

Non-Household Retail Charges Scheme for Customers in England & Wales

2024 - 2025



Leep Networks (Water)
Ltd



leep utilities™

This document contains the Leep Networks (Water) Ltd (the Company) Non-household Charges Scheme for 2024/25 (the Scheme). The Company has not exited the non-household retail market and continues to provide retail services to those customers that have not elected to switch supplier.

NOTE: The charges in this scheme will apply until such time as the acquiring Retail Licensees for each incumbent wholesaler have published their revised charges for 2025 – 26. This scheme will then be republished with the new charges. Customers will be placed on the new rates at that time. No retrospective charge increases will be applied.

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 June 2024 for a period of up to 12 months.

The Scheme applies to the Company's non-household water supply and sewerage customers within the following appointed areas:

| Postcode | Grid Reference | Charges Scheme Table Water | Charges Scheme Table Sewerage | Postcode | Grid Reference | Charges Scheme Table Water | Charges Scheme Table Sewerage |
|----------|----------------|----------------------------|-------------------------------|----------|----------------|----------------------------|-------------------------------|
| B92 0 | SP 20992 81254 | Water & Sewerage | 10 | B92 0 | SP 20992 81254 | Water & Sewerage | 10 |
| BA12 8 | ST 85731 45180 | Water & Sewerage | 19 | BA12 8 | ST 85731 45180 | Water & Sewerage | 19 |
| BH11 9 | SZ 04884 97180 | Water & Sewerage | 14 | BH11 9 | SZ 04884 97180 | Water & Sewerage | 14 |
| BR2 8 | TQ 41977 67333 | Water & Sewerage | 17 | BR2 8 | TQ 41977 67333 | Water & Sewerage | 17 |
| BR2 9 | TQ 41977 67333 | Water & Sewerage | 17 | BR2 9 | TQ 41977 67333 | Water & Sewerage | 17 |
| BS16 7 | ST 67534 77650 | Water & Sewerage | 5 | BS16 7 | ST 67534 77650 | Water & Sewerage | 5 |
| BS16 9 | ST 67534 77650 | Water & Sewerage | 5 | BS16 9 | ST 67534 77650 | Water & Sewerage | 5 |
| CF72 9 | SS 99360 82162 | Water & Sewerage | 6 | CF72 9 | SS 99360 82162 | Water & Sewerage | 6 |
| CH41 1 | SJ 31274 90370 | Water & Sewerage | 18 | CH41 1 | SJ 31274 90370 | Water & Sewerage | 18 |
| CH41 1 | SJ 31816 90246 | Water & Sewerage | 18 | CH41 1 | SJ 31816 90246 | Water & Sewerage | 18 |
| CM7 5 | TL 76933 26374 | Water & Sewerage | 4 | CM7 5 | TL 76933 26374 | Water & Sewerage | 4 |
| CR0 4 | TQ 31285 65446 | Water & Sewerage | 17 | CR0 4 | TQ 31285 65446 | Water & Sewerage | 17 |
| CV11 6 | SP 38405 90605 | Water & Sewerage | 10 | CV11 6 | SP 38405 90605 | Water & Sewerage | 10 |
| CV11 8 | SP 38405 90605 | Water & Sewerage | 10 | CV11 8 | SP 38405 90605 | Water & Sewerage | 10 |
| CV21 3 | SP 50927 75808 | Water & Sewerage | 10 | CV21 3 | SP 50927 75808 | Water & Sewerage | 10 |
| CV8 2 | SP 29840 70686 | Water & Sewerage | 10 | CV8 2 | SP 29840 70686 | Water & Sewerage | 10 |
| DE15 9 | SK 24243 20140 | Water & Sewerage | 13 | DE15 9 | SK 24243 20140 | Water & Sewerage | 13 |
| DE3 9 | TQ 39460 52791 | Water & Sewerage | 10 | DE3 9 | TQ 39460 52791 | Water & Sewerage | 10 |
| DE55 4 | SK 43348 53842 | Water Only | 10 | DE55 4 | SK 43348 53842 | Water Only | 10 |
| DT1 1 | SY 69197 90128 | Water & Sewerage | 19 | DT1 1 | SY 69197 90128 | Water & Sewerage | 19 |
| DY4 8 | SO 94573 92739 | Water & Sewerage | 13 | DY4 8 | SO 94573 92739 | Water & Sewerage | 13 |
| DY4 9 | SO 94573 92739 | Water & Sewerage | 13 | DY4 9 | SO 94573 92739 | Water & Sewerage | 13 |
| DY6 7 | SO 90095 90315 | Water & Sewerage | 13 | DY6 7 | SO 90095 90315 | Water & Sewerage | 13 |
| E14 9 | TQ 37536 79678 | Water & Sewerage | 17 | E14 9 | TQ 37536 79678 | Water & Sewerage | 17 |
| E16 4 | TQ 39023 82695 | Water & Sewerage | 17 | E16 4 | TQ 39023 82695 | Water & Sewerage | 17 |
| GL20 6 | SO 91988 32676 | Water & Sewerage | 10 | GL20 6 | SO 91988 32676 | Water & Sewerage | 10 |
| GL20 7 | SO 91988 32676 | Water & Sewerage | 10 | GL20 7 | SO 91988 32676 | Water & Sewerage | 10 |
| GL3 4 | SO 88506 17291 | Water & Sewerage | 10 | GL3 4 | SO 88506 17291 | Water & Sewerage | 10 |

| | | | | | | | |
|--------|-----------------|------------------|----|--------|-----------------|------------------|----|
| GL51 9 | SO 93020 24765 | Water & Sewerage | 10 | GL51 9 | SO 93020 24765 | Water & Sewerage | 10 |
| HP2 7 | TL 08156 09187 | Water & Sewerage | 1 | HP2 7 | TL 08156 09187 | Water & Sewerage | 1 |
| HP22 7 | SP 84696 14838 | Water & Sewerage | 17 | HP22 7 | SP 84696 14838 | Water & Sewerage | 17 |
| IG11 0 | TQ 46983 82341 | Water & Sewerage | 7 | IG11 0 | TQ 46983 82341 | Water & Sewerage | 7 |
| IP3 0 | TM 17145 42484 | Water & Sewerage | 4 | IP3 0 | TM 17145 42484 | Water & Sewerage | 4 |
| KT16 9 | TQ 03187 66836 | Water & Sewerage | 1 | KT16 9 | TQ 03187 66836 | Water & Sewerage | 1 |
| KT19 8 | TQ 20502 62543 | Water & Sewerage | 17 | KT19 8 | TQ 20502 62543 | Water & Sewerage | 17 |
| L1 2 | SJ 35339 90044 | Water & Sewerage | 18 | L1 2 | SJ 35339 90044 | Water & Sewerage | 18 |
| L31 1 | SD 38919 01702 | Water & Sewerage | 18 | L31 1 | SD 38919 01702 | Water & Sewerage | 18 |
| L5 7 | SJ 34620 92685 | Water & Sewerage | 18 | L5 7 | SJ 34620 92685 | Water & Sewerage | 18 |
| L6 0 | SJ 37788 93300 | Water Only | 18 | L6 0 | SJ 37788 93300 | Water Only | 18 |
| L6 1 | SJ 36140 91205 | Water & Sewerage | 18 | L6 1 | SJ 36140 91205 | Water & Sewerage | 18 |
| L8 5 | SJ 35090 88788 | Water & Sewerage | 18 | L8 5 | SJ 35090 88788 | Water & Sewerage | 18 |
| LE16 9 | SP 72296 86280 | Water & Sewerage | 9 | LE16 9 | SP 72296 86280 | Water & Sewerage | 9 |
| LE16 9 | SP 74214 85721 | Water & Sewerage | 9 | LE16 9 | SP 74214 85721 | Water & Sewerage | 9 |
| LS10 1 | SE 31215 32591 | Water & Sewerage | 20 | LS10 1 | SE 31215 32591 | Water & Sewerage | 20 |
| LU5 6 | TL 03646 29889 | Water & Sewerage | 4 | LU5 6 | TL 03646 29889 | Water & Sewerage | 4 |
| M1 1 | SJ 84625 98598 | Water & Sewerage | 18 | M1 1 | SJ 84625 98598 | Water & Sewerage | 18 |
| M1 5 | SJ 83768 97572 | Water & Sewerage | 18 | M1 5 | SJ 83768 97572 | Water & Sewerage | 18 |
| M16 0 | SJ 81855 95939 | Water & Sewerage | 18 | M16 0 | SJ 81855 95939 | Water & Sewerage | 18 |
| M17 1 | SJ 81125 96520 | Water & Sewerage | 18 | M17 1 | SJ 81125 96520 | Water & Sewerage | 18 |
| M3 7 | SJ 83509 98936 | Water & Sewerage | 18 | M3 7 | SJ 83509 98936 | Water & Sewerage | 18 |
| M4 7 | SJ 854980 98085 | Water & Sewerage | 18 | M4 7 | SJ 854980 98085 | Water & Sewerage | 18 |
| M5 3 | SJ 82197 97869 | Water & Sewerage | 18 | M5 3 | SJ 82197 97869 | Water & Sewerage | 18 |

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1. Changes to the Non-household Retail Market

Since April 2017 occupiers or owners of eligible non-household premises have been able to choose their supplier of Retail services. Information about the new market arrangements may be found at <https://mosl.co.uk/> and at <http://www.open-water.org.uk>

Eligible Premises are defined within the guidance issued by the water industry regulator, Ofwat. Further information may be found at: <http://www.ofwat.gov.uk/publication/eligibility-guidance-whether-non-household-customers-england-wales-eligible-switch-retailer/>.

2. Value Added Tax

Measured water supply charges to businesses whose predominant activity falls within categories 1 to 5 of the Standard Industrial Classification (1980 Edition), i.e.:

1. energy and water supply industries;
2. extraction of minerals and ores other than fuels: manufacture of metals, mineral products and chemicals;
3. metal goods, engineering and vehicles industries;
4. other manufacturing industries;
5. construction;

are subject to Value Added Tax (VAT) at the standard rate. Water supply charges to all other customers are zero rated.

For properties where waste is disposed of via a public sewer, measured sewerage and sewage disposal charges and trade effluent charges are always zero rated.

Charges for engineering and construction services are subject to VAT at the standard rate unless they relate to the construction of new dwellings (in which case they are zero rated).

All charges in the Scheme are shown exclusive of VAT and will apply from 1 June 2024.

This section is a summary description of the VAT liability of charges and is subject to changes in VAT legislation and rates of VAT.

3. Main types of charges and special tariffs

Measured charges

Measured charges are paid by occupiers of properties where a water meter provided by the Company has been installed. The charges comprise standing charges and a charge per cubic metre. Some tariffs also include fixed or supplementary charges, often combined with lower volumetric charges.

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. There are reductions in charges for those customers who discharge no surface water to our network as shown in the charging summaries.

Sewerage volumetric 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). The difference will either be expressed on a bill as a reduction in volume or it will be incorporated into the tariff charged.

Large User Charges

If you consume a significant quantity of water at a single site during any given year, you may qualify for a reduction in your volumetric charges. If Large User charges are applicable in your area, you will find further details in the individual site charging information.

4. 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 property to pay any charges contained in the Scheme and payment is not made within 21 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the person who has made the agreement.

The Company reserves the right to cancel the agreement and charge the occupier of the property in accordance with the Scheme without prejudicing its right to pursue the person who made the agreement for any outstanding charges at the time of the cancellation.

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 put to use for its intended purpose; or
- b) has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property; or
- c) is the occupier for the purpose of holding a licence to sell alcoholic drinks.

Liability for charges for unoccupied properties

Measured water and sewerage charges are based on the volume of water recorded by the meter. 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 she or he is 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 her or his vacation of the property less than two working days before, or at any time after she or he ceases 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 in order for the amount of the charges to be determined; or
- c) the day on which any other person informs the Company that she or he has 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 their vacation, the Company will close a meter account on the basis of 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 on the basis of 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.

5. 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.

The Company continues to have a legal right to charge commercial customers by agreement rather than in accordance with the Scheme (subject to a legal requirement that charges do not discriminate unduly in favour of or against any class of customer).

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 are set out in the Charges Summaries.

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 to ask their solicitor, when considering buying a property, to 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 areas and ranges from 2.5% to 10%.

Some properties might be able to show that more water is not returned to a sewer. If 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 a metered customer intends using large amounts of water externally where water is not returned to a sewer and that customer does 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 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.

6. 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 at <https://www.leeputilities.co.uk/lwnl-leakage-code-of-practice>.

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

Should the Company not be able to read a meter when it is due to read it, 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.

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 her or his property is faulty may require the Company to test the accuracy of a meter.

Customers are asked to contact their Retailer if they consider that their meter is incorrectly recording use. If the customer has not chosen a new Retailer, then they should contact the Company on 0300 373 3540 and it will investigate the matter. If the Company considers that the meter is incorrectly recording use it 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 (or their Retailer) 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 the Company will invoice the customer for its reasonable costs.

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 replacement meter installed when the faulty meter was removed for testing.

If a meter 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.

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

Measured charges are payable in arrears and unless a customer has agreed a different payment arrangement with the Company, they are payable within 21 days of issuance of the bill.

Bills are usually issued at least every six months, though the Company reserves the right to read meters and issue bills on a monthly basis. The Company aims to base bills on meter readings it has taken. Details of when an individual meter is due to be read are issued to customers when they have a meter installed or move into a metered property.

The Company operates a special Meter Payment Plan for metered customers. Under the Plan customers agree to pay a fixed amount each month. At the end of each year the Company will review the account and make any adjustments to the required monthly payment if water use has changed and the amount being paid is too high or too low.

If the account is in credit, customers can choose to have the over-payment refunded or carried forward to reduce next year's payments. If not enough has been paid, the debt will be added to the following year's bill and monthly payments re-set to repay the outstanding balance over the next 12 months.

Fortnightly or weekly plans for paying metered charges are available on request.

Monthly, fortnightly and weekly plans are also available for re-paying any arrears of metered charges.

For frequent payment plans we would prefer customers to call our Customer Service Team on 0300 373 3540 so that we can discuss their requirements with them and agree suitable plans. We will always require a payment plan to be set at a level which clears the current year's charges by 31 March but if there are arrears on the account we may be able to agree a longer period of time to make instalments more manageable.

Frequent payment plans can also be requested in writing by writing to **Customer Accounts, Leep Networks (Water) Ltd, Level 2, Metro, 33 Trafford Road, Manchester M5 3NN.**

If you are concerned about your ability to pay your bill, please note that although LNWL does not currently offer reductions for those having difficulty in paying, we may be able to suggest ways to reduce your consumption. Please contact us on 0300 373 3540.

Payment arrangements for measured charges

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 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.

Failure to pay charges when they are due

If we do not receive payment when it is due for water and sewerage services, there are a number of steps that we will take to recover the money owed. These are set out in our Code of Practice and our Procedure on Debt Recovery, available on our website.

After a first reminder the Company will send a notice that it intends to disconnect the water supply if the debt is not paid. If payment is still not made or the customer does not contact the Company to agree a payment plan, the supply may be disconnected. A Court Claim may then be issued to recover the outstanding debt if the customer does not contact the Company to agree a payment plan. To get the supply reconnected we will require payment of our reasonable costs, as well as payment of a significant proportion of the outstanding debt.

9. Charging Summary Information for 2024/25

Non-household customers will be assigned one of the tariffs shown in the tables in this section. These tariffs may apply where a single site has annual consumption within one of the shown bands and will comprise standing charges based on meter size plus volumetric and site charges based on annual consumption plus surface water and highways drainage charges based on meter size or surface area.

If suitable charges are not shown here, perhaps owing to unusually high consumption or a non-standard meter size, the Company will assign a tariff based on the nearest tariff that would have applied had the customer been served by the previous appointee for the site.

10. Summary Tables of Non-household Charges for 2024 / 25

- Table 1 – Affinity Water (Central) & Thames Water

Valid from 1 June 2024

| Water | | | | Sewerage | | | | | | |
|------------|----------------------------------|----------------------------------|----------------------------------|---------------------------------------|---|---------------------------------------|---|---------------------------------------|---|--|
| | 0 - 500m3/annum | 501 - 50000m3/annum | >50000m3/annum | 0 - 500m3/annum | | 501 - 50000m3/annum | | >50000m3/annum | | |
| Meter size | Standing charge per annum | Standing charge per annum | Standing charge per annum | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15mm | £18.59 | £19.30 | £20.42 | £61.64 | £22.52 | £65.44 | £23.91 | £67.15 | £24.53 | See below |
| 20mm | £18.59 | £19.30 | £20.42 | £138.70 | £50.68 | £147.26 | £53.80 | £151.08 | £55.20 | See below |
| 25mm | £18.59 | £19.30 | £20.42 | £246.57 | £90.09 | £261.78 | £95.64 | £268.58 | £98.13 | See below |
| 40mm | £33.53 | £34.83 | £36.85 | £554.79 | £202.70 | £589.00 | £215.20 | £604.31 | £220.80 | See below |

| | | | | | | | | | | |
|---|--------------------------|-----------------------------------|---------|--------------------------|-----------------------------------|-----------|-----------|-----------|-----------|-----------|
| 50mm | £33.53 | £34.83 | £36.85 | £986.29 | £360.36 | £1,047.11 | £382.58 | £1,074.34 | £392.52 | See below |
| 80mm | £133.12 | £138.26 | £146.28 | £2,219.15 | £810.80 | £2,356.00 | £860.80 | £2,417.26 | £883.18 | See below |
| 100mm | £133.12 | £138.26 | £146.28 | £3,945.16 | £1,441.42 | £4,188.44 | £1,530.31 | £4,297.34 | £1,570.10 | See below |
| m³ per annum | Fixed charge £ per annum | Volumetric Charge per cubic metre | | Fixed charge £ per annum | Volumetric Charge per cubic metre | | | | | |
| 0 - 500 | £65.47 | 122.62p | | £54.79 | 127.10p | | | | | |
| 501 - 5000 | £0.00 | 127.35p | | £0.00 | 134.93p | | | | | |
| 5001 - 25000 | £0.00 | 120.02p | | £0.00 | 134.93p | | | | | |
| 25001 - 50000 | £0.00 | 120.02p | | £0.00 | 134.93p | | | | | |
| >50000 | £0.00 | 89.99p | | £0.00 | 138.44p | | | | | |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | | | | | | | | |

| | Water | Sewerage |
|---|-------------|-------------|
| Supplementary Charges based on m ³ per annum | £ per annum | £ per annum |
| 20,000 - 50,000 | £0.00 | n/a |
| 50,000 - 250,000 | £17,784.75 | n/a |
| 100,000+ | As above | £26,304.36 |

- Table 2 – Affinity Water (East) & Thames Water

Valid from 1 June 2024

| Water | | | | Sewerage | | | | | | |
|------------|----------------------------------|----------------------------------|----------------------------------|---------------------------------------|---|---------------------------------------|---|---------------------------------------|---|--|
| | 0 - 500m3/annum | 501 - 50000m3/annum | >50000m3/annum | 0 - 500m3/annum | | 501 - 50000m3/annum | | >50000m3/annum | | |
| Meter size | Standing charge per annum | Standing charge per annum | Standing charge per annum | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15mm | £18.59 | £19.30 | £20.42 | £61.64 | £22.52 | £65.44 | £23.91 | £67.15 | £24.53 | See below |
| 20mm | £18.59 | £19.30 | £20.42 | £138.70 | £50.68 | £147.26 | £53.80 | £151.08 | £55.20 | See below |
| 25mm | £18.59 | £19.30 | £20.42 | £246.57 | £90.09 | £261.78 | £95.64 | £268.58 | £98.13 | See below |
| 40mm | £33.53 | £34.83 | £36.85 | £554.79 | £202.70 | £589.00 | £215.20 | £604.31 | £220.80 | See below |
| 50mm | £33.53 | £34.83 | £36.85 | £986.29 | £360.36 | £1,047.11 | £382.58 | £1,074.34 | £392.52 | See below |
| 80mm | £133.12 | £138.26 | £146.28 | £2,219.15 | £810.80 | £2,356.00 | £860.80 | £2,417.26 | £883.18 | See below |
| 100mm | £133.12 | £138.26 | £146.28 | £3,945.16 | £1,441.42 | £4,188.44 | £1,530.31 | £4,297.34 | £1,570.10 | See below |

| m³ per annum | Fixed charge £ per annum | Volumetric Charge per cubic metre | Fixed charge £ per annum | Volumetric Charge per cubic metre |
|--------------------------------|---------------------------------|--|---------------------------------|--|
| 0 - 500 | £65.47 | 195.35p | £54.79 | 127.10p |
| 501 - 5000 | £0.00 | 212.35p | £0.00 | 134.93p |
| 5001 - 25000 | £0.00 | 188.45p | £0.00 | 134.93p |
| 25001 - 50000 | £0.00 | 158.52p | £0.00 | 134.93p |
| >50000 | £0.00 | 131.47p | £0.00 | 138.44p |

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

| | Water | Sewerage |
|---|--------------------|--------------------|
| Supplementary Charges based on m³ per annum | £ per annum | £ per annum |
| 25,000 - 50,000 | £7,480.96 | n/a |
| 50,000 - 100,000 | £24,417.31 | n/a |
| 100,000+ | £32,881.26 | £26,304.36 |

- Table 3 – Affinity Water (South East) & Southern Water

Valid from 1 June 2024

| | Water | | | Sewerage | | | | | | |
|------------|----------------------------------|----------------------------------|----------------------------------|---------------------------------------|---|---------------------------------------|---|---------------------------------------|---|--|
| | 0 - 500m3/annum | 501 - 50000m3/annum | >50000m3/annum | 0 - 500m3/annum | | 501 - 50000m3/annum | | >50000m3/annum | | |
| Meter size | Standing charge per annum | Standing charge per annum | Standing charge per annum | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15mm | £18.59 | £19.30 | £20.42 | £61.64 | £22.52 | £65.44 | £23.91 | £67.15 | £24.53 | See below |
| 20mm | £18.59 | £19.30 | £20.42 | £138.70 | £50.68 | £147.26 | £53.80 | £151.08 | £55.20 | See below |
| 25mm | £18.59 | £19.30 | £20.42 | £246.57 | £90.09 | £261.78 | £95.64 | £268.58 | £98.13 | See below |
| 40mm | £33.53 | £34.83 | £36.85 | £554.79 | £202.70 | £589.00 | £215.20 | £604.31 | £220.80 | See below |
| 50mm | £33.53 | £34.83 | £36.85 | £986.29 | £360.36 | £1,047.11 | £382.58 | £1,074.34 | £392.52 | See below |
| 80mm | £133.12 | £138.26 | £146.28 | £2,219.15 | £810.80 | £2,356.00 | £860.80 | £2,417.26 | £883.18 | See below |
| 100mm | £133.12 | £138.26 | £146.28 | £3,945.16 | £1,441.42 | £4,188.44 | £1,530.31 | £4,297.34 | £1,570.10 | See below |

| m³ per annum | Fixed charge £ per annum | Volumetric Charge per cubic metre | Fixed charge £ per annum | Volumetric Charge per cubic metre |
|---|---------------------------------|--|---------------------------------|--|
| 0 - 500 | £65.47 | 207.77p | £54.79 | 127.10p |
| 501 - 5000 | £0.00 | 225.84p | £0.00 | 134.93p |
| 5001 - 25000 | £0.00 | 215.78p | £0.00 | 134.93p |
| 25001 - 50000 | £0.00 | 215.78p | £0.00 | 134.93p |
| >50000 | £0.00 | 170.53p | £0.00 | 138.44p |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | | |

| m3 per annum | Fixed charge £ per annum | Volumetric Charge per cubic metre | Fixed charge £ per annum | Volumetric Charge per cubic metre |
|---|---------------------------------|--|---------------------------------|--|
| 0 - 500 | £65.47 | 207.77p | £54.79 | 127.10p |
| 501 - 5000 | £0.00 | 225.84p | £0.00 | 134.93p |
| 5001 - 50000 | £0.00 | 215.78p | £0.00 | 134.93p |
| >50000 | £0.00 | 170.53p | £0.00 | 138.44p |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | | |

- Table 4 – Anglian Water

Valid from 1 June 2024

| Water | | | Sewerage | | |
|--|-------------|-----------------------------|-------------------------------------|--------------------------------------|-----------------------------|
| m3 / annum | £ per annum | Volumetric charge £ / m3 | Full standing charge £ per annum | Abated standing charge* £ / annum | Volumetric charge p / m3 |
| 0 - 500 | £73.42 | 193.34p | £131.03 | £84.98 | 211.32p |
| 501 - 5000 | £84.24 | 184.26p | £136.40 | £59.40 | 216.29p |
| 5001 - 10000 | £535.68 | 175.22p | £551.10 | £369.60 | 209.77p |
| * The abated charge is payable where no part of the property is connected for surface water drainage | | | | | |

- Table 5 – Bristol Water & Wessex Water

Valid from 1 June 2024

| Water | | | Sewerage | | | |
|---|-------------------------------|--|---------------------------------|---------------------------------------|--|--|
| Meter size + Consumption (m3 / annum) | Fixed charge per annum | Volumetric charge per cubic metre | Meter size | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 0 - 500 | £71.75 | 165.85p | 0 - 20mm | £52.33 | £25.12 | See below |
| | | | 25mm | £266.88 | £129.77 | See below |
| 501 - 1000 | £6.49 | 171.15p | 30mm | £436.42 | £212.45 | See below |
| | | | 40mm | £598.64 | £290.95 | See below |
| 1001 - 5000 | £14.06 | 168.94p | 50mm | £1,097.85 | £532.71 | See below |
| | | | 65mm | £1,594.98 | £774.46 | See below |
| 5001 - 15000 | £48.41 | 166.55p | 80mm | £2,803.77 | £1,360.54 | See below |
| | | | 100mm | £4,860.28 | £2,357.93 | See below |
| 15001 - 50000 | £2,340.82 | 147.58p | Consumption m3 per annum | Fixed charge per meter point | | Volumetric charge per cubic metre |

| | | | | | |
|---|------------------------------|---------|---------------------------------|--------|---------|
| 50001 - 100000 | £5,168.67 | 140.17p | 0 - 500 | £54.79 | 208.82p |
| >100000 | £12,039.42 | 132.63p | >500 | £0.00 | 219.48p |
| Waste charges where water use is greater than 20,000m3 | | | | | |
| m3/annum | Full Standing Charge / annum | | Abated Standing Charge / annum* | | |
| >20000 | £3,471.60 | | £1,684.10 | | |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | | | |

- Table 6 – Dwr Cymru Welsh Water

Valid from 1 June 2024

| Sewerage | | | |
|---|-----------------------------------|--------------------------------------|--------------------------------------|
| Meter size | Full standing charge per annum | Abated standing charge* per annum | Volumetric charge per cubic metre |
| 15mm | £111.81 | £55.61 | See below |
| 20mm | £111.81 | £55.61 | See below |
| 25mm | £322.79 | £223.79 | See below |
| 40mm | £662.30 | £568.84 | See below |
| 50mm | £1,182.64 | £1,089.19 | See below |
| m3 / annum | Fixed charge per annum | | Volumetric charge |
| 0 – 49,999 | £0.00 | | 214.07 |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | |

- Table 7 – Essex & Suffolk & Thames Water

Valid from 1 June 2024

| Water | | | Sewerage | | |
|-----------------------------|----------------------------------|--|---------------------------------------|---|--|
| Consumption <=500m3 / annum | Standing charge per annum | Volumetric charge per cubic metre | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15mm | £35.90 | See below | £61.64 | £22.52 | See below |
| 20mm | £35.90 | See below | £138.70 | £50.68 | See below |
| 25mm | £35.90 | See below | £246.57 | £90.09 | See below |
| 30mm | £52.75 | See below | £385.27 | £140.76 | See below |
| 40mm | £52.75 | See below | £554.79 | £202.70 | See below |
| 50mm | £52.75 | See below | £986.29 | £360.36 | See below |
| 80mm | £220.86 | See below | £2,219.15 | £810.80 | See below |
| 100mm | £220.86 | See below | £3,945.16 | £1,441.42 | See below |
| Consumption >500m3 / annum | Standing charge per annum | Volumetric charge per cubic metre | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15mm | £26.03 | See below | £65.44 | £23.91 | See below |

| | | | | | |
|--|-------------------|-------------------|-------------------|--------------------------|-------------------|
| 20mm | £26.03 | See below | £147.26 | £53.80 | See below |
| 25mm | £26.03 | See below | £261.78 | £95.64 | See below |
| 30mm | £43.42 | See below | £409.03 | £149.44 | See below |
| 40mm | £43.42 | See below | £589.00 | £215.20 | See below |
| 50mm | £43.42 | See below | £1,047.11 | £382.58 | See below |
| 80mm | £216.90 | See below | £2,356.00 | £860.80 | See below |
| 100mm | £216.90 | See below | £4,188.44 | £1,530.31 | See below |
| Standard Tariff m ³ per annum | Fixed £ per annum | Volumetric charge | Fixed £ per annum | Abated standing charge * | Volumetric charge |
| <500 | £54.79 | 183.24p | £54.79 | As above | 127.10p |
| 500 - 19999 | £0.00 | 189.10p | £0.00 | As above | 134.93p |
| >=20,000 | £756.86 | 185.31p | £0.00 | As above | 134.93p |

| Supplementary Charges - Waste | |
|---|------------|
| Volume discharged | per annum |
| > 100000 | £26,304.36 |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | |

- Table 8 – Portsmouth Water & Southern Water

Valid from 1 June 2024

| Volume m3/annum | Water | | | Sewerage | | | |
|--------------------|------------|-------------------------------------|--|---------------------------------------|---|---|---|
| | Meter size | Standing charge per annum | Volumetric charge per cubic metre | Foul fixed charge per annum | Surface water standing charge* per annum | Highways drainage charge per annum | Volumetric charge per cubic metre |
| <500 | 15mm | £13.46 | See below | See below | £40.77 | £13.59 | See below |
| | 20mm | £13.46 | See below | See below | £40.77 | £13.59 | See below |
| | 25mm | £83.84 | See below | See below | £274.61 | £13.59 | See below |
| | 40mm | £206.27 | See below | See below | £535.64 | £13.59 | See below |
| | 50mm | £206.27 | See below | See below | £666.14 | £13.59 | See below |
| | 80mm | £481.28 | See below | See below | £1,318.70 | £13.59 | See below |
| | 100mm | £481.28 | See below | See below | £1,710.24 | £13.59 | See below |
| 500 - 50000 | 15mm | £13.98 | See below | See below | £42.85 | £14.28 | See below |
| | 20mm | £13.98 | See below | See below | £42.85 | £14.28 | See below |

| | | | | | | | |
|---|---------------|----------------------|-----------------|------------------------|-----------------|--------|-----------|
| | 25mm | £87.08 | See below | See below | £288.63 | £14.28 | See below |
| | 40mm | £214.23 | See below | See below | £562.98 | £14.28 | See below |
| | 50mm | £214.23 | See below | See below | £700.15 | £14.28 | See below |
| | 80mm | £499.85 | See below | See below | £1,386.02 | £14.28 | See below |
| | 100mm | £499.85 | See below | See below | £1,797.54 | £14.28 | See below |
| Volumetric charges | m3 / annum | Supplementary Charge | per cubic metre | Fixed charge per annum | per cubic metre | | |
| | <500 | £0.00 | 91.19p | £54.78 | 257.56p | | |
| | 500 - 10000 | £0.00 | 94.71p | £0.00 | 270.71p | | |
| | 10001 - 50000 | £279.37 | 91.91p | £0.00 | 270.71p | | |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | | | | | |

- Table 9 – Severn Trent Water & Anglian Water

Valid from 1 June 2024

| Water | | | Sewerage | | | |
|---|---------------------------|-----------------------------------|-----------------------|---------------------------------|------------------------------------|-----------------------------------|
| Meter size & <500m ³ /annum | Standing charge per annum | Volumetric charge per cubic metre | Foul charge £ / annum | Surface Water charge* £ / annum | Highways Drainage charge £ / annum | Volumetric charge per cubic metre |
| 15mm | £11.21 | see below | £63.00 | £46.05 | £21.98 | see below |
| 20mm | £11.21 | see below | £63.00 | £46.05 | £21.98 | see below |
| 25mm | £30.37 | see below | £63.00 | £46.05 | £21.98 | see below |
| 50mm | £30.37 | see below | £63.00 | £46.05 | £21.98 | see below |
| 80mm | £43.34 | see below | £63.00 | £46.05 | £21.98 | see below |
| 100mm | £43.34 | see below | £63.00 | £46.05 | £21.98 | see below |
| Meter size & 500 - 50000m ³ /annum | Standing charge per annum | Volumetric charge per cubic metre | Foul charge £ / annum | Surface Water charge* £ / annum | Highways Drainage charge £ / annum | Volumetric charge per cubic metre |
| 15mm | £11.57 | see below | £36.30 | £77.00 | £23.10 | see below |
| 20mm | £11.57 | see below | £36.30 | £77.00 | £23.10 | see below |
| 25mm | £31.34 | see below | £36.30 | £77.00 | £23.10 | see below |

| | | | | | | |
|--|-------------------|--------------------------|--------------------------------|--------------------------|--------|--------------------------|
| 50mm | £31.34 | see below | £36.30 | £77.00 | £23.10 | see below |
| 80mm | £44.73 | see below | £36.30 | £77.00 | £23.10 | see below |
| 100mm | £44.73 | see below | £36.30 | £77.00 | £23.10 | see below |
| m3 / annum | Fixed £ per annum | Volumetric charge p / m3 | Full standing charge £ / annum | Abated charge £ / annum* | | Volumetric charge p / m3 |
| <500 | £83.34** | 190.34p | £131.03 | £84.98 | | 211.32p |
| 500 - 50000 | £18.44 | 196.41p | £136.40 | £59.40 | | 216.29p |
| * Will be abated where no part of the property is connected for surface water drainage | | | | | | |
| ** Includes a Retail Charge of £54.79 & Site Foxed Charge of £28.55 | | | | | | |

- Table 10 – Severn Trent Water

Valid from 1 June 2024

| Water | | | Sewerage | | | |
|---|---------------------------|-----------------------------------|---------------------------|-------------------------|--------------------|-----------------------------------|
| Meter size & <500m ³ /annum | Standing charge per annum | Volumetric charge per cubic metre | Standing charge per annum | Surface Water £ / annum | Highways £ / annum | Volumetric charge per cubic metre |
| 15mm | £11.21 | see below | see below | see below | see below | see below |
| 20mm | £11.21 | see below | see below | see below | see below | see below |
| 25mm | £30.37 | see below | see below | see below | see below | see below |
| 50mm | £30.37 | see below | see below | see below | see below | see below |
| 80mm | £43.34 | see below | see below | see below | see below | see below |
| 100mm | £43.34 | see below | see below | see below | see below | see below |
| Meter size & 500 - 50000m ³ /annum | Standing charge per annum | Volumetric charge per cubic metre | Standing charge per annum | Surface Water £ / annum | Highways £ / annum | Volumetric charge per cubic metre |
| 15mm | £11.57 | see below | see below | see below | see below | see below |
| 20mm | £11.57 | see below | see below | see below | see below | see below |
| 25mm | £31.34 | see below | see below | see below | see below | see below |
| 50mm | £31.34 | see below | see below | see below | see below | see below |
| 80mm | £44.73 | see below | see below | see below | see below | see below |

| | | | | | | |
|--------------------------------|------------------------------|--------------------------------------|------------------------------|------------------------------------|---------------------------------------|--------------------------------------|
| 100mm | £44.73 | see below | see below | see below | see below | see below |
| Meter size & >50000m3/annum | Standing charge per annum | Volumetric charge per cubic metre | Standing charge per annum | Surface Water £ / annum | Highways £ / annum | Volumetric charge per cubic metre |
| 15mm | £12.04 | see below | see below | see below | see below | see below |
| 20mm | £12.04 | see below | see below | see below | see below | see below |
| 25mm | £32.60 | see below | see below | see below | see below | see below |
| 50mm | £32.60 | see below | see below | see below | see below | see below |
| 80mm | £46.53 | see below | see below | see below | see below | see below |
| 100mm | £46.53 | see below | see below | see below | see below | see below |
| m3 / annum | Fixed per annum | Volumetric charge p / m3 | Fixed per annum | Surface Water Fixed* / annum | Highways Drainage Fixed / annum | Volumetric charge / m3 |
| <500 | £83.34** | 190.34p | £65.56** | See Table 1 | £17.88 | 136.05p |
| 500 - 50000 | £18.44 | 196.41p | £11.33 | See Table 1 | £18.79 | 143.00p |
| >50000 | £89.47 | 204.34p | £70.39 | See Table 1 | £19.20 | 146.06p |

| | | | | | | |
|---|-----------------|---------------------------|-----------------|------------------------------------|---------------------------------------|---------------------------|
| Intermediate User Tariff m3 / annum | Fixed per annum | Volumetric charge / m3 | Fixed per annum | Surface Water Fixed* / annum | Highways Drainage Fixed / annum | Volumetric charge / m3 |
|---|-----------------|---------------------------|-----------------|------------------------------------|---------------------------------------|---------------------------|

| | | | | | | |
|---|-----------------|---------------------------|--------------------|------------------------------------|---------------------------------------|---------------------------|
| 500 - 50000 | £3,278.96 | 163.81p | £11.33 | See Table 1 | £18.79 | 143.00p |
| >50000 | £3,481.60 | 170.42p | £70.39 | See Table 1 | £19.20 | 146.06p |
| Large User Tariff m3 / annum | Fixed per annum | Volumetric charge / m3 | Fixed per annum | Surface Water Fixed* / annum | Highways Drainage Fixed / annum | Volumetric charge / m3 |
| >50000 | £25,296.21 | 126.79p | £2,860.56 | See Table 1 | £19.20 | 140.48p |
| *Plus an additional charge for surface water based on site area as in Table 1 | | | | | | |
| **Includes a Retail Charge of £54.79 and Site Fixed Charge | | | | | | |

| Table 1 | | | | |
|---------|-----------------|---------------------|----------------------------|--------------|
| Band | Surface Area m2 | <500m3 per annum | 500 - 50000m3 per annum | over 50000m3 |
| 1 | 0 - 20 | £21.25 | £22.34 | £22.82 |
| 2 | 21 - 99 | £68.09 | £71.56 | £73.10 |
| 3 | 100 - 199 | £125.66 | £132.07 | £134.91 |
| 4 | 200 - 299 | £202.29 | £212.61 | £217.17 |
| 5 | 300 - 499 | £317.32 | £333.52 | £340.67 |
| 6 | 500 - 749 | £489.99 | £515.00 | £526.05 |
| 7 | 750 - 999 | £681.81 | £716.61 | £731.98 |
| 8 | 1000 - 1499 | £969.27 | £1,018.75 | £1,040.60 |
| 9 | 1500 - 1999 | £1,352.14 | £1,421.16 | £1,451.65 |
| 10 | 2000 - 3999 | £2,310.30 | £2,428.25 | £2,480.33 |
| 11 | 4000 - 7499 | £4,418.69 | £4,644.26 | £4,743.88 |
| 12 | 7500 - 9999 | £6,718.93 | £7,061.93 | £7,213.41 |
| 13 | 10000 - 14999 | £9,593.78 | £10,083.54 | £10,299.84 |

| | | | | |
|----|---------------|-------------|-------------|-------------|
| 14 | 15000 - 19999 | £13,427.37 | £14,112.84 | £14,415.57 |
| 15 | 20000 - 24999 | £17,260.86 | £18,142.03 | £18,531.19 |
| 16 | 25000 - 29999 | £21,094.47 | £22,171.34 | £22,646.93 |
| 17 | 30000 - 34999 | £24,927.82 | £26,200.39 | £26,762.40 |
| 18 | 35000 - 39999 | £28,763.69 | £30,232.08 | £30,880.57 |
| 19 | 40000 - 44999 | £32,599.57 | £34,263.77 | £34,998.75 |
| 20 | 45000 - 49999 | £36,435.59 | £38,295.63 | £39,117.08 |
| 21 | 50000 - 99999 | £57,517.05 | £60,453.30 | £61,750.05 |
| 22 | Over 100000 | £134,211.28 | £141,062.76 | £144,088.62 |

- Table 13 – South Staffordshire Water & Severn Trent Water

Valid from 1 June 2024

| m3 / annum | Water | | | Sewerage | | |
|-------------|------------|-------------------|-----------------------------------|------------------------|-----------------------------|-----------------------------------|
| | Meter size | Fixed £ per annum | Volumetric charge per cubic metre | Fixed charge £ / annum | Highways drainage £ / annum | Volumetric charge per cubic metre |
| < 500 | 15mm | £65.46 | 134.82p | £65.56 | £17.88 | 136.05p |
| | 20mm | £65.46 | 134.82p | £65.56 | £17.88 | 136.05p |
| | 25mm | £65.46 | 134.82p | £65.56 | £17.88 | 136.05p |
| | 50mm | £92.51 | 134.82p | £65.56 | £17.88 | 136.05p |
| | 80mm | £213.72 | 134.82p | £65.56 | £17.88 | 136.05p |
| | 100mm | £226.20 | 134.82p | £65.56 | £17.88 | 136.05p |
| 500 - 50000 | 15mm | £0.00 | 139.13p | £11.33 | £18.79 | 143.00p |
| | 20mm | £0.00 | 139.13p | £11.33 | £18.79 | 143.00p |
| | 25mm | £0.00 | 139.13p | £11.33 | £18.79 | 143.00p |
| | | | | | | |

| | | | | | | |
|---|-------|---------|---------|--------|--------|---------|
| | 50mm | £27.91 | 139.13p | £11.33 | £18.79 | 143.00p |
| | 80mm | £152.99 | 139.13p | £11.33 | £18.79 | 143.00p |
| | 100mm | £165.87 | 139.13p | £11.33 | £18.79 | 143.00p |
| *Plus an additional charge for surface water based on site area as in Table 1. Where it can be shown to the company's satisfaction that no surface water drains to its sewers, then an abated charge may be applied | | | | | | |

| Table 1 | | | |
|---------|-----------------|-------------------|-------------------|
| Band | Surface Area m2 | <500m3 £/annum | >500m3 £/annum |
| 1 | 0 -20 | £21.25 | £22.34 |
| 2 | 21 - 99 | £68.09 | £71.56 |
| 3 | 100 - 199 | £125.66 | £132.07 |
| 4 | 200 - 299 | £202.29 | £212.61 |
| 5 | 300 - 499 | £317.32 | £333.52 |
| 6 | 500 - 749 | £489.99 | £515.00 |
| 7 | 750 - 999 | £681.81 | £716.61 |
| 8 | 1000 - 1499 | £969.27 | £1,018.75 |
| 9 | 1500 - 1999 | £1,352.14 | £1,421.16 |
| 10 | 2000 - 3999 | £2,310.30 | £2,428.25 |
| 11 | 4000 - 7499 | £4,418.69 | £4,644.26 |
| 12 | 7500 - 9999 | £6,718.93 | £7,061.93 |
| 13 | 10000 - 14999 | £9,593.78 | £10,083.54 |
| 14 | 15000 - 19999 | £13,427.37 | £14,112.84 |

| | | | |
|----|---------------|-------------|-------------|
| 15 | 20000 - 24999 | £17,260.86 | £18,142.03 |
| 16 | 25000 - 29999 | £21,094.47 | £22,171.34 |
| 17 | 30000 - 34999 | £24,927.82 | £26,200.39 |
| 18 | 35000 - 39999 | £28,763.69 | £30,232.08 |
| 19 | 40000 - 44999 | £32,599.57 | £34,263.77 |
| 20 | 45000 - 49999 | £36,435.59 | £38,295.63 |
| 21 | 50000 - 99999 | £57,517.05 | £60,453.30 |
| 22 | Over 100000 | £134,211.28 | £141,062.76 |

- Table 14 – South West Water & Wessex Water

Valid from 1 June 2024

| Water | | | Sewerage | | | |
|--|-------------------------------|--|--|---------------------------------------|--|--|
| Meter size (mm) and <500m ³ /annum | Fixed charge per annum | Volumetric charge per cubic metre | Meter size (mm) <= 20000m ³ /annum | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15 | £65.46 | 216.78p | 15 | £52.33 | £25.12 | See below |
| 20 | £94.68 | 216.78p | 20 | £52.33 | £25.12 | See below |
| 25 | £115.67 | 216.78p | 25 | £266.88 | £129.77 | See below |
| 50 | £191.81 | 216.78p | 50 | £1,097.85 | £532.71 | See below |
| 80 | £205.36 | 216.78p | 80 | £2,803.77 | £1,360.54 | See below |
| Meter size and >500m ³ /annum | Fixed charge per annum | Volumetric charge per cubic metre | | | | |
| 15 | £0.00 | 223.71p | Consumption | Fixed charge | | Volumetric charge |
| 20 | £30.15 | 223.71p | m ³ per annum | per meter point | | per cubic metre |

| | | | | | |
|---|------------------------------|---------|---------------------------------|--------|---------|
| 25 | £51.81 | 223.71p | | | |
| 50 | £130.38 | 223.71p | 0 - 499 | £54.79 | 208.82p |
| 80 | £144.37 | 223.71p | 500+ | £0.00 | 219.48p |
| Waste standing charges where water use is greater than 20,000m3 | | | | | |
| m3/annum | Full Standing Charge / annum | | Abated Standing Charge / annum* | | |
| >20000 | £3,471.60 | | £1,684.10 | | |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | | | |

- Table 15 – Southern Water

Valid from 1 June 2024

| Water | | | Sewerage | | | | |
|------------|--|--|--|--|---|--|---|
| Meter size | Standing charge per meter per annum | Volumetric charge per cubic metre | Foul fixed charge per meter per annum | Full standing charge <500m ³ /annum per annum | Abated standing charge* <500m ³ /annum per annum | Full standing charge >500m ³ /annum per annum | Abated standing charge* >500m ³ /annum per annum |
| 15mm | See below | See below | See below | £40.77 | £13.59 | £42.85 | £14.28 |
| 20mm | See below | See below | See below | £40.77 | £13.59 | £42.85 | £14.28 |
| 25mm | See below | See below | See below | £274.61 | £13.59 | £288.63 | £14.28 |
| 40mm | See below | See below | See below | £535.64 | £13.59 | £562.98 | £14.28 |
| 50mm | See below | See below | See below | £666.14 | £13.59 | £700.15 | £14.28 |
| 80mm | See below | See below | See below | £1,318.70 | £13.59 | £1,386.02 | £14.28 |
| 100mm | See below | See below | See below | £1,710.24 | £13.59 | £1,797.54 | £14.28 |

| m3 / annum | Fixed charge per annum | | Fixed charge per annum | Volumetric Charge per cubic metre |
|--|------------------------|---------|------------------------|-----------------------------------|
| <500 | £83.20 | 197.06p | £54.78 | 257.56p |
| 500 - 1000 | £18.30 | 203.36p | £0.00 | 270.71p |
| 1001 - 5000 | £80.37 | 209.95p | £0.00 | 270.71p |
| 5001 - 20000 | £563.76 | 198.72p | £0.00 | 270.71p |
| 20001 - 100000 | £2,248.56 | 190.29p | £0.00 | 270.71p |
| * An abated charge is payable where no part of the property is connected for surface water drainage. | | | | |

- Table 16 – Sutton & East Surrey Water & Southern Water

Valid from 1 June 2024

| Water | | | | | Sewerage | | |
|-------------------------------|------------------------------|--------------------------------------|-----------------------------------|--|-----------------------------------|--|--------------------------------------|
| <500m3/annum | | | | | >500m3/annum | | |
| Meter size | Standing charge per annum | Volumetric charge per cubic metre | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15mm | See below | See below | £40.77 | £13.59 | £42.85 | £14.28 | See below |
| 20mm | See below | See below | £40.77 | £13.59 | £42.85 | £14.28 | See below |
| 25mm | See below | See below | £274.61 | £13.59 | £288.63 | £14.28 | See below |
| 40mm | See below | See below | £535.64 | £13.59 | £562.98 | £14.28 | See below |
| 50mm | See below | See below | £666.14 | £13.59 | £700.15 | £14.28 | See below |
| 80mm | See below | See below | £1,318.70 | £13.59 | £1,386.02 | £14.28 | See below |
| 100mm | See below | See below | £1,710.24 | £13.59 | £1,797.54 | £14.28 | See below |
| Standard Tariff - meter sizes | Fixed charge £ per annum | Volumetric charge | Fixed charge £ per annum | Volumetric charge | | | |
| Southern Area Standard 0-500 | £66.84 | 179.71p | £54.78 | 257.56p | | | |

| | | | | |
|--|-----------|---------|--------|---------|
| Southern Area Standard 500-10,000 | £1.31 | 187.64p | £0.00 | 270.71p |
| Southern Area Mid User 10,000-50,000 | £1,900.00 | 164.24p | £0.00 | 270.71p |
| Southern Area High User >50,000 | £5,997.97 | 157.73 | £0.00 | 270.71p |
| Northern Area 1 Standard 0-500 | £66.84 | 139.51p | £54.78 | 257.56p |
| Northern Area 1 Standard 500-10,000 | £1.31 | 146.32p | £0.00 | 270.71p |
| Northern Area 1 Mid User 10,000-50,000 | £1,300.00 | 128.49p | £0.00 | 270.71p |
| Northern Area 1 High User >50,000 | £4,000.00 | 122.79p | £0.00 | 270.71p |
| Northern Area 2 Standard 0-500 | £66.84 | 139.51p | £54.78 | 257.56p |
| Northern Area 2 Standard 500-10,000 | £1.31 | 146.32p | £0.00 | 270.71p |
| Northern Area 2 Mid User 10,000-50,000 | £1,300.00 | 128.49p | £0.00 | 270.71p |
| Northern Area 2 High User >50,000 | £4,000.00 | 122.79p | £0.00 | 270.71p |

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

• **Table 17 – Thames Water**

Valid from 1 June 2024

| Water | | | Sewerage | | | | | | |
|------------|------------------------------|--------------------------------------|-----------------------------------|---------------------------------------|-----------------------------------|---------------------------------------|-----------------------------------|---------------------------------------|--------------------------------------|
| Meter size | Standing charge per annum | Volumetric charge per cubic metre | 0 - 500m3/annum | | 501 - 50000m3/annum | | >50000m3/annum | | |
| | | | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15mm | £0.00 | See below | £61.64 | £22.52 | £65.44 | £23.91 | £67.15 | £24.53 | See below |
| 20mm | £0.00 | See below | £138.70 | £50.68 | £147.26 | £53.80 | £151.08 | £55.20 | See below |
| 25mm | £0.00 | See below | £246.57 | £90.09 | £261.78 | £95.64 | £268.58 | £98.13 | See below |
| 30mm | £0.00 | See below | £385.27 | £140.76 | £409.03 | £149.44 | £419.67 | £153.33 | See below |
| 40mm | £0.00 | See below | £554.79 | £202.70 | £589.00 | £215.20 | £604.31 | £220.80 | See below |
| 50mm | £0.00 | See below | £986.29 | £360.36 | £1,047.11 | £382.58 | £1,074.34 | £392.52 | See below |
| 80mm | £0.00 | See below | £2,219.15 | £810.80 | £2,356.00 | £860.80 | £2,417.26 | £883.18 | See below |
| 100mm | £0.00 | See below | £3,945.16 | £1,441.42 | £4,188.44 | £1,530.31 | £4,297.34 | £1,570.10 | See below |

| Metered, fixed charges. Based on m ³ per annum | Fixed £ per annum | Volumetric charge | Fixed £ per annum | Abated standing charge * | Volumetric charge |
|---|-------------------|-------------------|-------------------|--------------------------|-------------------|
| 0 - 500 | £65.47 | 200.37p | £54.79 | As above | 127.10p |
| 500 - 1000 | n/a | 208.10p | n/a | As above | 134.93p |
| 1000 - 5000 | n/a | 208.10p | n/a | As above | 134.93p |
| 5000 - 20,000 | n/a | 208.10p | n/a | As above | 134.93p |
| 20,000 - 50,000 | n/a | 190.41p | n/a | As above | 134.93p |
| 50,000 - 100,000 | n/a | 165.13p | n/a | As above | 138.44p |

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

| | Water | Sewerage |
|---|-------------|-------------|
| Supplementary Charges based on m ³ per annum | £ per annum | £ per annum |
| 20,000 - 50,000 | £3,536.96 | n/a |
| 50,000 - 250,000 | £21,906.35 | n/a |
| 100,000+ | As above | £26,304.36 |

- Table 18 – United Utilities

Valid from 1 June 2024

| Water | | | | | Sewerage | | |
|-------------------------------|--|--|--|--|---------------------------------------|--|---|
| Meter size | Standing charge per annum <500m ³ | Standing charge per annum 500 – 50,000m ³ | Standing charge per annum 50,000m ³ + | Volumetric charge per cubic metre | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| 15mm | £14.43 | £14.89 | £15.49 | See below | See Table 1 or Table 2 | See Table 1 or Table 2 | See below |
| 20mm | £14.43 | £14.89 | £15.49 | See below | See Table 1 or Table 2 | See Table 1 or Table 2 | See below |
| 25mm | £14.43 | £14.89 | £15.49 | See below | See Table 1 or Table 2 | See Table 1 or Table 2 | See below |
| 30mm | £66.66 | £68.79 | £71.57 | See below | See Table 1 or Table 2 | See Table 1 or Table 2 | See below |
| 40mm | £66.66 | £68.79 | £71.57 | See below | See Table 1 or Table 2 | See Table 1 or Table 2 | See below |
| 50mm | £66.66 | £68.79 | £71.57 | See below | See Table 1 or Table 2 | See Table 1 or Table 2 | See below |
| 80mm | £122.76 | £126.68 | £131.79 | See below | See Table 1 or Table 2 | See Table 1 or Table 2 | See below |
| 100mm | £122.76 | £126.68 | £131.79 | See below | See Table 1 or Table 2 | See Table 1 or Table 2 | See below |
| Consumption m ³ | Retail fee £ per annum | Site fixed charges £ per annum | | Volumetric charge | Retail fee £ per annum | Fixed charges £ per annum | Volumetric charge |
| < 500 | £54.79 | £10.67 | | 207.22p | £54.79 | £0.00 | 151.33p |

| | | | | | | | |
|---|-----------------------|------------------------|--|----------------------------|------------------------|--------------------------|------------------------|
| 500 - 50,000 | £0.00 | £0.00 | | 213.84p | £0.00 | £0.00 | 159.06p |
| >50,000 | £0.00 | £70.28 | | 222.47p | £0.00 | £58.82 | 162.47p |
| Large user tariff Water | | | | Large user tariff Sewerage | | | |
| Tariff name & m3/annum | Annual fixed charge** | Volumetric charge (m3) | | | Full standing charge | Abated standing charge * | Volumetric charge (m3) |
| Select 50 50000 - 180000 | £26,250.05 | 170.11p | | | See Table 1 or Table 2 | See Table 1 or Table 2 | 157.86p |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | | | | | |
| ** In addition to the standing charges according to meter size. | | | | | | | |

Table 2 - Schools concessionary surface water & highways drainage

| Band | Chargeable area (m2) | Surface water drainage only charge p.a. <500m ³ | Surface water drainage only charge p.a. 500 – 50,000m ³ | Surface water drainage only charge p.a. >50,000m ³ | Highway drainage only charge p.a. <500m ³ | Highway drainage only charge p.a. 500 – 50,000m ³ | Highway drainage only charge p.a. 50,000m ³ + | Surface water & highway drainage charge p.a. <500m ³ | Surface water & highway drainage charge p.a. 500 – 50,000m ³ | Surface water & highway drainage charge p.a. >50,000m ³ |
|------|----------------------|--|--|---|--|--|--|---|---|--|
| 1 | Up to 124 | £107.51 | £113.00 | £115.42 | £46.08 | £48.43 | £49.47 | £153.59 | £161.43 | £164.89 |
| 2 | 125-299 | £133.54 | £140.36 | £143.37 | £57.23 | £60.15 | £61.44 | £190.77 | £200.51 | £204.81 |
| 3 | 300-649 | £297.60 | £312.79 | £319.50 | £127.54 | £134.05 | £136.93 | £425.14 | £446.84 | £456.43 |
| 4 | 650-1,499 | £673.36 | £707.74 | £722.92 | £288.58 | £303.31 | £309.82 | £961.94 | £1,011.05 | £1,032.74 |
| 5 | 1,500-2,999 | £1,408.42 | £1,480.32 | £1,512.07 | £603.62 | £634.43 | £648.04 | £2,012.04 | £2,114.75 | £2,160.11 |
| 6 | 3,000-6,999 | £3,131.38 | £3,291.24 | £3,361.84 | £1,342.01 | £1,410.52 | £1,440.78 | £4,473.39 | £4,701.76 | £4,802.62 |
| 7 | 7,000-11,999 | £5,949.30 | £6,253.01 | £6,387.14 | £2,549.69 | £2,679.85 | £2,737.33 | £8,498.99 | £8,932.86 | £9,124.47 |
| 8 | 12,000-17,999 | £9,829.01 | £10,330.78 | £10,552.38 | £4,212.42 | £4,427.46 | £4,522.43 | £14,041.43 | £14,758.24 | £15,074.81 |
| 9 | 18,000-24,999 | £14,088.39 | £14,807.60 | £15,125.23 | £6,037.86 | £6,346.09 | £6,482.22 | £20,126.25 | £21,153.69 | £21,607.45 |
| 10 | 25,000-49,999 | £24,573.00 | £25,827.46 | £26,381.47 | £10,531.28 | £11,068.90 | £11,306.33 | £35,104.28 | £36,896.36 | £37,687.80 |
| 11 | 50,000-74,999 | £40,955.23 | £43,046.00 | £43,969.35 | £17,552.24 | £18,448.28 | £18,844.01 | £58,507.47 | £61,494.28 | £62,813.36 |
| 12 | 75,000-99,999 | £57,337.44 | £60,264.52 | £61,557.22 | £24,573.18 | £25,827.64 | £26,381.66 | £81,910.62 | £86,092.16 | £87,938.88 |

| | | | | | | | | | | |
|----|-----------------|-------------|-------------|-------------|------------|------------|------------|-------------|-------------|-------------|
| 13 | 100,000-124,999 | £73,719.65 | £77,483.04 | £79,145.08 | £31,594.13 | £33,207.02 | £33,919.32 | £105,313.78 | £110,690.06 | £113,064.40 |
| 14 | 125,000-149,999 | £90,101.88 | £94,701.58 | £96,732.97 | £38,615.08 | £40,586.38 | £41,456.97 | £128,716.96 | £135,287.96 | £138,189.94 |
| 15 | ≥ 150,000 | £106,484.44 | £111,920.47 | £114,321.22 | £45,636.15 | £47,965.88 | £48,994.77 | £152,120.59 | £159,886.35 | £163,315.99 |

- Table 19 – Wessex Water

Valid from 1 June 2024

| Water | | | Sewerage | | | |
|---|-------------------------------|--|-------------|---------------------------------------|--|--|
| Meter size + Consumption (m3 / annum) | Fixed charge per annum | Volumetric charge per cubic metre | Meter size | Full standing charge per annum | Abated standing charge * per annum | Volumetric charge per cubic metre |
| <25mm 0 - 500 | £70.70 | 266.09p | 20mm | £52.33 | £25.12 | See below |
| >25mm 0 - 500 | £121.98 | 266.09p | 25mm | £266.88 | £129.77 | See below |
| <25mm 501 - 19999 | £5.40 | 274.59p | 30mm | £436.42 | £212.45 | See below |
| >25mm 501 - 19999 | £58.32 | 274.59p | 40mm | £598.64 | £290.95 | See below |
| Site charge 20000 - 161999 | £122.04 | 224.89p | 50mm | £1,097.85 | £532.71 | See below |
| | | | 65mm | £1,594.98 | £774.46 | See below |
| | | | 80mm | £2,803.77 | £1,360.54 | See below |
| | | | 100mm | £4,860.28 | £2,357.93 | See below |
| | | | Consumption | Fixed charge | | Volumetric charge |

| | | | | |
|---|------------------------------|--------------|---------------------------------|-----------------|
| | | m3 per annum | per meter point | per cubic metre |
| | | 0 - 499 | £54.79 | 208.82p |
| | | 500+ | £0.00 | 219.48p |
| Waste standing charges where water use is greater than 20,000m3 | | | | |
| m3/annum | Full Standing Charge / annum | | Abated Standing Charge / annum* | |
| >20000 | £3,471.60 | | £1,684.10 | |
| * The abated charge is payable where no part of the property is connected for surface water drainage. | | | | |

- Table 20 – Yorkshire Water

| Water | | | Sewerage | | |
|-------------------|----------------------------------|---|----------------------------------|--|---|
| Consumption m3 | Standing charge per annum | Volumetric charge per cubic metre | Standing charge per annum | Surface Water charge per annum | Volumetric charge per cubic metre |
| < 500 | £65.46 | 184.66p | £54.78 | See Table 1 | 208.66p |
| 0 - 50000 | £0.00 | 190.56p | £0.00 | See Table 2 | 219.31p |

| Table 1 | | | Table 2 | | |
|---------|-------------------------|--|---------|-------------------------|---|
| Band | Chargeable area (m2) | Surface water drainage charge p.a. | Band | Chargeable area (m2) | Surface water drainage charge p.a. |
| 1 | 0 - 500 | £61.55 | 1 | 0 - 500 | £58.56 |
| 2 | 501 - 750 | £123.12 | 2 | 501 - 750 | £117.14 |
| 3 | 751 - 1000 | £184.69 | 3 | 751 - 1000 | £175.71 |
| 4 | 1001 - 2000 | £246.25 | 4 | 1001 - 2000 | £234.29 |
| 5 | 2001 - 15000 | £492.50 | 5 | 2001 - 15000 | £468.58 |

| | | | | | |
|---|----------------|------------|---|----------------|------------|
| 6 | 15001 - 35000 | £3,693.80 | 6 | 15001 - 35000 | £3,514.39 |
| 7 | 35001 - 150000 | £8,618.87 | 7 | 35001 - 150000 | £8,200.25 |
| 8 | > 150,000 | £36,938.05 | 8 | > 150,000 | £35,143.95 |

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