

SCHEME OF CHARGES 2019/2020

WATER SUPPLY - METERED CHARGES

1. **You** will be charged one of the following tariffs:
 - Standard tariff;
 - Large user tariff; or
 - Mid user tariff.
2. **You** will be charged the standard tariff unless **we** determine **you** should be charged the mid user tariff or the large user tariff.
3. **We** will charge **you** for all water passing through the meter including water lost as a result of leakage from **your** supply pipe (internal or external), waste or undue consumption of water, visible or non-visible.
4. Paragraphs 5 – 17 explain each of these tariffs and then paragraph 18 sets out **our** metered charges tables.

Standard Tariff

5. **Our** standard tariff consists of:
 - A standing charge, which is a fixed amount per year.
 - A volumetric charge, which is calculated by multiplying the volume of water supplied determined from the meter reading (or estimated by **us**) by the relevant rate per cubic metre.
6. The amount of the standing charge depends on three factors:
 - Location of the Premises within the Central Region, East Region or Southeast Region:



- Meter size.
- Billing frequency.

and is determined in accordance with the metered charges tables at paragraph 18.

7. The rate to be applied to the volumetric charge depends on the location of the Premises within the Central Region, East Region or Southeast Region (see the map at paragraph 6) and is determined in accordance with the metered charges tables at paragraph 18.

Large User Tariff

8. If **you** use more than 50ML of water in any Billing Year (i.e. 1 April to 31 March) **we** may charge **you** the large user tariff.
9. **Our** large user tariff consists of:
- A standing charge, which is a fixed amount per year.
 - A volumetric charge, which is calculated by multiplying the volume of water supplied determined from the meter reading (or estimated by **us**) by the relevant rate per cubic metre.
 - An additional large-user fixed charge.
10. The amount of the standing charge depends on two factors:
- Location of the Premises within the Central Region, East Region or Southeast Region (see the map at paragraph 6).
 - Meter size.

All large users are billed on monthly and therefore the sections of the metered charges tables in paragraph 18 apply.

11. The rate to be applied in calculating the volumetric charge depends on:
- The location of the Premises within the Central Region, East Region or Southeast Region (see the map at paragraph 6).
 - The volume of water taken.

and is determined in accordance with the tables at paragraph 18.

12. The amount of the additional large-user fixed charge depends on the location of the Premises (see the map at paragraph 5). Premises located in the Central and East Region will be charged this. There is no additional large-user fixed charge for Premises located in **our** South East Region. These are set out in the metered charges tables at paragraph 18.

Mid User Tariff

13. If **you** use between 3ML and 50ML of water in any Billing Year (i.e. 1 April to 31 March) **we** may charge **you** the mid user tariff.
14. **Our** mid user tariff consists of:
- A standing charge, which is a fixed amount per year.
 - A volumetric charge, which is calculated by multiplying the volume of water supplied determined from the meter reading (or estimated by **us**) by the relevant rate per cubic metre.
 - An additional large-user fixed charge.
15. The amount of the standing charge depends on two factors:
- Location of the Premises within the Central Region, East Region or Southeast Region.

- Meter size.

All mid users are billed on monthly and therefore the sections of the metered charges tables in paragraph 18 relevant to monthly billing apply.

16. The rate to be applied to the volumetric charge depends on:
- The location of the Premises within the Central Region, East Region or Southeast Region (see the map at paragraph 6).
 - The volume of water taken.

and is determined in accordance with paragraph 18.

17. The amount of the additional mid-user fixed charge depends on the location of the Premises and volume of water used. Premises located in the East Region with consumption of between 25MI and 50MI in a Billing Year will pay this. There is no additional mid user fixed charge for Premises located in the Central Region or Southeast Region or located in the East Region and using less than 25MI in a Billing Year.

Tables of Metered Charges

18. The following tables set out **our** metered charges:

Central Region

Metered Charges – Monthly Billed Customers

	excl. VAT 2019/20	excl. VAT 2018/19
Non-Household Standing Charge 12-15mm Meter (£/year)	77.76	78.00
Non-Household Standing Charge 19-21mm Meter (£/year)	100.80	101.16
Non-Household Standing Charge 25mm Meter (£/year)	105.96	106.20
Non-Household Standing Charge 30-32mm Meter (£/year)	123.84	124.32
Non-Household Standing Charge 38-40mm Meter (£/year)	146.16	146.64
Non-Household Standing Charge 50mm Meter (£/year)	177.60	178.20
Non-Household Standing Charge 65mm Meter (£/year)	289.20	290.16
Non-Household Standing Charge 75-80mm Meter (£/year)	353.16	354.36
Non-Household Standing Charge 100mm Meter (£/year)	416.04	417.48
Non-Household Standing Charge 150mm Meter (£/year)	467.16	468.72
Non-Household Standing Charge 200mm Meter (£/year)	467.16	468.72
Non-Household Standing Charge Metered Field Supply (£/year)	31.08	31.20
Non-Household Large User Fixed Charge (Over 50MI) (£/year)	17225.04	17220.00
Non-Household Standby Charge (£/year)	19679.04	19746.96
Non-Household Standard Volumetric Charge (0-3MI) (£/3m ³)	1.0780	1.0818
Non-Household Mid User Volumetric Charge (3-5MI) (£/3m ³)	0.9509	0.9426
Non-Household Mid User Volumetric Charge (5-50MI) (£/3m ³)	0.9509	0.9426
Non-Household Large User Volumetric Charge (Over 50ML)(£/3m ³)	0.6064	0.5982

Metered Charges – Half Yearly Billed Customers

	excl. VAT 2019/20	excl. VAT 2018/19
Non-Household Standing Charge 12-15mm Meter (£/year)	31.08	31.20
Non-Household Standing Charge 19-21mm Meter (£/year)	40.32	40.44

Non-Household Standing Charge 25mm Meter (£/year)
Non-Household Standing Charge 30-32mm Meter (£/year)
Non-Household Standing Charge 38-40mm Meter (£/year)
Non-Household Standing Charge 50mm Meter (£/year)
Non-Household Standing Charge 65mm Meter (£/year)
Non-Household Standing Charge 75-80mm Meter (£/year)
Non-Household Standing Charge 100mm Meter (£/year)
Non-Household Standing Charge 150mm Meter (£/year)
Non-Household Standing Charge 200mm Meter (£/year)
Non-Household Standing Charge Metered Field Supply (£/year)
Non-Household Standard Volumetric Charge (£/m ³)

42.36	42.48
123.84	124.32
146.16	146.64
177.60	178.20
289.20	290.16
353.16	354.36
416.04	417.48
467.16	468.72
467.16	468.72
31.08	31.20
1.0780	1.0818

East Region

Metered Charges – Monthly Billed Customers

Non-Household Standing Charge 12-15mm Meter (£/year)
Non-Household Standing Charge 20mm Meter (£/year)
Non-Household Standing Charge 25mm Meter (£/year)
Non-Household Standing Charge 40mm Meter (£/year)
Non-Household Standing Charge 50mm Meter (£/year)
Non-Household Standing Charge 80mm Meter (£/year)
Non-Household Standing Charge 100mm Meter (£/year)
Non-Household Standing Charge 150mm Meter (£/year)
Non-Household Large User Fixed Charge (Over 100MI) (£/year)
Non-Household Large User Standing Charge (50MI - 100MI) (£/year)
Non-Household Large User Standing Charge (25 - 50MI) (£/year)

excl. VAT 2019/20	excl. VAT 2018/19
77.76	78.00
100.80	101.16
105.96	106.20
146.16	146.64
177.60	178.20
353.16	354.36
416.04	417.48
467.16	468.72
31092.48	31002.48
17522.52	17612.52
8787.48	8712.48

Non-Household Mid User Volumetric Charge (3-5MI) (£/m ³)
Non-Household Mid User Volumetric Charge (5-25MI) (£/m ³)
Non-Household Mid User Volumetric Charge (25-50MI) (£/m ³)
Non-Household Large User Volumetric Charge (50-100MI) (£/m ³)
Non-Household Large User Volumetric Charge (Over 100MI) (£/m ³)

1.7923	1.7986
1.5234	1.5103
1.1719	1.1618
0.9972	0.9838
0.8615	0.8499

Metered Charges – Half Yearly Billed Customers

Non-Household Standing Charge 12-15mm Meter (£/year)
Non-Household Standing Charge 20mm Meter (£/year)
Non-Household Standing Charge 25mm Meter (£/year)
Non-Household Standing Charge 40mm Meter (£/year)
Non-Household Standing Charge 50mm Meter (£/year)
Non-Household Standing Charge 80mm Meter (£/year)
Non-Household Standard Volumetric Charge (£/m ³)

excl. VAT 2019/20	excl. VAT 2018/19
31.08	31.20
40.32	40.44
42.36	42.48
146.16	146.64
177.60	178.20
353.16	354.36
1.8135	1.8198

Southeast Region

Metered Charges – Monthly Billed Customers

Non-Household Standing Charge 12-15mm Meter (£/year)
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excl. VAT 2019/20	excl. VAT 2018/19
77.76	78.00

Non-Household Standing Charge 20mm Meter (£/year)
Non-Household Standing Charge 25mm Meter (£/year)
Non-Household Standing Charge 40mm Meter (£/year)
Non-Household Standing Charge 50mm Meter (£/year)
Non-Household Standing Charge 80mm Meter (£/year)
Non-Household Standing Charge 100mm Meter (£/year)

100.80	101.16
105.96	106.20
146.16	146.64
177.60	178.20
353.16	354.36
416.04	417.48

Non-Household Mid User Volumetric Charge (3-5MI) (£/m3)
Non-Household Mid User Volumetric Charge (5-50MI) (£/m3)
Non-Household Large User Volumetric Charge (Over 50MI) (£/m3)

1.7140	1.6992
1.7140	1.6992
1.2522	1.2354

Metered Charges – Half Yearly Billed Customers

Non-Household Standing Charge 12-15mm Meter (£/year)
Non-Household Standing Charge 20mm Meter (£/year)
Non-Household Standing Charge 25mm Meter (£/year)
Non-Household Standing Charge 30mm Meter (£/year)
Non-Household Standing Charge 40mm Meter (£/year)
Non-Household Standing Charge 50mm Meter (£/year)
Non-Household Standing Charge 80mm Meter (£/year)
Non-Household Standing Charge 100mm Meter (£/year)
Non-Household Standing Charge 150mm Meter (£/year)
Non-Household Standing Charge Metered Field Supply (£/year)
Non-Household Standard Volumetric Charge (£ per m ³)

excl. VAT 2019/20	excl. VAT 2018/19
31.08	31.20
40.32	40.44
42.36	42.48
123.84	124.32
146.16	146.64
177.60	178.20
353.16	354.36
416.04	417.48
467.16	468.72
31.08	31.20
1.9227	1.9294

WATER SUPPLY - ASSESSED CHARGES

1. **Our** assessed charge comprises:

- A standing charge, which is a fixed amount per year.
- An employee based volumetric charge, which is calculated by multiplying an estimate of usage based on number of employees by the relevant rate per cubic metre.

2. Paragraphs 3 - 9 explain how these are calculated and then paragraph 10 sets out **our** assessed charges tables.

Standing Charge

3. The amount of the standing charge depends on two factors:

- Location of the Premises within the Central Region, East Region or Southeast Region.



- Meter size.

4. It is determined by reference to the assessed charges tables appearing in paragraph 10.

Employee Based Volumetric Charge

5. The employee based volumetric charge is calculated by multiplying the estimated usage calculated in accordance with paragraphs 5 to 9 by the Employee Based Volumetric Charge taken from the assessed charges tables appearing in paragraph 10.
6. The method of calculation of the estimated usage depends on the location of the Premises within the Central Region, East Region or Southeast Region (see paragraph 3 above). **We** also reserve the

right where consumption is not realistically reflected by the number of employees to make an estimate of usage based on any information available to **us** about **your** usage. Check if this is needed.

7. For Premises in the Central Region the estimated usage will depend on whether an assessed charge applied as at 31 March 2000 and has continued to apply without break since that date. In these cases the estimated usage is calculated by multiplying the number of people working and/or residing at the Premises (subject to a minimum of 2) by 15 cubic metres. In all other case the estimated usage is calculated by multiplying the number of people working and/or residing at Premises by as assessed annual consumption per person based on the Standard Industrial Classification of Economic Activities 1980 as follows:

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

8. For Premises in the East Region the estimate of usage is calculated by multiplying the number of people working and/or residing at Premises by an assessed annual consumption per person based on the Standard Industrial Classification of Economic Activities 1980 as follows:

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

9. For Premises in the Southeast Region the estimated usage is the sum of the estimated usage for each of five categories of person shown in the table below. The estimated usage for each category of person is calculated by the number of people falling in that category by the assessed annual consumption for that category.

Category of Person	Assessed Annual Consumption (cubic metres)
Full time employees, no canteen facilities	6
Full time employees with canteen facilities	10
For part time employees, no canteen facilities	3
For part time employees with canteen facilities	5
Residential occupation	35

Tables of Assessed Charges

10. The following tables set out **our** assessed charges:

Central Region

Assessed Charges

	excl. VAT 2019/20	excl. VAT 2018/19
Non-Household Standing Charge 12-15mm Meter (£/year)	31.10	31.20
Non-Household Standing Charge 19-21mm Meter (£/year)	40.40	40.50
Non-Household Standing Charge 25mm Meter (£/year)	42.40	42.50
Non-Household Standing Charge 30mm Meter (£/year)	123.84	124.32
Non-Household Standing Charge 38-40mm Meter (£/year)	146.16	146.64
Non-Household Standing Charge 50mm Meter (£/year)	177.60	178.20
Non-Household Employee Based Volumetric Charge (£/m ³)	1.0780	1.0818
Non-Household Occupancy Based Charge 1 occupier (£/year)	95.50	95.80
Non-Household Occupancy Based Charge 2 occupiers (£/year)	147.40	147.90
Non-Household Occupancy Based Charge 3 occupiers (£/year)	203.50	204.20
Non-Household Occupancy Based Charge 4 or more occupiers (£/year)	259.70	260.60

East Region

Assessed Charges

	excl. VAT 2019/20	excl. VAT 2018/19
Non-Household Standing Charge Assess (£/year)	31.10	31.20
Non-Household Employee Based Volumetric Charge (£ per m ³)	1.8135	1.8198
Non-Household Occupancy Based Charge 1 occupier (£/year)	100.10	100.40

Southeast Region

Assessed Charges – Yearly Billed Customers

	excl. VAT 2019/20	excl. VAT 2018/19
Non-Household Standing Charge Assessed (£/year)	31.10	31.20
Non-Household Employee Based Volumetric Charge (£/m ³)	1.9227	1.9294
Non-Household Occupancy Based Charge 1 occupier (£ / year)	147.30	147.80
Non-Household Occupancy Based Charge 3 occupiers (£/year)	441.80	443.30
Non-Household Occupancy Based Charge 4 occupiers (£/year)	437.80	439.30

WATER SUPPLY - RATEABLE VALUE CHARGES

1. **Our** rateable value charge comprises:
 - A RV standing charge, which is a fixed amount per year; and
 - A rateable value charge, which is also a fixed amount per year.
2. Paragraphs 3 - 7 explain how these are calculated and then paragraph 8 sets out **our** rateable value charges tables.

RV Standing Charge

3. The RV Standing Charge is the same for all Premises with a rateable value and shown in the rateable value charges tables at paragraph 8, set out by reference to the geographical area within which Premises are situated:



Rateable value charge

4. The rateable value charge is calculated by multiplying the rateable value of the Premises by the relevant rateable value charge rate shown in the tables of rateable value charges at paragraph 8 set out by reference to the geographical area within which Premises are located. In **the Wholesaler's Central Region**, there are four sub-regions for rateable value charges: Colne Valley, Lee Valley, Rickmansworth and North Surrey which reflect historical Affinity Water Limited boundaries.
5. The rateable value of the Premises will be the value shown in the rating valuation list (i.e. a list which is or has at any time been maintained, for the purposes of rating, under section 41 of the Local Government Finance Act 1967 or any other enactment) as at 31 March 1990 or a notional rateable value assigned by **us**.

6. **We** may apply a notional rateable value to any Premises where:
- They did not have a rateable value at 31 March 1990 (including but not limited to places of worship).
 - They are created from the sub division of Premises having a rateable value at 31 March 1990.
 - They are created from the merger of two or more premises with individual rateable values. In the absence of clear evidence to the contrary the notional rateable value will be taken as the sum of the individual rateable values of the properties that have been merged.
 - They have a rateable value of less than £50, which is not representative of other similar properties in the rating valuation list.
 - Building works have increase the property size and flood space by greater than 50% of the previous floor size.
7. Where **your** Premises do not have a water supply, but water is made available to **you** from communal facilities by virtue of **your** occupation of the Premises, **you** will be liable to pay the rateable value charge in respect of **your** Premises.

Tables of Rateable Value Charges

8. The following Tables set **our** tables of rateable value charges.

Central Region

Rateable Value Charges – Yearly Billed Customers

	excl. VAT 2019/20	excl. VAT 2018/19
Non-Household Non-Metered RV Standing Charge (£/year)	45.80	45.60
Non-Household Rateable Value Charge (£ per £ RV) - Colne Area	0.5673	0.5648
Non-Household Rateable Value Charge (£ per £ RV) - Lee Area	0.7090	0.7058
Non-Household Rateable Value Charge (£ per £ RV) - Rickmansworth Area	0.5520	0.5495
Non-Household Rateable Value Charge (£ per £ RV) - North Surrey Area	0.5841	0.5815
Non-Household Non-Metered Field Supply Standing Charge (£/year)	31.10	31.20
Non-Household Non-Metered Swimming Pool, Sprinkler or Pond Charge (£/year)	79.80	79.40

East Region

Non-metered Charges – Yearly Billed Customers

	excl. VAT 2019/20	excl. VAT 2018/19
Non-Household Non-metered RV Standing Charge (£/year)	45.80	45.60
Non-Household Rateable Value Charge (£ per £RV)	1.0672	1.0624
Non-Household Non-metered Swimming Pool, Sprinkler or Pond Charge (£/year)	79.80	79.40

Southeast Region

Non-metered Charges - Yearly Billed Customers

	excl. VAT 2019/20	excl. VAT 2018/19
Non-Household Non-Metered RV Standing Charge (£/year)	45.80	45.60
Non Household Rateable Value Charge (£ per £ RV)	1.8535	1.8452
Non-Household Non-metered Swimming Pool, Sprinkler or Pond Charge (£/year)	79.80	79.40

OTHER CHARGES

Miscellaneous Retail Charges - All Regions

	excl. VAT 2019/20	excl. VAT 2018/19
Debt collection agency charge where customer details passed to agency	50.00	Variable
Debt collection visit to site, including turning on/off supplies for non-payment	99.00	-
Cheque returned or direct debit rejected by bank (per rejection)	15.00	11.00
Refund cheque - administration fee for verification of presentation at customer's bank	40.00	30.00
Hard copy reprint and postage of individual system generated bills	9.50	6.00
All other accounts or statements	30.00	12.00

*Fee dependent on debt value