



THREE VALLEYS WATER

Three Valleys Water PLC Charges Scheme 2009/2010



 **VEOLIA**
WATER

This is the Charges Scheme of Three Valleys Water PLC (the "Company") made under Section 143 of the Water Industry Act 1991. It has been submitted to OFWAT (the Water Services Regulation Authority) and is effective from 1 April 2009 to 31 March 2010. It may be referred to as the Water Supply Charges Scheme 2009/2010.

The Company has resolved that the amounts set out in the Schedule of Charges are payable by Customers in accordance with this Charges Scheme. These Charges have, where applicable, been approved by OFWAT.

A Smith
Managing Director
Signed on: 18 December 2008

Three Valleys Water PLC

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FURTHER INFORMATION

In addition to this Charges Scheme the Company publishes information on a wide range of subjects, ranging from water quality to advice on installing a meter. A selection is set out below. Please telephone 0845 782 3333 (local rate charge) or visit our website at www.3valleys.co.uk for further details and a free leaflet.

Services and General Code of Practice for customers
Billing information leaflets
Meter information packs, household and business
Our code of practice on Debt ("Payment Problems" leaflet)
A code of practice on leakage for Domestic Customers
Conservation, access and recreation activity report
Complaints procedures
Guaranteed standards of service
Garden watering tips
Water efficiency for business and domestic customers
Supply Pipe Repair Scheme
Protection against frost
Managing Water Pressure

NOTE

Charges for sewerage and sewage disposals

The Company collects charges for sewerage and sewage disposal on behalf of Thames Water Utilities Ltd and Anglian Water Services Ltd in those parts of the Company's area to which these services are provided. Charges are levied and collected in accordance with the charges schemes of these Companies. Details of the charges payable to Thames Water and Anglian Water are set out in the Schedule of Charges for information but do not form part of this charges scheme.

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1 GENERAL

1.1 Definitions and Interpretation

The Interpretation Act 1978 shall have effect for the interpretation of this Charges Scheme as it has effect for the interpretation of an Act of Parliament but the following words have the meanings given below:

Billing Year	A period of one year running from 1 April to 31 March.
Customer	The person liable to pay charges to the Company for water supplied to any Premises. This person will be the Occupier unless the Company has agreed with another person to accept payment from them.
Domestic Customer	A Customer in respect of water supplied to Domestic Premises.
Domestic Premises	Premises in which, or in any part of which, a person has his home.
Domestic Purposes	<p>Drinking, washing, cooking, central heating and sanitary purposes including in relation to a house:</p> <ul style="list-style-type: none"> • the purposes of a profession carried on there • purposes outside the house (including vehicle washing and garden watering) connected with the occupation of the house which can be satisfied by a supply drawn from a tap inside the house without the use of a hosepipe or similar apparatus. <p>This does not include:</p> <ul style="list-style-type: none"> • the business of food or drink preparation for consumption off the Premises • the business of a laundry • baths or any other similar facility having a capacity exceeding 230 litres.
Leisure Pool	Any kind of pool (other than garden ponds), inflatable or otherwise, which has a capacity of 1000 litres or more, and which is up to 1 metre in depth. Any pool greater than 1m deep and 1000litres capacity is classed as a swimming pool. Swimming pools with a capacity of greater than 10,000 Litres and designed to be replenished by automatic means will be metered in accordance with section 4.3.
Measured Charges Notice	A notice given by the Customer to the Company requesting the introduction of Metered Charges in respect of Domestic Premises. The Company has deemed its Meter Application Form to be a Measured Charges Notice and forms are available from the Company on request. Contact details are given in Paragraph 1.2, and further information about Measured Charges notices is given in Paragraph 4.5.
Metered Charges	Charges which include an element calculated by reference to the volume of water passing through a meter.
Metering Equipment	Apparatus owned and maintained by the Company, including any meters, remote-reading devices, covers and frames to the meter pits.
Non-Metered Charges	Charges which include an element calculated by reference to the Rateable Value of the property.
Occupier	Any person who for the time being occupies any Premises supplied.
OFWAT	The abbreviated name adopted by the Water Services Regulation Authority, which assumed the role of the former Office of Water Services on 1 April 2006.
Premises	Buildings or parts of buildings intended to be separately occupied.
Rateable Value	<p>Either</p> <p>The value shown in relation to any Premises in the Valuation List at 31 March 1990</p> <p>Or</p> <p>a notional rateable value allocated by the Company in accordance with Paragraph 5.1.2 of this charges scheme.</p>
Reversion Notice	Any written notice cancelling a Measured Charges Notice.
Schedule of Charges	The schedule of charges forming part of this Charges Scheme.

Southern Region	The area formerly supplied by the North Surrey Water Company Ltd as at the 30 th September 2000.
Valuation List	A list for the purpose of rating under Section 67 of the General Rate Act 1967 in force at 31 March 1990.

1.2 Contacts

Enquiries about any matter in this Charges Scheme should be addressed to:

Three Valleys Water PLC
PO Box 48
Bishops Rise
Hatfield
Hertfordshire
AL10 9HL

Telephone: 0845 782 3333
Facsimile: 01707 277233
Minicom: 01707 277149

Consumer Council for Water (CCWater)

CCWater represents water consumers and is a statutory body reporting to the department of Environment, Food and Rural Affairs. Customers of Three Valleys Water are represented by the London and South East Region of CWater. They will only deal with complaints where the water company has been given an opportunity to resolve the complaint in the first instance. They can be contacted as follows:

Consumer Council for Water London & South East Region
11 Belgrave Road
London
SW1V 1RB

Telephone: 0845 758 1658
Email: londonandsoutheast@ccwater.org.uk
www.ccwater.org.uk

Facsimile: 0121 345 1010. Any matter which may be referred to the Water Services Regulation Authority (OFWAT) for determination should be addressed to:

Water Services Regulation Authority (OFWAT)

Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Telephone: 0121 625 1300
Facsimile: 0121 625 1400

2 POWERS

2.1 Powers to Charge

The Company's powers to charge for water supplies are contained in Section 143 of the Water Industry Act 1991 (WIA 1999). Charges for water supplied to Domestic Premises must be in accordance with this Charges Scheme. Charges for water supplied to other Premises may be in accordance with this Charges Scheme or by separate agreement with the Company.

Increases in the Company's water supply charges are limited by a charging formula determined under the Water Industry Act 1991 and the Company's Instrument of Appointment.

The Company must ensure that its charges do not show undue preference to, and that there is no undue discrimination against, any class of Customers or potential Customers.

The Company may at any time fix an additional charge to enable it to comply with a statutory requirement.

2.2 Persons chargeable

Charges for water supplies are payable by the Occupier of the Premises or the person who uses the supply, unless the Company has agreed with another person to accept payment from them.

Where there is more than one occupier for the time being of any premises supplied, such occupiers shall be liable to pay water services charges for those premises jointly and severally.

2.3 Value Added Tax

Value Added Tax is payable at the standard rate on water supply charges to all industries within Standard Industrial Classification (S.I.C.) Categories 1 to 5, based on the 1980 SIC. Details of these categories and the individual codes within them are available from the Company on request. Companies are requested to register their SIC code with the Company as promptly as possible, in order to avoid incorrect charging of VAT. This is done by completing the Company's "VAT Declaration" form. The form will normally be issued with the Customer's first bill when a new commercial account is opened, however it is also available on request. Contact details are given in Paragraph 1.2.

In accordance with the guidance issued by Her Majesty's Customs and Excise, The Company will charge VAT on all commercial water supplies at the standard rate, until such time as the business occupying the Premises supplied provides written confirmation (via the above mentioned form) that their supply should be Zero-Rated for VAT. The Company will not make any refund of VAT paid in error for any period of more than three years.

Where VAT is payable on any other charges levied by the Company, this is shown in the Schedule of Charges.

3 POLICIES

3.1 Basis of charging

The Company will calculate charges in accordance with the tariffs applicable to the Premises supplied.

Customers moving in to Premises will be charged on a metered basis if any of the circumstances specified in Paragraph 4.3 applies. The Company may require metered charging if any of the circumstances specified in Paragraph 4.4 apply. Further information can be obtained from the Company on request. Contact details are given in Paragraph 1.2.

3.2 Vulnerable Customers – WaterSure Scheme

Under various regulations, Metered Customers in certain prescribed circumstances are eligible to be charged no more than the Average Household Charge. This applies to both water and sewerage charges. An outline of the scheme is given below and an application form is available from the Company by calling 0845 782 3333 or emailing special.care@3valleys.co.uk. The scheme is subject to correction and change in accordance with new legislation as it arises from time to time.

The Company is required to assess the eligibility for assistance of any Customer who applies and to take reasonable steps to verify the Customer's entitlement. This may include checking claims with third parties such as Jobcentre Plus or the Customer's doctor.

To help Customers manage their water use and to promote the efficient use of water, the Company may require an audit of water use at the Premises.

A Customer who successfully applies for assistance will be charged in accordance with section 3.2.4. This may be paid by instalments over the year. The Company will carry out an annual reconciliation to ensure that the Customer is charged the lesser of the Average Household Charge or the charges that would otherwise be payable on a normal metered basis.

3.2.1 Circumstances in which assistance will be given

Assistance will be given only where eligibility is established under Paragraph 3.2.2 and:

- charges for the Premises are on a metered basis, and
- the Premises are occupied as the Customer's only or principal home, and
- where the Premises are not used solely as a Customer's home, the other use is not the principal use of the Premises, and
- a sprinkler, hosepipe or any other apparatus for garden watering is not in use at the Premises (unless held in the hand at all times), and
- a swimming pool or pond with a capacity greater than 10,000 litres designed to be replenished by automatic means is not in use.

3.2.2 Eligibility for assistance

A metered Customer is entitled to assistance if he or another person residing with him in the Premises ("the qualifying person") can prove entitlement to receive any of the following benefits or tax credits (as defined in the regulations):

- Council Tax Benefit
- Housing Benefit
- Income Support
- Income related employment and support allowance
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Pension Credit

AND

Either

The qualifying person can prove entitlement to receive Child Benefit (as defined in the relevant regulations) for 3 or more children and under the age of 19 who reside at the Premises

Or:

The qualifying person, or any other person who normally resides in the Premises, is diagnosed by a suitably qualified medical practitioner as suffering from any one of the following medical conditions:

- desquamation (flaky skin loss), or
- weeping skin disease (eczema, psoriasis, varicose ulceration), or
- incontinence, or
- abdominal stoma, or
- renal failure requiring dialysis at home (excluded where a contribution to costs is made by a Local Health Authority), or
- Crohn's disease, or
- Ulcerative Colitis, or
- any other medical condition for which a qualified medical practitioner has provided a certificate confirming the requirement for additional water use,

and as result of the relevant condition is obliged to use a significant additional volume of water.

In addition, in the case of 3 children under the age of 19, the Company will also consider applications where the person receiving the qualifying benefit is not the same person who receives the child benefit in respect of those children, provided they are permanently resident in the same address.

3.2.3 Proof of entitlement to assistance

The Company may refuse an application for assistance:

- if it is not supported by a copy of the latest notice of entitlement confirming eligibility for one of the benefits or tax credits referred to in Paragraph 3.2.2, or
- if the latest notice of entitlement:
 - (a) in the case of a benefit, is dated more than 12 months before the date of application
 - (b) in the case of a tax credit, is dated more than 6 months before the date of application, or
- if applicable, the latest notice of entitlement confirming entitlement to receive Child Benefit for 3 or more children under the age of 19 and residing at the Premises is not produced.

If applicable, the Company is entitled to require the application to be supported by the following relevant information:

- the name of the patient
- details of the medical condition on which the application is based and its impact on increased water consumption at the Premises
- the date on which the certificate was given
- the name and address of the medical practitioner providing the certificate.

The Company is not liable to pay any medical practitioner's fees for provision of a certificate in support of an application based on any condition that is not specifically listed in Paragraph 3.2.2 of this Charges Scheme.

3.2.4 Period of entitlement to assistance

Assistance under the WaterSure Scheme will begin from the start of the billing period in which the application is made, and end:

- either 12 months later, unless that is part way through a billing period, in which case it will end at the end of that billing period or
- if the Customer ceases to be eligible for assistance before this time, the end of the billing period in which eligibility ceases.

The billing period covers approximately six months beginning on the date the meter is read, and ending when the meter is next read.

A Customer wishing to remain on the WaterSure Scheme must renew his application for assistance annually. The Company will send a notice reminding the Customer of the need to reapply.

3.3 Payment Methods

The following payment methods are available to Customers:

- Direct Debit
- Via our website
- Credit and Debit Cards (most cards except Electron or American Express are accepted)
- Bank Giro
- National Giro Bank
- Standing Order (We can supply a form on request)
- Post (Cheque or Postal Order)
- Telephone and Online Home Banking
- Payment Cards (available for use free of charge at any PayPoint™ enabled retail outlet, and subject to a minimum transaction value of £3.50 and a maximum transaction value of £99.00)
- Such additional methods of payment as the Company may make available from time to time.

Note: Payments made via Bank Giro are free if made at a branch of Barclays Bank within the Company's supply area, or at a branch of the Customer's own bank, and can be made by either cash or cheque. Payments via National Giro Bank (at the post office) are subject to a fee at the time of payment, which is set by the Post Office.

The Company has an arrangement with certain local authorities, which collect charges for water services from their tenants. In this case, Customers will not receive a bill from the Company but will be charged by their local authority an amount in addition to their rent to cover water charges.

For Domestic Customers in receipt of certain Benefits or Tax Credits and who are in arrears, the Company will accept payment through the direct payment scheme, known as "Water Direct", operated by the Department for Work and Pensions. A Customer wishing to take advantage of this scheme should contact the Company to request an application form. The Company can also make an application on their behalf.

In the case of a Customer who moves into a non-metered property within the Company's supply area becoming subject to metering under paragraph 4.3(b) of this Charges Scheme, the Company may offer the facility to make payments "on account" towards charges for the new property, irrespective of whether any bill has yet been issued in respect of the new premises. This will continue unless the customer terminates the arrangement. Once a meter is installed, a bill will be issued and the balance and future amounts to be collected from the customer will be reviewed, and adjusted where necessary.

3.3.1 Foreign Currency

The Company will accept payment in Euros (no other Foreign Currency is accepted) and the relevant exchange rate prevailing at the time of receipt of payment will apply. Any shortfall or benefit will be debited or credited to the customer's account accordingly. The cost of handling and processing the transaction will be borne by the Customer in addition to the actual payment being made.

3.4 Payment by Instalments

Accounts are payable on demand in advance, but Domestic Customers may choose to pay by 10 equal monthly instalments if they are Non-Metered (see also 3.5), or by 12 equal monthly instalments if they are Metered (see also 3.6). Similar facilities are available to most Commercial Customers.

In addition, Domestic Customers occupying Domestic Premises may choose to pay in instalments using a payment card (subject to minimum transaction value), a booklet of payment stubs or a standing order arrangement, either by:

Weekly or fortnightly instalments of equal amounts or
Weekly instalments of variable amounts.

The Direct Debit and Credit/Debit Card payment methods are not available for weekly or fortnightly instalments and the Company may withdraw an instalment option if any instalment is not paid on the due date.

3.5 Payment Dates for Non-Metered Customers

Non-Metered Customers will be billed once a year, but have a choice of payment frequencies as set out below.

Frequency	Payment Method	Due
Annual	Direct Debit (D/D)	1st, 8 th , 15 th or 22nd April
	Other than by D/D	By 8 th April (or a completed D/D form received by this date).
Half-Yearly	Direct Debit	1st, 8 th , 15 th or 22nd April and 1st, 8 th , 15 th or 22nd October.
	Other than by D/D	First payment by 8 th April and second by 8 th October (or a completed D/D form received by 8 th April).
10 Instalments	Direct Debit	Payments to commence on 1st, 8 th , 15 th or 22nd April. Last payment on 1st, 8 th , 15 th or 22nd January as appropriate.
	Other than by D/D	1 st April to 1 st January.
Multi-Instalments	Other than by D/D or Credit/Debit Card	As agreed with the Company (see also Section 3.4).

Payment Dates no longer offered

For existing Non-Metered Customers in the Company's Southern Region who are currently paying by Direct Debit, the scheduled payment date is the 5th. Any new customers, and anyone who cancels an existing Direct Debit and then later reinstates it, will be offered one of the alternative dates as shown above.

Similarly, the payment date of the 28th of the month is no longer being offered to new Customers but Customers who are already set up to pay on this date will continue to do so until they cancel their direct debit, following which they will be offered one of the alternative dates.

3.6 Payment Dates for Metered Customers

Domestic Metered Customers will be billed approximately every 6 months. Non-Domestic Customers will be billed either monthly, quarterly or half-yearly, and the Company will give reasonable notice if it intends to change the billing frequency.

Billing Frequency	Payment Method	Due
Half-Yearly	Direct Debit	As and when billed, or in 12 equal monthly instalments to be made on 1 st , 8 th , 15 th or 22 nd of each month..
	Other than by D/D	Either (i) As and when billed, or (ii) by multi-instalments as agreed with the Company (excluding Credit Cards)
Quarterly (Commercial Customers only)	Direct Debit (4 or 12 instalments)	As and when billed, or in 12 equal monthly instalments, on 1 st , 8 th , 15 th or 22 nd .of each month
	Other than by D/D	As and when billed.
Monthly (Commercial Customers only)	Direct Debit (12 variable instalments)	As and when billed on 1 st , 8 th , 15 th or 22 nd . of each month
	Other than by D/D (12 variable instalments)	As and when billed.

3.7 Collection of Outstanding Charges

The Company's policy is to enforce payment of charges demanded. If the Company does not receive an instalment payment by the 14th of any month (or the due date for Direct Debit instalments), a reminder notice will be sent. If more than one instalment is overdue the instalment facility will be withdrawn and the outstanding balance will become due immediately.

Normally a period of 14 days will be allowed after a non-instalment payment falls due before a reminder notice is issued. If payment is not then received the whole of the annual charges remaining unpaid will become due and payable.

For Domestic Customers who do not have a poor payment history, the Company will send a bill, final notice and pre-claim letter before passing the account to a Debt Collection Agency who may instigate court proceedings on the Company's behalf. The cycle of actions the Company takes is determined upon previous payment history and may not include some actions.

Non-Domestic Customers will, if there has not been a previous poor payment history, be sent a bill, final notice and disconnection notice before the Company disconnects the supply and/or passes the account to a Debt Collection Agency who may instigate court proceedings on the Company's behalf. If there has been a poor payment history the Company may exclude some actions. If a non-domestic supply is disconnected for non-payment, all charges and costs incurred by the Company must be paid in full before the supply will be restored. Where a Non-Domestic supply cannot be disconnected a charge will be made for the costs of visiting a property to collect unpaid charges, as shown in the Schedule of Charges.

An administration fee, shown in the Schedule of Charges, will be levied where cheques or direct debit payments are returned unpaid. This charge will be made for all failed transactions.

The Company follows a Code of Practice on Debt for Domestic Customers and a copy is available upon request.

3.7.1 Security Deposits (Non-Domestic Properties)

Following persistent non-payment or disconnection due to non-payment of charges in respect of a Non-Domestic property, the Company, once it has received full payment of unpaid charges and expenses, reserves the right to demand a deposit of up to 12 months in respect of future estimated charges prior to reconnecting the supply. If the Customer keeps to their payment agreement the deposit amount will be returned at the end of 12 months, failing which it will be used against the outstanding balance.

3.8 Backdating of Unbilled Charges

Where the Company discovers that a Customer has not been billed for all or part of their Water and/or Sewerage Services, it is the Company's policy to levy backdated charges according to the nature of the situation and the type of Customer, as follows:

3.8.1 Domestic Customers

Where a Domestic Customer could not reasonably have known that he should have paid, unbilled charges will be levied back for no more than two previous billing years, plus the current billing year. In all other cases the Limitations Act 1988 will apply (i.e. up to 6 years backdated from the date of discovery of the error). For Metered Domestic Customers, back billing will include a volumetric charge as well as standing charges. Where no meter was in place or no readings were able to be obtained, an average consumption figure per household of 150m³ per annum will be used, unless the Customer provides evidence substantiating a different figure.

3.8.2 Non-Domestic Customers

In all cases, Charges for Non-Domestic Customers will be payable in accordance with the Limitations Act 1988 i.e. Charges will be levied back up to 6 years from the date of discovery of the error.

3.9 Interest

If the Company commences legal proceedings to recover any outstanding debt, then it will include within its claim (in accordance with Section 69 of the County Courts Act 1984), a claim for interest. Interest will be claimed on the debt outstanding at the rate from time to time specified under the Act from the date the debt became due to the date of issue of the proceedings and, in addition, up to the date of the Court's Judgment or earlier payment, whichever comes first.

3.10 Charges and Discretionary Allowances for Vacant Premises

Charges remain payable if Premises are vacant unless the Customer qualifies for a reduction or for a full waiver of all charges, in accordance with the Company's current policy. This policy is set out in a Customer leaflet and all Customers are required to apply in advance and in writing using the form provided by the Company on request. Retrospective allowances will not normally be given.

If an allowance is issued to any Customer, and our void inspection finds that the Premises is in fact occupied, full charges will be levied back to the last known date of occupation.

Full details of the scheme are available on request. Contact details are given in Paragraph 1.2.

3.11 Supply Pipe Repair Scheme

As set out in Paragraph 3.14 below, maintenance and repair of supply pipes are the responsibility of all the occupiers of the Premises receiving a supply of water through them. The Company's responsibility for pipework ends at the boundary of the public highway. The Company currently operates a supply pipe repair scheme, available to Domestic Customers only, which offers a free repair of the Customer's supply pipe in the event of a leak subject to certain qualifying criteria and acceptance of our terms and conditions. Repairs will normally only be carried out by the Company if:

- the supply pipe is judged by the Company to be in good condition, and
- the exact location of a leak is known, and
- the leak can be repaired without hindrance within a small single excavation.

The Company is not under any obligation to carry out work on Customers' private pipework and reserves the absolute right to decline to make a repair. If the latter applies the Company will serve a Waste Notice requiring the Customer or Customers to take action to repair the leak.

The Company will also offer a one-off payment of £100 per property if the Customer(s) opts to replace their supply pipe in a full single length from the Internal Stop Tap to the Company's External Stop Tap (or the boundary of the public highway, whichever occurs first) because of leakage. This must be agreed with the Company before carrying out the work in order to qualify for the payment.

Full details of the scheme are available on request in our leaflet entitled "Leaking Supply Pipe?".

3.12 Saffron Walden

Under the Lee Valley Water Order of 1963, Customers in the area of the former Borough of Saffron Walden receive softened water and pay an additional 10% of all water supply charges. Although the Borough of Saffron Walden no longer exists, the Company will continue to charge Customers whose premises fall within the boundary of the former Borough for so long as the water supplied to those Customers is softened, in accordance with the Order. No other customers shall be subject to this charge.

3.13 Determining disputes

If a Customer is dissatisfied with the level of service provided and wishes to make a complaint, the Company operates a complaints procedure which has been agreed with the industry regulator, OFWAT.

The Company will answer all written complaints within 10 working days, and most within 5 working days. Further information and a copy of the procedure are available from the Company on request.

3.14 Responsibility for Common Supply Pipework

The Occupiers (or Owners) of premises supplied from a common supply pipe have a shared responsibility for maintaining and repairing that pipe. The Company recommends that such customers give consideration to separating themselves from the joint supply by taking their own separate connection from the Company's water mains.

4 METERING

4.1 Metered Charges

Customers subject to metered charges will be charged in accordance with the Company's Standard Metered Charges unless the Company has determined to charge one of the other metered tariffs below.

4.1.1 Standard Metered Charges

The charges comprise:

- a standing charge, payable in advance, calculated on a daily basis (pro-rata according to the billing frequency) and determined in accordance with the Schedule of Charges and
- a volumetric charge calculated by multiplying the volume of the water supplied as determined from the meter reading or estimated by the Company (including water leaked from any part of the supply pipe by which the customer is supplied), by the rate per cubic metre shown in the Schedule of Charges and
- in the case of Domestic Premises which become subject to metered charging in accordance with Paragraph 4.3(b):

EITHER

a charge equal to the amount that would have been payable on a Non-Metered basis in respect of the Premises, (had they not been subject to metered charging) for the period from the date the Premises became subject to metered charging to the date that the meter was installed

OR

If the customer elects within 12 months of the date of the first metered bill that includes volumetric charges, estimated metered charges in respect of the period from the date the Premises became subject to metered charging to the date the meter was installed.

4.1.2 Large User Tariff

The Large User Tariff is beneficial for Customers who consume around 50,000 cubic metres of water annually at any set of Premises in common ownership, assessed as a single unit for business rating purposes. Such customers are billed on a monthly basis.

The Company retains the absolute discretion to determine whether the Large User Tariff applies in respect of any set of Premises.

A Customer may at any time opt to be charged on the Large User Tariff, which will apply from the date of application onwards. A Customer may by written notice apply to the Company to revert to the Standard Metered Charges with effect from the date of the notice. A Customer may only give a maximum of one election notice and a maximum of one cancellation notice in any Billing Year. The Company shall have an absolute discretion as to whether a Customer shall revert to Standard Meter Charges.

The Large User charges comprise:

- the annual standing charge shown in the schedule of charges, payable in advance, calculated on a daily basis and billed at monthly intervals applicable to the size of meter and
- a volumetric charge calculated by multiplying the volume of the water supplied as determined from the meter reading or estimated by the Company, by the rate per cubic metre shown in the Schedule of Charges and

- a supplementary fixed charge for each set of premises to which the Large User Tariff applies, shown in the schedule of charges and payable in advance, calculated on a daily basis and billed at monthly intervals.

4.1.3 Mid User Tariff

The Mid User Tariff may be applied to all accounts billed on a monthly basis except where the Large User Tariff applies, in respect of a set of premises in common ownership, assessed as a single unit for business rating purposes.

Customers must apply to the Company in writing to receive this tariff, which will apply from the date of application onwards. The Customer may only give a maximum of one election notice and a maximum of one cancellation notice in any Billing Year. The Company retains the absolute discretion to determine whether the Mid User Tariff applies in respect of any set of premises.

In order to qualify to be billed on a monthly basis, a customer must be able to demonstrate that he is using at least 3,000 cubic metres of water per year. The Company retains the absolute discretion as to whether a customer is billed on a less frequent basis.

The charges comprise:

- the annual standing charge shown in the schedule of charges, payable in advance, calculated on a daily basis and billed at monthly intervals applicable to the size of the meter and
- A volumetric charge calculated by multiplying the volume of the water supplied as determined from the meter reading or estimated by the Company, by the rate per cubic metre shown in the Schedule of Charges.

4.1.4 Seasonal Tariff Trial

The Company may in respect of any Billing Year designate certain Premises within its water supply area as being subject to Metered Charges on a Seasonal Tariff basis. In these circumstances Customers will be liable to pay charges to the Company on the Seasonal Tariff basis in place of Standard Metered Charges or any other tariff previously applied (this excludes vulnerable customers who will continue to receive the WaterSure tariff where applicable).

The Seasonal Tariff will continue to be payable in respect of any Premises so designated by the Company until it determines otherwise.

The Seasonal Tariff comprises:

- A standing charge, payable in advance, calculated on a daily basis (pro-rata according to the billing frequency) and determined in accordance with the Schedule of Charges and,
- A volumetric charge calculated by multiplying the volume of water supplied as determined from the meter reading or estimated by the company (including water leaked from any part of the supply pipe by which the customer is supplied), by the Summer or Winter rates per cubic metre shown in the schedule of charges and

In the case of Domestic Premises which become subject to metered charging in accordance with paragraph 4.3(b): -

EITHER

A charge equal to the amount that would have been payable on a Non-Metered basis in respect of the Premises, (had they not been subject to metered charging) for the period from the date the Premises became subject to metered charging to the date that the meter was installed

OR

If the customer elects within 12 months of the date of the first metered bill that includes volumetric charges, estimated metered charges in respect of the period from the date the Premises became subject to metered charging to the date the meter was installed.

4.2 WaterSure

Eligibility for this tariff is set out in Paragraph 3.2 of this Charges Scheme.

The charges will initially be based upon the Company's average household bill as set out in the Schedule of Charges, and when reviewed at the end of the year, will be reduced if actual consumption would have resulted in a lower charge.

4.3 Supplies which will be charged only by meter

Without prejudice to section 144B of the WIA1991, in the following cases the supply to the whole Premises must be charged on a metered basis:

- (a) Premises receiving a supply of water for the first time (reference: Section 47(2)(c) of the WIA1991). For the avoidance of doubt, this shall include premises that have been (or will be) newly constructed on the site of a premises previously charged on non-metered charges which has been entirely demolished, regardless of whether or not the existing supply pipe is reused.
- (b) Domestic Premises where there has been a change of Occupier of the Premises, unless the Company determines otherwise and this Paragraph 4.3(b) shall in respect of such Premises constitute notice given by the Company (under Section 162(1A)(c)(ii) of the Act) of its intention to fix charges by reference to volume.
- (c) Premises where a meter is already installed unless a valid Reversion Notice has been given.
- (d) Where a valid Reversion Notice has previously been served, the meter remains in place and all Occupiers residing in the Premises at the time of reversion have vacated the Premises.
- (e) Premises using a sprinkler or a hosepipe or any other apparatus for garden watering (unless held in the hand at all times). For the avoidance of doubt, garden watering apparatus includes irrigation systems.
- (f) Premises having a swimming pool, Leisure Pool or pond with a capacity greater than 10,000 litres designed to be replenished by automatic means.
- (g) Premises having or installing a Hot Tub, Spa Bath, or other similar recreational water-using apparatus with a total capacity exceeding 230 Litres.
- (h) Where the Company has installed a meter in accordance with powers granted under any legislation or regulation to meter compulsorily.

In the case of 4.3(b) the Company may revert to charging the Premises on a non metered basis if it proves impractical or unreasonably expensive to install a water meter to record usage. In addition, where it can be proved that any person who was previously in occupation of the property remains in occupation after the change of billing name, the Company will not insist on metering.

In the case of 4.3 (e), (f) or (g) where metering is impractical or unreasonably expensive, the relevant annual non-metered charge will be payable in accordance with Paragraph 4.3.1 below.

Please refer to paragraph 4.5.2 of this Charges Scheme for a definition of an impractical or unreasonably expensive installation.

4.3.1 Non-Metered Charges for Sprinklers, Pools, Ponds, Hot Tubs and Spa Baths

Where premises have:

- a sprinkler, or
- a swimming pool or any other type of pool for recreational use (leisure pool) with a capacity greater than 1,000 litres, or
- A Bath, Hot Tub, Spa Bath or other similar recreational water using apparatus with a total capacity greater than 230litres,

and are not or cannot be metered, the relevant annual Non-Metered charge for such facilities will be payable, as set out in the Schedule of Charges. This charge will apply until such time as the property becomes metered.

Ponds are not subject to Non-Metered charges, except where they would otherwise be required to be metered but cannot be for technical reasons.

4.4 Supplies which the Company may elect to charge on a metered basis

Without prejudice to section 144B of the WIA 1991 the Company may require that the supply to the whole Premises is metered if any of the following circumstances apply:

- Use of the Premises as the Customer's home is not the principal use of the Premises.
- Water is supplied for any purpose other than Domestic Purposes.
- Premises are used wholly for business, trade or manufacturing, or for the exercise of functions by a public authority.
- Any unit incorporating reverse osmosis (such as certain water softeners) is installed.
- A shower unit (of a type specified under paragraph 4 of the Table to Regulation 5 of the Water Supply (Water Fittings) Regulations 1999(c)) is installed.
- Premises are situated in an area designated by the Secretary of State as an area of water scarcity.
- Where existing premises charged on the basis of rateable value are divided, all newly formed premises may be metered.

4.5 Meter Options

Domestic Premises

A Customer requiring a meter to be installed free of installation charge at any Domestic Premises may apply for a meter by giving a Measured Charges Notice. The Company has deemed its Meter Option Application Form to be a Measured Charges Notice, and the application form can be obtained from the Company on request.

Non-Domestic Premises

A Customer may apply by completing and returning a Meter Application form, and an Installation Fee will be payable at the appropriate rate, as set out in the Schedule of Charges. Forms are available from the Company on request, contact details are given in Paragraph 1.2. The Company will endeavour to install the meter within 3 months of receiving the Customer's instruction to proceed.

Rights of Tenants to have a meter

Where a tenancy applies for 6 months or more a tenant has the right under section 209A of the WIA 1991 to ask the Company to install a water meter. A landlord may not legally prevent an application or the installation of a meter; their permission is not required by the tenant but the Company recommends that they be informed of the tenants intention to apply for a meter.

4.5.1 Domestic Premises

If the Customer gives the Company a valid Measured Charges notice by completing and returning an application form, available from the Company on request, the Company will endeavour to install a meter within 90 days at one of the locations set out in paragraph 4.5.3 below. If the Company does not install the meter within 90 days (unless the delay is due to the Customer):

- metered water standing charges will be charged from the 91st day and
- consumption charges will be calculated by estimating consumption. A Customer may request an adjustment to this charge if subsequent actual readings show a reduced level of consumption.

4.5.2 Impractical or unreasonably expensive installations

The Company may choose not to meter a property if it involves unreasonable expense, or is impractical. An impractical installation or one that involves unreasonable expense includes, as applicable:

- where it would be necessary to install more than one meter
- where there is no location available to which it would be practical for the Company's employees to gain access for reading and maintenance purposes (For example: in lofts; behind or requiring the movement of wall panels or kitchen appliances such as cookers or other heavy furniture; behind locked cupboard or security doors or gates to which or in area to which the Company does not have unrestricted access.)
- where the customer declines to carry out alterations to their internal plumbing or separation of their supply pipe at their own expense to allow the Company to install a meter.

If the Company decides that installation of a meter would involve unreasonable expense, the Customer may ask OFWAT to determine whether the Company should install the meter free of charge.

4.5.3 Meter location

The Company's policy is not to install meters inside a Customer's property, except as a last resort. In general therefore, the Company will install meters externally, located in an existing boundary box where one is available. This boundary box is usually in the public highway where the Company's External Stop Tap is located, and may need to be replaced to meet current specifications. If no boundary box exists, installation will normally be in the public highway, as close as possible to the boundary of the public highway with the Customer's property, in made or unmade ground as appropriate.

If one of the above locations is not available, including where the supply serves more than one property, the Company will notify the Customer of its intention to install a meter on their premises and will give advanced warning of the intended location by either letter, card, face to face or telephone.

One of the following locations will be used:

- As close to the boundary of the property as possible. If this is in made ground the surface area will be restored but may not necessarily match the existing finish.
- As a last resort and not under the Change of Occupier metering programme, internally on the rising main, usually at the point where the first internal stopcock is located. However, the Customer must undertake to give the Company unrestricted access to the property for the purposes of installation, maintenance and reading. The Company will not make any alteration to fixtures and fittings without the agreement of the Customer. Where the Customer agrees to the alteration, or requests it, he will be responsible for the restoration works.
- If the Customer objects to the location proposed on their premises, the Company will work with the Customer to try to reach an agreement which will not result in an impractical or unreasonably expensive installation. The Company has certain powers of entry as set out in Sections 162 and 172 of the WIA 1991.

4.5.4 Miscellaneous Matters (Metering)

While the Company prefers all premises to be individually supplied and metered, the Company will in exceptional cases consider a single meter to Domestic Premises which have been sub-divided into two or more separately occupied units, provided the Company receives a satisfactory undertaking from one or more persons to pay the water supply charges. Paragraph 4.6.6 of this Charges Scheme shall apply. Developers or other individuals considering making alterations to existing premises so as to create one or more new dwellings, should contact the Company in advance for advice on requirements for individual pipework and metering.

In certain circumstances the Company will consider installing a remote meter reading device but may make an associated charge for this service (see also paragraph 4.6.1).

4.5.5 Reversion

A Customer may not give a Reversion Notice if any of the applicable circumstances specified in Paragraph 4.3 apply or where the Company operates any part of Paragraph 4.4 of this Charges Scheme.

A Customer may give a Reversion Notice within 12 months of the date of installation of the meter (or such later date as the Company may in its absolute discretion determine), or within 30 days of receiving the second account including volumetric charges (whichever is the later) **if:**

Either

- he is the Customer who gave the Measured Charges Notice; and
- he is still the Customer; and
- he has not given a previous Measured Charges Notice for the Premises

Or

- he is not the Customer who gave the Measured Charges Notice; but
- any person in occupation of the Premises when the Measured Charges Notice was given remains in occupation; and
- neither he nor the person who gave the Measured Charges Notice has previously given a Measured Charges Notice for the Premises.

Where a valid Reversion Notice has previously been served and all Occupiers residing in the Premises at the time of reversion have vacated the Premises, charges for the new Occupier will be reverted to a measured basis. In such cases the new Occupier will not have the right to serve a reversion notice.

To assist a Customer in deciding whether to give a Reversion Notice, the Company will issue bills at approximately 6 monthly intervals. The Company will not make any other reading of the meter but a Customer may wish to take their own readings.

If the Company receives a valid Reversion Notice it will revert to the original method of charging within 5 working days, but will not remove the meter.

4.5.6 Domestic Assessed charge (where metering is not possible)

Where the Company is unable to install a meter because it is impractical, access has been denied or it involves unreasonable expense, as set out in Paragraph 4.5.2, it will offer to charge the customer from the date of the original meter survey on the Domestic Assessed Tariff set out in Paragraph 5.1.3. The Company may later withdraw Domestic Assessed charges where it deems that metering becomes possible at reasonable cost. For clarity, Assessed charges will not be applied to properties subject to metering on a change of occupier under Paragraph 4.3(b) of this Charges Scheme.

4.6 Further Provisions Relating To Metered Water Supplies

4.6.1 Meter Readings

A meter reading taken by the Company is evidence of the water consumed except where the meter:

- has stopped or slowed,
- has been bypassed or otherwise removed by the customer, or
- has been tested and found to exceed the prescribed limits of error.

In the above cases the Company will estimate the quantity supplied during the period when the meter had stopped, failed to register correctly, been bypassed or removed. Please also refer to paragraph 4.6.5 of this charges scheme for more information concerning the offence of tampering with a meter.

Under the WIA 1991, Customers are obliged to provide reasonable access to the Company to read and carry out necessary maintenance to a meter located inside the premises or otherwise on their property. The Company may choose to estimate a reading for billing purposes and will estimate if it has not been possible to read the meter, including where access has been denied by the customer. The Customer may provide an actual reading to replace an estimated reading. Estimates are based on historical data for an equivalent period or the number of Occupiers if known. If this data is not available, the estimate will be based on a level of 2.8 cubic metres per week for Domestic Premises and 5.8 cubic metres per week for other Premises. If the Customer provides a reading, charges will be recalculated on the information supplied.

Where the start of a Billing Year falls between two meter readings, the total volume recorded for the reading period will be apportioned on a daily basis between the period up to 31 March and the period after that date. Volumetric charges will likewise be calculated at the rates for the two relevant Billing Years.

The Company may fit a device for reading meters that are not readily accessible. Depending on the individual circumstances of each case, there may be a charge for installing such a device. If there is a discrepancy between the readings of the meter and the device, or the Company decides that the continued use of that device is no longer appropriate, then the reading of the meter will be used.

4.6.2 Meter Tests and Logging

The Company offers two services to customers which may be of assistance in determining the cause of an unexpected change in consumption. The first is considered to be the most valuable in such cases.

1. **Logging Service:** The Company offers a chargeable logging service which may assist customers in determining the reason for unusual or high consumption. The service includes the deployment of an electronic logging device connected to the pulsed output of the meter, enabling actual consumption to be recorded at 15 minute intervals. The logger will normally be deployed for a minimum period of 14 days and a full report will be produced for the customer shortly afterwards. The charge for this service is shown in the Schedule of Charges and this service is highly recommended to any customer experiencing an unaccounted-for increase in consumption.
2. **Meter Testing:** A Customer may at any time request in writing that the meter should be tested. The meter to be tested will be exchanged and sent to an independent testing facility. This replacement meter will remain in place regardless of the test result. A fee not exceeding the sum shown in the Schedule of Charges will be payable if the meter is found to be registering within prescribed limits of error. No fee will be payable for tests where the Company decides that a test is necessary. Further details are available from the Company on request.

4.6.3 Leakage

The Company will charge for all water passing through the meter including water lost by leakage from the Customer's supply pipe, waste or otherwise, except water used for fire fighting purposes (see Paragraph 4.6.9).

The Company follows a Code of Practice on leakage for Domestic Customers. A copy is available on request. The Code of Practice does not cover leakage at Premises that are of a predominantly Non-Domestic nature. Full details of our policy are made available on the Company's Leak Allowance Claim forms, which are also available on request.

4.6.4 Meter Installation and Maintenance

In general, and subject to paragraph 4.5.2, the Company will be responsible for the costs of installing a meter at existing Premises supplied on a non-metered basis, where the meter is installed at the Company's request or where a Domestic Customer gives a Measured Charges Notice. In all other cases Customers are responsible for the cost of installation.

The Company will own and maintain the Metering Equipment.

4.6.5 Offence of tampering with a meter

Any wilful removal of, interference with, or damage to, a meter by a Customer is illegal. Only employees or authorised agents of the Company are authorised to install, remove or replace meters. The Customer must take all reasonable and proper care of the Metering Equipment and allow reasonable access to the Company. If any damage or loss of the meter occurs because the Customer fails to do so, the Company may require the Customer to repay all reasonable expenses incurred in repair or replacement. Customers must ensure that the meter is not covered or obstructed in any way, and the Company reserves the right to levy a charge covering the costs involved in obtaining access to the meter or in re-siting an existing meter. Where necessary, the Company may instigate legal proceedings to recover all costs incurred, including Metered Water Charges.

4.6.6 Common supplies, flats and multi occupied premises subject to metered charging

Where:

- two or more Premises in separate occupation are served by a supply through one meter and;
- there is no agreement in force under which one person has agreed with the Company to pay the charges applicable for all of the Premises

the Occupiers of each Premises will be jointly and severally liable for the whole of the metered charges.

The Company in its absolute discretion may elect to apportion the charges between the Occupiers as it thinks appropriate.

4.6.7 Sub-Metering

4.6.7.1 Sub-metering comprises any arrangement where two or more meters measure the amount of water flowing through a private network of pipes and these meters are used by the Company for charging purposes. The Company no longer allows sub-metering where two or more properties are supplied from the same private supply arrangement. Where such arrangements already exist they will be allowed to continue until one of the following occurs:-

- Water supplied through the Company's main meter is not paid for. This situation usually occurs as a result of leakage on the network of pipes.
- The pipework generally deteriorates and is in need of renewal. When this situation occurs, the company recommends renewal with separate individual supply pipes and meters.
- Further properties are added to a private supply arrangement.

4.6.7.2 Where sub-metering is no longer allowed the following choices are available to the parties connected to the private supply arrangement:

- One Customer may assume responsibility for and pay the value of water passing through the First (main) meter on the private network after the Company's main.
- The private network of pipes is altered or replaced so that each Occupier is separately supplied from the Company's main and individually metered.
- If the Occupiers fail to make a choice between the above two options, The Company will issue bills to the Occupiers of all premises in equal proportions, except where all Occupiers agree, in writing, an alternative split.

4.6.7.3 Where bills remain unpaid for a prolonged period the Company reserves the right to force a separation of supplies in accordance with its powers under Section 64 of the WIA 1991.

4.6.8 Discontinuing or transferring a supply

Liability of outgoing Customer

A Customer must give at least 2 working days' prior notice that he will cease to be the Occupier of any Premises. If he fails to do so he will be liable to pay charges until whichever is the earliest of:

- the next scheduled meter reading date
- the date the Company is informed by a new Occupier
- 28 days from the date he informed the Company.

Liability of incoming Customer

Where a Customer of a property who is liable to pay measured charges vacates the property without notifying the Company and a new Occupier takes up residence also without notifying the Company, once the Company becomes aware of the new Occupier it will take meter readings to establish average daily use. The average daily use will then be used to calculate charges due from the new Occupier between the date they occupied the property and the date of the first meter reading taken thereafter by the Company.

4.6.9 Water used for firefighting purposes

In accordance with Section 147 of the WIA 1991, no volumetric charge will be made in respect of water used for firefighting purposes or for the purpose of training persons for fire fighting.

Where a supply is solely for the purposes of firefighting, no Standing Charges are payable. In all other cases, Standing Charges will be payable at the rate appropriate for the meter size as set out in the Schedule of Charges.

5 NON-METERED

5.1 Non-Metered Charges

Customers not subject to metered charging will be charged in accordance with the Company's Standard Rateable Value Charges, unless the Company has agreed to charge one of the other Non-Metered tariffs below.

5.1.1 Standard Rateable Value Charges

The charges comprise:

- an annual standing charge payable on a daily basis on all properties with a Rateable Value of greater than £50 and
- a charge calculated on a daily basis by multiplying the Rateable Value of the Premises by a rate in the £ based on the location of the Premises and as specified in the Schedule of Charges and
- if applicable, a charge for a sprinkler and
- if applicable, a charge for a pond, swimming pool or other leisure pool, as set out in Paragraph 4.3.1.

5.1.2 Notional Rateable Values

Notwithstanding the Company's right to meter in accordance with sections 4.3 and 4.4 of this Charges Scheme, in the cases listed below, the Company may choose but is not obliged to assign a Notional Rateable Value allocated by reference to similar properties in the area where the profile of Rateable Values appears to correlate with the area in question. This will include the following, where:

- Premises did not have a Rateable Value at 31 March 1990, (including but not limited to places of worship).
- Premises are created from the sub division of premises having a rateable value at 31 March 1990.
- Premises are created from the merger of two or more premises with individual Rateable Values. In the absence of clear evidence to the contrary the Notional Rateable Value will be taken as the sum of the individual Rateable Values of the properties that have been merged.
- Premises have a rateable value of less than £50, which is not representative of other similar properties in the Valuation List.
- Premises where building works have increased the property size and floor space by greater than 50% of the previous floor size.

In all of the above cases the Customer retains the right to apply for the meter option scheme as outlined in section 4.5.

5.1.3 Domestic Assessed Charges

The Company recognises that there are some Domestic Premises where it is not possible to install a meter for technical reasons, or because it would involve unreasonable expense. The Customer will be offered the Domestic Assessed Tariff.

The Company reserves the right to apply this tariff where the Company has power to meter but access has been denied or where the customer has failed to respond to the Company's requests for access. In such cases the tariff will be based on an assumed annual consumption of 300 cubic metres and will remain in place until such time as the company is afforded access and following which, either a meter will be installed or assessed charges will be revised in accordance with the other parts of this section.

The charges comprise:

For one and two person households,

- An annual meter standing charge and
- A charge calculated by multiplying the assessed annual consumption shown in the table below by the rate per cubic metre shown in the schedule of charges. The annual consumption may be varied from time to time, subject to Ofwat approval.

	1 person	2 people
Assessed annual consumption (cubic metres)	66	115

For households of three people or more,

- the average household charge determined by the Water Services Regulation Authority (Ofwat) under the Water Industry (Charges) (Vulnerable Groups) Regulations 1999.

PLUS

- if applicable, a charge for a sprinkler; and
- if applicable, a charge for a pond, swimming pool or other leisure pool as set out in Paragraph 4.3.1.

5.1.4 Commercial Assessed Charges

This scheme is available to non-Domestic Customers if the Customer applies to install a meter and it is not reasonably practical to do so.

The charges comprise:

- An annual meter standing charge and
- A charge calculated by multiplying the number of people working at the Premises by the assessed annual consumption shown in the table below (assessed by reference to the Standard Industrial Classification of the business) by the rate per cubic metre shown in the Schedule of Charges.

SIC Code Band	Band 1	Band 2	Band 3	Band 4	Band 5
Assessed annual consumption (cubic metres) per person	15	50	100	200	By inspection

Where consumption is not realistically reflected by the number of employees, for example, in a Public House, the Company will assess a charge based on whatever information is available to it about that Customer's usage. Further details are available from the Company on request.

5.1.5 Former Commercial Assessed Charges

Certain Commercial Customers, excluding those in the Company's Southern Region, continue to be charged for water on an assessed volume basis.

This option is no longer available but Customers charged on this basis at 31 March 2000 may remain in the scheme, provided they continue to meet the criteria. A customer choosing to elect for another charging method may not subsequently return to this tariff. The company reserves the right to assess whether it is possible for the premises to now be metered at any time and to install a meter at the Company's expense.

The charges comprise:

- An annual standing charge and
- A charge calculated by multiplying the number of persons working at the Premises as declared by the Customer (subject to a minimum of two) by 15 by the standard volumetric charge per cubic metre.

5.2 Access to Communal Facilities

Where Premises do not have a water supply, but water for any purpose is available to the Occupier of those Premises from communal facilities by virtue of his occupation of the Premises, the Occupier of the Premises will be liable to pay the Standard Rateable Value Charges as set out in Paragraph 5.1.1.

5.3 Common supplies

Where two or more houses or other multi-occupancy Premises occupied by different Customers are supplied with water by a common supply pipe, the Occupier of each such house or Premises shall be liable to pay the same water supply charges as if he had been supplied with water by a separate pipe.

Where a common supply pipe supplies water to premises with a single rateable value, all occupiers of the premises covered by the rateable value will be jointly and severally liable for the whole of the charges applicable to the premises.

The Company in its absolute discretion may elect to apportion the charges between the Occupiers as it thinks appropriate.

5.4 Discontinuing or transferring a supply

A Customer should give at least 2 working day's prior written notice that he will cease to be the Occupier of any non-metered Premises.

A new Customer's liability for Charges arises either, on the commencement of a lease, or the completion of any transfer of the legal interest. Refunds of Charges paid by the previous Customer affecting the current Billing year will be made on a daily pro-rata basis. Any Charges due but unpaid prior to a new Customer occupying the premises shall remain the responsibility of the previous Customer and payable forthwith.

For the sake of clarity, a new Occupier who fails to advise the Company of their occupation of premises for any period of time will nonetheless be liable to pay charges from the earliest of the date they actually occupied the premises or the date the lease or legal interest took effect.

6 INFRASTRUCTURE CHARGES

6.1 Definitions

The following definitions apply to this section:

Common Billing Agreement	an agreement between the Company and any other person under which that person has undertaken to pay charges for water supply in respect of two or more Houses which have a common supply pipe and there is also a similar agreement for common billing between that person and the undertaker providing sewerage services
House	any building or part of a building which is occupied or likely to be occupied as a private dwelling house (and includes a flat)
Instalment Amount	the aggregate amount which would fall to be paid in any year by way of payments of interest and repayments of capital if an amount equal to the charge payable for the connection of any Premises to a water supply had been borrowed by the Company on terms: <ol style="list-style-type: none">1. requiring interest to be paid and capital to be repaid in 12 equal monthly instalments; and2. providing for the amount of interest to be calculated at such rate, and in accordance with such other provision, as may have been determined by the Company with the approval of the Water Services Regulation Authority (Ofwat) or, in default of such a determination, by the Water Services Regulation Authority (Ofwat)
Supply Pipe	any part of a service pipe which the Company or other water undertaker could not be required to lay under section 46 of the WIA 1991

6.2 Purpose

The purpose of the infrastructure charge is to enable a charge to be levied to reflect broadly the expected additional load placed on the Company's network.

Charges (sometimes known as Network Charges) are also payable in respect of Premises where the use of water is for non-Domestic Purposes but are not included in this Charges Scheme. Details are available from the Company on request.

6.3 When does an infrastructure charge arise?

An infrastructure charge is payable for the connection (whether directly or indirectly) of any Premises (not previously connected to a supply of water provided by the Company or another water undertaker) using water for Domestic Purposes to the existing network of mains. This will include cases where a site is being developed or redeveloped by means of the conversion or extension of an existing building or buildings, resulting in a significant increase in demand. This charge is payable in addition to those made for providing a connection pipe and, where necessary, a water main.

6.4 Liability to pay

Infrastructure charges are payable by the person making or requesting the connection to any Premises on whose behalf the connection or request for connection is made. The Company may also recover infrastructure charges from the owner or Occupier of the Premises at the time of connection or any time thereafter.

6.5 Calculation of the Infrastructure Charge

6.5.1 Standard Water Infrastructure Charge

The Standard Water Infrastructure Charge is shown in the Schedule of Charges and will apply unless the Non-Standard Infrastructure Charge applies.

6.5.2 Non-Standard Infrastructure Charge

In the case of Houses subject to a Common Billing Agreement the charge for each House will be:

The Standard Water Infrastructure Charge multiplied by the Relevant Multiplier for that House.

In the case of Premises other than Houses to which water is provided by Supply Pipes above the standard size (25mm) the charge for the Premises will be:

The Standard Water Infrastructure Charge multiplied by the Relevant Multiplier for those Premises.

6.6 Determining the Relevant Multiplier

Charges are based on the load that the development is placing on the system. In order to assess these charges, the total number of water units are expressed as loading units.

Water Fitting ¹	Loading Units
WC flushing cistern	2
Wash basin in a House	1.5
Wash basin elsewhere	3
Bath (tap nominal size 3/4in/ 20mm) ²	10
Bath (tap nominal size larger than 3/4in/ 20mm) ²	22
Shower	3
Sink (tap nominal size 1/2in/ 15mm)	3
Sink (tap nominal size larger than 1/2in/ 15mm)	5
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per House) ^{3 and 4}	3
Communal or commercial appliance ³	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3
Notes to table: 1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting 2. Including a whirlpool or jacuzzi 3. Domestic appliance means an appliance (including a dishwasher, a washing machine and waste disposal unit) in a House and communal or commercial appliance means an appliance (including a dishwasher, a washing machine and waste disposal unit) elsewhere than in a House (including communal facilities) 4. In calculating the Relevant Multiplier a minimum of 6 loading units in respect of each House will be included for domestic appliances (whether or not the House has any such appliances) except, in the case of any House, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the House.	

6.6.1 Houses subject to a Common Billing Agreement

1. Calculate the aggregate loading units
2. Divide this number by 24
3. Divide the result by the number of Houses subject to the Common Billing Agreement
4. The resulting number is the Relevant Multiplier.

6.6.2 Premises other than Houses to which water is provided by a Supply Pipe above the standard size

1. Calculate the aggregate loading units
2. Divide this number by 24
3. The resulting number is the Relevant Multiplier (subject to a minimum value of one).

6.7 Credits

Where a site is redeveloped or a building is converted, a credit of one standard infrastructure charge will be given for each Premises on the site previously connected to the Company's water supply in the five years beforehand.

Where the site to be developed has a metered supply greater than 25mm, credits will be allowed against either the number of fittings previously used or the number of standard connections the metered supply could support.

6.8 Time for payment

Infrastructure charges are payable at the time when the physical connection to a water main is made, except as provided below.

In the case of a connection to a water supply of a building or part of a building which is occupied as a dwelling house immediately before the connection is made:

1. Infrastructure charges are payable in full within 28 days after the physical connection has been made; or
2. At the option of the person liable to pay the charge, an amount equal to the Instalment Amount shall be paid in each of the 12 years following the making of the connection, subject only to that person giving such undertakings in relation to the payment thereof as the Company shall reasonably require, the first payment to be made within 28 days after the connection has been made and the remaining payments at yearly intervals thereafter.

6.9 Disputes

If the person on whom the charge is levied disputes the Company's calculation of the Relevant Multiplier or the number or type of fittings on which the calculation is based, he may refer the dispute for determination by OFWAT.

6.10 Sewerage Infrastructure Charges

The Sewerage Infrastructure Charges (where applicable) are collected on behalf of the relevant sewerage authority, which in the Three Valleys Water supply area is either Thames Water or Anglian Water.

7 MISCELLANEOUS CHARGES

Charges, fixed annually by the Company, are payable for miscellaneous purposes. These are included in the Schedule of Charges and where applicable have been approved by OFWAT. Value Added Tax is payable on certain of these charges, except where indicated.

THREE VALLEYS WATER SCHEDULE OF CHARGES

Charging period 1 April 2009 to 31 March 2010

KEY TARIFF POLICY INDICATORS

Weighted Average Charges Increase (WACI), (%)	3.40%
Target for measured/unmeasured differential - Water (£)	£35.13
Measured/Unmeasured differential - Water (£)	£36.05
Household Standing Charge - Water (£ & % change on previous year)	£28.20 4.44%

SECTION 1: CHARGES FOR WATER SERVICES

IMPORTANT NOTES:

- Charges for Sewerage Services are not part of this Charges Scheme and just the current year's charges are provided for information only.
- Customers in the area of the former Borough of Saffron Walden receive softened water and pay an additional 10% of all water supply charges. (Does not apply to Sewerage charges).

	Current year	% Change	2008/09	% Change	2007/08	% Change	2006/07
STANDARD METERED WATER CHARGES							
Annual Standing Charges:							
Up to 28mm (except where Mid User Tariff applies)	£28.20	4.4%	£27.00	3.8%	£26.00	4.8%	£24.80
30mm	£114.00	4.6%	£109.00	3.8%	£105.00	4.4%	£100.60
38-40mm	£189.00	3.8%	£182.00	3.4%	£176.00	4.8%	£167.90
50mm	£221.00	4.2%	£212.00	3.9%	£204.00	4.8%	£194.60
65mm	£266.00	4.3%	£255.00	4.1%	£245.00	4.6%	£234.30
75-80mm	£325.00	4.2%	£312.00	3.7%	£301.00	4.9%	£287.00
100mm	£378.00	4.1%	£363.00	3.4%	£351.00	4.8%	£334.80
150mm	£427.00	4.1%	£410.00	2.5%	£400.00	0.0%	£400.00
200mm	£427.00	4.1%	£410.00	2.5%	£400.00	0.0%	£400.00
250+mm	£427.00	4.1%	£410.00	2.5%	£400.00	0.0%	£400.00
Volumetric charges:							
Volume charge per cubic metre	£0.9122	4.2%	£0.8752	3.7%	£0.8441	4.7%	£0.8060

THAMES REGION METERED SEWERAGE CHARGES

Annual Standing Charges	
Domestic supply	£47.00
Commercial supplies up to:	
15mm	£47.00
20mm	£106.00
25mm	£188.00
30mm	£294.00
40mm	£423.00
50mm	£752.00
65mm	£1,175.00
80mm	£1,692.00
100mm	£2,723.00
125mm	£4,001.00
150mm	£5,563.00
200mm	£9,541.00
250mm	£14,654.00
300mm	£20,904.00
Volumetric Charge	
Volume charge per cubic metre	£0.5576

ANGLIAN REGION METERED SEWERAGE CHARGES

	Standing Charge	Charge per cubic metre
Domestic supply (standard)	£75.00	£1.4235
Domestic supply (Solow)	£0.00	£2.5347
Streamline Green	£124.00	£1.3714
Streamline Orange	£164.00	£1.2911
Streamline Blue	£428.00	£1.2383
Streamline Industrial	£4,574.00	£1.1554

THREE VALLEYS WATER SCHEDULE OF CHARGES

Charging period 1 April 2009 to 31 March 2010

IMPORTANT NOTES:

- Charges for Sewerage Services are not part of this Charges Scheme and just the current year's charges are provided for information only.
- Customers in the area of the former Borough of Saffron Walden receive softened water and pay an additional 10% of all water supply charges. (Does not apply to Sewerage charges).

	Current year 2009/10	% Change	2008/09	% Change	2007/08	% Change	2006/07
MID USER WATER TARIFF							
Volume Charge per cubic metre	£0.8407	4.2%	£0.8067	3.7%	£0.7781	4.7%	£0.7429
Annual Standing Charge –							
~ Up to 28mm	£58.40	4.7%	£55.80	3.7%	£53.80	4.7%	£51.40
~ All other standing charges applicable to the size of supply set out in Standard Metered Charges							

LARGE USER WATER TARIFF							
Large user supplementary fixed charge	£14,960.00	5.9%	£14,125.00	3.4%	£13,660.00	4.7%	£13,052.00
Volume charge per cubic metre	£0.5415	3.3%	£0.5242	3.8%	£0.5049	4.8%	£0.4819
Standing Charge - the standing charge applicable to the size of supply set out in Standard Metered Water Charges							

SEASONAL TARIFF

Volume Charge per cubic metre (Winter rate)	£0.6129
Volume Charge per cubic metre (summer rate)	£1.4371

Charge first introduced from April 2009
Charge first introduced from April 2009

Standing Charge - the standing charge applicable to the size of supply set out in Standard Metered Water Charges

(Note - The winter rate applies between 1st September and 30th April, and the Summer rate applies between 1st May and 31st August annually.)

THAMES REGION LARGE USER SEWERAGE TARIFF

Large User Supplementary Charge	£11,827.00
Volume charge per cubic metre	£0.4460
Standing Charge - the standing charge applicable to the size of supply set out in Standard Metered Sewerage Charges	

WATERSURE (Vulnerable Group Water Tariff)

The Average Household Charge will apply or, if less, the Standard Metered Charges

Average Household Charge	£156.30	0.4%	£155.60	2.1%	£152.40	0.1%	£152.20
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THAMES REGION FIXED CHARGE (WATERSURE) FOR VULNERABLE CUSTOMERS

The fixed charge will apply or, if less, the standard metered charges.

Fixed charge for vulnerable customers (WaterSure)	£117.00
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ANGLIAN REGION FIXED CHARGE (WATERSURE) FOR VULNERABLE CUSTOMERS

The fixed charge will apply or, if less, the standard metered charges.

WaterSure (fixed charge)	£218.00
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Aquacare Plus (Standing Charge)	£128.00
Volume Charge per Cubic Metre	£0.6384

THREE VALLEYS WATER SCHEDULE OF CHARGES

Charging period 1 April 2009 to 31 March 2010

IMPORTANT NOTES:

- Charges for Sewerage Services are not part of this Charges Scheme and just the current year's charges are provided for information only.
- Customers in the area of the former Borough of Saffron Walden receive softened water and pay an additional 10% of all water supply charges. (Does not apply to Sewerage charges).

	Current year 2009/10	% Change	2008/09	% Change	2007/08	% Change	2006/07
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STANDARD NON-METERED WATER CHARGES

Annual Standing Charge	£36.70	3.1%	£35.60	4.1%	£34.20	5.6%	£32.40
Annual Standing Charge (Southern Region)	Now aligned		Now aligned		Now aligned		£32.40
Annual Charge per £ of Rateable Value by area:							
~ Former Colne Valley Area	£0.4655	3.1%	£0.4515	3.9%	£0.4344	5.7%	£0.4111
~ Former Lee Valley Area	£0.5717	3.1%	£0.5546	4.0%	£0.5335	5.7%	£0.5049
~ Former Rickmansworth Area	£0.4537	3.1%	£0.4401	3.9%	£0.4234	5.7%	£0.4006
~ Former North Surrey Area	£0.4779	3.1%	£0.4636	3.9%	£0.4461	5.7%	£0.4221

THAMES REGION NON-METERED SEWERAGE CHARGES

Current year only

Annual standing charge for Domestic Premises WITH surface water drainage	£36.00
Annual standing charge for Domestic Premises WITHOUT surface water drainage	£16.00
Any property with a surface water only connection	£47.00

Non-Domestic supplies are charged on a graduated scale and are not reproduced here. No standing charges are payable in respect of Premises with a Rateable Value below £50.

Annual charge per £ of Rateable Value according to the local authority area in which the property is situated:

~ North London (not inner area) Brent	£0.3185
~ Eastern Area - Barnet, Brentwood, Broxbourne, East Hertfordshire, Enfield, Epping Forest, Haringey, Harlow, Luton, North Hertfordshire, Stevenage, Uttlesford, Welwyn Hatfield	£0.3408
~ Northern Area – Bracknell, Dacorum, Ealing, Elmbridge, Guildford, Harrow, Hertsmere, Hillingdon, Runnymede, St Albans, Slough, South Bedfordshire, South Buckinghamshire, Surrey Heath, Three Rivers, Watford, Woking, Wycombe.	£0.3532
~ Southern Area – Hounslow, Spelthorne, Windsor and Maidenhead	£0.4175
~ Western Area - Aylesbury Vale	£0.4855

ANGLIAN REGION NON-METERED SEWERAGE CHARGES

Annual standing charge for properties with a Rateable Value:	
~ Less than £1,001	£174.15
~ £1,001 to £5,000	£348.30
~ £5,001 to £50,000	£870.75
~ Above £50,000	£3,483.00
~ Standing charge for properties with Zero/ no Rateable Value	£216.00
~ Surface water only drainage charge	£60.00
Charge per £ of Rateable Value	£0.4400

THREE VALLEYS WATER SCHEDULE OF CHARGES

Charging period 1 April 2009 to 31 March 2010

IMPORTANT NOTES:

- Charges for Sewerage Services are not part of this Charges Scheme and just the current year's charges are provided for information only.
- Customers in the area of the former Borough of Saffron Walden receive softened water and pay an additional 10% of all water supply charges. (Does not apply to Sewerage charges).

	Current year 2009/10	% Change	2008/09	% Change	2007/08	% Change	2006/07
OTHER NON-METERED WATER CHARGES							
~ Sprinkler Charge* (Annual Charge)	£64.50	3.0%	£62.60	4.0%	£60.20	5.6%	£57.00
<i>* NOTE - Sprinkler use is required to be metered - This charge applies to exceptional circumstances where metering is not reasonably practical. The charge covers the annual season from 1 April to 30 September.</i>							
~ Private Swimming Pool** (Annual Charge)	£64.50	3.0%	£62.60	4.0%	£60.20	5.6%	£57.00
<i>** NOTE - Charge applies to any pool over 10,000 litres which is not metered, regardless of whether it is required to be metered or not.</i>							
~ Leisure Pools (>1000l), Spas, Hot Tubs and Baths (>230l)	£22.60	3.2%	£21.90	3.8%	£21.10	5.5%	£20.00
~ Ponds (where metering not possible)	£64.50	3.0%	£62.60	4.0%	£60.20	5.6%	£57.00
~ Field Supplies or Cattle Troughs (where not metered)	£64.50	3.0%	£62.60	4.0%	£60.20	5.6%	£57.00

FOR FULL DETAILS OF THE ABOVE CHARGES, PLEASE REFER TO THE MAIN TEXT OF THE CHARGES SCHEME.

DOMESTIC ASSESSED WATER CHARGES (based on number of occupiers)

Average household charge (3 or more people)	£156.30	0.4%	£155.60	2.1%	£152.40	0.1%	£152.20
1 Person (66 cubic metres per annum)	£88.40	4.2%	£84.80	3.8%	£81.70	4.7%	£78.00
2 People (115 cubic metres per annum)	£133.00	4.2%	£127.60	3.7%	£123.10	4.8%	£117.50
Access denied to survey or fit meter	£302.00		N/A				

THAMES REGION DOMESTIC ASSESSED SEWERAGE CHARGES (Based on number of bedrooms)

Single occupier	£70.00
Studio / 1 Bedroom	£84.00
2 Bedrooms	£91.00
3 Bedrooms	£109.00

ANGLIAN REGION DOMESTIC ASSESSED SEWERAGE CHARGES

Details of Anglian's scheme can be obtained from Anglian Water on request.

COMMERCIAL ASSESSED WATER CHARGES

Annual standing charge	£28.20	4.4%	£27.00	3.8%	£26.00	4.8%	£24.80
Volume charge per assessed cubic metre	£0.9122	4.2%	£0.8752	3.7%	£0.8441	4.7%	£0.8060

THAMES REGION COMMERCIAL ASSESSED SEWERAGE CHARGES

~ Commercial metered standing charge appropriate to size of supply	
~ Volume charge per assessed cubic metre	£0.5576

ANGLIAN REGION DOMESTIC ASSESSED SEWERAGE CHARGES

Details of Anglian's scheme can be obtained from Anglian Water on request.

FORMER COMMERCIAL ASSESSED WATER CHARGES

Annual standing charge	£36.70	3.1%	£35.60	4.1%	£34.20	5.6%	£32.40
Volume charge per assessed cubic metre	£0.9122	4.2%	£0.8752	3.7%	£0.8441	4.7%	£0.8060

THAMES REGION FORMER COMMERCIAL ASSESSED SEWERAGE CHARGES

Annual Standing Charge	£47.00
Volume charge per assessed cubic metre	£0.5576

THREE VALLEYS WATER SCHEDULE OF CHARGES

Charging period 1 April 2009 to 31 March 2010

SECTION 2: NON-WATER/MISCELLANEOUS CHARGES

PLEASE NOTE:

Charges for 2009/10 are shown net of VAT which will be added at the appropriate rate when charged

Charges for jobs where a permit to work is required from the Local Authority will be increased by the cost of the permit

	Current year 2009/10 excl VAT	% Change	2008/9 excl VAT	2008/09 incl VAT at 17.5%	% Change	2007/08	% Change	2006/07
INFRASTRUCTURE CHARGES								
Standard Infrastructure Charge (VAT Excluded according to Standard Industrial Classification). No infrastructure charge due on bin stores.	£297	3.1%	N/A	£288	4.3%	£276	3.8%	£266
MISCELLANEOUS CHARGES								
~ Emergency call out outside normal working hours	£56.10	3.00%	£54.47	£64.00	3.2%	£62.00	3.3%	£60.00
~ Reconnection of supply (following temporary disconnection at customer's request)	£36.82	3.01%	£35.74	£42.00	2.4%	£41.00	2.5%	£40.00
~ Empty Premises Confirmation Fee	£36.82	3.01%	£35.74	£42.00	2.4%	£41.00	2.5%	£40.00
~ Commercial Debt Collection – Visit to site, including turning off/on supplies for non-payment (per visit)	£36.82	3.01%	£35.74	£42.00	2.4%	£41.00	2.5%	£40.00
~ Service of Customer Services Technician during normal working hours (per hour)	£36.82	3.01%	£35.74	£42.00	2.4%	£41.00	2.5%	£40.00
~ Cheque returned or direct debit rejected by Bank (per rejection) (Outside Scope of VAT)	£10.00	0.00%	N/A	£10.00	-50.0%	£20.00	0.0%	£20.00
~ Provision of Water Quality data for a zone other than the one in which the Customer lives (per zone)	£12.77	0.00%	£12.77	£15.00	0.0%	£15.00	0.0%	£15.00
~ Refund Cheque – Admin Fee for Verification of Presentation at Customers Bank (Outside Scope of VAT)	£30.00	0.00%	N/A	£30.00	0.0%	£30.00	0.0%	£30.00
~ Supply of historical charges or financial transaction details on a Customer's water services account:								
~ Reprint of any individual system generated re-prints of bills (backdated up to a maximum of two years, or ONE YEAR for monthly billed accounts)	No Charge			No Charge		No Charge		No Charge
~ All other accounts or statements where either manually prepared or older than 2 years (one year if monthly billed), including written confirmation of receipt of a recent payment. Per individual copy.	£6.80	3.10%	£6.60	£7.75	3.3%	£7.50	0.0%	£7.50
~ Provision of non-"self service" large format plans (per plan)*	£52.59	2.99%	£51.06	£60.00	0.0%	£60.00	0.1%	£59.93
<i>* Developers and some Customers are able to register on the Company's internet-based mapping system, to obtain free A4 plans of small sections of the Company's supply area (conditions apply). There is a charge for larger scale or special production mapping, which cannot be obtained through this service.</i>								
Developer Services Charges								
~ Rechlorinate main up to 500m, sample and analysis	£404.55	3.00%	£392.77	£461.50	3.4%	£446.50	~	Charge Introduced in 2007/08
<i>Charge to a developer for rechlorination of previously commissioned main which has not had services connected to it, to ensure water quality.</i>								
~ Provision of quotation for a SINGLE new connection from an existing main to a new property (per quotation)	£66.46	2.99%	£64.53	£75.82	~	~	~	Charge Introduced in 2008/09
~ Provision of quotation for MULTIPLE new connections from an existing main to new properties (per quotation)	£110.77	3.00%	£107.54	£126.36	~	~	~	Charge Introduced in 2008/09
~ Provision of quotation for a standard new main to a development (per scheme, per quotation)	£227.74	3.00%	£221.11	£259.81	~	~	~	Charge Introduced in 2008/09
<i>Charge to a customer/developer for provision of each quotation necessary (on a per scheme basis) covering the Company's costs in preparing the quotation.</i>								

THREE VALLEYS WATER SCHEDULE OF CHARGES

Charging period 1 April 2009 to 31 March 2010

SECTION 2: NON-WATER/MISCELLANEOUS CHARGES

PLEASE NOTE:

Charges for 2009/10 are shown net of VAT which will be added at the appropriate rate when charged

Charges for jobs where a permit to work is required from the Local Authority will be increased by the cost of the permit

METER TESTING AND LOGGING	Current year 2009/10 excl		2008/9 excl		2008/09 incl VAT at 17.5%		2007/08		2006/07	
	VAT	% Change	VAT			% Change		Change		
~ Meter Tests (per test)										
Domestic Premises	£70.00	0.0%	N/A		£70.00	0.0%	£70.00	0.0%	£70.00	
Non-Domestic Premises										
Actual costs (minimum £70.00). Price on Application according to meter type and size.										
The test fee will only be waived if the meter is found to be over-recording outside the prescribed limits of acceptable error. All Meter testing will be carried out off-site by independent specialists.										

~ Meter Logging & Leakage Detection services:

- ~ Domestic Meter logging (Including analysis of logger data and report produced for customer), per request.
- ~ Commercial Customers (short term logging)
- ~ Commercial Customer Leakage Detection Service

£76.60	0.00%	£76.60	£90.00	0.0%	£90.00	0.0%	£90.00
Price On Application							
Price On Application							

METER INSTALLATION CHARGES

~ DOMESTIC METERS

Domestic meters are installed free of charge, except in circumstances set out in paragraph 4.5.2 of this charges scheme.

The company may, at its discretion, make a charge to cover the additional costs of installing a replacement meter where any of the circumstances in paragraph 4.6.5 of this charges scheme apply.

~ COMMERCIAL METERS

The charges below apply only where a commercial customer opts for a meter under the Meter Options Scheme.

Where the Company insists on a commercial customer being metered (under Paragraph 4.4 of this scheme) the Company will absorb the full cost.

~ Supply and fit meter in existing Boundary Box	£67.06	3.00%	£65.11	£76.50	3.4%	£74.00	0.0%	£74.00
~ All other fits (including excavations and internal fits)	£171.91	-7.77%	£186.38	£219.00	3.3%	£212.00	0.0%	£212.00

FLOW AND PRESSURE TESTS

- Domestic / Commercial – per test per unit
- Industrial – per test per unit

£81.52	3.00%	£79.15	£93.00	3.3%	£90.00	0.0%	£90.00
£108.70	3.00%	£105.53	£124.00	3.3%	£120.00	0.0%	£120.00

CHARGES RELATING TO STOP TAPS

- ~ Stop Tap Re-site within 3 weeks (i.e. moving an existing stop tap from its current location at the customer's request)
- ~ CST Out of Hours visit - Non-Emergency. Charge applicable to an emergency visit out of hours which when arriving on site proves to be non-emergency*.

£253.34	3.00%	£245.96	£289.00	0.0%	£289.00	3.2%	£280.00
£56.10	3.00%	£54.47	£64.00	3.2%	£62.00	3.3%	£60.00

* An emergency is defined for this purpose as a situation where the customer has no water due to a stop tap broken in the shut position, or where an internal leak is serious and is causing or likely to cause damage or danger to health (Eg contact with electrics)

THREE VALLEYS WATER SCHEDULE OF CHARGES

Charging period 1 April 2009 to 31 March 2010

SECTION 2: NON-WATER/MISCELLANEOUS CHARGES

PLEASE NOTE:

Charges for 2009/10 are shown net of VAT which will be added at the appropriate rate when charged

Charges for jobs where a permit to work is required from the Local Authority will be increased by the cost of the permit

FIRE HYDRANTS - <i>Prices include Reinstatement to any surface</i>	Current	% Change	2008/9 excl VAT	2008/09	% Change	2007/08	% Change	2006/07
	year 2009/10 excl VAT			incl VAT at 17.5%				
INSTALLATION OF FIRE HYDRANTS								
~ Install new hydrant to existing main, excluding post & plating	865.00	-1.51%	£878.30	£1,032	37.2%	£752	10.0%	£683.85
~ Install new hydrant on run of new main, excluding post & plating	560.00	0.92%	£554.89	£652	28.1%	£509	2.9%	£494.68
~ Re-site hydrant position from carriageway to footpath	POA			POA	~	POA	~	POA
~ Install new hydrant in terminal wash out position on run of new main, excluding post and plate. 50/50 shared costs. Charge shown is for 50%	339.00	14.79%	£295.32	£347	33.5%	£260	2.9%	£252.63
MAINTENANCE OF FIRE HYDRANTS								
~ Raise hydrant and replace with new	635.00	-2.34%	£650.21	£764	21.3%	£630	9.9%	£573.40
~ Replace defective hydrant, (hydrant only) excl. post & plating	570.00	-2.79%	£586.38	£689	25.0%	£551	9.8%	£501.73
~ Replace defective hydrant and fittings, (old LCC type) excl. post & plating	792.00	-0.36%	£794.89	£934	65.0%	£566	10.0%	£514.65
~ Repack hydrant including ease spindle	380.00	-0.33%	£381.28	£448	13.7%	£394	7.5%	£366.60
~ Re-washer hydrant	432.00	-3.68%	£448.51	£527	50.1%	£351	7.5%	£326.65
~ Reconstruct hydrant pit/chamber	489.00	1.88%	£480.00	£564	2.9%	£548	10.0%	£498.20
~ Hydrant cover/chamber re-align to allow clear access to hydrant	371.00	90.36%	£194.89	£229	3.2%	£222	9.8%	£202.10
~ Clear pit/chamber to make hydrant accessible	143.00	-26.63%	£194.89	£229	3.2%	£222	2.7%	£216.20
~ Locate buried hydrant and rebuild chamber	443.00	13.90%	£388.94	£457	2.9%	£444	9.8%	£404.20
~ Locate buried hydrant and make visible	336.00	14.43%	£293.62	£345	3.0%	£335	10.1%	£304.33
~ Locate buried hydrant and raise frame and cover	425.00	26.10%	£337.02	£396	3.1%	£384	10.0%	£348.98
~ Replace with new hydrant frame and cover	355.00	26.02%	£281.70	£331	3.1%	£321	10.2%	£291.40
~ Raise existing hydrant frame and cover	235.00	20.58%	£194.89	£229	3.2%	£222	9.8%	£202.10
~ Lower existing hydrant frame and cover	235.00	20.58%	£194.89	£229	3.2%	£222	9.8%	£202.10
~ Re-set existing hydrant frame and cover	190.00	-2.51%	£194.89	£229	3.2%	£222	9.8%	£202.10
~ Concrete apron required around hydrant cover	148.00	27.87%	£115.74	£136	3.0%	£132	10.1%	£119.85
~ Supply and fit false spindle cap	245.00	-23.64%	£320.85	£377	3.0%	£366	7.4%	£340.75
~ Supply and fit hydrant post and plate	163.00	16.78%	£139.57	£164	3.1%	£159	3.3%	£153.93
~ Supply and fit hydrant metal outlet	186.00	43.78%	£129.36	£152	2.7%	£148	3.2%	£143.35
~ Abandon hydrant	979.00	62.94%	£600.85	£706	3.1%	£685	10.0%	£622.75
~ Terminal hydrant maintenance is charged as a % of the appropriate hydrant maintenance charge:	50% of above	~		50% of above	~	50% of above	~	50% of above

Note- Prior to 2005/06 charges varied according to the type of reinstatement required - for details please refer to previous charges schemes. From 2005/6 a flat fee was applied.

THREE VALLEYS WATER SCHEDULE OF CHARGES

Charging period 1 April 2009 to 31 March 2010

SECTION 2: NON-WATER/MISCELLANEOUS CHARGES

PLEASE NOTE:

Charges for 2009/10 are shown net of VAT which will be added at the appropriate rate when charged

Charges for jobs where a permit to work is required from the Local Authority will be increased by the cost of the permit

	Current year 2009/10 excl VAT	% Change	2008/9 excl VAT	2008/09 incl VAT at 17.5%	% Change	2007/08	% Change	2006/07
CUSTOMER USE OF HYDRANT / STANDPIPE								
Standpipe / Fire Hydrant use (from a single nominated standpipe)								
<i>This is intended for cases which can be serviced from a single standpipe that can be monitored</i>								
~ Set up & Instruction Charge, per licence	£61.56	7.99%	£57.00	£66.98	3.6%	£64.63	3.8%	£62.28
~ Rent per week - 19mm Standpipe	£28.00	0.00%	£28.00	£32.90	3.7%	£31.73	3.9%	£30.55
~ Rent per month - 19mm Standpipe	£75.60	8.00%	£70.00	£82.25	3.7%	£79.31	4.6%	£75.79
~ Rent per week - 63mm Standpipe	£34.00	0.00%	£34.00	£39.95	~	~	~	~
~ Rent per month - 63mm Standpipe	£93.96	7.99%	£87.00	£102.23	3.6%	£98.70	~	~
~ Refundable deposit (Outside scope of VAT) - 19mm Standpipe	£140.40	8.0%	N/A	£130.00	0.0%	£130.00	4.0%	£125.00
~ Refundable deposit (Outside scope of VAT) - 63mm Standpipe	£270.00	8.0%	N/A	£250.00	0.0%	£250.00	~	~
								Charge introduced 07/08
Water will be charged on the following scale:								
~ up to 1 cubic metre/day (per Annum)	£160.68	7.98%	£148.80	£174.84	4.2%	£167.79	5.4%	£159.21
~ from 1 to 10 cubic metres/day (per Annum)	£800.28	8.00%	£741.00	£870.68	4.2%	£835.43	4.9%	£796.06
~ from 10 to 20 cubic metres/day (per Annum)	£1,600.56	8.00%	£1,482.00	£1,741.35	4.2%	£1,670.85	5.0%	£1,590.95
>20 cubic metres/day charged on actual/estimated consumption at metered rates								
~ pro-rata for shorter periods, minimum charge	£26.57	7.99%	£24.60	£28.91	4.3%	£27.73	4.9%	£26.44
Standpipe / Fire Hydrant use (from multiple points)								
<i>This is intended for cases which can be serviced from multiple standpipes that cannot be monitored</i>								
~ Set up & Instruction Charge, per licence	£61.56	7.99%	£57.00	£66.98	3.6%	£64.63	3.8%	£62.28
~ Refundable deposit (Outside scope of VAT) - 19mm Standpipe	£140.40	8.0%	N/A	£130.00	0.0%	£130.00	4.0%	£125.00
~ Refundable deposit (Outside scope of VAT) - 63mm Standpipe	£270.00	8.0%	N/A	£250.00	0.0%	£250.00	~	~
								Charge introduced 07/08
Water will be charged on the following scale:								
~ up to 1 cubic metre/day (per Annum)	£224.04	7.98%	£207.48	£243.79	4.3%	£233.83	5.6%	£221.49
~ from 1 to 10 cubic metres/day (per Annum)	£1,117.80	8.00%	£1,035.00	£1,216.13	4.2%	£1,166.78	4.8%	£1,113.31
~ from 10 to 20 cubic metres/day (per Annum)	£2,243.16	8.00%	£2,077.00	£2,440.48	4.3%	£2,340.60	5.1%	£2,227.80
>20 cubic metres/day by agreement								
Daily usage (up to 20m3)								
Customers are obliged to obtain a hydrant licence before drawing water from our network. Where customers are found to have taken water without a licence in place, the following charges will be applied:								
~ First Day	£88.13	8.00%	£81.60	£95.88				
~ Subsequent days	£26.57	7.99%	£24.60	£28.91				
The above charges are subject to review during the year commencing 1 April and further details are available on request.								
The rental/licence period is a minimum of 1 week and a maximum of 1 year.								
PURCHASE OF STANDPIPE								
PLEASE NOTE – Even if you purchase a standpipe you must still apply for a license to be able to use it legally on the Company's Hydrants.								
19mm Standpipe (With Valve Key)	£159.98	3.00%	£155.32	£182.50				
19mm Standpipe (Without Valve Key)	£72.51	3.00%	£70.40	£82.72				
63mm Standpipe (With Valve Key)	£320.87	3.00%	£311.52	£366.04				
63mm Standpipe (Without Valve Key)	£233.40	3.00%	£226.60	£266.26				
Valve Key and Bar Only	£87.47	3.00%	£84.92	£99.78				

Three Valleys Water PLC

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Registered office:

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THREE VALLEYS WATER