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CHARGES SCHEDULE 2025/26

Wholesale

Publications

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INTRODUCTION

This wholesale charges scheme represents the final Wholesale Charges Schedule and details the charging mechanisms that Northumbrian Water Limited (NWL) apply for the wholesale component of the charges.

The scheme as previously produced covered wholesale aspects for both household and non-household customers. The household wholesale charges are now published separately in line with the timetable and publication of household charges.

The water market changed in April 2017 with the introduction of a new water retail market for non-household customers. The operation of this market is governed by primary legislation and a Wholesale Retail Code and a Market Arrangements Code. Northumbrian Water Limited exited the water retail market at the commencement of the market. At this point in time Northumbrian Water Limited ceased to provide retail services to non-household customers.

This scheme together with the separately published schemes, Developer Services Charges, Bulk Charges for New Appointments and Variations (NAVs) and the Other Charges Document, together constitute Northumbrian Water Limited's Wholesale Tariff Document. A document required in accordance with the Wholesale Retail Contract and Code.

PART A WHOLESALE CHARGING METHODOLOGY

1 SCOPE OF THIS CHARGES SCHEME

Charges scheme

(1) This Charges Scheme is made by Northumbrian Water Limited (NWL) under the provisions of the Water Industry Act 1991.

Contents of charges scheme

(2) This Charges Scheme sets out how NWL will make and recover wholesale charges from 1 April 2025.

(3) This charges scheme is set out in parts and all parts should be read in conjunction with one another.

Consistency with any agreements

(4) Where the terms of any agreement is inconsistent with the terms of this charges scheme, the charges specified in the agreement will apply.

(5) The provisions of this charges scheme apply to both the Northumbrian Water and Essex & Suffolk Water regions in which NWL provides water and sewerage services. Where different services, charges, or terms and conditions apply between the two operating regions, this is clearly specified in this charges scheme using the following referencing:

Applicability of this document to NWL operating regions

(a) Where Northumbrian Water or NW is used, the conditions only apply in that region;

(b) Where Essex & Suffolk Water or ESW is used, the conditions only apply in that region.

(c) In all other cases the conditions will apply in both regions.

(6) More information on NWL can be found in section 3.

(7) There are two types of service provided:

(a) Primary services are for the delivery of water and the removal and treatment of foul, trade effluent and other discharges from a premise.

Wholesale service types

(i) Charges for primary services are set out in Part C and Part D of this wholesale charges scheme;

(b) Non-primary (other wholesale services) services are for activities that are carried out for an individual retailer or customer, that are not directly related to the ongoing provision of primary services.

(i) Charges for non-primary services are set out in Part B of this wholesale charges scheme.

(8) The methodology for applying primary wholesale charges is laid out in Part A.

Charges scheme structure

(9) The level and conditions for miscellaneous charges are set out in Part B.

(10) The levels of primary household wholesale charges are set out in Part C.

(11) The levels of primary non-household wholesale charges are set out in Part D.

(12) Charges for developer services are set out in a separate charges scheme.

(13) Non-household properties as specified under the Water Industry Act 1991 section 17D are free to choose a retailer of their choice for their water and sewerage services.

Non-household wholesale charges

(14) When a non-household customer chooses a retailer, to provide retail services for their properties, NWL will still provide wholesale water and sewerage services to the property, and the charges stated in this document will be charged to the relevant licensed retailer.

Households wholesale charges

(15) Retail competition is only applicable to non-household premises. Household wholesale charges will be applied as part of the end customer tariffs published in the Northumbrian Water Household Charges Scheme and the Essex & Suffolk Water Household Charges Scheme, and according to the principles set out in those charges schemes.

Definitions

(16) A glossary of definitions used throughout this scheme can be found in section 2.

(17) In this Scheme words in the singular shall include the plural and vice-versa except where the context otherwise requires.

2 DEFINITIONS

(18) A number of terms are used throughout this scheme; they normally have the following meanings:

(a) “premises” and “property” mean the hereditament or if there is no hereditament it is land, any interest in land or any easement or right in, on, under or over land;

(b) "household premises" and "household property" means premises in which, or in any part of which, a person has his home and the principal use of the premises is as a home.

- For mixed-use premises where the principal use of the premises is in question; the premises will be defined as non-household where both the household part of the premises is dependent in some way upon the non-household part and the premises are liable for business rates or exempt from business rates unless there are grounds to consider the principal use as a home;

(c) "non-household premises" and "non-household property" means all premises which are not household premises. For the definition of household premises see paragraph(18)(b);

(d) “water services charges” means a charge or any combination of charges for water supply, and sewerage and sewage disposal services;

(e) “supplied property” relates to water services and means any property or premise which benefits from or is;

Definition of standard terms

(i) receiving a supply of water or;

(ii) occupied by a person having the use of or right to use or benefit of facilities (whether or not for the benefit of the property) in connection with NWL's water supply function;

(f) “connected property” relates to sewerage services and means any property which benefits from or is;

(i) drained by a sewer or drain connecting either directly or through an intermediate sewer or drain with a public sewer or sewage treatment works provided by NWL or;

(ii) occupied by persons having the use of or right to use or benefit of facilities (whether or not for the benefit of the property) which drain to a sewer or drain so connecting;

(g) “customer” means in the case of water services, the “Consumer”, as defined in Section 93 (1) of the Water Industry Act 1991 and in respect of other services means the person for whom a service is performed, facilities provided or right made available in pursuance of NWL's water supply or sewerage and sewage disposal functions (without prejudice to the foregoing this means the person provided with or benefiting from water supply or sewerage or sewage disposal);

(h) “occupier” bears the same meaning as the word “occupier” in Section 144 of the Water Industry Act 1991;

(i) "hereditament", "valuation list" and "valuation officer" shall have the meanings assigned to them by Section 115 (1) of the General Rate Act 1967 as if that Act remained in force;

(j) "occupied property" means:

(i) For a household property, one of the following conditions apply:

- anyone is living at the property;
- a property contains furnishings and fittings;
- when a property is unfurnished and water is being used for any purpose, including refurbishment.

(ii) For a non-household property, where the premises;

- remain a "supplied property" or a "connected property", or as defined in paragraph (18)(e) and (18)(f), and;
- are being used for any purpose and are benefitting from a water or sewerage service provided by NWL.

(k) "site" means the boundary of a single set of premises, joined together for water and/or sewerage charging purposes.

(i) The site can consist of co-located buildings, other similar structures and/or land which have adjoining boundaries or which are separated only by transport infrastructure and a single customer occupies the premises and is liable for water and/or sewerage services charges in respect of those premises (common occupation co-located premises).

- Transport infrastructure includes public highways, railways, other public rights of way and ordinary watercourses. Co-located premises with constituent parts that are separated from each other by anything other than transport infrastructure and its directly associated land cannot be joined together for charging purposes. Likewise, co-located premises that are separated by a combination of common land and transport infrastructure cannot be joined together for charging purposes because of the existence of common land.

(ii) Where a customer has co-located premises which satisfy the criteria set out in (18)(k)(i) then;

- the water consumption of all premises included in the site can be added together to determine whether the threshold for the Large User Water and/or Sewerage Tariff is met; and
- the chargeable area for surface water drainage charges will be based on the site.

(l) "domestic foul sewage" means discharge of waste water from customers' premises that has been used for domestic purposes;

(m) "trade effluent" has the same meaning as in the Water Industry Act 1991, s141, that is:

(i) means any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises; and

(ii) in relation to any trade premises, means any such liquid which is so produced in the course of any trade or industry carried on at those premises,

(iii) but does not include domestic sewage."

(n) "trade premises" also has the same meaning as in the Water Industry Act 1991, s141, that is:

(i) means "… any premises used or intended to be used for carrying on any trade or industry", subject to the qualifications mentioned in subsection (2) of the Water Industry Act 1991, section 141.

(o) "rateable value" means the net annual value shown on the valuation list made under Section 67 General Rate Act 1967 that was applicable at 31 March 1990 for households, or the amount shown on the valuation list made under Section 41 or 52 of the Local Government Finance Act 1998 for non-households;

(p) "infrastructure charges" means the charge applicable for first time connection of premises, or for the redevelopment of premises previously connected, to a public water supply or to a public sewer for household or non-household purposes. When such premises are connected, costs are incurred in extending the local network. These costs are met by developers and by customers in such premises.

(q) "retailer" means an organisation licenced by Ofwat under the Water Industry Act 1991 section 17.

(r) "retailer agreement" means the wholesale retail contract in place between NWL and the retailer.

(s) "unoccupied property" means any property that is not occupied as defined in paragraph (18)(j).

(t) "gap site" means a premise defined as a gap site in accordance with the retail agreement.

(u) Chargeable Area for Surface Water Drainage is the area of a customer's site which is drained, directly or indirectly, to the public sewer (i.e. the Area Drained).

(v) Chargeable Area for Highway Drainage is the surface area of the customer's site, less any defined excluded areas that constitutes 10% or more of the total site (i.e. Surface Area).

3 INFORMATION ABOUT NWL

3.1 ABOUT NWL

(19) Northumbrian Water Limited (NWL) acts as a water and sewerage undertaker in two separate regions of England. The areas served and the services provided are:

(a) The "Northumbrian Water" (NW) region in North East England

(i) Water and sewerage services are provided across the region, except for an area around Hartlepool where water services are provided by Hartlepool Water.

(ii) For water charges for customers served by Hartlepool Water, reference should be made to their charges scheme.

NWL operating regions

(b) The "Essex & Suffolk Water" (ESW) region in South East England

(i) ESW provides water only services in areas of Essex, Suffolk, Norfolk and Greater London.

(ii) Sewerage services in these areas are provided by either Anglian Water Services Limited or Thames Water Utilities Limited.

- For charges related to these sewerage services reference should be made to the respective Thames Water or Anglian Water charges schemes.

(iii) ESW collects sewerage service charges on behalf of and as agents for Thames Water Utilities Limited and Anglian Water Services Limited within parts of ESW for household customers.

3.2 CONTACT DETAILS

(20) Information about NWL can be obtained from our websites by contacting us using the details below.

Other information and contact details

- Email: wholesale@nwl.co.uk
- NW website: www.nwl.co.uk
- ESW website: www.eswater.co.uk

3.3 COMPLAINTS

(21) We aim to deal with queries and complaints speedily and satisfactorily. If you are dissatisfied with the way your complaint has been handled, you may refer the matter to the Consumer Council for Water which will act on your behalf. Their address is shown below;

Referral of complaints

Consumer Council for Water
23 Stephenson Street,
Birmingham,
B2 4BH

Telephone: 0300 034 2222
Email: enquiries@ccwater.org.uk

3.4 OTHER INFORMATION

(22) This Charges Scheme as well as other leaflets and information are published on our website, or can be supplied on request.

(23) Water quality information is available free of charge on our website.

Water quality information

(24) Water quality sampling results may be inspected and a printed copy provided. This service is free to household customers and residents for samples taken within their supply zone.

4 APPLICATION OF WHOLESALE CHARGES

4.1 APPLYING WHOLESALE CHARGES

(25) Wholesale charges will be applied to any supplied property and sewerage charges to any connected property, as defined in section 2.

Chargeable properties

(26) Each retailer or occupier will be charged for the relevant water and/or sewerage charges for each of the properties registered to it.

(27) Wholesale charges made to retailers will be made on the basis as described within the relevant retail agreement.

4.2 PERSONS CHARGEABLE

4.2.1 General liability

(28) Liability for charges is confined to retailers or to those persons who are "occupiers" within the meaning of Section 144 of the Water Industry Act 1991, save in those circumstances where the Act itself otherwise provides. The meaning of "occupier" is essentially similar to that used in the field of rating, as elucidated in case law.

Liability for charges

(29) In most landlord and tenant situations the result will be that it is the tenant or their retailer who is to be charged as occupier and not the landlord. The significant exceptions include the case of holiday lets, the case of lodgers and bed and breakfast accommodation, where the occupation of the tenants is too transient. In such cases the landlord will be treated as being in occupation and charges will be made to the landlord or their retailer.

Multiple customers

(30) Where more than one person is the customer in respect of a single supplied property, or connected property, then each such customer shall be jointly and severally liable for all charges arising in respect of that supplied or connected property and NWL may collect all charges in respect of the supplied property or connected property from any one, or combination, of the said customers or their retailers.

County Court - fee recovery from defendant

(31) If NWL takes action through the County Court to recover outstanding debts, NWL may recover costs and fees from the defendant in accordance with the rates stipulated by the Lord Chancellor's Department as varied from time to time.

4.2.2 Common Supplies

Disconnection of unmeasured supplies

(32) Where a retailer requests the disconnection of an unmeasured supply that also serves other customers they must first request, and pay the charge for, NWL to install a separate supply so that his disconnection can be carried out unless agreed otherwise by NWL.

Liability when benefitting from a service

(33) Where a customer or property benefits from a water or sewerage service indirectly via or from another property, NWL may charge the occupiers or retailers of both properties for the supply of water and sewerage services on

the same basis as would apply if both properties were provided with separate services.

(34) If services provided to one property are used by the occupier of another property or for the benefit of another property, these services must be metered unless otherwise agreed by NWL. NWL can recover from the occupiers or retailers of either or both properties the costs of any services provided prior to their being metered.

Limitations on common supplies

(35) NWL requires all supplies to new or redeveloped properties to be separate metered supplies and the requirements of section 64 of the Water Industry Act 1991 will apply. Where a common supply exists due to historic reasons or where it is not practicable to install separate supplies, paragraph (36) will apply.

Common metered supplies

(36) In relation to properties that have a metered water supply connection which supplies more than one property in different occupancies and are not supplied by a retailer, each customer shall be held jointly and severally liable for water and sewerage charges. Charges will be recoverable under one of the following conditions:

(a) NWL may make an agreement, known as a Common Billing Agreement, with the Owners, Property Management Company or other party to accept liability for the payment of:

Common billing agreements

(i) the metered water supply charges for all the properties supplied through the common meter, unless agreed otherwise by NWL;

(ii) **Plus:** all sewerage services charges due in respect of all the properties supplied through the common meter, including for periods when the properties are unoccupied.

Liability for charges where a common billing agreement does not exist

(b) In all other situations, NWL reserves the right to apply the most appropriate form of charge to all properties supplied or connected through the single metered water supply connection. This may take the form of apportionment of the measured charge, or any other form of charge set out in this charges scheme and will be chosen by NWL.

Installing separate supplies

(37) Owners may opt, at their cost, to have a separate metered supply installed to each property, if technically possible, which would enable all charges to be made direct to the occupiers.

4.2.3 Surface water drainage charges liability where water supplies are temporarily disconnected

(38) Charges for water and sewerage services remain due whilst a property is occupied as defined in paragraph (18), unless the following condition applies.

Waiving charges in special circumstances

(a) If an unmeasured property is occupied but the water supply to the premises has been temporarily disconnected (operation of stop-valve) by NWL (or an Accredited Entity), then no water volume or foul and or volumetric sewerage charges will apply. Charges for surface water and highway drainage will continue to be due.

4.3 VALUE ADDED TAX (VAT)

(39) Charges set out in this charges scheme are stated exclusive of VAT.

VAT

(40) VAT will be applied to water and sewerage charges as required by taxation legislation.

4.4 ADDITIONAL SUPPLIES

(41) A customer or retailer may choose an alternative or additional supply to that provided to the site from the NWL mains supply and ask NWL to provide facilities that would enable the customer to take additional supplies on an intermittent basis or that would serve as an emergency or standby provision.

Standby supply agreements

(42) In such cases NWL may require that the customer, and/or the retailer, enter into an agreement to pay such additional sums as may be necessary to ensure that the costs of providing such facilities are met.

5 BILLING, METER READING AND PAYMENT ARRANGEMENTS

5.1 BILLING AND SETTLEMENT

(43) Bills are issued on the following basis:

Bill frequency

(a) Excluding bills to retailers, measured bills are issued either monthly, quarterly or six monthly.

(b) Excluding bills to retailers, unmeasured bills are issued annually, at the beginning of the charging year.

(c) Bills to retailers are issued in accordance with the provisions of the retail agreement and market arrangements code.

Billing periods

(44) Excluding bills to retailers when a measured bill is raised for a period that commences before 1 April and ends on or after 1 April, the charges shall be apportioned into sub-periods on a daily basis between the start of the period covered by the bill and 31 March and the period from 1 April until the end of the period covered by the bill. Each sub-period so apportioned will then be charged at the tariffs of the relevant charging year.

5.2 METER READING

Metering readings

(45) Measured bills will be based upon meter readings provided by the retailer to NWL or by readings obtained by NWL.

Estimated meter readings

(46) When a retailer does not provide a meter reading on which volumetric charges can be based, bills will be produced using an estimated consumption, calculated by MOSL in accordance with the provisions of the retailer agreement.

(47) NWL may take an 'actual meter reading' at any time.

NWL meter reading

(48) NWL may use its own meter reading information to:

(a) Verify meter readings provided by the retailer;

(b) Use this information to estimate consumption if a retailer does not provide a meter reading.

Definition of 'actual reading'

(49) An 'actual meter reading' means any reading taken directly from a meter or supplied by any remote reading device associated with a meter.

Meter accuracy testing

(50) If a retailer believes a water meter is not registering accurately they must notify NWL in accordance with the retailer agreement (notification should be received as soon as practically possible).

(51) If requested by the retailer NWL will arrange for a meter accuracy test to be carried out and will confirm the results to the retailer.

(52) Charges for meter accuracy testing will be applied as follows:

(a) Where the error for the tested meter exceeds tolerances under applicable legislation, no meter accuracy test charge will be made to the retailer.

(i) Any refund or additional charges payable as a result of an inaccurate meter reading will be determined in accordance with Statutory Instrument 1988/1048 or subsequent amendments thereof and will be liable from the date the meter began to record inaccurately.

(b) Where the error for the tested meter does not exceed tolerances under applicable legislation, NWL will recover, from the retailer, all costs, including the replacement meter cost, associated with testing the accuracy of the meter.

5.3 PAYMENT OF CHARGES

5.3.1 When Payment is Due

(53) Payment of charges is due in accordance with the provisions of the relevant retail agreement.

(54) Failure to adhere to the terms of payment may result in the retailer's contract being revoked.

5.3.2 How Payment can be made

(55) Payment of charges are in accordance with the retail agreement.

5.4 OTHER CHARGES RELATED TO PAYMENTS

Charges related to failed payments

(56) NWL reserves the right to recover bank charges and administrative costs resulting from invalid or dishonoured cheques, standing orders, credit cards or direct debits. These charges are set out in section Part B.

Foreign currency payments

(57) When payment is made in foreign currency, the exchange rate applicable will be that on the day of receipt of payment. Any shortfall or benefit will be debited or credited to the customer's account accordingly. Commission charges will be deducted from the amount paid.

Interest on late payments

(58) NWL reserves the right to claim interest pursuant to the "Late Payment of Commercial Debts Act 1998" or in accordance with the retail agreement.

6 METERS AND METERING

6.1 METERING

6.1.1 New Properties

Metered properties

(59) All new water connections will be required to be metered. This includes any connection to be used wholly or partially for supplying water for firefighting purposes.

6.1.2 Cases when a property charged on an unmeasured basis will move to being charged on a measured basis

Selective metering

(60) NWL may require unmeasured properties to have a meter installed. Any Gap site that is not metered will be placed on an assessed tariff specified within Section 7.2.1.

(61) NWL reserves the right to install a meter and move the customer to measured charges.

Optant metering

(62) Unmeasured non-household customers may choose to have a meter installed and be charged on a measured basis.

(a) A charge is payable to have the meter installed and the current level of charge appears in the Part B Miscellaneous Charges.

(b) The meter will be installed in accordance with the provisions of the retail agreement and NWL's Meter Policy.

Unmeterable properties

(63) If it is not practicable to install a meter, charges will be made on an assessed basis as described in sections 7 and 8.

6.1.3 Meter locations

Preferred locations for water meters

(64) The preferred location for the meter installation is in an existing boundary box. If an existing boundary box is not available, the water meter will normally be fitted in NWL's next preferred location according to NWL's Meter Policy in force at the time of installation.

6.2 INFORMATION ABOUT METERS

6.2.1 Meter Ownership

(65) The water meter and any remote reading equipment (including data loggers) installed by NWL, if fitted, are the property of NWL.

Ownership of meters and remote reading devices

(a) NWL shall be responsible for the maintenance of the meter.

Where a meter has been fitted either externally within the boundary of the customer's property or internally, the customer must allow NWL or its representatives reasonable access for the purposes of reading, maintaining and replacing the meter when necessary. The customer

will have a duty of care in respect of the meter and meter chamber in these circumstances.

Accuracy of meters

(66) In respect of the accuracy of meters, testing of meters, expenses of testing, method of proof and effect of meter reading, notice of vacation and liability for charges, and offences of tampering with meters, the requirements of the Water Industry Act 1991 and the Water (Meters) Regulations 1988 and the retail agreement, will apply.

Tampering with meters

(67) It is an offence to tamper with or remove a water meter without the express permission of the Company (see section 175 and 176 of the Water Industry Act). NWL reserves the right to make a charge and take any appropriate enforcement action should their meter or remote reading device be removed or tampered with in any way.

6.2.2 Changing meter sizes and locations

Changing meters by NWL

(68) NWL may exchange an existing meter for one of a different size, if in its view this is more appropriate to a customer's circumstances.

Changing meters at the retailers or customers request

(69) Where a retailer requests

(a) an existing meter to be replaced with a meter of different size NWL will undertake checks to determine the requested replacement is suitably sized for the premise. If the existing meter size is deemed correct, the request for change will be declined and the Retailer notified.

(b) the meter and/or its associated remote reading device be relocated, NWL will relocate the meter within the limits of its Meter Policy.

NWL's Miscellaneous Charges Part B apply where a meter is relocated or exchanged for one of a different size at the request of a retailer.

7 NON-HOUSEHOLD WATER SUPPLY CHARGES

Levels of tariffs

(70) The methodology set out in this section applies to both the Northumbrian Water and Essex & Suffolk Water regions. The method of applying charges is set out in this section, and the level of each charge is detailed in Part D.

(71) There are two classes of property;

Types of customer

(a) measured, where the supply of water is charged by reference to volume, as set out in section 7.1.

(b) unmeasured, where the supply of water is not charged by reference to volume, as set out in section 7.2.

Changing to being charged on a measured basis

(72) Properties charged on an unmeasured basis may become charged on a measured basis either by choosing to do so, or by being required to do so as detailed in section 6.

7.1 MEASURED WATER CHARGES

(73) The measured annual water charge for each property will consist of:

(a) An annual fixed charge based on the size of each meter installed, applied on a daily basis, plus;

(b) A charge made on the volume of potable water recorded through each meter. This charge will be based on one of the following tariffs as set out in 7.1.1 and 7.1.2:

(i) Standard water tariff

(ii) Focus20 tariff;

Structure of measured charges

(iii) FocusExtra tariff;

(iv) FocusPlus tariff, plus

(c) A charge made on the consumption of non-potable water recorded through each meter delivering water through the Teesside Industrial Raw Water System.

(d) Additional charges may apply in the event of any overdrawing of 'Maximum Demand' and/or 'Maximum Rate of Flow' specified within any Schedule 55 agreement that a customer has in place for their 'Site'

(74) All properties will be charged for potable water on the standard water tariff unless one of the focus tariffs for large users applies as detailed in section 7.1.2.

7.1.1 Standard water tariff

Standard water tariffs

(75) The standard water tariff charge is produced by multiplying a rate in the pound per cubic metre by the total consumption recorded on the meters installed at the property.

7.1.2 Focus tariffs

(76) In respect of a single site at which at least one meter records or is likely to record an annual consumption in excess of 10,000 cubic metres, retailers may choose to pay on the basis of one of three optional tariffs: Focus20, FocusExtra or FocusPlus.

Large user tariff options

(77) These tariffs comprise, in addition to the fixed charge per meter detailed in paragraph (73)(a):

(a) An annual fixed charge per site, applied on a daily basis, for the selected large user water tariff, plus;

(b) A volumetric charge for the selected large user water tariff, made on the consumption recorded through each meter supplying potable water to the site.

(78) Depending on the volume of water used at each site, each focus tariff will give the lowest level of charge for a different volume range. These ranges are broadly:

For the Northumbrian Water Region

(a) Between 20,000 and 50,000 cubic metres annual consumption the Focus20 tariff would produce the lowest charge;

(b) Between 50,000 and 175,000 cubic metres annual consumption the FocusExtra tariff would produce the lowest charge;

(c) For annual consumption greater than 175,000, the FocusPlus tariff would produce the lowest charge; It should be noted that the standard water tariff would produce the lowest charge for sites where consumption is less than 20,000 cubic metres per year.

Focus tariff ranges

For the Essex & Suffolk Water Region

(d) Between 20,000 and 50,000 cubic metres annual consumption the Focus20 tariff would produce the lowest charge;

(e) Between 50,000 and 175,000 cubic metres annual consumption the FocusExtra tariff would produce the lowest charge;

(f) For annual consumption greater than 175,000, the FocusPlus tariff would produce the lowest charge; It should be noted that the standard water tariff would produce the lowest charge for sites where consumption is less than 20,000 cubic metres per year.

(79) Properties will be charged on the standard tariff or a focus tariff using the following principles:

Applying tariffs

(a) From 1 April in the charging year, charges will be made using the tariff that was applied in CMOS as at 31 March of the previous charging year;

(i) The tariff applied as of 1 April will be charged for the full charging year unless a retailer chooses an alternative tariff;

(b) Retailers may choose to switch to an alternative tariff at any time;

(i) If a retailer chooses to change tariff, the new tariff will apply from the beginning of the next billing period and no retrospective review of charges will take place.

Applying focus tariffs in CMOS

(80) Where Focus charges are applied to sites with multiple SPIDs one SPID will receive its own fixed charge for meter rental, its own volumetric charges as well as the annual fixed charge relating to the whole site. The remainder of the SPIDs on the same site will be billed their own fixed charges for meter rental and their own volumetric charges as detailed in paragraph (77)(a).

7.1.3 Non-potable water tariff

(81) The Teesside Industrial Raw Water System delivers non-potable water on a discrete system on Teesside.

Non-potable water tariff

(82) In addition to the fixed charge per meter detailed in paragraph (73)(a), and any potable water tariffs made under 7.1.1 and 7.1.2, the non-potable water tariff charge will be made on the following basis:

(a) An annual site charge, applied on a daily basis; plus

(b) A volumetric charge is produced by multiplying a rate in the pound per cubic metre by the total consumption recorded on the meters installed at the premises that supply non-potable water.

7.1.4 Leakage Allowances for Water

Leakage allowances for non-household customers

(83) For non-household customers no allowance for leakage is given against water supply charges unless the leak is found to be on NWL's apparatus. In some circumstances a discretionary allowance may be applicable in accordance with the current Non-household Leakage Policy.

7.1.5 Allowance for Water Used for Firefighting Purposes

Water for firefighting purposes

(84) Where it can be demonstrated that water has been used for fire-fighting purposes including fire training an allowance will be given for water and sewerage usage. Any such claim should be made by a retailer or customer within 30 days of the date of issue of the bill.

7.1.6 Flushing Allowances for Water

Flushing allowances for non-household customers

(85) For non-household customers an allowance of 5 cubic meters per incident is applicable when, and only when, NWL specifically requests that a non-household customer flushes their supply for water quality purposes.

7.2 UNMEASURED WATER CHARGES

Structure of unmeasured charge

(86) The annual tariff for unmeasured supplies shall be based on the Assessed Tariff as detailed in section 7.2.1.

7.2.1 Assessed Tariff for water

(87) The Assessed Tariff for non-households will be a fixed annual charge, applied on a daily basis, based on assumed volumes of water consumption. There are five levels of Assessed Tariff, one of which will be applied to the property:

(a) NWL will assess the volume of water likely to be used at a property and allocate it to a band. This assessment may take whatever form NWL deems appropriate.

(b) The five bands are:

Assessed charges structures

- Band 1 - where water consumption is assessed as less than 150 cubic metres per year;
- Band 2 - where water consumption is assessed as between 151 and 300 cubic metres per year;
- Band 3 - where water consumption is assessed as between 301 and 750 cubic metres per year;
- Band 4 - where water consumption is assessed as between 751 and 1,000 cubic metres per year;
- Band 5 - where water consumption is assessed as greater than 1,000 cubic metres per year;

(c) Where NWL have reason to believe that an excessive amount of water is being used at an unmeasured property, NWL reserves the right to install a meter, in accordance with legislation, and charge for consumption on a measured basis. If it is impractical to install a meter, or a significant period of time will elapse until a meter can be installed, then NWL will estimate the volume of consumption and this will form the basis of the charge.

8 NON-HOUSEHOLD SEWERAGE CHARGES

8.1 GENERAL INFORMATION ABOUT SEWERAGE CHARGES

(88) The methodology set out in this section applies to properties in the Northumbrian Water region. The method of applying non-household wholesale sewerage charges is set out in this section, and the level of each charge is detailed in Part D.

Levels of tariffs

(89) Sewerage services to properties in the Essex & Suffolk Water region are provided either by Anglian Water or by Thames Water. Reference to their respective wholesale charges schemes should be made for sewerage charges for properties in the Essex & Suffolk Water region.

Properties covered by the charge

(90) Sewerage charges are payable in respect of every connected property whether this service, facility or right is in connection with foul and/or other discharges, including surface water and roof water drainage.

(91) There are two classes of property:

(a) measured, where any part of the sewerage charges to the property, or any related water charges, is charged by reference to volume. Sewerage charges for these properties are set out in section 8.2.

Types of customer

(i) customers receiving and being charged for water supplies through a water abstraction licensed by the Environment Agency will be considered as a measured sewerage customer.

(b) unmeasured, where no charges for the property are charged by reference to volume. Sewerage charges for these properties are set out in section 8.3.

Properties to be charged on a measured basis

(92) All new properties are required to pay for sewerage services on a measured basis, as are properties that are split into parts or merged with others.

(93) There are three types of sewerage service, defined as follows:

(a) Domestic foul sewage as defined in paragraph (18)(i);

(b) Trade effluent;

(i) Where any discharge is classed as trade effluent, as defined in paragraph (18)(m), a trade effluent consent is required and charges will be applied as set out under section 9.

Sewerage services

(c) Other discharges, including highway drainage, surface water drainage including water from roofs and external areas, and residual discharges including infiltration etc. Other discharges will be referred to as surface water drainage.

- Where a property is not connected for surface water drainage, section 8.5 will apply.

8.2 MEASURED SEWERAGE CHARGES

8.2.1 Standard Measured Sewerage Charges

(94) The annual charge for measured sewerage supplies will be made as follows:

(a) For domestic foul sewage:

- a volumetric charge calculated by reference to the quantity of water registered on the water supply meter and/or water resource authorised licensed abstraction quantity. The volume charged is determined as set out in section 8.2.3.

Structure of measured charge

(b) For discharges classed as trade effluent, charges are set out in section 9;

(c) For other discharges, a charge based upon the chargeable area of the site as detailed in section 8.4.

8.2.2 Large User Tariff for Sewerage

(95) In respect of a single site which is likely to discharge in excess of 50,000 cubic metres of domestic foul sewage on an annual basis (determined in accordance with paragraph (94)(a), the retailer may choose to pay for the domestic foul sewage on the basis of an optional sewerage tariff. This comprises:

(a) An annual fixed charge per site, applied on a daily basis;

Sewerage large user tariff

(b) For domestic foul sewage a volumetric charge less than that applicable to customers paying on the basis of paragraph (94)(c) above.

(96) For discharges classed as trade effluent, charges apply as set out in section 9.

(97) Other discharges are charged on the same basis as set out in paragraph (94)(a).

(98) Properties will be charged on the standard tariff or large user tariff using the following principles:

(a) From 1 April in the charging year, charges will be made using the tariff that was applied in CMOS as at 31 March of the previous charging year;

(i) The tariff applied as of 1 April will be charged for the full charging year unless a customer or retailer chooses an alternative tariff;

Applying tariffs

(b) Customers or retailers may choose to switch to an alternative tariff at any time;

(i) If a customer or retailer chooses to change tariff, the new tariff will apply from beginning of the next billing period and no retrospective review of charges will take place.

8.2.3 Determining the volume to charge for domestic foul sewage

(99) The volume of domestic foul sewage to be charged will be calculated as:

(a) Volume of water entering a property;

(i) Volumes will be calculated by reference to the quantity of water registered on the water supply meter and/or water resource authorised licensed abstraction quantity;

Calculating the volume of foul sewage to be charged

(b) Less any volume given as a non-return to sewer allowance as determined under section 8.2.4.

(c) Less any volume charged as trade effluent.

(100) A standard non-return to sewer allowance of 5% is applied to the sewerage volumes billed with reference to water volumes, to take account of the fact that some water used does not return to the sewer.

8.2.4 Non-return to sewer allowances

(101) A non-return to sewer allowance is a reduction to the volume of domestic foul sewage charged, in addition to the standard 5% reduction of the domestic foul sewage volume.

Non-return allowance definition

- A non-return to sewer allowance is included in the calculation of the domestic foul sewage volume on each bill issued for the duration of the allowance.

(102) A non-return to sewer allowance against the quantity of water measured at the property may be given at NWL's discretion where it can be demonstrated to NWL's satisfaction that:

Non-return allowance for foul sewerage

(a) there are losses of water in excess of the standard 5% non-return to sewer allowance due to processes carried on in the property;

(b) there is water that is not discharged to a public sewer or treatment works.

(c) there is recognised pre-treatment of waste water prior to discharge.

(103) The amount of non-return to sewer allowance granted will be calculated by facts, estimates, engineering aspects and other formulae, as considered relevant by NWL.

Calculating non-return allowances

- The readings on any water meter or meters supplying the properties concerned shall be prima facie evidence of water entering connected properties.

(104) The start date of a new non-return to sewer allowance will be the most recent date of:

Start date for new non-return to sewer allowances

(a) 1 April in the charging year in which claim for the allowance is made to NWL; or

(b) the date the premises was occupied by the occupier making the request for an allowance;

Changes non-return to sewer allowances

(105) Where there is an existing non-return to sewer allowance and the volume of water not returned to sewer changes, NWL will determine, at its discretion, the date from which the changes will apply, taking into account the evidence available.

- Customers or retailers should inform NWL immediately should any changes occur to their non-return to sewer volume.

Renewing non-return to sewer allowances

(106) When a non-return to sewer allowance terminates, if there is no contact from the customer requesting a renewal within 12 months of the date of termination, any subsequent request for a non-return to sewer allowance for the same property will be treated as a new non-return to sewer allowance and applied as set out in paragraph (104).

8.2.5 Leakage Allowances for Sewerage

Leakage allowances

(107) For measured properties, a discretionary one-off allowance may be given against the volumetric domestic foul sewage charge, for water lost through leakage, provided all or part of the leaked water did not discharge into the public sewer.

(108) For any sewerage leakage allowance claim made to NWL during the period covered by this charges scheme, any claim that is granted will be calculated as follows:

Sewerage allowance period

(a) The start of the allowance will be calculated as NWL's estimate of the start date of the leak;

(b) The end of the allowance will be calculated as the date the leak was repaired.

(c) In all cases the maximum period covered by an allowance will be 12 months.

Leakage allowance conditions

(109) For any sewerage leakage allowance to be granted, dateable evidence of the existence of the leak, steps taken to repair the leak and confirmation that a leakage repair was carried out must be provided.

(110) Where a customer or retailer has not responded to contact from NWL about a potential leak at their site, Northumbrian Water reserves the right to not grant a leakage allowance for sewerage.

Calculating the amount of allowance granted

(111) The amount given as an allowance will be calculated by facts, estimates, engineering aspects and other formulae, as considered relevant by NWL.

8.2.6 Flushing Allowances for Sewerage

Flushing allowances

(112) For measured properties, when a flushing allowance is granted in accordance with Section 7.1.6 a 5 cubic meter one-off allowance will also be given against the volumetric domestic foul sewage charge.

8.3 UNMEASURED SEWERAGE CHARGES

Structure of unmeasured charge

(113) The annual tariff for unmeasured supplies shall be based on the Assessed Tariff as detailed in section 8.3.1.

8.3.1 Assessed Tariff for sewerage

(114) The Assessed Tariff for sewerage consists of two elements:

Structure of assessed charges

(a) For domestic foul sewage, an assessed charge based on the assessment of the volume of foul sewage discharged to the sewer as set out in paragraph (116).

(b) For other discharges, a charge made on the same basis as set out in paragraph (94)(c).

Properties connected for surface water drainage only

(115) For unmeasured properties that are connected only for other discharges, but have no domestic foul sewage, only charges as set out under paragraph (94)(c) will apply.

(116) The domestic foul sewage element of the Assessed Tariff is based on assumed volumes of water consumption. There are five bands of assessed foul sewage.

(a) Properties will be allocated to a band by NWL based on its assessment of the volume of foul sewage likely to be discharged at the property.

(b) The five bands are:

Structure of assessed charges

- Band 1 - where water consumption is assessed as less than 150 cubic metres per year;
- Band 2 - where water consumption is assessed as between 151 and 300 cubic metres per year;
- Band 3 - where water consumption is assessed as between 301 and 750 cubic metres per year;
- Band 4 - where water consumption is assessed as between 751 and 1,000 cubic metres per year;
- Band 5 - where water consumption is assessed as greater than 1,000 cubic metres per year.

Allocation of properties to an assessed charge band

(c) Where properties are charged for both water and sewerage, the sewerage assessed charge band will be the same as the water assessed charge band.

8.4 CHARGEABLE AREA FOR SURFACE WATER DRAINAGE AND HIGHWAY DRAINAGE

8.4.1 Determining chargeable area

Other discharges

(117) Other discharges from measured and unmeasured non-household properties will be charged for surface water drainage charges and/or highway drainage charges on the basis of their chargeable area.

(118) The chargeable area of a customer's site for charging purposes is defined in (18)(u) and (18)(v).

Chargeable area

(119) A defined excluded area is any area of land as determined by NWL. Examples may include, but are not restricted to, permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course or parkland.

Allocation of charges for common areas

(120) For the purposes of paragraph (118), where there is a common area appertaining to a number of separately occupied premises, the chargeable area for each such premise shall be calculated to include a proportionate part of any such common area, by dividing any such area pro rata to the individual site measurement of each such separate premise. In the case of buildings in multiple occupation, common areas may include areas both internal and external to those buildings.

Shared car parks

(121) Shared car parks will normally be apportioned to separately occupied premises on the principles detailed in paragraph (120). However, NWL may also enter into an agreement with the site owner or freeholder whereby they would be liable for the charges for the chargeable area of the car park. Should the owner or freeholder default on payment of such charges then NWL will recover the charges from the occupiers of the separately occupied premises as described above.

Banding of chargeable areas for charging

(122) For charging purposes, premises will be allocated to charging bands on the basis of their chargeable area, including the allocation of any shared areas, as described above. Separate band charges appear in Part D.

Date from which changes to a chargeable area will be applied

(123) When NWL agrees a change to a chargeable area measurement that results in a change to a charging band, this change will be applied from the later of the 1 April in the charging year in which the claim was made or the date on which the retailer became responsible for charges for that site. For the avoidance of doubt, a claim is only considered to have been made once a completed application form is received by NWL from the appropriate retailer on a normal working day. Therefore all claims must have been received by NWL on or before the last working day prior to 31 March each year.

Disputed measurements

(124) NWL reserves the right to recover any costs that it has reasonably incurred in cases where there is a dispute regarding the charging band to which premises have been allocated or the connection status of the premises and it is subsequently demonstrated that NWL's original charging band or connection status was correct.

8.4.2 Concessions on charges for surface water drainage for certain community groups

Form of concession

(125) Retailers with measured properties falling under the criteria defined in paragraph (126) may make an application for charges for that property to be capped to a Band 1 level. Applications will be considered on a case by case basis.

(126) To be eligible for a surface water drainage concession at least one of the following conditions in sub-paragraph (a) must apply and the provisions of sub-paragraph (b) must also be met:

(a) Properties must be primarily used as a:

(i) Community Amateur Sports Club (CASC) registered with HM Revenue & Customs;

(ii) place of public religious worship;

(iii) village or community hall, or community association receiving discretionary relief from their local council for business rates;

(iv) meeting place for Scout and Guide Association groups or similar youth organisations.

Eligibility for a concession

(b) The occupier of the property must:

(i) be run as a not-for-profit organisation, i.e. the organisation does not exist for commercial reasons and that it's shareholders, trustees or others do not benefit financially from the activities of the organisation;

(ii) be non-governmental and non-political;

(iii) be open to the whole community without discrimination;

(iv) reinvest any and all profits in the organisation;

(v) not receive all it's funding from local government.

(127) When deciding whether a property is eligible for a concession NWL may request information to support the application, including but not limited to information demonstrating the items listed in paragraph (126).

(128) Concessions for site based surface water drainage charges will be applied from the most recent date of the date of occupation, the date that the property became eligible under paragraph (126), April 1st of the charging year covered by this charges scheme or the date on which the retailer became responsible for charges for the property. Therefore applications for concession must be received by NWL from the appropriate retailer on or before the last working day prior to 31 March of each year.

Start date for concessions

(129) NWL may request proof of eligibility for a surface water drainage concession at any time. If proof of eligibility cannot be provided the concession will be removed from that date.

8.5 REDUCED CHARGES IN RELATION TO SURFACE WATER DRAINAGE

8.5.1 General

(130) Where it can be demonstrated that a property does not drain any of its surface water either directly or indirectly to NWL's sewerage systems, a reduction in charges is available as set out in this section.

Surface water drainage connection status

(131) Reduced charges will also be granted where volumes of surface water draining to NWL's sewerage system have been significantly reduced. Specifically, this will take the form of a Partial Surface Water Drainage Allowance.

No sewerage services

(132) Where a property is not connected for either foul sewage, trade effluent or for surface water drainage, no sewerage charges will be payable.

Surface water drainage allowances

(133) Where a non-household customer can demonstrate to NWL's satisfaction that the provisions of either points (133)(a) or (133)(b), apply, by providing detailed site plans or such other evidence as NWL may reasonably require, then no charge for Surface Water Drainage will apply. Charges for highway drainage will be payable as detailed in paragraph (134).

(a) Drainage arrangements made in respect of a site are such that **no** surface water drains directly or indirectly to a public sewer from that property or from any common area appertaining to that property;

(b) **All** surface water draining from the site is charged as trade effluent.

(134) Where paragraph (133) applies, for measured and unmeasured properties the chargeable area of the site, as defined in (18)(v), will be allocated to a band and will be applied to cover highway drainage charges, as set out in Part D.

Application of reduced charges

(135) Any rebates resulting from the application of paragraph (133) will be applied retrospectively as far back as the later of the date on which the customer became responsible for charges or the date on which the site was confirmed as not connected to NWL's sewerage systems subject to a maximum rebate period of 6 years. In cases where NWL is unable to confirm when the premise ceased discharging surface water NWL will go back to the 1st April of the charging year in which the application for reduced charges was received by NWL subject to a maximum period of six years prior to the date on which the application for reduced charges was received by NWL.

Partial surface water drainage charges

(136) Where the customer can demonstrate to NWL's satisfaction that the provisions of either points (137)(a) or (137)(b) apply, by providing detailed site plans or such other evidence as NWL may reasonably require, charges will be payable as detailed in paragraph (138).

(a) Drainage arrangements made in respect of a site are such that surface water **from only part of the site** drains directly or indirectly to a public sewer from that property or from any common area appertaining to that property,

(b) In exceptional circumstances where a significant amount of surface water draining from the site is charged as trade effluent.

(137) Where paragraph (136) applies, two chargeable areas will be defined and charged as follows:

(a) A chargeable area will be defined for the site as detailed in (18)(u) for the proportion of the site from which surface water drains directly or indirectly to a public sewer, or for which the surface water is not charged as trade effluent. Charges will be determined as per paragraph (136).

(b) A second chargeable area will be measured as per (18)(v). Charges will be determined as per paragraph (136).

(138) Any rebates resulting from the application of paragraph (137) will be applied retrospectively as far back as the 1st April of the charging year in which the claim for a rebate is made and received by NWL.

(139) Where, for a measured or unmeasured property, the customer can demonstrate to NWL's satisfaction by providing detailed site plans or such other evidence as NWL may reasonably require that drainage arrangements made in respect of a site where a recognised SUDS feature(s) reduces and/or attenuates the discharge of surface water that drains directly or indirectly to a public sewer from that property or from any common area appertaining to that property, then an allowance against the surface water drainage charges will be payable as detailed in paragraph (136).

(140) Where an application has been received and paragraph (136) applies, a technical assessment of the impacts of the relevant elements under paragraph (136) will be made and an allowance granted as below:

A calculation will be completed to determine the percentage reduction of surface area entering NWL's sewerage system as a result of features on site. This percentage reduction will be applied to the applicable surface water drainage charges for the property. NWL will assess the impact of the reduction in line with Construction Industry Research and Information Association (CIRIA) guidance and other relevant engineering and technical considerations it considers appropriate, Further details can be found in NWL's guidance note on the assessment of partial surface water drainage allowances.

Any allowance granted will be subject to a periodic review with a maximum duration of 5 years. Any allowance granted will also be subject to the continued effective operation and maintenance of all components of the scheme that formed part of the initial technical assessment.

8.5.2 How to apply for reduced charges or a partial surface water drainage allowance

Applying for reduced surface water drainage charges or a partial surface water drainage allowance.

(141) Retailers who consider that a property may qualify for reduced charges as a result of having no other discharges than foul sewage should contact NWL using the information set out in section 3.

(a) Retailers will be sent a questionnaire for completion. This will include the request for a site plan that indicates how the surface water and groundwater from the property is currently drained. This will help the

retailer to determine whether a claim under the provisions of this section is likely to be successful. If the retailer remains of the opinion that the customer may be entitled to reduced sewerage charges, the retailer should return the completed questionnaire to NWL. NWL may require more detailed plans and additional information for some properties and reserves the right to visit any property to establish its connection status.

(142) Retailers who consider that a property may qualify for a partial surface water drainage allowance as a result of having flow attenuation and/or reduced volumes of surface or ground water discharges should contact NWL using the information set out in section 3.

(a) Retailers will be sent a questionnaire for completion. This will include the request for a site plan that indicates how the surface water and groundwater from the property is currently drained. This will help the retailer to determine whether a claim under the provisions of this section is likely to be successful. If the retailer remains of the opinion that the customer may be entitled to a partial surface water drainage allowance, the retailer should return the completed questionnaire to NWL. NWL may require more detailed plans and additional information for some properties and reserves the right to visit any property to establish its connection status. The site drainage arrangements will be assessed in accordance with NWL's partial surface water drainage allowance assessment process and if applicable an appropriate allowance applied. Further details on the assessment process can be found in NWL's guidance note on the assessment of partial surface water drainage allowances.

9 TRADE EFFLUENT CHARGES

9.1 GENERAL INFORMATION ON TRADE EFFLUENT CHARGES

Regional application of charges

(143) Trade effluent services to properties in the Essex & Suffolk Water region are provided either by Anglian Water or by Thames Water. Reference to their respective wholesale charges schemes should be made for sewerage charges for properties in the Essex & Suffolk Water region.

(144) The level of charges for trade effluent services to properties in the NWL region are provided in Part D.

(145) Trade effluent charges for reception, conveyance, treatment and disposal are due in respect of premises discharging trade effluent into public sewers.

Liability of trade effluent charges

(146) Any trade effluent charges payable are in addition to any domestic foul sewage charges as made under section 8.

(147) If, in the view of NWL, the costs of billing, calculating and recovering trade effluent charges will exceed the income, NWL may at its discretion, waive the trade effluent charge and charge for sewerage services as if the effluent was not subject to a trade effluent consent.

Consent charges

(148) A charge will be made to the retailer for determining new consent conditions and revised consent conditions if the trader seeks the variation. These charges will also include an element for the recovery of costs associated with any referral to the Environment Agency.

Non-standard trade effluent charges

(149) Any additional expense incurred or likely to be incurred by NWL in connection with the reception, conveyance, treatment or disposal of constituents of specified trade effluents may be recovered in addition to those detailed below.

9.2 TRADE EFFLUENT TARIFF

(150) Standard unit charges for trade effluent will apply, comprising the following elements:

Structure of trade effluent charge

(a) A Reception and Conveyance Charge per cubic metre - 'R'

(b) A Volumetric Treatment Charge per cubic metre - 'V'

(c) An Additional Volumetric Charge per cubic metre, where biological treatment applies - ‘Bv’

(d) A Biological Treatment Charge per cubic metre (standardised – see (154)(a) below) - 'B'

(e) A Sludge Treatment and Disposal Charge per cubic metre (standardised – see (154)(a) below) - ‘S’

(f) NWL reserves the right to charge for high ammonia levels where we deem it appropriate. The charge will be a multiple of three times the biological treatment charge (150d above)

Discharge strength

(151) The charges made take into account the strength of the discharge in relation to NWL's average regional strength factors. The formula used in the calculation of individual charges is set out in paragraph (154).

Minimum Charge

(152) A minimum charge for trade effluent discharges will be applied on a monthly basis.

Level of charge

(153) The levels of the standard unit charge elements for the current charging year, as well as the minimum charge, are shown in Part D of this Charges Scheme.

(154) NWL trade effluent formula

$$c = R + V + Bv + \frac{Ot}{Os} B + \frac{St}{Ss} S$$

(a) Where:

c = Total Charge per cubic metre of Trade Effluent;

R = Regional Reception and Conveyance Charge per cubic metre;

V = Regional Volumetric Treatment Charge per cubic metre;

Bv = Additional Volumetric Charge for biological treatment per cubic metre;

B = Regional Biological Treatment Charge per cubic metre;

Trade effluent charge formula

S = Regional Sludge Treatment and Disposal Charge per cubic metre;

Ot = COD (Chemical Oxygen Demand) in mg/l of the trade effluent after one hour quiescent settlement. In rare cases, NWL may choose to use Total COD or an alternative oxidation parameter will be applied;

Os = Regional weighted averaged COD in mg/l of settled sewage. In rare cases where COD is not applicable, an alternative oxidation; parameter will be applied. In 2025/26, the regional weighted average will be 270 mg/l;

St = Total suspended solids in mg/l of the trade effluent after one hour quiescent settlement;

Ss = Regional weighted average of suspended solids in mg/l removed from crude sewage by primary settlement. In 2025/26, the regional weighted average will be 140 mg/l.

9.3 TRADE EFFLUENT VOLUMES

Verification of discharge volume

(155) The trade effluent discharger may be required to provide apparatus suitable and adequate for measuring and automatically recording the volume of trade effluent to the satisfaction of NWL and in accordance with the consent to discharge trade effluent. The volumes of effluent recorded on such a flow meter will be used for charging purposes.

(156) Where a flow meter has not recorded accurately or information has not been provided to NWL, NWL will determine the volume of trade effluent discharged by any method it feels appropriate.

(a) The assessment of volume may include the use of readings taken from incoming water supply meters with allowances for volumetric domestic foul sewage usage and non-return to sewer using facts, estimates, engineering aspects and other formulae as considered relevant by NWL.

Revision of discharge volumes

(157) Where any change to assessment of discharge volumes has been made this will be applied from the later of the date on which the customer or retailer became responsible for charges for that property or the date from which evidence that is satisfactory to NWL, demonstrates the change in discharge volumes.

9.4 TRADE EFFLUENT STRENGTHS

(158) The trade effluent discharger may also be required to provide apparatus capable of determining and recording the nature and composition of the trade effluent in accordance with the consent to discharge. The results from such apparatus may be used as the basis of the charge.

(159) Where such apparatus has not recorded accurately or information has not been provided to NWL, NWL will determine the quality of effluent by any method it feels appropriate.

Verification of discharge strength

(a) The assessment may include the use of standard strengths (see paragraph (161)) or analysis of samples taken from the effluent with allowances for domestic elements of effluent as considered relevant by Northumbrian Water.

(160) Where charges are to be determined by sampling techniques, NWL is prepared to provide the trade effluent discharger with additional samples or duplicate samples at the time of sampling, providing the discharger makes the request for the service in advance. NWL may charge the discharger for this service.

(161) The need to recover costs incurred in the reception, conveyance, treatment and disposal of trade effluent has led to the need for a compromise between the costs of sampling and analysis in relation to the total income generated by the discharge. For certain small discharges where the trade effluent discharger has not provided apparatus capable of determining and recording the nature and composition of their effluent, it is uneconomic to analyse individual samples. The concept of the standard regional strength has been introduced for six types of discharge as shown in the table below.

Standard trade effluent strengths

Discharge Type	Standard Regional Strength	
	Suspended Solids mg/l (St)	COD mg/l (Ot)
Vehicle washes	124	284
Launderettes	55	800
Portable toilet waste	9,000	13,500
Small abattoirs	250	2,250
Small breweries (<20m^3 / day)	80	5,000
Swimming pool filter backwash	120	100

(162) These values are subject to periodic review.

9.5 TRADE EFFLUENT PAYMENT TERMS

Payment of trade effluent charges

(163) Trade effluent charges made on the basis set out in section 9 shall be payable on demand or for Retailers in accordance with the provisions of the retail agreement.

Capital contributions and special agreements

(164) If, with the agreement of NWL, a capital contribution is made by the retailer or customer towards the expense of disposing of the discharge, then NWL may make an appropriate adjustment to the trade effluent charges.

Termination of consent

(165) Where the customer is in arrears of four weeks or more in payment of the charges specified above, NWL may terminate the consent without further notice.

Additional expenses

(166) NWL may require payment from the retailer or customer for any additional expenses incurred in connection with the reception and disposal of the trade effluent, beyond those recovered in its trade effluent tariffs.

Sampling charges

(167) NWL will make a charge when it is necessary to resample trade effluent discharges where analysis of the preceding sample has shown that conditions of the trade effluent discharger's consent were contravened. The current level of this charge is shown in Part B.

Trade effluent disputes

(168) If a customer disputes either the refusal by NWL to grant a trade effluent consent or the conditions attached to any consent that may be granted, they may have his case determined by the Water Services Regulation Authority (Ofwat).

10 HOUSEHOLD WHOLESALE CHARGES METHODOLOGY

(169) Household wholesale charges will be applied according to the methodology set out in the Northumbrian Water and Essex & Suffolk Water Household Charges Schemes.

(170) As household properties are not eligible to choose a different retailer other than NWL, these wholesale charges will be applied as part of the end household customer retail charges.

(171) Household wholesale charges will not be billable separately to the charges set out in the Northumbrian Water and Essex & Suffolk Water Household Charges Schemes.

(172) The levels of household wholesale charges are published for information purposes only and can be found in Part C.

11 SPECIAL AGREEMENT TARIFFS

(173) NWL have a number of Special Agreements whereby alternate charging mechanisms apply. Details of these agreements are given below and reference throughout this section is made to the Ofwat Special Agreement Register and associated reference number;

(174) **Free Supply of water services**.

NWL have a number of customers and premises that benefit from either a historic free supply of water services or a free supply of sewerage services or both. Where applicable the charges for these customers are zero rated.

- Specifically free water supplies are applicable to NESPOT08 to 21.
- Specifically free sewerage supplies are applicable to NESSEW04 to 16.
- Within CMOS these Customers have a 0% Special Agreement Factor for water services or sewerage services or both as applicable.
- NESPOT25 and NESPOT 26 are agreements for no meter fixed charges.

(175) **ESW Non Potable Water Tariffs**.

(a) NESNONPOT3 is an arrangement to supply non-potable water. The non-potable water is charged at a rate of £0.4642 pound per cubic meter.

(176) **Fixed free water allowance**

(a) NESPOT02 and NESPOT03 have a fixed free allowance of water of 227m3 per annum.

(b) NESPOT04 has an arrangement that allows the first 827.27m3 of water supplied per quarter to be charged at a rate of £0.0428 per cubic meter.

(c) NESPOT05 has a fixed free allowance of water of 125m3 per quarter.

(d) NESPOT06 has a fixed free allowance of water of 55m3 per quarter.

(e) NESPOT07 has a fixed free allowance of water of 81m3 per quarter.

(f) NESPOT22 has a fixed free allowance of water of 81m3 per quarter.

(g) NESPOT23 and 24 have a fixed free allowance of water of 415m3 per year.

(h) NESPOT27 and 28 have a fixed free allowance of water of 980m3 per year.

(177) **Fixed Free Sewerage Allowance.**

NESTE02 has an arrangement that allows the first 202.5m3 per day of trade effluent to be free of charges. Standard charges apply for volumes used above the free allowance.

(178) **Specific Contract Arrangements**.

NWL have 5 customers who have separate Contractual Arrangements for the provision of sewerage services. The exact detail of the charging mechanisms in place are subject to confidentiality restrictions and are not specifically published in this charges scheme. Details of the exact charging mechanisms will be provided on request to any Retailer with an appropriate letter of authorisation from the Customer. Within the CMOS system these premises will be charged based on standard charging mechanisms but utilising the Special Agreement Factor functionality. Specifically these arrangements apply to NESTE08, NESTE09, NESTE10, NESTE11, and NESTE14.

PART B MISCELLANEOUS CHARGES

B.1 DEFINTION OF MISCELLANEOUS CHARGES

Defining miscellaneous charges

(179) Where the retailer asks for additional non-primary services to be carried out charges will be made for these services. These are called Miscellaneous Charges.

(180) The types of Miscellaneous Charge, and when they apply are described in this section.

New connection charges

(181) Charges for activities related to making new connections to the water and sewerage networks can be found in the New Development Charges Scheme, which is available on our website and on request.

(182) As the new Retail Market evolves it is anticipated that additional charges may emerge and NWL reserves the right to make appropriate charges for other services as and when they are identified.

B.2 CONDITIONS APPLYING TO MISCELLANEOUS CHARGES

Charges for normal working hours

(183) The standard charges quoted apply for works carried out during normal working hours on normal working days under standard conditions. In other instances NWL reserves the right to charge on a basis of actual costs, provided the applicant is notified accordingly prior to commencement of the work or on the basis of any published specific out of hours charges

Payment

(184) Payments for charges in this section will be in accordance with the retail agreement.

VAT

(185) All charges published in this appendix **exclude** VAT unless specified otherwise. VAT will be added to the published charge at the appropriate rate where required.

Traffic Management Act

(186) Additional charges may be made for traffic management expenses.

Disputes

(187) In accordance with Section 45(6A) Water Industry Act 1991 any dispute between NWL and any other person as to the charge in this Appendix may be referred to the Water Services Regulation Authority for determination.

(188) Disputes between NWL and a retailer will be dealt with in accordance with the provisions of the retail agreement.

Bonds and Deposits

(189) In accordance with normal business practice, NWL can require, under certain circumstances normally associated with new development, the provision of cash bonds or deposits to secure the provision of services.

Charges for additional services

(190) In respect of any service performed, facility provided or right made available by NWL for which a charge is not applicable elsewhere in this scheme, including CCTV surveys, provision of information and advice, drain cleaning and drainage enquiries, NWL may make such charges as it determines appropriate, having regard to the cost of performing the service, providing the facility or making the right available. Payment of such charges may be required in advance, unless specified to the contrary.

(191) NWL will recover costs for abortive visits when prevented from undertaking the instructed activity due to actions or inactions of the Water Supply Licensee, retailer or customer.

(192) NWL will recover costs for any visit requiring additional resource or materials.

(193) NWL reserve the right to quote for any service request not included in these non-primary charges.

(194) Where services are “quoted”, “at cost” or “price on application” then the basis for the charges will include the following costs;

Labour, materials, transport, management, overheads, administration and margin when applicable and any other directly incurred costs.

	NW	ESW
B.3 ATTENDANCE ON SITE BY NWL TECHNICIANS AT CUSTOMER OR RETAILER REQUEST		
(195) When a retailer requests attendance on site by an NWL technician, a charge will be made.		
(196) There will be a charge for any activity requested that is not related to a fault on NWL’s apparatus.		
(197) Charges per visit are as follows:		
(a) During Normal Working Hours (07.30-16.00 Mon-Fri only):		
(i) Minimum of one hour (inclusive of travelling time to the incident):	£81.36	£80.03
(b) Outside Normal Working Hours and Public Holidays:		
(i) Monday to Saturday 06:00 to 07:30 & 16:00 to 22.00 a 50% uplift to Normal Working Hours Rate will apply. Minimum of one hour (inclusive of travelling time to the incident):	£122.04	£120.05
(ii) Monday to Saturday 22:00 to 06:00 and Sundays and Bank Holidays a 100% uplift to the Normal Working Hours rate will apply. Minimum of 2 hours (inclusive of travelling time to the incident):	£162.72	£160.06
(c) Additional hourly charge for each subsequent hour or part hour will be charges at the applicable rate.		

(198)	If a repair team are subsequently required, all work carried out by them will be in addition to the Technician fixed charge above, this will be at actual cost inclusive of overheads excepting where it is covered by the fixed cost work covered elsewhere in these charges, (additional costs could include plant, equipment, hire charges, contractor charges, reinstatement of surfaces and fittings etc.).	At cost	At cost

B.4 SUPPLY PIPE CONNECTION AND OTHER ATTENDANCE

B.4.a Connection of Customers Re-laid Supply Pipe

(199)	Where a supply pipe has been re-laid and a request is made to connect this pipe to the existing communication pipe at the highway boundary box a charge will be made as follows (the charge will not apply where a lead communication pipe is replaced at the same time the customer's lead supply pipe):		
	(a) No excavation or reinstatement:	£154.73	£194.79
	(b) Excavation but no reinstatement:	£347.02	£304.29
	(c) Excavation with reinstatement:	£448.51	£491.24

B.4.b Other Activities

(200)	Attendance for commercial activities during normal working hours (tank filling, flow and pressure tests on the network, leakage advice etc.) will be charged at the rates shown in section B.3.		
(201)	Replacement of an existing stop-valve will be charged for at cost.	At cost	At cost
(202)	In addition, any water used will be charged at the appropriate standard volume rate on a pounds per cubic meter basis.		

B.5 DAMAGE TO NWL APPARATUS

(203)	Where damage to NWL apparatus by third parties has occurred, charges will be made to repair the equipment.		
(204)	Repairs to NWL apparatus will be carried out by NWL staff or NWL's approved contractors.		
(205)	All charges will be based on actual costs inclusive of overheads excepting where it is covered by the	At cost	At cost

fixed cost work covered elsewhere in these charges (additional costs could include plant, equipment, hire charges, contractor charges, reinstatement of surfaces and fittings, etc.)

B.6 MANAGING TRADE EFFLUENT CONSENTS

B.6.a New or Revised Consents

(206) Charge for determining new or revised consent conditions including Temporary Discharge Consents

(a)	Without Special Category Effluent: (Low Risk)	£324.21
(b)	Without Special Category Effluent: (standard)	£665.23
(c)	With Special Category Effluent or other significant parameter:	At cost

B.6.b Sampling

(207)	Resample charge:	£134.70

B.6.c On site advice

(208) The provision of on-site trade effluent advice requested by either a trader or Retailer will be chargeable per hour, a minimum of 1 hour will apply: £67.35

B.7 CLEANING AND BLOCKAGE CLEARANCE OF PRIVATE DRAINS AND SEWERS

(209) When NWL cleans or removes blockages from private drains or sewers, NWL may make the following charges:

(a)	During normal working hours (07:00 – 20:00 Mon to Sat):	£158.09
(b)	Outside normal working hours (20:00 – 07:00 Mon to Sat, Sundays and Bank Holidays:	£211.22

(210) In exceptional circumstances, NWL reserves the right to make additional charges. At cost

B.8 CHARGES FOR METER RELATED ACTIVITIES

B.8.a Meter testing

(211) A standard charge will be made, as set out below, where a meter test is carried out, in accordance with the Water (Meters) Regulations 1988 SI1988/1048 or subsequent amendments thereof, at the request of the retailer and the meter on being tested falls within the prescribed limits of error.

(212) Such testing will normally require the removal of the meter from the customer's premises.

(a)	Meters up to 24mm	£330.00	£330.00
(b)	Meters from 25 mm up to 39mm	£450.00	£450.00
(c)	Meters from 40mm up to 65mm	£560.00	£560.00
(d)	Meters from 66mm up to 100mm	£720.00	£720.00
(e)	Meters from 101mm up to 300mm	£1,240.00	£1,240.00
(f)	Combination Meters (50 – 100mm)	£720.00	£720.00
(g)	Combination meters (150mm)	£2,070.00	£2,070.00
(h)	All other meters:	At cost	At cost

In addition to the meter accuracy test the following charges will also be applied:

- A survey fee if an additional visit is required to exchange the meter
- The meter exchange fee published within the schedule of rates D3

B.8.b Meter readings

(213) For any standard non-routine non-market meter readings carried out by NWL at the request of the retailer (standard meter reads are deemed to only require one person to complete):

(a)	Privately owned meters:	£39.19	£39.19
(b)	NWL owned meters:	£39.19	£39.19
(c)	Non-standard e.g. two man lift requirement	Quote	Quote

B.8.c Meter installations

(214)	Installation of a new meter in alternate locations to that defined by NWL's Meter Location Policy:	Quote	Quote
(215)	Installation of a meter on existing supply:		
	(a) Refer to schedule of rates at D.3	SoR	SoR
	(i) Other meter sizes not covered in the schedule of rates:	At cost	At cost

This schedule is only for the installation of new meters or an exchange of a standard stock mechanical meter on a like-for-like basis. Meter re-locations or exchanges for different meter models or sizes will be on a quotation basis due to the bespoke nature of works.

Any works undertaken to this schedule of rates will attract a survey fee to enable the works to be planned unless the installation can be undertaken at the time of this survey.

B.8.d All Other Situations

(216)	All other situations for installation or modification of meters on existing supplies will be charged at cost/on a fixed price quotation basis that has previously been notified to the customer unless specified otherwise.	At cost	At cost

B.8.e Change to meter sizes

(217)	Reduction in meter size at retailer or customer's request:	Price on Application	Price on Application

B.8.f Meter Survey Charge

(218)	Charge for the survey of a meter installation.	£158.84	£158.84

B.8.g Exchange or Check a meter where no fault is found

(219)	Charge for the exchange or check the working order of a meter where no fault is found. This is also chargeable for missed appointments.	£132.66	£132.66

B.8.h Inspection of private trade effluent meter

(220)	Inspection of new private trade effluent or trade effluent and foul sewerage meter (per meter):	£152.39	

B.8.i Data Logger Services

(221)	Standard installation of a single data-logger pulse cable to a suitable meter (per pulse cable) (including replacements):	£163.24	£147.53
(222)	Standard installation of a dual data-logger splitter cable to a suitable meter (per splitter cable) (including replacements):		
	a) RP6	£332.77	£332.77
	b) Cyble	£353.30	£353.30

Note: If the meter concerned does not have a pulsed output a charge will be levied for attendance on site by NWL technicians.

(223)	Disconnection of a data-logger lead (per lead):	£152.39	£136.68
(224)	Investigative visit to check cable installation where no fault has been found:	£152.39	£136.68

(225) NWL may install its own data loggers to its meters for non-household customer supplies for network performance management purposes. These loggers may be installed for indefinite periods of time and removed if there is no longer a network performance management requirement to access the information.

Upon application NWL will make data from its data loggers available, subject to its terms and conditions and under the condition that the service will only be provided for the period that NWL requires the data logger data. This is a chargeable activity, per meter, whilst the service is being provided. Full details including any specific terms and conditions that apply are detailed in NWL's Non-Household Data Logging Policy.

https://www.nwl.co.uk/services/wholesale-services/data-logging/

Initial Set Up Charge	£31.67	£31.67
Annual Charge	£126.02	£126.02

B.8.j Installation, renewal, operate and repair of stop tap valves

(226) Where a customer or retailer requests a visit from a Technician to restore the supply of water to a property using a company stop tap a charge will be made to cover the cost of this service as set out in paragraph (241).

(227) NWL will repair, renew, locate or clean a stop tap at the request of a customer, or their representative, and a charge will be applied as set out in paragraph (229).

(228) Where a stop tap is inoperable and the customer requests NWL to repair this in less than 20 working days, a charge as set out in paragraph (229). This period of notice may be extended by the application of the Traffic Management Act. Outside of this period, NWL will undertake this work at its cost.

(229) Standard charge to install, renew, or repair a stop tap valve belonging to NWL where the customer or his agent specifically requests this to be done in less than 20 working days:

a) During normal working hours:

(i)	No reinstatement:	£390.00	£343.00
(ii)	With reinstatement:	£490.00	£463.00

b) Outside normal working hours:

(iii)	No reinstatement:	£463.00	£411.00
(iv)	With reinstatement:	£563.00	£514.00

B.9 PAYMENTS BY ALTERNATIVE PAYMENT METHODS

(230) Costs incurred resulting from alternative payment methods will be charged on a case by case basis.

B.10 CONSEQUENCE OF NON-PAYMENT OF ACCOUNT

(231) Where payments fail and his requires intervention by NWL to resolve the payment, a charge will be made for this activity in the following cases:

(a)	Cheque payments that have to be referred back to the account holder:	£23.14	£23.14
(b)	Unpaid Direct Debit / Credit Card transactions:	£6.72	£6.72

(232) In certain cases where payments have not been made and access is required to a property to ensure that any disconnection allowed does not disconnect properties that cannot be disconnected a charge for the requirement warrant will be made in accordance with paragraph B.13.

B.11 REQUESTS FOR NON-STANDARD BILLS

(233) Where a retailer request copies of bills and/or a statement of charges covering a number of previous charging periods, for example, for the purpose of completing returns to the Inland Revenue or providing information to accountants, charges will be made as follows:

(a)	Requests for copies of previously issued bills (up to 10 bills per charge)	£9.94	£9.94
(b)	Statement of charges (per statement)	£30.97	£30.97
(c)	Request for separate bills for water and sewerage services (per bill)	At cost	At cost

B.12 VERIFICATION AND INFORMATION SERVICES

(234)	Verification of Supply Point Details or Information, not requiring a site visit:	Free	Free
(235)	Verification of Supply Point Details or Information requiring a site visit:	£132.66	£132.66

No charge will be made where NWL's details or information on the Supply Point are found to be materially incorrect.

(236)	Where the verification of supply not requiring a site visit request is found to be erroneous an admin charge will be applied.	£22.33	£22.33
(237)	Where a Supply Point deregistration is requested and found to be erroneous an admin charge will be applied	£22.33	£22.33
(238)	Where the sewerage connection or surface area of a site is queried and NWL's records are found to be correct an hourly charge will be applied, with a minimum charge of one hour.	£54.67	

B.13 DISCONNECTIONS AND RECONNECTIONS

(239) With respect to disconnections and reconnections the following apply:

- Temporary disconnection – Isolation of the supply from the network by the operation of an existing stop-valve.
- Permanent disconnection – Disconnection of the supply pipe from our network by the physical removal of a section of pipe and capping the live supply as close as practicable to our distribution main or the appropriate branch to another premise's supply pipe. Once a premise is permanently disconnected an application for a new supply will be required for reconnection.
- Standard disconnection or reconnection – The operation of a stop-valve requiring only a single resource, no street-works or traffic management and where access is possible and/or has not been refused
- Non-standard disconnection – Any dis-connection that is not standard

(240) Survey charge:

	Applicable where a pre-visit is required to provide a quotation for a non-standard disconnection	£178.26	£178.26

(241)	Standard temporary disconnection (operation of stop-valve) for requests received before 3pm for same day disconnection:		
	(a) Requests received before 3pm for same day disconnection or after 3pm for next working day disconnection	£132.66	£132.66
	(b) Requests received after 3pm for same day disconnection	£198.99	£198.99
(242)	Non-standard temporary disconnection:	Quote	Quote
(243)	Standard reconnection (operation of stop-valve)		
	(a) Requests received before 3pm for same day reconnection or after 3pm for next working day reconnection	£132.66	£132.66
	(b) Requests received after 3pm for same day reconnection	£198.99	£198.99
(244)	Non-standard reconnection (requests received prior to 3pm for same day reconnection):		
	(a) Reconnections following the fitting of a red plug at premises 1-20mm	£148.92	£148.92
	(b) Reconnections following the fitting of a red plug at premises 21-30mm	£189.12	£189.12
	(c) Reconnections following the fitting of a red plug at premises 31-40mm	£261.90	£261.90
	(d) Any other non-standard reconnections received prior to 3pm (including requests following an Accredited Entity disconnection)	Quote	Quote
	(e) Any other non-standard reconnections received after 3pm (including requests following an Accredited Entity disconnection)	At cost	At cost
(245)	Any requests for reconnection received after 3pm for reconnection on the same day will be managed strictly in line with available resources. No guarantee of same day reconnection can be provided.		
(246)	Permanent disconnection: Permanent disconnections will be quoted for on a case by case	Quote	Quote

basis because in certain circumstances no charge will be levied.

(247) NWL will charge to recover costs for any associated legal activity with respect to disconnection works. Including costs associated with the disconnection of illegal connections.

B.14 LEAD SERVICE PIPES

(248) Replacement of NWL's lead communication pipe in association with a customer replacement of their lead supply pipe:	No charge	No charge
(249) Replacement of customer's lead supply pipe:	Quote	Quote

B.15 GAP SITES AND UNOCCUPIED PREMISES

B.15.a GAP Sites

(250) GAP Site application fee. A GAP site application fee may be applied for all gap site applications that are rejected or found not to be a valid request.	£30.00	£30.00
(251) GAP site incentive payment. NWL will pay a gap site incentive payment to a Retailer on successful identification of a GAP site in accordance with any NWL published incentive scheme. Currently no such scheme is in operation but NWL will review this on an ongoing basis and might introduce a scheme in the future.	As per published scheme	As per published scheme

B.15.b Unoccupied Premises

(252) NWL will investigate the occupancy status of any property where it believes, or evidence suggests, that the occupancy status is incorrect and if applicable will contest the occupancy status in accordance with the retail agreement. NWL reserves the right to recover its costs from the Retailer when the occupancy status is incorrect. Where there is consumption at an unoccupied premise, NWL reserves the right to charge the relevant retailer for this consumption. Consumption would be charged on the same basis as an occupied premise.	At cost	At cost

(253) Unoccupied premise incentive payment.

NWL will pay an unoccupied premise or vacant premise incentive payment to a Retailer on successful identification of a premise, incorrectly stated as vacant in accordance with any NWL published vacant premise incentive scheme. Currently no such scheme is in operation but NWL will review this on an ongoing basis and might introduce a scheme in the future.

As per published scheme	As per published scheme

B.16 OTHER SERVICES

(254) Other services as listed below are available from NWL. Charges for these services can be found on our website, on request from NWL or in a separate leaflet entitled: “Charges Scheme 2025/26 - Other Services”.

(255) The available other services are:

(a) Meter standpipes

(b) Supply of water from NWL Depots

(c) Disposal Of Septic Tank And Cesspool Contents

(d) Water Regulation Inspections

(e) Treatment of Tankered Industrial Effluents

(f) Fire Hydrants

PART C HOUSEHOLD WHOLESALE LEVEL OF CHARGES

C.1 NORTHUMBRIAN WATER REGION

These charges are no longer published as part of this document but are published separately alongside the household charges scheme.

C.2 ESSEX & SUFFOLK WATER REGION

These charges are no longer published as part of this document but are published separately alongside the household charges scheme.

PART D NON-HOUSEHOLD WHOLESALE LEVEL OF CHARGES

D.1 NORTHUMBRIAN WATER REGION

Table 1 – Charges relating to Payment Methods

Charges will be levied as applicable to any alternate payment method.

Table 2 – Measured charges for potable water

	Tariff – one of these will apply				
	Standard 0 - 0.5Ml	**Standard 0.5 - 20Ml**	**Focus20**	**FocusExtra**	**FocusPlus**
Fixed charge per potable meter per year, by meter size:					
1-25mm	£25.00	£25.00	£25.00	£25.00	£25.00
26-50mm	£41.70	£41.70	£41.70	£41.70	£41.70
51-100mm	£208.33	£208.33	£208.33	£208.33	£208.33
101mm and larger	£625.00	£625.00	£625.00	£625.00	£625.00
PLUS:					
Site charge per year			£312.18	£7,336.23	£34,651.98
PLUS:					
Volume charge per cubic metre	£1.5609	£1.5609	£1.5453	£1.4049	£1.2487

Table 3 – Measured charges for non-potable water

For properties connected to the Teesside Industrial Raw Water System	
Fixed charge per non-potable meter per year, by meter size:	
1-25mm	£25.00
26-50mm	£41.70
51-100mm	£208.33
101mm and larger	£625.00
PLUS:	
Site charge per year	£14,457.65
PLUS:	
Volume charge per cubic metre	£0.4487

Table 4 – Measured charges for sewerage

	Tariff – one of these will apply		
	Standard 0 - 0.5Ml	**Standard 0.5 - 50Ml**	**Large User**
For domestic foul sewage:			
Site charge per year			£2,700.00
PLUS:			
Volume charge per cubic metre	£1.7961	£1.7961	£1.7422
PLUS for surface water and/or highway drainage:			
Fixed charge per year	See Table 5	See Table 5	See Table 5
PLUS for trade effluent:			
Charges per cubic meter, as applicable	See Table 6	See Table 6	See Table 6

Table 5 – Surface water and/or Highway drainage charges by band

	Surface water & highway drainage	Highway drainage component	Surface water drainage component
Band 1 - up to 350 m^2	£159.30	£44.71	£114.59
Band 2 - 351 to 750 m^2	£491.18	£137.86	£353.32
Band 3 - 751 to 1,500 m^2	£1,022.18	£286.89	£735.29
Band 4 - 1,501 to 2,500 m^2	£1,818.68	£510.44	£1,308.24
Band 5 - 2,501 to 5,000 m^2	£3,405.04	£955.68	£2,449.36
Band 6 - 5,001 to 7,500 m^2	£5,655.16	£1,587.21	£4,067.95
Band 7 - 7,501 to 10,000 m^2	£7,905.26	£2,218.73	£5,686.53
Band 8 - 10,001 to 15,000 m^2	£11,263.84	£3,161.37	£8,102.47
Band 9 - 15,001 to 25,000 m^2	£17,921.26	£5,029.88	£12,891.38
Band 10 - 25,001 to 50,000 m^2	£33,247.24	£9,331.35	£23,915.89
Band 11 - 50,001 to 75,000 m^2	£54,513.78	£15,300.13	£39,213.65
Band 12 - 75,001 to 100,000 m^2	£75,076.76	£21,071.45	£54,005.31
Band 13 - 100,001 to 125,000 m^2	£94,916.25	£26,639.70	£68,276.55
Band 14 - 125,001 to 150,000 m^2	£113,428.24	£31,835.38	£81,592.86
Band 15 - over 150,000 m^2	£140,588.88	£39,458.43	£101,130.45

Table 6 – Trade effluent charges

	£ per m3	£ per year	
Reception (R)	£0.6688		
Volumetric (V)	£0.3273		
Biological Volume (Bv)	£0.1813		
Biological (B)	£0.2311		
Sludge (S)	£0.1667		
Regional average B strength			270mg/l
Regional average S strength			140mg/l
Minimum Charge per year (per billing period)		£821.25	

Table 7 – Unmeasured Charges

	Assessed Tariff - one of these will apply				
	Band 1	Band 2	Band 3	Band 4	Band 5
For water, a fixed charge per year	£86.76	£260.27	£771.17	£1,326.77	£1,716.99
PLUS:					
For domestic foul sewage, a fixed charge per year	£96.41	£289.24	£857.03	£1450.35	£1876.93
PLUS:					
For surface water and/or highway drainage, a fixed charge per year	See Table 5	See Table 5	See Table 5	See Table 5	See Table 5

D.2 ESSEX & SUFFOLK WATER REGION

Table 1 – Charges relating to Payment Methods

Charges will be levied as applicable to any alternate payment method.

Table 2 – Measured charges

	Tariff – one of these will apply				
	Standard 0 - 0.5Ml	**Standard 0.5 - 20Ml**	**Focus20**	**FocusExtra**	**FocusPlus**
Fixed charge per potable meter per year, by meter size:					
1-25mm	£25.00	£25.00	£25.00	£25.00	£25.00
26-50mm	£41.70	£41.70	£41.70	£41.70	£41.70
51-100mm	£208.33	£208.33	£208.33	£208.33	£208.33
101mm and larger	£625.00	£625.00	£625.00	£625.00	£625.00
PLUS:					
Site charge per year			£390.55	£8,263.60	£22,035.05
PLUS:					
Volume charge per cubic metre	£1.9674	£1.9674	£1.9477	£1.7904	£1.7116

Table 3 – Unmeasured Charges

	Assessed Tariff - one of these will apply				
	Band 1	**Band 2**	**Band 3**	**Band 4**	**Band 5**
For water, a fixed charge per year	£109.36	£328.08	£972.10	£1,672.29	£2,164.14

D.3 METER INSTALLATION AND EXCHANGE CHARGES

Table 1 – Charges relating to meter installations and exchanges*

*The section D.3 charge detailed below only relate to standard mechanical meter stock. All other meter types will be quoted for on an individual basis.

	NW	ESW
15mm Meters		
Internal meter	£312.26	£266.16
External meter in existing MSM meter chamber	£163.60	£151.62
External meter no excavation	£166.28	£171.16
External meter excavation in unmade ground (private)	£763.91	£768.19
External meter excavation in unmade ground requiring notice (public)	£844.11	£848.39
External meter excavation in made up ground (private)	£1,216.57	£1,219.93
External meter excavation in made up ground requiring notice (public)	£1,312.31	£1,315.67
20 mm Meters		
Internal meter	£317.17	£271.07
External meter in existing MSM meter chamber	£155.61	£143.63
External meter no excavation	£152.40	£157.36
External meter excavation in unmade ground (private)	£754.96	£759.24
External meter excavation in unmade ground requiring notice (public)	£835.17	£839.45
External meter excavation in made up ground (private)	£1,207.62	£1,210.98
External meter excavation in made up ground requiring notice (public)	£1,303.36	£1,306.72
25 mm Meters		
Internal meter	£412.41	£366.31
External meter in existing MSM meter chamber	£176.63	£164.66
External meter no excavation	£173.42	£178.38
External meter excavation in unmade ground (private)	£783.54	£787.85
External meter excavation in unmade ground requiring notice (public)	£863.75	£868.05
External meter excavation in made up ground (private)	£1,215.64	£1,219.00
External meter excavation in made up ground requiring notice (public)	£1,311.37	£1,314.74
30 mm Meters		
Internal meter	£516.96	£461.64
External meter no excavation	£278.54	£284.81
External meter excavation in unmade ground (private)	£1,672.96	£1,674.44
External meter excavation in unmade ground requiring notice (public)	£1,753.17	£1,754.65
External meter excavation in made up ground (private)	£2,406.99	£2,406.58
External meter excavation in made up ground requiring notice (public)	£2,502.73	£2,502.32

40 mm Meters		
Internal meter	£514.32	£459.00
External meter no excavation	£294.00	£300.27
External meter excavation in unmade ground (private)	£1,690.28	£1,691.76
External meter excavation in unmade ground requiring notice (public)	£1,770.48	£1,771.96
External meter excavation in made up ground (private)	£2,700.69	£2,700.29
External meter excavation in made up ground requiring notice (public)	£2,796.43	£2,796.03
50 mm Meters		
Internal meter	At cost	At cost
External meter no excavation	£930.86	£934.22
External meter excavation in unmade ground (private)	£2,497.44	£2,497.04
External meter excavation in unmade ground requiring notice (public)	£2,599.03	£2,598.63
External meter excavation in made up ground (private)	£3,492.46	£3,490.18
External meter excavation in made up ground requiring notice (public)	£3,588.20	£3,585.91
65 mm Meters		
Internal meter	At cost	At cost
External meter no excavation	£960.77	£964.14
External meter excavation in unmade ground (private)	£2,342.35	£2,341.95
External meter excavation in unmade ground requiring notice (public)	£2,443.94	£2,443.54
External meter excavation in made up ground (private)	£3,337.38	£3,335.09
External meter excavation in made up ground requiring notice (public)	£3,433.11	£3,430.83
80 mm Meters		
Internal meter	At cost	At cost
External meter no excavation	£1,375.12	£1,376.60
External meter excavation in unmade ground (private)	£3,050.85	£3,046.65
External meter excavation in unmade ground requiring notice (public)	£3,188.05	£3,183.88
External meter excavation in made up ground (private)	£4,841.33	£4,833.39
External meter excavation in made up ground requiring notice (public)	£4,937.07	£4,929.13
100 mm Meters		
Internal meter	At cost	At cost
External meter no excavation	£1,366.11	£1,367.59
External meter excavation in unmade ground (private)	£3,090.46	£3,086.29
External meter excavation in unmade ground requiring notice (public)	£3,239.09	£3,234.92
External meter excavation in made up ground (private)	£4,862.97	£4,855.03
External meter excavation in made up ground requiring notice (public)	£4,958.71	£4,950.76

125 mm Meters

Internal meter	At cost	At cost
External meter no excavation	£1,376.38	£1,377.87
External meter excavation in unmade ground (private)	£3,069.69	£3,065.52
External meter excavation in unmade ground requiring notice (public)	£3,218.32	£3,214.15
External meter excavation in made up ground (private)	£4,860.75	£4,852.80
External meter excavation in made up ground requiring notice (public)	£4,956.48	£4,948.54

150 mm Meters

Internal meter	At cost	At cost
External meter no excavation	£1,875.49	£1,875.09
External meter excavation in unmade ground (private)	£3,271.47	£3,267.30
External meter excavation in unmade ground requiring notice (public)	£3,420.10	£3,415.93
External meter excavation in made up ground (private)	£5,061.98	£5,054.04
External meter excavation in made up ground requiring notice (public)	£5,157.72	£5,149.78

200 mm Meters

Internal meter	At cost	At cost
External meter no excavation	£2,859.21	£2,858.80
External meter excavation in unmade ground (private)	£4,801.53	£4,805.61
External meter excavation in unmade ground requiring notice (public)	£4,953.01	£4,975.09
External meter excavation in made up ground (private)	£6,879.95	£6,880.26
External meter excavation in made up ground requiring notice (public)	£6,975.69	£6,976.00

250 mm Meters

Internal meter	At cost	At cost
External meter no excavation	£3,272.22	£3,269.93
External meter excavation in unmade ground (private)	£4,906.34	£4,910.42
External meter excavation in unmade ground requiring notice (public)	£5,072.48	£5,076.16
External meter excavation in made up ground (private)	£6,984.76	£6,985.07
External meter excavation in made up ground requiring notice (public)	£7,080.50	£7,080.81

300 mm Meters

Internal meter	At cost	At cost
External meter no excavation	£3,345.08	£3,524.40
External meter excavation in unmade ground (private)	£5,553.70	£5,554.01
External meter excavation in unmade ground requiring notice (public)	£5,778.24	£5,778.55
External meter excavation in made up ground (private)	£8,279.42	£8,277.85
External meter excavation in made up ground requiring notice (public)	£8,375.16	£8,373.59

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