

Scheme of Charges 2024-25

Thames Water Customers

With effect from 1 April 2024



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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 Thames Water area for 2024-25 (the “Tariff Year”). This Scheme of Charges is published by Castle Water Limited and has effect from 1 April 2024 Castle Water is 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 Thames Water. Castle Water may on behalf of a customer challenge such determination by Thames Water based on supporting evidence provided by such customer provided that the final determination shall be at the discretion of Thames 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 and WastewaterCharges

2.1 Metered water and wastewater charges

- 2.1.1 Water charges are payable for all supply points which receive a water supply either directly or indirectly.
- 2.1.2 Wastewater charges are payable for all properties which are connected directly or indirectly to a public foul or surface water sewer, or which have the benefit of these services and will include elements of foul water, surface water and highway drainage.
- 2.1.3 If your property only has surface water drainage, rate-based wastewater charges are not payable. In this instance a fixed fee of £116.43 a year for non-household customers will be levied. Note that Thames Water does not offer a concessionary surface water drainage charge to community groups.
- 2.1.4 For non-household customers that do not discharge surface water to the sewers operated by Thames Water Utilities Limited ("Thames Water"), an abatement can be claimed based on pipe size.
- 2.1.5 Thames Water will also consider reducing the wastewater charge where it can be proven that less than 95% of the water supplied is returned to the public wastewater system. Any such reduction will only be applied forwards from the point of application and not retrospectively.
- 2.1.6 Meter charges comprise 2 elements namely:
 - 2.1.6.1 A fixed charge element (described in paragraph 2.2 below);
 - 2.1.6.2 A volumetric charge element (described in paragraph 2.3 below); and
 - 2.1.6.3 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 2.2A and 2.2B. The fixed charges vary for each customer Group as defined in paragraph 1.3.

2.3 Volumetric charges

- 2.3.1 Volumetric charges are set out in table 2.3. 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.

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 8)

2.4 Supplementary annual charge

Customers with annual consumption in excess of 20,000m³ 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 as determined by Thames Water. Castle Water may on request by the Customer review the determination by Thames Water to consider the impact of change in consumption and whether such changes are likely to continue, and Castle Water may request an adjustment in the determination by Thames Water.

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

Pipe size (mm)	Water	Wastewater					
	All Customers	Group 1 Customers		Group 2 Customers		Group 3 Customers	
	Water (£)	Full (£)	Abated (£) (1)	Full (£)	Abated (£) (1)	Full (£)	Abated (£) (1)
12/15	£0.00	61.64	22.52	64.79	23.67	67.15	24.53
20/22	£0.00	138.70	50.68	145.78	53.26	151.08	55.20
25/28	£0.00	246.57	90.09	259.16	94.69	268.58	98.13
30/32/35	£0.00	385.27	140.76	404.94	147.95	419.67	153.33
40/42	£0.00	554.79	202.70	583.11	213.05	604.31	220.80
50/54	£0.00	986.29	360.36	1,036.64	378.75	1,074.34	392.52
65	£0.00	1,541.08	563.06	1,619.75	591.80	1,678.65	613.32
75/80	£0.00	2,219.15	810.80	2,332.44	852.19	2,417.26	883.18
100	£0.00	3,945.16	1,441.42	4,146.56	1,515.01	4,297.34	1,570.10
125	£0.00	6,164.31	2,252.22	6,479.00	2,367.20	6,714.60	2,453.28
150	£0.00	8,876.61	3,243.20	9,329.76	3,408.77	9,669.02	3,532.72
200	£0.00	15,780.64	5,765.69	16,586.24	6,060.03	17,189.38	6,280.40
250	£0.00	24,657.25	9,008.90	25,916.00	9,468.80	26,858.40	9,813.12
300	£0.00	35,506.44	12,972.81	37,319.04	13,635.07	38,676.10	14,130.89

(1) Where a non-household customer does not discharge surface water to Thames Water's sewers, an abatement can be claimed based on pipe size.

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

Metered usage (m3 per year)	Water (£ per year)	Wastewater (£ per year)
0 – 500	65.47	54.79

Table 2.3 Volumetric charges (All rates in £/m3)

Consumption (m3 per year)	Volume charge: water (£/m3)	Volume charge: wastewater (£/m3)
0 – 500	2.0037	1.2710
500 – 1,000	2.0677	1.3358
1,000 – 5,000	2.0677	1.3358
5,000 – 20,000	2.0677	1.3358
20,000 - 50,000	1.8919	1.3358
50,000 - 100,000	1.6513	1.3844
100,000 - 250,000	1.6513	1.1076
Over 250,000	1.3210	1.1076

Table 2.4 Supplementary large user annual charge

Tariff	Consumption ((m3 per year)	Annual charge (£)
Intermediate volume user - water	20,000 - 50,000	3,514.32
Large volume user - water	50,000 - 250,000	21,906.35
Super large volume user – water	Over 250,000	104,476.35
Large volume user – wastewater	Over 100,000	26,304.36

3 Unmetered Water and Wastewater Charges

3.1 Unmetered water and wastewater charges

- 3.1.1 The water and wastewater services bill is calculated by applying a 'rate per pound' to the rateable value or notional rateable value (RV) of your property as determined by Thames Water. There is a different rate for water and wastewater services, each expressed as pound per pound (of RV) and disclosed in Table 3.1. In addition, a yearly 'fixed charge' is applied as set out in Table 3.2A
- 3.1.2 Water charges are payable for all premises which receive a water supply either directly or indirectly. Wastewater charges are payable for all properties which are connected directly or indirectly to a public foul or surface water sewer, or which have the benefit of these services and will include elements of foul water, surface water and highway drainage.
- 3.1.3 If your property only has surface water drainage, rate-based wastewater charges are not payable. In this instance a fixed fee £116.43 a year for non-household customers will be levied. Note that Thames Water does not offer a concessionary surface water drainage charge to community groups.
- 3.1.4 For non-household customers that do not discharge surface water to Thames Water's sewers, an abatement can be claimed based on pipe size. The abated charge payable is shown in Table 3.2B

Table 3.1 Unmetered charges pound per pound of rateable value

Charge area	Local Authority Areas	Water (£/per pound of rateable value)	Wastewater (£/per pound of rateable value)
1	Kensington & Chelsea London, City of Westminster	0.9519	0.5172
2	Barking & Dagenham, Brent, Camden, Hackney, Hammersmith & Fulham, Islington, Newham, Redbridge, Tower Hamlets, Waltham, Forest Haverling	1.1399	0.7428
3	Bexley, Bromley, Croydon, Dartford, Epsom & Ewell, Gravesham, Greenwich, Kingston, Lambeth, Lewisham, Merton, Richmond, Sevenoaks, Southwark, Sutton, Tandridge Wandsworth, Tonbridge & Malling*	1.2698	0.8059
4	Barnet, Broxbourne, East Hertfordshire, Enfield, Epping Forest, Haringey, Welwyn, Hatfield, Brentwood*, Harlow*, Luton*, North Hertfordshire*, Stevenage*, Uttlesford*	1.2442	0.7949
5	Chiltern, Dacorum, Ealing, Hounslow, Slough, South Buckinghamshire, Spelthorne, Wycombe Harrow*, Hertsmere*, Hillingdon*, St. Albans*, South Bedfordshire*, Three Rivers*, Watford*	1.2665	0.8238

6	Basingstoke & Deane, Chichester, Elmbridge, Guildford, Hart, Horsham, Kennet, Mole Valley, Newbury, Reading, Reigate & Banstead, Waverley, Windsor & Maidenhead, Wokingham, Bracknell*, Crawley*, East Hampshire,* Mid Sussex*, Runnymede*, Rushmoor*, Surrey Heath*, Winchester*, Woking*	1.4644	0.9738
7	Aylesbury Vale, Cherwell, Cotswold, North Wiltshire, Oxford, South Oxfordshire, Swindon, Vale of White Horse, West Oxfordshire, Daventry*, South Northamptonshire,* Stratford*, Tewkesbury*	1.7447	1.1326

* Customers in these local authorities do not receive water service from Thames Water.

3.2 Fixed charges

Table 3.2A Fixed charges - unmetered per year

Pipe size (mm)	Wastewater		
	Water (£ per year)	Full (£ per year)	Abated (£ per year) ⁽²⁾
12/15	24.53	61.64	22.52
20/22	24.53	138.70	50.68
25/28	24.53	246.57	90.09
30/32/35	24.53	385.27	140.76
40/42	24.53	554.79	202.70
50/54	24.53	986.29	360.36
65	24.53	1,541.08	563.06
75/80	24.53	2,219.15	810.80
100	24.53	3,945.16	1,441.42

⁽²⁾ Where a non-household customer does not discharge surface water to Thames Water's sewers, an abatement can be claimed based on pipe size.

Table 3.2B Fixed charges - unmetered per year

Annual Fixed Charge	Water (£ per year)	Wastewater (£ per year)
All Customers	54.79	54.79

3.3 Related seasonal and other non-household charges

- 3.3.1 Where an unmetered supply only serves a domestic garage car space or store area, a fixed annual charge for each unit will apply as set out in table 3.4A. Where there is no water supply, but surface water drains to the Thames Water sewer, only the wastewater fixed charge is payable.

Table 3.4A Domestic garages, car spaces and stores – unmetered fixed charge per year

Domestic garages, car spaces and stores	Annual charge
Water fixed charge per garage, car space or store	£15.08 per supply
Wastewater fixed charge per garage, car space or store	£9.86 per supply

3.3.2 Other non-household charges shall apply as set out in table 3.4B.

Table 3.4B Seasonal and other non-household charges

Seasonal and other non-household charges	Annual charge
Allotment tank and water/washdown point	£38.24 per supply
Sprinkler, cricket pitches, tennis courts, ornamental pond/fountain and disced supplies	£121.15 per supply
Minimum charge for meter minimum equivalents	£518.32 per supply

3.4 Business assessed.

- 3.4.1 Where it is impractical to meter a non-household premises, charges will be calculated based on Thames Water assessment of water usage. In this circumstance Castle Water and/or Thames 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. Using this information Thames Water will allocate the premises to one of the five bands of assessed charges as shown in table 3.3A below. 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 Thames 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.
- 3.4.2 The volumetric charge to the premises is calculated by multiplying the assessed usage calculated as set out in paragraph 3.3.1 by the volumetric charges as set out in table 3.3B. In addition, two business assessed fixed 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. The fixed charges vary for each customer Group as defined in paragraph 1.3.
- 3.4.3 If circumstances change i.e., regarding the industrial category of the business 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

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 volumetric charges

Assessed usage (m3 per year)	Volume charge: water (£ per m3)	Volume charge: wastewater (£ per m3)
0 – 500	2.0037	1.2710
500 – 1,000	2.0677	1.3358
1,000 – 5,000	2.0677	1.3358
5,000 – 20,000	2.0677	1.3358

Table 3.3C Business assessed fixed charges per year based on consumption band

Assessed usage (m3)	Water (£ per year)	Wastewater (£ per year)
0 – 500	54.79	54.79

Table 3.3D Business assessed fixed charges per year based on pipe size

Pipe size (mm)	Water		Wastewater		
	All Customers	Group 1 Customers		Group 2 Customers	
	Water	Full (£)	Abated (£) ⁽¹⁾	Full (£)	Abated (£) ⁽¹⁾
12/15	£0.00	61.64	22.52	64.79	23.67
20/22	£0.00	138.70	50.68	145.78	53.26
25/28	£0.00	246.57	90.09	259.16	94.69
30/32/35	£0.00	385.27	140.76	404.94	147.95
40/42	£0.00	554.79	202.70	583.11	213.05
50/54	£0.00	986.29	360.36	1,036.64	378.75
65	£0.00	1,541.08	563.06	1,619.75	591.80
75/80	£0.00	2,219.15	810.80	2,332.44	852.19
100	£0.00	3,945.16	1,441.42	4,146.56	1,515.01

4 Trade Effluent Charges

4.1 Trade effluent charges

- 4.1.1 Trade effluent charges apply for the treatment and disposal of effluent from trade discharges into the public sewer system.
- 4.1.2 Where a discharge is a mixture of trade effluent and domestic sewage, Thames Water will determine how much of each is discharged and apply charges as appropriate.
- 4.1.3 In addition, a fixed charge and volume charge for wastewater services as detailed in Section 2 are also payable.
- 4.1.4 Where a customer has only trade effluent services and no domestic sewerage, then a fixed charge of £54.79 shall apply.
- 4.1.5 In the absence of any direct or indirect measurement of trade effluent volumes discharged by the non-household customer, the Trade Effluent volumes shall be assessed in accordance with the Trade Effluent Consent or otherwise in agreement with the non-household customer. This agreed volume of Trade Effluent discharge may be entered as a calculated discharge. If the non-household customer is consented for the discharge of contaminated surface water and the volume is not metered, Thames Water will calculate a discharge volume based on average rainfall over the contaminated surface area as a calculated discharge. If an installed private trade effluent meter does not have the capacity to record a continuous index read but does measure a total volume of trade effluent discharged, the meter, where necessary, will be registered in the market as a calculated discharge. This will require the customer to submit these trade effluent volumes as calculated discharge volumes at the submission frequency specified by Thames Water.
- 4.1.6 Volume charges for trade effluent are calculated by applying the standard charges and assumptions set out in tables 4.1 to 4.4 to the trade effluent formula shown in the Thames Water Wholesale Tariff Document 2024/2025 at paragraph B4.3(2).

Table 4.1 Standard volume charge per cubic metre

Annual volume 0-500m ³ (Group 1 Customers)	
Description	Charge (£/m ³)
Reception and conveyance (R)	0.1923
Primary treatment (V)	0.2248
Biological treatment (B)	0.2882
Solids treatment (S)	0.2759
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	0.0349

Annual Volume 500-50,000m3 (Group 2 Customers)	
Description	Charge (£/m3)
Reception and conveyance (R)	0.2021
Primary treatment (V)	0.2363
Biological treatment (B)	0.3029
Solids treatment (S)	0.2900
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	0.0366

Annual Volume 50,000m3 or greater (Group 3 Customers)	
Description	Charge (£/m3)
Reception and conveyance (R)	0.2094
Primary treatment (V)	0.2449
Biological treatment (B)	0.3140
Solids treatment (S)	0.3005
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35	£0.0380

Table 4.2 Average strength factors used in trade effluent formula

Mogden formula element	Element symbol	Average strength
Chemical oxygen demand	-Os	445mg/l
Settleable solids	-Ss	336mg/l

Table 4.3 Trade effluent fixed charges

Discharge Volume (m3 per year)	Fixed charge	Minimum charge
0 - 500	N/A	£172.17
500 or more	N/A	N/A

Table 4.4 Standard strength discharges (mg/l)

Standard strength premises	Value for Ot	Value for St
Launderettes	576	58
Car washes	88	62
Dry cleaners	30	7
Commercial swimming pools	120	108
Small / micro-brewery	1730	88
Concrete contaminated sites (batching plants, wheel washes on construction sites)	116	58
Laboratory glassware washing	308	34
Bus wash	621	92
Train wash	594	71
Contaminated surface water at waste transfer sites	638	81
Gasholder runoff	20	11
Groundwater	118	114
Plant, Tool and Equipment washing (including contaminated surface water)	176	72

Standard strength discharges, shown in the table above, will be applied for charging purposes unless Thames Water determine that it is not a suitable basis of charge in specific circumstances or if the customer requests charging to be based on sample results.

- 4.2 Trade effluent charges apply for the treatment and disposal of effluent from trade discharges into the public sewer system.
- 4.3 If the overall annual invoiced charges at any one site (or sites qualifying for aggregation), is more than £124,135, charges will be calculated utilising the large user trade effluent tariff. This includes an annual charge in addition to the volumetric charges set out in table 4.5 or 4.6 below. The charges are determined by customer Group as set out in paragraph 1.3.

Table 4.5 Large user volume charge per cubic meter or kg of trade effluent (Group 2 Customers)

Description	Volume (m3 per year)	Charge (£/m3) (except where indicated)
Reception and conveyance (R)	5,000 - 50,000	0.1642
Primary treatment (V)		0.1895
Biological treatment (B)		0.2429
Solids treatment (S)		0.2325
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35		0.0366
Large volume trade effluent user tariff		£27,309.74 single annual charge

Table 4.6 Large user volume charge per cubic meter or kg of trade effluent (Group 3 Customers)

Description	Volume (m3 per year)	Charge (£/m3 or kg) (except where indicated)
Reception and conveyance (R)	Over 50,000	0.1702
Primary treatment (V)		0.1964
Biological treatment (B)		0.2517
Solids treatment (S)		0.2410
Ammoniacal nitrogen treatment charge per mg in excess of 35mg/l expressed as a fraction of 35		0.0380
Large volume trade effluent user tariff		£28,302.83 single annual charge

4.4 Industrial and commercial wastewater

- 4.4.1 Before trade effluent is disposed into a sewer or in any other way, the customer must have the appropriate consent from Thames Water (in the case of a public sewer) and/or environmental authorities (in the case of discharges to watercourses, land or air).
- 4.4.2 Applications required to be submitted by Castle Water to Thames Water at least two months before the proposed start date of the discharge. Accordingly, applications are to be submitted to Castle Water (email - teconsents@castlewater.co.uk) not less than three months prior to the proposed start date.
- 4.4.3 If you are unsure about whether you have the right permissions, contact the trade effluent team at Thames Water on 0203 577 9200 or the trade effluent team at Castle Water at

(trade.effluent@castlewater.co.uk or 01250718718) to help ensure compliance with the law and with good environmental practice.

5 Additional Charges

Additional charges as set out in tables 5.1 to 5.3 below may apply in the circumstances described.

5.1 Building supplies

Table 5.1 Building supplies

Building supplies	Charge
New supplies	Metered
Alterations to existing properties with contract sum over £100,000 (where no new supplies)	0.17% of contract value

5.2 Use of hydrants

A hydrant licence will be required in all cases. The charges for such licences are as follows: Daily user licence (up to 20 cubic meters); higher demand rates on application.

Table 5.2 Use of hydrants

Use of hydrants	Annual Charge
Daily rate	£159.18
Subsequent days	£57.80

Table 5.3 Regular user licence per item

Regular user licence per item	Annual Charge
Low demand (0 – 1.0m ³ a day) Only applicable to 20mm standpipes	£442.25
Average demand (1.0 – 10.0m ³ a day)	£2,246.01
High demand (10.0 – 20.0m ³ a day)	£4,500.70
Very high demand (> 20.0m ³ a day)	By agreement
Shorter term licences available	On application

5.2.1 Where a visit is required by a technician an attendance fee will be payable.

5.2.2 Where Thames Water agrees consent retrospectively an administration fee of £148.10 will be required plus the relevant licence fee as detailed above.

5.2.3 Hydrant customers are required to hire a metered standpipe from a Thames Water approved supplier. A hire charge will apply in addition to the charge set above.

5.3 Water troughs

Table 5.5 water troughs

Cattle troughs (unmeasured supply)	Annual Charge
Per unmeasured water trough	£242.03

6 Disconnection and reconnection

- 6.1 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)
- 6.2 Where disconnection and/or reconnection is undertaken by Thames Water or any of its subcontractors either for non-payment or any other reason, the charges shall be applied in line with Thames Water Wholesale Tariff document (Prices are subject to change). As at the date of this Scheme of Charges, the charges are as follows:

Table 6.1 Disconnection tariff

Type	Within our normal working hours	Within our normal working hours abortive	Outside our normal working hours	Outside our normal working hours abortive
Survey	£47	£35	£62	£62
Temporary Disconnection	£142	£106	£183	£183
Permanent Disconnection	As determined by Thames Water			

Table 6.2 Reconnection tariff

Type	Within our normal working hours	Within our normal working hours abortive	Outside our normal working hours	Outside our normal working hours abortive
Survey	£47	£35	£62	£62
Reconnection	£134	£101	£172	£172
Emergency Reconnection	£172			

- 6.3 In addition to the charges set out in tables 6.1 and 6.2, an administration charge of £96 shall be payable in respect of Castle Water's activities in relation to disconnection and reconnection.
- 6.4 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:
- 6.4.1 Disconnection £380.00
- 6.4.2 Reconnection £380.00

7 Other charges

7.1 Supply verification

7.1.1 Where:

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

7.1.1.2 such verification shows no changes are required to such charges as a result of the supply or meter arrangements:

subject to section 7.1.2 below, a charge of £210 shall be payable to Castle Water in respect of such verification.

7.1.2 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.

7.2 Wholesale Non-Primary Charges

7.2.1 Castle Water may recover from you other charges incurred to Thames Water in respect of non-primary charges as set out in Thames 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.

7.2.2 Castle Water may charge a reasonable administration cost in connection with any services provided by Thames Water or procured for customers by Thames 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.

7.3 Meter Reading Charge

Castle Water may charge a meter reading charge of £15.00 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.

7.4 Invoice Charges

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

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

7.4.2.1 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

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

8 Emergency Tariff

- 8.1 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.
- 8.2 Where customers have an unmetered supply, Castle Water may elect to charge in line with:
- 8.2.1 The appropriate unmeasured charge calculated in accordance with the details in table 3.1 and 3.2 above; or.
- 8.2.2 An assumed assessed charge based on Castle Water's reasonable assessment of the relevant business at the premises.
- 8.3 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.