five per cent of the water supplied is not returned to the sewer, we may make an adjustment, on application, to the total volumetric charge payable, either expressed as a percentage not returned, or a value decided by us.

5.2.4 Premises connected directly to our wastewater treatment works

If premises discharge foul effluent directly to our wastewater treatment works but not through our public sewer, we may charge a reduced amount for this service.

5.2.5 Swimming pool effluent

Where the effluent from a public or commercial swimming pool largely consists of the filter backwash water, we will apply the swimming pool effluent charge (section [3.2](#)) and a non-return allowance (section [5.2.3](#)) instead of our standard volumetric sewerage charge for foul drainage.

This tariff is only available where the water meter only records the water used for a public or commercial swimming pool and any other facilities directly associated with the use of the swimming pool such as changing rooms.

5.3 Surface water and highway drainage (site area)

For non-household premises with a water meter (section [3.3 & 3.4](#)) or where charges are based on one of our assessed charges (section [5.9](#)), we charge for surface water drainage and highway drainage services based on site area.

We will also charge in this way for car parks built or with a re-assessment of business rates from 1 April 2010 that do not have a water meter or a water supply but have a surface water drainage connection (section [4.8](#)).

We will allocate a site area charging band to premises based on the chargeable area, including a percentage of any communal or shared areas. We calculate the size of the communal areas by using the same percentage of the individual site measurement of each separate premises supplied by the supply point. If we are unable to calculate the floor area of the individual premises, we will use the percentage of the individual charging value (decided by us) of each premises. For buildings in multiple occupation, communal areas may include areas both inside and outside of the buildings.

Where we have calculated the chargeable area for a premises by reference to its charging value, and there is a change to this value, we will review the chargeable area.

We will allocate a single chargeable area/site area charging band where a single business rating assessment is available. Where an eligible premises is not liable for a business rate assessment, or a single business rating assessment covers more than one site we will allocate an individual chargeable area for each site. Exceptions to charging in this way are:

- shared car parks (which may include car park spaces and electric vehicle charging spaces) where we will normally allocate to separately occupied premises on the above principles, and
- individual storage units within a larger single facility, where we will allocate a single chargeable area/site area charging band to the facility as a whole.

The criteria for us not individually charging these based on their individual Valuation Office Agency (VOA) listings is detailed below:

- The individually rated premises are not consuming water
- There are no individual mailboxes or postal addresses to individual business rate assessments
- They are individually uninhabitable
- There is a high likelihood that occupancy is short term
- The individual rating assessments work together for the common benefit of the business(es) within the site as a whole

In these circumstances, we will not issue individual surface water and highway drainage site area charges for the individual business rate or rateable value assessments.

More information about site area is available on our website at: unitedutilities.com/Business-services/business-customers/site-area

5.3.1 Concessionary schemes

We operate two concessionary schemes for surface water drainage and highway drainage charges. Concessions may apply to eligible community groups and eligible schools who pay surface water and highway drainage charges based on site area.

Full details of the schemes can be found on our website at: unitedutilities.com/concessionary-for-community-groups

5.3.2 Charges for community groups

The Flood and Water Management Act 2010 provided for community groups to be given a concession for surface water drainage and highway drainage charges that are based on a chargeable area, if they meet specific criteria.

We will charge supply points supplying eligible community groups on a site area charging band 1 for surface water drainage and highway drainage services.

Your premises may be eligible for our concessionary scheme if the principal use is as a:

- Place of worship
- Scout and Girlguiding hall
- Sea cadets unit
- Community amateur sports club (as defined by HM Revenue & Customs)
- Village hall or community centre
- Cemetery
- Local authority park

5.3.3 Charges based on site area for schools

Premises that fall within the scope of the following definition are eligible for a concession for surface water drainage and highway drainage charges, where we base these charges on a chargeable area.

An educational establishment which:

- is used exclusively or nearly exclusively for delivering education and tuition of students for any or all of Key Stages 1 – 5 or equivalent; and also
- has a playground facility attached.

We will charge supply points supplying eligible schools on a site area charging band as described in [3.3 & 3.4](#) for surface water drainage and highway drainage services.

5.3.4 Reductions in surface water drainage charges

Surface water charges are payable when surface water enters the public sewer system, either directly or indirectly (other than as trade effluent).

5.3.4.1 Surface water discharged to watercourse

For an unmeasured non-household premises, where some of the surface water from the premises goes directly to a watercourse and payment is made to a third party we may reduce the surface water charge by the amount paid to a third party for that service (up to a maximum of the amount we charge you for that service).

5.3.4.2 Partial surface water connections – measured non-household premises

Customers who occupy measured non-household premises can make a claim for a reduction in surface water charges where the surface water from an area equivalent to 10% or more of the chargeable area does not drain to the public sewer system; or a proportion of the drainage is charged as trade effluent. We allocate a new charging band for surface water based on the revised applicable chargeable area for surface water drainage.

A reduction in surface water drainage charges for partial drainage is only applied to those customers who pay for this service based on site area. Our calculation of the surface water drainage charge for customers who are not charged based on chargeable site area, assumes that, for an average customer, the full site area of the premises does not drain to a sewer. Therefore, the charge already includes an allowance for partial surface water drainage.

Where a change to your surface water connection has been made during the last 6 years we will apply the reduction from the date of the change or your date of occupation if that was after the change and within the last 6 years.

Where we establish that a partial surface water connection claim made by you is invalid, we may make a charge (section [7.17](#)).

If we cannot fully establish the connectivity of a site during a site visit due to the action or inaction of the occupier, for example, because we cannot access all the necessary drains within the site, we will charge you for any subsequent site visits requested.

5.3.4.3 Premises connected directly to our wastewater treatment works for surface water

If premises discharge surface water directly to our wastewater treatment works but not through our public sewer, we will reduce the charges by 44% for this service.

5.3.4.4 Sustainable drainage systems

For measured non-household customers, who can demonstrate that surface water from an area equivalent to at least 10% of the site is drained to the public sewer system via an appropriately designed, built and maintained sustainable drainage system, we will apply a reduction to the chargeable area for surface water charges.

Qualifying systems are decided by us and have been assessed with regard to the Construction Industry Research and Information Association (CIRIA) C753, The SuDS Manual.

Qualifying sustainable drainage systems

- green roof
- infiltration system
- bio-retention system
- detention basin
- ponds & wetlands

Swales that are used to convey surface water will also be considered where they are used as part of a holistic SuDS strategy.

In order to qualify for the reduction in the chargeable area, you must apply using the appropriate market process or request, and include:

- drawing to show connectivity, including areas drained via the sustainable drainage system; and
- as built drawings, to confirm that the system has been designed in accordance with the CIRIA SuDS Manual, with evidence of flow control devices if appropriate; and
- a copy of the maintenance schedule, with proof of maintenance being completed in accordance with the schedule (e.g. invoice) within the last 12 months.

We apply a reduction in chargeable area of 80% for the area of the site drained via the sustainable drainage system. We will calculate a new surface water band based on the applicable chargeable area for surface water drainage.

We have the right to request evidence of effective maintenance of a sustainable drainage system periodically. Where this is not provided, we will remove the reduction to chargeable area.

Where a qualifying sustainable drainage system is installed, we will apply the reduction from the date of the change back up to a maximum of 12 months from receipt of your claim.

A reduction in surface water drainage charges for sustainable drainage is only applied to those customers who pay for this service based on site area.

No adjustment to the chargeable area will be made for highway drainage charges.

In certain circumstances, we offer a full or partial reduction in surface water drainage charges for areas covered by a rainwater harvesting system where:

- there is no overflow to our network; and
- the additional sewerage volume can be measured and charged for. This may involve the customer installing a private meter on the rainwater harvesting system. The meter must meet the regulations and standards that we specify.

You can find further details and full terms on our website at:

unitedutilities.com/sustainable-drainage-systems

Partial reductions are for those customers who pay for this service based on site area only. We will not adjust the chargeable area or charges for the highway drainage service.

5.4 Highway drainage

The highway drainage charge is payable by all premises connected to the public sewer system.

Highway drainage charges (section [3.4](#)) will not be reduced under the circumstances set out in section [5.3.4](#). We will adjust the chargeable area for highway drainage to exclude any permanently grassed, cultivated or landscaped areas if no surface water or groundwater drains directly or indirectly to the public sewer system. Retailers should notify us of any changes.

You can find more information on highway drainage charges on our website at:

unitedutilities.com/site-area

5.5 Trade effluent

If a premises is connected directly or indirectly to the public sewer or to one of our wastewater treatment works, and trade effluent is discharged (whether on a permanent or temporary basis), a trade effluent consent or agreement is required under Chapter III of Part IV of the Act. You are responsible for trade effluent charges in addition to sewerage charges.

The trade effluent charge is payable during the period of discharge of the effluent or at the date payment is due.

We will make charges for the reception, conveyance, treatment and disposal components of trade effluent as is appropriate for the type of discharge. Trade effluent charges are payable for all premises consented to discharge trade effluent into the public sewer system. Any trade effluent charges payable are taken into account in the calculation of any volumetric sewage and sewage disposal charge. However, if in our view the costs of calculating and recovering trade effluent charges will exceed the income we may, at our discretion, waive the trade effluent charge and charge you for sewerage services as if the effluent was not subject to a trade effluent consent.

5.5.1 Mogden formula

The charge is based on a standard unit charge per cubic metre of trade effluent discharged to a public sewer (section [3.5](#)). The standard unit charge is based on the Mogden formula using the following factors:

R	Reception and conveyance
V	Preliminary and primary treatment
B1 & B2	Biological treatment
S	Sludge treatment and disposal

The charge per cubic metre of a particular trade effluent is calculated by adding the standard unit charge(s) for each of the above factors which are applicable to the treatment and disposal of that particular effluent, having first adjusted where necessary items B2 and S. This is to take account of the relative strengths for chemical oxygen demand and suspended solids of the particular effluent and the average effluent (mixed sewage and trade effluent) received at our wastewater treatment works in long-term average rainfall conditions. Refer to table below for full description of trade effluent charges:

The Mogden formula by which this calculation is made is:

$$C = (R + V + B^1) + (B^2 \times Ot/Os) + (S \times St/Ss)$$

Where:	
C	is the unit charge per cubic metre of trade effluent discharged
R	is the standard unit cost of £0.5853 per cubic metre for the reception and conveyance of sewage
V	is the unit cost of £0.3066 per cubic metre of the preliminary and primary treatment of the sewage in our wastewater treatment works
B	is the unit cost per cubic metre of the biological oxidation treatment of settled sewage. It consists of two elements: B ¹ is the unit charge of £0.0890 per cubic metre relating to volume related secondary treatment costs and B ² is the unit cost of £0.2451 per cubic metre relating to all other biological oxidation treatment costs
S	is the cost of £0.2791 per cubic metre of treatment and disposal of primary sewage sludge
Ot	is the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage
Os	is the chemical oxygen demand (COD) of 350 mg/l of average strength settled sewage
St	is the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage
Ss	is the suspended solids of 230 mg/l of average strength crude sewage

If the combined foul effluent and trade effluent discharge from premises is more than 50 megalitres (50,000 cubic metres) each year, a reduction in the standard charge for the reception and conveyance of sewage can apply upon receipt of a valid application (section [5.2.2](#)).

It is the retailer's responsibility to ensure customers remain eligible for the reduced sewerage tariff and to make any appropriate requests for future tariff changes, using the relevant market process. We allow a change in tariff once in a period of a year. We may consider additional requests in exceptional circumstances, which retailers should detail with their application.

Where applied, we may periodically review customer eligibility for the reduced charge and notify retailers where we believe that an alternative tariff may be appropriate. This reduction also applies if a premises has a private supply of water.

Where we believe the customer is no longer eligible, we have the right to remove customers from the select sewerage tariff and charge our standard measured sewerage tariff.

5.5.2 Modification of Mogden formula

If new environmental requirements are introduced requiring us to change the way we treat trade effluent, we have the right to make a charge for the chemical oxidation of sewage or trade effluent carried out in lieu of biological oxidation, and to include additional elements in

the Mogden formula to recover the cost of additional treatment processes (such as phosphate or ammonia removal or sulphate treatment) on a regional basis.

5.5.3 Minimum charge

If after applying the charging formula (section [5.5.1](#)) the total annual charge for the discharge point falls below the minimum charge of **£251.50** , then the minimum charge will be payable.

We will assess and apportion the charge on a daily basis in line with market requirements.

Where a consent is in place for part of a charging year we will apportion the minimum charge to the effective dates.

5.5.4 Volume of trade effluent

Your customer may be required to provide and maintain flow recording equipment to BS 3680 (or equivalent) and to ensure proper maintenance and calibration of this equipment. It is your customer's responsibility to provide us with details following installation, exchange or repair of such equipment.

If exempted in writing from the requirement to provide flow reading equipment, we will assess the volume from the volume of water supplied or by a method agreed by us.

We will confirm the method of calculating the volume of trade effluent discharged in writing to you and your customer.

All premises discharging trade effluent are required to have a water meter installed to measure the incoming water, for water balance estimation purposes.

If we are unable to obtain discharge readings we may estimate a volume. If actual and reliable data becomes available for the period of estimation, we may adjust estimates later if necessary.

We may estimate trade effluent charges from the date of application for a consent or from the date we decide that a consent is required.

5.5.5 Strength of trade effluent

Trade effluent operational parameters (Ot and St) used to establish effluent strength will be based on the analytical results of samples taken from the non-household premises in the previous calendar year. Operational parameters are generally fixed for the charging year however we may in exceptional circumstances amend the parameters if we do not consider them to be typical of the effluent quality.

Fixed strengths may be used for the calculation of charges in certain circumstances such as low risk and consistent effluent. Where applied, we will base these on samples taken in previous charging periods. We may also calculate a regional fixed strength for particular effluent types where appropriate.

We will provide you with notification of the operational parameters to be used for charging purposes before the start of the charging year. You should make any requests for modification of the operational parameters proposed within six weeks of us supplying the data.

We will consider requests for modifications to operational parameters within the charging year and if agreed by us this will be applied from the date that we receive the application.

Where we become aware that the operational parameters being used for charging are no longer representative of the effluent strength across the charging year we may reassess the strengths from the date we become aware.

We will decide the operational parameters to use for charging purposes for new discharges, or where limited or no sampling data is available, based on the following:

- (i) representative data from similar discharges; or
- (ii) samples taken over a different period but which can be shown to be representative.

5.5.6 Variation of consent

Where the nature of a trade effluent discharge is changed, for example there is a change to the strength of the effluent we treat, you should inform us as soon as you are aware of the change.

Where the consent requires modification, as a result of a change, application charges may be payable, and we will update operational parameters accordingly.

5.5.7 Termination of consent

Where you notify us that you wish to terminate a consent, we will finalise Trade Effluent charges and commence foul sewerage charges as appropriate.

5.5.8 Discharges direct to treatment works

Where a premises discharges trade effluent directly to our wastewater treatment works, without passing through our sewerage network, we will not charge the 'R' factor of the charging formula.

5.5.9 Trade effluent allowances

Where the domestic sewage is discharged independently of the trade effluent discharge, we will make an allowance for the volume of domestic sewage (section [5.5.10](#)).

An allowance may also be applied for any water supplied to the premises that is not returned to sewer (section [5.2.3](#)).

For any allowance, you must apply using the appropriate market process or request and include any supporting information to enable us to decide if any allowances are applicable, otherwise no allowance will be given. We may require the installation of sub meters at your expense to enable us to assess whether any allowance is due.

You must inform us of any changes that affect an existing allowance and we have the right to backdate any adjustments where information that may affect charges is withheld. We may review existing allowances at any time at our discretion.

You should notify us of any changes that may affect your charges as soon as it occurs.

5.5.9.1 Domestic sewage

Where the domestic sewage is not discharged independently of the trade effluent discharge, we will make an allowance for the volume of domestic sewage based on the number of employees, based on 25 litres per head per working day, or 50 litres per head per working day where canteen facilities are available, or by any other agreed method including direct measurement. We may require your customer to install meter(s) for this purpose.

5.5.9.2 Domestic sewage allowance

Any change to a domestic sewage allowance is effective from the date that we receive a valid application from a retailer.

Where trade premises include living accommodation which is supplied through the water meter(s), an allowance of 149 litres per head per day is made for each person normally living in the accommodation.

We will charge the domestic volume at the non-household standard sewerage volumetric rate charge (section [3.2](#)) and not by using the Mogden formula.

We will review these figures as appropriate. For the purposes of this provision you may advise which days are working days. In the absence of any alternative information “working day” will be interpreted in accordance with section 144(7) of the Act, which excludes Saturday, Sunday and official bank holidays.

5.5.9.3 Water used in products or lost during manufacturing processes

Where we assess the volume of trade effluent from the volume of water supplied through the water meter, and water is used in products, evaporates or is otherwise not discharged to the sewer, we will grant an allowance against the trade effluent charge for the volume of water not discharged.

As part of an allowance application you must provide accurate supporting information including calculations detailing water usage. We will need to verify any application before an allowance is approved.

If there is a change to the volume not being discharged to the sewer or any other changes that will impact an allowance, we will apply the change from the date of the change, up to a maximum of the start of the charging year in which we are notified.

5.5.10 Accuracy of trade effluent meters

Under the conditions of your customer’s trade effluent consent (or agreement), they are required to make sure that any private measuring equipment is maintained and calibrated according to manufacturer specifications or relevant standards. Where a private meter has been found to either under-record or over-record the amount of effluent discharged, we will amend charges from the last meter reading but one before the matter was brought to our attention.

Where the volume of effluent discharged is calculated from the volume of water supplied, as registered on a water meter, and the meter is found on testing to be registering volumes incorrectly, we will amend charges from the last meter reading but one before the matter was brought to our attention.

5.6 Supply points without a water meter

If your customer does not have a water meter at their premises, to measure the volume of water being used, we call this an unmeasured supply. We will charge for services provided at

unmeasured supply points based on either a charging value (CV) (a rateable value, the rateable value of the premises is the value shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990, or a charging value assessed from a business rateable value, issued on or after 1 April 1990 or an assessed charge.

5.6.1 Unmeasured charges based on rateable value or business rateable value

We will charge based on the rateable value for water services for unmeasured supply points that existed before 1 April 1990, where a valid rateable value still exists. For unmeasured non-household supply points, where a valid rateable value no longer exists, or where we consider the rateable value is no longer relevant we may calculate a charging value using the business rateable value for the premises or apply an assessed charge.

Where we use a business rateable value to calculate a charging value, we will calculate it by dividing the business rateable value by the appropriate rating list divisor as shown in the table below.

For car parks in existence before 1 April 2010, that do not have a water supply or a water meter and have not been reassessed by the valuation office agency since 1 April 2010 and have a surface water drainage connection, we will base charges relating to surface water drainage and highways drainage on a charging value calculated from the business rateable value or a valid rateable value where one still exists (section [4.8](#)).

Business rateable value	Rating list divisor
Value became effective between 1 April 1995 – 31 March 2000 (inclusive) (This will only apply to premises that have been given a business rate assessment effective from 1998)	9.12
Value became effective between 1 April 2000 – 31 March 2005 (inclusive)	11.32
Value became effective between 1 April 2005 – 31 March 2010 (inclusive)	13.09
Value became effective between 1 April 2010 – 31 March 2024 (inclusive)	15.48
Value became effective on or after 1 April 2024	16.66

Where we have assessed a charging value for any charging year, we will use this value for that year and following years until we become aware of any change to the rateable value or business rate assessment and we confirm that the charging value should be amended.

5.7 Unmeasured water

Charges for each unmeasured supply point with a charging value are made up of two parts:

- a fixed standing charge; and
- a charge per £ of the charging value of the premises (section [3.6](#)).

If there is no charging value or we consider the charging value is no longer relevant, we will either say that a water meter needs to be installed or calculate a charging value or apply an assessed charge. The charging value for each non-household premises may be assessed as set out in section [5.6.1](#).

5.7.1 Animal troughs without a water meter

We make a fixed charge for each animal trough that does not have a water meter (section [7.11](#)).

If you ask for the supply to an animal trough to be metered, you will be responsible for the cost of meter installation.

5.8 Unmeasured sewerage

Unmeasured sewerage charges (section [3.7](#)) with a charging value are based on the charging value of the premises in the following circumstances:

- where no water meter is installed;
- farms and other agricultural premises, decided by us; and
- some existing measured non-household premises agreed by us. However, where there is a change of occupier at these premises, or where we believe that the charging value is no longer relevant, we may apply volumetric charges for foul drainage and site area charges for surface water drainage and highway drainage services; and
- other premises decided by us, for example, when individual metering may not be appropriate and water is measured by a shared water meter.

We will apply a standing charge for sewerage services for places of worship without a water meter or a charging value (section [3.7](#)).

If there is no charging value or we consider the charging value is no longer relevant, we will either say that a meter needs to be installed, calculate a charging value or apply an assessed charge. We may assess the charging value for each non-household premises as set out in section [5.6.1](#).

5.8.1 Sewerage charges for premises served by a private water supply

Sewerage charges for premises with a private unmeasured supply of water, are based on a charge per £ of the charging value (section [5.6.1](#)) or an assessed charge.

5.9 Assessed charges for water and sewerage services where a water meter cannot be installed

Where it is not reasonably possible to install a water meter at a non-household premises, there is no charging value, or we consider the charging value is no longer relevant, we may assess a charging value until we can meter the premises, or we may use an assessed charge based on an assumed meter size (sections [5.6.1](#) and [3.8 and 3.9](#)). Site area charges will apply for surface water drainage and highway drainage, when we use an assessed charge. (Section [3.3](#) & [3.4](#)).

Assessed charges are not available where we believe the assumed meter size will be greater than 40mm and a meter must be fitted if no relevant charging value is available. We can review an assessed charge at any time.

5.10 Non-potable water volumetric tariff

Where supplies of non-potable water are made available for non-domestic purposes, the charges are made up of two parts:

- a charge per cubic metre (section [3.10](#)); and
- a standing charge per water meter based on its size (section [3.1](#)).

Within this charges scheme we show two tariff bands for non-potable water volumetric consumption;

- consumption 0m³ – 500m³/year; and
- consumption >500m³/year.

We have done this for the benefit of non-household retailers, as it aligns with the structure of their price controls and enables them to easily differentiate between customers of different sizes. Our wholesale charges to retailers for customers within both of these tariff bands is the same.

5.11 Special Agreements

5.11.1 UUPOT2

Pre privatisation historic agreement to supply a number of premises with fixed price water.

5.11.2 UUNONPOT2

Originally agreed in October 1996 for a supply commencing June 1998. Extension and Variation Agreement now in place, for a treated non-potable water supply. The current agreement is for an initial term expiring 30 September 2033 with an option to extend for an additional 5 years.

5.11.3 UUNONPOT1a

Inherited agreement established in 1983 (replaced agreement of 1969) and terminated in March 2006. The current agreement is effective from April 2006 for 20 years. Agreement for non-potable water supply. At the time of publication of this scheme a new agreement has not been finalised and is being negotiated.

5.11.4 UUNONPOT1c

Inherited agreement established in 1983 (replaced agreement of 1969) and terminated in March 2006. The current agreement is effective from April 2006 for 20 years. Agreement for non-potable water supply. At the time of publication of this scheme a new agreement has not been finalised and is being negotiated.

5.11.5 Concessionary supplies

Pre-privatisation historic agreement premises has free water supply.

5.11.6 UUSE1

Agreement effective from 1 April 2022 to supply partially treated water to customer specification.

5.11.7 UUSEW2

Abatement for foul sewerage, surface water and highway drainage under section 83(3) of the County of Merseyside Act. No end date.

5.11.8 UUSEW3

Agreement to charge surface water drainage and highway drainage charges due to the high proportion of areas with restricted access. No end date.

5.12 Vacant premises

During the 2026/27 charging year, we may introduce volumetric charges for water and sewerage services provided to premises marked as vacant in the Central Market Operating System (CMOS). If we are going to introduce these charges, we will provide six months' notice to retailers (section [3.12](#)).

5.13 Charges to premises whose water supply has been temporarily disconnected

Where the water supply at occupied premises is temporarily disconnected, including disconnection for non-payment charges for surface water drainage and highway drainage services remain payable (section [3.12](#)).

6 Trials

These trials are applicable to our non-household customers. During the charging year, we may carry out a number of trials to help us understand how we can encourage non-household customers to save water. We will also carry out trials to encourage non-household customers to reduce the amount of surface water from their premises entering our public sewer system (to slow down the flow or completely disconnect) by allowing us to provide alternative arrangements or by encouraging them to install their own devices.

We will decide which geographical areas to carry out the trial and the criteria that customers must meet to qualify to take part. The criteria may include things such as how likely customers are to benefit from taking part in the trial, their location, and which services they currently receive from us. We will contact qualifying customers to tell them about the trial and will select up to 10,000 customers for each trial.

Some trials may involve us carrying out work or supplying (and possibly installing) a device or a number of devices at a customer's premises. We will only do this if it is possible and the customer agrees.

We will provide full terms and conditions to customers before any trial takes place.

Any credits that a customer is entitled to will be paid to the retailer for credit to the customer's water services account.

6.1 Water Efficiency

6.1.1 Reducing the amount of water used in an area

Sometimes we will try to reduce the amount of water used in an area during a set period of time. We will choose the area, set the amount the water used should be reduced by and decide the time period. We will give customers this information before the trial starts. If the area achieves the minimum reduction, we will do one or more of the following.

- Enter every measured customer who has reduced the amount of water they use into a prize draw for the chance to win up to £1,000 towards their water services charges.
- Give every customer in the area a one-off discount of up to £10 off their water services charges.
- Give every measured customer in the area who has reduced the amount of water they use by the amount we set a one-off discount of up to £10 off their water services charges.

6.2 Rainwater Management

6.2.1 Surface water connection

In certain trial areas selected by us, where there is a surface water connection into a combined foul and surface water sewer we will work with customers to transfer their existing surface water connection to either a surface water only sewer where one is available or to a new surface water sewer provided by us. To encourage customers in the trial area to agree to this

we will reduce their surface water charges, once only, by up to 25% in the year of completion of the work. To be eligible for this trial:

- You must agree to our proposed solution which will divert the maximum amount of surface water possible away from the public combined sewer into the public surface water only sewer.
- The site must have already been constructed and the customer must be paying for surface water drainage prior to 1 April 2026.
- The area currently draining for surface water must be greater than or equal to 6,000m². This can be for a single premises or multiple premises draining through the same surface water connection e.g. a retail or business park.

6.3 Water re-use

6.3.1 Rainwater Harvesting

This trial will run for a minimum of 2 years. For the duration of the trial period, we will offer a reduction in your surface water drainage area of 80% for areas covered by a rainwater harvesting system.

This trial will look to increase the collection and reuse of rainwater, reduce potable water usage and reduce overall discharge to the sewer.

A “rainwater harvesting system” means a system where surface water is collected and recycled to reduce both the volume of water supplied by us and used at the premises, and the amount of surface water entering the public sewer.

Where the rainwater harvesting system has an overflow to our network, we will require the system to be installed in such a way that the following can be measured in m³:

1. The total water leaving the rainwater harvester (the “water-out”)
2. Water that is used and subsequently discharged to the public sewer system for example water used to flush toilets- water to be charged as foul sewerage
3. The water that is not used and subsequently returned to sewer (the “overflow”)
4. Any water that is supplied via the mains to the rainwater harvesting system (the “top up”)

And at least 20% of the rainwater collected into the rainwater harvesting system must be recycled and not returned straight to the sewer.

The reduction will be calculated and applied on an annual basis. Where an approved rainwater harvesting system is newly installed during the trial period we will apply the reduction from the date of installation up to a maximum of 12 months from receipt of your claim. You must apply using the appropriate market process or request and include:

- Drawing to show connectivity, including areas drained via the rainwater harvesting system; and
- A copy of the maintenance schedule with proof of maintenance being completed in accordance with the schedule (eg invoice) for a minimum of 12 months.

We may run these incentives either individually or a combination of two.

Full terms and conditions for any trial will be provided to customers who are eligible to participate before any trial takes place.

6.4 First time sewerage

6.4.1 Existing premises connecting to the public sewer system for the first time

In certain trial areas (decided by us) if your premises are connected to a private sewerage network (pipework and treatment) for foul sewerage and you agree to change this and connect your premises to our public sewer system, we will give you a discount for up to three years. The discount will be equal to the charge for your wastewater services (foul sewerage and highway drainage charges) for up to three years from the date you connect your premises to the public sewer system. We will tell you if you qualify for this trial.

Trade Effluent charges will still apply.

We will tell you if you qualify for this trial.

General terms and conditions for prize draws

We will carry out all trials in line with the relevant legislation and regulations.

The following terms and conditions apply to any prize draws that we run as part of the trials.

We will provide any additional terms and conditions for specific individual trials before that trial starts.

1. If we select you to take part in a trial, once we have checked that you meet the qualifying criteria, we may enter you into a prize draw (unless you are not eligible to enter or you tell us that you do not want to enter).
2. Businesses owned by our employees or their close relatives are not eligible to take part in any prize draw.
3. You will not be entered into a prize draw if you are more than two months behind with payments due on your water services account with your retailer.
4. You must be the named account holder to be entered into a prize draw.
5. By entering a prize draw, you are accepting these terms and conditions and agreeing to be bound by them. You are also accepting our privacy policy, which explains how we use, store and process your personal information.
6. When we have decided which geographical area to offer a trial in, we will offer the trial to a stated maximum number of customers (up to 10,000 at any one time). The number of winners per prize draw will vary for each trial to allow us to test how effective a prize draw is in encouraging customers to save water. However, we will always provide details of the expected number of winners for each prize draw before inviting you to take part.
7. If you win a prize or are entitled to a discount we will credit the money to your retailer for them to credit your water services account. If this means that your account is in credit, the money can be used towards future charges we will not pay it to you. If you move premises, your retailer should transfer any credit to the account for your new address. You cannot receive cash instead of a prize or discount.

8. You can only receive one discount or prize per year for taking part in a trial.
9. Winners of any prize draw will be drawn at random. We will tell you how often winners will be drawn, and the expected number of winners, as part of each trial's specific terms and conditions.
10. Our decision is final and binding on all entrants and we will not enter into any further correspondence about it.
11. We will not publish details of individual winners but, if necessary, we will provide these details if you ask for them to show that winners have been chosen.
12. We have the right to visit your premises at any time to check that any changes remain in place and working. We may reclaim any discount or prize if we find this is not the case.
13. We can suspend, cancel or amend a prize draw if, in our reasonable opinion, we consider this necessary.
14. We have the right to disqualify any customer, including a winner, who breaks any of these terms and conditions or commits fraud in any way.
15. As far as is allowed by law, our liability under this agreement will not be more than the value of any prize or discount, as stated above.

7 Non-primary charges 2026/27 summary tables

This schedule lists our charges for additional services. These are known as non-primary charges and form part of our wholesale water and sewerage charges scheme for 2026/2027.

All charges apply from 1 April 2026.

All charges published in this schedule exclude VAT. We will apply VAT to charges as required by relevant legislation.

7.1 Metering services

Meter maintenance	15 - 20mm	25mm	40mm	50 - 80mm	100mm +
Water meter exchange/replacement of missing meter (excavation)	£475.93	£740.54	£779.65	£1,213.53	Quote on request
Water meter exchange /replacement of missing meter (no excavation)	£232.85	£309.29	£325.18	£893.37	Quote on request
Meter box lid replacement	£310.62	£310.62	£532.97	£791.14	Quote on request
Clear meter box (pump out)	£183.35				
Water meter resize survey (no data logging)	£152.67	£176.35	£176.35	£305.48	Quote on request
Water meter resizing activity (no excavation)	£166.71	£319.54	£369.55	£931.64	Quote on request
Water meter resizing activity (excavation)	£580.53	£929.17	£973.31	£1,110.14	Quote on request
Water meter relocation survey	£140.08				
Water meter relocation activity	£614.21	£1,022.01	£1,069.80	£1,124.93	Quote on request
Missed appointment /aborted works (meter install/maintenance)	£63.48				

We may recharge the costs of Highways Authority permits required to carry out any of the above activity on a meter or meter box.

Meter installation	
New meter installation to an existing unmeasured Animal trough	£581.70
New meter installation at an existing unmeasured premises	No charge

New meter installation for redeveloped properties (per meter)			Refer to our New connections and developer services charges scheme Section 5		
Water meter test (two point)	15 – 20mm	25mm	40mm	50 – 80mm	100mm +
With excavation	£589.18	£784.90	£950.81	£1,087.38	Quote on request
Without excavation	£642.73	£619.72	£712.93	£1,048.24	Quote on request
Note: There is no charge where the meter accuracy is outside the prescribed limits of the Meter Regulations					

Meter logging and data provision	
Provision/installation of pulse unit/splitter by us	£351.78
Installation of additional logger housing – below ground	£579.13
Missed appointments/aborted works (meter technician visit)	£104.26
Provision of passive AMR data – per meter (where available)	£1.11
Provision of Advanced Metering Infrastructure (AMI) meter data – where available	No charge

Other charges (applicable to all meter sizes)	
General site visit	£176.41
Provision of quote on request	£24.73
Provision of non-market meter reading	£13.58

7.2 Meter verification and data amendment services – desktop study

Where you ask us to investigate or update data associated with a supply point, we will carry out an investigation to confirm that the change is needed. We will charge you if our investigation shows that no amendment to the market data is needed (see section [8.3](#)).

	Desktop study only
Verification of meter supply arrangements / meter details – per meter	£41.37
Deregistration of a supply Amendment to VOA BA reference or UPRN at a supply point	
Allowance/Assessment request – not charged elsewhere Review of tariff Application for change in tariff applied to a service component)	

7.3 Meter verification and data amendment services – site visit

Where you ask us to apply a data amendment to a supply point, we will carry out an investigation to confirm that the change is needed. We will charge when our investigation shows that no amendment to the market data is needed (see section [8.3](#)).

	15-40mm	50mm +
Verification of meter supply arrangements / meter details site visit – per meter	£93.42	£155.77
Abortive visit	£51.68	£150.81
	Site visit required	
Deregistration of a supply Amendment to VOA BA reference or UPRN at a supply point	£184.16	
Allowance/Assessment request – not charged elsewhere Review of tariff Application for change in tariff applied to a service component		
Abortive visit		

7.4 Permanent disconnections at the customer’s request

Permanent disconnection (excluding for non-payment)	No charge
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For use only when water supply is no longer required.

If we are unable to carry out a scheduled permanent disconnection because of the actions or non-attendance of you or your customer we may make an abortive site visit charge (section [7.16.1](#))

7.5 Disconnection of water supply

Temporary disconnection at customer request	
Disconnection of supply	
Up to 40mm meter	£102.22
50mm meter and above	£167.05
Disconnection outside the business day (up to 40mm)	£329.94
Disconnection for non-payment	
Standard temporary disconnection for non-payment	
Up to 20mm meter including flow restrictive device - metered premises	£163.67
25mm to 40mm meter	£102.22
50mm meter and above	£167.05
Disconnection of supply – monitor visit	£49.29
Complex temporary disconnection for non-payment (excludes charges for a Warrant of Entry, where applicable)	
Up to 40mm meter	£297.79

50mm - 100mm	£698.34
Over 100mm	Quote on request

If we are unable to fit a flow restrictive device we will, where possible, carry a disconnection by isolating the supply. The temporary disconnection at customer request fee will apply if we do this.

If we are unable to complete a disconnection for non-payment we may be able to offer alternative interventions to facilitate the disconnection of the supply. We will not carry out any additional work unless the retailer requests this and agrees to the cost before we start any work.

Unsuccessful disconnection/abortive visit	
Up to 40mm meter	£52.58
50mm meter and above	£159.39
Out of hours unsuccessful disconnection/abortive visit	£329.94

7.6 Reconnection of supply following disconnection

Reconnection at customer request or following disconnection at customer request or temporary disconnection for non-payment (subject to availability)	
Reconnection of supply (same business day, request received before 2.59pm) – up to 40mm meter	£99.18
Reconnection of supply (same business day, request received between 3.00pm and 6.00pm) – up to 40mm meter	£169.68
Reconnection of supply (within one business day of request) up to 40mm meter	£78.81
Reconnection of supply (within one business day of request) 50mm meter and above	£130.00
Unsuccessful reconnection of supply/abortive visit	£54.69
Reconnection of supply following complex or permanent disconnection (new connection charges)	
15-20mm meter	£334.65
25mm meter	£515.54
40mm meter	£513.98
50mm meter and above	£1,350.07

7.7 Warrant of Entry

Obtain warrant of Entry	Recovery of costs
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7.8 Reconnection following disconnection for non-compliance with the Fittings Regulations

We have the right to charge for reconnection following disconnection resulting from plumbing not meeting the Fittings Regulations (section [8.13.3](#)).

7.9 Re-joining non-lead service pipes

Re-join a non-lead service pipe (up to 32mm) - unsurfaced	£1,136.09
Re-join a non-lead service pipe (up to 32mm) - surfaced	£1,916.11

7.10 Lead pipe replacement connection

When we incur additional costs during the lead pipe replacement process because of something outside of our control we may pass on any additional costs that we incur (section [8.7](#))

7.10.1 Change to the connection point

Additional pipework, cost per metre	£349.78
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7.10.2 Lead replacement failed visit

Failed visit charge	£1,157.32
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7.10.3 Return visit to complete disconnection of lead supply

Disconnection of supply return visit	£1,464.65
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7.11 Animal trough without a water meter

Charge per trough for water	£268.85
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7.12 Fire hydrants

Repair, installation and maintenance	Charge
Category 1	
a) Repairs made without disturbance to the original surface (no dig)	£511.07
b) Repairs made by excavation from the original surface up to the cover and frame depth level, including to replace lid and/or re-set cover and frame including permanent reinstatement (any surface category)	£794.61

Category 2	
a) Repairs involving excavation below the original surface i.e. greater depth than category 1(b)	£1,221.89
b) Complete hydrant replacement, and permanent reinstatement on completion (any surface category)	£1,855.54
c) Complete hydrant removal, and permanent reinstatement on completion (any surface category)	£1,755.34
d) Installation of fire hydrant including associated pipework, connection, valves, chamber, cover and frame, permanent reinstatement (any surface category) (mains over 100mm up to 150mm)	£1,908.33
Mains over 150mm	Quote on request

A quote will be based on recovering all costs incurred associated with investigation, administration, issue of any statutory notices and repair/installation.

Category 3

a) Relates to work involving the following activities: adoption including install/replace marker post(s), plates and numerals	£454.60
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We may recharge the costs of Highways Authority permits associated with the repair, installation and maintenance of fire hydrants.

Where we can resolve the issue during the initial assessment the following charge will apply	£206.19
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7.13 Accredited entities

Accredited entity meter exchange manifold <u>payment to</u> retailer (15-20mm)	£72.44
Accredited entity - meter test passed - charge to retailer (15-20mm)*	£396.66
Accredited entity - meter test failed - <u>payment to</u> retailer (15-20mm)	£72.44
*Charge does not apply where the meter accuracy is outside the prescribed limits of the Meter Regulations	

7.14 Incentive schemes

7.14.1 Water efficiency incentive

Incentive payment (per litre per day saved)	£0.05
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7.15 Provision of additional information

Provision of additional information – per hour	£41.37
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7.16 Other charges

7.16.1 Site visits

Water charges for inspections - per hour	£84.56
Water abortive site visit charge - per hour	£84.56
Wastewater charges for inspections - per hour	£187.49
Wastewater abortive site visit charge - per hour	£187.49

7.16.2 Vacant site administration charge

Vacant site administration charge	£215.19
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7.16.3 Repairs to damage to our assets

Repairs to services, mains and apparatus	Recovery of direct and indirect costs
We will charge all costs incurred (UU and contractor) for investigation, administration, issuing any statutory notices, repair and reinstatement of the asset. We will also charge for any other costs we incur as a result of the damage.	

7.17 Surface water drainage and site area band inspections

Non-household with a site area charging band 1-5, or unmeasured full connection claim where the current charge is proven to be correct	£199.65
Non-household with a site area charging band 6 and above full connection claim where the current charge is proven to be correct	£799.65
Non-household partial connection claims for measured premises where the current charge is proven to be correct	£799.65
Site area charging band changes including changes to surface types where the current charge is proven to be correct	£215.19

7.18 Cesspool and septic tank waste

Charge made to the Local Authority/customer delivering contents of cesspools and septic tanks to our wastewater treatment works.

Charge for reception, treatment and disposal of the contents (per m3) Note: a minimum charge of one cubic metre will be applied	£15.27
Standing charge to cover the cost of reception and administration (per visit)	£22.00

7.19 Recovery of costs associated with a discharge to sewer including trade effluent, causing damage to, or harming the performance of our assets or causing clean-up costs

Non-standard costs	Recovery of direct and indirect costs
We will charge all costs incurred (UU and contractor) for investigation, administration and clean-up. We will also charge for any other costs we incur as a result of the discharge including costs for dealing with the effect of the discharge.	

7.20 Trade effluent

Application charge	
Low risk and consistent discharges requiring a preliminary assessment only	£209.25
Low impact discharges for our network and treatment assets	£559.10
Discharges that require detailed assessment against our network and treatment assets	£837.62
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contain substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended) - initial assessment	£1,363.18

Additional assessment - Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended)	Recovery of costs
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Variation charge	
Low risk and consistent discharges requiring a preliminary assessment only	£125.52
Low impact discharges for our network and treatment assets	£296.36
Discharges that require detailed assessment against our network and treatment assets	£510.87
Discharges which constitute a large proportion of the flow or load at the receiving wastewater treatment works and/or contains substances prescribed under the Trade Effluents (Prescribed Processes and Substances) Regulations, 1989 (as amended)	£883.83
Additional assessment - Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended)	Recovery of costs

7.21 Trade effluent meter data provision

Charge per data item	£6.87
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8 Non-primary charges supporting information

Charges for all non-primary services are listed in section [7](#) above. All services are subject to availability and may be subject to terms and conditions in addition to those specified within this scheme. We may charge more if the service is required outside of the standard business day (or outside of any specific times detailed in this scheme).

Retailers should apply for any of these non-primary services using the appropriate market process or request where available.

We will make an abortive site visit charge when we are unable to carry out any scheduled activity because of the actions or non-attendance of you or your customer or due to incorrect information being provided by you or your customer. The level of charge will depend on the scheduled activity.

8.1 Metering services

8.1.1 Water meter exchange or installation of a missing meter

Where you ask us to exchange or re-locate a working water meter we will make a charge for this service (section [7.1](#)).

We may make a charge when we need to replace a missing meter that we have not removed (section [7.1](#)).

It may not be possible to fit data logging equipment to certain types of water meter. To fit logging equipment, we may need to replace the meter first. If this is the case, we will replace the meter free of charge if it is 40mm or smaller and is replaced for a meter of the same size in the same location.

We will allow Accredited Entities to exchange manifold meters of less than 25mm that are inside the premises (section [7.13](#)).

For any meter exchanges or installations, whether carried out by us or an Accredited Entity, we will decide which type of replacement meters to use. We may make additional charges if you ask for different meter types and we agree to this.

8.1.2 Change of water meter size

Where you ask us to:

- (i) carry out a survey to check if a water meter can be replaced with one of a different size (in which case you must provide us with enough information to allow us to calculate the size of the meter that will be needed); or
- (ii) carry out the work to replace the water meter with one of a different size if the survey proves that a different size is needed.

All work will be at your expense (section [7.1](#)). If you ask us to replace the water meter with a different size water meter without us having carried out the survey in (ii) above, and that size proves to be unsuitable, we will charge for any necessary further works.

8.1.3 Change of water meter position

Where you ask us to:

- (i) carry out a survey to check if a water meter can be moved to a different place; and/or
- (ii) carry out works to move a water meter if a survey proves a different place is acceptable to us.

All work will be chargeable (section [7.1](#)).

8.1.4 Water meter installation

All new supply points must have a water meter installed to measure water consumption (section [4.1](#)).

For a new water supply connection, please contact our Developer services team. Details available on our website: unitedutilities.com/builders-developers.

8.1.5 Water meter accuracy testing

You can ask us to test a water meter for accuracy in line with Regulation 6 of the Meters Regulations. We will always remove the water meter from the premises to test that it is giving accurate readings. The test is carried out by an independent, accredited, company of our choice. If the test shows that the meter is providing readings that are within the allowed limits of accuracy, specified in the Meters Regulations, we charge for a meter test (section [7.1](#)). We will not charge if the meter is found to be operating outside of the allowed accuracy limits.

If the test shows the water meter is found to be operating outside of the allowed accuracy limits, we will adjust the charges in line with regulations 8 & 9 of the Meters Regulations. We will amend your charges from six months before the reading that brought the matter to our attention and led to the test (unless it can be shown that it became faulty at a later date).

8.1.6 Access to pulsed output on a water meter

You can ask us to provide a permanent pulsed output to a water meter in the form of a pulse unit / splitter in order for you to fit your own logging equipment or monitor your water usage.

We will charge for each pulse unit / splitter that we fit and fitting is subject to agreement with our terms and conditions.

Some meters may not require installation of a splitter and are available for you to install a pulse unit. This will be subject to agreement with our terms and conditions.

8.1.1 Equipment tests

You can ask us to investigate if you believe that our equipment attached to the meter (e.g. pulse unit and/or splitter) is faulty. Where we find that the fault is not due to a failure of our equipment, we will charge you for the inspection visit (section [7.1](#)).

We will not make any charge for the inspection visit when we find that our equipment has failed.

Where you believe that there is a fault with the pulsed output capability of the water meter, you can ask us to test that it is working correctly. Where we find that the pulsed output facility

is working correctly, we will charge you for the visit (section [7.1](#)). This test does not include any additional equipment that is attached to the meter.

We will not make a charge when we find that the pulsed output facility is not working correctly.

8.1.2 Provision of data from passively read AMR meters

Where we have collected passive AMR meter data for your customer's premises as part of our routine meter reading activity, we may be able to provide you with an electronic copy of this information at agreed intervals, subject to agreement with our terms and conditions.

We will charge yearly for each meter where we provide information (section [7.1](#)).

Where a retailer has entered into a separate meter reading agreement with us, we will provide this information as part of that agreement.

8.1.3 Provision of data from AMI meters (Smart meters)

Where a meter is operating as a smart meter we may be able to provide you with an electronic copy of this information at agreed intervals subject to agreement with our terms and conditions. We will not make a charge for the initial set up and provision of this data. (section [7.1](#)).

We may develop enhanced meter data services in the future as smart meter installations increase throughout the region. For information about the smart meters that we fit please see our website: unitedutilities.com/smartmetering

8.1.4 Clearing of meter chamber

We will make a charge if you ask us to pump a meter chamber clear of water (section [7.1](#)).

8.1.5 Chamber lid replacement

You can ask us to replace a standard meter chamber lid with a different type of lid. We will only agree to this where we believe that the replacement lid will not cause any future operational or safety issues, or result in damage to our equipment.

The level of charge will depend on the size of lid to be replaced (section [7.1](#)).

We will make an abortive visit charge where we arrive to carry out this work but are unable to do so because of circumstances outside our control (e.g. parked vehicle preventing access).

8.1.6 Installation of additional below ground data logger housing

Where you wish to fit your own / a customer's own data logger to our water meter but there is not enough space in the existing water meter chamber or housing to allow you to install the data logger, you can ask us to install additional below ground logger housing. Where we agree to this, we will make a charge (section [7.1](#)).

8.1.7 Provision of non-market meter reading

We will charge for each non-market meter reading you ask us to carry out (section [7.1](#)).

8.2 Site visit charge

You may make a request for us to visit a site to undertake investigations or provide advice for reasons including but not limited to:

- location of a stop tap or stop valve for work on private pipework; or
- providing advice about or assistance with private pipework; or
- carrying out water quality investigations; or
- visit to provide a quotation; or
- carrying out a pressure and flow test; or
- wastewater inspections

We will make a site visit charge for these visits, the level of charge depends on the scheduled activity and will be based on a cost per hour. The minimum charge will be for one hour (section [7.16.1](#)).

If you request a visit from us in relation to carrying out work and from that visit, we confirm that we do not need to do any work, a site visit charge will apply.

8.3 Verification and deregistration services

8.3.1 Verification of water meter supply arrangements / water meter details

Where you believe that the following information held by the Central Market Operating System is incorrect, you can ask us to investigate:

- the premises / supply point that a water meter serves and/or
- the meter details (e.g. meter size, meter serial number).

We will charge if our investigations confirm that the details in the Central Market Operating System are correct (sections [7.2](#) & [7.3](#)). This charge will vary depending on whether our investigation is completed by a desktop study or also requires a site visit.

If we have started an investigation at your request and you fail to provide information that we reasonably request to enable us to complete that investigation, we will make the appropriate charge.

We will not charge if our investigations prove that the details are incorrect.

8.3.2 Data amendment requests

You may ask us to investigate and apply a data amendment to a supply or discharge point. Examples include:

- application to de-register a supply point
- application for an allowance
- tariff change request
- amendment to valuation office assessment business authority reference (VOA BA)
- amendment to unique property reference number (UPRN)

We will carry out an investigation to confirm that the change is needed.

We will charge if our investigations confirm that the details in the Central Market Operating System are correct (sections [7.2](#) & [7.3](#)). This charge will vary depending on whether our investigation is completed by a desktop study or also requires a site visit.

We will not charge if our investigations prove that the details are incorrect.

If we have started an investigation at your request and you fail to provide information that we reasonably request to enable us to complete that investigation, we will make the appropriate charge.

8.4 Disconnection and reconnection services

8.4.1 Permanent disconnection

You can ask us to permanently disconnect the water supply to a premises if the supply is no longer required.

You should apply to permanently disconnect a supply to non-household premises using the appropriate market process or request.

We do not charge for this service when the supply is no longer required (section [7.4](#)).

When we are unable to carry out a scheduled permanent disconnection because of the actions or non-attendance of you or your customer we may make an abortive site visit charge (section [7.16.1](#)).

8.4.2 Temporary disconnection at retailer request

You may request us to temporarily disconnect a water supply to a non-household premises to protect against bursts or leakage where a premises is likely to be vacant for some time.

We will charge for this disconnection and any subsequent reconnection (section [7.5](#) and [7.6](#)).

We will charge for water and foul sewerage where consumption is recorded on the meter following the disconnection (section [3.12](#)).

When a premises has been temporarily disconnected, surface water and highway drainage charges remain payable for the time that the premises is temporarily disconnected.

8.4.3 Disconnection for non-payment of charges

You can ask us to disconnect the water supply to non-household premises for non-payment of charges by the customer. We will charge for the disconnection and any subsequent reconnection. The amount that we charge depends on the meter size (section [7.5](#) and [7.6](#)).

Disconnections outside of the business day will be subject to availability and we will make additional charges (section [7.5](#)).

We will charge for any monitor visits you ask us to carry out to verify that the supply remains disconnected.

We will charge for water and foul sewerage where consumption is recorded on the meter following a disconnection (section [3.12](#)).

When a premises has been temporarily disconnected for non-payment, surface water and highway drainage charges remain payable for the time that the premises is temporarily disconnected.

If we are unable to disconnect the water supply to a premises when we arrive at site, depending on the circumstances, we may charge an aborted visit charge (section [7.5](#)).

8.4.3.1 Standard temporary disconnection

The first attempt to disconnect a premises for non-payment would typically be a standard temporary disconnection which involves isolating the water supply to a premises. Whenever possible, as well as isolating the supply, we will fit a flow restriction device to the meter to reduce the likelihood of the supply being reconnected (section [7.5](#)).

We will allow an Accredited Entity to carry out a standard temporary disconnection or reconnection of a supply where the meter size is equal to or less than 40mm (section [7.13](#)).

8.4.3.2 Complex temporary disconnection

If we are unable to disconnect the water supply to a premises, for example if there is an internal meter and stop tap, or where a standard temporary disconnection has been unsuccessful, for example, the customer has continued to use the water supply, we may be able to remove the meter and cap the water supply to enforce the disconnection (section [7.5](#)).

We may also be able to offer alternative interventions to facilitate the disconnection of the supply. We will not carry out any additional work unless the retailer requests this and agrees to the cost before we start any work.

8.4.3.3 Disconnection requiring a Warrant of Entry

There may be circumstances where a Warrant of Entry is required to enter a premises for the purposes of carrying out a complex temporary disconnection. We will only do this if you ask us to and agree the costs ahead of us taking any action, costs may vary depending on the circumstances and are available on request (section [8.6](#)).

Where we successfully obtain a Magistrates Warrant of Entry, on gaining access to the premises we may remove the meter and cap the water supply to enforce the disconnection.

Please note new connection charges may be payable to provide a new supply to the premises when a complex disconnection has taken place.

8.4.4 Reconnection of supply

Where you ask us to reconnect the water supply (including water supplies disconnected by an Accredited Entity) we will make a reconnection charge (section [7.6](#)).

8.4.5 Illegal connections

Where we find an illegal connection to our water mains, we will discuss corrective actions with you (the occupier of the premises) and would normally expect you to correct at your cost. If we need to correct this on your behalf, we will charge you for this.

We will charge for all our direct and indirect costs relating to investigation, administration and correction (including materials).

If you or your customer do not allow us access to complete this work we may use legal processes to obtain access and complete the work. We may charge you for our costs, including any legal costs.

We may prosecute for any illegal connection to our water mains even if corrective actions are in progress or complete, and we may charge you for any costs that we incur, including legal costs.

8.5 Warrant of Entry

You can ask us to obtain a Warrant of Entry for you to gain access into a non-household premises. Where we obtain the Warrant of Entry, we will provide court enforcement support to execute the warrant. We will charge you for our costs obtaining the Warrant of Entry and enforcement support. A Warrant of Entry obtained by telephone may be available. We will always use the option when it is available.

If we are not able to obtain the Warrant of Entry, we may charge you for our costs including legal charges incurred.

If you ask us to obtain a Warrant of Entry, and subsequently ask us to cancel the process, we will charge you for our costs and legal costs incurred.

8.6 Replacing service pipes

We have a scheme to replace lead service pipes. Not all premises are suitable for this scheme and we will decide whether to accept your application. If we do, you will need to replace your lead supply pipe within the boundary of your premises, and we will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main, free of charge. For more details and an application form visit: unitedutilities.com/lead-pipes

8.6.1 Change to the connection point

If we accept you onto the scheme, we will let you know where to lay your new supply pipe so we can connect it to our communication pipe. You can ask us to connect the pipes in a different place to where we tell you they will be connected. If we agree to this and it involves more pipework than our original connection point would, we may charge you for each additional metre of pipework that is needed (section [7.10.1](#)).

8.6.2 Lead replacement failed visit

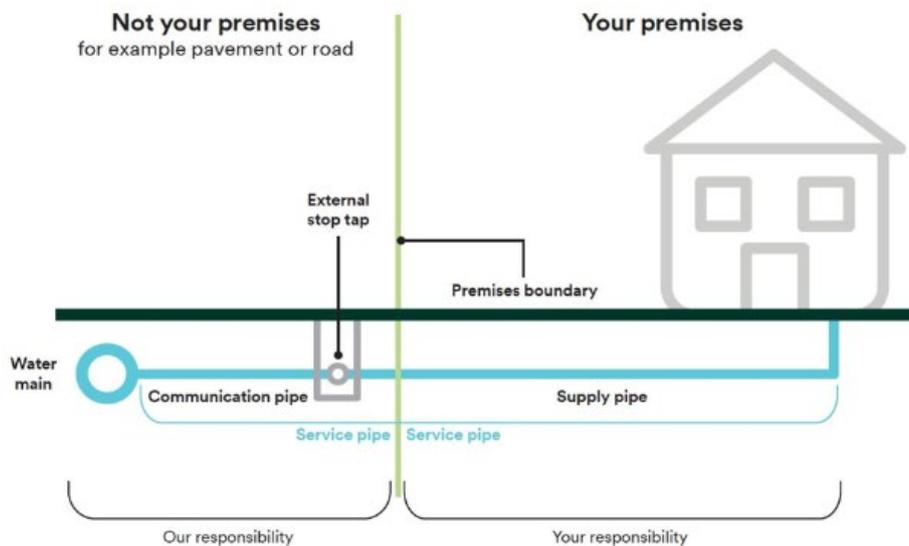
If we come to your premises to replace lead pipes but we cannot carry out the work because of something that is outside our control, we may charge you a failed visit charge. This charge will not apply if you cancelled your appointment no less than 24 hours beforehand (section [7.10.2](#)).

8.6.3 Return visit to complete disconnection of lead supply

If we need to return to your premises, because we couldn't disconnect the original lead supply pipes at the time we called to carry out the lead replacement, because of something that is outside of our control, a charge may apply (section [7.10.3](#)).

8.6.4 Rejoining a non-lead pipe

If you ask us to re-join a supply pipe (up to 32mm) to our communication pipe, and neither pipe was lead there will be a charge for this service (section [7.9](#)).



Your service pipe is made up of two parts:

- a communication pipe outside the boundary of your premises; and
- a supply pipe within the boundary of your premises.

8.7 Provision and use of standpipes

We will only allow you to connect a standpipe to our network and draw water from designated hydrants, through a metered standpipe requested directly from one of our approved suppliers.

See our website for full details: unitedutilities.com/standpipes

8.8 Fire hydrants

Where appropriate, in line with sections 57 and 58 of the Act, we will make standard charges for the installation, removal or maintenance of a fire hydrant (section [7.12](#)).

8.9 Accredited entities

We support the appointment of Accredited Entities by a retailer to carry out certain activities. Full details are available on our website:

unitedutilities.com/Business-services/wirsae-accredited-entities

The Accredited Entity appointed for any works must hold an accreditation to undertake that particular scope of activity in accordance with the WIRSAE (Water Industry Registration Scheme Accredited Entity) administered by Lloyd's Register.

We must be notified of any work completed. A payment/charge may apply depending on the category of work (section [7.13](#)).

8.10 Incentive schemes

8.10.1 Water efficiency incentive

We offer a water efficiency incentive to support you in assisting your non-household customers to make water efficiency interventions on their sites.

We will calculate the incentive payments based on the amount of water saved as a direct result of the water efficiency intervention. We will measure the savings by comparing at least three months of consumption data before and after any water efficiency interventions are made. We will base the appropriate time for comparison on the type of customer.

The scheme is subject to qualifying criteria and we may limit the maximum number of incentive payments that we make each year.

We require evidence of the interventions made and water savings achieved as a direct result of these interventions.

Every SPID is eligible for the incentive a maximum of once in a two year period.

We will calculate the one off payment on completion of a valid application, based on the number of litres per day saved multiplied by the incentive payment, up to a maximum of £3,000 for a single application (section [7.14.1](#)).

We may carry out audits at your customer's premises in order to verify any savings achieved before we make the payment.

Where water efficiencies are not maintained over a two year period, we may recover the water efficiency incentive payment from you.

Further details, including which type of interventions we would consider, can be found on our website at:

unitedutilities.com/Business-services/retailers/incentive-schemes

8.11 Provision of additional information

We may be able to provide additional information or data at your request over and above that which we share with you in line with your agreement, market codes or that covered by the Environmental Information Regulations. Where this is the case, we charge for this information. Our charges will be based on a cost per hour of collating and providing this information (section [7.15](#)).

8.12 Water Fittings Regulations or risk to the quality of water supply inspections

We have a duty to enforce the Water Fittings Regulations under sections 73 to 75 of the Act and have power to take steps to prevent contamination, waste and misuse of water. If we need to carry out an inspection at a non-household premises to confirm that a plumbing installation meets the Water Fittings Regulations and does not cause any issues to the quality of the water supply resulting in a risk public health, there is no charge for the initial inspection. If the work does not meet the Fittings Regulations, or remove the risk to public health we may charge for further visits if we need to inspect the work again (section [7.16](#)).

8.12.1 Contravention of the Water Fittings Regulations or risk to the quality of water supply

If we find plumbing that does not meet the requirements of the Water Fittings Regulations or causes a risk to the quality of the water supply resulting in a risk to public health, we will discuss corrective action with you and will normally expect you to correct at your cost.

We will issue you with a notice for completion of any such corrective work, if necessary, under section 75 of the Act. If the required work is not completed within the specified timescale, we

will complete the work, and charge for all our direct and indirect costs for the investigation, administration and corrective work (including materials).

If you or your customer do not allow us access to complete this work we may use legal processes to obtain access and carry out the work. We may charge you for our costs, including associated legal costs.

8.12.2 Defective fittings

Where we identify a defective fitting, we will serve a defective fittings notice (under section 75 of the Act) on any premises for the repair of or disconnection of any fittings (including underground supply pipes) that are not working properly or are not in line with the Water Fittings Regulations. If the work stated in the notice is not carried out within the timescales we set, we will carry out the work and charge you for it.

If necessary, we may disconnect the supply under section 75 of the Act and may charge you the costs associated with this work.

We will charge for all our direct and indirect costs associated with investigation, disconnection and administration.

8.12.3 Reconnection following disconnection for non-compliance with the Fittings Regulations or a risk to the water quality of supply

If we have disconnected a water supply at a non-household premises, because it did not meet the Fittings Regulations or caused a risk to the quality of the water supply and you ask us to reconnect it, we will charge for this work.

8.13 Vacant site

If we believe a non-household premises is incorrectly marked as vacant within the Central Market Operating System, we may submit a vacancy change application to the market operator to have the occupancy status corrected. If we are correct and the changes are made we will make a charge for this ([section 7.16.2](#)).

8.14 Repairs for damage to our assets

We will charge for repairs for damage to our assets (e.g. water mains and other apparatus) including, where appropriate, investigation, administration, issuing any statutory notices, repair and reinstatement of the asset, under section 174 of the Act, to whoever is responsible for damaging them ([section 7.16.3](#)).

8.15 Recovery of costs associated with a discharge to sewer including trade effluent, causing damage to, or harming the performance of our assets or causing clean-up costs.

If trade effluent or other matter is discharged to the public sewer system or treatment works and that discharge results in additional costs (not recovered through trade effluent or any other charges as described in this charges scheme) for its reception, conveyance, treatment and disposal by us, we will recover those costs from the discharger.

The additional costs may relate to physical damage to assets or clean-up costs which occur as a result of a discharge which may be unauthorised or non-compliant and costs necessary to mitigate the effect of the discharge (section [7.19](#)).

8.16 Charge for surface water drainage inspections

We will charge for surface water drainage inspections where the current site area charging band is proven to be correct (section [7.17](#)). Where scheduled activity cannot be carried out due to the actions or non-attendance of you or your customer or the customer's drainage network being inaccessible, full charges as stated in section [7.17](#) will apply.

8.17 Dealing with the contents of cesspools or septic tanks

We will charge for receiving the contents of cesspools or septic tanks directly at our wastewater treatment works. Charges are payable by the person making the delivery (section [7.18](#)).

8.18 Temporary discharges

If your customer wishes to discharge wastewater to the public sewer system for less than six months, approval for the temporary discharge will be required from us. Applications should be made using the appropriate market process or request. Where we confirm that the discharge is acceptable, we will issue a time limited temporary discharge authorisation.

An application charge is payable and the standard trade effluent charges (sections [5.5](#) and [7.20](#)) apply to the discharge to the extent that it consists of or includes trade effluent.

For a discharge of wastewater made to a public sewer under the authority of a provision in a local enactment or in an order under the Transport and Works Act 1992, we will grant consent subject to terms and conditions that we may reasonably impose (and may not unreasonably withhold such consent). Wastewater discharged in this way (which must be as free as possible from solid substances, oil or matter in suspension) will normally be charged for on a volumetric basis, or as otherwise agreed with us.

8.19 Trade effluent services

8.19.1 Application and variation charges for discharging trade effluent

An application charge is payable (section [7.20](#)) by you when a notice is served on us containing an application for a consent to discharge trade effluent into the public sewer system under section 119 of the Act.

We will give consent in accordance with section 121 of the Act. The application charge is payable on completion of the application. It will vary depending on the volume of flow and the chemical composition of the discharge.

Where you ask us to vary your customer's existing consent to discharge trade effluent, a variation charge (section [7.20](#)) is payable. The charge will vary depending upon the volume and chemical composition of the discharge.

Where substances defined under Water Framework Directive 2000/60/EC, implemented using Environmental Permitting (England and Wales) Regulations 2016 (as amended) are identified as part of your customers' application, additional assessment of the discharge may be required.

We have the right to recover the cost of this assessment. We will discuss these costs with you and your customer before we commence any work (section [7.20](#)).

8.19.2 Provision of trade effluent meter data

Where we have collected water meter data for your customer's premises as part of our routine Trade Effluent monitoring activity, we may be able to provide you with an electronic copy of this data, subject to agreement with our terms and conditions.

We will charge a fee for this service see section [7.21](#).

9 Payment options

Payment terms are set out in your agreement or on your bill.

9.1 Payment terms

All charges must be paid in accordance with our agreement with you, where applicable. If you do not pay on time, we will take action to recover the debt from you. You may need to pay extra costs because of this.

9.2 Value Added Tax (VAT)

Charges in sections [3](#) and [6](#) are stated exclusive of VAT; however, we will charge VAT in line with relevant legislation.

10 Definitions

The Act - the Water Industry Act 1991 (as amended).

Accredited entity - an entity which is independently evaluated and accredited under an accreditation scheme established by us, as Contracting Wholesaler, as competent to carry out certain activities including but not limited to metering and disconnection activity. One such accreditation scheme may include the WIRS (Water Industry Registration Scheme) administered by Lloyd's Register. Under that scheme, accredited entities include WIRS providers who include Self Lay Organisations and Utility Connection Providers.

Advanced Metering Infrastructure (AMI) - meters which provide frequent, specific, detailed data about a customer's water consumption. These meters are also known as 'smart' meters.

Agreement - is a legally enforceable contract between us and you. It covers the water or sewerage services that we agree to provide to you, and the commercial terms on which we provide those services.

Assessed charge - an amount, determined by us, based on metered usage per meter size. For use when a water meter cannot be installed, no valid charging value for the premises is available or where a charging value exists and we have decided it is not appropriate (section [5.9](#)).

Business day - 08:00 to 18:00 Monday to Friday, excluding Bank Holidays.

Business rateable value - a rateable value in a list maintained under section 41 (local rating lists) or 52 (central rating lists) of the Local Government Finance Act 1988.

Change of occupier - means a change in the occupier of premises or if the owner pays the charges, a change in the ownership of the premises.

Chargeable area - for surface water drainage and highway drainage this is the total site area of a premises including the boundary and all land held within that boundary but excludes any permanently grassed, cultivated or landscaped areas where no surface water or groundwater drains either directly or indirectly to the public sewer system.

Charging bands - a range of bands used to charge for surface water drainage and highway drainage services based on the chargeable area of premises.

Charging value - the rateable value or a charging value assessed by us (based on either a rateable value, or a business rateable value where rateable value is not appropriate), or an assessed charge used for charging purposes. Also referred to as CV.

Charging year - the period of one year commencing on 1st April.

Community group - for surface water drainage and highway drainage charges, is a group which provides benefit to the local community and meets criteria we decide in accordance with our powers under the Flood and Water Management Act 2010.

The Company - United Utilities Water Limited – registered number 2366678.

Connection - a connection to our network from which you receive one of our services. Connections are regulated by the Act and other relevant legislation.

Customer - the end consumer of the water and sewerage service that we provide.

CV - see Charging value.

Defective Fitting - a water fitting which is installed, connected and used to carry water from our water main to premises that breaks or is likely to break the Fittings Regulations.

Defective fittings notice - a notice we serve where there is, or is likely to be damage, contamination, waste, misuse, or an unnecessarily high volume of water used as a result of any equipment or apparatus at the premises (including underground supply pipes) not meeting the Fittings Regulations.

Domestic purposes - refers to water used for drinking, washing, cooking, central heating and sanitary purposes (for example flushing the toilet) as explained in section 218 of the Act.

Domestic sewage - the contents of toilets, water which has been used for cooking or washing, and surface water. It does not include water used for the business of a laundry or for a business preparing food or drink, which will be eaten or drunk somewhere other than on the premises (see section 117 of the Act).

Eligible premises - premises, other than household premises, and that may be identified as eligible for the non-household market in line with industry published eligibility guidance.

Fittings Regulations - The Water Supply (Water Fittings) Regulations 1999.

Foul drainage - water discharged from premises as domestic sewage excluding surface water.

Furnished - containing furniture or sufficient fixtures and fittings that allows immediate use or used for storage purposes.

Gap site - an eligible premises which is in receipt of water services and/or sewerage services where no supply points are registered in relation to such eligible premises in the supply point register.

Green roof - for surface water drainage purposes is an organic roof cover consisting of all or some of the following features:

- a root resistant waterproof layer;
- a protection/moisture mat;
- a drainage layer;
- a fines layer or filter sheet;
- a growing medium or substrate;
- vegetation, as we determine.

Highway drainage - is water which drains from streets and roads into the public sewer system.

House - any building or part of a building (including a flat) occupied or likely to be occupied as a private dwelling.

Household premises - any premises that are mainly used as a home, which a person lives in and which may be identified as such in line with any industry eligibility guidance.

Instrument of Appointment - the document which appointed us to carry out water and sewerage duties under the Act. (Our Instrument of Appointment was issued on 24 August 1989, when we were known as North West Water Limited).

Licensed water supplier - a company which is the holder for the time being of a water supply licence (see section 17B(9) of the Act).

Meter reading - a reading from a water meter to show how much water has been used at premises or, if there is no actual reading, our market estimate of how much water has been used.

Meters Regulations - The Water (Meters) Regulations 1988.

Non-household premises - premises other than household premises.

Non-potable water - water that is not fit for supply for domestic or food production purposes.

Non-primary charge - any wholesale charges which are not primary charges, and to avoid doubt this includes all charges relating to the provision of one off or discrete services performed while carrying out our obligations under the operational terms or as otherwise set out in this scheme in relation to specific circumstances or events.

Occupier - any person who lives in the relevant premises, or any person who:

- owns the premises;
- has enough control over the premises to have a duty of care towards lawful visitors to the premises;
- maintains the premises which are used or intended to be used as a home;
- maintains a property or premises that has shared facilities (including houses in multiple occupation, such as blocks of flats and houses that have been converted into flats, office blocks or shopping centres) or as holiday, or other household accommodation and is usually let (whether let wholly or in part), for less than 12 months;
- develops or owns any new premises that are empty or not furnished.

See also definition of customer.

Operational parameters - analytical results used to determine effluent strength:

- Ot - the chemical oxygen demand (COD) in mg/l of the trade effluent after 1 hour quiescent settlement at pH7 or at the pH of the mixed sewage;
- St - the suspended solids in mg/l of the trade effluent at pH7 or at the pH of the mixed sewage.

Potable water - water fit for supply for domestic or food production purposes.

Premises - a property or part of a property that is occupied (or intended to be occupied) separately, including land or an interest in land. Each premises is usually listed individually on the valuation office agency website for council tax or business rates. Appropriate charges apply to individual premises.

Property - a building that may contain several premises, which may be household, non-household or a mixture of both, for example a block of apartments or offices. Each home or

premises within the property is usually listed individually on the Valuation Office Agency website for council tax or business rates.

Primary charges - all charges in this scheme relating to the supply of water services both on a long-term or temporary basis, and including:

- (i) fixed and volumetric charges and allowances;
- (ii) any other charges set out in this scheme relating to specific circumstances or events, but not including;
- (iii) all charges relating to the provision of one off or discrete services that we perform while carrying out our obligations under the operational terms;

together with all such charges calculated in relation to a special agreement by reference to the relevant factor(s) and tariff(s) as set out in the published special agreements charges.

Private meter - a meter that is installed, owned and maintained by the customer. We may use a private meter to assess charges when agreed by us in specific circumstances.

Private supply - a supply of water that is not from a water supply that we currently own or operate, or from a licensed water supplier.

Public or commercial swimming pool - a swimming pool maintained for, or used by, the general public with its own metered water supply.

Public sewer system - any public sewer, drain or other pipework, any wastewater treatment works and its associated pipework or any other part of our wastewater system that receives, carries or treats sewage, including surface water and highway drainage.

Rateable value (RV) - the value of premises as shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990.

Rating list divisor - the factor by which, on average, values in a business rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973 (section [5.6.1](#)).

Services - any service we provide relating to supplying potable, non-potable water, foul drainage, surface water drainage, highway drainage and trade effluent services.

Sewerage services - any services we provide that are related to providing, altering or disconnecting sewerage pipes and receiving, carrying and treating sewage including surface water drainage and highway drainage.

Shared water meter - a water meter that serves two or more premises.

Short term - occupancy that is usually for a period of less than 6 months.

Site - means premises in the same curtilage or adjoining each other receiving the benefit of our services, occupied and operated as a single economic unit.

Substantially altered - a site or premises which has had major physical alterations. This may include, for example, changing the way the premises is used, splitting into separate non-household premises or homes, merging with other premises, demolishing part of it, or

otherwise altering it in such a way that we decide the current charging value is no longer appropriate; “substantial alteration” will be interpreted accordingly.

Supply point - the point at which water and or sewerage services are provided in relation to any eligible premises.

Surface water drainage - collection of rainwater that falls on premises and then drains directly or otherwise to the public sewer system.

Trade effluent - any liquid, either with or without particles of matter in suspension in it, which is wholly or in part produced in the course of any trade or industry carried on at trade premises, but not including domestic sewage (see section 141 of the Act).

Vacant premises - premises are considered to be vacant if all of the following criteria are met:

- (i) there is no physical occupation by any person, for any purpose, other than for the sole purpose of providing security services for the premises;
- (ii) the premises is not open or available to the public or visitors;
- (iii) there is no stock left in the premises, except where these items have been abandoned by a former tenant and the premises is not in use;
- (iv) there are no moveable items left on the premises such as furniture, equipment tools or moveable equipment or machinery; and
- (v) any fixtures and fittings have been abandoned by a former tenant and the premises is not in use.

Premises that are prohibited by law from being occupied, for example an unsafe premises, is also considered to be a vacant premises.

Water and sewerage undertaker - the Company appointed to carry out water and sewerage duties under the Act.

Water services charges - charges for water supply services, sewerage services or both.

Water supply - the water we supply to a customer.

Water supply services - any services we provide relating to providing, altering or disconnecting a water supply.

We, us or our - United Utilities Water Limited (registered number 2366678) or our representatives.

Wholesale services - water and or sewerage services that we provide to a customer.

You, your - our customer (a water supply licensee, another wholesaler or any other recipient of our wholesale products and services).

11 Household wholesale primary charges

These charges relate to the supply of water and wastewater services for domestic purposes to household premises and are provided for information purposes only.

Please refer to our [Household charges scheme](#) which sets out our charging policies and the charges our household customers must pay for our services.

11.1 Measured water charges

Standing charge per meter per year	Volumetric charge per m3
£18.80	£2.775

11.2 Measured sewerage charges

	Foul drainage volumetric charge per m3	Surface water drainage standing charge	Highway drainage fixed charge
All services	£1.846	£98.45	£42.23
No surface water drainage service	£1.846	n/a	£42.23

11.3 Unmeasured water charges

Standing charge	Charge per £CV
£100.75	£1.770

11.4 Unmeasured sewerage charges

	Foul drainage charge per £CV	Surface water drainage charge per £CV	Highway drainage charge per £CV	Total charge per £CV
All services	£1.628	£0.657	£0.281	£2.566
No surface water drainage service	£1.628	n/a	£0.281	£1.909
Surface water drainage and highway drainage services only	n/a	£0.657	£0.281	£0.938

11.5 Unmeasured swimming pools

Unmeasured swimming pool charge (per year)	£166.58
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11.6 Assessed charges for household premises where a water meter cannot be installed

	Water	Sewerage
Single person household (does not apply to any premises which have a swimming pool that automatically refills and can hold more than 10,000 litres)	£145.16	£238.21
Detached premises (includes link detached and detached bungalows, but does not include premises which meet the criteria for larger premises) (see note below)	£360.93	£380.72
Semi-detached premises (includes houses and semi-detached bungalows, but does not include premises that meet the criteria for larger premises)	£316.04	£350.85
Other household premises (includes flats and terraced houses, caravans, lodges and mobile homes but does not include premises which meet the criteria for larger premises)	£235.99	£297.63
Larger premises—premises which either: <ul style="list-style-type: none"> • have a swimming pool that automatically refills and can hold more than 10,000 litres of water; or • covers a surface area bigger than 250m² (including any separate residential buildings on the site), and has six or more bedrooms 	£705.19	£609.69
Assessed charge for pensioners. (This does not apply if the premises meet the criteria for larger premises.) Everyone living in the premises must be of State Pension age or older.		
Single pensioner household	£130.49	£227.47
Two pensioner occupiers	£219.33	£286.55

If premises are not connected to the public sewer system for surface water drainage, either directly or indirectly, the sewerage charge for each type of premises or category of customer will be reduced by **£98.45**.

12 Where we provide our water and sewerage services

