

Household Retail Charges Scheme for Customers in England & Wales 2024 - 2025



Leap Networks (Water)
Ltd



leap utilities™

This document contains the Leep Networks (Water) Ltd (LNWL – ‘the Company’) Charges Scheme for 2024/25 (the Scheme).

The Scheme is made by the Company pursuant to the provisions of the Water Industry Act 1991 (the Act) and of the Instrument of Appointment (the Licence) made under sections 11 and 14 of the Water Act 1989. By the Act and the Licence, the Company is authorised to fix, levy, demand and recover charges for any services provided in the course of carrying out its functions as a water undertaker and as a sewerage undertaker.

The charges contained in the Scheme are fixed by the Company and are effective from 1 April 2024 for a period of 12 months unless otherwise indicated.

The Scheme applies to the Company’s water supply and sewerage customers within the following postcodes. If you are unsure if the Company supplies your water and / or sewerage services, please use the Water UK ‘Find your supplier’ portal at <https://www.water.org.uk/customers/find-your-supplier>.

Postcodes

Charges are reflective of the local incumbent water and wastewater charges. The table below details all the postcodes within our geographic areas and highlights the table number(s) that details the water and sewerage charges applicable to each post code.

Postcode	Grid Reference	Charges Scheme Table Water	Charges Scheme Table Sewerage	Postcode	Grid Reference	Charges Scheme Table Water	Charges Scheme Table Sewerage
BA12 8	ST 85731 45180	<u>1</u>	<u>1</u>	M50 3	SJ 81099 97644	<u>12</u>	<u>12</u>
BH11 9	SZ 04884 97180	<u>20</u>	<u>1</u>	M6 6	SD 81861 00339	<u>12</u>	<u>12</u>
BR2 8	TQ 41977 67333	<u>5</u>	<u>5</u>	ME4 4	TQ 77563 69623	<u>8</u>	<u>8</u>
BR2 9	TQ 41977 67333	<u>5</u>	<u>5</u>	MK40 4	TL 01803 50338	<u>15</u>	<u>15</u>
BS16 7	ST 67534 77650	<u>11</u>	<u>1</u>	N17 9	TQ 34645 89603	<u>2</u>	<u>2</u>
BS16 7	ST 67815 77146	N/A	<u>1</u>	N4 2	TQ 32518 87666	<u>3</u>	<u>3</u>
BS16 7	ST 67687 77934	<u>11</u>	<u>1</u>	NN8 1	SP 90839 68207	<u>15</u>	<u>15</u>
BS16 9	ST 67534 77650	<u>11</u>	<u>1</u>	NR18 0	TG 12972 03140	<u>10</u>	<u>10</u>
CF72 9	SS 99360 82162	<u>19</u>	<u>19</u>	OX10 9	SU 60127 88559	<u>3</u>	<u>3</u>
CH41 1	SJ 31274 90370	<u>12</u>	<u>12</u>	OX11 0	SU 50788 90006	<u>4</u>	<u>4</u>
CH41 1	SJ 31816 90246	<u>12</u>	<u>12</u>	OX11 6	SU 50788 90006	<u>4</u>	<u>4</u>
CM8 2	TL 81555 16529	<u>18</u>	<u>15</u>	OX11 7	SU 50788 90006	<u>4</u>	<u>4</u>
CRO 4	TQ 31285 65446	<u>3</u>	<u>3</u>	OX11 9	SU 52413 88446	<u>3</u>	<u>3</u>
CV11 6	SP 38405 90605	<u>7</u>	<u>7</u>	OX26 1	SP 57061 22214	<u>3</u>	N/A
CV11 8	SP 38405 90605	<u>7</u>	<u>7</u>	OX26 6	SP 57061 22214	<u>3</u>	N/A
CV21 3	SP 50927 75808	<u>7</u>	<u>7</u>	PO19 6	SU 86550 06485	<u>6</u>	<u>8</u>
CV8 2	SP 29840 70686	<u>7</u>	<u>7</u>	PO7 3	SU 67411 08814	<u>6</u>	<u>8</u>
DE15 9	SK 24243 20140	<u>17</u>	<u>7</u>	PO7 5	SU 67411 08814	<u>6</u>	<u>8</u>
DE3 9	SK 31135 35947	<u>7</u>	<u>7</u>	PO7 6	SU 67411 08814	<u>6</u>	<u>8</u>
DT1 1	SY 69197 90128	<u>1</u>	<u>1</u>	PO7 7	SU 67411 08814	<u>6</u>	<u>8</u>
DY4 8	SO 94573 92739	<u>17</u>	<u>7</u>	PR3 5	SD 54040 34402	<u>12</u>	<u>12</u>
DY4 9	SO 94573 92739	<u>17</u>	<u>7</u>	RG14 7	SU 47939 65495	<u>3</u>	<u>3</u>
DY6 7	SO 90095 90315	<u>17</u>	<u>7</u>	RG2 0	SU 71433 70665	<u>3</u>	<u>3</u>
E14 9	TQ 37536 79678	<u>3</u>	<u>3</u>	RH12 1	TQ 15406 30407	<u>3</u>	<u>3</u>
E16 4	TQ 39023 82695	<u>3</u>	<u>3</u>	RH8 0	TQ 39460 52791	<u>14</u>	<u>8</u>
GL20 6	SO 91988 32676	<u>7</u>	<u>7</u>	S45 8	SK 42019 62791	<u>7</u>	N/A
GL20 7	SO 91988 32676	<u>7</u>	<u>7</u>	SE10 0	TQ 39571 78175	<u>4</u>	<u>4</u>
GL3 4	SO 88506 17291	<u>7</u>	<u>7</u>	SE10 8	TQ 39571 78175	<u>4</u>	<u>4</u>
HP2 7	TL 08156 09187	<u>16</u>	<u>3</u>	SE10 9	TQ 39571 78175	<u>4</u>	<u>4</u>
HP22 7	SP 84696 14838	<u>3</u>	<u>3</u>	SE16 2	TQ 35630 79242	<u>3</u>	<u>3</u>
IG11 0	TQ 46983 82341	<u>18</u>	<u>3</u>	SE16 7	TQ 36306 78802	<u>3</u>	<u>3</u>
KT19 8	TQ 20502 62543	<u>4</u>	<u>4</u>	SK8 3	SJ 85851 85314	<u>12</u>	N/A
L1 2	SJ 35339 90044	<u>12</u>	<u>12</u>	SL6 1	SU 88791 81003	<u>21</u>	<u>3</u>
L31 1	SD 38919 01702	<u>12</u>	<u>12</u>	SL6 8	SU 89266 81324	<u>21</u>	<u>3</u>
L5 7	SJ 34620 92685	<u>12</u>	<u>12</u>	SL6 9	SU 89266 81324	<u>21</u>	<u>2</u>
L6 0	SJ 37788 93300	<u>12</u>	N/A	SN12 6	ST 90278 62935	<u>1</u>	<u>1</u>
L6 1	SJ 36140 91205	<u>12</u>	<u>12</u>	SO22 6	SU 47511 31365	<u>8</u>	<u>8</u>
L8 5	SJ 35090 88788	<u>12</u>	<u>12</u>	SO50 9	SU 43723 17835	N/A	<u>8</u>

Postcode	Grid Reference	Charges Scheme Table Water	Charges Scheme Table Sewerage	Postcode	Grid Reference	Charges Scheme Table Water	Charges Scheme Table Sewerage
LE16 9	SP 74214 85721	<u>23</u>	<u>10</u>	SO51 0	SU 36816 23058	N/A	<u>9</u>
LS10 1	SE 31215 32591	<u>13</u>	<u>13</u>	SP4 6	SU 14979 33809	<u>1</u>	<u>1</u>
M1 1	SJ 84625 98598	<u>12</u>	<u>12</u>	SW11 4	TQ 29401 77566	<u>3</u>	<u>3</u>
M1 5	SJ 83768 97572	<u>12</u>	<u>12</u>	SW11 5	TQ 28800 77147	<u>3</u>	<u>3</u>
M16 0	SJ 81855 95939	<u>12</u>	<u>12</u>	SW11 7	TQ 29681 77523	<u>3</u>	<u>3</u>
M17 1	SJ 81125 96520	<u>12</u>	<u>12</u>	SW11 8	TQ 29401 77566	<u>3</u>	<u>3</u>
M3 7	SJ 83509 98936	<u>12</u>	<u>12</u>	SW18 1	TQ 25641 74753	<u>3</u>	<u>3</u>
M4 7	SJ 854980 98085	<u>12</u>	<u>12</u>	SW18 4	TQ 25641 74753	<u>3</u>	<u>3</u>
M5 3	SJ 82197 97869	<u>12</u>	<u>12</u>	TF2 9	SJ 71787 11196	<u>7</u>	<u>7</u>
M5 4	SJ 82279 97290	<u>12</u>	<u>12</u>	TN25 6	TR 10871 38046	<u>22</u>	<u>8</u>
M5 4	SJ 82551 97580	<u>12</u>	<u>12</u>	W12 7	TQ 23399 80676	<u>3</u>	<u>3</u>
M5 4	SJ 82337 98204	<u>12</u>	<u>12</u>	WA9 5	SJ 50720 92787	<u>12</u>	N/A
M50 2	SJ 80258 97411	<u>12</u>	<u>12</u>	WD24 4	TQ 10961 97558	<u>16</u>	<u>3</u>
				WS6 7	SJ 98502 06568	<u>17</u>	<u>7</u>

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1. Value Added Tax

The supply of water and waste services to residential customers is currently rated zero for VAT and charges in the Scheme are shown exclusive of VAT unless otherwise stated.

The application of VAT is subject to changes in legislation and VAT will be applied as and when the Company is legally required to do so.

2. Main types of charges and social tariffs

Measured Charges

Measured charges are paid by occupiers of properties where a water meter provided by the Company has been installed. There are two elements to the charges: a standing charge and a charge per cubic metre.

The income recovered from all measured water customers reflects the costs of supplying water to the group as a whole. Similarly, the income recovered from all measured sewerage customers reflects the costs of supplying sewerage services to the measured group as a whole.

All customers connected to our sewers pay for highway drainage in our metered sewerage tariffs. Most customer will also pay for surface water drainage, but there are reductions in charges for those customers who discharge no surface water to our network.

Sewerage charges are based on the amount of water measured by the meter. An allowance is made in recognition of the fact that some water will be used but not returned to the sewer (the Non-Return to Sewer Allowance). This varies between 2.5% and 10%, depending upon the geographic location of the property. In some cases, the allowance is applied directly to the measured volume; in others, the allowance is built into the applicable tariff.

The WaterSure Scheme

In line with The Water Industry (Charges) (Vulnerable Groups) Regulations 1999 made by the Secretary of State for the Environment, the Company offers a WaterSure Scheme to the following groups of metered customers in receipt of one of a range of specified benefits and who either:

- a) have three or more children under the age of 19 for whom they receive child benefit normally living with them;
or

- b) suffer from, or have someone living with them who suffers from, certain medical conditions which cause a significant additional volume of water to be used.

Our WaterSure Scheme means that qualifying customers paying for their water using a meter but having high water use will pay no more than a maximum figure based on average yearly consumption in the region in which they live.

More information about our WaterSure Scheme can be found in Section 6.

Social tariff

Where customers are experiencing financial difficulties, they may be eligible to go onto a social tariff. We mirror the social tariffs offered by the incumbents across all our geographical regions and assess eligibility using the incumbent's eligibility criteria. Links to the incumbent social tariffs are shown in [Appendix 1](#).

If you are experiencing financial hardship and would like to apply for the social tariff, please contact us on 0300 373 3540 or email hello@leeputilities.co.uk and we will guide you through the application process. Information will be required about your income and expenditure, and we may request evidence of any benefits you may be in receipt of.

3. Liability to pay charges

Water charges

Water charges are payable for a property if a supply of water is available for use in connection with that property. It is not necessary for the property itself to be connected to the water supply.

Sewerage charges

Sewerage charges are payable for a property where the property benefits from the fact that it drains either directly or indirectly to a public sewer for which the Company is responsible or it benefits from facilities that drain as such. Drainage includes surface water drainage such as the rainwater from a roof and also highway drainage.

Water and sewerage charges are payable by the occupier of premises

Unless there is an agreement between the Company and somebody else to pay charges for a property, legally the occupier of the property is liable to pay the charges. In the case of a tenanted property, it is not sufficient for there to be a clause in the tenancy agreement that the landlord will pay the charges: the landlord must have confirmed in writing to the Company that she or he will pay the due charges. Tenants are advised to check that there is such a written agreement with their landlord.

What will happen if the third party does not pay as they have agreed?

Where there is an agreement between the Company and a person other than the occupier of a dwelling to pay water and sewerage charges for that dwelling and payment is not made within 28 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the occupier of the property (if this results in Court Action the occupier may be able to apply to the Court to have the person the occupier considers should have paid the charges added to the legal action and that Court may make an Order for payment against that person).

Who is the “occupier” of a property?

In the Scheme the term “occupier” of a property means in addition to any person in actual occupation of a property, any person who:

- a) maintains an existing or newly constructed property in a condition such that it can be more readily used for its intended purpose; or
- b) maintains for residential accommodation a property which does not include exclusive occupation of one or more facilities for cooking, washing or sanitation (such as bedsits, holiday or student hostels, or other accommodation for short term accommodation or letting); or
- c) has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property.

Liability for charges for unoccupied properties

Measured water and sewerage charges are based on the volume of water recorded by the meter. Therefore, where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water and sewerage standing charges will be payable by the owner of the property. Where a property is unoccupied for a period of more than four weeks due to exceptional circumstances (such as death or long-term hospitalisation) we will waive all charges from the time the property became unoccupied. We may require the provision of suitable evidence before making this allowance.

Liability for charges on change of occupancy

If a customer paying measured charges fails to provide at least two working days’ notice that they are vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:

- a) where the customer informs the Company of their vacating the property less than two working days before, or at any time after they cease to occupy it, the 28th day after the Company is informed of the vacation; or

- b) the day on which the meter would normally have been read for the charges to be determined; or
- c) the day on which any other person informs the Company that they have become the new occupier of the property.

Where a customer telephones the Company to notify it of their vacation of the property on the day of that vacation, the Company will close a meter account based on a meter reading provided by the customer. If the customer is unable to provide a reading and is agreeable to closing and settling their account based on an estimated closing bill provided by the Company, the account will be closed using that estimate.

Where an occupier 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. This average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and date of the first meter reading taken by the Company.

Liability for charges when the person responsible for payment applies for bankruptcy

Where an Order for Bankruptcy has been made in respect of a person liable to pay water and sewerage charges and that person remains resident in the property for which a debt for water and sewerage charges was subject to the Order for Bankruptcy, that debt will be limited to charges outstanding up to the date of the Order for Bankruptcy. Any charges outstanding in respect of the current financial year will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy. Any charges for services provided after the Order for Bankruptcy shall become due on the next day of occupation after the Order for Bankruptcy and will be payable by the person responsible for the payment of water and sewerage charges in respect of the property in question on the same terms as payments would apply had the property been newly occupied on that day.

4. How charges are applied

The previous section explained legal liability to pay charges. This section sets out how the Company will apply the charges contained in the Scheme.

Measured charges

Where the occupier of a property at which a meter has been installed is liable to pay water and/or sewerage charges the standard measured charges will apply.

The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously.

Water charges

For measured water charges, the fact that a property might receive its water through a shared private service pipe does not affect liability to pay the standard charges in full and no reduction will be made to the standard charges.

Sewerage charges

For customers liable to pay sewerage charges, the full foul, surface water and highway drainage sewerage tariff will be applied to their accounts unless they apply in writing to pay the foul and highway drainage sewerage only tariff. The foul and highway drainage sewerage only tariffs for our inset areas are set out in the Summaries at the start of this document.

The fully abated foul and highway drainage sewerage-only tariff will be applied to an account only when the Company is satisfied that the property draining to the Company's sewers has no surface water drainage connection to those sewers. Where a customer has taken steps to reduce the surface water ingress to our sewerage network, the Company may agree to a reduction in the surface water element of the drainage charges.

Once the Company has confirmed a customer's entitlement, the foul and highway drainage sewerage-only tariff will be applied to a customer's account from the start of the charging year in which a written application is received.

Private sewers

For measured sewerage charges, the fact that a property might drain to a public sewer via an intermediary private sewer for which the occupier is wholly or jointly responsible does not entitle the occupier to any reduction in the standard sewerage charges.

Customers are advised that when considering buying a property to ask their solicitors to specifically check whether the property drains to a private sewer before it drains to a public sewer.

Measured sewerage charges and water used externally which may not be returned to a sewer

When calculating measured sewerage charges, a Non-Return to Sewer Allowance will be given against the volume of water recorded by the meter in recognition of the fact that not all water used will be returned to a sewer. This varies between different geographic areas.

The value used is based on the average amount of water a domestic property will use which will not be returned to a sewer. As with all averages, some properties might be able to show that more water is not returned to a

sewer. As long as the customer can prove to the company that more of the water that they use does not go into a sewer we may be able to offer a more generous allowance.

If metered customers intend to use large amounts of water externally for garden watering, swimming pool and garden pond replenishment, or any other external use where water is not returned to a sewer and do not wish to pay sewerage charges on this water, they must pay to have a sub-meter installed on the pipework immediately before the tap which will be used for external use.

Their charges will then be calculated as follows:

- water and sewerage charges will be raised on the volume of water derived by deducting the reading on the sub-meter from the reading on the main meter. A further charge for water will be raised on the volume of water measured by the sub-meter. The relevant standing charges for the main meter will be payable in addition to the volume charges.

Concessionary Charges

This Charges Scheme does not provide for reduced charges to community groups in respect of surface water drainage from their premises.

5. Other matters for customers paying metered charges

Leakage from underground pipework

Where a meter is installed externally it will record any leakage from the private underground service pipe between the meter and a property. If this happens a large bill may result. Provided certain criteria are met, the Company may grant a leakage allowance where a customer has received a large bill because of leakage.

Different criteria for leakage allowances apply to service pipes serving dwellings only and service pipes serving commercial properties or mixed-use properties. Full details of the Company's policies on leakage allowances are set out in its Code of Practice on Leakage for Customers. Copies of this document can be obtained free of charge from our website.

Issuing of bills when it has not been possible to read a meter

Should the Company not be able to read a meter when required, an estimated bill will be issued. The estimate will be based on past consumption at the property for the period for which the bill is issued.

Customers receiving an estimated bill may read their meters and return the bill with their reading written on it or telephone 0300 373 3540 to provide the Company with their meter reading. A replacement bill based on the customer's reading will be issued.

Customers may also provide a reading through their online account at <https://myaccount.leeputilities.co.uk/login>. If the difference in readings is significant, we may request a photograph of the meter.

Customer requested meter readings

Where a customer requests a meter reading outside the normal reading programme and not at change of tenancy then a fee of £40.80 (incl. VAT) will be charged during normal working hours (8am to 5pm Monday to Friday) and £60 (incl. VAT) outside normal working hours. This fee will not apply if the customer is physically unable to read the meter.

Queries over the accuracy of a meter

In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying their property is faulty may require the Company to test the accuracy of a meter.

Customers are asked to call the Company on 0300 373 3540 if they consider that their meter is incorrectly recording use. The Company will investigate the matter and if it considers that the meter is incorrectly recording use will fix or replace the meter as soon as possible.

If the Company considers that the meter is correctly recording use, but a customer believes that the meter is faulty, the customer can ask the Company to provide an application form for the meter to be tested. The meter will be sent to a Trading Standards approved test centre for testing and a new meter will be installed. There will be a charge for this if the test shows that the meter is correctly recording use.

A copy of the test results will be sent to the customer. If these confirm that the meter which was tested falls within the prescribed limits of error as set out in the Measuring Equipment (Cold-Water Meters) Regulations 1988 a charge of £70 will be payable.

If the meter is found to have been over-recording use in accordance with the Water (Meters) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by the Company (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date based on meter readings taken by the Company from the meter installed when the faulty meter was removed for testing.

If a meter serving a property other than a dwelling is found to have under-recorded use the Company reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was

removed to calculate what the level of use was in the period in question. The Company will not seek to recover additional charges from a domestic property if a meter has been under-recording.

6. The WaterSure Scheme

Who qualifies for the WaterSure Scheme?

Under Regulations made by the Secretary of State for the Environment (referred to in this section as the Regulations) the Company operates a WaterSure Scheme for the following groups of metered customers:

Customers who are in receipt of one or more of the following benefits (or who have someone else resident in their household in receipt of the benefit):

- Council tax benefit
 - Housing benefit
 - Income support;
 - Income-based job-seeker's allowance;
 - Working Tax Credit;
 - Child Tax Credit (except for families in receipt of the family element only);
 - Pension Credit;
 - Universal Credit.
- i) the qualifying person has three or more children under the age of 19 for whom they receive child benefit normally living with them in the property; or

ii) has, or has someone else living with them who has, one of the following medical conditions:

- desquamation (flaky skin loss);
- weeping skin disease (eczema, psoriasis, varicose ulceration);
- incontinence;
- abdominal stomas;
- Crohn's disease;
- ulcerative colitis;
- kidney failure requiring home dialysis (unless a contribution towards the cost of water used in dialysis is made by the health authority).

and as a result of that condition, the person affected is obliged to use a significant additional volume of water.

In addition to the prescribed illnesses set out above, customers in receipt of a qualifying benefit or Tax Credit benefit and who have, or who have living with them someone who has, another medical condition or illness which involves significant extra use of water may qualify for assistance on production of a certificate given by a registered medical practitioner which confirms their condition or illness.

The WaterSure Scheme will not be available:

- a) where the premises for which water and sewerage charges are payable is not the only or principal home of the consumer and any other qualifying person; or
- b) where premises are not used solely as a person's home, the other use is the principal use of the premises; or
- c) where water supplied to the premises is used to water a garden by means other than a hand-held hosepipe or for automatically replenishing a swimming pool or pond with a capacity greater than 10,000 litres.

How much is the WaterSure Scheme?

A customer registered on the WaterSure Scheme will pay an annual charge which is the lower of either:

- a) the standing and volume charges for water and/or sewerage services due on the actual volume of water recorded by the meter installed at the property; or
- b) the average household bill for water and/or sewerage services in the local area.

In practice a customer registered for the WaterSure Scheme will be asked to pay the average household bill charge. At the end of the year the Company will review the level of use at the property during the year. If the amount of water used means that the customer would have paid a lower annual amount by paying the basic measured water and sewerage tariffs rather than the average household bill charge, any over-payment will be refunded. Where a customer is only eligible for the WaterSure Scheme for part of the year, the amount payable will be worked out on a daily basis.

The local area is defined as the area served by the local incumbent water and / or sewerage company.

Payment of the WaterSure Scheme

Charges may be paid by instalments:

- at a customer's own bank or building society (some banks now charge for this service) or via their bank's or building society's internet or telebanking facilities;
- at any branch of Natwest (National Westminster Bank Plc);
- by Direct Debit;
- by phoning us with your debit or credit card details;
- by Standing Order;
- by cheque posted to **Leep Networks (Water) Ltd, Level 2, Metro, 33 Trafford Road, Manchester M5 3NN** (but please do not send cash through the post); and
- through our website at <https://myaccount.leeputilities.co.uk/login>.

If you have difficulty making payment by any of the options listed above or would prefer to make a cash payment or to pay more frequently then please call our Customer Service Team on 0300 373 3540 so that we can discuss your requirements and agree a suitable payment option.

Registering for the WaterSure Scheme

A form to register for the WaterSure Scheme can be obtained by telephoning our Accounts Helpline on 0300 373 3540.

A customer will not qualify for the WaterSure Scheme until the Company has received a completed form together with the required evidence of entitlement. Evidence will be as set out in the Regulations and will be:

For customers with three or more children.

Photocopies of the latest notice of entitlement or order book showing that child benefit is payable to a resident of the property in respect of three or more children under the age of 19 who reside in the premises in question and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

For customers with a qualifying medical condition.

Where the illness concerned is one of those listed, details of the medical condition which makes them eligible; what treatment they are receiving, if any; how the condition causes them to use more water than they would use if they did not have the condition; the name and address of their medical practitioner; and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

Where the illness is not one of those listed a certificate signed by a registered medical practitioner which confirms the illness, the name of the person who has the illness, the date on which the certificate is given and the name and address of the registered medical practitioner; how the condition causes them to use more water than they would use if they did not have the condition; and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance).

The registration form will include a section authorising the Company to contact Jobcentre Plus or the customer's doctor to verify the information on the form. The Company will verify claims where it has any doubts as to whether the required criteria are met and, to meet the requirements of Ofwat, it will also carry out random

audits of an appropriate percentage of applications annually by verifying applications with Jobcentre Plus or doctors to deter fraudulent applications.

Qualifying time

Customers may register for the WaterSure Scheme at any time in the charging year and provided they are eligible for the WaterSure Scheme at the time of applying, the WaterSure Scheme will be applied from the start of the billing period in which the application is made.

A registration will end on a date 12 months after it commenced, unless that is part way through a billing period, in which case it shall end at the end of that billing period. Customers will be required to re-register for the WaterSure Scheme if they remain eligible for the Scheme after 12 months. The Company will automatically send out a new registration form to all customers registered for its WaterSure Scheme two months before their eligibility expires.

If customers do not re-register, or no longer qualify, their accounts will be transferred automatically to the standard measured tariffs at the start of the billing period following the one in which the 12-month registration period expires.

Where the Company is notified part way through the charging year that a customer no longer qualifies for the WaterSure Scheme, that customer's account will revert to the standard measured tariffs at the start of the billing period following the one in which the customer ceases to be eligible for assistance.

There is no limit to the number of years a customer may be on the WaterSure Scheme subject to the required criteria being met annually.

7. Compulsory metering of water supplies

The Company has powers under the Water Industry Act 1991 to require certain categories of property to be metered. All premises in the Company's areas of appointment will be metered.

8. Payment of water and sewerage charges

Measured water and sewerage charges

For domestic customers, we will typically send you a bill every three months and expect you to make payment within 14 days. Commercial customers are billed quarterly, though some high usage customers may be billed monthly. If you are a commercial customer and would like to discuss a different billing frequency, please call our customer service team on 0300 373 3540.

The Company reserves the right to read meters and issue bills on a monthly basis.

Payment arrangements for measured charges

The easiest way to pay your bill is by direct debit from your bank or building society. You can set up a direct debit for either monthly payments or for the total bill value. Simply complete the Direct Debit form with your bill and we will do the rest. We review fixed direct debit payment levels at least once per year to ensure your payments are adequate to clear your balance and expected usage over the forthcoming 12 months and advise in writing if any change to a fixed direct debit is required. We may also adjust your payments more frequently than this if we identify significant changes in consumption during the year.

The following payment options are available to our customers:

- at a customer's own bank or building society (some banks now charge for this service) or via their bank's or building society's internet or telebanking facilities;
- at any branch of Natwest (National Westminster Bank Plc);
- by Direct Debit;
- by phoning us with your debit or credit card details;
- by Standing Order;
- by cheque posted to **Leep Networks (Water) Ltd, Level 2, Metro, 33 Trafford Road, Manchester M5 3NN** (but please do not send cash through the post); and
- through our website at <https://myaccount.leeputilities.co.uk/login>.

If you have difficulty making payment by any of the options listed above or would prefer to make a cash payment or to pay more frequently then please call our Customer Service Team on 0300 373 3540 so that we can discuss your requirements and agree a suitable payment option.

Direct Payments from Benefit

If customers are in receipt of Income Support, income-related Employment and Support Allowance, Job Seekers' Allowance or Pension Credit and the account is currently in arrears they can ask Jobcentre Plus to arrange to pay their water and sewerage charges directly to the Company under the Water Direct Scheme.

The Company supports fully the Water Direct Scheme and is committed to accepting direct payments where customers wish to pay this way.

Customers interested in using the Water Direct Scheme should contact their local Jobcentre Plus office or call our Customer Services Team on 0300 373 3540.

Failure to pay charges when they are due

If you are unable to pay your water and sewerage bill when due, please contact us. We want to help and can discuss payment options with you. If we do not receive payment when it is due, there are a number of steps that we will take to recover the money owed. These steps and the options to pay are set out in our Code of Practice and Procedure on Debt Recovery which is available on our website at <https://www.leeputilities.co.uk/regulatory-statements>.

9. Schedule of Household Charges

Table 1 – Wessex Water Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
20mm	£28.00	258.02p
25mm +	£78.00	258.02p
WaterSure Water		
£250.00		

Sewerage			
Meter Size	Full standing charge	Abated standing charge *	Volumetric charge*
	per annum	per annum	per cubic metre
20mm	£65.00	£39.00	213.92p
25mm	£270.00	£139.00	213.92p
30mm	£433.00	£218.00	213.92p
40mm	£587.00	£293.00	213.92p
50mm	£1,064.00	£524.00	213.92p
65mm	£1,541.00	£756.00	213.92p
80mm	£2,696.00	£1,316.00	213.92p
100mm	£4,663.00	£2,270.00	213.92p

** The abated charge is payable where no part of the property is connected for surface water drainage*

WaterSure Sewerage

£242.00

Table 2 – Thames Region with legacy discount

Valid from 1 April 2024

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
Single Households		
All	£27.68	181.88p
WaterSure Water		
£255.00		

Sewerage		
Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
£79.59	£44.08	109.60p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £35.51 per annum for a single household.		
WaterSure Sewerage		
£216.00		

Table 3 – Thames Region

Valid from 1 April 2024

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
Single Households		
All	£29.14	191.45p
WaterSure Water		
£255.00		

Sewerage		
Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
Single Households		
£83.78	£46.40	115.37p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £37.38 per annum for a single household.		
WaterSure Sewerage		
£216.00		

Table 4 – Thames Region with legacy discount

Valid from 1 April 2024

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
Single Households		
All	£29.14	185.71p
WaterSure Water		
£255.00		

Sewerage		
Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
Single Households		
£83.78	£46.40	111.91p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £37.38 per annum for a single household.		

WaterSure Sewerage

£216.00

Table 5 – Thames Region with legacy discount

Valid from 1 April 2024

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
Single Households		
All	£27.68	191.45p
WaterSure Water		
£255.00		

Sewerage		
Full standing charge per annum	Abated standing charge * per annum	Volumetric charge per cubic metre
£79.59	£44.08	115.37p
Single Households		
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface Water Drainage is £35.11 per annum for a single household.		

WaterSure Sewerage**£216.00****Table 6 – Portsmouth Water Region**

Valid from 1 April 2024

Water

Meter size	Standing charge	Volumetric charge
	per annum	per cubic metre
15mm	£28.48	86.45p
20mm	£33.37	86.45p
25mm	£96.01	86.45p
40mm	£190.01	86.45p
50mm	£237.29	86.45p
80mm	£342.97	86.45p
100mm	£846.07	86.45p

WaterSure Water**£119.29**

Valid from 1 July 2024

Water

Meter size	Standing charge	Volumetric charge
	per annum	per cubic metre
15mm	£29.76	88.12p

20mm	£34.76	88.12p
25mm	£98.34	88.12p
40mm	£193.71	88.12p
50mm	£241.69	88.12p
80mm	£348.91	88.12p
100mm	£859.36	88.12p
WaterSure Water		
£120.19		

Table 7 – Severn Trent Water Region

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£37.31	181.95p
WaterSure Water per annum		
£221.83		

Sewerage				
Property type	Surface water charge per annum	Full standing charge per annum	Abated standing charge per annum	Volumetric charge* per cubic metre
Detached and link-detached	£74.33	£118.02	£43.69	130.08p
Semi-detached	£49.55	£93.24	£43.69	130.08p
Other household	£24.78	£68.47	£43.69	130.08p
* The Abated charge is payable where no part of the property is connected for surface water drainage. The Charge includes highways drainage at £17.09 per annum plus foul drainage at £26.60 per annum				
WaterSure Sewerage per annum				

£215.68

Table 8 – Southern Water Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
All	£23.96	195.80p
WaterSure Water		
£201.00		

Sewerage			
Meter Size	Full standing charge	Abated standing charge *	Volumetric charge
	per annum	per annum	per cubic metre
15mm	£66.73	£40.75	246.10p
20mm	£66.73	£40.75	246.10p
25mm	£290.16	£40.75	246.10p
40mm	£539.57	£40.75	246.10p
50mm	£664.27	£40.75	246.10p
80mm	£1,287.79	£40.75	246.10p
100mm	£1,661.90	£40.75	246.10p
* The abated charge is payable where no part of the property is connected for surface water drainage. Foul standing charge is £27.76 / annum Highway Drainage standing charge is £12.99 / annum			

WaterSure Sewerage**£278.00****Table 9 – Southern Water Region with legacy discount**

Valid from 1 April 2024

Sewerage

Meter Size	Full standing charge	Abated standing charge *	Volumetric charge
	per annum	per annum	per cubic metre
15mm	£64.73	£39.53	246.10p
20mm	£64.73	£39.53	246.10p
25mm	£281.46	£39.53	246.10p
40mm	£523.77	£39.53	246.10p
50mm	£644.34	£39.53	246.10p
80mm	£1,249.16	£39.53	246.10p
100mm	£1,612.04	£39.53	246.10p

* The abated charge is payable where no part of the property is connected for surface water drainage.

Foul standing charge is £27.76 / annum

Highway Drainage standing charge is £12.99 / annum

WaterSure Sewerage

£278.00

Table 10 – Anglian Water Region with legacy discount

Valid from 1 April 2024

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£37.00	203.25p
WaterSure Water		
£241.00		

Sewerage				
Full standing charge	Abated standing charge *	Highways drainage	Foul water	Volumetric charge
per annum	per annum	per annum	per annum	per cubic metre
£103.00	£56.00	£23.00	£33.00	207.95p
* The abated charge is payable where no part of the property is connected for surface water drainage. Surface-water is charged at £47.00 per annum.				
WaterSure Sewerage				
Full		Abated		
£295.00		£248.00		

Table 11 – Bristol Water Region

Valid from 1 April 2024

Water		
Meter size	Standing charge per annum	Volumetric charge per cubic metre
All	£49.55	158.87p
WaterSure Water		
£207.00		

Table 12 – United Utilities Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£23.99	216.40p
WaterSure Water		
£225.83		

Sewerage		
Full standing charge	Abated standing charge *	Volumetric charge
per annum	per annum	per cubic metre
£125.73	£43.36	148.50p
WaterSure Sewerage		
Full	Abated	
£255.16	£172.79	
* The abated charge is payable where no part of the property is connected for surface water drainage		

Table 13 – Yorkshire Water Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
N/A	£33.81	179.57p
WaterSure Water		
£169.00		

Sewerage		
Full standing charge	Abated standing charge *	Volumetric charge**
per annum	per annum	per cubic metre
£69.38	£13.42	207.77p
<i>* The abated charge is payable where no part of the property is connected for surface water drainage</i>		
<i>** Includes Highways Drainage at 18.91p per cubic meter</i>		
WaterSure Sewerage		
£195.00		

Table 14 – Sutton East Surrey Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
All	£27.77	135.52p
WaterSure Water		
£234.42		

Table 15 – Anglian Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£37.00	209.54p
WaterSure Water		
£241.00		

Sewerage					
Full standing charge	Abated standing charge *	Highways drainage	Surface Water drainage	Foul water	Volumetric charge
per annum	per annum	per annum	per annum	per annum	per cubic metre
£103.00	£56.00	£23.00	£47.00	£33.00	214.38p
* The abated charge is payable where no part of the property is connected for surface water drainage.					
WaterSure Sewerage					
Full			Abated		
£295.00			£248.00		

Table 16 – Affinity Water (Central) Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£30.36	126.68p
WaterSure Water		
£177.32		

Table 17 – South Staffs Region

Valid from 1 April 2024

Water		
Meter Size mm	Standing charge per annum	Volumetric charge per cubic metre
<80	£47.28	135.56p
80	£163.08	135.56p
100	£175.02	135.56p
WaterSure Water		
£182.32		

Table 18 – Essex & Suffolk Region

Valid from 1 April 2024

Water		
Meter size mm	Standing charge per annum	Volumetric charge per cubic metre
0 - 25	£52.26	174.60p
26 - 50	£68.36	174.60p
51 - 100	£228.99	174.60p
>100	£630.66	174.60p
WaterSure Water		
£252.08		

Table 19 – Dwy Cymru Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£37.43	134.19p
WaterSure Water		
£153.66		

Sewerage		
Full standing charge	Abated standing charge*	Volumetric charge
per annum	per cubic metre	per cubic metre
£113.64	£78.14	200.27p
* The abated charge is payable where no part of the property is connected for surface water drainage.		
WaterSure Sewerage		
£243.02		

Table 20 – South West Water Region

Valid from 1 April 2024

Water		
Meter size	Standing charge	Volumetric charge
	per annum	per cubic metre
All	£61.86	207.14p
WaterSure Water		
£204.22		

Table 21 – South East Water (West) Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
15mm	£32.48	170.45p
20mm	£49.46	170.45p
25mm	£58.12	170.45p
40mm	£88.12	170.45p
50mm	£103.02	170.45p
WaterSure Water		
£210.52		

Table 22 – Affinity Water (South East) Region

Valid from 1 April 2024

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
All	£30.36	218.93p
WaterSure Water		
£246.69		

Table 23 – Severn Trent Water Region with legacy discount

Valid from 1 April 2024

Water		
Meter Size	Standing charge per annum	Volumetric charge per cubic metre
All meter sizes	£37.31	176.49p
WaterSure Water		
£221.83		

Appendix 1 – Social Tariffs

Affinity Water	
Anglian Water	
Bristol Water	
Essex & Suffolk Water	
Portsmouth Water	
Northumbrian Water	
Severn Trent Water	
South East Water	
South Staffordshire Water	
Southern Water	
Sutton & East Surrey Water	
Thames Water	
United Utilities	
Wessex Water	
Yorkshire Water	

