

Scheme of Charges 2019-20 – South East Water Customers

1. Introduction

This Scheme of Charges sets out the Default Charges applicable to Non-Household water customers in the South East Water area for 2019-20 for water services (waste services are set out in the applicable Scheme of Charges). This Scheme of Charges is published by Castle Water Limited and Castle Water (South East) Limited (together “Castle Water”) and has effect from 1 April 2019. Castle Water Limited and Castle Water (South East) Limited are licensed by Ofwat as a retailer of water and sewerage services in England.

All charges are shown excluding VAT.

2. Unmetered water supplies

Annual Standing charge

West	Mid Southern	£	34.82
East	Eastbourne	£	34.82
	Mid Sussex	£	34.82
	West Kent	£	34.82
	Mid Kent	£	66.23

Rateable value charges

Value charge per £ of rateable value

West	Mid Southern	£	1.0141
East	Eastbourne	£	1.6768
	Mid Sussex	£	1.6768
	West Kent	£	1.5713
	Mid Kent	£	1.4047

3. Assessed water charges

Assessed	West	East
Standing Charge	£ 33.96	£ 33.96
Volumetric	£ 1.3854	£ 1.8253

Most properties with swimming pools are metered. An additional charge of £187.40 will be made for those unmeasured properties with swimming pools. These charges are levied for the period 1 April to 31 March and are not apportioned on change of occupation of the premises during the year.

4. Metered water supplies

The following charges apply from 1 April and where applicable metered bills will be apportioned to take into account any consumption prior to 1 April. This will be shown on the bill as two separate calculations.

Annual standing charge

Meter Size (mm)	Six-monthly Read		Monthly Read	
12/15	£	44.29	£	78.38
20/22	£	58.91	£	125.96
25/28	£	66.42	£	133.42
30/32/35	£	81.45	£	148.38
40/42	£	92.06	£	158.97
50/54	£	105.01	£	172.48
65	£	112.48	£	179.91
75/80	£	130.30	£	198.49
100	£	170.80	£	294.78
125/150	£	231.25	£	354.97
300	£	272.31	£	395.83

Standard volumetric charges

Volumetric charge per m³

Six-monthly		Monthly	
West	East	West	East
£ 1.3861	£ 1.8261	£ 1.3799	£ 1.8180

5. Block tariff

Volumetric charge per m³, monthly read

Annual Consumption	Volumetric Charges	
	West	East
0 - 10 ML / pa	£ 1.3799	£ 1.8180
10 - 150 ML / pa	£ 1.1110	£ 1.4639
150 - 250 ML / pa	£ 1.0823	£ 1.4323
250+ ML / pa	£ 1.0672	£ 1.3995

6. Super economy tariff

Annual Consumption	Tariff Element	West	East
50 - 249.99 ML / pa	Fixed Charge (£)	£ 6,113.25	£ 8,013.15
	Capacity charge per 1000m ³ per day (£)	£ 98,315.16	£ 129,756.70
	Usage Charge (£ per m ³)	£ 0.7911	£ 1.0407
	Excess usage charge (£ per m ³)	£ 1.1213	£ 1.4768
250+ ML / pa	Fixed Charge (£)	£ 16,779.46	£ 22,131.6
	Capacity charge per 1000m ³ per day (£)	£ 94,325.16	£ 124,451.30
	Usage Charge (£ per m ³)	£ 0.7607	£ 1.0032
	Excess usage charge (£ per m ³)	£ 1.0761	£ 1.4090

7. Miscellaneous charges – 2019-20

Non-household non-primary charges 2019-20	TOTAL
Disconnection	
Disconnection ¹ requested by customer (Section 62)	No charge
Temporary standard disconnection (e.g. for non-payment)	£ 102.84
Permanent or temporary non-standard disconnection (inc. plug/clamp):	
Survey	Refer to inspection/survey charges
Disconnection	POA
NOTE: Properties are disconnected either at a customer's request, or when permitted by law for non-payment of charges or to protect water quality.	
Emergency temporary disconnection (e.g. in case of internal leak):	
Standard (turning off supply at stoptap)	No charge
Non-standard / out of hours	Costs reasonably incurred
Reconnection²	
Standard reconnection	£ 102.84
Non-standard reconnection (including clamp/plug)	POA
A new connection must be applied following all permanent disconnections	Refer to New Connection Charges
Emergency temporary reconnection:	
Standard (turning on supply at stoptap)	No charge
Non-standard / out of hours	Costs reasonably incurred
Inspection / survey charges	
Retailer only visit (first hour)	£65.44
9 Additional 30mins (up to four additional hours ³)	£19.74
Wholesale only inspection (first hour)	£102.84
9 Additional 30mins (up to four additional hours ³)	£19.74
Survey:	
First hour	£102.84
9 Additional 30mins (up to four additional hours ³)	£19.74
Testing of meters - onsite	
Meter checked on site:	
First visit – test shows meter to be accurate	£19.74
Subsequent visit:	£19.74
Test shows meter accurate - connected to a house	£19.74
Test shows meter accurate - other meters	£19.74
Test shows meter to be inaccurate	£19.74
Meter removal:	
Test shows meter to be accurate - connected to a house	£ 70.00

Test shows meter to be accurate - other meters ⁴	Costs reasonably
Test shows meter to be inaccurate	No charge
Metering	
Installation of meter (where feasible)	No charge
Replacement of faulty meter ⁵	No charge
Other metering works:	
Relocate meter	POA
Change of meter model/size	POA
Ad-hoc metering works (e.g. enabling works that we agree to carry out)	POA
NOTE: activities above may be combined.	
Ad-hoc meter reading	
Adhoc meter reading visit ⁶	£ 14.54
Debt and payment charges:	
Returned cheques	Costs reasonably
Rejected direct debit	Costs reasonably
Legal and trace fees	Costs reasonably
Exercise of power of entry	Costs reasonably
Debt collection agency fees	Costs reasonably incurred
Water quality testing	
Water quality testing	POA
9 Inspection charges to obtain sample may also apply - see inspection costs above	
Abortive / cancellation charges	
Standard missed appointment	£102.84
Non-standard missed appointment ⁷	POA
Standard cancellation (same day)	£30.64
Non-standard cancellation ⁷ (same day)	POA
Installation of splitters and data loggers	
Survey and installations works	POA
(Specific terms and conditions may apply)	
Location of leaks and repairs	
Leak detection and repair services	POA
(Specific terms and conditions may apply)	
Ad-hoc/miscellaneous works	
Adhoc/miscellaneous works	POA
(Specific terms and conditions may apply)	
Replacement of lead pipe	
Replacement of communication pipe (provided	No charge

customer replaces supply pipe)	
Adhoc works (e.g. replacement of supply pipe)	POA
(Specific terms and conditions may apply)	
Map charge	
Providing water infrastructure maps to customers (per map)	£ 11.63
(No site visit required)	
NOTE: Unless specified above, all services are only provided during standard hours	
POA: Price on application	

1. Where disconnection is non-standard, and re-connection is also expected to be "non- standard" South East Water will provide a quote for this reconnection. The cost of this quote will be added to the non-standard re-connection charge.
2. In the case of reconnection following disconnection due to water quality or breach of water fitting regulations, an inspection and/or sample charges may apply.
3. Where inspection/survey is expected to exceed five hours overall South East Water will seek consent before continuing works.
4. New meter will be installed to allow for the testing.
5. Where damage is done by customer, then costs reasonably incurred repairing or replacing the meter will be charged including survey costs. If a change of size/model/location is requested then additional charges may be payable, as outlined in table above.
6. This charge applies if we are unable to read meter due to your acts of omission, and as set out in sections 3.2.1 and 3.2.2.
7. Non-standard cancellation and abortive fees will cover the costs incurred up to the time of cancellation and the costs of any resources that South East Water is unable to reallocate to other

8. Other charges

Other charges may apply in line with South East Water wholesale charges.

Castle Water may charge a reasonable administration cost in connection with services provided by South East Water or procured for customers by South East Water, where there is no specified Retail charge. Charges will be made at the higher rate of 3.5% or an hourly rate of £75.

Castle Water may charge a failed direct debit charge of £43.75 if there is any failure in any direct debit payment (other than as a result of the act or omission of Castle Water).

Castle Water may charge:

- A debt collection charge of £20 in respect of any invoice where Castle Water passes the account to an external debt collection agency for collection activity (other than activity involving visits to the relevant premises);
- A visit charge of £100 in respect of any invoice where Castle Water arrange a visit to the relevant premises for collection and/or disconnection activity through either Castle Water staff or any sub-contractor of Castle Water; and
- a recoveries charge of £112.50 in respect of any overdue invoice where Castle Water has undertaken legal action to recover such sums.

These charges are in addition to:

- charges in connection with disconnection as set out in the South East Water Wholesale Tariff document; and
- third party costs incurred by Castle Water in connection with debt recovery action including without limitation court fees and the costs of instructing solicitors to pursue outstanding invoices.

Castle Water may charge a meter reading charge of £15 for any meter reads requested by a customer in addition to the minimum number of meter reads required to be undertaken by Castle Water under the market codes. Where the Customer requests a specific appointment for the reading of meters, there will be an additional charge for such appointment of an amount to be notified to the customer by Castle Water.

Castle Water may charge an additional invoice charge of £2.50 for each copy invoice issued to a customer by post.

Castle Water may charge a replacement invoice charge of £25 where:

- a customer has switched to another retailer and Castle Water has issued a final invoice based on estimated readings due to the failure of the incoming retailer to provide a meter read for the transfer date within 7 days of the date on which the customer has transferred to a new retailer; and
- the customer subsequently requests a replacement invoice based on an actual meter read on the transfer date rather than the previous estimated read.

9. Emergency Tariff

Where charges cannot be calculated in line with the Wholesale tariff determined by the Wholesaler for the customer, (for example due to a dispute over Wholesale parameters in the Market Data Set, a broken meter), the Retailer may, at its discretion, charge for water and sewerage services on the Emergency Tariff. This charges customers in line with typical Business Assessed prices. Where this tariff is used, a reconciliation can be undertaken when it is subsequently replaced by another tariff, with any refund paid to the customer, or further charges payable by the customer.

Where previous annual charges are lower than the Emergency Tariff, charges shall be calculated on the relevant fixed charges for that supply, and not on the Emergency Tariff.

Infrastructure charges	Charge
Water	£ 300
Wastewater	£ 150