Water 2 Business Limited charges scheme 2025-2026

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About this document

Water 2 Business Limited Charges Scheme (applicable for the Wessex Water and Bristol Water wholesale regions) 1 April 2025 to 31 March 2026

Water 2 Business Limited is licensed by Ofwat as a retailer of water and sewerage services.

This Scheme explains how we will calculate your bill and how different charges apply to you. The charges in this Scheme are payable under the deemed contract that this formed between you and Water 2 Business Limited by you accepting the provision of water and/or sewerage services at your premises.

This Scheme is effective from 1 April 2025 and relates to premises connected to the water supply or sewerage network of Wessex Water or the water supply network of Bristol Water.

If there is a change in relevant laws or regulatory guidance that has an impact on this Scheme, or if there are changes to the wholesale charges of either Wessex Water or Bristol Water that have an impact on this Scheme, we may amend this Scheme as a result.

References to “we”, “us” or “our” in this Scheme shall be to Water 2 Business Limited. References to “you” or “your” are references to the customer.

If you have any questions about this Scheme, you can contact us by any of the below methods:

http://water2business.co.uk/contact_us/

Phone: 0345 600 2 600

e-mail: customer.services@water2business.co.uk

1 Charging policy

1.1 Charges for supplies of water to premises and/or charges for the drainage of premises are calculated by reference to the volume of water passing through a meter. Where calculation on such basis is not reasonably practicable, we may apply such other means of calculating the charges as are notified to you (including the setting of charges at a fixed amount).

1.2 Charges for supplies of water and/or charges for the drainage of premises are payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which we are a party. You should notify us of changes in occupancy. Measured customers should be aware that failure to notify a change in occupancy may result in a continuing liability for measured charges after the premises have been vacated.

1.3 Reference in this Scheme to rateable value means the figure published in the rating valuation list as at 31 March 1990. Where no rateable value exists, the Valuation Office Assessment provided by the United Kingdom Valuation Office Agency will be used.

1.4 For premises supplied by Wessex Water, it was resolved, with effect from 1 April 1994 and as soon as reasonably practicable after their identification and installation of a water meter, to fix charges in respect of the categories of premises referred to in Schedule 5 by reference to volume. Until the premises referred to in Schedule 5 are metered, charges are raised in accordance with the general provisions of this Scheme.

1.5 For premises supplied by Wessex Water, it was resolved, with effect from 1 April 2005, as soon as reasonably practicable after their identification, to fix charges in respect of the category of premises referred to in Schedule 6 by reference to the volume of wastewater recorded on a waste water meter and discharged to a sewer. Until the premises referred to in Schedule 6 are metered, charges are raised in accordance with the general provisions of this Scheme. Meters installed pursuant to this policy will be at the expense of Wessex Water.

1.6 Any water supplied to premises for non-domestic purposes shall be supplied in accordance with the provisions of the Act, and in particular sections 55, 57, 58 and 59 thereof.

1.7 The discharge of trade effluent is charged for under the Act or by agreement.

1.8 No charge is made for the availability of the supply of water, or the water taken, for fire extinguishing or the testing of fire extinguishing apparatus.

1.9 In respect of all premises (whether unmeasured or measured):

1.9.1 premises that are undergoing refurbishment or being used for storage will be considered occupied for the purposes of this Scheme by the owners of the premises; and

1.9.2 where premises are temporarily unoccupied the water supply and sewerage charges are still payable.

1.10 Water lost through unidentified leaks of water from service pipes supplying the premises will be charged for save where relief is granted under the provisions of a leakage policy operated by the wholesaler. Further information on leakage allowance policies can be obtained from the relevant undertakers' websites:

https://www.wessexwater.co.uk/

http://www.bristolwater.co.uk/

When we identify high consumption through meter reads, we will notify you and seek to obtain leakage allowances on your behalf from the relevant undertakers.

1.11 The Company is, by virtue of section 93A of the Act, under a duty to promote the efficient use of water by its customers and considers that customers should attend promptly to the repair of leaks.

If you have a leak and feel you are entitled to an allowance, please contact us and we will contact the relevant wholesaler(s) on your behalf.

1.12 Customers who delay making payments due to us should not receive an advantage over customers who pay their charges on time and we reserve the right to claim interest on late payment of charges in accordance with paragraph 14 of this Scheme.

1.13 Where a charge is claimed or referred to in this Scheme the rates applicable are set out in the Scheme's Schedules.

1.14 For measured customers the cost of surface water and highway drainage is included and recovered through the measured sewerage standing charge.

1.15 For unmeasured customers the cost of surface water and highway drainage is included and recovered through the unmeasured sewerage charge.

1.16 Charges are collected on our behalf by Bristol Wessex Billing Services Ltd (trading as "Pelican Business Services"). Pelican is based at 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA.

1.17 We reserve the right to require you to provide a security deposit in cash or some other form of security reasonably acceptable to us equivalent, in the case of monthly billed customers, to three months' average charges and to eight months' average charges in the case of customers billed six monthly ("the Security Deposit"). Average charges will normally be based upon those payable in the previous year or in the case of new customers based on a reasonable estimate of charges to be paid in the current year. The Security Deposit may be required where we consider it reasonably appropriate having regard to your payment history, charges due or outstanding to us, your credit rating (if any) and financial resources and any other material factors relevant to your ability or willingness to pay for services provided ("the Credit Rating"). The requirement for security may be reviewed by us, or at your request, to reflect changes in the volume of services provided or changes to the Credit Rating. Where a Credit Rating improves, the Security Deposit may be cancelled, and any money deposited repaid. Where your Credit Rating deteriorates, we may require you to provide the Security Deposit. Interest will be paid on any cash paid to us as the

Security Deposit at the rate applying to sums deposited as security under s42(4) of the Act.

1.18 Effluent emanating from a swimming pool is weaker in strength than average domestic sewage. To recognise the reduced cost of treatment of such effluent, customers whose discharges of effluent to a public sewer contain more than 20% by volume of wastewater emanating from a swimming pool may apply for a reduced return to sewer allowance under paragraph 5.2 below. A reduced return to sewer allowance will be applied being that which would have applied but for application of this paragraph multiplied by the difference between 1 and 40% of the proportion by volume of swimming pool derived waste water of the total volume of effluent discharged to sewer. This is represented by the following formula:

Revised return to sewer allowance = Y x (1 – (40% of Z))

Where:
Y = return to sewer allowance applying without application of this paragraph
Z= proportion of swimming pool derived wastewater by volume of total effluent discharged to sewer

To recognise the volume of water of a swimming pool that is evaporated and not returned to the sewer, an adjustment of 7.646 litres per day for each square metre of uncovered pool area will be made. This value may be varied by the wastewater undertaker based on the individual circumstances in each case.

To recognise an allowance for water removed that is not returned to the sewer, an allowance of 0.75 litres as an approximation per bather per year is provided.

In order to be considered for a reduced return to sewer allowance in respect of discharges of effluent from a swimming pool you should make a claim to us and we will arrange for the waste water undertaker to determine and confirm any such allowance on the evidence available.

the Company requires customers to make available accurate information as to the volume of water supplied to the swimming pool itself. Normally this information will need to be provided from monthly sub-meter readings taken over a period of not less than 12 months.

1.19 Generally, undertakers require all new non-domestic connections to its water mains to be by a separate service pipe and meter. However, undertakers may, where required by the Act or in their discretion, allow a group of individual non-household premises, comprised on a site, to be supplied through a common water meter, provided that:

1.19.1 the owner, landlord or management company enter an agreement with the undertaker to pay all water services charges (including charges for surface water and highway drainage services in respect of periods of non-occupation) for the group of premises comprised on a site;

1.19.2 the location of the common water meter is agreed with the undertaker;

1.19.3 the plumbing arrangements for the premises comprised in the group are configured so that individual meters can easily be added, in accessible locations, if the agreement terminates for any reason in the future;

1.19.4 in the event of difficulties with the payment agreement, or if the owner or management company defaults in payment, the undertaker reserves the right to terminate the agreement and apply and enforce individual charging; and

1.19.5 in circumstances where the agreement is terminated and where it is not reasonably practicable to install individual meters, an annual assessed charge will be payable in an amount determined by us that reflects water usage by each occupier.

1.20 Where you enter into any formal insolvency procedure (to include but not limited to liquidation, administration, receivership, bankruptcy, company or individual voluntary arrangement or equivalent procedure) we will apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date'). Any apportioned charges after the insolvency date will be payable by the occupier of the property in question and fall due on the next day of occupation after the insolvency date and will not fall within the insolvency procedure. The charges will be payable by the person responsible for the payment of water and sewerage charges for the property in question on the same payment terms as would apply if the property had been newly connected on that day.

1.21 Where:

1.21.1 two or more premises in separate occupation are served by a supply of water through a single meter; and

1.21.2 there is no agreement in place under which one person has agreed to pay the charges applicable for all of the premises supplied via the meter

the occupiers of each premises supplied will be jointly and severally liable for the whole of the measured water and/or sewerage charge. We may, in our absolute discretion, elect to apportion the charge due between the occupiers of the premises supplied via the meter as we consider appropriate.

1.22 The calculation of the volume of water supplied to premises or the volume of sewage effluent discharged from premises for the purpose of establishing which band in Schedule 1 applies is undertaken on the basis of the occupation of a single site occupied by a particular customer alone. The calculation of such volumes will be assessed taking into account the volume of water registered as consumed or effluent discharged (where such effluent passing to sewer is directly measured) by any meter serving the premises in the previous charging year after due adjustment for any special factors that make the volumes consumed or discharged unrepresentative (e.g. leaks that have been repaired). We reserve the right to reassess the band in which you have been placed at any time and adjust charges back to the start of the charges year in which the reassessment has been made. In the case of new customers where there is no representative historic information available a reasonable assessment will be made by us of the annual anticipated consumption or discharge. A new customer may apply to us to have

the volumes reassessed for the purpose of establishing the relevant band in Schedule 1 by taking into account actual meter readings after the first six months' meter reading. Any adjustment of charges in the new customer's favour made at your request will be backdated to the date you first received services from us at the premises.

2 Collection of water supply and sewerage services charges

(a) Unmeasured charges

2.1 We will render an account to the occupier of the premises or such other person who is liable for payment in respect of the services provided.

2.2 The charge is due on 1 April but is subject to the payment options referred to below.

2.3 The following payment options for charges due are permitted:

2.3.1 a single payment for the entire year's charges due on 1 April;

2.3.2 two payments due on 1 April and 1 October;

2.3.3 10 instalments in May, June, July, August, September, October, November, December, January and February; or

2.3.4 such other frequency or arrangement agreed to by us having due regard to your particular financial circumstances as notified to us.

(b) Measured charges

2.4 Charges due are payable immediately on receipt of the measured bill showing charges due by a single payment. We may claim interest on any bill outstanding after 21 days from receipt.

Method of payment

2.5 No charge is made when paying by instalments. However, failure to pay an instalment by the due date or breach of any special charging agreement agreed to by the Company under paragraphs 2.3.4 Failure to pay in one amount the charges outstanding may result in the issue of a County Court Claim for all unpaid charges.

2.6 Payment of charges and instalments can be made cheque, standing order, postal order, debit/credit card or direct debit. Payment is accepted by post to 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA. Payments may also be made to us:

2.6.1 normally free of charge through customers' own banks;
2.6.2 at any other bank but subject to payment of such banks charge for providing the service;
2.6.3 subject to paragraph 2.6.6 below, free of charge via our website;
2.6.4 subject to paragraph 2.6.6 below, free of charge by telephone, internet or mobile banking;
2.6.5 free of charge via our automated speech recognition payment line;

2.6.6 we reserve the right to charge a transaction fee, covering the cost to us, for payments made by credit card. You will be informed of this charge prior to any payment being accepted.

3 Water supply charges

3.1 Measured supplies

3.1.1 Metered water supplies are provided by water undertakers subject to the provisions of the Act and any regulations made by the Secretary of State.

3.1.2 A standing charge is payable calculated by reference to the size of a meter.

3.1.3 The charging year for measured customers is 1 April to 31 March in the following year (the charging year).

3.1.4 On the occasion of the first meter reading after 1 April, we will apportion the consumption on a pro-rata basis as between the current charging year and the previous charging year and bill accordingly.

3.1.5 The rates of charge applying to premises served are set out in Schedule 1.

3.1.6 Meter testing

If you request the testing of a meter a charge is only made if the meter is found to be recording within the tolerances referred to in the statutory regulations referred to below.

Where a meter is shown to have registered incorrectly (or not at all) we may charge on the basis of consumption over the last billing period where the meter was operating correctly in accordance with the Water (Meters) Regulations 1988. Any charges demanded or paid will be adjusted in accordance with the Regulations.

3.1.7 Meter readings

Normally, meters serving premises are read at intervals of approximately six months. We may bill customers on an estimated basis reflecting a reasonable assessment of likely consumption where a meter reading has not been taken. Any under or overestimate against actual consumption will be taken into account when you are next billed using an actual reading. On receipt of a bill based on an estimated consumption you may supply an actual meter reading and the bill will be adjusted accordingly.

A fixed charge is payable for any meter reading requested by you outside the normal reading frequency. This may occur when you wish to check consumption for leakage. You should be able to check your own meter on a monthly basis but we will arrange for to carry out this test.

3.1.8 We reserve the right to read your meter and to claim charges at such intervals as we think fit. Where meters are read at six monthly intervals we may further require you to pay charges monthly calculated against the average monthly charge over the previous 6 months billing period. In the case of new customers, a reasonable

assessment will be made of the amount of charges that will fall due in the first six months of trading and you will pay such amount in six equal instalments. In either case, a reconciliation shall take place on the six monthly meter reading with any surplus or deficit of payment for services provided being recognised by adjustment to the first bill falling due after the actual meter reading.

3.1.9 (a) Where a water meter fitted inside your building fails to register correctly (whether due to accidental damage, deliberate damage, unauthorised removal or otherwise) and you prevent access to the water undertaker for the purpose of its replacement we shall be entitled to recover charges for water consumed at such premises until the meter is replaced or repaired in accordance with paragraph (b) below.

(b) An account shall be taken of the sums payable by the water undertaker or by you for any period during which the meter has or is deemed to have registered incorrectly; and the balance shall be paid or allowed by the water undertaker or paid by you, as the case may be.

Where a meter which is connected to a supply of water to premises is proved to have registered less than the volume of water supplied to that premises (or not registered at all in the case of damage or unauthorised removal), the balance payable by you shall not exceed an amount reflecting the charge for the volume of water which would ordinarily have been supplied to the premises during the six months preceding the last occasion on which the water undertaker or any person duly authorised by them last read the meter for the purpose of ascertaining the volume of water supplied to the premises, less any sums already paid in respect of that period. Where there has been a change in the occupier or occupiers of a premise since the meter was last read and registered correctly the water undertaker may use the number of occupants at the premises and average use of water to assess the volume of water used.

(c) The water undertaker will take reasonable steps to secure access to your building to repair or replace a meter that has been removed without authority or one that is defective or incorrectly registering. Once a meter fitted inside your building is repaired or replaced charges will from that date be based on the readings obtained from the meter until such time as it is proved to have registered incorrectly. If a meter within your building cannot be economically replaced or replacement would in the opinion of the water undertaker cause disproportionate damage to your fixtures and fittings the water undertaker may elect to base charges on the basis described under paragraph 3.1.6 (b).

4 Miscellaneous water charges

4.1 Cattle troughs

A fixed annual sum is charged for each cattle trough not connected to a measured supply.

4.2 Fixed and portable standpipes

Unless standpipes are installed or are erected for firefighting purposes or are attached to domestic premises, we levy and recover charges as set out in

Schedule 1. We reserve the right to charge for water used according to the volume registered on a meter.

4.3 Disconnection and reconnection charges

No charges are made for a permanent disconnection from the mains water supply. Where a temporary disconnection is made for reasons of non-payment a charge may be made. In all cases of temporary disconnection a charge is made for the subsequent reconnection.

4.4 Charges for other services

We fixe and recover the other charges as set out in Schedule 1 to this Scheme.

5 Sewerage charges

5.1 We levy a charge (the sewerage charge) for sewerage and sewage disposal services for both foul and Surface Water to all premises connected directly or indirectly to a sewer vested in the sewerage undertaker's region. The Company levies a separate charge for the service of draining discharges from highways, common areas and infiltration.

The rates of charge applying to premises served are set out in Schedule 1.

5.2 Where the water supply is measured, the sewerage charge is based on a standing charge and a volume charge assessed by reference to the recorded water supply. Normally, 95% of the recorded water supply consumption will be assessed as returning to the sewer as foul water unless an individual allowance for non-return has been agreed in writing by the Company and the sewerage undertaker. Any agreement for a reduced return to sewer will be effective from the start of the charging year in which the application is made and shall not affect charges raised in earlier charging years. Agreement will only be reached where you are able to show that when taking one year with another, consistently less than 95% of the recorded water supply consumption is returned to sewer as foul water. No additional allowances will be given for dry summers.

5.3 Where the water supply is not measured, sewerage charges are calculated as a rate in the £ applied to the rateable value of premises at 31 March 1990 together with a standing charge.

5.4 Premises not having a rateable value at 31 March 1990 and receiving an unmeasured supply are, subject to paragraph 1.4 above, charged for sewerage on the basis of the Assessed Charge.

5.5 Where the measured supply is received from another water undertaker within the sewerage area of the sewerage undertaker, charges for sewerage services are based on meter readings provided by that water undertaker in accordance with section 205 of the Act unless circumstances make it impracticable or inappropriate.

5.6 Where any water received is discharged as trade effluent, the quantity so discharged is first deducted from the volume of water recorded as received. Trade effluent is subject to separate charges – see paragraph 8. Different

arrangements will apply where you have availed yourself of the provisions of paragraph 9.

5.7 The company reserve the right to read your meter and to claim charges at such intervals as we think fit. Where meters are read at 6 monthly intervals we may further require an existing customer to pay charges monthly calculated against the average monthly charge over the previous 6 months billing period. In the case of new customers, a reasonable assessment will be made of the amount of charges that will fall due in the first six months of trading and you will pay such amount in six equal instalments. In either case a reconciliation shall take place on the six monthly meter reading with any surplus or deficit of payment for services provided being recognised by adjustment to the first bill falling due after the actual meter reading.

5.8 If you dispose of surface water other than to the sewerage undertaker's public sewers you may claim an abatement. We can arrange this for you. The claim must be supported with information from you giving reasonable evidence that Surface Water is disposed of otherwise than to a public sewer. In the case of both measured and unmeasured customers, abatements will apply from the later of 1 April 2009, the date on which you became responsible for charges on the property, or the date on which the property was disconnected from the sewerage undertaker's sewerage system. In the case of measured customers, the abatement will be 100% of the Surface Water drainage element of the standing charge. For the avoidance of doubt, if you have a connection to a sewer vested in the sewerage undertaker, and qualify for a Surface Water abatement, you will still contribute towards the service of draining highways, common areas and sewer infiltration.

5.9 You may elect to be charged by the Company for the volume of surface water disposed to the sewer through a waste water meter. On your request, we will contact the sewerage undertaker on your behalf to install and fit the waste water meter.

The cost of the meter and its installation (including any reconfiguration of the drains required to capture the total flow of waste water from your premises) will be at your expense. Charges will be assessed on the following basis:

X = 95% of the measured water supply (or such other return to sewer allowance as may be set by the Company in accordance with paragraph 5.2 of the Scheme plus in the case of a discharge of trade effluent the separately measured volume of trade effluent passing to sewer.

Y = The volume of waste water (including Surface Water and trade effluent (if any)) measured on the meter as passing to sewer.

Z = The difference in volume between X and Y.

Z will be charged for volumetrically with reference to the R and V rates set out in Schedule 3 to the Scheme.

In addition, standard sewerage charges and trade effluent charges will be paid in accordance with paragraph 5.2 and Schedule 2 and paragraph 8 and the Schedule 3.

The Measured Sewerage Charge in Schedule 2 will apply on the Abated Basis.

5.10 Where no election has been made under paragraph 5.8 and Surface Water only is discharged to a public sewer we will levy a Surface Water only sewerage charge.

5.11 Where pursuant to paragraph 1.5 the sewerage undertaker installs a waste water meter to measure discharges of waste water from premises to its sewer, the sewerage charge will be fixed by reference to the relevant paragraphs of this Scheme.

6 The Assessed Charge - Wessex Water Services Supply

6.1 Premises that are not used wholly or partly as a person's home and do not have a valid rateable value (including for the purposes of this Scheme where a property or properties have undergone reconstruction, alteration, division, subdivision or amalgamation) and cannot sensibly be metered due to the cost exceeding £1,000 ("the Limit") and you have declined to pay the additional expense over the Limit the Company may fix and collect charges for water and sewerage services via the Assessed Charge. This is a charge based on an assessed volumetric consumption based on individual consumption components applicable to your premises. An appropriate band is applied relative to the annual assessed volumetric consumption, set out in the table below. These charges are set out in Schedule 1.

Band	Annual Assessed Volumetric Consumption (m3)
1	46
2	81
3	104
4	123
5	149
6	169
7	189
8	208

6.2 The Company retains the discretion to offer an alternative band in circumstances where it is agreed that the assessed volumetric consumption is not a true reflection of the usage that is likely to occur at the property.

6.3 The Assessed Charge will be payable from the date of occupation of premises that do not have a valid rateable value and cannot sensibly be metered for the reasons set out in paragraph 6.1 above.

7 The Assessed Charge - Bristol Water PLC Supply

7.1 For customers on unmeasured charges in the Bristol Water PLC Supply region, the charges are comprised of a standing charge and a variable charge calculated by the Rateable Value (RV) of their property. Unmeasured customers may choose to switch to measured charges.

7.2 Notional Rateable Value – where unmeasured properties have been structurally altered then we will use a 'notional rateable value' that is based on comparable properties of the same type. These may be used on a temporary basis or as a permanent charge depending on circumstances. This will also apply where the property has been substantially altered so that the loading units have increased by 25%. The charges are detailed in table 3 below:

Property Type	No. of Bedrooms	Notional RV £
Bedsit	1	80
Flat/	1	110
Maisonette	2	140
	3	170
	4*	200
Terrace	1	170
	2	200
	3	230
	4*	260
Temporary caravan charge		95

Property Type	No. of Bedrooms	Notional RV £
Semi detached	1	230
	2	260
	3	290
	4*	320
Detached	1	290
	2	320
	3	350
	4*	380

*note: Add £30 Notional RV for each additional bedroom.

7.3 Where none of these applies, a fixed annual fee of £384.31 will be used.

8 Trade effluent charges

8.1 Charges are made in respect of the reception, conveyance, treatment and disposal of trade effluent discharged from trade premises pursuant to a trade effluent consent.

8.2 Trade effluent charges are payable by the occupier of the trade premises at the time the discharge of trade effluent is made except where provision to the contrary is made by any agreement to which the sewerage undertaker is a party.

8.3 Where trade effluent is discharged from trade premises into a public sewer, whether directly or indirectly through any intermediate sewer or drain, charges shall be based on the following formula using representative samples taken of the discharge by and at the expense of the sewerage undertaker. The frequency of such sampling is to be determined by the sewerage undertaker in the context of the particular type of business.

$C = R + T$

Where:

C = total charge per cubic metre of trade effluent

R = reception and conveyance charge per cubic metre

T = treatment charge per cubic metre

T comprises:

$$V + \left(\frac{St}{Ss} x^{S} \right)$$

where treatment is primary or where a process is applied producing a similar quality of treated effluent

$$V + \left(\frac{Ot}{Os} x^{B} \right) + \left(\frac{St}{Ss} x^{S} \right)$$

where treatment is secondary or where a process is applied producing a similar quality of treated effluent

Where:-

V = primary treatment (including preliminary treatment) charge per cubic metre

B = the oxidation charge per cubic metre of deemed standard strength settled foul sewage

S = treatment and disposal charge of primary sludges per cubic metre of deemed standard strength foul sewage

Ot = the Chemical Oxygen Demand, COD, of the trade effluent, in mg/l after one hour quiescent settlement

Os = the COD of deemed standard strength settled foul sewage, in mg/l

St = the total suspended solids in the trade effluent, in mg/l, at pH7.0 or at the pH of the mixed sewage

Ss = the total suspended solids of deemed standard strength foul sewage in mg/l.

Where trade effluent is discharged to a sewage disposal works other than by a public sewer or other pipe vested in the sewerage undertaker, the above formula is amended to C = T.

8.4 The charges appearing in Schedule 3 in respect of the elements in sub-paragraph 8.3 will be levied for trade effluent discharged at the deemed standard strength of foul sewage. The deemed standard strength of foul sewage is 802 mg/l COD and 313 mg/l suspended solids.

8.5 Where discharges are relatively small in quantity or weak in strength an annual minimum charge as appearing in Schedule 3 will be applied.

8.6 In addition to the trade effluent charges described above the sewerage undertaker will levy a fixed service charge as appearing in Schedule 3 to this Scheme. Where customers opt to receive a measured service the Measured Service Charge will apply.

8.7 At the absolute discretion of the sewerage undertaker, you may submit results of samples carried out by you which the sewerage undertaker may, at its absolute discretion, use in addition to samples taken by itself, for the purpose of assessing charges.

8.8 We reserve the right to read a customer's meter and to claim charges at such intervals as it thinks fit. Where meters are read at six monthly intervals the Company may further require an existing customer to pay charges monthly

calculated against the average monthly charge over the previous six months' billing period. In the case of new customers, a reasonable assessment will be made of the amount of charges that will fall due in the first six months of trading and the customer will pay such amount in six equal instalments. In either case a reconciliation shall take place on the six monthly meter reading with any surplus or deficit of payment for services provided being recognised by adjustment to the first bill falling due after the actual meter reading.

8.9 Where trade effluent charges are assessed by reference to the recorded water supply to trade premises, it is the responsibility of the occupier of those premises to apply to and agree with the sewerage undertaker an allowance for the non-return to sewer of the water so supplied. Any application or agreement for an allowance only relates to and is effective from the start of the charging year in which the application is made and shall not affect charges raised in earlier charging years. This is a service that we can facilitate on your behalf.

9 The optional sewerage tariff

9.1 If you receive a measured water supply whether from the water undertaker or otherwise and also discharge trade effluent or foul water (effluent) to one of the sewerage undertaker's disposal works, (whether by public sewer or by some other pipe not vested in the sewerage undertaker) you are entitled to make an application in writing to the sewerage undertaker to have the entirety of the discharge charged for by reference to the provisions of paragraph 8 and on the following conditions of this paragraph 9 in respect of the effluent (the Optional Sewerage). We are adept at supporting these applications and will support you.

9.2 By opting to pay charges in respect of the effluent in accordance with the Optional Sewerage Tariff; you must, in addition to trade effluent charges, pay to the sewerage undertaker a non-refundable sampling charge of £500. If your effluent receives preliminary treatment only you not required to pay the sampling charge. Subsequent sampling requests will be charged at £500 per site.

9.3 On receiving a written application to opt to pay for disposal of effluent in accordance with the Optional Sewerage Tariff (including for the avoidance of doubt the £500 sampling charge), the sewerage undertaker will conduct sampling at your premises in order to establish the strength of effluent being discharged. Representative samples normally of a composite nature will be taken over a period not usually exceeding five days. Where there is more than one point of discharge of effluent to the sewerage system the results of an appropriate number of representative samples and associated flows will be aggregated to produce a weighted average.

9.4 We reserve the right to obtain readings from your meters and to claim charges at such intervals as we think fit. We charge interest at the rate provided by this Scheme in respect of charges outstanding 21 days from the date of the bill.

9.5 All outstanding accounts must be paid in full before you are able to opt for the payment of charges in respect of the effluent in accordance with the Optional Sewerage Tariff.

9.6 Customers who have not in the preceding charging year opted to pay charges in accordance with the Optional Sewerage Tariff must, for the tariff to be

effective for the full charging year, make written application to the sewerage undertaker before 30 April 2025. If you do not make a written application by 30 April 2025, the number of months within the charging year in respect of which you may pay charges in accordance with the Optional Sewerage Tariff for Traders shall reduce by one month for each month you delay in making the written application (a month for the purpose of ascertaining delay includes part of a calendar month). In these circumstances the sewerage undertaker will obtain a meter reading on the date from which the Optional Sewerage Tariff will be effective or will apportion consumption over a bill period spanning this date, whichever is appropriate. If sampling is not complete by the date of the first bill in the charging year, but the application is made before 30 April 2025 and is otherwise accepted by the sewerage undertaker, charges based on the Optional Sewerage Tariff will, when sampling is complete, be back dated to the beginning of the charging year. In the interim you will continue to be billed and will continue to pay measured sewerage charges as appearing in Schedule 2. Appropriate adjustments will then be made.

9.7 Having applied to be charged in accordance with the Optional Sewerage Tariff and the sewerage undertaker having accepted the application, you must continue to pay charges in respect of the disposal of effluent in accordance with the Optional Sewerage Tariff for the remainder of the charging year. You will not have to reapply to pay charges in accordance with the Optional Sewerage Tariff in a following charging year. If you have, in the preceding charging year, elected to pay charges in accordance with the Optional Sewerage Tariff and wish to revert to paying measured sewerage charges in accordance with Schedule 2, you must make a written application to the sewerage undertaker to do so, such application to be received by the sewerage undertaker prior to the issue of the first bill for charges applicable to this charging year. This is a process we can support with.

9.8 The Optional Sewerage Tariff is only available to a sole customer of premises consisting of a single site occupied by the customer alone. The sewerage undertaker's decision as to eligibility is final.

9.9 The Company reserves the right, at its expense, to carry out further sampling during the charging year for the purposes of reviewing and if appropriate increasing charges being levied under the Optional Sewerage Tariff. If you refuse to allow further sampling the Optional Sewerage Tariff ceases to apply. In these circumstances charges in accordance with the Optional Sewerage Tariff remain payable until the date the Optional Sewerage Tariff ceases to apply (which for the avoidance of doubt is the date on which the sewerage undertaker is refused access for the purposes of carrying out further sampling) and for the remainder of the charging year measured sewerage charges as appearing in Schedule 2 will apply.

9.10 The decision of the sewerage undertaker as to the strength of customers' effluent, whether it be determined following sampling under paragraph 9.3 above or paragraph 9.9 above, are final. However, in the event that samples taken in accordance with paragraph 9.9 are of a strength greater than those obtained under paragraph 9.3 and this would have an adverse effect on your bill, you may, at their option, decide to revert to payment of measured sewerage charges as appearing in Schedule 2.

9.11 The right to participate in this or any other non-standard tariff in subsequent charging years is dependent on there being no arrears on your accounts at the end of this charging year.

10 Managed demand tariff

10.1 If you receive a measured water supply from a water undertaker you are entitled to make application in writing to the undertaker to pay charges in accordance with the tariff described as the Managed Demand Tariff as appearing in Schedule 1a to this Scheme on the conditions set out in this paragraph.

10.2 Customers who opt for the Managed Demand Tariff may be required by the water undertaker to limit consumption sourced from that undertaker to an hourly flow of 10% of the average hourly usage in the preceding charging year for a specified period except for any water needed for firefighting or other such emergency purposes. The duration of the period of limited consumption will be no longer than four hours. Twenty-four hours' notice of the requirement to limit consumption will be given in writing via First Class Post, Email, Facsimile or hand.

10.3 To be eligible for the Managed Demand Tariff, you will need to demonstrate to the water undertaker the existence of either:

10.3.1 an adequate water storage capability, which for indicative purposes the water undertaker would expect to be not less than equivalent to 50% of your daily average use based on consumption over the previous charging year, or

10.3.2 an alternative source of water other than one supplied by the water undertaker which yields sufficient water to satisfy the said condition, or

10.3.3 a combination of the above two conditions 10.3.1 and 10.3.2.

10.4 The water undertaker will be entitled to enter the premises in order to verify that a notice to limit consumption has been or is being complied with. The water undertaker will also be entitled to fit necessary logging devices to your water supply pipes in order to capture the necessary data.

10.5 If you at any time fail to limit consumption, you will be liable to pay charges for water consumed by reference to the water registered on the meter or meters serving the premises in accordance with the standard measured volumetric rate shown in Schedule 1 of the Scheme.

10.6 Sewerage and trade effluent charges are unaffected by the Managed Demand Tariff and will be recovered in accordance with the general provisions of this Scheme.

10.7 All outstanding accounts must be met in full before you will be able to opt for the Managed Demand Tariff.

10.8 Provided the application is accepted by the sewerage undertaker, the Managed Demand Tariff will be effective from the date of the next meter reading after receipt of the written application.

10.9 Having applied for the Managed Demand Tariff and the sewerage undertaker having accepted the application, you must remain on the tariff for the remainder of the charging year. You will not have to reapply to pay charges in accordance with the tariff in a following charging year. If you have in the preceding charging year elected to pay charges in accordance with the tariff and wish to revert to paying charges for a non- interruptible service in accordance with Schedule 1, you must make a written application to the sewerage undertaker, such application to be received by the Company prior to the issue of their first bill for charges applicable to this charging year.

10.10 The right to participate in any similar non-standard tariff in subsequent charging years is dependent on there being no arrears on your account at the end of this charging year.

11 Reservation charges (applicable to Wessex Water wholesale customers only)

11.1 The Company reserves the right to require the occupier of a single premises to which a non-domestic supply of water (or a mixed supply of water where part of the supply is used for non-domestic purposes) is made available by the water undertaker through one or more meters, being a premises with a source of water other than that supplied by the Company ("the Alternative Source of Water") to pay charges in accordance with this paragraph and Schedule 4.

11.2 The water undertaker may give notice to such occupier asking whether a standby supply of water for non-domestic purposes is required. Where such a supply is requested the occupier must give notice in writing to the water undertaker by no later than 1 April of the relevant charging year and provide the occupier's maximum required daily volume of water ("Reserved Capacity").

11.3 If in the view of the water undertaker the Reserved Capacity cannot be supplied (and a revised Reserved Capacity cannot be agreed by 15 April) the water undertaker will advise The Company. The Company will then notify you of their finding

11.4 Where you fail to give such notice the Company shall be entitled to conclude that a standby non-domestic supply is not required and deem the Reserved Capacity to be nil.

11.5 The water undertaker will be entitled to fit logging devices to your water supply pipes in order to record the volume of water supplied on a daily basis.

11.6 The occupier shall pay Reservation Charges shown in Schedule 4, according to the Reserved Capacity irrespective of whether any water is supplied by the Company at either Option 1, 2, 3 or 4 rates.

11.7 The occupier shall additionally pay for water supplied by the water undertaker at the Capacity Usage Charges detailed in Schedule 4. The occupier shall pay Capacity Usage Charges at the same Option as that chosen for Reserved Capacity Charges. The occupier shall also pay a Measured Service Charge as detailed in Schedule 4.

11.8 Where you wish to exceed the Reserved Capacity you will give to the water undertaker no less than 24 hours' notice of their desire to take an increased maximum daily amount of water from the water undertaker. Subject to the water undertaker confirming the availability of water to you without putting the undertaker's other customers at risk, you may take the additional amount of water agreed by the Company and shall pay for the volume of water used but not reserved at the Above Capacity Charge Rate and at the Capacity Usage Charge Rate in Schedule 4.

11.9 Where a nil maximum required volume has been or is deemed to be notified you will give to the Company no less than 24 hours' notice of desire to take a maximum daily amount of water from the Company. Subject to the water undertaker confirming the availability of water to you without putting the undertaker's other customers at risk, you may take the amount of water agreed by the water undertaker and shall pay for the volume of water used at the Above Capacity Charge and the Capacity Usage Charge in Schedule 4.

11.10 If the water undertaker identifies that supplies to customers generally could be put at risk in circumstances where a Reserved Capacity is exceeded the water undertaker reserves the right to downsize the relevant meter or meters to a size appropriate for the Reserved Capacity.

11.11 Where it is demonstrated to the water undertaker's satisfaction that the water supply cannot be used to augment or replace the Alternative Source of Water charges to the occupier will be recovered in accordance with the general provisions of the scheme.

11.12 You will not have to reapply to reserve a supply of water for the following charging year. Unless the water undertaker is advised otherwise or unless the Reserved Capacity in the year has been exceeded, it will be assumed that the Reserved Capacity for the following charging year will remain the same as in the current charging year. Where a Reserved Capacity has been exceeded in a charging year, unless the water undertaker is advised otherwise, it will be assumed that the Reserved Capacity for the following charging year will be the reserved capacity in the previous charging year. In that following charging year, you will pay Reserved Capacity Charges according to the assumed or newly advised Reserved Capacity.

11.13 Sewerage and Trade Effluent charges are unaffected and will be recovered in accordance with the general provisions of the Scheme.

12 Taxes

12.1 We will collect and account for all due taxes lawfully charged for the provision of any services.

12.2 The VAT liability on charges for water supply and some waste water services depends on whether the predominant activity of the business to which the bill for services is addressed is classed as industrial within the terms of divisions 1-5 of the 1980 edition of the Standard Industrial Classification (SIC) published by the Government Statistical Service.

12.3 Measured and unmeasured charges for water supplied to industrial customers are subject to VAT at the standard rate.

12.4 Measured and unmeasured water charges to customers other than those falling within paragraph 12.2 above are zero rated.

12.5 Charges for wastewater disposal via a public sewer are zero rated.

12.6 In cases where VAT treatment is certain liability to VAT is identified in the schedules. Where further information is required to determine liability the phrase “VAT is payable in certain circumstances” is used in the Schedules.

13 Scale of charges

The scale of charges applying under each tariff set out in this Scheme are set out in the Schedules to this Scheme.

14 Interest

We may require you to pay interest on the late payment of any charges due under this Scheme until payment is made in full. Interest will be calculated in accordance with the customer’s contract.

15 Interpretation

15.1 Words and expressions used in this Scheme have the meanings prescribed to them by the Act or Licence save where the context otherwise requires.

15.2 The words and phrases below have the following meanings:

"**Assessed Charge**" has the meaning ascribed in paragraph 6 of this Scheme.

"**Premises**" includes any building or part of a building which is separately occupied and land or an interest in land.

"**Surface Water**" means rainwater draining from roofs of buildings and yards and other hardstanding areas appurtenant to buildings.

"**Trade effluent consent**" means any consent given or agreement entered into by the Company or any of its predecessor bodies under or in pursuance of any provision of the Act or of any other Act or subordinate legislation whereby the discharge of trade effluent to the public sewer or a sewage disposal works (whether directly or indirectly through any intermediate sewer or drain) is authorised.

"**Water and sewerage undertaker**" means the Company appointed to carry out water and/or sewerage duties under the Act. Also referred to as undertaker, water undertaker or sewerage undertaker.

Any reference to the Act in this Scheme includes a reference to the Act as amended or modified by subsequent legislation or by statutory instrument.

16 Information

16.1 Further information or advice about any aspect of this Scheme may be obtained from:

Water 2 Business Limited
21e Somerset Square
Nailsea
BRISTOL
BS48 1RQ
Telephone: 0345 600 3 600

16.2 Complaints about the application of this Scheme may be referred to the Consumer Council for Water, 1st Floor Victoria Square House, Victoria Square, Birmingham, B2 4AJ, telephone 0300 034 2222, or see www.ccwater.org.uk. The Consumer Council for Water's function is to ensure effective consumer representation and to investigate individual customer complaints. The detailed procedure for complaints made to the Consumer Council for Water, including where a customer is dissatisfied with the Consumer Council for Water's findings, can be found in the Consumer Council for Water's document 'How we will deal with your complaint'.

SCHEDULE 1

UNMEASURED WATER SUPPLY CHARGES 2025-2026

Category of charge	£
Water supply charges	
Unmetered fixed charges (£ per annum)	
Standing charge	56.51
Sprinkler fee	183.15
Special category	132.91
Unmetered variable charges (£ per RV)	
Rateable value charge	2.9879
Other unmetered charges (£ per annum)	
Assessed Band 1	225.01
Assessed Band 2	330.72
Assessed Band 3	403.98
Assessed Band 4	462.59
Assessed Band 5	541.08
Assessed Band 6	604.92
Assessed Band 7	665.62
Assessed Band 8	723.18

Schedule 1a – Wessex Water Services Limited Water Supply Charges
Measured water supply charges 2025-2026

Charges for a non-interruptible supply of metered water

Band	1	2	3	4	5
Customer using (m3 per annum) of water service	0-500	501-19,999	20,000 - 161,999	162,000- 341,999	≥ 342,000
Meter charge <25mm (£ per annum)	72.76	5.40			
Meter charge ≥25mm (£ per annum)	126.13	60.48			
Site based charge (£ per annum)			126.36	177.12	285.12
Volume charge ≤ 20,000m3 (£ per m3)	3.0946	3.1935	3.1935	3.1935	3.1935
Volume charge > 20,000m3 ≤ 100,000m3 (£ per m3)			2.6147		
Volume charge > 100,000m3 ≤ 150,000m3 (£ per m3)				1.8669	
Volume charge > 150,000m3 (£ per m3)					1.5209

Where the customer elects for an interruptible supply the above metered based charges apply save for those that are varied as per the managed demand tariffs as follows

Band	1	2
Customer using (m3 per annum) of water service	5,000 - 19,999	≥ 20,000
Meter charge < 25mm (£ per annum)	254.86	
Meter charge ≥ 25mm (£ per annum)	309.28	
Site based charge (£ per annum)		462.24
Volume charge ≤ 20,000m3 (£ per m3)	2.9059	2.9987
Volume charge > 20,000m3 (£ per m3)	2.4600	2.4560

Schedule 1b – Bristol Water PLC Water Supply Charges
Measured water supply charges 2025-2026

Band	A	B	C	D	E	F	G2	G	U
Customer using (m3 per annum) of water service	>250,000	100,001 - 250,000	50,001 - 100,000	15,001 - 50,000	5,001 - 15,000	1001 - 5,000	501- 1000	0 - 500	Unmeasured
Fixed Annual Charge (£ per annum)	31,329.50	12,465.53	5,351.62	2,423.67	50.12	14.56	6.72	74.03	69.92
Volume Charge (£ per m3)	1.2718	1.3521	1.4289	1.5044	1.6978	1.7222	1.7446	1.6906	1.5484

Bristol Water PLC – Assessed Charges

Where it is not possible to fit a meter and the customer does not wish to remain on Rateable Value charging, an assessed charge will be levied. Further details of this can be found in paragraph 7.

Where water is not used by the customer in a production process a banded charge will be levied. Bands will consist of up to 5 employees. The first band is charged at £72.91, subsequent bands are charged at £52.42. In addition, a standing charge of £63.02 will be made.

Schedule 1c

Water supply miscellaneous charges 2025-2026

Where miscellaneous (or “non-primary”) charges are incurred by The Company from the relevant undertakers on your behalf, The Company will charge you the wholesale cost plus a reasonable administration fee (£25) in most cases. The Company will from time to time increase this fee for services where the administration time and cost is significantly greater. In these instances, you will be advised in quote form before any works is carried out.

Schedule 2

Unmeasured sewerage charges 2025-2026

Category of charge	£
Sewerage charges	
Unmeasured fixed charges (£ per annum)	
Standing charge	56.51
Surface Water Drainage charge	28.26
Highway Drainage charge	82.68
Unmetered variable charges (£ per RV)	
Rateable Value Foul Water charge	2.2969
Rateable Value Surface Water Drainage charge	0.1718
Rateable Value Highway Drainage charge	0.1591
Other unmetered charges (£ per annum)	
Assessed Band 1	227.11
Assessed Band 2	313.97
Assessed Band 3	374.67
Assessed Band 4	422.82
Assessed Band 5	486.66
Assessed Band 6	538.98
Assessed Band 7	589.22
Assessed Band 8	636.32

Schedule 2

Measured sewerage charges 2025-2026

Charges for a metered sewerage service

Band	1	2
Customer discharging (m3 per annum) of sewerage	0 - 500	≥ 500
Charge per water meter point (£ per annum)	56.51	
Volume charge (£ per m3)	2.6713	2.8076

Subject to a minimum annual charge of £20,000 and a one-off sampling fee of £500 customers may elect to pay sewerage charges based on the actual strength of the effluent discharged - the “Optional Sewerage Tariff”

In this case the volume charges above will be those set out under R, V B and S under the schedule of trade effluent charges

Schedule 2

Measured sewerage charges 2025-2026

Drainage Charges

Where water use is ≤ 20,000m3	Full	Incl surface water drainage rebate
	£/annum	£/annum
Non-household meter < 25mm	54.42	26.16
Non-household meter ≥ 25mm < 30mm	276.30	133.96
Non-household meter ≥ 30mm < 40mm	452.12	219.78
Non-household meter ≥ 40mm < 50mm	619.57	301.41
Non-household meter ≥ 50mm < 65mm	1,136.58	551.54
Non-household meter ≥ 65mm < 80mm	1,651.49	801.67
Non-household meter ≥ 80mm < 100mm	2,903.19	1,408.69
Non-household meter ≥ 100mm < 125mm	5,032.97	2,441.65
Non-household meter ≥ 125mm < 150mm	6,838.30	3,318.68
Non-household meter ≥ 150mm < 200mm	10,324.44	5,009.94
Non-household meter ≥ 200mm	13,676.61	6,636.32

Where water use is > 20,000m3 or where waste is charged on the basis of strength	Full	Incl surface water drainage rebate
	£/annum	£/annum
Where water use is above 20,000m3 and below 162,000m3	3,594.80	1,743.50
Where water use is above 162,000m3 and below 342,000m3	9,018.90	4,376.90
Where water use is > 342,000m	14,374.80	6,975.10
Where waste is charged on the basis of strength	7,187.40	3,488.10

Where the premises is primarily made up of houses	Full	Incl surface water drainage rebate
	£/annum	£/annum
Drainage charge per house	54.42	26.16

Schedule 3

Trade effluent charges 2025-2026

Band	1	2	3	4
Customer discharging (m3 per annum) of trade effluent service	0 - 500	501 - 24,999	25,000 - 49,999	> 50,000
Fixed charge (£) per annum	56.51			
Measured service charge (£ per annum)	389.32	409.20	579.70	819.50
R (reception & conveyance) ≤ 80 Ml of total waste discharge (£ per m3)*	1.1019	1.1582		
R (reception & conveyance) > 80 Ml of total waste discharge (£ per m3)*				0.4827
V (primary treatment) charge (£ per m3)	0.4564	0.4797		
B (secondary treatment charge) ≤ 80Ml of total waste discharge (£ per m3)*	0.6558	0.6893		
B (secondary treatment charge) > 80Ml of total waste discharge (£ per m3)*				0.5859
S (sludge treatment and disposal charge) (£ per m3)	0.3410	0.3584		

* In cases where sewerage customers have elected to pay on the basis of the strength of effluent the "total waste discharge" will be the addition of foul sewerage and trade effluent volumes.

B Charges are stated at the assumed standard strength of 802 mg/l
S Charges are stated at the assumed standard strength of 313 mg/l

Schedule 4

Reservation tariff 2025-2026 – (Wessex Water Services Limited only)

Tariff Option	Reserved Capacity (m3/day)	Measured Service Charge (£ per annum)	Reservation Charge (£ per m3/day)	Capacity Usage Charge (£ per m3)	Above Capacity Charge (£ per m3)
1	> 55 m3/day	462.24	361.14	1.9588	2.6147
2	> 137 m3/day	462.24	333.77	1.8104	2.6147
3	> 444 m3/day	462.24	241.65	1.3107	1.8669
4	> 937 m3/day	462.24	195.46	1.0601	1.5209

Schedule 5

Properties eligible for metering from 1 April 1994

All premises which, in common with other premises in separate occupation, are connected to Wessex Water's water mains and are served by a single common metered water supply in circumstances where no agreement exists to which Water 2 Business Limited is a party for payment of charges in respect of all the premises by the occupier of one of the premises.

Schedule 6

Properties eligible for metering from 1 April 2005

All premises, other than domestic premises, where the discharge of waste water to a sewer exceeds the volume of water supplied by Wessex Water or by an appointed water undertaker or a licensed water supplier operating in Wessex Water's area of appointment as an appointed sewerage undertaker.

Schedule 7

Part A
Properties eligible for metering from 1 April 2005

All premises where water is or is to be used at the premises for watering a garden, other than by hand, by means of any apparatus.

Part B
Properties eligible for metering from 1 April 2006

All premises where water is or is to be used at the premises for automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres.

Part C
Properties eligible for metering from 1 April 2015

All premises receiving a supply of water from Wessex Water:

(a) which are Household Premises; and

(b) fall within Wessex Water's area of appointment as a water undertaker; and

(c) there has been a change in the occupation of the premises and no charges have yet been demanded from the person who has become the consumer.