

Charges Scheme
2021/2022

Wholesale water

Our charges schemes

United Utilities Water Limited has published four charges schemes for 2021/2022 charging year. They include the charges to be paid for services provided by us in the course of carrying out our function as a water and sewerage undertaker. Below are details of all the schemes published by us.

This scheme is:



Wholesale water charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2021 for wholesale water services.

The others are:



Household charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2021, chargeable to household customers.



Wholesale sewerage charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2021 for wholesale sewerage services.



New connections and developer services charges scheme

This charges scheme sets out the charging policies and the charges for the year commencing 1 April 2021, for water supply and sewerage connections and developer services.

All of the charges schemes shown above, and our **Charges statement for New Appointments & Variations** are available to download from [unitedutilities.com](https://www.unitedutilities.com)

Where we provide our water and sewerage services



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1. Introduction

This charges scheme made under section 143 of the Act, contains details of wholesale charges for water services provided to you by United Utilities Water Limited, for the period 1 April 2021 to 31 March 2022.

It explains how we will demand and recover the specific charges for our wholesale services (primary and non-primary) provided directly by us on request.

There are two types of services provided:

- Primary services related to the supply of water to premises;
- Non-primary services are for activities that are not directly related to the on-going provision of primary services.

The amount or value of each standard charge made under this scheme is detailed in schedule [4](#) and [6](#) and is stated exclusive of VAT. Where any service is not provided for in this scheme, we may fix an appropriate charge.

The charges in this document, where applicable, comply with the requirements of our Instrument of Appointment.

To the extent that the information in this charges scheme is inconsistent with any agreement binding upon us, the charges specified in the agreement will prevail.



Water for the North West

2. General Provisions

2.1 Liability for charges

You are liable for charges applied to each and every connected supply point where you receive a service from us and charges for any other wholesale service you receive from us.

Where the premises (or site in the case of site area based charges) are vacant, no charges will apply.

Where it is established retrospectively that you are in receipt of services from us, full charges will be applied from the date of occupation.

You must inform us where changes are made at your customer's premises that may affect charges.

During the 2021/22 charging year, we may introduce volumetric charges for water and sewerage services provided to premises marked as vacant in the Central Market Operating System (CMOS). If these charges are to be introduced, we will provide six months' notice to retailers.

2.2 Payment terms

All charges are payable in accordance with our agreement with you, where applicable. Failure to pay on time will result in recovery action and you may need to pay additional costs because of this.

2.3 Value Added Tax (VAT)

Charges in schedules [4](#) and [6](#) are stated exclusive of VAT; however, VAT will be chargeable in line with relevant legislation.

2.4 Charges related to unmeasured supply points

Charges for unmeasured supply points will be based on either a charging value (CV) (a rateable value or a charging value assessed from a business rateable value) or an assessed charge (sections [4.1](#), [4.2](#), [4.6](#) and [4.7](#)).

2.5 Metered charges

Primary charges for metered supply points will be based on consumption as recorded by the water meter(s) (section [4.3.a](#) and [4.8](#)), plus a standing charge per water meter, based on its size (section [4.3.b](#) and [4.8](#)).

You are responsible for paying charges for all water registered on the water meter(s).

An allowance will be given against water charges for water lost due to a leak at household premises in circumstances defined in our leakage code of practice (see section [2.9](#)).

The conditions for leakage allowances against water charges with respect to leaks at non-household premises can be found in section [2.9](#).

2.6 Charges related to rateable value or business rateable value

Rateable value will be the basis of charge for water services for unmeasured supply points that existed before 1 April 1990. For unmeasured non-household supply points, a charging value may be calculated using the business rateable value or rateable value for the premises.

Where a business rateable value is used to calculate a charging value, it will be calculated by dividing the business rateable value by the appropriate rating list divisor as shown in the table below.

Business rateable value	Rating list divisor
Effective between 1 April 1995 – 31 March 2000 (inclusive) (This will only apply to premises that have been given a business rate assessment effective from 1998)	9.12
Effective between 1 April 2000 – 31 March 2005 (inclusive)	11.32
Effective between 1 April 2005 – 31 March 2010 (inclusive)	13.09
Effective on or after 1 April 2010	15.48

Where we have assessed a charging value for any charging year, this value will apply as the basis of the charge for that year and following years until we are notified otherwise and we agree that the charging value should be amended.

2.7 Adjustments to charges

Whilst we make every effort to make sure that all supply point data and associated charging is correct, in the case of error we reserve the right to make retrospective adjustments.

The detail of any adjustment to charges will vary depending on the charge affected and the reason for adjustment.

Full details can be found on our website at: unitedutilities.com/retailers/adjustments/

We will not make retrospective adjustments in our favour if there is clear evidence that undercharging has been due to a failure or error on our part.

We reserve the right to make retrospective adjustments where access is prevented or refused to install, inspect or exchange a meter, or incorrect information is provided or information is withheld, or delays caused that may affect charges.

2.7.1 Concessionary supplies

If premises have a concessionary supply of water which becomes connected to a potable supply of water from us, charges will be made in accordance with this charges scheme. We may phase the introduction of such charges over a period of time determined by us.

2.8 Metering

All new supply points must be metered.

Unmeasured supply points supplying household premises can be metered free of charge, on application, providing it is reasonably practicable to do so or the cost of metering is not unreasonably expensive.

Details can be found on our website at: unitedutilities.com/meters

We will, at our expense, install a water meter at any existing unmeasured, non-household premises unless it is not reasonably practicable to do so or the cost of doing this would be unreasonably expensive.

2.8.1 Connections which require metering

We will require the following connections to be metered:

- bulk supplies to another wholesaler, or any other recipient of a bulk supply of water;
- new business and non-household premises;
- household premises built on or after 1 April 1990, including flats (which should normally be separately metered) and including premises which were previously non-household premises and which have been converted to household premises on or after 1 April 1990;
- premises which have been split or merged into a different number of premises or substantially altered, except household premises where the occupier has received an unmeasured bill for those premises (see section 144B of the Act);
- business and non-household premises where metering is practicable;
- premises which do not have a charging value, except household premises where the occupier has received an unmeasured bill for those premises (see section 144B of the Act);
- household premises where there is likely to be high water use by reference to the matters mentioned in Regulation 2(b) of the Water Industry (Prescribed Conditions) Regulations 1999, namely where water is used:
 - (i) for watering a garden, other than by hand, by means of any apparatus;
 - (ii) for automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres;
 - (iii) in a bath with a capacity (measured to the centre line of overflow) greater than 230 litres;
 - (iv) in a shower unit of a type specified in paragraph 4(c) of the Table in regulation 5 of the Fittings Regulations;
 - (v) in a unit which incorporates reverse osmosis.

- household premises where there has been a change in the occupation of the premises and no charges have yet been demanded from the person who has become the customer (see section 144B(2)(b) of the Act);
- household premises where water is used for business purposes e.g. the filling of storage tankers to facilitate drain cleaning and wheelie bin washing;
- premises which are a mixture of household and non-household where the predominant use is non-household (e.g. a combined flat and shop);
- caravan sites and similar premises;
- animal troughs (or the supplies which feed those troughs); and
- premises or parts of premises containing communal water facilities (e.g. a communal laundry in a block of flats).

All new supply points must be capable of being separately metered and we may require you to meet the conditions set out in section 47(2) and 64(3) of the Act before the connection is made, and we may recover costs as set out in section 45(6) of the Act.

2.8.2 Meter installation

Water meters and any associated equipment will be positioned in accordance with the Meters Regulations and must record all of the water used at the premises. The water meter will ordinarily be sited inside a premises but may be outside if this is necessary for operational access or aesthetic reasons.

We will consider a request for an alternative location for a water meter. Providing it is accepted by us, any survey and relocation costs will be met by you.

2.8.3 Access to the water meter

You must allow us access to the water meter at all reasonable times. If you fail to allow us reasonable access it may result in legal proceedings (see sections 162 & 172 of the Act), and you may be liable for any costs incurred by us, including associated legal costs.

2.9 Leakage allowances

We operate a leakage code of practice for household customers occupying domestic premises.

Full details of our leakage code of practice can be found in our leaflet at:

unitedutilities.com/leaflets

Leakage allowances against water charges with respect to leaks from water supply pipework for non-household customers will be made providing:

- the leak is repaired within 30 days of discovery of the leak; and
- the leak was not due to faulty machinery or equipment; and
- the leak was not caused by a defective water fitting, such as a faulty cistern overflow; and
- there has been no negligence in allowing the leak to occur.

We will only make one adjustment for an internal leak and one adjustment for an external leak per customer per property.

3. Primary charges

3.1 Primary charges for unmeasured supply points

For each unmeasured supply point, charges are made up of two parts:

- a standing charge; and
- a charge per £ of the charging value of the premises (sections [4.1](#) and [4.6](#)).

If there is no charging value or we consider the charging value is no longer relevant, we will either require a meter to be installed or assess a charging value or apply an assessed charge. The charging value for each non-household premises may be assessed as set out in section [2.6](#).

3.1.1 Animal troughs without a meter

A fixed charge is payable for each animal trough where the water used is not metered (section [6.8](#)).

If you ask for the supply to an animal trough to be metered, you will be responsible for the cost of meter installation.

3.2 Assessed charges for water services where a meter cannot be installed

3.2.1 Household premises

Where it is not reasonably practicable to install a meter at household premises, charges will be based on an assessed charge for water services (section [4.7](#)). This will be a fixed annual charge and will depend on occupancy and the nature of the premises.

For household premises listed in section [2.8.1](#), where installation, replacement or maintenance of a meter is obstructed or delayed, we reserve the right to apply the assessed volume charge for a larger property (section [4.7](#)) until the work has been carried out.

3.2.2 Non-household premises

Where it is not reasonably practicable to install a meter at non-household premises and there is no charging value or we consider the charging value is no longer relevant, we may assess a charging value until the premises can be metered or we may apply an assessed charge based on an assumed meter size (section [4.2](#)). Assessed charges will not be available where we deem the assumed meter size to be greater than 22mm.

We can review an assessed charge at any time.

3.3 Primary charges for measured supply points

Potable water supplied through a meter is charged on our standard measured potable water volumetric tariff (sections [4.3.a](#) and [4.8](#)), unless you choose one of our Select tariffs (section [4.4](#)). In each case, where no meter size is visible on the water meter, we will

determine the size of the meter by reference to the meter inlet / outlet diameter, volumetric rating of the meter, serial number markings, or a combination of these.

Retailers allocated supply points under the Interim Supply Allocation Process will be charged in line with the market codes.

3.3.1 Standard potable water volumetric tariff

The charges for potable water are made up of two parts (section [4.3](#)):

- a charge per cubic metre; and
- a standing charge per water meter based on its size.

For household premises the standing charge assumes a 15mm diameter water meter is installed (section [4.8](#)). Where the water meter is larger than 15mm diameter we may apply the appropriate standing charge applicable to non-household premises (section [4.3.b](#)).

We consider a 15mm water meter is adequate for household premises and will normally insist that this size meter is installed.

3.3.2 Select 50 water tariff

This will be beneficial if more than 50 but less than 180 megalitres (50,000 – 180,000 cubic metres) of potable water per annum is used at a site. The charge is made up of three parts (section [4.4.a](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

3.3.3 Select 180 water tariff

This will be beneficial if more than 180 megalitres but less than 750 megalitres (180,000 – 750,000 cubic metres) of potable water per annum is used at a site. The charge is made up of three parts (section [4.4.b](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

3.3.4 Select 750 water tariff

This will be beneficial if more than 750 megalitres but less than 3,000 megalitres (750,000 – 3,000,000 cubic metres) of potable water per annum is used at a site. The charge is made up of three parts (section [4.4.c](#)):

- a fixed charge; and
- a charge per cubic metre; and
- a standing charge per water meter based on its size.

3.3.5 Select Plus water tariff

This will be beneficial if more than 3,000 megalitres (3,000,000 cubic metres) of potable water per annum is used at a site. The charge is made up of four parts (section [4.4.d](#)):

- a fixed charge; and
- a charge per cubic metre up to 3,000,000 cubic metres; and
- a reduced charge per cubic metre for every cubic metre over 3,000,000 per annum; and
- a standing charge per water meter based on its size.

3.3.6 Non-potable water volumetric tariff

Where supplies of non-potable water are made available for non-domestic purposes, the charges are made up of two parts:

- a charge per cubic metre (section [4.5.a](#)); and
- a standing charge per water meter based on its size (section [4.3.b](#)).

3.4 Charges for water used for improvements to existing premises

In the case of improvements to existing premises that are unoccupied, full charges continue to be due at the appropriate standard unmeasured or measured rate where the premises receives the benefit of services (section [4](#)).

3.5 Use of water for fire-fighting purposes

In accordance with section 147 of the Act, where we receive a valid application, no volumetric water charges will be applied to the proportion of water supplied to supply points which are used for fire-fighting, the testing of fire-fighting apparatus or fire-fighting training purposes.

3.6 Supply partially used for fire-fighting: notional downsizing of a water meter

Where a metered supply serves fire-fighting equipment as well as water fittings for normal use, we will, on receipt of a valid application, determine the appropriate water meter size required for normal water use and indicate the appropriate size of water meter for the combined requirements. Where a water meter for combined requirements is installed we will apply a reduced standing charge, based on normal use requirements.

Where we determine that a water meter of the appropriate size for the combined requirements is not in place, you must ask us (within 3 months of that determination) to replace the water meter with one of the appropriate size for a reduced standing charge to be applied, based on normal use requirements. In such circumstances the reduced charge will apply from the date of that request and you must pay for the cost of the work.

4. Schedule of primary water charges 2021/2022

This schedule lists our primary water charges and forms part of our wholesale water charges scheme for 2021/2022.

All charges apply from 1 April 2021.

Charges are annual unless stated otherwise.

Non-household primary water charges

4.1 Unmeasured water charges

Standing charge	Charge per £CV	CMOS code
£50.47	£0.528	UU_UW_01

4.2 Assessed water charges

The assessed charges for water services payable under section 3.2.2 are shown below:

Non-household premises where we determine the water meter size would be 15mm	£554.29
Non-household premises where we determine the water meter size would be greater than 15mm but equal to or less than 22mm	£1,386.64
CMOS code	UU_AW_01

4.3 Measured water charges

4.3.a Volumetric charge	
Standard volumetric charge – per cubic metre (m3)	£1.716
CMOS code	UU_MPW_01

Plus

4.3.b Standing charges	
Meter size	Standing charge
12/15mm	£15.87
20/22mm	£16.05
25/28mm	£25.22
30/32/35mm	£25.22
40/42mm	£35.23
50/54mm	£46.25
75/80mm	£52.41
100mm	£57.18
150mm+	£61.83
Animal troughs	£15.87
CMOS code	Applicable to all UU_MPW tariffs

4.4 Optional water tariffs

4.4.a Select 50 water tariff	Charge	CMOS code
Annual fixed charge (in addition to the normal meter standing charges (section 4.3.b))	£20,200.00	UU_MPW_02
Plus volumetric charge – per cubic metre (m3)	£1.312	UU_MPW_02 UU_MPW_03

4.4.b Select 180 water tariff	Charge	CMOS code
Annual fixed charge (in addition to the normal meter standing charges (section 4.3.b))	£47,740.00	UU_MPW_04
Plus volumetric charge – per cubic metre (m3)	£1.159	UU_MPW_04 UU_MPW_05

4.4.c Select 750 water tariff	Charge	CMOS code
Annual fixed charge (in addition to the normal meter standing charges (section 4.3.b))	£262,990.00	UU_MPW_06
Plus volumetric charge – per cubic metre (m3)	£0.872	UU_MPW_06 UU_MPW_07

4.4.d Select Plus water tariff	Charge	CMOS code
Annual fixed charge (in addition to the normal meter standing charges (section 4.3.b))	£262,990.00	UU_MPW_08
Plus volumetric charge – per cubic metre (m3) Up to 3,000,000 cubic metres p.a.	£0.872	UU_MPW_08 UU_MPW_09
Over 3,000,000 cubic metres p.a.	£0.398	

4.5 Non-potable water (where available)

4.5.a Measured non-potable water charges	
Non potable volumetric charge – per cubic metre (m3)	£0.217
CMOS code	UU_MNPW_01

Plus

4.5.b Standing charges	
As per table for measured premises (section 4.3.b).	
CMOS code	Applicable to all UU_MNPW tariffs

Household primary water charges

These charges relate to the supply of water for domestic purposes to household premises.

4.6 Unmeasured water charges

Standing charge	Charge per £CV
£56.81	£1.000

4.7 Assessed charges for household premises where a water meter cannot be installed

Single person household (not applicable to any property with a swimming pool larger than 10,000 litres)	£83.86
Detached (includes houses, link detached and detached bungalows)*	£218.10
Semi-detached (includes houses and semi-detached bungalows)*	£196.32
Other household premises (includes flats and terraced houses)*	£142.50
Larger property – a property which either: <ul style="list-style-type: none">• has a swimming pool (larger than 10,000 litres) or;• has a building footprint larger than 250m² in area (including any annex buildings), and has six or more bedrooms	£428.32
*excludes properties which meet the larger property criteria	

4.8 Measured water charges

Standing charge	Volumetric charge per m ³
£15.94	£1.686

Assumes a 15mm meter has been installed.

5. Non-primary charges

Charges for the services listed below will be as stated. All services are subject to availability and may be subject to terms and conditions. Additional charges will be applied if the service is required outside of the standard business day.

Applications should be made using the appropriate market form.

Abortive site visit charges will apply when we are prevented from carrying out any scheduled activity by the actions or non-attendance of you or your customer. This charge will also apply where this is as a result of incorrect information provided by you or your customer. The level of charge will depend on the scheduled activity (sections [6.1](#), [6.7](#) & [6.13](#)).

5.1 Non household enquiries - site visit charge

The site visit charge will be payable where you request a site visit from us, the level of charge depends on the scheduled activity and will be based on a cost per hour (section [6.1](#)).

This could be for reasons including but not limited to:

- location of a stop tap or stop valve for work on private pipework; or
- providing advice about or assistance with private pipework; or
- carrying out water quality investigations; or
- visit to provide a quotation; or
- carrying out a pressure/flow test.

If you request a visit from us in relation to carrying out work and from that visit, we determine that no work is required by us, site visit charges will apply.

5.2 Data amendment requests

Where you ask us to apply a data amendment to a supply point, we will carry out an investigation to verify that the change is required.

Examples include:

- application to de-register a supply point
- application for an allowance
- tariff change request
- amendment to valuation office assessment business authority (VOA BA) reference
- amendment to unique property reference number (UPRN).

Charges include a single site visit and a desktop study. Where it is possible to do so, we will verify the data by a desktop study. Where this is the case, the desktop study charge will apply.

Charges will apply where as a result of our investigation there is no amendment to the market data (section [6.7](#)).

If we have initiated an investigation at your request and you fail to provide information reasonably requested by us to enable us to complete that investigation, the desktop study charge will be payable.

5.3 Metering services

5.3.1 Meter accuracy testing

You can request that we test a water meter for accuracy in accordance with regulation 6 of the Meters Regulations. The water meter will always be removed from the premises for testing. A charge for the test (section [6.12.a](#) and [6.13.d](#)) is payable by you if it shows that the accuracy of the water meter falls within the prescribed limits of error specified in the Meters Regulations.

In accordance with regulations 8 & 9 of the Meters Regulations, if the test shows the water meter is registering incorrectly, i.e. the accuracy of the water meter falls outside the prescribed limits of error specified in the Meters Regulations, we will adjust your charges from the date of the last but one meter reading (unless it can be shown that it became faulty at a later date).

You will not be charged for the test if the accuracy of the water meter falls outside of the prescribed limits of error.

5.3.2 Change of water meter size

Where you request that we:

- (i) carry out a survey to check if a water meter can be replaced with one of a different size (in which case you must provide us with appropriate data to allow meter sizing assessment); or
- (ii) carry out a survey to check if a water meter can be replaced with one of a different size and request us to provide you with appropriate data logging to allow meter sizing assessment; and
- (iii) carry out works to resize a water meter if a survey proves an alternative meter size is feasible.

All such work will be at your expense (section [6.13.d](#)). Replacement meters will be of a type determined by us. Additional charges will be applied if alternative meter types are requested and agreed by us.

If replacement of the water meter with one of a different size is requested without us having carried out the survey in (ii) above, and that requested size is proved to be inappropriate, charges will apply for any necessary further works.

5.3.3 Change of water meter position

Where you request that we:

- (i) carry out a survey to check if a water meter can be repositioned in an alternative location; and/or

- (ii) carry out works to reposition a water meter if a survey proves an alternative water meter location is acceptable to us.

All such work will be chargeable (section [6.13.d](#)). Replacement meters will be of a type determined by us. Additional charges will be applied if alternative meter types are requested and agreed by us.

5.3.4 Meter exchange

Where you request that we exchange a water meter for an alternative meter of the same size at the same meter location, charges will apply (section [6.13.d](#)).

Replacement meters will be of a type determined by us. Additional charges will be applied if alternative meter types are requested and agreed by us.

5.3.5 Verification of meter supply arrangements

Where you believe that the information held by the Central Market Operating System, regarding which supply point a meter serves is incorrect you can request that the supply arrangements are investigated.

Charges will apply where our site investigations confirm that the supply arrangements are correct (section [6.13.d](#)). Where investigations prove that the supply arrangements are incorrect, no charges will apply.

Where it is possible to do so, we will verify the data by a desktop study. Where this is the case, the desktop study charge will apply.

5.3.6 Verification of meter details

Where you believe the information held by the Central Market Operating System regarding the physical attributes of the meter (e.g. meter size, meter serial number) are incorrect, you can request that the meter details are investigated.

Charges will apply where our investigations confirm that the meter details are correct (section [6.13.d](#)). Where investigations prove that details are incorrect, no charges will apply.

Where it is possible to do so, we will verify the data by a desktop study. Where this is the case, the desktop study charge will apply.

5.3.7 Access to network management data logger information

Where we have a data logging device fitted to a meter for our network management purposes we may be able to provide you with electronic access to this information via a website (subject to you agreeing to our terms and conditions). There will be a charge per data logger for access to this information (section [6.13.d](#)).

Where this service is provided, you may also ask us to export data directly into your system, via secure file transfer protocol. A set-up charge is payable, and is irrespective of the number of data loggers. If you subsequently ask us to include additional data loggers to the export, a charge will apply for each new data logger added (section [6.13.d](#)).

5.3.8 Temporary data logging

You may request that a data logger is temporarily installed to a meter. The duration of installation will ordinarily be one week, after which the data logger will be removed, the data will be downloaded by us and provided to you in electronic format via email. There will be a charge per supply point for this service (section [6.13.d](#)).

5.3.9 Access to pulsed output on a water meter

You can request that we provide a permanent pulsed output provision to a water meter. This can be either:

- (i) Pulse unit / splitter;
- (ii) Pulse unit, splitter and outreader.

All installations will be at your cost and are subject to agreement with our terms and conditions.

Where a meter is non automated meter reading (AMR) enabled, we may agree to retailer installation of a pulse unit. This will be subject to agreement with our terms and conditions.

5.3.10 Passive automated meter reading data provision

Where we have collected passive AMR meter data for your customer's premises as part of our routine meter reading activity, we may be able to provide you with an electronic copy of this information on an agreed frequency, subject to agreement with our terms and conditions.

Charges will apply on an annual basis for each meter where data is provided (see section [6.13 d](#)).

Where a retailer has entered into a separate meter reading agreement with us, this data will be provided as part of that agreement.

5.3.11 Equipment tests

Where you believe that our equipment attached to a water meter (e.g. network data logger, pulse unit and/or splitter) is faulty, you can ask us to carry out an inspection in order to assess the cause of the fault. Where we assess that the fault is not due to a failure of our equipment, we will charge you for the visit (section [6.13.d](#)).

Where we assess that our equipment has failed, no charges will apply.

5.3.12 Testing of pulsed output capability of water meter

Where you believe that there is a fault with the pulsed output capability of the water meter, you can ask us to test the operation of the pulsed output facility on that water meter. Where we assess that the pulsed output facility is functioning correctly, we will charge you for the visit (section [6.13.d](#)). This is not a test of any ancillary equipment that may be attached to the meter.

Where we assess that the pulsed output facility is not functioning correctly, no charges will apply.

5.3.13 Clearing of meter chamber

A charge will apply where you request a meter chamber is pumped clear of water (section [6.13.d](#)).

5.3.14 Chamber lid replacement

You may request that a standard meter chamber lid is replaced with an alternative type of lid. We will only agree to this where we assess that replacement of the lid would not cause us any future operational issues, or result in our assets not being fit for purpose.

The level of charge will be dependent on the size of lid to be replaced (section [6.13.d](#)).

Abortive visit charges will apply where, on attending to carry out this work, it is discovered that circumstances outside our control (e.g. traffic loading requirements) prevent the work from being completed.

5.3.15 Installation of additional below ground data logger housing

Where insufficient space is present in an existing water meter chamber or housing to allow you to install a data logger, you can ask us to install additional below ground logger housing. Where we agree to this there will be a charge (section [6.13.d](#)).

5.3.16 Provision of non-market meter reading

A charge will be made for each non-market meter reading you ask us to carry out (section [6.13.d](#)).

5.4 Disconnection

5.4.1 Permanent disconnection

Where a supply to a premises is no longer required, you may ask us to permanently disconnect the supply.

Requests for permanent disconnection of a supply to a household premises must be made in writing.

To request a permanent disconnection of a supply to an eligible premises you should apply using the appropriate market form.

No charge is made for this service (section [6.2](#)).

5.4.2 Temporary disconnection at retailer request

You may wish to consider temporary disconnection of a water supply to an eligible premises to protect against bursts or leakage where a premises is likely to be vacant for some time.

Charges will be payable for this disconnection and any subsequent reconnection (section [6.2](#)). Where consumption is recorded on the meter, charges will be applied.

5.4.3 Temporary disconnection for non-payment of charges

You may request that a water supply to an eligible premises is disconnected for non-payment of charges. Charges will apply for the disconnection and any subsequent reconnection of the same supply. The level of charge will depend on the meter size (section [6.13.a](#) and [6.13.b](#)) and will include up to three monitoring visits to verify that the supply remains disconnected.

Charges will apply for any additional monitor visits you request to verify that the supply remains disconnected.

Where you request a same day reconnection this will be subject to availability and additional charges will apply (section [6.13.b](#)).

We will charge you for any associated legal costs we incur.

5.4.4 Complex disconnection

Where a Magistrates Warrant of Entry has been requested by you and successfully obtained (section [6.13.a](#)), on gaining access to the premises we will remove the meter and cap the water supply to enforce the disconnection.

Charges will apply for the disconnection and any subsequent reconnection of the same supply. The level of charge will depend on the meter size (section [6.13.a](#) and [6.13.b](#)). No monitor visits will be included.

5.4.5 Unsuccessful disconnection of supply

Charges will apply when an unsuccessful disconnection outcome has resulted due to the actions of you or your customer. This will also apply where this is as a result of incorrect information provided by you or your customer (section [6.13.a](#)).

5.4.6 Reconnection charge

Where we need to reverse a disconnection undertaken by an accredited entity (up to 40mm), reconnection charges will apply (section [6.13.c](#)).

5.4.7 Obtaining of a warrant

You may request us to obtain a Warrant of Entry for you to gain access into an eligible premises. Where the application for a Warrant of Entry is successfully made, we will provide court enforcement support to execute the warrant. Charges will apply for obtaining the Warrant of Entry and enforcement support.

Where an application for a Warrant of Entry is not successful, you will be required to pay our costs and legal charges incurred.

If you have requested us to obtain a Warrant of Entry, and you subsequently ask for the Warrant of Entry process to be terminated, you will be required to pay our costs and legal charges incurred (section [6.13.a](#)).

5.4.8 Illegal connections

Where we discover an illegal connection to our water mains we will discuss rectification of this with you, and would normally expect you to correct at your cost. If we need to rectify this on your behalf we would charge for this.

We will recover all direct and indirect costs incurred associated with investigation, administration and rectification (including materials).

If you deny us access to complete this work we may use legal processes to advance the rectification, and you may be liable for any costs incurred by us, including associated legal costs.

We may decide to prosecute for any illegal connection to our water mains regardless of the stage in the rectification process we are in, and you may be liable for any costs incurred by us, including associated legal costs.

5.5 Fittings Regulations inspections

Under sections 73 to 75 of the Act we have a duty to enforce the Fittings Regulations and have power to take steps to prevent contamination, waste and misuse of water. Where an inspection is required at a premises to confirm that plumbing works comply with the Fittings Regulations, there is no charge for the initial inspection. If installations do not comply with the Fittings Regulations, a charge (section [6.1](#)) will be made for each re-inspection visit.

5.5.1 Contravention of the Fittings Regulations

Where we discover non-compliance with the Fittings Regulations we will discuss rectification of this with you, and would normally expect you to correct at your cost.

Where necessary we may serve notice for completion of any such remedial work under section 75 of the Act. Where the remedial work is not completed within the specified timescale, we will complete the work, and recover all direct and indirect costs incurred associated with investigation, administration and rectification (including materials).

If you deny us access to complete this work we may use legal processes to advance the rectification, and you may be liable for any costs incurred by us, including associated legal costs.

5.5.2 Defective fittings

Where we identify a defective fitting, we will serve a defective fittings notice (under section 75 of the Act) on any premises for the repair of or disconnection of any apparatus found to be defective (including underground supply pipes). Where a repair or disconnection of apparatus is not made within the timescales we specify, the repair or disconnection will be carried out by us and you will be charged the cost of the work.

Where necessary, we may disconnect the supply under section 75 of the Act. Where this is the case, we reserve the right to recover any costs from you.

We will recover all direct and indirect costs incurred associated with investigation, disconnection and administration.

5.5.3 Reconnection following disconnection for non-compliance with the Fittings Regulations

Where a water supply has been disconnected for non-compliance with the Fittings Regulations and you request reconnection, you will be charged for the reconnection.

We will recover all direct and indirect costs incurred associated with investigation, rectification (including materials) and administration.

5.6 Vacant site administration charge

Where we believe a non-household premises is incorrectly marked as vacant within the Central Market Operating System, we may submit a vacancy change application to the market operator to have the occupancy status corrected. Where this is successful, charges will apply (section [6.4](#)).

We will not apply this charge where the premises is incorrectly marked as temporarily vacant due to Covid 19 in accordance with CPW091 – Temporary Changes to Vacancy.

5.7 Replacement of lead service pipes

We operate a scheme to replace lead service pipes free of charge. Not all properties are suitable for this scheme and it is subject to acceptance by us. If your application is accepted we will replace the lead pipes that we are responsible for and connect the new supply pipe to our water main. Further detail and an application form can be found at:

unitedutilities.com/lead-pipes

Where you ask us to re-join a service pipe (up to 32mm) to our communication pipe, and none of the pipework is lead there will be a charge for this service (section [6.5](#)).

5.8 Provision of additional information

We may be able to provide additional information or data at your request over and above that which we share with you in accordance with your agreement, market codes or that covered by the Environmental Information Regulations. Where applicable, charges for the provision of such information will be based on a cost per hour of collating and providing this information (section [6.6](#)).

5.9 Repairs for damage to our assets

Charges will be made for repairs for damage to our assets, including where appropriate under section 174 of the Act, to whoever is responsible for damaging them (section [6.10](#)).

5.10 Water drawn from hydrants

Water may only be drawn from hydrants in accordance with our standpipe hire scheme, unless otherwise agreed with us. Only metered standpipes approved by us will be allowed to connect to our network (section [6.9](#)).

You are required to provide monthly meter readings; in the absence of a meter reading, we may estimate consumption. Estimates may be adjusted later if necessary.

Standpipes will be subject to hire charges until returned or reported to us as lost.

You must notify us of any damage to equipment, including meters. Charges will apply for loss or damage of equipment.

5.11 Fire hydrants

Where appropriate, in accordance with sections 57 and 58 of the Act, standard charges will be payable for the installation, removal or maintenance of a fire hydrant (section [6.11](#)).

6. Schedule of non-primary charges 2021/2022

This schedule lists our non-primary charges and forms part of our wholesale water charges scheme for 2021/2022.

All charges apply from 1 April 2021.

All charges published in this schedule exclude VAT. VAT will be applied to charges as required by relevant legislation.

6.1 Site visit charges

Site visit charges - per hour	£48.15
Abortive site visit charge - per hour	£48.15

6.2 Disconnections at the customer's request

Permanent disconnection	No charge
Temporary disconnection - per hour	£48.15
Reconnection following temporary disconnection - per hour	£48.15

6.3 Reconnection following disconnection for non-compliance with the Fittings Regulations

We reserve the right to charge for reconnection following disconnection resulting from non-compliance with the Fittings Regulations (see [5.5.3](#)).

6.4 Vacant site administration charge

Vacant site administration charge	£150.48
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6.5 Re-join of non-lead service pipes

Re-join of non-lead service pipe (up to 32mm) - unsurfaced	£404.00
Re-join of non-lead service pipe (up to 32mm) - surfaced	£564.00

6.6 Provision of additional information

Provision of additional information – per hour	£31.67
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6.7 Data amendment

Where you ask us to apply a data amendment to a supply point, we will carry out an investigation to verify that the change is required. Charges will apply where as a result of our investigation there is no amendment to the market data (see section [5.2](#)).

	Desktop study only	Site visit required	Abortive visit
Deregistration of a supply Amendment to VOA BA reference or UPRN at supply point	£63.34	£165.86	£105.01
Allowance/Assessment request – not charged elsewhere Review of tariff Application for change in tariff applied to service component Invalid claim for incentive schemes (see section 7)	£31.67	£134.11	£73.25

6.8 Animal trough without a water meter

Charge per trough for water	£139.10
CMOS code	UU_UW_03

6.9 Use of metered standpipes for drawing water from our mains

Annual hire charge – 22mm	£277.20
Annual hire charge – 50mm	£348.45

In addition a charge of **£1.716** per cubic metre (m³) will be made for all water recorded as used through the standpipe meter.

The minimum hire period for a metered standpipe is four weeks.

The minimum charge for a four week hire period – 22mm	£21.32
The minimum charge for a four week hire period – 50mm	£26.80
Lost or damaged standpipe equipment	Recovery of direct and indirect costs
We will recover all costs incurred (UU and contractor) associated with investigation, administration, repair or replacement of the equipment.	

6.10 Repairs for damage to our assets

Repairs to services, mains and apparatus	Recovery of direct and indirect costs
We will recover all costs incurred (UU and contractor) associated with investigation, administration, statutory noticing, repair and reinstatement of the asset. We will also recover any other costs we incur as a result of the damage.	

6.11 Fire hydrants

Repair, installation and maintenance	Charge
Category 1	
a) Repairs effected without disturbance to the original surface (no dig)	£333.10
b) Repairs effected by excavation from the original surface up to the cover and frame depth level, including to replace lid and/or re-set cover and frame including permanent reinstatement (any surface category)	£512.74
Category 2	
a) Repairs involving excavation below the original surface i.e. greater depth than category 1(b)	£758.71
b) Complete hydrant replacement, and permanent reinstatement upon completion (any surface category)	£1,286.80
c) Complete hydrant removal, and permanent reinstatement upon completion (any surface category)	£1,122.66
d) Installation of fire hydrant including associated pipework, connection, valves, chamber, cover and frame, permanent reinstatement (any surface category) (mains over 100mm up to 150mm)	£1,334.38
Mains over 150mm	Quote on request
A quote will be based on recovering all costs incurred associated with investigation, administration, statutory noticing and repair/installation.	
Category 3	
a) Relates to work involving the following activities: adoption including install/replace marker post(s), plates and numerals	£307.91

We reserve the right to recharge the costs of Highways Authority permits associated with the repair, installation and maintenance of fire hydrants.

Where we can resolve the issue during the initial assessment the following charge will apply	£128.04
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6.12 Household meter charges

Charges relating to household meters are set out in the United Utilities household charges scheme.

unitedutilities.com/my-account/your-bill

6.12.a Household water meter accuracy testing

Charges for the testing of a household water meter are set out in the United Utilities household charges scheme (section 18.b.1).

6.12.b Installation of an optional water meter in a location other than that defined in our meter location policy (household)

The charge for the installation of a meter in another location is set out in the United Utilities household charges scheme (section 18.b.2).

6.12.c Relocation of a household water meter

The charges for relocation of a household water meter are set out in the United Utilities household charges scheme (section 18.b.3).

6.13 Non-household meter charges

6.13.a Disconnection for non-payment	
Disconnection of supply	
Up to 40mm meter	£89.53
50mm meter and above	£154.30
Disconnection of supply – complex (includes Warrant costs)	
Up to 40mm meter	£1,818.40
50mm meter and above	£2,071.97
Disconnection of supply – monitor visit	£33.15
Disconnection outside the business day (up to 40mm)	£342.35
In hours unsuccessful disconnection/abortive visit	
Up to 40mm meter	£29.94
50mm meter and above	£90.74
Out of hours unsuccessful disconnection/abortive visit	£342.35
Gaining entry for purpose of disconnection	
Obtaining a Warrant – successful application	£1,751.08
Obtaining a Warrant – unsuccessful application	£1,010.30
Aborted Warrants process	£234.78

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6.13.b Reconnection following disconnection for non-payment	
Reconnection of supply (same business day, request received before 2.59pm) – up to 40mm meter	£91.52
Reconnection of supply (same business day, request received between 3.00pm and 6.00pm) – up to 40mm meter	£176.56
Reconnection of supply (within one business day of request) up to 40mm meter	£69.81
Reconnection of supply (within one business day of request) 50mm meter and above	£130.61
Complex reconnection of supply	
15-20mm meter	£252.60
25mm meter	£335.34
40mm meter	£404.89
50mm meter and above	£1,213.66
Unsuccessful reconnection of supply/abortive visit	£31.15

6.13.c Reconnection following disconnection undertaken by an accredited entity	
Reversal of a disconnection undertaken by an accredited entity - up to 40mm (same business day, request received before 2.59pm)	£91.52
Reversal of a disconnection undertaken by an accredited entity - up to 40mm (same business day, request received between 3.00pm and 6.00pm)	£176.56

6.13.d Non-household water meter charges					
Job description	15 – 20mm	25mm	40mm	50 – 80mm	100mm +
Water meter exchange					
With excavation	£467.40	£747.33	£804.74	£1,701.46	Quote on request
Without excavation	£126.96	£218.28	£254.29	£913.04	Quote on request
<i>Note: There is no charge where the meter accuracy is outside the prescribed limits of error</i>					
Chamber lid replacement	£222.35	£222.35	£381.15	£565.54	Quote on request
Clear chamber (pump out)	£142.04				
Water meter resize survey (no data logging)	£109.18	£132.32	£132.32	£222.53	Quote on request
Water meter resize survey (data logging)	£233.44	£233.44	£233.44	£344.44	Quote on request
Water meter resizing activity (no excavation)	£128.00	£265.52	£265.52	£659.43	Quote on request
Water meter resizing activity (excavation)	£416.84	£907.37	£907.37	£1,861.57	Quote on request
Water meter relocation survey	£79.75				
Water meter relocation activity	£440.63	£847.05	£1,056.88	£1,774.27	Quote on request
Missed appointment/aborted works (meter install/maintenance)	£71.01				
Meter installation activity					
New meter installation at an existing unmeasured premises	No charge				
Water meter test (two point)					
With excavation	£680.41	£960.33	£1,086.42	£1,992.99	Quote on request
Without excavation	£317.50	£410.77	£508.18	£1,194.85	Quote on request
<i>Note: There is no charge where the meter accuracy is outside the prescribed limits of error</i>					

Job Description	15 – 20mm	25mm	40mm	50 – 80mm	100mm +
Meter verification					
Verification of meter supply arrangement – site visit (per meter)	£45.75	£45.75	£45.75	£107.32	£107.32
Verification of meter details – site visit (per meter)	£77.31				
Verification of meter details or meter supply arrangements – desktop study (per meter)	£17.11				
No access or aborted visit charge for verification activity	£32.10	£32.10	£32.10	£93.65	£93.65
<i>Note: There is no charge where verification proves incorrect</i>					
Data activity					
Temporary data logger installation/removal	£191.85				
Provision/installation of pulse unit/splitter by us	£250.78	£191.41	£191.41	£209.31	£209.31
Provision/installation of pulse unit/splitter/outreader by us	£336.46	£277.08	£277.08	£294.98	£294.98
Installation of additional logger housing – below ground	£820.22				
Investigation into Wholesale data logger failure	£116.37				
<i>Note: There is no charge where failure is found to be due to wholesale equipment</i>					
Test of pulse output capability of water meter	£193.55				
Provision of network management data from U UW Wholesale data loggers – where installed	£99.03				
Missed appointments/aborted works (meter technician visit)	£71.23				
Provision of exported data	£232.38				
Provision of exported data – new logger added	£65.70				
Provision of passive AMR data – per meter (where available)	£1.56				

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Job description	
Other charges (applicable to all meter sizes)	
General site visit (re-programme data logger etc.)	£116.37
Provision of quote on request	£104.31
Provision of non-market meter reading	£18.25

7. Incentive schemes

Our gap site and vacancy incentive schemes will operate in accordance with the water industry standard schemes as contained within the Market Codes.

Details can be found on the MOSL website: www.mosl.co.uk

7.1 Gap site incentive

Our gap site incentive scheme has been designed to incentivise business retailers to ensure that all eligible premises are registered correctly in the Central Market Operating system, to support fairness of charging for all customers.

We will offer a gap-site incentive payment where you identify a gap site that is then successfully registered in the Central Market Operating System.

The scheme is subject to qualifying criteria and the maximum number of incentive payments made by us per year will be limited.

Full details of qualifying criteria are contained in the standard industry Gap Site Incentive Scheme. Further detail can be found on our website at:

unitedutilities.com/retailer-contract-and-charges

The incentive payment will be made once the SPID has a status of tradeable in the Central Market Operating System.

Gap site incentive payment (per site)	£250.00
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An administration charge may apply where as a result of our investigation there is no amendment to the market data (see [6.7](#)).

7.2 Vacancy incentive

Our vacancy incentive scheme is designed to incentivise business retailers who work in our area to identify and help bring into charge, premises that are showing as vacant within the Central Market Operating System, to support fairness of charging for all customers.

We will offer a vacancy incentive payment where you inform us of a site that is incorrectly identified as vacant within the Central Market Operating System and this premises is subsequently brought into charge in accordance with the terms of the standard industry Vacancy Incentive Scheme Guidance

The scheme is subject to qualifying criteria and the maximum number of incentive payments made by us per year may be limited.

Full details of qualifying criteria are contained in the standard industry Gap Site Incentive Scheme. Further detail can be found on our website at:

unitedutilities.com/retailer-contract-and-charges

The incentive payment will be made once the vacancy flag for the SPID has been removed in the Central Market Operating System.

Vacancy incentive payment (per site)	£200.00
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An administration charge may apply where as a result of our investigation there is no amendment to the market data (see [6.7](#)).

7.3 Water efficiency incentive

We offer a water efficiency incentive to support you in assisting your non-household customers to make water efficiency interventions on their sites.

Incentive payments will be calculated based on the amount of water saved as a direct result of the water efficiency intervention. Savings will be measured by comparing at least three months of consumption data before and after any water efficiency interventions are made. The appropriate time for comparison will be based on the customer type.

The scheme is subject to qualifying criteria and the maximum number of incentive payments made by us per year will be limited.

We require evidence of the interventions made and water savings achieved directly as a result of these interventions.

Every SPID is eligible for the incentive a maximum of once in a two year period.

Upon completion of a valid application, we will calculate the one off payment based on the number of litres per day saved multiplied by the incentive payment, up to a maximum of £3,000 for a single application.

Incentive payment (per litre per day saved)	£0.05
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We reserve the right to carry out audits at your customer's premises in order to verify any savings achieved before a payment is made.

Where water efficiencies are not maintained over a two year period, we reserve the right to recover the water efficiency incentive payment from you.

Further details, including which type of interventions we would consider, can be found on our website at:

unitedutilities.com/retailer-contract-and-charges

7.4 Disputes in relation to incentive schemes

Any disputes arising in relation to these incentive schemes will be resolved in accordance with the dispute resolution provisions within the market codes.

8. Payment options

Payment terms are set out in your agreement or on your bill.

9. Information

Further information on wholesale services can be found on our website at:

unitedutilities.com/wholesale-services

You can contact us at: WholesaleServiceDesk@uuplc.co.uk

10. Definitions

The Act – the Water Industry Act 1991 (as amended).

Agreement – is a legally enforceable contract between us and you. It covers the water or sewerage services that we agree to provide to you, and the commercial terms on which those services are provided.

Assessed charge – applies when a water meter cannot be installed, no charging value for the premises is available or where a charging value exists we have deemed it inappropriate (section 3.2).

Business Day – 08:00 to 18:00 Monday to Friday, excluding Bank Holidays.

Business rateable value – a rateable value in a list maintained under section 41 (local rating lists) or 52 (central rating lists) of the Local Government Finance Act 1988.

Change of occupier – means a change in the occupier of a premises or where charges are paid by the owner, a change in the ownership of the premises.

Charging value – the rateable value or a charging value assessed by us (based on either a rateable value, or a business rateable value where rateable value is not appropriate), or an assessed charge used for charging purposes.

Charging year – the period of one year commencing on 1st April.

Common water meter – a water meter that serves two or more premises.

The Company – United Utilities Water Limited – registered number 2366678.

Connection – a connection to a network regulated by the Act and other relevant legislation through which you receive the benefit of one of our services.

Customer – the end consumer of the water and sewerage service.

CV - see Charging value

Defective Fitting – A water fitting which has been installed, connected and used to carry water from the public sewer to premises that causes or is likely to cause a contravention of the Fittings Regulations.

Defective fittings notice – a notice we serve where there is actual or likely damage, contamination, waste, misuse, or undue consumption due to any defective fitting (including underground supply pipes) at premises.

Domestic Purposes – as provided for under section 218 of the Act. Water used for drinking, washing, cooking, central heating and sanitary purposes.

Eligible premises – premises other than household premises and which may be identified as eligible premises in light of any eligibility guidance.

Fittings Regulations – The Water Supply (Water Fittings) Regulations 1999.

Furnished – containing furniture or sufficient fixtures and fittings that allows immediate use or used for storage purposes.

Gap site - an eligible premises which is in receipt of water services and/or sewerage services where no supply points are registered in relation to such eligible premises in the supply point register.

House – any building or part of a building (including a flat) occupied or likely to be occupied as a private dwelling.

Household premises – premises in any part of which a person has their home and whose principal use is a home and which may be identified as such in light of any eligibility guidance.

Instrument of Appointment – is the Instrument of Appointment of the Company, then known as North West Water Limited as a water and sewerage undertaker dated 24 August 1989 (as updated).

Licensed water supplier – a company which is the holder for the time being of a water supply licence (see section 17B(9) of the Act).

Meter reading – a reading from a water meter to determine consumption or in the absence of such reading an estimate of consumption.

Meters Regulations – The Water (Meters) Regulations 1988.

Non-household premises – premises other than household premises.

Non-potable water – water which is not fit for supply for domestic or food production purposes.

Non-primary charge – any wholesale charges which are not primary charges, and to avoid doubt this includes all charges that relate to the provision of one off or discrete services performed pursuant to the operational terms or as otherwise set out in this scheme in relation to specific circumstances or events.

Occupier – any person in actual occupation of premises, or any person who:

- owns the premises; or
- has sufficient control over premises to put that person under a duty of care towards lawful visitors; or
- maintains premises used or intended for use as a dwelling; or
- maintains premises for occupation (including multiple occupation) with shared facilities or as holiday or other household accommodation for short term occupation (whether let wholly or in part), usually less than 12 months; or
- develops or owns any new premises that are empty or not furnished.

See also definition for a customer.

Potable water – water fit for supply for domestic or food production purposes.

Premises – includes any building or part of a building which is separately occupied or intended to be occupied and land or an interest in land.

Primary charges – all charges in this scheme that relate to the supply of water services both on an enduring or temporary basis, and including:

- (i) fixed and volumetric charges and allowances;
- (ii) any other charges set out in this scheme in relation to specific circumstances or events, but excluding;
- (iii) all charges that relate to the provision of one off or discrete services performed pursuant to the operational terms.

together with all such charges calculated in relation to a special agreement by reference to the relevant factor(s) and tariff(s) as set out in the published special agreements charges.

Private supply – a supply of water that is neither from a water supply currently owned and/or operated by us, nor a licensed water supplier.

Rateable value – the value of premises shown in the official valuation list (for the purposes of the General Rate Act 1967) on 31 March 1990.

Rating list divisor – the factor by which, on average, values in a business rating list exceed values as at 31 March 1990 in the valuation list prepared under the General Rate Act 1967 which became effective on 1 April 1973 (section [2.6](#)).

Services – any service provided by us related to potable or non-potable water supply.

Site – means premises in the same curtilage or adjoining each other receiving the benefit of our services, occupied and operated as a single economic unit.

Substantially altered – means a site or premises which are substantially physically altered, including being subjected to a material change of use, split into different and separate occupations, merged with other premises, partially demolished, or otherwise altered in such a manner that the recorded charging value is in our opinion no longer appropriate; “substantial alteration” will be interpreted accordingly.

Supply point - the point at which water services are provided in relation to any eligible premises.

Vacant premises – premises are considered to be vacant if all of the following criteria are met:

- (i) there is no physical occupation by any person, for any purpose, other than for the sole purpose of providing security services for the premises;
- (ii) the premises is not open or available to the public or visitors;
- (iii) there is no stock left in the premises, except where these items have been abandoned by a former tenant and the premises is not in use;
- (iv) there are no moveable items left on the premises such as furniture, equipment tools or moveable equipment or machinery; and

- (v) any fixtures and fittings have been abandoned by a former tenant and the premises is not in use.

A property that is prohibited by law from being occupied, for example an unsafe property, is also considered to be a vacant premises.

Water and sewerage undertaker – the Company appointed to carry out water and sewerage duties under the Act.

Water services charges – a charge or any combination of charges for water supply services or sewerage services or both.

Water supply – water supplied by us to you.

Water supply services – any services provided by us related to the provision, alteration or disconnection of a water supply.

We, us or our – United Utilities Water Limited (registered number 2366678) or our representative(s).

Wholesale services – water services that we provide to you.

You, your – a water supply licensee, another wholesaler or any other recipient of our wholesale products and services.

