



# Scheme of Charges setting out Default tariffs applicable to non-household customers in the Portsmouth Water supply area

## 1. Introduction

This Scheme of Charges sets out the Default Charges applicable to Non-Household water customers in the Portsmouth Water area from 1 April 2022. This Scheme of Charges is published by Castle Water Limited pursuant to the transfer of the rights and responsibilities of Portsmouth Water to provide retail services to Non-Household Customers to Castle Water as of 1 April 2017, as approved by the Secretary of State for the Environment, Food & Rural Affairs on 6 December 2016. Castle Water is licensed by Ofwat as a retailer of water and sewerage services in England. Portsmouth Water's powers to charge for water supplies are contained in the Water Industry Acts. Charges are set in accordance with revenue control limits determined by Ofwat. Wholesale charges are published on Portsmouth Water's website annually, normally in January each year. Tariffs will take effect on 1st of July each year.

## 2. Schedule of Default tariffs and general charges

Unmetered water supplies	1 July 2021 to 30 June 2022	1 July 2022 to 30 June 2023
Standing charge	£28.69	£29.88
Rateable value charge (pence/£RV)	£0.3912	£0.4181
Licence charge	£101.22	£122.22
Minimum charge	£80.14	£85.97

Metered water supplies		1 July 2021 to 30 June 2022	1 July 2022 to 30 June 2023
Less than 500 m3 per year	Volume charge £ per m3	£0.7646	£0.8155
More than 500 m3 and less than 10,000 m3 per year	Volume charge £ per m3	£0.8064	£0.8599
	Site Fee (£)	N/A	N/A
10,000 - 50,000 m3 per year	Volume charge £ per m3	£0.7826	£0.8346
	Site Fee (£)	£238.64	£253.42
More than 50,000 m3 per year	Volume charge £ per m3	£0.6668	£0.7308
	Site Fee (£)	£5,787.88	£6,339.86

Metered water supplies (Size of meter)	1 July 2021 to 30 June 2022	1 July 2022 to 30 June 2023
15mm (0.5 inches)	£30.58	£33.32
20mm (0.75 inches)	£34.67	£38.56
25mm (1.00 inches)	£73.74	£78.92
40mm (1.50 inches)	£161.52	£172.87
50mm (2.00 inches)	£205.69	£220.13
80mm (3.00 inches)	£304.39	£325.75
100mm (4.00 inches)	£774.24	£828.59
150mm (6.00 inches)	£1,724.70	£1,846.86
200mm (8.00 inches)	£2,859.56	£3,059.82
300mm (12.00 inches)	£6,831.54	£7,340.15

\*VAT applicable to hire charge and consumption which is an industrial supply

### 3. Non-Primary Charges (exclusive of VAT)

Standposts		
Size	Weekly Charge*	Consumption charge
25mm (1.00 inch)	£68.58	Based upon the usage of water at the standard volumetric rate
50mm (2.00 inch)	£90.08	

Meter installation on an existing service – B1	
External installation survey	POA
Standard meter installation 32mm	POA
Standard meter installation 25mm	POA
Cost of all other installations	POA
Internal installation survey	POA
Cost of internal installation	POA

Meter accuracy – B3	
Non-household meters up to 50mm (2.00 inches)	£137.65
Non-household meters greater than 50mm (2.00 inches) or external verification	POA

Changing meters at licensed retailer request – B7*	
Survey	£137.65
All other actions, upsizing or downsizing	POA

Verification of meters – C1*	
Verification of meter details	£137.65

Visits by the Wholesaler to the eligible premises – F3*	
Visits by the Wholesaler to eligible premises not covered by other processes	£137.65

## Disconnections

Survey for disconnection	£104.58
Standard temporary disconnection for non-payment – I1	£245.15
Standard permanent disconnection for non-payment – I1	POA
Non-standard temporary disconnection requested by non-household customer – I5*	POA
Non-standard permanent disconnection requested by non-household customer – I5	POA
Gaining entry to eligible premises – I7	POA

## Reconnections

Reconnection requested by the retailer (in normal working hours) – I8*	£104.58
Reconnection requested by retailer (emergency/out of hours) – I8	£245.15
Reconnection performed by Wholesaler (in normal working hours) – I11*	£104.58
Reconnection performed by Wholesaler (emergency/out of hours) – I11	£245.15
All non-standard reconnections	POA

## 4. Other Charges

Castle Water may charge a reasonable administration cost in connection with services provided by Portsmouth Water or procured for customers by Portsmouth Water, where there is no specified retail charge. Charges will be made at the higher rate of 3.5% or an hourly rate of £82.68.

Castle Water may charge a failed direct debit charge of £48.24 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 £182.00 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 £182.00 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 £140 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 Portsmouth 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 £5.51 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 £2.76 for each copy invoice issued to a customer by post.

Castle Water may charge a replacement invoice charge of £27.56 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.

## 5. 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	£262.50

