

Charging scheme for Southern Water wholesale region

2025/26

Primary & Non Primary charges



Contents

Introduction

Section 1 – Primary charges

Part 1	Principles for measured, unmeasured and assessed charges
Part 2	Measured charges
Part 3	Trade effluent charges
Part 4	Unmeasured charges
Part 5	Assessed measured charges

Section 2 – Non Primary charges

Part 1	Metering services
Part 2	Verification and deregistration services
Part 3	Disconnection services
Part 4	Reconnection services
Part 5	Fire hydrant services
Part 6	Standpipe services
Part 7	Lead pipe replacement
Part 8	Accredited entities
Part 9	Provision of information
Part 10	Damage to assets and apparatus
Part 11	Inspections
Part 12	Case administration fee
Part 13	Trade effluent services
Part 14	Other charges

Schedules

Schedule 1	Primary charges
Schedule 2	Non Primary charges
Schedule 3	Definitions

Introduction

- 1.1 This Charging Scheme is made by Scottish Water Business Stream Limited (“Business Stream”) in compliance with requirements placed upon it under Section 29 of the Water and Sewerage Undertakers (Exit from Non-household Retail Market) Regulations 2016 and shall come into effect from 1st April 2025.
- 1.2 This Charging Scheme shall apply to those non-household premises for which Business Stream is, or is deemed to be, the licensed supplier of water and/or sewerage services and are located within the area for which Southern Water (“Wholesaler”) is the appointed water and/or sewerage Wholesaler. It shall not apply to premises outside that region.
- 1.3 This Charging Scheme should be read in conjunction with Business Stream’s Standard Terms and Conditions for Supplying Water and Waste Water Services, which can be found at business-stream.co.uk/terms-and-conditions and which together form the Scheme of Terms and Conditions.
- 1.4 For the purposes of Clause 9.1 of Business Stream’s Standard Terms and Conditions for Supplying Water and Waste Water Services, payment by Customers of their charges is due no later than 14 calendar days after the date on which Business Stream’s bill is issued.
- 1.5 The amounts now fixed by Business Stream in respect of the charges provided for in this Charging Scheme are those shown in the Schedules.
- 1.6 All charges stated in this document are presented exclusive of applicable Value Added Tax (VAT) (as set out in (a) to (c) below) which shall be charged at the relevant rate.
 - (a) VAT is chargeable at the standard rate on clean water charges for all Customers whose main business activity falls within divisions 1 to 5 of the Standard Industrial Classifications (SIC) as used by Companies House.
 - (b) Customers whose activities do not fall into one of these 5 divisions are not liable for VAT on their water charges. For those Customers whose business does fall into one of the divisions, VAT is only applicable on clean water charges. Waste water and drainage charges have zero rated VAT liability.
 - (c) All other elective services provided by Business Stream have a standard rated VAT liability. Elective services are any services that fall out with the primary water, waste water and drainage charges that every business is required to pay. Nothing in this Charging Scheme shall affect Business Stream’s powers or rights to enter into or be bound by agreements with persons to be charged, whether made before or after the coming into operation of this Scheme.

SECTION 1

PRIMARY CHARGES

Part 1 Principles for measured, unmeasured and assessed charges

1. New water supplies

- 1.1 The charges payable following the provision of any new water supply to any premises shall be measured charges. A meter must be installed on all new water supplies.
- 1.2 For the purposes of the preceding paragraph, a new supply may also be provided when there is a change of use of water or a change in the extent of premises supplied through an existing service pipe; measured charges shall be payable following service of notice to this effect by Business Stream or the Wholesaler on the person chargeable who must provide for the installation of a meter.
- 1.3 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 shall be measured 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.

2. Existing water supplies

- 2.1 The charges payable shall be and remain measured charges
 - (a) where a meter is installed on a water supply to any premises, or
 - (b) where Business Stream or the Wholesaler has so determined in respect of any premises or purpose for which water supplied by Business Stream is used.
- 2.2 Business Stream or the Wholesaler may determine that the charges for water supplies
 - (a) to any premises or to any description of premises, or
 - (b) used wholly or partly for any business, trade or manufacturing or for any other commercial or non-domestic purposes,shall be measured charges.
- 2.3 Where the water supply in respect of any premises is unmeasured, the person chargeable in respect of the premises receiving an unmeasured water supply may request Business Stream installs a meter for charging purposes.
- 2.4 Once the charges in respect of any premises or water supply are or have become measured charges, they shall remain measured charges irrespective of any change of use of the premises or of the purpose for which the water is used, unless and until Business Stream or the Wholesaler determines that the charges payable shall be unmeasured charges.
- 2.5 Where it is not reasonably practicable to install a meter or read a meter, Business Stream may elect to have the water and sewerage charges (as appropriate) in respect of the premises fixed as assessed measured charges. The assessed annual volume for the premises is calculated by multiplying the number of full-time employees (or full

time equivalent) at the eligible premises by the assessed annual consumption corresponding to the activity type of the premises, or other such method as Business Stream or the Wholesaler deems appropriate.

3. Ownership of meter

- 3.1 Unless otherwise agreed in writing, ownership of the meter and metering equipment will remain the property of the Wholesaler or Business Stream or any other person providing it. It is a criminal offence to interfere with any meter or apparatus.

4. Assessed measured water supplies and unmeasured water supplies

- 4.1 Where a water supply is not a measured water supply in accordance with the preceding provisions of this Part, the charges payable shall be assessed measured charges or unmeasured charges.

5. Specific water supply charges

- 5.1 Business Stream may from time to time fix other specific charges for water supplies for non-domestic purposes.

6. Sewerage services

- 6.1 Generally, where water is supplied by Business Stream, charges for sewerage services provided to connected premises shall be

- (a) measured charges if there is a measured water supply to the premises,
- (b) assessed measured charges if there is an assessed measured water supply to the premises, and
- (c) unmeasured charges if the water supply to the premises is not measured or assessed measured.

- 6.2 The Wholesaler may determine that charges for sewerage services provided to connected premises shall be assessed measured charges or unmeasured charges if a different Retailer is liable for charges for water supply and sewerage services to the same premises.

- 6.3 If there is a private water supply to connected premises the charges shall be unmeasured charges, provided that Business Stream or the Wholesaler may at its own discretion determine that the charges payable shall be measured charges or assessed measured charges if an acceptable method of measurement or assessment of the volumes of water supplied to or effluent discharged from the connected premises is installed.

- 6.4 Subject to paragraph 6.5 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 2.3 of Part 4.

If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of Part 4.

- 6.5 This Charging Scheme provides for a reduction in the charges payable for the provision of sewerage services to any premises where surface water does not drain to a public sewer from those premises.
- 6.6 This Charging Scheme does not provide for a reduction in the charges payable for the provision of sewerage services to any premises where the volume of surface water draining to a public sewer from those premises has been significantly reduced.
- 6.7 This Charging Scheme does not provide for reduced charges to community groups in respect of surface water drainage from their property.

Part 2 Measured charges

1. Measured water supplies

- 1.1 The charges for a measured water supply shall comprise
- (a) a volume charge,
 - (b) a supply point fixed charge, and
 - (c) where Business Stream deems it appropriate they may also include a transitional charge adjustment.
- 1.2 Volume Charge
- (a) The volume charge shall be calculated by multiplying a unit charge by the volume of water recorded by the meter or assessed by Business Stream as having been supplied. The unit charge applicable shall be determined by reference to the annual volume of water supplied via the meter.
 - (b) Where for any reason the volume of water supplied for any period has not been recorded or ascertained correctly, Business Stream may levy a volume charge in respect of that period calculated on:
 - (i) an estimated volume, which may be adjusted if the actual volume supplied is ascertained; or
 - (ii) an assessed volume determined by Business Stream where the actual volume cannot be ascertained.
 - (d) The supply point fixed charge shall be calculated by reference to the annual volume of water supplied via the meter(s) serving the premises.
 - (e) From time to time Business Stream may review the volume of water supplied through the service pipe on which a meter is installed and, where appropriate, amend the level of fixed charge applied in the prior and current charging years.

2. Measured water large user tariff

- 2.1 Business Stream provides a measured water large user tariff based on prescribed ranges of annual consumption (large user tariff bands).
- 2.2 The measured water large user tariff is available upon request by the Customer and shall be applied with effect from the start date of the next invoice period.
- 2.3 Business Stream will specify to the Customer the large user tariff band to apply to the site.
- 2.4 Once Business Stream has specified the large user tariff band to be applied to the site, it shall be fixed until the end of the period of the operation of this Charging Scheme.
- 2.5 Where separate premises located on the same site are occupied by the same occupier, the Customer may select a large user tariff band based on the total annual

consumption of all the premises. For the purposes of this paragraph, the annual consumption of any premises that are not eligible to be switched to another water and waste water retailer under guidance issued by the Water Services Regulation Authority must be disregarded.

- 2.6 The measured water large user tariff shall comprise
- (a) a large user fixed charge(s), determined in accordance with paragraph 2.7 of this Part, and
 - (b) a large user lower volume charge.
- 2.7 The large user fixed charge referred to in paragraph 2.6(a) of this Part shall be that specified by Business Stream as the fixed charge for such purpose.
- 2.8 Paragraph 1.2 of this Part shall apply to a large user lower volume charge as it applies to a volume charge.

3. Sewerage services

- 3.1 Where there is a measured water supply to connected premises and measured charges are payable, the charges for sewerage services shall comprise
- (a) a highway drainage charge,
 - (b) a surface water drainage charge where the premises is connected for surface water drainage,
 - (c) a waste water volumetric charge.
- 3.2 The highway drainage charge is a fixed amount in respect of general highway drainage.
- 3.3 The surface water drainage charge is a fixed charge determined by the actual (physical) size of the water meter or water service pipe to the premises; in the event that the Customer establishes to Business Stream's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the Customer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- 3.4 The waste water charge shall be an assessed charge, determined for non-household premises
- (a) by reference to 95% of the volume of water recorded by the water meter(s), or
 - (b) estimated or assessed in accordance with the preceding provisions of this Part (or by Business Stream or the Wholesaler), as having been supplied to the premises.
- 3.5 The waste water charge shall be calculated by multiplying a unit charge by the volume of waste water determined in accordance with paragraph 3.4 of this Part. The unit charge applicable shall be determined as follows:

- (a) Where the volume of waste water has been determined in accordance with paragraph 3.4(a) of this Part, by reference to the annual volume of water supplied via the meter(s) that is deemed to return to the sewerage system in accordance with this paragraph.
 - (b) Where the volume of waste water has been determined in accordance with paragraph Part 23.4(a) of this Part, by reference to the foul water drainage unit volume charge for assessed measured water in Schedule 1, Primary Charges.
- 3.6 Where the person chargeable claims in writing and shows to the satisfaction of Business Stream that the volume of waste water discharged from non-household premises used wholly for any business, trade or manufacturing or for any other commercial purposes to a public sewer is consistently significantly less than 95%, as applicable, of the volume of water supplied to the premises, fixed and waste water charges from the date of the last demand for payment preceding receipt of the claim by Business Stream shall be determined by reference to such percentage, or at Business Stream's discretion to such volume, as Business Stream may specify from time to time.
- 3.7 Where Business Stream has allowed an adjustment to the fixed and waste water charges in accordance with the preceding paragraph, the person chargeable is responsible for notifying Business Stream of any subsequent change in circumstances which may affect the calculation of the adjusted charge or charges. Where the person chargeable notifies Business Stream of any such subsequent change in circumstances, or where Business Stream establishes that there has been such a subsequent change in circumstances, any adjustment to the fixed and/or waste water charge shall be made from the date that the change became effective.
- 3.8 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, the highway drainage charge, surface water drainage charge, and the fixed charge shall be determined as in paragraphs 3.2 to 3.4 of this Part, and the waste water charge for drainage for domestic purposes shall be determined,
 - (a) where a separate meter is installed on the water supply for domestic purposes, as in paragraph 3.4 of this Part, or
 - (b) where no separate meter is provided for such supply, by reference to 95% of the volume of water recorded by the water meter, or estimated or assessed in accordance with the preceding provisions of this Part (or by the water supplier, if not Business Stream), as having been supplied to the premises less the volume of trade effluent taken as having been discharged for the purposes of Part 3 of this Section.
- 3.9 Where any premises are supplied with water both through a meter and by private means, the highway drainage charge, surface water drainage charge, fixed charge, and waste water charge shall be determined by Business Stream in accordance with the preceding provisions of this Part as though all water was supplied by a measured water supply of sufficient size.
- 3.10 Subject to paragraph 3.11 of this Part, if there is no water supply to connected premises, and only surface water drains to a public sewer, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of Part 4 of this Section.

- 3.11 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of Part 4 of this Section.
- 3.12 Where the water supply to any premises is for any reason disconnected, the occupier of the premises or if the premises are vacant the owner or other person responsible shall pay to Business Stream the surface water charge in paragraph 3.10 of this Part where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

4. Measured sewerage large user tariff

- 4.1 Business Stream provides a measured sewerage large user tariff for the drainage of foul water (excluding any trade effluent discharge).
- 4.2 The measured sewerage large user tariff is available upon request by the person chargeable. It shall be applied with effect from the start date of the next invoice period.
- 4.3 Where separate premises located on the same site are occupied by the same occupier, the person chargeable may request the sewerage large user tariff based on the total annual sewage volume of all the premises. For the purposes of this paragraph, the annual sewage volume of any premises that are not eligible to be switched to another water and waste water retailer under guidance issued by the Water Services Regulation Authority must be disregarded.
- 4.4 Under the sewerage large user tariff, the charges for the drainage of foul water (excluding any trade effluent discharge) shall comprise
- (a) a large user fixed charge, determined in accordance with paragraph 4.5 of this Part;
 - (b) a large user lower volume charge.
- 4.5 The large user fixed charge referred to in paragraph 4.4(a) of this Part shall be that specified by Business Stream as the fixed charge for such purpose.
- 4.6 Paragraphs 3.4(b) to 3.8 of this Part shall apply to a large user lower volume charge as it applies to a waste water charge.

Part 3 Trade effluent

1. Trade effluent charges

- 1.1 Trade effluent charges are payable in pursuance of a Trade Effluent Consent, including letters of acknowledgement that have been issued prior to the coming into effect of this Charging Statement, for the discharge of trade effluent from trade premises either directly or through an intermediate sewer or drain into a public sewer.
- 1.2 Temporary Trade Effluent Consents, including Temporary Trade Effluent Consents in respect of more than one site (multi-site), are charged by reference to Non-Primary charges as set out in Schedule 2.
- 1.3 Information on the types of discharge that attract trade effluent charges can be found on the Wholesaler's (Southern Water) website southernwater.co.uk/businesses/trade-effluent.

2. Calculation of charges

2.1 Low Risk Tariff

- 2.1.1 The Wholesaler may designate a Trade Effluent Consent as a Low-Risk Consent (this is equivalent to historically issued Letters of Acknowledgement).
- 2.1.2 The charges applicable to Low-Risk Consents, including those historically issued as Letters of Acknowledgement are;
 - (a) a standing charge, and
 - (b) a trade effluent charge set to £0.00.
- 2.1.3 The Wholesaler reserves the right to reassess a Low-Risk Consent at any time. This may result in the Consent being no longer designated as a Low-Risk Consent by the Wholesaler, and therefore subject to full trade effluent charges as per the Standard tariff.
- 2.1.4 The standing charge shall be determined by the assessed risk of the discharge.
- 2.1.5 The charging strength methodology for a Low-Risk tariff will be NOMOGDEN and charging strength values set to 0.

2.2 Standard Tariff

- 2.2.1 Standard tariff trade effluent charges shall comprise:
 - (a) a standing charge; and
 - (b) a trade effluent charge.

- 2.2.2 The standing charge shall be determined by the assessed risk of the discharge. The assessed risk shall also determine the associated monitoring requirements of the discharge by the Wholesaler.
- 2.2.3 The trade effluent charge payable shall be calculated by multiplying the volume of the trade effluent discharged by a unit charge.
- 2.2.4 The unit charge, expressed in pounds sterling per cubic metre, shall be calculated for the trade effluent in accordance with the formula:

$$\text{Unit charge} = R + V + B \frac{O_t}{O_s} + S \frac{S_t}{S_s} + M + A \frac{A_t - A_m}{A_s}$$

Where:

- R is a fixed charge per cubic metre for reception and conveyance costs
- V is a fixed charge per cubic metre for volumetric and primary or preliminary costs, according to treatment.
- O_t is the measurement of the organic nature of the trade effluent after one hour of quiescent settlement (generally in terms of C.O.D.)
- O_s is the measurement of the organic nature of settled foul sewage (measured on the same basis); the value of O_s from 1 April 2025 to 31 March 2026 inclusive is 452mg/l
- B is the biological oxidation cost per cubic metre of settled sewage of average strength
- S_t is the total suspended solids of the trade effluent at pH6.5 - pH8.5
- S_s is the total suspended solids of crude sewage of average strength; the value of S_s from 1 April 2025 to 31 March 2026 is 400mg/l
- S is the sludge treatment and disposal cost per cubic metre of crude sewage of average strength
- M is a fixed charge per cubic metre for costs associated with discharge through a long sea outfall
- A_t is the measurement of the ammoniacal nitrogen of the trade effluent
- A_m is the chargeable threshold of ammoniacal nitrogen of the trade effluent; the value of A_m from 1 April 2025 to 31 March 2026 inclusive is 0mg/l
- A_s is the ammoniacal nitrogen of crude sewage of average strength; the value of A_s from 1 April 2025 to 31 March 2026 inclusive is 35mg/l
- A is the ammoniacal nitrogen cost per cubic metre of crude sewage of average strength

2.2.5 The applicability of the factors in the formula for a particular discharge of trade effluent is dependent on the treatment process of the receiving sewage treatment works.

2.2.6 The values of the factors in the formula, other than Ot, St and At, shall be fixed in advance by the Wholesaler on an annual basis.

3. Volume

3.1 The volume of the trade effluent taken as having been discharged shall, for charging purposes, be the volume

(a) recorded on a meter installed on the effluent discharge pipe;

(b) assessed from the volume of water supplied recorded on a meter or meters installed on the water supply;

(c) calculated by Business Stream by reference to, but not limited to:

(i) the volume of water supplied as recorded on a meter installed on the water supply pipe, whether that meter is the property of the Wholesaler or the Customer, and including meters that are a sub-meter to a main meter,

(ii) an estimated volume where Business Stream determines that a reading on a meter, whether the property of the Wholesaler or the Customer, may not be suitable for the purposes of calculating charges due to an occurrence such as, but not limited to, leakage or mechanical failure of the meter,

(iii) standard allowances as set out in paragraph 8 of this section,

(iv) Customer-specific allowances determined by the Wholesaler,

(v) rainfall,

(vi) consented volume, or

(d) determined by the Wholesaler.

3.2 The volume of any rainfall included in the trade effluent consent shall be calculated in accordance with the equation:

$$Su \times 0.8$$

Where:

Su is the Wholesaler's estimate of the impermeable surface area in square metres which receives the rainfall that is discharged as trade effluent; and

0.8 is the annual rainfall in meters (800mm) used for billing purposes. This value is set by the Wholesaler each year for a complete charging year (1 April to 31 March inclusive). The Wholesaler reserves the right to use an alternative value where it deems this to be more appropriate.

- 3.3 Where the volume is to be determined using a Private Water Meter or Private Trade Effluent Meter and the meter has stopped or there is a period of meter read error, Business Stream will use one of the following to determine a volumetric amendment:
- (a) historic meter reads
 - (b) future meter reads from the same or alternative meter
 - (c) consented volume
- 3.4 Where the volume is to be determined using a Private Water Meter or Private Trade Effluent Meter; should an actual or Customer read not be provided for a period of one year or longer, Business Stream reserves the right to estimate the volume via an alternative method. If no estimation is possible then the consented volume may be used.
- 3.5 Where a trade effluent consent has been issued in respect of any trade premises for the discharge of trade effluent to a public sewer, sewerage charges as determined in accordance with paragraph 3.9 of Part 2 may also be payable.
- 3.6 Consented trade effluent discharges above 50 m³/d will be required to install a private Trade Effluent meter to measure the trade effluent volume for billing and compliance purposes. Business Stream, or the Wholesaler, reserves the right to alter this position based on site specific risks.
- 3.7 The Customer shall calibrate any private Trade Effluent meter used for billing calculation or compliance monitoring must be calibrated on a periodic basis according to the manufacturer's recommendations (a minimum of once every 12 months) to ensure that it is operating to the agreed standard. The Customer should keep a record of the calibration results which must be made available upon request. Where calibration has not been carried out or appropriate records kept then Business Stream will use the methods outlined in 3.3 of this Part to calculate volumes.

4. Standing charge

- 4.1 The standing charge is determined by reference to the consent monitoring risk as determined by the Wholesaler. A consent monitoring risk is assigned to each discharge of trade effluent.
- 4.2 The consent monitoring risk is calculated by the Wholesaler, taking into account:
- (a) the type of the trade effluent discharge,
 - (b) substances being discharged,
 - (c) strength of discharge,
 - (d) volumetric impact on the receiving waste water treatment works, and
 - (e) consent compliance history.
- 4.3 Where an alteration is made to a consent (including a re-assessment of the compliance history associated with the consent), the consent monitoring risk will be recalculated

and any revision to the standing charge will apply from the first day of the following month.

5. Trade effluent strength for charging purposes

5.1 Standard strengths

5.1.1 For the types of discharge included in the table below, a standard strength will be used to calculate the unit charge. These strengths are fixed by the Wholesaler for each charging year (1 April to 31 March inclusive). The Wholesaler determines the value of each standard strength based on its analysis of the particular type of discharge.

Type	Ot (mg/l)	St (mg/l)	At (mg/l)
Laundrette	478	97	0
Swimming pool	36	123	0
Laboratory Glassware washing	308	34	0
Vehicle wash – rotating brush	108	315	0
Vehicle wash – jet wash	405	72	0
Small breweries	2,648	150	0
Small cattle markets	1,404	1,160	20
Boiler blowdown	141	24	0
Cement, lime, plaster, ready mixed concrete manufacture	37	93	0
Contamination surface water (unsampled)	10	10	0
Mobile domestic wheelie-bin cleaners	406	183	0
Small abattoirs	1,104	288	32

5.2 Agreed strengths

5.2.1 The Wholesaler may decide that standard sampling is not appropriate for determining the strength of a trade effluent discharge for billing purposes. In such cases, the Wholesaler will agree with the Customer and Business Stream an appropriate agreed strength.

5.2.2 Customers may request to calculate trade effluent charges by reference to an Agreed Strength instead of a Standard Strength. A request for the calculation of trade effluent charges by reference to an Agreed Strength must be accompanied by suitable evidence in support of the request. Any change in the calculation of trade effluent charges from reference to a standard strength to reference to an Agreed Strength will be applied from the first day of the following month.

5.2.3 An Agreed Strength may be reviewed by the Wholesaler at any time. If a discharge is to change significantly, the Customer must submit a request to have the Agreed Strength reviewed.

5.2.4 The set-up and a review of an Agreed Strength will consist primarily of the Wholesaler taking six consecutive samples of the discharge in order to assess whether a change needs to be made. If the strength of the samples is within 10 per cent of the previously agreed strength, then the Agreed Strength will not be changed. Otherwise, the Wholesaler may take a further consecutive sample, and a new Agreed Strength shall be determined by the Wholesaler.

- 5.2.5 The Wholesaler reserves the right to agree to an alternative method of assessing an Agreed Strength if the method set out in paragraph 5.2.4 of this Part is not appropriate or is impracticable.
- 5.2.6 Any new, or change to an Agreed Strength will be applied from the first of the following month.
- 5.3 Actual Sample Strengths
- 5.3.1 The strength of a trade effluent discharge calculated from samples for billing purposes will be expressed as an integer using standard rounding rules.
- 5.3.2 The calculation of Ot, St and At for billing purposes will be calculated by one of the following methods:
- (a) a 12 month rolling average;
 - (b) a three month rolling average, or
 - (c) a one month average.
- 5.3.3 With reference to paragraph 5.3.2, the values of Ot and St will be calculated using all the sample results in the relevant period.
- 5.3.4 With reference to paragraph 5.3.2, for a new consent the calculation method will be a 12 month rolling average unless otherwise agreed with the Customer or Business Stream prior to the issue of the Consent.
- 5.3.5 With reference to paragraph 5.3.2, a Customer may only request a change of calculation method every two years.
- 5.3.6 The values of Ot, St and At for billing purposes shall be recalculated after each sample result. The recalculated values will become effective from the first day of the month in which the sample was taken.
- 5.3.7 In the event that the result of a sample taken prior to the current billing period is amended, added, or deleted, for any reason, then the value of Ot, St and At shall be amended for all prior billing periods, starting with the billing period in which the sample in question was taken.
- 5.3.8 If a sample is considered by the Wholesaler to be representative of the effluent being discharged to sewer at the time the sample was taken, it will be deemed valid for billing purposes. Business Stream will include all valid samples in the calculation of a discharge charging strength.
- 5.3.9 Should there be a process step change (i.e. a significant and sustained change in the quality of the trade effluent discharge) at a Customer's site, the values of Ot, St and At will be recalculated for the purposes of calculating trade effluent charges. The Customer must notify Business Stream in advance of any process step change at a site they are responsible for.
- 5.3.10 Should data not be available to calculate the values of Ot, St and At in accordance with paragraph 5.3.2 of this Part, for any reason, then the Wholesaler shall estimate the values.

5.3.11 Should a trade effluent discharge require a new consent due to a change in legal entity, historic samples cannot be carried to the new Consent/DPID. Instead, the Wholesaler will use the most recent charging strengths prior to the legal entity change as a 'dummy' initial sample for the new DPID. Samples will then be taken and used for billing as previously agreed, unless otherwise changed by the Customer.

6. Customer analysis

6.1 The Wholesaler may agree to use sample analysis provided by the Customer for the purposes of consent monitoring or calculating trade effluent charges. All such sample analysis must be carried out by a UKAS accredited laboratory, or otherwise by agreement with the Wholesaler. There will be no discount to charges if such an agreement is in place.

6.2 Under any agreement in accordance with paragraph 6.1 of this Part, should sample data be unavailable for more than three months, the Wholesaler reserves the right to use the consent limits for Chemical Oxygen Demand (Total) and Suspended Solids (Total) in place of Chemical Oxygen Demand (Settled) and Suspended Solids (Total) pH7 respectively for billing purposes (And Nitrogen Ammoniacal as N where appropriate).

6.3 If sample data is provided 3 months after the date the sample was taken, Business Stream reserves the right to not include this in the billing calculations.

7. Number of samples for actual sample strengths

7.1 For each Trade Effluent Consent, the number of samples the Wholesaler will strive to take in each charging year (1 April to 31 March inclusive) shall be:

- (a) the number of samples determined by the consent monitoring risk assigned to the Trade Effluent Consent for compliance purposes; or
- (b) a minimum of 12 samples for Trade Effluent Consents with an estimated value of billed trade effluent charges greater than £12,000 per year; or
- (c) a minimum of one sample for Trade Effluent Consents with an estimated value of billed trade effluent charges less than £12,000 per year.

7.2 All samples shall be used for the monitoring of Trade Effluent Consents and, depending upon the billing arrangements for the site, may be used for the calculation of trade effluent charges.

7.3 Samples are not taken routinely for discharges charged on a Standard or Agreed Strength.

8. Allowances

8.1 If a Customer requests a change to an allowance used in the calculation of trade effluent volume, and this request is agreed by the Wholesaler, the change will apply

from the first day of the following month or where appropriate evidence is provided, a date agreed with Business Stream.

8.2 The standard allowances are set out in the tables below.

Type of discharge	Allowance
Laundrette	5%
Large commercial laundry	10%
Commercial swimming pool	20%
Commercial swimming pool within a leisure centre	20%

Stock watering (farming allowances)	Allowance
Beef cattle	45 litres/head/day
Dairy cows	55 litres/head/day
Hens	25 litres/100 head/day
Horses	45 litres/head/day
Pigs	20 litres/head/day
Sheep	5 litres/head/day
Turkeys	60 litres/100 head/day

8.3 Business Stream may agree to a Customer's request to calculate trade effluent charges by reference to an agreed allowance instead of a standard allowance. The Customer must provide suitable evidence in support of their request. Any agreed change will be applied from the first day of the following month or where appropriate evidence is provided, a date agreed with the customer and Business Stream.

8.4 In calculating trade effluent volume, an allowance may be made for any employees and occupiers at the Customer's site (Domestic allowances).

8.5 Domestic Allowances are set out in the table below.

Type of employee or occupier	Allowance (litres/head/day)
Employee (full-time) including temporary staff, agency staff & contractors	
Without canteen	25
With canteen	40
Employee (part-time) including representatives and drivers	
Without canteen	12.5
With canteen	27.5
Occupier (residential)	140

8.6 In calculating the trade effluent volume for any commercial swimming pool, Business Stream make the assumption that 75% of the site's water use is for the swimming pool and the remaining 25% is domestic use e.g. toilets, showers, etc. The swimming pool usage is assumed to have a 20% evaporation allowance as per Section 8.2 above. In cases where the Customer has chosen to install a private water meter on the swimming pool supply, a private trade effluent meter on the swimming pool discharge, or where this set up is otherwise deemed not reflective of the actual discharge, a more appropriate setup will be agreed with the Customer. The Customer choosing to install either a private water meter or private trade effluent meter will result in the most accurate billing set up.

9. Discontinuation of a Trade Effluent Consent

- 9.1 Following agreement by the Wholesaler to discontinue a Trade Effluent Consent, the trade effluent charges payable for the agreed duration of the discontinuation shall be trade effluent standing charges only.
- 9.2 Where a Customer requires a Trade Effluent Consent to be discontinued, they must inform Business Stream promptly. Business Stream will pass the information to the Wholesaler and, if approved, discontinuation of the Trade Effluent Consent will apply from the first day of the month following receipt of the information by the Wholesaler or where appropriate evidence is provided, a date agreed with Business Stream.

10. Termination of a Trade Effluent Consent

- 10.1 Where a Trade Effluent Consent needs to be terminated, the Customer must inform Business Stream promptly and the information will be passed to the Wholesaler. Once the required information has been provided to the Wholesaler, termination of the Trade Effluent Consent will apply from the day of receipt of notification, unless otherwise agreed with Business Stream and evidence is provided for a more appropriate termination date.
- 10.2 The Wholesaler will also terminate a Trade Effluent Consent if it receives appropriate:
- (a) Notification direct from the Customer
 - (b) Evidence from another Wholesaler
 - (c) Evidence from other Wholesaler activities

11. Commencement of a Trade Effluent Consent

- 11.1 On behalf of a Customer, Business Stream will apply to the Wholesaler for a new Trade Effluent Consent or a variation to an existing trade effluent consent. The new or varied trade effluent consent will not be issued or take effect until the Wholesaler receives:
- (a) an electronic copy of the Trade Effluent Customer Application Form in Portable Document Format (PDF) containing signatures from the company responsible for the Trade Effluent; and
 - (b) any information required by Business Stream to enable the set-up of the DPID in CMOS.

12. Enforcement

- 12.1 The Wholesaler may recommend that the Customer applies via Business Stream for a variation to a Trade Effluent Consent as a result of non-compliance. In these circumstances, the application fee will be applicable.

Part 4 Unmeasured charges

1. Unmeasured water supplies

1.1 The charges for an unmeasured water supply to any premises shall comprise:

- (a) (i) a fixed charge specified by Business Stream as the fixed charge for such purposes, and
 - (ii) a rateable value charge calculated on the rateable value of the premises receiving the water supply or for which the water supply is made available.

or

- (b) Where in any case the charges calculated in accordance with 1.1 (a) of the Part amount to a sum less than that specified by Business Stream as the minimum charge, the minimum charge will apply instead.

or

- (c) Where the premises do not have a rateable value, a charge shall be fixed by Business Stream for such premises.

or

- (d) Where the water is used for any purpose specified by Business Stream, a charge fixed by Business Stream for such purpose shall apply instead.

2. Sewerage services

2.1 Where there is an unmeasured or private water supply to connected premises, or where there is no water supply to connected premises and the curtilage includes provision for parking of 50 or more vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, and unmeasured charges are payable, the charges for sewerage services shall comprise:

- (a) (i) a highway drainage charge,
 - (ii) a surface water drainage charge where the premises is connected for surface water drainage,
 - (iii) a rateable value charge.

or

- (b) Where in any case the rateable value charges calculated in accordance with paragraph 2.1 (a) of this Part amounts to a sum less than that specified by Business Stream as the minimum charge, the minimum charge will apply instead.

or

- (c) Where the premises do not have a rateable value, a charge is fixed by Business Stream for such premises.

- 2.2 (a) The highway drainage charge is a fixed amount in respect of general highway drainage.
- (b) The surface water drainage charge is a fixed charge; in the event that the Customer establishes to Business Stream's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the Customer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- (c) The rateable value charge shall be calculated on the rateable value of the premises.
- 2.3 Subject to paragraph 2.4 of this Part, the charges for connected premises which are connected for the drainage of surface water only shall be a surface water maximum charge, or if less, charges calculated in accordance with paragraph 2.1 of this Part.
- 2.4 If there is no water supply to connected premises, and the curtilage includes provision for parking of 50 or more motor vehicles and/or the surface area of the motor vehicle park is 800 square metres or more, the charges shall be unmeasured charges calculated in accordance with paragraph 2.1 of this Part.
- 2.5 Where the water supply to any premises is for any reason disconnected, the occupier of the premises or, if the premises are vacant, the owner or other person responsible therefore shall pay Business Stream the surface water charge in paragraph 2.3 where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

Part 5 Assessed measured charges

1. Assessed measured water charges

- 1.1 The charges for an assessed measured water supply shall comprise:
- (a) an assessed volume charge; and
 - (b) a fixed charge
 - (c) where Business Stream deems it appropriate they may also include a transitional charge adjustment
- 1.2 Assessed annual volume charge for the premises is calculated by multiplying the number of full-time employees (or full time equivalent) at the eligible premises by the assessed annual consumption corresponding to the activity type of the premises.
- 1.3 The fixed charge shall be that specified by Business Stream as the fixed charge for such purpose.

2. Sewerage charges

- 2.1 Where there is a water supply to a connected premise and assessed charges are payable, the charges for sewerage services shall comprise:
- (a) a highway drainage charge,
 - (b) a surface water drainage charge where the premises is connected for surface water drainage,
 - (c) a waste water charge.
- 2.2 The highway drainage charge is a fixed amount in respect of general highway drainage.
- 2.3 The surface water drainage charge is a fixed charge; in the event that the Customer establishes to Business Stream's reasonable satisfaction that the connected premises are connected for the drainage of foul water only, and not for surface water, the surface water drainage charge shall be cancelled with effect from 1 April 2015 or the date when the Customer became responsible for the premises or the premises became connected for the drainage of foul water only, if later.
- 2.4 The waste water charge shall be an assessed charge, determined by reference to 95% of the volume of water assessed by Business Stream, as having been supplied to the premises.
- 2.5 Where the water supply to any premises is for any reason disconnected, the Customer in respect of the premises shall pay to Business Stream the surface water charge calculated in accordance with paragraph 2.3 of Part 4 of this Section where, during the period of disconnection, the premises are connected premises for the drainage of surface water.

SECTION 2

NON-PRIMARY CHARGES

Part 1 Metering services

1. Introduction

1.1 Business Stream can arrange the following metering services on behalf of a Customer:

- (a) meter installation;
- (b) change of meter size or meter location,
- (c) meter repair or replacement due to fault,
- (d) meter accuracy testing, and
- (e) assistance with meter data logging

These services are carried out by the Wholesaler.

2. Meter survey

2.1 A Customer may request that a survey be undertaken to establish whether the installation or change of a meter is practicable.

2.2 If the requested meter installation or change is practicable and standard, the standard price of the work is as set out in the Meter Menu contained within the Schedule of Charges.

2.3 If the requested meter installation or change is practicable but non-standard, the Customer will be provided with a quotation for the cost of the work.

2.4 If the Customer wishes to proceed with the meter installation or change, a survey charge is payable by the Customer in addition to the standard price of the work or quotation as applicable.

2.5 If the Customer chooses not to proceed with the meter installation or change, or the requested meter installation or change is not practicable, a survey charge is payable by the Customer.

2.6 The amount of the survey charge will depend on whether or not the survey is required to be carried out during or out of Standard Hours, as set out in the Schedule of Charges.

2.7 Where a survey requires additional resources, the amount of the survey charge will be based on reasonable costs.

3. Meter installation

3.1 A Customer may request that a survey be undertaken to establish whether the installation of a meter is practicable.

- 3.2 The amount of the survey charge will depend on whether or not the survey is required to be carried out during or out of Standard Hours, as set out in the Schedule of Charges.
- 3.3 Where a survey requires additional resources, the amount of the survey charge will be based on reasonable costs incurred.
- 3.4 The costs of standard meter installations are set out in the Schedule of Charges.
- 3.5 Where the meter to be installed is 40mm to 250mm, the cost will be based upon a quotation of the reasonable costs.

4. Change of meter size or meter location

- 4.1 Where a Customer requires the change of meter size or meter location, the Customer can request that a site survey be undertaken to establish whether the exchange is practicable and, where practicable, the costs of changing the meter.
- 4.2 In accordance with paragraph 2 of this Part, the Customer is liable for the cost of any survey as well as the change of meter.
- 4.3 The costs of standard meter changes are set out in the Schedule of Charges.
- 4.4 Where the meter change is non-standard, the cost will be based on a quotation of the reasonable costs.

5. Meter repair or replacement due to fault

- 5.1 Customers are responsible for the due care of a meter installed at the supply point to which they are registered.
- 5.2 If the Customer believes a meter is faulty or damaged, they must notify Business Stream as soon as reasonably practicable.
- 5.3 Where Business Stream finds that the water meter needs to be replaced or repaired and deems the fault or damage to have been caused by an act or omission of the Customer, the Customer must pay the applicable meter exchange, replacement or repair charge as set out in the Schedule of Charges.
- 5.4 If the meter is found not to be faulty a site visit charge will be applied and the meter will not be replaced.

6. Meter accuracy testing

- 6.1 If the Customer believes a water meter is not registering accurately, they must notify Business Stream as soon as reasonably practicable.
- 6.2 If requested by the Customer, Business Stream will arrange a meter accuracy test and confirm the test results to the Customer.
- 6.3 Where the meter being tested is found to exceed the prescribed limits of error:

- (a) no charge for the meter accuracy check will be made to the Customer, and
 - (b) any refund or additional measured charges payable as a result of an inaccurate meter reading will be determined on the basis of normal recorded consumption.
- 6.4 Where the meter being tested falls within the prescribed limits of error, the Customer must pay the appropriate charge for the meter accuracy test as set out in the Schedule of Charges.

7. Meter data logging

- 7.1 A Customer may request a survey to establish whether the installation of meter data logging equipment is practicable.
- 7.2 The amount of the survey charge will depend on whether or not the survey is required to be carried out during or out of Standard Hours, as set out in the Schedule of Charges.
- 7.3 Where a survey requires additional resources, the amount of the survey charge will be based on reasonable costs.

8. Abortive visits

- 8.1 For all metering services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking a survey or any work and this is due to:
- (a) actions of the Customer, or
 - (b) erroneous information provided by the Customer.
- 8.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges.

Part 2 Verification and deregistration services

1. Introduction

- 1.1 Where a Customer considers that the meter details held in respect of a supply point are not correct, the Customer can request that the meter details be verified.
- 1.2 Where a Customer considers that the supply arrangement details held in respect of a supply point are not correct, the Customer can request that the supply details be verified.

2. Verification using the Wholesaler's systems

- 2.1 Following a Customer's request to Business Stream to verify services or meter details, as appropriate, the Wholesaler will investigate using its internal systems.
- 2.2 Where the investigation has been carried out using internal systems, the charge will be as set out in the Schedule of Charges.

3. Verification via site visit

- 3.1 Following the request of a Customer to Business Stream, to verify services or meter details, as appropriate, the Wholesaler will investigate via a site visit.
- 3.2 A site visit charge will apply where the Wholesaler's investigations confirm that the recorded services and/or meter details are correct as appropriate.
- 3.3 The amount of the site visit charge will be dependent on whether the verification took place within Standard Hours or outside of Standard Hours, and whether the site visit required additional resources, as set out in the Schedule of Charges.

4. Abortive visits

- 4.1 For all verification and deregistration services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking a survey or any work and this is due to:
 - (a) actions of the Customer, or
 - (b) erroneous information provided by the Customer.
- 4.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges.

Part 3 Disconnection services

1. Introduction

- 1.1 A Customer may request that the water supply in respect of a Supply Point for which it is responsible be disconnected.
- 1.2 Business Stream may instigate a temporary disconnection for non-payment by the Customer of charges due.

2. Disconnection survey

- 2.1 Prior to disconnection, a site survey will be conducted to determine:
 - (a) if the type of disconnection requested is practicable;
 - (b) whether the work associated with undertaking the disconnection requested is standard or non-standard;
 - (c) the cost of the type of disconnection; and
 - (d) the cost of the reconnection of the water supply at a later date.
- 2.2 A survey charge will be payable by the Customer in respect of each request to disconnect the water supply in respect of a Supply Point
- 2.3 The amount of the survey charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, and whether additional resources are required to undertake the survey, as set out in the Schedule of Charges.

3. Disconnection inspection

- 3.1 A disconnection inspection charge will be payable by the Customer where the Wholesaler is required to approve a permanent disconnection that has been carried out by a third party.
- 3.2 The amount of the disconnection inspection charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.
- 3.3 Where one or more additional disconnection inspections are required, a disconnection inspection charge may be payable by the Customer for each subsequent inspection made by the Wholesaler, based on the reasonable costs incurred of the actual work involved.

4. Standard and non-standard disconnection processes

- 4.1 Standard disconnections are those disconnections which are charged by reference to a specified standard price as set out in the Schedule of Charges.
- 4.2 Non-standard disconnections are those disconnections which are charged by reference to a quotation for the work to be done.
- 4.3 The circumstances in which the non-standard disconnection process shall apply include, but are not limited to:
 - (a) where the Supply Point to be disconnected is on a shared water supply; or
 - (b) where other pipe-work alteration is required.

5. Temporary disconnection – standard disconnection process

- 5.1 Where a Customer is temporarily disconnected from the water supply for non-payment, the Customer will be charged the Standard Charge where the standard disconnection process applies.
- 5.2 The amount of the standard temporary disconnection and re-connection charges will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

6. Temporary disconnection – non-standard disconnection process

- 6.1 Where a Customer is temporarily disconnected from the water supply for non-payment and the standard disconnection process does not apply, the Customer will be charged the price quoted following the disconnection survey.

7. Permanent disconnection - standard disconnection process

- 7.1 Where a Customer requests a permanent disconnection from the water supply and the standard disconnection process applies, the Customer will be charged the standard charge.
- 7.2 The amount of the standard permanent disconnection charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

8. Permanent disconnection – non-standard disconnection process

- 8.1 Where the non-standard disconnection process applies to a Customer's request for a permanent disconnection from the water supply at a Supply Point, the Customer will

be charged on the basis of a quotation of the reasonable costs incurred by the Wholesaler of the actual work involved. These costs may include the recovery of any costs incurred to secure access to allow the work to be undertaken, including, but not limited, to legal costs.

9. Permanent disconnection – instigated by the Wholesaler

- 9.1 The Wholesaler may undertake a permanent disconnection from the water supply at a Supply Point registered to a Customer if it is established that:
- (a) water and/or sewerage services are being used illegally; or
 - (b) the water supply is not compliant with the Water Supply (Water Fittings) Regulations; or
 - (c) a temporary disconnection from the water supply has continued for a period in excess of three months.
- 9.2 Where the Wholesaler has undertaken a permanent disconnection in the circumstances set out in paragraph 9.1 of this Part, the Customer will be charged the reasonable costs incurred of the actual work involved. These costs may include the recovery of any costs incurred to secure access to allow the work to be undertaken, including, but not limited to, legal costs.

Part 4 Reconnection services

1. Introduction

- 1.1 Where the water supply has been disconnected, the Customer may request that the supply be reconnected.
- 1.2 A reconnection charge is payable by the Customer regardless of whether the disconnection was:
 - (a) temporary or permanent; or
 - (b) standard or non-standard; or
 - (c) undertaken at the request of a Customer, by the Wholesaler (for operational reasons), or by Business Stream (for non-payment reasons).

2. Reconnection survey

- 2.1 Following the receipt of a request from a Customer to reconnect the water supply, a site survey will be conducted.
- 2.2 A survey charge will be payable by the Customer in respect of each request to reconnect the water supply.
- 2.3 The amount of the survey charge will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, and whether additional resource is required to undertake the survey, as set out in the Schedule of Charges.

3. Standard reconnection following temporary disconnection

- 3.1 Where the type of disconnection of the water supply is temporary, standard reconnection charges will apply where the standard disconnection process is applied to the earlier temporary disconnection.
- 3.2 The amount of the standard reconnection charge payable by the Customer in the circumstances set out in paragraph 3.1 of this Part will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

4. Non-standard reconnection following temporary disconnection

- 4.1 Where the type of disconnection of the water supply is temporary, and the non-standard disconnection process applied to the earlier temporary disconnection, the Customer shall pay the amount of the Wholesaler's quotation provided following the disconnection survey.

5. Standard reconnection following permanent disconnection

- 5.1 Where the type of disconnection of the water supply is permanent, standard reconnection charges will apply where the standard disconnection process applies to the earlier permanent disconnection.
- 5.2 The amount of the standard reconnection charge payable by the Customer in the circumstances set out in paragraph 5.1 of this Part will depend on whether the activity is undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

6. Non-standard reconnection following permanent disconnection

- 6.1 Where the type of disconnection of the water supply is permanent, and the non-standard disconnection process applied to the earlier permanent disconnection, the Customer shall pay the amount of the Wholesaler's quotation provided following the disconnection survey.

7. Abortive visits

- 7.1 For all reconnection services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking a reconnection or any associated work and this is due to:
- (a) actions of the Customer, or
 - (b) erroneous information provided by the Customer.
- 7.2 The amount of the abortive visit charge will be dependent on the nature of the planned activity, and whether the planned activity was due to be undertaken within or outside of Standard Hours, as set out in the Schedule of Charges.

Part 5 Fire hydrant services

1. Introduction

- 1.1 On behalf of a Customer, Business Stream will request that the Wholesaler:
- (a) install a new fire hydrant;
 - (b) relocate an existing fire hydrant;
 - (c) repair or renew an existing fire hydrant; and
 - (d) remove an existing fire hydrant.

2. Fire hydrant installation and relocation

- 2.1 Where a Customer requests that the Wholesaler install a new fire hydrant or relocates an existing fire hydrant, Business Stream will provide the Customer with a quotation from the Wholesaler for the cost of the work.

3. Fire hydrant repair, renewal, and removal

- 3.1 Where a Customer requests that the Wholesaler repairs, renews or removes an existing fire hydrant, and the work involved is standard, a standard charge will apply as set out in the Schedule of Charges.
- 3.2 Where a Customer requests that the Wholesaler repairs, renews, or removes an existing fire hydrant, and the work involved is non-standard, Business Stream will provide the Customer with a quotation from the Wholesaler for the cost of the work.
- 3.3 Lane Rental Charges will apply where working in a Lane Rental Location.

Part 6 Standpipe services

1. Introduction

- 1.1 On behalf of the Customer, Business Stream can apply for the hire of a standpipe.

2. Charges for standpipe hire

- 2.1 The Customer must pay a deposit and hire charge as set out in the Schedule of Charges.
- 2.2 The Customer shall pay the measured water supply unit volume charge, as set out in Schedule of Charges, for the water supplied via the standpipe during the period of hire.
- 2.3 In the event that the standpipe is lost by the Customer, or for any other reason is not returned, the Customer must pay a charge for the loss of the equipment as set out in the Schedule of Charges.
- 2.4 A charge will be applied to transport the standpipe. This charge will be for each journey as set out in the Schedule of Charges.

Part 7 Lead pipe replacement services

1. Introduction

- 1.1 The Wholesaler is responsible for the section of the service pipe that runs from the water mains to the boundary of the Customer's premises. This is known as the communication pipe.
- 1.2 The Customer is responsible for the section of the service pipe that runs from the boundary of the premises into the premises. This is known as the supply pipe.

2. Lead pipe replacement services

- 2.1 Where the service pipe is lead and the Customer replaces their supply pipe, the communication pipe will be replaced free of charge.
- 2.2 If, as part of routine testing or testing at the request of the Customer, a lead concentration is found greater than the required standard in the water supplied from a tap within the premises, the communication pipe serving the premises will be replaced free of charge by the Wholesaler if it is lead.
- 2.3 If the Customer carries out a leak repair on their supply pipe and finds lead pipework external to the premises, the Wholesaler will replace up to 10 metres of the supply pipe free of charge.

Part 8 Accredited entities

1. Introduction

- 1.1 The Wholesaler may be required to undertake a site visit in connection with an activity performed by an Accredited Entity on behalf of a Customer, including but not limited to inspection.
- 1.2 A Customer may request that the Wholesaler attend the site to provide assistance to an Accredited Entity acting on their behalf. Such assistance may include, but is not limited to, a site survey.

2. Site visits

- 2.1 For all services covered by this Part, a site visit charge will apply when the Wholesaler is required to conduct a site visit.
- 2.2 The amount of the site visit charge made to the Customer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges.

3. Abortive visits

- 3.1 For all services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking any associated work and this is due to:
 - (a) actions of the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate; or
 - (b) erroneous information provided by the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate.
- 3.2 The amount of the abortive visit charge made to the Customer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

Part 9 Provision of information services

1. Introduction

- 1.1 At the request of the Customer, Business Stream will request from the Wholesaler the information services set out in this Part.

2. Asset location plans

- 2.1 Where a Customer requires a copy of plans showing the location of an asset owned by the Wholesaler, Business Stream will assist the Customer with the application for asset location plans to the Wholesaler. A charge will apply for this service as set out in the Schedule of Charges.
- 2.2 There may also be a charge, based on reasonable costs incurred, for any other administration or consultation for this type of service, such as site visits or advice while inspecting plans.

3. Sampling and laboratory services

- 3.1 Where the Customer requests information that the Wholesaler has no legal or regulatory duty to provide free of charge, such as but not limited to information regarding the quality of the drinking water supplied by the Wholesaler, Business Stream will provide the Customer with a quotation from the Wholesaler of the reasonable costs incurred in providing the services required.
- 3.2 Where the Customer requests sampling and laboratory services, Business Stream shall provide the Applicant with a quotation from the Wholesaler of the reasonable costs incurred in providing the services required.

4. Site visits

- 4.1 For all services covered by this Part, a site visit charge will apply when the Wholesaler is required to conduct a site visit.
- 4.2 The amount of the site visit charge made to the Customer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges.

5. Abortive visits

- 5.1 For all services covered by this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking any associated work and this is due to:
- (a) actions of the Customer; or

(b) erroneous information provided by the Customer.

5.2 The amount of the abortive visit charge made to the Customer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

Part 10 Damage to assets and apparatus

1. Introduction

- 1.1 Where, due to the actions of the Customer, or any third party associated with the Customer, an asset or apparatus belonging to the Wholesaler or Business Stream is damaged, the Customer shall be liable for paying for the repair or replacement of the asset or apparatus.
- 1.2 Repairs to Wholesaler assets and apparatus will be carried out by the Wholesaler's staff or the Wholesaler's approved contractor.

2. Charges for damage to wholesaler assets and apparatus

- 2.1 For any damage to an asset or apparatus belonging to the Wholesaler under this Part, the Customer shall pay the Wholesaler actual costs of repair or replacement of the asset or apparatus, inclusive of overheads.

Part 11 Inspections in respect of Water Industry Act 1991 contraventions

1. Introduction

- 1.1 The Wholesaler may be required to undertake an inspection to ascertain whether any provision contained in or made or having effect under the Water Industry Act 1991 with respect to any water fittings or with respect to the waste or misuse of water is being or has been contravened.

2. Site visits

- 2.1 Where the Wholesaler is required to conduct a site inspection under this Part, a site inspection charge will apply.
- 2.2 The amount of the site inspection charge made to the Customer will be dependent on whether the visit is undertaken within Standard Hours or outside of Standard Hours, or requires additional resources, as set out in the Schedule of Charges.

3. Abortive visits

- 3.1 For all site inspections under this Part, an abortive visit charge will apply when the Wholesaler is prevented from undertaking any associated work and this is due to:
 - (a) actions of the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate; or
 - (b) erroneous information provided by the Customer, an Accredited Entity or other third party associated with the Customer, as appropriate.
- 3.2 The amount of the abortive visit charge made to the Customer will be dependent on whether the planned activity was due to be undertaken within Standard Hours or outside of Standard Hours, as set out in the Schedule of Charges.

Part 12 Case administration fee

1.1 This fee will apply to:

- (a) Meter installation cases
- (b) Meter accuracy test cases
- (c) Temporary disconnection for non-payment cases
- (d) Customer requested disconnection cases
- (e) Customer requested reconnection cases
- (f) Meter repair/replace/exchange cases where the Wholesaler determines the meter to be exchanged has no fault
- (g) Verification of supply cases where the Wholesaler's details are correct
- (h) Deregistration request cases where the site to be deregistered is found to still be eligible
- (i) Allowance application cases where the allowance is rejected due to a conflict with the Wholesaler's allowance policies
- (j) Any case which is raised and found to be a duplicate request
- (k) Any case where the Customer has not responded to a request for further information
- (l) Any case where the Customer could not be contacted or was uncooperative
- (m) Any other case that is rejected due to a conflict with the Wholesaler's policies

1.2 This fee will not apply to:

- (a) Trade effluent cases
- (b) Wholesaler raised cases (excluding those raised by the Wholesaler on behalf of Business Stream)
- (c) Any case that is cancelled prior to the Wholesaler accepting the case (even if an admin fee would normally be applied to the case type).

1.3 For all other case types, the administration fee will be applied on a case by case basis.

Part 13 Trade effluent services

1. Introduction

- 1.2 In addition to the main trade effluent services that attract Primary Charges covered in Part 3 , there are a number of other trade effluent services that attract Non-Primary Charges.

2. Consent applications

- 2.1 Business Stream will assist Customers with the submission of an application for a Trade Effluent Consent to the Wholesaler.
- 2.2 The Wholesaler will only issue a Trade Effluent Consent once a Portable Document Format (PDF) file of the original Customer Application Form is received with all declaration sections completed, including signatures from the authorised signatory from the applying company.

3. Consent application fee

- 3.1 Where a Customer applies for a Trade Effluent Consent, including single and multi-site temporary consents, a consent application fee will apply based on the assessed risk of the trade effluent discharge, as set out in the Schedule of Charges.
- 3.2 The minimum application fee is for low-risk / standard discharges where consultations are generally not required. The upper fee is for high-risk / bespoke applications which require consultation and further evaluation. An indicative charge will be notified by Business Stream on acceptance of the application.

4. Consultations on applications

- 4.1 In assessing the application for a trade effluent discharge, a Regulatory Environmental Impact modelling assessment may be required. This assessment will be carried out using, where possible, actual data available to the Wholesaler. Should actual data not be available to the Wholesaler, the Wholesaler reserves the right to use default industry-standard data.
- 4.2 Should a Customer wish to obtain or supply additional data for use with the modelling assessment, this will only be with the agreement of the Wholesaler and will be at the Customer's cost.

5. Consent variation fee

- 5.1 Where a Customer applies for a variation to an existing Trade Effluent Consent, a consent variation fee will apply, as set out in the Schedule of Charges.

6. Temporary consents

- 6.1 Customers may apply for a Temporary Trade Effluent Consent (temporary consent) for a short-term discharge of effluent, defined as being of no longer than six months duration. A temporary consent issued by the Wholesaler will be valid for six months, after which the consent will automatically terminate. A temporary consent cannot be extended. Should a temporary discharge extend beyond six months duration then the Customer must submit a new temporary consent application.
- 6.2 Where the proposed consented discharge volume and/or loads present a high risk to the Wholesaler's assets or the environment, the Wholesaler may issue a full consent and the Customer will be charged accordingly.
- 6.3 Where the Wholesaler issues a temporary consent for a single site, a temporary consent minimum charge will apply as set out in the Schedule of Charges.
- 6.4 In addition to the temporary consent minimum charge for a single site, an additional charge will apply where the discharge is greater than 200 cubic metres, based on the standard tariff formula set out in Section 1, Part 3 paragraph 2.2.4
- 6.5 Where the total discharge is to be greater than 200 cubic metres, a private trade effluent meter shall be installed to measure the trade effluent volume. The Wholesaler reserves the right to amend this policy based on the site-specific risk.
- 6.6 Where the Wholesaler issues a temporary consent for multiple sites, a multi-site temporary consent charge will apply as set out in the Schedule of Charges. Temporary consents for multiple sites will only be issued for very low-risk discharges.

7. Non-standard charges

- 7.1 Business Stream will charge the customer directly for:
 - (a) the recovery of extraordinary costs incurred by the Wholesaler due to an event caused by the Customer; this includes, but is not limited to, damage to the Wholesaler's assets or increased operational costs;
 - (b) the recovery of costs incurred by the Wholesaler in respect of pre-emptive measures undertaken by the Wholesaler to minimise the impact on its assets in anticipation of a breach or breaches of the Trade Effluent Consent;
 - (c) the recovery of costs incurred by the Wholesaler in respect of formal sampling undertaken in accordance with the Wholesaler's policies and procedures, due to failure of the Customer to comply with their consent.

Part 14 Other charges

1. Cost of recovery charges

- 1.1 If we don't receive your payment on time, we'll send you reminders to pay. If we still do not receive payment, we'll send you a letter stating that we have applied a charge to cover our costs of recovery.
- 1.2 If you still fail to pay your bill, a second recovery charge will be applied to your account and the case will be passed to one of our debt collection partners. We'll write to you to let you know if this happens.
- 1.3 If we have to visit a customer's property to obtain payment, then we may add an attendance charge to cover our costs of recovery.

SCHEDULES

Schedule 1 – Primary charges

1.1 Measured charges

Measured water supplies	£
Standard User - Band 1 - forecast volume <0.5 MI / year	
Fixed charge - per year	£92.47
Volumetric charge per year - per m ³	£2.7702
Standard User - Band 2 - forecast volume 0.5 to 1MI / year	
Fixed charge - per year	£25.74
Volumetric charge - per m ³	£2.8587
Standard User - Band 3 - forecast volume 1 to 5MI / year	
Fixed charge - per year	£113.05
Volumetric charge - per m ³	£2.9538
Large User - Band 1 - forecast volume 5 to 20MI / year	
Fixed charge (primary site) - per year	£907.20
Fixed charge (satellite sites) - per year	£0.0000
Volumetric charge - per m ³	£2.7950
Large User - Band 2 - forecast volume 20 to 100MI / year	
Fixed charge (primary site) - per year	£3,283.20
Fixed charge (satellite sites) - per year	£0.0000
Volumetric charge - per m ³	£2.6762
Large User - Band 3 - forecast volume > 100MI / year	
Fixed charge (primary site) - per year	£21,103.20
Fixed charge (satellite sites) - per year	£0.0000
Volumetric charge - per m ³	£2.4980

Measured sewerage services	£
Low User - forecast volume <0.5 MI / year	
Fixed charge - per year	£56.51
Volumetric charge - per m ³	£3.9717
Standard User - forecast volume 0.5MI to 100MI / year	
Fixed charge - per year	£0.00
Volumetric charge - per m ³	£4.1745
Large User - forecast volume >100MI / year	
Fixed charge (primary site) - per year	£72,999.30
Fixed charge (satellite sites) - per year	£0.0000
Volumetric charge - per m ³	£3.4441
Surface water drainage - per meter - charge per year	
Low User forecast volume <0.5MI / year	
Meter size	
Up to 20mm	£42.78
25mm	£410.72
40mm	£821.45
50mm	£1,026.81
80mm	£2,053.62
100mm	£2,669.71
150mm	£6,776.96
Standard User forecast volume >0.5MI / year	
Meter size	
Up to 20mm	£44.96
25mm	£431.69
40mm	£863.39
50mm	£1,079.23
80mm	£2,158.46
100mm	£2,806.00
150mm	£7,122.92
Highway Drainage - per meter - charge per year	
Low User forecast volume <0.5MI / year	£21.39
Standard User forecast volume >0.5MI / year	£22.48

1.2 Trade effluent charges

	£
Low User - forecast volume <0.5 MI per year	
Reception and conveyance - R - per m ³	£1.0441
Volumetric and primary treatment - V - per m ³	£0.8833
Biological oxidation - B - per m ³ at standard strength	£1.0034
Sludge treatment and disposal - S - per m ³ at standard strength	£0.5183
Marine - M - per m ³	£0.1328
Ammonia - A - per m ³ at standard strength	£0.0726
Standard User- forecast volume between 0.5 and 100MI per year	
Reception and conveyance - R - per m ³	£1.0974
Volumetric and primary treatment - V - per m ³	£0.9284
Biological oxidation - B - per m ³ at standard strength	£1.0546
Sludge treatment and disposal - S - per m ³ at standard strength	£0.5448
Marine - M - per m ³	£0.1395
Ammonia - A - per m ³ at standard strength	£0.0763
Large User - forecast volume >100MI per year	
Reception and conveyance - R - per year	£109,747.00
Reception and conveyance - R - per m ³	£0.0000
Volumetric and primary treatment - V - per m ³	£0.9284
Biological oxidation - B - per m ³ at standard strength	£1.0546
Sludge treatment and disposal - S - per m ³ at standard strength	£0.5448
Marine - M - per m ³	£0.1395
Ammonia - A - per m ³ at standard strength	£0.0763
Standing charge - Low User and Low Risk per year forecast volume <0.5 MI	
Band 1	£111.98
Band 2	£285.03
Band 3	£447.91
Band 4	£1,170.67
Band 5	£2,209.02
Band 6	£4,214.45
Band 7	£8,225.29
Standing charge - Standard User and Large User forecast volume >0.5 MI- per year	
Band 1	£117.70
Band 2	£299.58
Band 3	£470.77
Band 4	£1,230.43
Band 5	£2,321.79
Band 6	£4,429.60
Band 7	£8,645.19

1.3 Unmeasured charges

Unmeasured water supplies	£
Fixed charge - per year	£67.12
Rateable value charges - per £ rateable value <i>Subject to a minimum charge of £108.04</i>	£1.7718
Water supply minimum charge - per year	£164.56
Supply to premises without rateable value - per year	£164.56
Lock up garage	£67.33

Unmeasured sewerage supplies	£
Fixed charge - per year	£56.51
Rateable value charges - per £ rateable value <i>Subject to a minimum charge of £107.22</i>	£2.4071
Sewerage supply minimum charge - per year	£163.73
Supply to premises without rateable value - per year	£511.87

Unmeasured drainage services	£
Surface Water Drainage	£42.78
Highway Drainage	£21.39
Surface Water Drainage - where it is the only service supplied	£120.69

1.4 Assessed charges

Assessed water supplies	£
Fixed charge - per year	£67.12
Volumetric charge - per m ³	£2.6896

Assessed sewerage supplies	£
Fixed charge - per year	£56.51
Volumetric charge - per m ³	£3.9717

Assessed drainage services	£
Surface Water Drainage	£42.78
Highway Drainage	£21.39

Schedule 2 – Non Primary charges

2.1 Site inspections, surveys, visits

Site inspections, surveys, visits	£
During standard hours	
Site inspection	£161.80
Site survey	£161.80
Site visit	£161.80
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	£132.66
Outside standard hours	
Site inspection	£208.81
Site survey	£208.81
Site visit	£208.81
Site inspection/survey/visit requiring additional resource	Reasonable costs incurred
Aborted inspection/survey/visit	£171.23
METERING SURVEY (excl logger survey)	
During standard hours	
Site survey	£103.43
Site survey requiring additional resource	Reasonable costs incurred
Aborted site visit	£84.82
Outside standard hours	
Site survey	£134.47
Site survey requiring additional resource	Reasonable costs incurred
Aborted site visit	£110.26
Meter case review administration	£
Admin Fee.	£28.00

2.2 Metering installation

Metering installation	£
3G concentric AMR 15mm & 20mm. No excavation or inside property.	£307.34
3G concentric AMR 15mm & 20mm. Unmade or verge.	£550.14
3G concentric AMR 15mm & 20mm. Surfaced footpath.	£632.88
3G concentric AMR 15mm & 20mm. Surfaced road.	£794.14
3G Inline AMR 15mm & 25mm. No excavation or Inside property.	Reasonable costs incurred
3G Inline AMR 15mm & 25mm. Unmade or verge.	£945.41
3G Inline AMR 15mm & 25mm. Surfaced footpath.	£1,132.99
3G Inline AMR 15mm & 25mm. Surfaced road.	£1,784.71
40mm to 250mm	Reasonable costs incurred
METERING EXCHANGE	
3G concentric AMR 15mm & 20mm. Inside property.	£348.10
3G concentric AMR 15mm & 20mm. Unmade or verge.	£591.51
3G concentric AMR 15mm & 20mm. Surfaced footpath.	£623.04
3G concentric AMR 15mm & 20mm. Surfaced road.	£752.58
3G Inline AMR 15mm & 25mm. Inside property.	Reasonable costs incurred
3G Inline AMR 15mm & 25mm. Unmade or verge.	£629.69
3G Inline AMR 15mm & 25mm. Surfaced footpath.	£817.30
3G Inline AMR 15mm & 25mm. Surfaced road.	£836.36
40mm to 250mm	Reasonable costs incurred
METERING ACCURACY TEST	
15mm	£310.67
20mm	£310.67
25mm	£419.63
30/32mm	£419.63
40mm	£529.76
50mm	£529.76
65mm	£529.76
80mm	£681.61
100mm	£681.61
125mm	£1,234.55
150mm	£1,234.55
Combination meter - 50mm	£759.28
Combination meter - 65mm	£759.28
Combination meter - 80mm	£759.28
Combination meter - 100mm	£759.28
Combination meter - 150mm	£1,912.68

2.3 Disconnection services

Disconnection services	£
Standard Hours	
Temporary disconnection – Standard disconnection process applies	£161.80
Temporary disconnection – Non-Standard disconnection process applies	Reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	£493.64
Permanent disconnection – Non-Standard disconnection process applies	Reasonable costs incurred
Outside of Standard Hours	
Temporary disconnection – Standard disconnection process applies	£208.81
Temporary disconnection – Non-Standard disconnection process applies	Reasonable costs incurred
Permanent disconnection – Standard disconnection process applies	£877.91
Permanent disconnection – Non-Standard disconnection process applies	Reasonable costs incurred
Permanent disconnection – Instigated by Business Stream or the Wholesaler	Reasonable costs incurred

2.45 Reconnection services

Reconnection services	£
Standard Hours	
Standard reconnection following temporary disconnection	£161.80
Non-Standard reconnection following temporary disconnection	Reasonable costs incurred
Standard reconnection following permanent disconnection	Reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Reasonable costs incurred
Outside of Standard Hours	
Standard reconnection following temporary disconnection	£208.81
Non-Standard reconnection following temporary disconnection	Reasonable costs incurred
Standard reconnection following permanent disconnection	Reasonable costs incurred
Non-Standard reconnection following permanent disconnection	Reasonable costs incurred

2.5 Provision of information services

Provision of information services	
Asset location plans - Sewer and water maps	Prices vary according to plan size as well as single vs dual plans
Sampling and Laboratory services	Reasonable costs incurred

2.6 Water services

Fire hydrant services	£
Installation and relocation	Reasonable costs incurred
Repair, renewal, and removal - Standard	
Renew cover in existing frame	£458.70
Renew cover and frame complete	£624.98
Lower or raise cover by up to 300mm	£461.93
Repack gland	£628.20
Renew or rebuild hydrant chamber using existing frame and cover	£461.93
Renew or rebuild hydrant chamber new frame and cover	£628.20
Raise/lower hydrant including removal/insertion of distance piece	£921.97
Renew hydrant and chamber complete new frame and cover	£1,357.84
Renew post and plate	£189.12
Remove unwanted hydrant	£902.35
Lane Rental charges	As per relevant county council website
Repair, renewal, and removal – Non-Standard	Reasonable costs incurred
Standpipe services	£
Deposit	£224.00
Hire charge 22mm metered standpipe – for ad hoc hire - per week	£42.56
Hire charge 40mm metered standpipe – for ad hoc hire - per week	£66.08
Hire charge 22mm metered standpipe – for 6 month pre-payment - per 6 month	£638.40
Hire charge 22mm metered standpipe – for annual pre-payment – per year	£1,149.12
Hire charge 40mm metered standpipe – for 6 month pre-payment - per 6 month	£892.64
Hire charge 40mm metered standpipe – for annual pre-payment - per year	£1,554.56
Unit volume charge – per cubic metre	£2.96
Loss of equipment charge	£196.00
Transport / delivery charge (each way)	Price upon application

Lead pipe replacement services	
Communication pipe replacement Free of charge	0.00
Supply pipe replacement (up to 10 metres) Free of charge	0.00
Damage to assets	
Damage to assets and apparatus	Actual costs incurred, inclusive of overheads

2.7 Trade effluent services

Trade effluent services	
Consent application fee	
Fee for low risk / standard discharge applications	£371.73
Fee for high risk / bespoke discharge applications	£1,093.65
Consent variation fee	
Variation to an existing consent	£371.73
Temporary consents	
Minimum charge - single site	£368.13
Additional charge - single site	Based on standard trade effluent charges
Multi-site charge	£662.10
Non-standard charges	Reasonable costs incurred

2.8 Other charges

Cost of recovery charges	£
First cost of recovery charge	£82.50
Second cost of recovery charge	£110.00
Attendance charge	£180.00

Schedule 3 – Definitions

In this Charging Scheme:

“primary charges” and “non-primary charges” mean those charges defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions

"Wholesaler" means Southern Water Services Limited

"connected premises" are any premises which

- (a) are drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer of the Wholesaler;

or

- (a) are premises the occupiers of which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting.

or

- (b) “non-household premises” are any premises which are eligible to be switched to another water provider in accordance with the eligible guidance issued by the Water Services Regulation Authority

"measured charges" means those charges in Section 1 – Primary Charges in respect of either or both water supply services or sewerage services; the basis of measured charges is that they are fixed by reference to the volume of water supplied or of waste water removed, or deemed or assessed to be supplied or removed respectively, and include any associated standing or fixed charge and any charge assessed by reference to a factor other than that used for unmeasured charges, as a surrogate for a measured volume

“assessed measured charges” means those charges in Section 1– Primary Charges in respect of either or both water supply services or sewerage services; the basis of assessed measured charges is that they are fixed by reference to an assessment of the volume of water supplied or of waste water removed, and include any associated fixed charge and any charge assessed by reference to a factor other than that used for unmeasured charges, as a surrogate for a measured volume;

"unmeasured charges" means those charges in Section 1 – Primary Charges in respect of either or both water supply services or sewerage services

"measured water supply" means a supply of water for which the charges payable are measured charges, whether or not a meter has been installed by or with the approval of Business Stream or another water provider

"assessed measured water supply" means a supply of water for which the charges payable are assessed measured charges, whether or not a meter has been installed by or with the approval of the Wholesaler or another water undertaker;

"unmeasured water supply" means a supply of water which is not a measured or an assessed measured water supply

"sewerage services" exclude services carried out in the course of trade effluent functions

"effluent" includes, where appropriate, the terms "sewage", "waste water", "surface water", and "trade effluent"

"surface water" means rain water falling onto the curtilage of connected premises that drains directly or indirectly to a public sewer

"DPID" means Discharge Point Identifier as defined in the Market Operator Services Limited Wholesale-Retail Code Part 1: Objectives, Principles and Definitions.

"accredited entity" means an entity which is independently evaluated and accredited under an accreditation scheme established by the Wholesaler as competent to carry out certain activities including but not limited to Connection Activity and Metering Activity, in accordance with the Market Operator Services Ltd Wholesale Retail Code Part 1: Objectives, Principles and Definitions.

"standard hours" means weekdays Monday to Friday from 07:00 hours to 20:00 hours, and weekends and bank holidays from 07:00 hours to 20:00 hours.

"outside of standard hours" means weekdays Monday to Friday from 20:00 hours to 07:00 hours, and weekends and bank holidays from 20:00 hours to 07:00 hours.

"supply point" has the meaning defined in the Market Operator Services Ltd Wholesale Retail Code Part 1: Objectives, Principles and Definitions.

For the purposes of this Charging Scheme,

"rateable value" in relation to any premises, where the premises comprise property which was a hereditament within the meaning assigned by section 115 (1) of the General Rate Act 1967, shall be the value of the hereditament as appearing in the valuation list maintained under that Act in force on 31 March 1990.