

Wholesale Charges Household and Non-household 2026/27

Contents

Section 1 - Charges 2026/27	3
Section 2 - How wholesale charges are applied	4
Section 3 - Wholesale non-household unmeasured water supply charges 2026/27	7
Section 4 - Wholesale non-household measured water supply charges 2026/27	8
Section 5 - Wholesale household water supply charges 2026/27	9
Section 6 - Special Agreement wholesale charges 2026/27	10
Section 7 - Non-primary charges	11
Section 8 - Non-Primary charges supporting information	14
Section 9 – Non-Potable Water Supply	21
Section 10 - Switching to Measured Charges	21
Section 11 – Contact Details	21
APPENDIX 1 – PROGRESSIVE CHARGE TRIALS	22
Non-household Seasonal charges, with a summer winter differential of 1.5x	23
Non-household Seasonal charges, with a summer winter differential of 3x	25
APPENDIX 2 – DEFINITIONS	27

Summary of changes:

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Section 1 - Charges 2026/27

Bournemouth Water's powers to charge for water supplies are contained in the Water Industry Acts. Charges are set in accordance with revenue control limits determined by Ofwat. To comply with Condition E of our license to operate, charges must not show undue preference to, or discriminate against, any class of person.

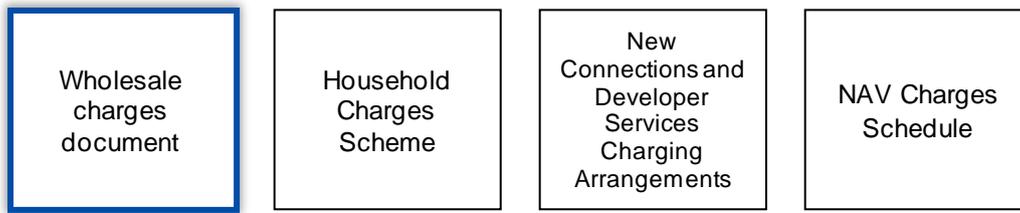
Under the terms laid down by Section 143 of the Water Industry Act 1991 and Ofwat's 2014 Price Review, incumbent regional monopoly water supply wholesalers are required to publish separate charges for the wholesale and retail activities of their business. This document contains details of Bournemouth Water's Wholesale Charges Schedule for Non-Household customers for 2026/27.

Wholesale charges will be published on our website annually, at a time dependent upon the requirements of the regulatory regime. Prices will take effect on 1 April each year.

The water retail market is open to businesses, charities and public sector organisations with premises that qualify. For further information on the new market, visit www.open-water.org.uk

Wholesale charges cover the cost of providing wholesale activities, which broadly encompass the operation and maintenance of the process and network assets which deliver the abstraction, treatment, and supply of drinking water.

This document forms one of four separate charging documents as set out below.



All charges exclude VAT unless stated otherwise. Details of those charges subject to VAT are given.

Bournemouth Area of Supply



Section 2 - How wholesale charges are applied

This section sets out how the wholesale charges contained in this Charges Schedule are applied.

Basis for calculating wholesale

- 1.1. The underlying principle used for deriving this wholesale tariff structure is that the wholesale tariff or each customer segment should be reflective of the average cost of providing wholesale water.
- 1.2. For the purposes of tariff setting wholesale activities are defined to cover the activities and overheads associated with water resources and abstraction of water, raw water distribution, water treatment, treated water distribution and scientific services.
- 1.3. Development of the tariffs followed two key steps:
 - Identification of the wholesale cost base, separated by functional activity;
 - Allocation of those wholesale costs to distinct customer classes / segments.
- 1.4. To identify the unit cost to serve for each customer segment, cost allocation rules were developed applying variants of the relative output method, which is considered best practice within Fully Distributed Cost (FDC) methodologies.

How wholesale charges are applied

- 1.5. Under the Water Industry Act 1999, Bournemouth Water must charge occupiers of dwellings in accordance with this Charges Schedule. The Act removed the right of the Company to charge water charges by agreement on dwellings, but any agreements made prior to 1 April 2000 are not affected by the legislation.
- 1.6. Bournemouth Water (the Company) continues to have a legal right to charge commercial customers by agreement rather than in accordance with this Charges Schedule (subject to a legal requirement that charges do not discriminate unduly in favour or against any class of customer).
- 1.7. Where premises are used for both residential and commercial purposes, the Company will have regard to Ofwat's guidance on whether customers are eligible to switch their water and wastewater Retailer when determining on what basis charges should be levied, i.e., Household or Non-Household.
- 1.8. Water lost through unidentified leaks of water from service pipes supplying business premises will be charged for save where relief is granted under the provisions of Bournemouth Water's service guarantees for non-household customers.
- 1.9. Where we are required, for the purpose of providing a supply of water to any premises, to connect to any main or service pipe, any pipe which has not previously been connected, it is a condition of complying with that requirement that a meter is installed.
- 1.10. Where property or land is separated into distinct units, individual billing is required, and separate metered water supplies must be provided to each property. If developers intend to carry out such work, they must apply to us for the appropriate number of metered connections. (See separate booklet Developer, new connection and infrastructure charges).
- 1.11. Please note that from the time that a new connection is laid, and a meter fitted, we hold the developer responsible for paying the water bill until such time as we are notified by the developer that ownership of the property has changed, and the property is to be occupied.
- 1.12. The developer is liable for payment of water used through the meter, a standing charge is not raised in this pre-occupation period. Standing charges will apply once the premises are

occupied or are deemed to have gone beyond the pre-occupation period. Volumetric rates will also apply for the water used.

- 1.13. Developers should supply us with occupation details and a postal address as soon as these details are known. The water account will remain in the developer's / applicant's name until we are informed otherwise.
- 1.14. The meter remains our property. It is a criminal offence to interfere with any meter or any other apparatus belonging to us.
- 1.15. Where there is a change of use of water supplied by a common supply pipe to two or more premises in separate occupation, the charges for the supply to the premises on which the change of use has taken place will be metered charges, and the person chargeable for the supply must provide for the separation of the common supply and the installation of a meter on the separate supply to the premises.
- 1.16. In cases where the supply has not been separated, we will not split the existing bill unless, at our discretion, we feel there are reasonable grounds to do so. We will therefore collect all charges for the property in question from any one of the occupiers.
- 1.17. We have not adopted the rating valuation list for business premises and continue to calculate non-household rates on the basis of valuation effective at 31 March 1990. Where a non-household customer would like to be charged on a metered basis and we are unable to fit a meter, the customer is given the option of being charged on an assessed basis rather than by rateable value. This applies to situations where the installation of a meter would incur unreasonable expenses
- 1.18. Unreasonable expense includes:
 - The cost of separation of a supply pipe if it is shared with other customers.
 - The cost of installing more than one meter. (Where there is more than one supply, we will consider the installation of a second meter provided this does not entail disproportionate costs.)
 - The cost of alterations to existing plumbing.
- 1.19. We will continue to use rateable values for non-household customers where a meter is not in place, unless a change of occupier has taken place and no charges have yet been demanded from the person who has become the customer, in which case we may fit a meter if we believe that the new occupier would benefit from a meter.

Liability for charges for unoccupied properties

- 1.20. Where an unmetered property is unoccupied and unused the full charge remains payable unless the supply is disconnected. (Please note that the standard re-connection charge will apply when re-connection is requested.)
- 1.21. If a retailer wishes to retain the supply but does not wish to pay the full unmetered charge, they may opt to serve a measured charges notice. See also Schedule 3, Assessed charges.
- 1.22. Where the empty unmetered property shares a supply and therefore cannot be disconnected or easily metered, we will require access to ensure that the property is unfurnished.
- 1.23. The full charge remains payable
 - If the property is not totally unfurnished
 - Until such time as access is granted to survey the property.
- 1.24. Where a metered property is unoccupied
 - The full charge remains payable unless the supply is turned off.
 - Where consumption is registered by the meter relevant charges will be payable.

The Measured charges

- 1.25. Where the occupier of a commercial property at which a meter has been installed is liable to pay

water charges, the standard measured charges will apply unless there is an agreement between the company and the retailer of that property to pay a different tariff; or the company has confirmed to the retailer of that property that unmeasured charges will apply.

- 1.26. The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously even if the out-going occupier of the property was not paying measured charges.

The Unmeasured Charges

- 1.27. Where the occupier of a property is liable to pay water charges and a meter has not been installed at the property, the standard unmeasured charges, or the relevant assessed charge set out in this charges schedule will apply.
- 1.28. Unmeasured charges will continue to apply until such time as either:
- the occupier of the commercial property chooses to have a meter installed at their convenience (see Section 6 on Water meter installation). Unmeasured charges will continue to apply and be payable up to the date the meter is installed; or
 - Bournemouth Water determines that water is being used, or is to be used, for one or more of the non-domestic purposes which would entitle Bournemouth Water to require the water supply to be metered under Regulations made by the Secretary of State for the Environment, again unmeasured charges will continue to apply and be payable up to the date the meter is installed.
- 1.29. Where the occupier of a property for which unmeasured charges are paid and a meter has not been installed vacates the property, the new occupier will be charged unmeasured charges also (NB if a meter has been installed at the property, regardless of whether the out-going occupier paid unmeasured or measured charges, the new occupier will be charged measured charges).
- 1.30. If a person occupies more than one separately rated building or part of a building and has access between them other than by a highway, Bournemouth Water may agree to add (if requested to do so) the relevant rateable values together and bill the retailer of the property on a single rateable value basis (so that the retailer pays only one set of wholesale fixed charges). However, where unmeasured properties are combined to form a single property occupied entirely by a single occupier and therefore no longer exist as the properties originally rated and assessed, a notional rateable value will be set for the new property or metering will be required.
- 1.31. The chargeable rateable value of the property is:
- Rated properties – the Rateable Value of the property
 - Unrated properties – where a property does not have a rateable value specifically assigned to it, and the company has not installed a water meter, the company will charge the occupier of that property on a relevant assessed charge

Section 3 - Wholesale non-household unmeasured water supply charges 2026/27

Water Supply Charges	£
Standing charge	0.00
Rateable value charge per £ of rateable value	1.0041
Churches, chapels and places of worship	79.31
Unmetered watering points	77.01
Unmetered swimming pools	54.91
Banded Assessed Charge*	
Band 1 (assumed 20m ³ per employee)	
Band 2 (assumed 50m ³ per employee)	
Band 3 (assumed 100m ³ per employee)	
Band 4 (assumed 200m ³ per employee)	
Band 5 (by inspection per employee)	
Banded Assessed Water variable charge (£ per m ³)	1.5511
Banded Assessed Water fixed charge (£ per annum)	0.00

*Examples of business types for each band:

Band 1 Retail, accountants, legal services, doctors.

Band 2 Dentists, hairdressers, schools.

Band 3 Hotels, nightclubs, licensed bars, restaurants, cafes.

Band 4 Public houses, sport and recreation facilities, photographic processing.

Band 5 Laundries, concrete production, brewing.

Please note this list is not exhaustive.

Section 4 - Wholesale non-household measured water supply charges 2026/27

m ³ pa	Charge per m ³ (£)	Fixed charge per annum (£)
0-500	1.5511	0.00
>500 – 750	1.5511	0.00
>750 – 2,000	1.5511	0.00
>2,000 – 4,000	1.5511	0.00
>4,000 – 5,000	1.5511	0.00
>5,000 – 10,000	1.5511	0.00
>10,000 - 50,000	1.4624	1,238.29
>50,000	1.1331	17,476.72

Section 5 - Wholesale household water supply charges 2026/27

Description of Charge	Costs of delivery, treatment charge 2026/27 (£)				
Unmeasured Domestic Water Tariff					
Fixed charge:	0.00				
Variable charge (per £ RV)	1.0041				
Unmetered swimming pools	54.91				
Unmetered sprinkler	77.01				
Assessed Charge					
One Person Assessed Charge (est use 74m3)	114.78				
Two Person Assessed Charge (est use 105m3)	162.86				
Three Person Assessed Charge (est use 120m3)	186.13				
Four Person Assessed Charge (est use 140m3)	217.15				
Five Person Assessed Charge (est use 150m3)	232.66				
Six Person Assessed Charge (est use 155m3)	240.42				
Each Additional Occupant (est use 20m3)	31.02				
WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
One Person Assessed Charge (est use 74m3)	57.39	86.09	97.56	28.70	17.22
Two Person Assessed Charge (est use 105m3)	81.43	122.15	138.43	40.72	24.43
Three Person Assessed Charge (est use 120m3)	93.07	139.60	158.21	46.53	27.92
Four Person Assessed Charge (est use 140m3)	108.58	162.86	184.58	54.29	32.57
Five Person Assessed Charge (est use 150m3)	116.33	174.50	197.76	58.17	34.90
Six Person Assessed Charge (est use 155m3)	120.21	180.32	204.36	60.11	36.06
Each Additional Occupant (est use 20m3)	15.51	23.27	26.37	7.76	4.65
Measured Domestic Water Tariff					
Fixed charge (Meter size): up to and incl. 22mm	0.00				
Volume charge (per cubic metre)	1.5511				
WaterCare Tariff (Fixed charge)					
WaterCare Band 1	0.00				
WaterCare Band 2	0.00				
WaterCare Band 3	0.00				
WaterCare Band 4	0.00				
WaterCare Band 5	0.00				
WaterCare Tariff Volume charge (per cubic metre)					
WaterCare Band 1	0.7755				
WaterCare Band 2	1.1633				
WaterCare Band 3	1.3184				
WaterCare Band 4	0.3878				
WaterCare Band 5	0.2327				
WaterSure Tariff annual charge	159.28				

Section 6 - Special Agreement wholesale charges 2026/27

The Water Industry Act 1991 allows water and sewerage undertakers to enter into a special agreement instead of charging in accordance with a charges schedule. This agreement specifies the charges for supplies of water and sewerage services to business premises. These charges may be different to those laid out in the charges schedule.

There are a number of non-household wholesale consumers where wholesale charges are charged under a special agreement, generally at a discount to the standard wholesale charge. A summary of these agreements is published on our website, bournemouthwater.co.uk.

Section 7 - Non-primary charges

Description of charge	£
Disconnection and Reconnection	
Reconnection charge inside normal working hours (at company stopcock)	105.00
Reconnection charge outside normal working hours	146.50
Reconnection charge (not at company stopcock)	At cost
Disconnection at customer's request	No charge
Emergency disconnection	No charge
Disconnection for non-payment at retailer's request	No charge
Disconnection for breach of water fitting regulations	At cost
Disconnection otherwise than at boundary stopcock	At cost
Abortive visit charge (disconnection)	57.00
Search Fees & Environmental Reporting	
Search fee (Residential CON29DW excluding VAT, other searches available – see sourceforsearches.co.uk)	54.91
Environmental Information Reporting	Quotation issued where necessary
Environmental Information Reporting – charge per staff hour	25.00
Photocopying / printing – black and white A4 (per sheet)	0.085
Photocopying / printing – black and white A3 (per sheet)	0.17
Photocopying / printing – colour A4 (per sheet)	0.85
Photocopying / printing – colour A3 (per sheet)	1.70
Where more than 40 sheets provided – time charge per hour (1 hour minimum)	12.50
Postage charge	At cost
Miscellaneous	
Miscellaneous work within normal working hours – cost per hour	57.00
Miscellaneous work outside normal working hours – cost per hour	85.00
Leakage detection advice – cost per hour where chargeable	By quotation
SMS data loggers per annum	By quotation
Pressure recording using a data logger	By quotation
Data logging and analysis for high consumption	By quotation
Missed appointments by retailer or customer (inside working hours)	57.00
Missed appointments by retailer or customer (outside of working hours)	85.00
Unmetered animal drinking trough	77.01

Water quality testing	By quotation
Water supplied through a portable standpipe	1.5511 per m ³
Portable standpipe hire arranged through nominated contractor and subject to their terms and hire rates	Contractor rates
We may charge for C1 Verification of supply processes	25.00
Site visit required to confirm supply arrangements or meter details	129.25
Water fittings regulations inspections	At cost
Increase or decrease capacity of supply (non-household only)	By quotation
Standby charges	By quotation
Building Water: A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household property where this is taken past the external stop tap. Any water used at household premises taken past the external stop tap will be subject to a 'pre-occupation volumetric charge'.	1.5511 per m ³
Pre-occupation: A supply connected during construction which is intended for the purposes of providing a service to a Household premises that is not yet occupied, and that is not a building water supply.	1.5511 per m ³
Hospitalisation charge – Unmetered Household customers water only fixed annual	Waiver of RV element of charge
Meters and related charges	
Household meter testing (results in spec)	70.00
Non Household meter testing (results in spec) <22mm	314.00
Non Household meter testing (results in spec) 23mm-42mm	418.00
Non Household meter testing (results in spec) >43mm	545.00
Meter installation/exchange/relocation	By quotation
Site survey to determine viability of meter exchange (retailer request)	60.00
Meter reading service for retailers	By quotation
Abortive visit charge for metering services	57.00
Damage to Apparatus	
Where Bournemouth Water incurs costs in relation to repairing damage to our apparatus, for example our network or meters, as a result of an act or omission by a retailer or its agents or sub-contractors, the company will charge the retailer an amount equal to the total cost of the work involved in repairing or replacing the damaged apparatus.	At cost.
Fire Hydrants	
Installation of fire hydrant on new mains up to 180mm diameter*	By Quotation
Installation of fire hydrant on new mains over 180mm*	By Quotation
Installation of fire hydrant on existing mains up to 180mm diameter	By Quotation
Installation of fire hydrant on existing mains over 180mm	By Quotation
Replace Fire Hydrant<= 150mm	2,081.78

Replace Fire Hydrant >150mm	2,390.85
Abandon Fire Hydrant<=150mm	2,081.78
Abandon Fire Hydrant>150mm	2,390.85
Abandon Fire Hydrant<=150mm - insitu	1,101.32
Abandon Fire Hydrant>150mm - insitu	1,101.32
Repair FireHydrant <= 150mm	718.47
Repair FireHydrant >150mm	825.15
Chamber works only	1,097.68
Cover and Frame Works only	479.72
Section 81	At Cost
Exceptional installations - Agreed Mutually	By Quotation

Section 8 - Non-Primary charges supporting information

Water meter installation

- 8.1. Only meters provided by Bournemouth Water will be accepted for charging purposes regardless of where they are installed. Meters remain the property and responsibility of the company.
- 8.2. Bournemouth Water has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 8.3. It is Bournemouth Water's policy to meter all non-households unless, in the view of the company, the cost or installation is not practicable. See Assessed charges below.
- 8.4. Bournemouth Water will not charge for meter installation where it requires a meter to be installed.
- 8.5. If a retailer requires a meter other than the standard meters offered the company will consider the request. Meter installation costs will vary according to size, location, reinstatement requirements and other job specific details of the work. Bournemouth Water can provide on request a quotation for the work based on those individual factors. The meter will remain the property of Bournemouth Water.

Bournemouth Water standard meter menu

Type of Meter	Meter Size	AMR Meter	Capable of capturing and transmitting usage data	Capable of having an external logger (or similar devices for data capture and transmission) applied to it
Diehl Altair V3	Up to 20mm	Yes	Yes	Yes
Diehl Altair V4	Up to 20mm	Yes	Yes	Yes
Diehl Altair R4	Up to 20mm	Yes	Yes	Yes
Elster V100	Up to 42mm	AMR can be installed	No, but can if AMR installed	Yes
Diehl Altair	Up to 42mm	Yes	Yes	Yes
Elster H4000 / H5000	Up to 150mm and above	AMR can be installed	No, but can if AMR installed	Yes

- 8.6. Where a retailer requests Bournemouth Water to change a water meter that serves a Supply Point(s) registered to them, we may undertake a site survey to establish if the exchange is viable, and we will provide a quotation to the retailer for the cost of the meter exchange.
- 8.7. The quotation will include the cost of the site survey, materials and other overheads and will be appropriate to the site in question, however it may be necessary to provide a bespoke quotation for some sites. For the avoidance of doubt, the retailer will be liable for the cost of the site survey regardless of the viability of the exchange or whether the retailer chooses to proceed with the request to exchange the meter.

Timescale to install a meter

- 8.8. Bournemouth water will install the meter within 22 business days of a request being received. If it does not, following a substantiated claim by the Retailer, the Company will credit the Retailer's account to the amount of the value of the water supply from the end of the 22nd business day period to the date the water meter is fitted, unless the delay is at the request of the Retailer or the relevant non-household customer.

Cases where the cost of installing a meter would be unreasonable or installation would be impractical

- 8.9. Where the cost of installation is considered to be unreasonable, or it is impractical to install a meter the company will only install meters where customers arrange to alter their plumbing so that meters can be installed. Customers will be responsible for this work and the costs. Rateable value based charges will be payable until a meter is installed.
- 8.10. When carrying out a meter survey, the company will advise the retailer of any work that needs to be done before a meter can be installed.

Meter location

- 8.11. A meter must be installed in accordance with the Water (Meters) Regulations 1988 at a position where it records all use within the property for which it has been installed. It must also be accessible for meter reading.
- 8.12. Where a meter is installed outside a property it will be installed as close as is reasonably practicable to the boundary of that property. For internal meters the meter will be sited as close as possible to the point at which water enters the building.
- 8.13. Usually, Bournemouth Water will require a meter to be installed externally for a property which is not used solely as a single private residence. Only where an external meter will not record the use of water in the property to be metered alone will an internal location be offered.
- 8.14. Where the company has used its right to decide a meter location, but a customer requires the meter to be located in a different place, subject to the requirements in the above bullet points, the customer may have the meter located in her or his preferred location provided that she or he pays any additional costs of installing the meter in the location requested rather than the location identified by the company.
- 8.15. Similarly, if Bournemouth Water decides to fit an out-reader for an internal meter and a customer requires it to be fitted in a different location, the company may require the customer to pay any additional costs of complying with the customer's requirements.
- 8.16. Requests to alter the position of a meter or out-reader must be made in writing by the retailer of the property. Meter relocation costs will vary according to size, location, reinstatement requirements and other job specific details of the work. Bournemouth Water can provide on request a quotation for the work based on those individual factors. Payment is usually required in advance of installing the meter.
- 8.17. Any dispute about meter location; requests for alternative positioning of a meter or outreader; or the cost of an alternative position may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

Reverting to Rateable Value charges

- 8.18. Once a meter has been installed in a property which is not used solely as a single private residence, measured charges will be payable for the property. There is no right to revert to unmeasured charges.

Occupiers of properties with no water supply but for which a supply of water is provided elsewhere

- 8.19. A building may be divided into a number of separately rated units which while they do not have water supplies within the units, have access to a supply of water – for example communal washing and toilet facilities. If the supply is unmeasured, the occupier of each of the units is legally liable to pay unmeasured charges based on the rateable value of the unit occupied.
- 8.20. The supply may be metered but Bournemouth Water will only agree to this where one person signs an agreement to pay the metered bill which will result. It will then be up to that person to

apportion the metered charges between all persons with access to the supply and collect monies from them. Should the person who has agreed to pay the charges default, or request to be released from the agreement without another person confirming in writing that she or he will take over responsibility for payment, Bournemouth Water reserves the right to cancel the metered charging agreement and revert to charging the individual occupiers on an unmeasured basis.

- 8.21. A single bill will be issued for the installation charge: the company will not agree to apportion the price between all customers applying for the meter.
- 8.22. If in the case of shops or offices with no water supply to the actual premises and the company agrees that it is not feasible to set up a joint metered account, the relevant customers will be offered an assessed charge based on the number of persons working on the premises.

Assessed charges

- 8.23. Where a non-household customer wishes to be charged on a metered basis and Bournemouth Water is unable to fit a meter, the customer will be given the option of being charged on an assessed basis rather than by rateable value.
- 8.24. For non-household properties, charges will be based on the number of full-time equivalent employees multiplied by an assessed volume per type of property supplied. Bandings and examples are set out below, please note this list is not exhaustive.

Band	Example of business type	Assumed volume
Band 1	Retail, accountants, legal services, doctors	20m ³ per employee
Band 2	Dentists, hairdressers, schools	50m ³ per employee
Band 3	Hotels, nightclubs, licensed bars, restaurants, cafes	100m ³ per employee
Band 4	Public houses, sport and recreation facilities, photographic processing	200m ³ per employee
Band 5	Laundries, concrete production, brewing	By inspection per employee

- 8.25. This applies to situations where the installation of a meter would incur unreasonable expense. Unreasonable expense includes:
 - The cost of separation of a supply pipe if it is shared with other customers.
 - The cost of installing more than one meter. (Where there is more than one supply, we will consider the installation of a second meter provided this does not entail disproportionate costs.)
 - The cost of alterations to existing plumbing.

Meter reading services

- 8.26. Bournemouth Water may be able to offer meter reading services on a contract or ad-hoc basis which will be charged based on the hourly rate for miscellaneous work. You can contact us at retail_meter_contracts@southwestwater.co.uk.

Retailer equipment on meters

- 8.27. Should a retailer wish to install its own retailer equipment on a Bournemouth Water meter at a Supply Point for which they are registered, they must provide the Company with written notification according to the terms of the Wholesale-Retail Code. Any such installation will be subject to the terms and conditions set out in the South West Water Policy and Terms in respect of Retailer Equipment which the Retailer will be deemed to have accepted upon providing such written notification. For further information, please contact: wholesaleaccountmanagement@southwestwater.co.uk
- 8.28. At the time of notification, the retailer should provide Bournemouth Water with details of any charges which may be levied in respect of data sharing.
- 8.29. Bournemouth Water may withhold its consent for the installation of retailer equipment on its meter where there are practical factors existing at the meter location which may prohibit

installation of the retailer equipment, or where installation of the retailer equipment on the meter may interfere with Bournemouth Water's ability to comply with its statutory obligations or licence or result in interference with the Company's network or for leakage management purposes.

- 8.30. Bournemouth Water may need to undertake a site survey prior to issuing consent for retailer equipment to be installed, the cost of which will be charged to the retailer. The retailer should ensure that the Company will have reasonable access to the customer's premises if necessary to carry out a site survey and/or any water supply checks considered necessary by the Company.
- 8.31. Any damage caused to the Company's network or meters due to the installation of retailer equipment will be dealt with according to Section 7 of this document.
- 8.32. Any installed retailer equipment must not obstruct or hinder the Company in carrying out its statutory obligations. If the retailer equipment obstructs or hinders, or is believed to be interfering with meter readings or being used for non legitimate purposes, the Company reserves the right to remove the equipment without notice and to charge the retailer for any costs arising from that removal.
- 8.33. Any retailer equipment installed on a meter by the retailer must be clearly labelled with the retailer's name and contact number.
- 8.34. The retailer is responsible for its retailer equipment and any liabilities and costs associated with the installation and ongoing maintenance.
- 8.35. Subject to its service guarantees for non-households, Bournemouth Water is not responsible for any interruption or impediment to the supply of water to a customer's premises as a result of any activity by the retailer or the functioning of the retailer's equipment.
- 8.36. Where possible, Bournemouth Water will give reasonable notice to the retailer of work to be undertaken on the Company's network or meter which may require the removal of the retailer equipment in order to provide the opportunity for the retailer to remove its equipment if necessary. Should the retailer fail to remove its equipment prior to the Company undertaking notified works, the Company reserves the right to charge the retailer for reconnection of the retailer's equipment.
- 8.37. Bournemouth Water reserves the right to remove, without notice, any retailer equipment it finds has been installed without permission, and reserves the right to charge the retailer for the cost of doing so.
- 8.38. The retailer must inform Bournemouth Water immediately, in writing, on discovering any equipment or logging devices already installed on the meter.

Meter testing

- 8.39. In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying his or her property is faulty may require the Company to test the accuracy of the meter. However, there will be a charge for this if the test shows that the meter is correctly recording use.
- 8.40. Retailers are responsible for the due care of a water meter existing on a Supply Point for which they are registered. If the retailer, or their customer, believes a water meter is faulty or damaged, they must notify the Company.
- 8.41. Non-household customers are asked to call the Retailer of the property if they consider that their meter is incorrectly recording use. The Company will investigate the matter. If the Company considers that the meter is correctly recording use, the Retailer may ask to have the meter tested and should submit the relevant form set out in the Wholesale-Retail Code.
- 8.42. Except where it is proved to have started registering incorrectly on a later date, a meter which is

found to be registering inaccurately (beyond the manufacturer's standards) will be deemed to have been faulty since the penultimate time it was read. In which case the Company will adjust charges due accordingly.

- 8.43. Any dispute about any matter arising from meter testing may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham B5 4UA.

Other charges

- 8.44. Abortive visits - For all visits to Customers, abortive visit charges will apply when Bournemouth Water is prevented from undertaking the visit or associated work due to actions of either the retailer, customer, or their agents or sub-contractors, or due to erroneous information provided by the same. The charge will be at the rate quoted above for "missed appointments".
- 8.45. Standpipes - Portable hydrant standpipes for use on specified hydrants are available for hire from the Company's nominated contractor. Hire will be subject to our nominated contractor's terms and hire rates, Aquam. They can be contacted on 0844 984 0156 or at www.aquamcorp.co.uk/water-services.
- 8.46. Water used through a portable standpipe will be charged on a measured basis at the rate of £1.5511 per cubic metre. Charges will be billed by, and be payable to, the nominated contractor.
- 8.47. Building Water - A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household property where this is taken past the external stop tap. Any water used at household premises taken past the external stop tap will be subject to a 'pre-occupation volumetric charge' of £1.5511 per cubic metre.
- 8.48. Pre-occupation - A supply connected during construction which is intended for the purposes of providing a service to a Household premises that is not yet occupied, and that is not a building water supply. See Household Charges Scheme for further information.
- 8.49. Non-Domestic supplies - The charges for water supplied for any non-domestic purposes authorised by the company shall be the same as for water supplied for domestic purposes except that no charges are payable for water used for extinguishing fires, testing firefighting equipment, or training people for firefighting.

Damage to Bournemouth Water apparatus

- 8.50. Where Bournemouth Water incurs costs in relation to repairing damage to our apparatus, for example our network or meters, as a result of an act or omission by a retailer or its agents or sub-contractors, the company will charge the retailer an amount equal to the total cost of the work involved in repairing or replacing the damaged apparatus.
- 8.51. All charges will be based on actual costs inclusive of overheads and will use Bournemouth Water's standard commercial hourly rates for the relevant category, or categories, of work.
- 8.52. Where such damage has caused a meter to under-record consumption, Bournemouth Water reserves the right to recover any additional charges which may be due for the period from which the meter is deemed to have been damaged. In doing so we will use readings taken from the meter installed when the damaged meter was removed and use any other historical data to calculate what the level of use was in the period in question.

Work undertaken outside normal working hours

- 8.53. Where a Retailer or a retailer on behalf of a customer requests the Company to carry out work outside of our normal operational working hours, which are 8.00am to 5.00pm Monday to Friday, excluding bank holidays, and Bournemouth Water agrees to meet this request an additional charge will be levied as per the table of miscellaneous charges above.

Operational visits

- 8.54. Bournemouth Water will charge customers or retailers for operational visits which are in

addition to the standard requirements necessary for the provision of wholesale water services. The work will be charged for at the hourly rates.

Replacing Lead Service Pipes

8.55. If Bournemouth Water becomes aware that the pipe supplying a customer's property is made of lead, we will inform the Retailer and/or Customer. Where both the supply pipe and communication pipe are made of lead, we'll replace any lead communication pipe for which we are responsible.

Standby charges

8.56. A retailer or customer may wish to reserve capacity to provide back-up services for their own water supply arrangements. In such cases a standby charge will apply.

8.57. The charge will be applied where Bournemouth Water is satisfied that the retailer's customer has made alternative arrangements but requires a wholesale supply for back-up purposes. The frequency of use is not relevant as the charge will reflect the cost of maintaining capacity. This charge will be by quote.

Reliability of a standby supply

8.58. Reliability of supply and other specific Terms and Conditions relating to a standby charge would be subject to a special agreement negotiated between Bournemouth Water and the party reserving the capacity.

Water quality testing

8.59. Bournemouth Water may be able to offer water quality testing services. These will be considered upon request and will be priced by individual quotation based on the hourly rates quoted above under 'miscellaneous charges' plus the prevailing laboratory test fees.

Water Supply (Water Fittings) Regulations 1999

8.60. Initial inspections to assess compliance with the above regulations are free. A site report and up to two follow-up re-inspection visits to assess resultant remedial works are also free. Subsequent visits may, at our discretion, be chargeable until full compliance with the regulations is achieved. This charge will be at cost.

Increase or decrease the capacity of a supply (non-household only)

8.61. By quotation.

Other goods and services

8.62. Any other goods and services provided by the Company will be charged at the reasonable actual cost of providing the service (inclusive of overheads as appropriate).

Gap Site Incentive

8.63. Effective from 1 April 2022 the Company has operated a Gap Site Incentive Scheme in line with the industry-wide scheme.

<https://www.southwestwater.co.uk/siteassets/documents/businesses/sww-gap-site-incentive-scheme-2022.pdf> For further information please contact the Wholesale Account Management Team at wholesaleaccountmanagement@southwestwater.co.uk.

Firefighting

8.64. No water or sewerage charges are levied for water used for firefighting, fire training or firefighting systems such as sprinklers, including the replenishment of storage tanks, hydrants, and testing. Bournemouth Water will usually install a separate connection to the water mains for these systems. Where this is not possible a sub meter will normally be installed. Should a sub meter not be possible then a specific arrangement will need to be considered with prior notification to Ofwat in line with the Water Act 2014.

Accredited Entities

8.65. Bournemouth Water will not be operating any accreditation schemes in 2026/27.

Engineering and construction services

8.66. Charges for engineering and construction services, excluding infrastructure charges, are subject to VAT at the standard rate, unless they relate to new construction of dwellings (in which case they are zero rated). Infrastructure charges are outside the scope of VAT. Charges in respect of construction services/civil engineering services supplied in the course of certain residential conversions, or in the course of renovating certain buildings that have been empty for two or more years, may be taxed at a reduced rate, but only where the work is done wholly within the immediate site of the development.

Fire Hydrants

8.67. We recover the costs reasonably incurred in installing, maintaining and repairing fire hydrants on our network directly with fire authorities. Standard charges, detailed in the schedule above, will be payable for the installation, removal or maintenance of a fire hydrant. Lane rental charges imposed by the local Highways Authority would be charged in addition to the schedule of charges. Any non-standard traffic management requirements will be priced on application and recouped at cost.

Before implementing a revised pricing schedule of charges permitted, the Water Company will provide the Fire Authority with its revised pricing schedule of charges by 1 February of each year.

Access Pricing

8.68. Indicative access prices are published in our Access Code each year. They provide an indication of the prices that water supply licensees will be charged if they are successful in applying for access to a water company's supply system. The actual price may differ, depending on individual circumstances and subsequent negotiations.

8.69. The wholesale price used in the Bournemouth Water indicative price calculations in the Access Code is the best tariff available for a customer for the appropriate volume. Ofwat's expectations are that companies will base access prices initially on wholesale charges consistent with the wholesale revenue controls.

8.70. At the time of preparing this Charging Schedule, indicative combined supply Access Prices have been calculated based on the Costs Principle. The Costs Principle still exists in legislation at the time of preparing this Charges Schedule. Under the Water Act 2014 provisions exist that, once enacted, will remove it from legislation and replace it with a new charging regime based on Ofwat charging rules developed in the light of Government charging guidance. Ofwat guidance was not available at the time of drafting this Charging Schedule.

8.71. Any changes to our access prices will be communicated through an update to our Access Code.

8.72. For the avoidance of doubt, the charging arrangement between the Company and a Licensee does not determine the arrangements that a customer makes with a licensee on charging amounts, methods and payment terms.

Value Added Tax

8.73. All charges contained in this Charges Schedule are exclusive of Value Added Tax (VAT) unless otherwise stated.

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

8.75. The supply of water from the wholesaler to the retailer is subject to VAT at the standard rate.

8.76. Measured and unmeasured sewerage and sewage disposal charges and trade effluent charges from the wholesaler to the retailer are subject to VAT at the zero rate.

Section 9 – Non-Potable Water Supply

9.1. Bournemouth Water does not currently offer any Non-Potable Water Supply

Section 10 - Switching to Measured Charges

- 10.1. Household customers who are charged on an unmeasured basis have the option to switch to a measured charge, by having a water meter installed. The cost of the meter installation is normally free to domestic customers.
- 10.2. Bournemouth Water operates a change of occupier metering policy, whereby the Company may install a meter at a customer's property. When there is a change of occupier at that property, measured charges may commence.
- 10.3. Household customers who wish to switch to a measured charge should contact Bournemouth Water's customer services.
- 10.4. Non-Household customers who wish to switch to a measured charge should contact their retailer. Non-Household customers should also contact their retailer if they wish to consider an assessed charge as an alternative to the unmeasured RV basis of charging. The assessed charge options where we do not fit a meter are set out in section 5.

Section 11 – Contact Details

Bournemouth Wholesale Services (For Retailer enquiries and service requests):

Address: Peninsula House, Rydon Lane, Exeter EX2 7HR
Website: <https://www.bournemouthwater.co.uk/businesses/wholesale-services>
Email: wholesaleaccountmanagement@southwestwater.co.uk

Bournemouth Water Customer services (For billing enquiries for household customers):

Address: George Jessel House, Francis Avenue, Bournemouth, Dorset, BH11 8NB
Tel: 01202 590059 (Monday – Friday, 8am to 6pm, Sat: 9am – 1pm)
Website: <https://www.bournemouthwater.co.uk/household/help-support/customer-core-information>

Consumer Council for Water:

This independent committee aims to protect customers' interests and investigate customer complaints free of charge.

Address:
Consumer Council for Water, C/O 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ
Tel: 0300 034 2222 (8.30-17.00 Mon-Fri)
Email: enquires@ccwater.org.uk
Website: www.ccwater.org.uk
Email: enquires@ccwater.org.uk

Water Services Regulation Authority (Ofwat)

Address: Centre City Tower, 7 Hill Street, Birmingham, B5 4UA
Tel: 0121 644 7500
Email: mailbox@ofwat.gov.uk
Website: www.ofwat.gov.uk

APPENDIX 1 – PROGRESSIVE CHARGE TRIALS

Bournemouth Non-household Trials

This appendix sets out the charges we will apply, should we decide to introduce trials of progressive charges in 2026/27. The charges included in this scheme may be introduced within the 2026/27 charging year.

Including these charges within this Scheme allows us to introduce these charges but does not oblige us to introduce these charges.

The alternative tariffs that we may trial with metered non-household customers are:

1. Seasonal Charges, with a summer winter differential of 1.5
2. Seasonal Charges, with a summer winter differential of 3

We expect NHH retailers to support the operation of tariff trials.

- We will work with NHH Retailers to ensure that our selection of participants is robust and unbiased, using objective criteria to select trial cohorts.
- NHH Retailers will need to ensure that customers selected to participate in any trial pay charges according to the charges set out in the appropriate schedule.

We will work with NHH retailers to provide them with guidance on the approach we are taking with HH customers so that a common approach can be adopted, should NHH retailers believe this to be appropriate.

To ensure that the trials are unbiased and represent our NHH customer population, opt out requests will not be considered.

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Non-household Seasonal charges, with a summer winter differential of 1.5x

We may ask NHH retailers to designate identified premises within the BW water area as being subject to metered charges on a seasonal tariff trial.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2026/27 Charges	Fixed Charge	Variable per cubic metre
Water Only	0.00	1.5511

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The 'winter' or 'low season' period will apply between 1 October and 31 March of the Charging Year.
- The 'summer' or 'high season' period will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' or 'high season' period, the volumetric rate payable will be 1.5 times higher than the 'winter' rate.

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC1 (below).

Schedule NHHSC1 – Seasonal metered charges

2026/27 Charges	Fixed charge	Variable per cubic metre
Water Only	0.00	1.5511
Seasonal metered variable charges - low season 'winter'		1.2293
Seasonal metered variable charges - high season 'summer'		1.8440

To demonstrate how this charge works in practice, an example is shown below.

- **Customer A** uses 500m³ annually - Consumption is low and evenly spread throughout the year. For **customer A**, the NHH retailer will be charged a fixed charge of **£0.00** (based on meter size) and a volumetric charge (over the year) of:

$$\begin{aligned} & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\ & \text{£0.00} + (\text{£1.2293} \times 250\text{m}^3) + (\text{£1.8440} \times 250\text{m}^3) \\ & \text{£0.00} + (\text{£307.33} + \text{£461.00}) \\ & \text{£0.00} + \text{£768.33} \end{aligned}$$

- Were **Customer A** to use 200m³ in winter and 300m³ in summer, the NHH retailer would be charged:

$$\begin{aligned} & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\ & \text{£0.00} + (\text{£1.2293} \times 200\text{m}^3) + (\text{£1.8440} \times 300\text{m}^3) \\ & \text{£0.00} + (\text{£245.86} + \text{£553.20}) \\ & \text{£0.00} + \text{£799.06} \end{aligned}$$

- Were **Customer A** to use 300m³ in winter and 200m³ in summer, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))

£0.00 + (£1.2293 x 300m³) + (£1.8440 x 200m³)

£0.00 + (£368.79 + £368.80)

£0.00 + £737.59

- Were **Customer A** on the standard tariff, the NHH retailer would be charged:

Fixed charge + (standard metered rate x volume)

£0.00 + (£1.5511 x 500m³)

£0.00 + £775.55

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.

Non-household Seasonal charges, with a summer winter differential of 3x

We may ask NHH retailers to designate identified premises within the SWW water and wastewater area as being subject to metered charges on a seasonal tariff trial.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2026/27 Charges	Fixed Charge	Variable per cubic metre
Water Only	0.00	1.5511

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The 'winter' or 'low season' period will apply between 1 October and 31 March of the Charging Year.
- The 'summer' or 'high season' period will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' or 'high season' period, the volumetric rate payable will be 3 times higher than the 'winter' rate.

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC2 (below).

Schedule NHHSC3 – Seasonal metered charges

2026/27 Charges	Fixed charge	Variable per cubic metre
Water Only	0.00	1.5511
Seasonal metered variable charges - low season 'winter'		0.7578
Seasonal metered variable charges - high season 'summer'		2.2734

To demonstrate how this charge works in practice, an example is shown below.

- **Customer B** uses 500m³ annually - Consumption is low and evenly spread throughout the year. For **customer B**, the NHH retailer will be charged a fixed charge of **£0.00** (based on meter size) and a volumetric charge (over the year) of:

$$\begin{aligned} & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\ & \text{£0.00} + (\text{£0.7578} \times 250\text{m}^3) + (\text{£2.2734} \times 250\text{m}^3) \\ & \text{£0.00} + (\text{£189.45} + \text{£568.35}) \\ & \text{£0.00} + \text{£757.80} \end{aligned}$$

- Were **Customer B** to use 200m³ in winter and 300m³ in summer, the NHH retailer would be charged:

$$\begin{aligned} & \text{Fixed charge} + ((\text{winter rate} \times \text{volume}) + (\text{summer rate} \times \text{volume})) \\ & \text{£0.00} + (\text{£0.7578} \times 200\text{m}^3) + (\text{£2.2734} \times 300\text{m}^3) \\ & \text{£0.00} + (\text{£151.56} + \text{£682.02}) \\ & \text{£0.00} + \text{£833.58} \end{aligned}$$

- Were **Customer B** to use 300m³ in winter and 200m³ in summer, the NHH retailer would be charged:

Fixed charge + ((winter rate x volume) + (summer rate x volume))

£0.00 + (£0.7578 x 300m³) + (£2.2734 x 200m³)

£0.00 + (£227.34 + £454.68)

£0.00 + £682.02

- Were **Customer B** on the standard tariff, the NHH retailer would be charged:

Fixed charge + (standard metered rate x volume)

£0.00 + (£1.5511 x 500m³)

£0.00 + £775.55

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.

APPENDIX 2 – DEFINITIONS

Term	Definition
Access Code	An appointed water company's document that sets out all principal aspects of access to its supply system and the terms and conditions on which it will grant access to its supply system by a licensee.
Billing period	The period, consisting of one or more settlement periods, that is charged for in one bill.
Billing Year	1st April to 31st March.
Company	Bournemouth Water
Connection	Connection of a water service pipe to the Company's main in the roadway.
Domestic Purposes	As defined in The Water Industry Act 1991.
Eligibility criteria	The definition of a customer eligible to switch supplier will be as that laid down in Ofwat's document 'Guidance on assessing whether customers in England and Wales are eligible to switch their water and wastewater retailer', August 2015.
Incumbent retailer	Retailer of one of the vertically integrated water and/or sewerage companies who can only operate within their own geographic area.
Measured Water Supply	A supply through a water meter.
Non-household	As defined in Ofwat's eligibility criteria.
Non-Potable	Untreated water.
Normal working hours	Means 8.00am to 5.00pm Monday to Friday, excluding bank holidays. Where a retailer or a retailer on behalf of a customer requests Bournemouth Water to carry out work outside of normal working hours, and Bournemouth Water agrees to meet the request an additional charge will be levied to reflect the increased costs incurred by Bournemouth Water.
Ofwat	See WRSA below.
Payment period	The length of time after the billing period in which the retailer must pay the wholesaler for services provided within the billing period.
Potable Water	Treated water.
Premises	A property, or parts of a property, which are intended to be separately occupied.
Price Review	The process of setting appointed water companies' price limits. Maximum revenues are normally set every five years. The 2024 price review set wholesale prices and revenues for the period 1 April 2025-31 March 2030.
Rateable value	Means the 'value' assigned a property by the local government Valuation Office which was effective on 31 March 1990.
Rateable Value	The valuation for a property as shown in The Inland Revenue Valuation List as at 31 st March 1990.
Retail licensee	New entrant with a retail licence, including licensed retailers who are associates of regional monopoly wholesalers and who are able to operate outside their geographical area.
Retail Services	Customer services, which include billing, payment handling and customer enquiries; debt management and doubtful debts; meter reading; and providing information and administration for new connections.
Retailer	Provider of the retail service to the end customer, dealing with all customer services as outlined within the Ofwat pricing methodology statement such as billing, payment handling, customer calls, meter reading and administering new connections. A retailer could be an incumbent retailer or a retail licensee.
Settlement period	One calendar day. This is the minimum period for which services can be purchased by a retailer.
Unmeasured	A supply that is not metered.

Water Supply	
Water supply wholesaler	Incumbent regional monopoly water company providing physical water services. This includes the supply of water services, meter ownership, installation, maintenance and replacement, and monitoring, physical disconnections, and reconnections.
Wholesale	The abstraction of raw water, transmission of raw water, water treatment, storage, and distribution to end users plus ancillary services.
Wholesale charges	Charges paid to a water supply wholesaler by a retail licensee for the supply of treated, potable water.
Wholesale contract	A contract between the retailer and the company on terms and conditions laid out in our Access Code which sets out the services the wholesaler will provide to the retailer and the commercial terms on which they will be provided.
Wholesale tariff	The tariff offered by wholesalers to retailers.
Wholesale tariff structure	The structure and thresholds of wholesale tariffs offered by a wholesaler to retailers. Wholesale tariff structures are different for each wholesaler in England.
WSL (Water Supply Licence)	A water supply licence will allow entry into the competitive water supply market for the purpose of providing retail and/or upstream services.
WSRA	Water Services Regulation Authority (Ofwat). The economic regulator of the water and sewerage industry in England and Wales.