

H/03 Business Assessed Instructions

In order to request a review of your Business Assessed charges, Thames Water requires the attached form to be completed. The form should be completed as far as possible and returned to Castle Water via email; wholesale@castlewater.co.uk along with any additional information for example; calculations or evidence to back up your answers. If you find you need additional space for your answers, please put this in a word document and attach. Please note; this form is only applicable for customers in the Thames Water supply area. Castle Water will process your completed form and submit it to Thames Water. If you wish to make an application to another Wholesaler, please contact us.

1. Retailer details

- Line 8: enter your account number e.g. TW123456789

2. Supply point details

- Line 14: enter your water SPID (Supply Point ID), e.g. 000000000W00. This can be found on your invoice.
- Lines 16- 22: enter the address of the premises.
- Line 23: enter the customer name, as it appears on your invoice.
- Line 26: enter the number of hours per week that business runs at the site.
- Line 27: using the dropdown menu, select the relevant option to tell us why this form is being submitted.
- Line 28: if you are currently on business assessed charges and you have previously requested an assessment, please enter the date, if known, of your last request in the format, dd/mm/yyyy. If this is not applicable or you do not know the date, leave blank.

3. Domestic water use at supply point

- Line 32: enter the number of full-time employees.
- Line 33: enter the number of part-time employees.
- Line 34: enter the number of seasonal employees.
- Line 35: calculate the hours worked per year for all employees at the premises divided by 1800. 4 seasonal employees = 2 part-time employees = 1 full-time employee. A full-time employee is expected to work 1800 hours per year (8 hours per day, 5 days a week, 52 weeks per year, with 35 days leave). You will find an example of how this is calculated at the end of this document.
- Lines 38-40: using the dropdowns, select "Yes" or "No" as applicable.

4. Other water use and other information

- Line 43: using the dropdown, select "Yes" or "No" as applicable.
- Line 44: if "Yes" was selected in line 43, enter what the water is used for.
- Line 45: enter an estimate for the volume of water used per year. You must provide your calculations. You will find an example of how this is calculated at the end of this document.
- Line 46: enter a brief description of what you are asking e.g. "PLEASE REASSESS THE VOLUMETRIC CHARGES".
- Line 47: using the dropdown menu, select "Yes" or "No" as applicable.
- Line 48: if "Yes" was selected in line 47, enter your DPID, (Discharge Point ID). This is only applicable for Trade Effluent accounts. If it is applicable for you and you do not know your DPID, leave blank.

5. Consent to contact the non-household customer

- Line 52: enter the name of the person whom you want Thames Water to contact should they require more information.
- Line 53: enter the phone number for the person whom you want Thames Water to contact should they require more information.

6. Declaration

- Line 57: enter your name.
- Line 58: enter the date in the format dd/mm/yyyy.
- Line 59: enter your name.

Example of calculations for line 35 (Average annual full time equivalent) For 1 full time and 2 part time employees

- 1 full-time employee and 2 part-time employees = 2 full-time equivalent employees (FTE)
- 2 full-time equivalent employees x 1800 hours per annum = 3600 hours worked per annum
- Average Annual Full-Time Equivalent = total hours worked per annum/1800 = 3600/1800 = 2

Example of calculations for line 45 (Estimated volume of water used)

- Estimated water usage – based on 1 full-time equivalent employee (FTE)
- Toilet flush per day assuming an average of 10 litres per flush, being used 3 times per day by 1 FTE employee = **30 litres per day**
- Hand washing – 1.5 litres per wash X 6 times per day X 1 FTE employee = **9 litres per day**
- Cleaning - 10 litres 2 times a day = **20 litres per day**
- Tea/coffee/drinking water = 1.5 litres a day X 1 FTE employee = **1.5 litres per day**

- $30 + 9 + 20 + 1.5 = 60.5$ litres per day = 22,082.5 litres per annum = **22.1 M³**
(1 litre = 0.001 M³ therefore $22,082.5 \times 0.001 = 22.0825 = 22.1 \text{ M}^3$)