

Scheme of Charges 2024-25

Affinity Water Customers



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1 Introduction

- 1.1 This Scheme of Charges sets out the Default Charges applicable to non-Household water customers in the Affinity Water area for 2024-25 (the “Tariff Year”). This Scheme of Charges is published by Castle Water Limited and Castle Water (Southern) Limited (together “Castle Water”) and has effect from 1 April 2024. Castle Water Limited and Castle Water (Southern) Limited are licensed by Ofwat as a retailer of water and sewerage services in England.
- 1.2 All charges are shown excluding VAT. Castle Water’s default position will be to apply VAT to water charges. Certain categories of customers may be entitled to paying VAT at a zero rate on water supplies. Unless and until a customer provides a completed SIC declaration form demonstrating that the customer is entitled to such zero rating, HMRC requires that Castle Water charges VAT at the standard rate on water charges.
- 1.3 Pursuant to the Retail Exit Code published by Ofwat, customers are allocated into one of three groups. The basis for such allocation is expected consumption volume by the relevant customer in the Tariff Year as determined by Affinity Water. Castle Water may on behalf of a customer challenge such determination by Affinity Water based on supporting evidence provided by such customer provided that the final determination shall be at the discretion of Affinity Water. Groups are as set out in table 1.3 below.

Table 1.3

Customer Group	Expected Consumption during Tariff Year (m3)
Group 1	0-500
Group 2	500-50,000
Group 3	Greater than 50,000

2 Metered Water Charges

2.1 Metered water charges

2.1.1 Water charges are payable for all supply points which receive a water supply either directly or indirectly.

2.1.2 Meter charges comprise 2 elements namely:

2.1.2.1 A fixed charge element (described in paragraph 2.2 below);

2.1.2.2 A volumetric charge element (described in paragraph 2.3 below); and

2.1.2.3 Where applicable supplementary annual charge (described in paragraph 2.4 below)

2.2 Fixed Meter Charges

The applicable fixed meter charges are set out in Table 2.2.

Table 2.2A Metered fixed charges per year based on pipe size

Pipe Size (mm)	Group 1 Customers	Group 2 Customers	Group 3 Customers
1 to 25	£18.59	£19.18	£20.42
26 to 50	£33.53	£34.60	£36.85
51 to 100	£133.12	£137.38	£146.28
Over 100	£133.12	£137.38	£146.28

Table 2.2B Non-household metered fixed charges per year based on consumption band

Metered usage (m3 per year)	Water (£ per year)
0 – 500	65.47

2.3 Volumetric charges

2.3.1 Volumetric charges are set out in table 2.3A to 2.3C. Such charges will be calculated using readings obtained from the relevant meter(s) at the premises and shall, where possible, use the reads (as verified) most recently obtained by or provided to Castle Water not later than 1 month before the issue of the invoice in accordance with the relevant billing cycle. Where meter reads have for any reason not been so recently obtained and verified, reasonable estimates will be used in accordance with the relevant Castle Water scheme of terms and conditions.

- 2.3.2 Where charges cannot be calculated in line with the Wholesale tariff determined by the Wholesaler for the customer, (for example due to a dispute over Wholesale parameters in the Market Data Set, a broken meter), the Retailer may, at its sole discretion, charge for water and sewerage services on the Emergency Tariff (see section 6)

Table 2.3A Volumetric charges – Central Region

Consumption (m3 per year)	Volume charge: water (£/m3)
0 – 500	£1.2262
500 – 5,000	£1.2653
5,000 – 50,000	£1.1925
Over 50,000	£0.8999

Table 2.3B Volumetric charges – East Region

Consumption (m3 per year)	Volume charge: water (£/m3)
0 - 500	£2.0445
500 - 5,000	£2.1098
5,000 - 25,000	£1.8724
25,000 - 50,000	£1.5751
50,000-100,000	£1.3471
Over 100,000	£1.2625

Table 2.3C Volumetric charges – South East Region

Consumption (m3 per year)	Volume charge: water (£/m3)
0 - 500	£2.1745
500 - 5,000	£2.2439
5,000 - 50,000	£2.1149
Over 50,000	£1.7053

2.4 Supplementary large user annual charge

Customers with annual consumption in excess of 25,000m3 will be charged a supplementary charge as

set out in Table 2.4 below. This charge will be based on previous estimated and/or actual consumption and shall be subject to review by Castle Water to consider the impact of change in consumption and whether such changes are likely to continue.

Table 2.4 Supplementary large user annual charge

Tariff and Area	Consumption (m3 per year)	Annual Charge
Large User – Central Region	50,000 or more	£17,784.75
Mid User – East Region	25,000 to 50,000	£7,433.08
Large User type 1 – East Region	50,000 to 100,000	£24,417.31
Large User type 2 – East Region	100,000 or more	£32,881.26

3 Unmetered Water Charges

3.1 Unmetered water charges

- 3.1.1 The water services bill is calculated by applying a 'rate per pound' to the rateable value or notional rateable value (RV) of your property. The RV shall be as determined by Affinity Water. There is a rate for water expressed as pound per pound (of RV) and disclosed in Table 3.1. In addition, a yearly 'fixed charge' is applied; disclosed in Table 3.2.
- 3.1.2 Water charges are payable for all premises which receive a water supply either directly or indirectly.

Table 3.1 Unmetered charges pound per pound of rateable value

Charge Area	Specific Area	Charge (£/RV£)
Central Region	Central	£0.7706
	Lee	£0.9350
East Region	All	£1.5189

3.2 Fixed charges

Table 3.2 Fixed charges - unmetered per year

Charge Area	Annual Charge
All Regions	£91.42

3.3 Business assessed

- 3.3.1 Where it is impractical to meter non-household premises charges will be calculated on the basis of Castle Water and/or Affinity Water assessment of water usage. In this circumstance Castle Water and/or Affinity Water may request information about the type of business, the industrial category of the business (SIC code) and how many people work at the site.
- 3.3.2 In the Central Region and East Region Affinity Water will allocate the premises to one of the five bands of assessed charges as shown in table 3.3A below. In the South East Region, Affinity Water will allocate the premises to one of the five bands of assessed charges as shown in table 3.3B below
- 3.3.3 The assessed usage for the premises will be calculated by multiplying the number of full-time employees (or equivalent) by the assessed usage per employee (band 1-5) shown in the table 3.3A below. Where such information has not been provided to Castle Water and/or Affinity Water, a default assessment will be made assuming 10 full time equivalent as a number of employees and a desktop analysis to determine the nature of the occupier of the premises.

- 3.3.4 The volumetric charge to the premises is calculated by multiplying the assessed usage calculated as set out in table 3.3A by the volumetric charges as set out in table 3.3B. In addition, two business assessed charges are payable with one charge based on consumption band and a second charge based on pipe size as set out in tables 3.3C and 3.3D respectively.
- 3.3.5 If circumstances change i.e., regarding the industrial category of the business (SIC code) or the number of people who work at the site, the updated information should be notified to Castle Water. Any adjustment will only apply from the point of application and not retrospectively.

Table 3.3A Business assessed bands – Central and East Region

Band	Assessed usage per FT employee (or equivalent)
1	15 m3 per year
2	50 m3 per year
3	100 m3 per year
4	200 m3 per year
5	By inspection

Table 3.3B Business assessed bands – South East Region

Band	Assessed usage per FT employee (or equivalent)
Full time Employees – no canteen facilities	6m3 per year
Full time Employees – canteen facilities	10 m3 per year
Residential Occupation	35m3 per year
For part time employees	50% of the above allowances apply

Table 3.3C Business assessed volumetric charges

Region	Consumption (m3 per year)	Volume charge: water (£/m3)
Central Region	0 - 500	£1.0643
Central Region	Above 500	£1.0983
East Region	0 - 500	£1.9453
East Region	Above 500	£2.0074
South East Region	0 - 500	£1.9165
South East Region	Above 500	£1.9777

Table 3.3D Business assessed fixed charge

Area	Consumption (m3 per year)	Annual Fixed Charge
All Regions	0 - 500	£73.38
All Regions	Above 500	£19.18

4 Disconnection and reconnection

- 4.1 In certain circumstances, the disconnection of supply may occur in accordance with the Castle Water Terms and Conditions and the Water Industry Act 1991 (or any replacement legislation)
- 4.2 Where disconnection and/or reconnection is undertaken by Affinity Water or any of its subcontractors either for non-payment or any other reason, the charges shall be applied in line with Affinity Water Wholesale Tariff document (Prices are subject to change). As at the date of this Scheme of Charges, the charges are as follows:

Table 4.1 Disconnection tariff

Type	Charge	Out of hours surcharge	Abortive Visit
Survey	£138	£131	£138
Temporary Disconnection	£143	£131	£138
Permanent Disconnection	No cost	£199	£138

Table 4.2 Reconnection tariff

Type	Charge	Out of hours surcharge	Abortive Visit
Reconnection	£153	£131	£138
Water Quality Assurance Check	£97 (per sample)	N/A	N/A

- 4.3 In addition to the charges set out in tables 4.1 and 4.2, an administration charge of £96 shall be payable in respect of Castle Water's activities in relation to disconnection and reconnection.
- 4.4 Where disconnection and/or reconnection is undertaken by either Castle Water or an accredited entity acting on behalf of Castle Water the following charges shall apply:
- 4.4.1 Disconnection £380.00
- 4.4.2 Reconnection £380.00

5 Other charges

5.1 Supply verification

5.1.1 Where:

5.1.1.1 a verification of supply or meter arrangements is carried out by or on behalf of Castle Water or Affinity Water at your request or following disputes or questions by you regarding the charges on any invoice; and

5.1.1.2 such verification shows no changes are required to such charges because of the supply or meter arrangements:

subject to section 5.1.2 below, a charge of £210 shall be payable to Castle Water in respect of such verification.

5.1.2 Castle Water shall be entitled to charge additional sums where the cost of the verification exceeds £210 including without limitation any charges in respect of complex investigations, out of hours charges and abortive visit charges.

5.2 Wholesale Non-Primary Charges

5.2.1 Castle Water may recover from you other charges incurred to Affinity Water in respect of non-primary charges as set out in Affinity Water Wholesale Tariff document. Such charges may include (without limitation) charges for meter accuracy tests, new connections, meter replacement and reassessment of business assessed charges.

5.2.2 Castle Water may charge a reasonable administration cost in connection with any services provided by Affinity Water or procured for customers by Affinity Water, where there is no specified Retail charge. Charges will be made at the higher rate of 3.5% or an hourly rate of £96.

5.3 Meter Reading Charge

Castle Water may charge a meter reading charge of £29.75 for any meter reads requested by a customer in addition to the minimum number of meter reads required to be undertaken by Castle Water under the market codes. Where the Customer requests a specific appointment for the reading of meters, there will be an additional charge for such appointment of an amount to be notified to the customer by Castle Water.

5.4 Invoice Charges

5.4.1 Castle Water may charge an additional invoice charge of £15.00 for each copy invoice issued to a customer by post.

5.4.2 Castle Water may charge a replacement invoice charge of £28.00 where:

5.4.2.1 a customer has switched to another retailer and Castle Water has issued a final invoice based on estimated readings due to the failure of the incoming retailer to provide a meter read for the transfer date within 7 days of the date on which the customer has transferred to a new retailer; and

- 5.4.2.2 the customer subsequently requests a replacement invoice based on an actual meter read on the transfer date rather than the previous estimated read.

6 Emergency Tariff

- 6.1 Where charges cannot be calculated in line with the Wholesale tariff determined by the Wholesaler for the customer, (for example due to a dispute over Wholesale parameters in the Market Data Set, a broken meter), Castle Water may, at its sole discretion, charge for water and sewerage services on the Emergency Tariff.
- 6.2 Where customers have an unmetered supply, Castle Water may elect to charge in line with:
 - 6.2.1 The appropriate unmeasured charge calculated in accordance with the details in table 3.1 and 3.2 above; or.
 - 6.2.2 An assumed assessed charge based on Castle Water's reasonable assessment of the relevant business at the premises.
- 6.3 Where a customer has a metered supply, charges will be calculated in accordance with the Industry Level Estimate (ILE) determined from time to time by the Market Operator and/or Ofwat. Where this tariff is used, a reconciliation can be undertaken when it is subsequently replaced by another tariff, with any refund paid to the customer, or further charges payable by the customer.