Wholesale Charges
Household and Non-household
2024/25

South West
Water

South West Water Wholesale Charges 2024/25

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CHARGING POLICY

Published below is a schedule of South West Water's wholesale charges for the provision of water and sewerage services. They come into effect on 1 April 2024.

In addition, for continuity and ease of reference for licensees, we have separately published our wholesale charges in the 'standard schedule' format previously required by Ofwat.

'Licensee' is the holder of a water supply licence and/or a sewerage licence granted by the Water Services Regulation Authority (Ofwat) under section 17A and/or under section 17BA of the Water Industry Act 1991. Charges are set in accordance with revenue control limits determined by Ofwat. To comply with Condition E of our licence to operate, charges must not show undue preference to, or discriminate against, any class of person.

Charges are subject to the addition of any VAT chargeable.

FIRST SCHEDULE

Wholesale non-household unmeasured water supply charges 2024/25

Category of charge	£
Water supply charges	
Unmetered fixed charges (£ per annum)	161.94
Unmetered variable charges (£ per RV)	1.7067
Other unmetered charges (£ per annum)	
Assessed per employee	63.13
Single lock-up garage	8.00
Banded Assessed Charge*	
Band 1 (Assumed 20m3 per employee) Band 2 (Assumed 50m3 per employee) Band 3 (Assumed 100m3 per employee) Band 4 (Assumed 200m3 per employee) Band 5 (By inspection per employee)	
Banded Assessed Water variable charge (£ per m3)	2.0714
Banded Assessed Water fixed charge (£ per annum)	27.92

*Examples of business types for each band:

Band 1 Retail, accountants, legal services, doctors.

Band 2 Dentists, hairdressers, schools.

Band 3 Hotels, nightclubs, licensed bars, restaurants, cafes.

Band 4 Public houses, sport and recreation facilities, photographic processing.

Band 5 Laundries, concrete production, brewing.

Please note this list is not exhaustive.

SECOND SCHEDULE

Wholesale non-household measured water supply charges 2024/25

Category of charge	£
Water supply charges	
Metered fixed charges (£ per annum)	
<22mm	27.92
23mm - 28mm	47.98
29mm - 42mm	65.82
43mm - 65mm	120.73
66mm - 80mm	133.68
81mm - 100mm	146.63
101 - 201mm and above	159.74
Metered variable charges (£ per m3)	2.0714

Large User Tariff

Large User Tariffs (LUTs) are a series of tariffs available to non-household customers who use more than 50,000 cubic metres of water a year on a single operational site and/or who return more than 50,000 cubic metres of sewage or 50,000 cubic metres of Trade Effluent a year to our sewers from such a site.

The Retailer of the property may provide non-household customers likely to qualify for a LUT with information about the tariffs to assist them in choosing which tariff to use.

There are three wholesale tariffs for water in addition to the basic rate tariff:

- HW1 this tariff is available to customers using above 50,000and up to 100,000 cubic metres of water a year.
- HW2 this tariff is available to customers using between 100,000 and 150,000 cubic metres of water a year.
- HW3 this tariff is available to customers using above 150,000 cubic metres of water a year.

The water Large User Tariff comprises three parts:

1. An Annual Meter Charge – a fixed charge based on the size of the meter (or where there is more than one meter used for measuring water use, the total of all the Annual Meter Charges for all meters installed based on their sizes);
2. A (new) LUT Capacity Charge, payable in addition to the Annual Meter Charge. This fixed charge is set to recover the costs of providing the capacity to meet customer demands. The level of this fixed charge is dependent on the volume characteristics of customers in each LUT tariff category.

3. A Volume Charge – for each cubic metre of water supplied. This volume charge applies to all cubic meters of water supplied in each billing period.

SWW's LUTs have previously been based on a falling block tariff, which was introduced when there were spare water resources, but circumstances have changed with increased tourism and climate change. Falling block tariffs are not progressive as they do not provide the incentives now required to conserve water. The structure of LUTs has been updated to reflect the revised cost base and water resources circumstances.

SWW recognises that the impact of this change on some LUT customers may be significant, and we therefore propose phasing in the impact of the new structure of water Large User Tariffs over several years, as cost reflectivity is kept under review.

The customer must select the tariff in advance of the Charging Year:

Category of charge		
Water supply charges	Metered Fixed Charge[1] £ per annum	Volumetric Charge £
HW1 (50Ml-100Ml)	21,503.00	1.6138
HW2 (100Ml-150Ml)	40,514.00	1.4237
HW3 (150+Ml)	85,593.00	1.1232

1 A fixed charge based on meter size is also chargeable

THIRD SCHEDULE

Wholesale non-household measured wastewater charges 2024/25

Abated charges are for foul and highway drainage (excluding surface water drainage).

Highway drainage charges are shown separately from foul only and foul and surface water drainage charges, but apply to standard wholesale charge arrangements as part of the above service charges. Highway drainage charge elements are only shown separately as part of an Ofwat requirement.

Category of charge	£					
Waste Water supply charges						
Metered fixed charges (£ per annum)	Full (Foul, Surface water drainage and highway drainage)	Abated	Foul only	Highway drainage only	Surface Water drainage only	Surface Water Drainage and Highway Drainage
<22mm	42.02	20.23	20.23	0.00	21.79	21.79
23mm - 28mm	51.41	29.62	29.62	0.00	21.79	21.79
29mm - 42mm	60.58	38.79	38.79	0.00	21.79	21.79
43mm - 65mm	88.75	66.96	66.96	0.00	21.79	21.79
66mm - 80mm	97.94	76.15	76.15	0.00	21.79	21.79
81mm - 100mm	107.33	85.54	85.54	0.00	21.79	21.79
101mm and above	116.72	94.93	94.93	0.00	21.79	21.79
Metered variable charges (£ per m3)	3.5224	2.8598	2.4338	0.4260	0.6626	1.0886

In setting surface water drainage charges for 2024-25 SWW have reviewed the cost reflective balance between non-household and household customer charges for surface water drainage services. Based on this review the metered variable charge for surface water drainage for non-households has increased relative to the same charge for households. SWW recognises that the impact of this change on some non-household customers may be significant and therefore the changes will be phased in over several years, as cost reflectivity is kept under review.

Large User Tariff

Large User Tariffs (LUTs) are a series of tariffs available to NHH customers who use more than 50,000 cubic metres of water a year on a single operational site and/or who return more than 50,000 cubic metres of sewage or 50,000 cubic metres of Trade Effluent a year to our sewers from such a site.

The Retailer of the property may provide non-household customers likely to qualify for a LUT with information about the tariffs to assist them in choosing which tariff to use.

Additionally, a Retailer whose customer is paying a large user sewerage tariff whose property also has a surface water drainage connection to a Company-owned sewer will pay an annual surface water drainage site charge.

For 2024-25 the sewerage LUTs have been restructured to align with the changes to the water LUTs.

There are two tariffs for sewerage in addition to the basic rate tariffs:

- HS1 – this tariff is available to customers using between 50,000 and 100,000 cubic metres a year
- HS2 – this tariff is available to customers using above 100,000 cubic metres a year.

The sewerage LUT comprises three parts:

1. An Annual Meter Charge – being a fixed charge based on the size of the meter (or where there is more than one meter used for measuring water use, the total of all the Fixed charges due on the meters based on their sizes); and

2. A (new) LUT Capacity Charge, payable in addition to the Annual Meter Charge. This fixed charge is set to recover the costs of providing the capacity to meet customer foul drainage demands. The level of this fixed charge is dependent on the volume characteristics of customers in each LUT tariff category.

3. A Volume Charge for each cubic metre of used water returned to our sewers. This volume charge applies to all cubic meters of used water returned to our sewers in each billing period.

Large User Tariffs	Fixed Charge £/annum	Volume Charge £	Surface Water Standing Charge
HS1 (50Ml – 100Ml)	9,886.00	2.6269	66,260.00
HS2 (100Ml+)	16,795.00	2.5578	66,260.00

FOURTH SCHEDULE

Wholesale non-household unmeasured wastewater charges 2024/25

Category of charge	£					
Waste Water supply charges						
Unmetered fixed charges (£ per annum)	Foul only	Highway drainage only	Surface Water drainage only	Foul and Highway drainage	Surface Water Drainage and Highway Drainage	Full (Foul, Surface water drainage and highway drainage)
RV min<£50	N/A	0.00	21.79	115.24	21.79	137.03
RV £50-£1001	N/A	0.00	21.79	139.83	21.79	161.62
RV £1001-£5,000	N/A	0.00	21.79	139.83	21.79	161.62
RV £5,001-£50,000	N/A	0.00	21.79	139.83	21.79	161.62
RV>£50,000	N/A	0.00	21.79	139.83	21.79	161.62
No / Zero RV	N/A	0.00	21.79	115.24	21.79	137.03
Unmetered variable (£ per unit)	2.7088	0.6607	0.6626	3.3695	1.3233	4.0321

In setting surface water drainage charges for 2024-25 SWW have reviewed the cost reflective balance between non-household and household customer charges for surface water drainage services. Based on this review the metered variable charge for surface water drainage for non-households has increased relative to the same charge for households. SWW recognises that the impact of this change on some non-household customers may be significant and therefore the changes will be phased in over several years, as cost reflectivity is kept under review.

Other unmetered charges (£ per annum)	Foul only	Highway drainage only	Surface Water drainage only	Foul and Highway drainage	Surface Water Drainage and Highway Drainage	Full (Foul, Surface water drainage and highway drainage)
Single lock up garage	N/A	0.00	16.07	8.00	16.07	24.07
General access to supplies: per employee charge	N/A	0.00	N/A	98.91	N/A	98.91
Surface water only fixed charge	N/A	0.00	52.28	N/A	52.28	N/A

Banded Assessed Charge*	**£**
Band 1 (Assumed 20m3 per employee) Band 2 (Assumed 50m3 per employee) Band 3 (Assumed 100m3 per employee) Band 4 (Assumed 200m3 per employee) Band 5 (By inspection per employee)	
Banded Assessed Wastewater inc SWD fixed charge	42.02
Banded Assessed Wastewater inc SWD variable charge	3.3206
Banded Assessed Wastewater exc SWD fixed charge	20.23
Banded Assessed Wastewater exc SWD variable charge	2.8598

*Examples of business types for each band:

Band 1 Retail, accountants, legal services, doctors.

Band 2 Dentists, hairdressers, schools.

Band 3 Hotels, nightclubs, licensed bars, restaurants, cafes.

Band 4 Public houses, sport and recreation facilities, photographic processing.

Band 5 Laundries, concrete production, brewing.

Please note this list is not exhaustive.

FIFTH SCHEDULE

Wholesale non-household trade effluent charges 2024/25

The following tables contain the wholesale charges for trade effluent for non-household customers. R volume rates above 50Ml and 100Ml relate to two falling block tariffs. Customers select this tariff prior to the start of the Charging Year. The minimum charge will be applied where the total annual cost as calculated using the Mogden Formula is less than £308.

Where charge per m3 of effluent = R + [V + M] + B(Ot/Os) + S(St/Ss)

Customer discharging (m3 per annum) of trade effluent	<0.5Ml	0.5-5Ml	5-25Ml	25-50Ml	50-100Ml	100-250Ml	>250Ml
R = reception and conveyance charge [p/m^3]	0.5663				0.4870	0.4298	
V = Primary treatment (volumetric) charge [p/m^3]	0.5446						
M = treatment and disposal charge where effluent goes to sea outfall [p/m^3]	0.1030						
B = biological oxidation of settled sewage charge [p/m^3]	1.0762						
S = treatment and disposal of primary sewage sludge charge [p/m^3]	0.5840						
Os = chemical oxygen demand (COD) of crude sewage on hour quiescent settlement	744						
Ss = total suspended solids of crude sewage [mg/litre]	449						
Ot = Chemical oxygen demand (COD) of effluent after one hour quiescent settlement at ph 7	Customer specific						
St = total suspended solids of effluent at ph 7 [mg/litre]	Customer specific						
Minimum charge	308.61						

The exemption charge is applied following a risk based assessment and is typically for low volume strength discharges. Its application is determined by South West Water.

Exemption charge	106.12

SIXTH SCHEDULE

Wholesale household water supply charges 2024/25

The following charges are subject to the addition of any VAT chargeable**.**

Description of Charge	Costs of delivery, treatment charge 2024/25
Unmeasured Domestic Water Tariff	
Fixed charge	156.83
Variable charge (per £ RV)	1.7067
Assessed Charge	
One Person Assessed Charge	126.38
Two Person Assessed Charge	196.81
Multi-occupancy Assessed Charge	261.02
WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	1 2 3 4 5
One Person Assessed Charge	63.19 94.79 107.42 31.60 18.96
Two Person Assessed Charge	98.41 147.61 167.29 49.20 29.52
Multi-occupancy Assessed Charge	130.51 195.77 221.87 65.26 39.15
Unmeasured Assist Charge	
Assist Band 1 – 0% discount	224.04
Assist Band 2 – 15% discount	190.44
Assist Band 3 – 25% discount	168.03
Assist Band 4 – 50% discount	112.02
Assist Band 5 – 75% discount	56.01
Assist Band 6 – 85% discount	33.61
Measured Domestic Water Tariff	
Fixed charge (Meter size):	
up to and incl. 22mm	22.81
23mm to 28mm	42.87
29mm to 42mm	60.71
43mm to 65mm	115.62
66mm to 80mm	128.57
81mm to 100mm	141.52
101mm and above	154.63
Volume charge (per cubic metre)	2.0714
WaterCare Tariff (Fixed charge)	
WaterCare Band 1	11.40
WaterCare Band 2	17.11
WaterCare Band 3	19.39
WaterCare Band 4	5.70
WaterCare Band 5	3.42
WaterCare Tariff Volume charge (per cubic metre)	
WaterCare Band 1	1.0357
WaterCare Band 2	1.5536
WaterCare Band 3	1.7607
WaterCare Band 4	0.5179
WaterCare Band 5	0.3107
WaterSure Tariff annual charge	181.22

SEVENTH SCHEDULE

Wholesale household wastewater charges 2024/25

The following charges are subject to the addition of any VAT chargeable.

Description of Charge	Costs of delivery, treatment charge 2024/25
Unmeasured Domestic Sewerage Tariff	
Fixed charge:	
Properties up to £50 RV – with surface water	127.57
Properties up to £50 RV – no surface water	105.78
Properties over £50 RV – with surface water	152.16
Properties over £50 RV – no surface water	130.37
Variable charge	
(per £ RV) foul, surface water and highway	3.8303
(per £ RV) foul water and highway	3.3695
Assessed Charge (surface water : no surface water)	
One Person Assessed Charge	190.29 : 146.61
Two Person Assessed Charge	297.54 : 238.98
Multi-occupancy Assessed Charge	395.33 : 323.20
Surface Water Only Charge	42.82
WaterCare Tariff Assessed Charge Band 1 : 2 : 3 : 4 : 5	
One Person Assessed Charge (surface water)	95.15 : 142.72 : 161.75 : 47.57 : 28.54
Two Person Assessed Charge (surface water)	148.77 : 223.16 : 252.91 : 74.39 : 44.63
Multi-occupancy Assessed Charge (surface water)	197.67 : 296.50 : 336.03 : 98.83 : 59.30
One Person Assessed Charge (no surface water)	73.31 : 109.96 : 124.62 : 36.65 : 21.99
Two Person Assessed Charge (no surface water)	119.49 : 179.24 : 203.13 : 59.75 : 35.85
Multi-occupancy Assessed Charge (no surface water)	161.60 : 242.40 : 274.72 : 80.80 : 48.48
Unmeasured Assist Charge Band	
Assist Band 1 – 0% discount	312.05
Assist Band 2 – 15% discount	265.24
Assist Band 3 – 25% discount	234.04
Assist Band 4 – 50% discount	156.01
Assist Band 5 – 75% discount	78.01
Assist Band 6 – 85% discount	46.81
Measured Domestic Sewerage Tariff	
Fixed charge (Meter size) :	Surface water : no surface water
up to and incl. 22mm	32.56 : 10.77
23mm to 28mm	41.95 : 20.16
29mm to 42mm	51.12 : 29.33
43mm to 65mm	79.29 : 57.50
66mm to 80mm	88.48 : 66.69
80mm to 100mm	97.87 : 76.08
100mm and above	107.26 : 85.47

Volume charge (per cubic metre) foul, surface & highway (per cubic metre) foul and highway	 3.3206 2.8598
WaterCare Tariff (Fixed charge) WaterCare 1 WaterCare 2 WaterCare 3 WaterCare 4 WaterCare 5	Surface water : no surface water 16.28 : 5.39 24.42 : 8.08 27.68 : 9.16 8.14 : 2.70 4.88 : 1.62
WaterCare Tariff Volume Charge (per cubic metre) WaterCare 1 WaterCare 2 WaterCare 3 WaterCare 4 WaterCare 5	 1.6603 : 1.4299 2.4904 : 2.1448 2.8225 : 2.4308 0.8302 : 0.7150 0.4981 : 0.4290
WaterSure Tariff annual charge	258.55

EIGHTH SCHEDULE

Special Agreement wholesale charges 2024/25

The Water Industry Act 1991 allows water and sewerage undertakers to enter into a special agreement instead of charging in accordance with a charges schedule. This agreement specifies the charges for supplies of water and sewerage services to business premises. These charges may be different to those laid out in the charges schedule.

There are a number of non-household whole sale consumers where wholesale charges are charged under a special agreement, generally at a discount to the standard wholesale charge. A summary of these agreements is published on the southwestwater.co.uk website.

NINTH SCHEDULE

Other miscellaneous charges 2024/25

Description of charge	£
Search Fees and Environmental Reporting	
Search fee (Residential CON29DW excluding VAT, other searches available – see sourceforsearches.co.uk)	45.30
Environmental Information Reporting	Quotation issued where necessary
Environmental Information Reporting – charge per staff hour	25.00
Photocopying / printing – black and white A4 (per sheet)	0.085
Photocopying / printing – black and white A3 (per sheet)	0.17
Photocopying / printing – colour A4 (per sheet)	0.85
Photocopying / printing – colour A3 (per sheet)	1.70
Where more than 40 sheets provided – time charge per hour (1 hour minimum)	12.50
Postage charge	At cost
Disconnection and Reconnection	
Reconnection charge (at the company stopcock)	83.50
Reconnection charge (not at the company stopcock)	Actual cost
Reconnection charge outside of normal working hours	125.00
Disconnection at customer's request	No charge
Disconnection for non-payment at retailer's request	83.50
Emergency disconnection	No charge
Disconnection for breach of water fitting regulations	Actual cost
Disconnection otherwise than at boundary stopcock	Actual cost
Abortive visit charge (disconnection)	30.00
Trade Effluent	
Obstructed sample visit	Actual cost
Variation of consent (applies to second and subsequent requests)	Actual cost
Sampling service	By quotation
Alternative structure trade effluent charge – standing charge (<50l/day)	106.12
Alternative structure trade effluent – minimum charge	308.61

Multi-site flushing (by agreement)	By quotation
Miscellaneous	
Miscellaneous work within normal working hours – cost per hour	45.00
Miscellaneous work outside normal working hours – cost per hour	70.00
Abortive visit charge (normal working hours)	45.00
Abortive visit charge (outside normal working hours)	70.00
Operational visits to customers at the Retailers request which are in addition to the standard requirements necessary for the wholesale provision of water and sewerage services (normal working hours)	45.00
Operational visits to customers at the Retailers request which are in addition to the standard requirements necessary for the wholesale provision of water and sewerage services (outside normal working hours)	70.00
Animal drinking troughs – annual unmeasured charge	515.00
Water supplied through a portable standpipe	2.0714 per cu m
Portable standpipe hire arranged through nominated contractor and subject to their terms and hire rates	Contractor rates
Replacement of lead service pipes – free of charge when customer is replacing their lead pipework	-
Fire hydrant installation and repair – for information please contact South West Water Developer Services – developerservices@southwestwater.co.uk	By quotation
Water fittings regulations inspections – for information please see South West Water New Connections and Developer Services Charging Arrangement	at cost
Building Water: A temporary site supply that is used for construction purposes. It includes all water used for construction except that water provided to a household property where this is taken past the external stop tap. Any water used at household premise taken past the external stop tap will be subject to a 'pre-occupation volumetric charge'.	2.7531 per cu m
Pre-occupation: A supply connected during construction which is intended for the purposes of providing a service to a Household premises that is not yet occupied, and that is not a building water supply.	2. 7531 per cu m
RPZ Valve testing	By quotation
Hospitalisation charge – Household customers water only fixed annual	63.19
Hospitalisation charge – Household customers sewerage only fixed annual	95.14
Hospitalisation charge – Household customers water and sewerage fixed annual	158.33
C1 process requests (verification of meter details or meter supply arrangements)	23.00
Site visit to confirm supply arrangements or meter details	111.00
Meters and related charges	
External use meter (sub-meter, non-return to sewer)	187.50
Household meter testing (results in spec)	88.50
Commercial water meter installation (no meter box in place)	By quotation

Commercial water meter installation (meter box in place)	By quotation
Commercial meter testing (results in spec) <22mm	88.50
Commercial meter testing (results in spec) 23-42mm	115.00
Commercial meter testing (results in spec) <43mm	172.00
Multiple meters (single residence) additional annual charge per meter	7.50
Meter installation / exchange / relocation (including EBCO and MTM where required)	By quotation
Site survey to determine viability of meter exchange (retailer request)	52.00
Abortive visit charge for metering services	30.00
Meter reading service for retailers;	By quotation
Damage to apparatus	
Where South West Water incurs costs in relation to repairing damage to our apparatus, for example our network or meters, as a result of an act or omission by a retailer or its agents or sub-contractors, the company will charge the retailer an amount equal to the total cost of the work involved in repairing or replacing the damaged apparatus.	At cost

PROGRESSIVE CHARGE TRIALS

SOUTH WEST WATER NON-HOUSEHOLD TRIALS

This appendix sets out the charges we will apply, should we decide to introduce trials of progressive charges in 2024/25. The charges included in this scheme may be introduced within the 2024/25 charging year.

Including these charges within this Scheme allows us to introduce these charges but does not oblige us to introduce these charges.

The alternative tariffs that we may trial with metered non-household customers are:

- Seasonal Charges, with a summer winter differential of 1.5
- Seasonal Charges, with a summer winter differential of 3

We expect NHH retailers to support the operation of tariff trials.

- We will work with NHH Retailers to ensure that our selection of participants is robust and unbiased, using objective criteria to select trial cohorts.

- NHH Retailers will need to ensure that customers selected to participate in any trial pay charges according to the charges set out in the appropriate schedule.

We will work with NHH retailers to provide them with guidance on the approach we are taking with HH customers so that a common approach can be adopted, should NHH retailers believe this to be appropriate.

To ensure that the trials are unbiased and represent our NHH customer population, opt out requests will not be considered.

1. Seasonal charges, with a summer winter differential of 1.5x

We may ask NHH retailers to designate identified premises within the SWW water and wastewater area as being subject to metered charges on a seasonal tariff trial.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2024/ 25 Charges	Volume
Water	£2.0714/ m3

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The 'winter' or 'low season' period will apply between 1 October and 31 March of the Charging Year.
- The 'summer' or 'high season' period will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' or 'high season' period, the volumetric rate payable will be 1.5 times higher than the 'winter' rate.

Fixed charges will be determined by meter size, as set out here:

Fixed charges – Seasonal metered charges

Category of charge	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Meter Size <22 mm	£/ annum	27.92	MW_Standard HW1 HW2 HW3	D7101	Metered Potable Water Meter Fixed Charges
Meter Size 23-28 mm		47.98			
Meter Size 29-42 mm		65.82			
Meter Size 43-65 mm		120.73			
Meter Size 66-80 mm		133.68			
Meter Size 81-100 mm		146.63			
Meter Size >101 mm		159.74			

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC1 (below).

Schedule NHHSC1 – Seasonal metered charges

Seasonal metered variable charges – low season	£/ m3	£1.6470	The rate payable between 1 October and 31 March, the 'winter' period	Metered Potable Water Block Tariff
Seasonal metered variable charges – high season		£2.4705	The rate payable between 1 April and 30 September in any year, the 'winter' period	

To demonstrate how this charge works in practice, an example is shown below.

Customer A uses 500 m3 annually.

- Consumption is low and evenly spread throughout the year. For customer A, the NHH retailer will be charged a fixed charge of £65.82 (based on meter size) and a volumetric charge (over the year) of:
    - Fixed charge + ((winter rate x volume) + (summer rate x volume))
    - £65.82 + ((£1.6470 x 250m3) + (£2.4705 x 250m3))
    - £65.82+ (£411.75 + £617.63)
    - £65.82 + **£1,029.38**
- Were Customer **A** to use 200m3 in winter and 300m3 in summer, the NHH retailer would be charged:
    - Fixed charge + ((winter rate x volume) + (summer rate x volume))
    - £65.82 + ((£1.6470 x 200m3) + (£2.4705 x 300m3))
    - £65.82 + (£329.40 + £741.15)
    - £65.82 + **£1,070.55**
- Were Customer **A** to use 300m3 in winter and 200m3 in summer, the NHH retailer would be charged:
    - Fixed charge + ((winter rate x volume) + (summer rate x volume))
    - £65.82 + ((£1.6470 x 300m3) + (£2.4705 x 200m3))
    - £65.82 + (£494.10 + £494.10)
    - £65.82 + **£988.20**
- Were Customer **A** on the standard tariff, the NHH retailer would be charged:
    - Fixed charge + (standard rate x volume)
    - £65.82 + ((£2.0714 x 500m3)
    - £65.82 + **£1,035.70**

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.

2. Seasonal charges – with a summer winter differential of 3x

We may ask NHH retailers to designate identified premises within the SWW water and wastewater area as being subject to metered charges on a seasonal tariff trial.

For customers in designated premises, the seasonal tariff will replace the standard metered tariff:

2024/ 25 Charges	Volume
Water	£2.0714/ m3

Seasonal tariffs will be payable for any premises designated by the NHH retailer until further notice.

- The 'winter' or 'low season' period will apply between 1 October and 31 March of the Charging Year.
- The 'summer' or 'high season' period will apply between 1 April and 30 September of each Charging Year.
- During the 'summer' or 'high season' period, the volumetric rate payable will be 3 times higher than the 'winter' rate.

Fixed charges will be determined by meter size, as set out here:

Fixed charges – Seasonal metered charges

Category of charge	Unit	Charge	CMOS Tariff Code	CMOS Charge Element	CMOS Charge Element Name
Meter Size <22 mm	£/ annum	27.92	MW_Standard HW1 HW2 HW3	D7101	Metered Potable Water Meter Fixed Charges
Meter Size 23-28 mm		47.98			
Meter Size 29-42 mm		65.82			
Meter Size 43-65 mm		120.73			
Meter Size 66-80 mm		133.68			
Meter Size 81-100 mm		146.63			
Meter Size >101 mm		159.74			

Wholesale Charges based on seasonal tariffs will be payable for any premises designated for the period of the trial.

These charges are set out in Schedule NHHSC2 (below).

Schedule NHHSC2 – Seasonal metered charges

Seasonal metered variable charges – low season	£/ m3	£1.0200	The rate payable between 1 October and 31 March, the 'winter' period'	Metered Potable Water Block Tariff
Seasonal metered variable charges – high season		£3.0600	The rate payable between 1 April and 30 September in any year, the 'summer' period	

To demonstrate how this charge works in practice, an example is shown below.

Customer B uses 500 m3 annually.

- Consumption is low and evenly spread throughout the year. For customer A, the NHH retailer will be charged a fixed charge of £65.82 (based on meter size) and a volumetric charge (over the year) of:
    - Fixed charge + ((winter rate x volume) + (summer rate x volume))
    - £65.82 + ((£1.0200 x 250m3) + (£3.0600 x 250m3))
    - £65.82 + (£255.00 + £765.00)
    - £65.82 + **£1,020.00**
- Were Customer **B** to use 200m3 in winter and 300m3 in summer, the NHH retailer would be charged:
    - Fixed charge + ((winter rate x volume) + (summer rate x volume))
    - £65.82 + ((£1.0200 x 200m3) + (£3.0600 x 300m3))
    - £65.82 + (£204.00 + £918.00)
    - £65.82 + **£1,122.00**
- Were Customer **B** to use 300m3 in winter and 200m3 in summer, the NHH retailer would be charged:
    - Fixed charge + ((winter rate x volume) + (summer rate x volume))
    - £65.82 + ((£1.0200 x 300m3) + (£3.0600 x 200m3))
    - £65.82 + (£306.00 + £612.00)
    - £65.82 + **£918.00**
- Were Customer **B** on the standard tariff, the NHH retailer would be charged:
    - Fixed charge + (standard rate x volume)
    - £65.82 + ((£2.0714 x 500m3)
    - £65.82 + **£1,035.70**

These hypothetical examples show that the seasonal charge means that customers will need to be more water efficient in the summer period, if they want to reduce the charges levied by the NHH retailer.