

Household Charges Scheme 2020-21

South West Water Limited's Area of Operation



CUSTOMER CONTACT INFORMATION

Customers may contact us:

ON-LINE:

You can e-mail us using our on-line form via southwestwater.co.uk.

For all customer contacts including changes of address, debit/credit card payments, Direct Debit applications or instalment applications, visit the website.

BY TELEPHONE:

Accounts Helpline: **0344 346 1010**

Open 8am-6pm Mon-Fri, 9am-1pm Sat, closed on Sundays and bank holidays.

Services Helpline: **0344 346 2020**

Open 8am-6pm Mon-Fri, emergencies only outside these times.

Other Useful Numbers:

Leakage: 0800 230 0561

Minicom: 0800 169 9965

Text Relay: please ring 18001 followed by the helpline number

BY AUTOMATED TELEPHONE SERVICE (24 hours):

Debit card payment 0800 230 0750

Direct Debit set up 0800 083 2365

Meter installation 0800 083 4301

Meter estimate rebilling 0800 083 4247

BY LETTER:

Customer Accounts, South West Water, PO Box 4762, Worthing BN11 9NT.

MAIN OFFICE

Head Office and Registered Office: Peninsula House, Rydon Lane, Exeter, Devon, EX2 7HR.

Enquiries about charges payable for a property

If a meter has been installed at a property we shall require a new occupier to pay measured charges, even if the current occupier is not paying measured charges.

If you wish to check whether you will pay measured or unmeasured charges for a property you are thinking of buying, please contact us as above.

CHARGES 2020-21

This document contains details of South West Water's Charges Scheme for domestic customers for 2020-21. The Scheme is made under the provisions of the Water Industry Act 1991 (as amended by the Water Industry Act 1999 and Water Act 2014).

The charges come into force on 1 April 2020.

This document is one of four charging documents as set out below:

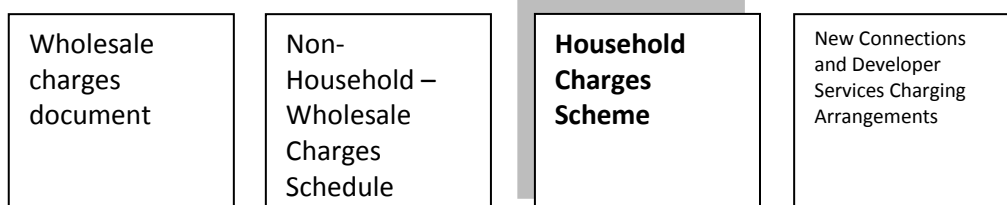


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SECTION 1 - TABLE OF CHARGES FOR SINGLE SERVICE CUSTOMERS 2020/21

The following table contains the tariffs and charges for Domestic customers who only receive either a water service or a sewerage service from South West Water. Further details of these charges can be found in Appendix II.

Description of Charge	Charge 2020/21 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge	163.01
2. Variable charge (per £ RV)	1.4129
3. Assessed Charge	
One Person Assessed Charge	141.79
Two Person Assessed Charge	210.93
Multi-occupancy Assessed Charge	269.00
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	150.31
Properties up to £50 RV – no surface water	129.06
Properties over £50 RV – with surface water	173.01
Properties over £50 RV – no surface water	151.76
2. Variable charge	
(per £ RV) foul, surface water and highway	3.8668
(per £ RV) foul water and highway	3.3668
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	220.69 : 176.98
Two Person Assessed Charge (surface water: no surface water)	334.36 : 273.61
Multi-occupancy Assessed Charge (surface water: no surface water)	431.12 : 355.87
4. Surface Water Only Charge	70.07
Measured Domestic Water Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm	52.01
2. Volume charge (per cubic metre)	1.9101
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	70.79 : 49.54
2. Volume charge	
(per cubic metre) foul, surface & highway	3.3364
(per cubic metre) foul and highway	2.8364

SECTION 2 – TABLE OF CHARGES FOR DUAL SERVICE CUSTOMERS 2020/21

The following table contains the tariffs and charges for Domestic customers who receive both water and sewerage services from South West Water. Further details of these charges can be found in Appendix II.

Description of Charge	Charge 2020/21 £ (excluding VAT)
Unmeasured Domestic Water Tariff	
1. Fixed charge	150.65
2. Variable charge (per £ RV)	1.4129
3. Assessed Charge	
One Person Assessed Charge	127.98
Two Person Assessed Charge	197.12
Multi-occupancy Assessed Charge	255.19
Unmeasured Domestic Sewerage Tariff	
1. Fixed charge:	
Properties up to £50 RV – with surface water	137.95
Properties up to £50 RV – no surface water	116.70
Properties over £50 RV – with surface water	160.65
Properties over £50 RV – no surface water	139.40
2. Variable charge	
(per £ RV) foul, surface water and highway	3.8668
(per £ RV) foul water and highway	3.3668
3. Assessed Charge	
One Person Assessed Charge (surface water: no surface water)	203.75 : 160.04
Two Person Assessed Charge (surface water: no surface water)	317.42 : 256.67
Multi-occupancy Assessed Charge (surface water: no surface water)	414.18 : 338.93
4. Surface Water Only Charge	57.71
Measured Domestic Water Tariff	
1. Fixed charge (Meter size):	
up to and incl. 22mm	38.20
2. Volume charge (per cubic metre)	1.9101
Measured Domestic Sewerage Tariff	
1. Fixed charge (Meter size):	
up to and incl. 22mm – surface water/no surface water	53.85 : 32.60
2. Volume charge	
(per cubic metre) foul, surface & highway	3.3364
(per cubic metre) foul and highway	2.8364

SECTION 3 – TABLE OF CHARGES – SUPPORT TARIFFS 2020/21

The following table contains the tariffs and charges for Domestic single user customers who are on either the WaterCare or WaterSure tariff. Further details of these charges can be found in Appendix II.

Description of Charge	Charge 2020/21 £ (excluding VAT)		
Unmeasured Domestic Water Tariff			
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge	70.89	106.35	120.52
Two Person Assessed Charge	105.47	158.21	179.29
Multi-occupancy Assessed Charge	134.50	201.76	228.65
Unmeasured Domestic Sewerage Tariff			
1. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge (surface water)	110.35	165.52	187.59
Two Person Assessed Charge(surface water)	167.18	250.77	284.21
Multi-occupancy Assessed Charge (surface water)	215.56	323.34	366.45
One Person Assessed Charge (no surface water)	88.49	132.73	150.43
Two Person Assessed Charge(no surface water)	136.81	205.21	232.57
Multi-occupancy Assessed Charge (no surface water)	177.93	266.90	302.49
Measured Domestic Water Tariff			
1. WaterCare Tariff (Fixed charge)			
WaterCare Band 1			26.01
WaterCare Band 2			39.02
WaterCare Band 3			44.21
2. WaterCare Tariff Volume charge (per cubic metre)			
WaterCare Band 1			0.9550
WaterCare Band 2			1.4326
WaterCare Band 3			1.6236
3. WaterSure Tariff annual charge			209.26
Measured Domestic Sewerage Tariff			
1. WaterCare Tariff (Fixed charge)			
WaterCare 1- surface water/no surface water			35.40 : 24.77
WaterCare 2- surface water/no surface water			53.09 : 37.16
WaterCare 3- surface water/no surface water			60.17 : 42.11
2. WaterCare Tariff Volume Charge (per cubic metre)			
WaterCare 1 surface water/no surface water			1.6682 : 1.4182
WaterCare 2 surface water/no surface water			2.5023 : 2.1273
WaterCare 3 surface water/no surface water			2.8359 : 2.4109
3. WaterSure Tariff annual charge			311.19

The following table contains the tariffs and charges for Domestic dual user customers who are on either the WaterCare or WaterSure tariff. Further details of these charges can be found in Appendix II.

Description of Charge	Charge 2020/21 £ (excluding VAT)		
Unmeasured Domestic Water Tariff			
2. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge	63.98	95.99	108.78
Two Person Assessed Charge	98.56	147.85	167.55
Multi-occupancy Assessed Charge	127.59	191.40	216.91
Unmeasured Domestic Sewerage Tariff			
2. WaterCare Tariff Assessed Charge Band 1 : 2 : 3	<u>1</u>	<u>2</u>	<u>3</u>
One Person Assessed Charge (surface water)	101.88	152.82	173.19
Two Person Assessed Charge(surface water)	158.71	238.07	269.81
Multi-occupancy Assessed Charge (surface water)	207.09	310.64	352.05
One Person Assessed Charge (no surface water)	80.02	120.03	136.03
Two Person Assessed Charge(no surface water)	128.34	192.51	218.17
Multi-occupancy Assessed Charge (no surface water)	169.46	254.20	288.09
Measured Domestic Water Tariff			
4. WaterCare Tariff (Fixed charge)			
WaterCare Band 1			19.10
WaterCare Band 2			28.66
WaterCare Band 3			32.47
5. WaterCare Tariff Volume charge (per cubic metre)			
WaterCare Band 1			0.9550
WaterCare Band 2			1.4326
WaterCare Band 3			1.6236
6. WaterSure Tariff annual charge			209.26
Measured Domestic Sewerage Tariff			
4. WaterCare Tariff (Fixed charge)			
WaterCare 1- surface water/no surface water			26.93 : 16.30
WaterCare 2- surface water/no surface water			40.39 : 24.46
WaterCare 3- surface water/no surface water			45.77 : 27.71
5. WaterCare Tariff Volume Charge (per cubic metre)			
WaterCare 1 surface water/no surface water			1.6682 : 1.4182
WaterCare 2 surface water/no surface water			2.5023 : 2.1273
WaterCare 3 surface water/no surface water			2.8359 : 2.4109
6. WaterSure Tariff annual charge			311.19

SECTION 4 - MAIN TYPES OF CHARGES AND TARIFFS

Unmeasured domestic charges

- 4.1 Unmeasured charges for water and sewerage services are paid by domestic customers occupying properties which do not have water meters installed or who are not paying Assessed Charges.
- 4.2 The unmeasured charge consists of a fixed¹ charge for both water and sewerage plus a variable charge for both water and sewerage except for those properties detailed in 4.13 and 4.14. The fixed charge will be an annual charge per chargeable property. The variable charge will be per £ of the chargeable rateable value of the property. This is based on the rateable value which was formerly assigned to the property by the Valuation Officer for the purposes of calculating Local Authority Rates.
- 4.3 The rateable values used for properties are those set out in the Valuation List at 31 March 1990. Council Tax Bandings are not used for calculating charges and therefore any change to a property's Council Tax Band will not affect the unmeasured charges a customer has to pay.
- 4.4 The chargeable rateable value of the property is:
- a) Rated properties – the Rateable Value of the property.
 - b) Unrated properties – where a property does not have a rateable value specifically assigned to it, and the Company has not installed a water meter, the Company will charge the occupier of that property:
 - i. unmeasured charges equivalent to the charges for a property with a Rateable Value of £150 in the case of a flat;
 - ii. unmeasured charges equivalent to the charges for a property with a Rateable Value of £200 in the case of a house;
 - iii. unmeasured charges equivalent to the charges for a property with a Rateable Value of £50 in the case of households on the Isles of Scilly. From 1 April 2021 this will increase to £75, with the standard policy shown in paragraphs i. and ii. above applying from 1 April 2022.
- 4.5 Rateable values cannot now be altered but customers who believe they are paying too much for their use of services for their homes can have a meter installed free of charge and pay charges based on usage (see Section 9).
- 4.6 Water charges are set to recover the costs of collecting, treating and transporting drinking water to premises. The income recovered from all unmeasured customers reflects the costs of supplying water to the group as a whole.
- 4.7 Sewerage charges are set to recover the costs of receiving, treating and disposing of foul sewage; receiving, treating and disposing of surface water; and receiving, treating and disposing of highway drainage. All domestic customers connected to our sewers pay for highway drainage in our unmeasured sewerage tariffs. There are separate tariffs for foul and surface water use; foul use only; and surface water use only.
- 4.8 Similarly the income recovered from all unmeasured customers reflects the costs of supplying sewerage services to the group as a whole.
- 4.9 Generally fixed charges for both water and sewerage services act as a balancing mechanism to the fact that rateable value based charging does not necessarily reflect

¹ formerly known as standing charges

completely accurately water usage in a property. The fixed charges act to increase the charges paid by occupiers of low rated properties while reducing the charges paid by occupiers of highly rated properties to more fairly share the burden of payment across all rateable value customers.

- 4.10 The sewerage fixed charge contains an amount for part of the costs of surface water drainage. Please see paragraphs 6.11 to 6.13 for details of the application of the sewerage tariffs.
- 4.11 Water and sewerage charges also include the cost of managing data and issuing bills, handling customer enquiries such as operational incidents, enquiries relating to billing and payments, receiving and processing customer payments and maintaining account records, monitoring outstanding debt, issuing reminders, debt recovery and providing affordability initiatives.
- 4.12 The charges for 2020/21 can be found in Section 1 for single service customers and Section 2 for dual service customers. Section 3 contains information on the South West Water (“the Company”) Support Tariffs.

Exceptions

- 4.13 In the absence of any special agreement:
- a) in any rating district, the water hereditaments of any statutory water undertaker; or
 - b) any hereditament which any company responsible for gas pipelines is to be treated as occupying in a rating area by virtue of Section 53 of the Local Government Finance Act 1988 and regulations made thereunder; or
 - c) any hereditament which an electricity distribution company is to be treated as occupying in a rating area by virtue of Section 53 of the Local Government Finance Act 1988 and regulations made there under shall be subject to an annual charge of £2.6355 in the £ on 50% or such other proportion as may be agreed of the chargeable rateable value thereof.
- 4.14 No charge shall be made in respect of hereditaments occupied by a telecommunications company comprising:
- posts, wires, underground cables and ducts, telephone kiosks and other equipment not within a building, being property used for the purposes of telecommunication services.

Measured domestic charges

- 4.15 Measured domestic charges are paid by occupiers of properties where a water meter provided by the Company has been installed. In this Charges Scheme reference to a “meter”, a “water meter”, or a “chargeable meter” shall mean a water meter installed for the purposes of determining charges except those meters installed or charged under Paragraph 4.21(multiple meters) or where specifically excluded.
- 4.16 The standard domestic measured charges for water and sewerage services are paid by all domestic customers except for those who have registered with the Company to pay the WaterSure Tariff (see Section 7) or the WaterCare Tariff (see Section 8).
- 4.17 The measured domestic charges consist of a fixed charge for both water and sewerage plus a volume charge per cubic metre for both water and sewerage.

- 4.18 The water fixed charge - for each main charging meter there will be an annual fixed charge based on its size. The sewerage fixed charge - for each charging meter there will be an annual fixed charge based on its size and whether or not a property has a surface water drainage connection. Where no meter size is indicated on the meter a notional meter size will be assessed by the Company by reference to the maximum potential flow through the meter.
- 4.19 The volume charge for water will be calculated on the volume as recorded by the meter. Sewerage volume charges are based on the amount of water measured by the meter. A 5% allowance is given as standard (the Non Return to Sewer Allowance) in recognition of the fact that some water will be used but not returned to the sewer. The discount on the charges will not be increased other than, as set out in Sections 6.20 to 6.25. The volume charge will be increased by the volume of water from alternative sources which are discharged to the sewer, as set out in Sections 6.29 to 6.34.
- 4.20 The Company may require customers to pay to have additional meters installed to record water used for certain activities where the water is not returned to a sewer after use. Additional allowances will not be granted for garden watering; replenishing of external swimming pools; or any other external use where it is feasible in the Company's view to sub-meter such use (6.20 to 6.25).
- 4.21 Multiple meters - Where a customer is charged on a measured basis for water supplied to a single private residence and either:
- a) more than one meter has been installed to measure all water used at the property; or
 - b) there is installed an additional meter of an approved type on the same service pipe so as to measure water being supplied to an external tap,
- and for any property where there is installed an additional meter or meters of an approved type on the same service pipe for the purposes of measuring use of water and sewerage services where water is recycled or rainwater is used, there will be an additional annual fixed charge of £6.50 per meter to cover additional reading and billing costs.
- 4.22 The water fixed charges are set to recover the costs of meter maintenance and replacement. The sewerage fixed charge also contains an amount for surface water drainage. Please see paragraphs 6.11 to 6.13 for details of the application of the sewerage tariffs.
- 4.23 The water charge per cubic metre is set to recover the costs of collecting, treating and transporting drinking water to premises. The income recovered from all measured customers reflects the costs of supplying water to the group as a whole.
- 4.24 Sewerage charges are set to recover the costs of receiving, treating and disposing of foul sewage; receiving, treating and disposing of surface water; and receiving, treating and disposing of highway drainage. All domestic customers connected to our sewers pay for highway drainage in our metered sewerage tariffs. There are separate tariffs for foul and surface water use and foul water use only.
- 4.25 Similarly the income recovered from all measured customers reflects the costs of supplying sewerage services to the measured group as a whole.
- 4.26 Water and sewerage charges also include the cost of managing data and issuing bills, handling customer enquiries such as operational incidents and metering, enquiries relating to billing and payments, receiving and processing customer payments, reading meters and maintaining account records, monitoring outstanding debt, issuing reminders, debt recovery and providing affordability initiatives.

4.27 The full charges for 2020/21 can be found in Section 1 for single service customers and Section 2 for dual service customers. Section 3 contains information on the Company Support Tariffs.

Assessed charges for domestic customers

4.28 Assessed Charges for water and sewerage services will be offered where a domestic customer has applied for a meter but the cost of installing a meter would be unreasonable or it would not be practical to install a meter and where no agreement has been made for a single meter to serve more than one property (see 4.30). The Assessed Charges are:

- Single Person Assessed Charge
- Two person Assessed Charge
- Multi-occupancy Assessed Charge

4.29 Customers may continue to pay the due unmeasured charges for the property they are occupying rather than the Assessed Charge if they so wish.

4.30 Additionally the Company may apply the appropriate Assessed Charge to each of the residents where a single property is sub-divided or let as residential accommodation units which are not discrete self contained dwelling units but have shared or communal facilities and where the Landlord or some other person has not accepted responsibility for the payment of charges for all services provided, or made available to the whole of the property.

4.31 The full charges for 2020/21 can be found in Section 1 for single service customers and Section 2 for dual service customers. Section 3 contains information on the Company Support Tariffs. Please see paragraphs 6.11 to 6.13 for details of the application of the sewerage tariffs.

Support tariffs – WaterCare and WaterSure

4.32 The Company offers two tariffs – WaterCare and WaterSure - to help reduce the bills of customers genuinely struggling to pay. Both tariffs have different criteria to qualify. Further details can be found in Section 7 for WaterSure and Section 8 for WaterCare.

Miscellaneous Charges

4.33 *Animal drinking troughs* – There is an annual charge for an existing outside unmeasured animal drinking trough system (irrespective of consumption and the number of troughs served). The charge will be payable by each customer benefiting from a connection, and is subject to the Company retaining the right to charge on a measured basis. These are non-household charges and are included in that scheme.

4.34 *Lock-up Garages* - Where a lock up garage has available an unmeasured supply, and was separately assessed for general rates on 31 March 1990, the occupier will be charged both a fixed water and sewerage charge plus a variable water and sewerage charge per £ of the chargeable rateable value. The sewerage charges will differ depending on whether the garage is connected for surface water drainage. These are non-household charges and are included in that scheme.

4.35 *Surface water drainage charge* - Where a property benefits only from a connection for surface water drainage; and is not liable to a water supply charge; and does not have the benefit of facilities which drain foul effluent to the Company's sewerage system, the occupier may opt to pay an annual sewerage charge.

4.36 The charges for 2020/21 can be found in Section 1 for single service customers and Section 2 for dual service customers.

4.37 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. £2.5387 per cu.m

Disconnection Charges

4.38 Disconnection at a customer's request is free.

4.39 Should a reconnection be required in future, connection charges will be payable. Connection charges can be found in our New Connections and Developer Services Charging Arrangements

SECTION 5 - LIABILITY TO PAY CHARGES

Water charges

- 5.1 Water charges are payable for a property if a supply of water is available for use in connection with that property. It is not necessary for the property itself to be connected to the water supply.

Sewerage charges

- 5.2 Sewerage charges are payable for a property where the property benefits from the fact that it drains either directly or indirectly to a public sewer (that is one for which the Company is responsible) or benefits from facilities that so drain. Drainage includes surface water drainage such as the rainwater from a roof.

Water and sewerage charges are payable by the occupier of premises

- 5.3 Unless there is an agreement between the Company and somebody else to pay charges for a property, legally the occupier of the property is liable to pay the charges. In the case of a tenanted property it is not sufficient for there to be a clause in the tenancy agreement that the landlord will pay the charges: the landlord must have agreed and confirmed in writing to South West Water that she or he will pay the due charges. Tenants are advised to check that their landlord has agreed in writing to pay the charges.
- 5.4 For a dwelling, since 1 April 2000 the Company has had no legal right to recover charges from anybody other than the occupier of a property. It is still possible for a person to make a new agreement to pay water and sewerage charges for a dwelling which she or he does not occupy but the Company will not be able to recover charges from them if they do not pay (see 5.8).

What will happen if the third party does not pay as they have agreed?

Agreements made before 1 April 2000 and agreements for properties other than dwellings

- 5.5 Where there is an agreement between the Company and a person other than the occupier of a property to pay any charges contained in this Scheme which was made:
- a) for a dwelling before 1 April 2000; and
 - b) for any other property, at any time

and payment is not made within 28 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the person who has made the agreement through the Court.

- 5.6 The Company reserves the right to cancel the agreement and charge the occupier of the property in accordance with this Scheme without prejudicing its right to pursue the person who made the agreement for any outstanding charges at the time of the cancellation.

Agreements made after 1 April 2000 for paying water and sewerage charges for dwellings

- 5.7 Where there is an agreement which was made after 1 April 2000 between the Company and a person other than the occupier of a dwelling to pay water and sewerage charges for that dwelling and payment is not made within 28 days of the due date, or by any other time which might have been agreed, the Company will pursue payment from the occupier of the property in accordance with the provisions of this Charges Scheme (if this results in Court Action the occupier may be able to apply to the Court to have the person the occupier

considers should have paid the charges added to the legal proceedings and that Court may make an Order for payment against that person).

Who is the “occupier of a property”?

- 5.8 In this Charges Scheme the term “occupier of a property” means in addition to any person in actual occupation of a property, any person who:
- a) maintains an existing or newly constructed property in a condition such that it can be more readily put to use for its intended purpose; or
 - b) maintains for residential accommodation a property which does not include exclusive occupation of one or more facilities for cooking, washing or sanitation (such as bedsits, holiday or student hostels, or other accommodation for short term accommodation or letting); or
 - c) has sufficient control over the property to owe a duty of care towards those who come lawfully onto any part of that property; or
 - d) is the occupier for the purpose of holding a licence to sell alcoholic drinks.

Liability for charges for unoccupied properties

- 5.9 Where a customer is liable to pay unmeasured water and sewerage charges, the charges are payable where a property is connected to water and sewerage services regardless of whether or not services are actually used.
- 5.10 Where a property for which unmeasured charges are payable is both unoccupied and unfurnished and no refurbishment work is being undertaken on the property, the Company will not charge water and sewerage charges on the property. A small amount of furnishings may be left in the property for security purposes but furnishings which make the property habitable will lead to the property being deemed to be furnished and full charges will be payable.
- 5.11 Where an unmetered property is under-going renovation or refurbishment, while full unmeasured charges are payable in law, the Company may choose to exercise its discretion and charge 50% only of the due unmeasured charges pro-rated for the period of refurbishment. A person redeveloping a property will need to advise the Company of this fact before the refurbishment commences and apply for the reduced charges.
- 5.12 A person wishing to leave an unoccupied property for which unmeasured charges are payable furnished (see 5.10), or the owner of such a property under-going refurbishment, may opt to have a meter installed free of charge (see Section 9) to reduce the charges to which she or he will be liable. In the event that a meter cannot be installed or the cost of installing a meter is unreasonable, charges will be levied in accordance with 5.11 above.
- 5.13 Measured water and sewerage charges are based on the volume of water recorded by the meter. Therefore where a metered property is unoccupied and unfurnished or furnished and no water is being recorded by the meter, only the measured water and sewerage fixed charges will be payable.

Hospitalisation and death

- 5.14 Where the sole occupier of a property paying either rateable value charges or the single person Assessed Charge is hospitalised, or enters a nursing or residential home, for between 1 and 12 months, the Company may charge fixed annual charges of £87.67 for water (single service), £122.25 for sewerage (single service) and £185.21 for both services.

The fixed charge is pro-rated for the period the occupier is in hospital (a customer paying metered charges will only pay metered fixed charges when water is not being used). Similar arrangements may apply at the Company's discretion for up to 12 months after a sole occupier has died.

- 5.15 Customers must apply to the Company for a reduction in charges under section 5.14 above: they will not be applied to an account unless a relevant application form has been completed. Application forms for a "hospital allowance" or "deceased allowance" can be obtained from our Accounts Helpline. The "hospital allowance" form will require a signature from someone in authority at the relevant hospital, nursing or residential home.
- 5.16 After 12 months full charges will be payable unless a meter is installed (see Section 9).

Liability for charges on change of occupancy

- 5.17 If a customer paying **measured charges** fails to provide at least two working days notice that she or he is vacating the property, that customer will continue to be liable for charges until the date of whichever of the following occurs first:
- a) where the customer informs the Company of her or his vacation of the property less than two working days before, or at any time after she or he ceases to occupy it, the 28th day after the Company is informed of the vacation; or
 - b) the day on which the meter would normally have been read in order for the amount of the charges to be determined; or
 - c) the day on which any other person informs the Company that she or he has become the new occupier of the property.
- 5.18 Where a customer telephones the Company to notify it of their vacation on the day of their vacation, the Company will at our discretion close a meter account on the basis of a meter reading provided by the customer. If the customer is unable to provide a reading and is agreeable to closing and settling their account on the basis of an estimated closing bill provided by the Company, the account will be closed using that estimate.
- 5.19 Where an occupier of a property who is liable to pay measured charges vacates the property without notifying the Company and a new occupier takes up residence also without notifying the Company, once the Company becomes aware of the new occupier it will take meter readings to establish average daily use. This average daily use will then be used to calculate charges due from the new occupier between the date they occupied the property and date of the first meter reading taken by the Company.
- 5.20 The liability of customers to pay unmeasured charges for a property will cease on the day that the property is vacated and left unfurnished (see 5.10 for definition of unfurnished).

Liability for charges when the person responsible for payment applies for bankruptcy or for a Debt Relief Order

Bankruptcy & IVA (Individual Voluntary Arrangement)

- 5.21 Where an Order for Bankruptcy or IVA has been made in respect of a person liable to pay water and sewerage charges and that person remains resident in the property for which a debt for water and sewerage charges was subject to the Order for Bankruptcy or IVA that debt will be limited to charges outstanding up to the date of the Order for Bankruptcy or IVA.

- 5.22 Any charges outstanding in respect of the current financial year (defined as 1st April to 31st March) will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy or IVA.
- 5.23 Any charges for services provided after the Order for Bankruptcy or IVA shall become payable from the next day after the Order for Bankruptcy or IVA. The charges will be payable by the person responsible for the payment of water and sewerage charges in respect of the property in question on the same terms as to payment as would apply had the property been newly occupied on that day.

Debt Relief Order & Personal Administration Order

- 5.24 When an Order for a Debt Relief Order or Administration Order has been made in respect of a person liable to pay water and sewerage charges and that person remains resident in the property for which a debt for water and sewerage charges was subject to the Debt Relief Order or Administration Order that debt will be limited to charges outstanding up to the date of the Order for Debt Relief Order or Administration Order. The amount of the Debt included will not exceed the amount of Debt stated on the Debt Relief Order or Administration Order.
- 5.25 Any charges for services provided after the Order for Debt Relief Order or Administration Order has been made shall become liable from the next day after the Order for Debt Relief Order or Administration Order, and will be payable by the person responsible for the payment of water and sewerage charges in respect of the property in question on the same terms as to payment as would apply had the property been newly occupied on that day.

SECTION 6- HOW CHARGES ARE APPLIED

- 6.1 The previous section explained legal liability to pay charges. This section sets out how the Company will apply the charges contained in this Charges Scheme.
- 6.2 Under the Water Industry Act 1999, the Company must charge occupiers of dwellings in accordance with this Charges Scheme. The Act removed the right of the Company to charge water and sewerage charges by agreement on dwellings but any agreements made prior to 1 April 2000 are not affected by the legislation.

The Measured Charges

- 6.3 Where the occupier of a property at which a meter has been installed is liable to pay water and/or sewerage charges the standard measured charges will apply unless there is an agreement between the Company and a customer to pay a different tariff; or the Company has confirmed to a customer that unmeasured charges will apply; or a domestic customer who served a Measured Charges Notice on the Company within 24 months of so doing serves another notice that she or he wishes to revert to unmeasured charges (see 9.25).
- 6.4 The standard measured charges will also apply where a customer moves into a property at which a meter has been installed previously even if the out-going occupier of the property was not paying measured charges.

The Unmeasured Charges

- 6.5 Where the occupier of a property is liable to pay water and/or sewerage charges and a meter has not been installed at the property, the standard unmeasured charges, or the relevant Assessed Charge, or any special unmeasured tariff set out in this Scheme will apply.
- 6.6 The standard unmeasured tariff will apply also where a domestic customer who has served a Measured Charges Notice on the Company has within 24 months of so doing served another notice that she or he wishes to revert to unmeasured charges (see 9.25).
- 6.7 Where a property is wholly or partly its occupier's home, unmeasured charges will continue to apply until such time as either:
- a) the occupier serves a Measured Charges Notice (see 9.3 to 9.5) on the Company requiring it to install a meter and bill her or him on the measured basis. Unmeasured charges will continue to apply and be payable up to the date the meter is installed; or
 - b) the Company determines that water is being used, or is to be used, for one or more of the non-domestic purposes which would entitle the Company to require the water supply to be metered under Regulations made by the Secretary of State for the Environment (see 10.5 to 10.10). Again unmeasured charges will continue to apply and be payable up to the date the meter is installed.
- 6.8 Where the occupier of a property for which unmeasured charges are being paid because a meter has not been installed vacates the property, the new occupier will be charged unmeasured charges also (NB but if a meter has been installed at the property, regardless of whether the out-going occupier paid unmeasured or measured charges, the new occupier will be charged measured charges).
- 6.9 If a person occupies more than one separately rated building or part of a building and has access between them other than by a highway, the Company will agree to add (if requested to do so) the relevant rateable values together and bill the property on a single rateable value basis (so that the occupier pays only one set of fixed charges). However where

unmeasured properties are combined to form a single property occupied entirely by a single occupier and therefore no longer exist as the properties originally rated and assessed, a Notional Rateable Value will be set for the new property (see 4.4).

Water charges

- 6.10 For both measured and unmeasured water charges, the fact that a property might receive its water through a shared private service pipe does not affect liability to pay the standard charges in full and no reduction will be made to the standard charges.

Sewerage Charges

The foul, surface water and highway drainage tariff and the foul and highway drainage only tariff

- 6.11 For customers liable to pay sewerage charges, the relevant foul, surface water and highway drainage sewerage tariff will be applied to their accounts unless they apply to South West Water Limited to pay the relevant foul and highway drainage sewerage tariff. An information leaflet and application form can be down-loaded from our website or alternatively you can call the Accounts Helpline to register your details.
- 6.12 A foul and highway drainage sewerage tariff will be applied to an account only when South West Water Limited is satisfied that the property draining to the Company's sewers has no surface water drainage connection to those sewers.
- 6.13 Once the Company has confirmed a customer's entitlement, the foul and highway drainage sewerage tariff will be applied to a customer's account from 1 April 2014, or from the date for which the customer became liable to pay sewerage charges on that account, whichever is later.
- 6.14 The Company does not have different surface water drainage policies for different customer types. Any reductions in the amounts payable for Surface Water Drainage Charges will only be applied in accordance with paragraphs 6.12, 6.13 and 6.32.

Private sewers

- 6.15 For both unmeasured and measured sewerage charges, the fact that a property might drain to a public sewer via an intermediary private sewer for which the occupier is wholly or jointly responsible does not entitle the occupier to any reduction in the standard sewerage charges.
- 6.16 Customers are advised to ask their solicitors when considering buying a property to specifically check whether the property drains to a private sewer before it drains to a public sewer.

Properties draining to septic tanks which discharge effluent to a public sewer

- 6.17 The unmeasured sewerage charge is an annual charge payable where a property drains to a public sewer. It is not dependent on use and no reduction in sewerage charges will be made in the standard unmeasured sewerage tariff where a property drains to a septic tank the liquid effluent from which then drains to a public sewer.
- 6.18 However metered sewerage charges do reflect use. Therefore where a customer paying the standard measured sewerage tariff occupies a property which drains to a septic tank the liquid effluent from which then drains to a public sewer, the Company will agree to increase the standard domestic Non Return to Sewer Allowance (see 6.20) from 5% to 25%. The occupier will then pay sewerage charges only on 75% of the water recorded by the meter (this effective reduction of 20% on the standard metered sewerage tariff is based on the formula used for calculating the Trade Effluent Tariff where solids make up 20% of the tariff).

- 6.19 Customers paying the unmeasured tariff may have a water meter installed free of charge and they will then pay the standard water measured tariff and the abated measured sewerage tariff outlined in the paragraph above.

Measured sewerage charges

- 6.20 Subject to paragraphs 6.29 to 6.34, the measured sewerage charge is based on the water supplied through the water meter. When calculating measured sewerage charges, a 5% allowance will be given against the volume of water recorded by the meter in recognition of the fact that not all water used will be returned to a sewer.
- 6.21 5% is based on the average amount of water a domestic property will use which will not be returned to a sewer. As with all averages, some properties might be able to show that more water is not returned to a sewer but the costs to customers of the Company offering individual assessments would be significant and could lead to all customers paying more as a result. Therefore the Company will not increase the standard 5% allowance for domestic customers.

Water used externally which may not be returned to a sewer

- 6.22 If domestic metered customers intend to use large amounts of water externally for garden watering; swimming pool and garden pond replenishment; or any other external use where water is not returned to a sewer and do not wish to pay sewerage charges on this water, they must pay to have a sub-meter installed on the pipework immediately before the tap which will be used for external use.

- 6.23 Their charges will then be calculated as follows:

Water and sewerage charges will be raised on the volume of water derived by deducting the reading on the sub-meter from the reading on the main meter. A further charge for water will be raised on the volume of water measured by the sub-meter. The relevant fixed charges for the main meter will be payable in addition to the volume charges as well as an additional fixed charge of £6.50 for each sub-meter installed to cover additional meter reading and billing costs.

- 6.24 It is likely that in future years water supplied for external purposes which is separately measured will be charged at a higher tariff than water for domestic purposes.
- 6.25 Paragraphs 6.29 to 6.34 below set out arrangements for calculating sewerage charges where used water is not returned to sewers or where water from another source is used in a property and discharged to a South West Water sewer after use.

Assessed Charges for domestic customers

- 6.26 Where the circumstances described in paragraph 4.28 apply Assessed Charges will be granted of right for properties which are a person's primary place of residence. A single person Assessed Charge will be granted only where a customer provides evidence of entitlement to a single person discount for Council Tax purposes.
- 6.27 Assessed Charges will be granted where a property is a person's second home and is occupied by that person.
- 6.28 Where a second home is occupied for only part of the year as someone's home and is let commercially at other times of the year, the owner will have no entitlement to an Assessed Charge where the installation of a water meter is impractical or the cost of installation is unreasonable.

Borehole supplies, rainwater harvesting systems, grey water recycling systems and the use of used water on the garden

- 6.29 Where water is used from another source and discharged to a South West Water sewer, sewerage charges are payable on the water discharged.
- 6.30 Where a customer uses borehole water which is subsequently discharged to a South West Water sewer or installs a rainwater harvesting system where water is discharged to a South West Water sewer after use, South West Water requires the alternative supply to be installed in such a way so that the water which is used and discharged can be measured by means of a meter installed on the alternative supply system.
- 6.31 Grey water recycling systems typically collect used water from baths, washing machines and dishwashers and use such water to operate flush toilets. While these systems reduce the amount of water used at a property, they do not reduce the pollutant loading discharged to the sewer. For such systems South West Water requires that they be installed in such a way that the water that is reused after being used once and collected for secondary use before being discharged to the sewer can be measured by means of a meter installed on the alternative supply system.
- 6.32 Where an alternative supply system has been installed in accordance with South West Water's requirements as detailed above, the tariff for sewerage without surface water drainage will be applied to water measured by the meter on the system to record water that will be discharged to a South West Water sewer. In addition a fixed charge of £6.50 per annum will be applied to cover the costs of meter reading and billing. Water and charges for sewerage without surface water drainage will be raised on water measured by the main meter measuring water supplied by South West Water as appropriate.

Example 1 – A customer has a rainwater harvesting system installed. For a billing quarter, meter readings show 30 cu.m. of water recorded by the main meter and 15 cu.m. of water discharged from the rain water holding tank. The bill will be:

<i>Water charge</i>		
	<i>Fixed charge -</i>	<i>£ 9.55</i>
	<i>Volume charge - 30 x £1.9101</i>	<i>£ 57.30</i>
 <i>Sewerage charges</i>		
<i>Main meter -</i>	<i>Fixed charge -</i>	<i>£ 8.15</i>
	<i>Volume charge – 30 x £2.8364 x 95%</i>	<i>£ 80.84</i>
 <i>Rainwater meter -</i>	 <i>Fixed charge -</i>	 <i>£ 1.63</i>
	<i>Volume charge – 15 x £2.8364</i>	<i>£ 42.55</i>
		<i>-----</i>
	<i>Total due</i>	<i>£200.02</i>

Example 2 - A customer has a grey water recycling system installed. For a billing quarter, meter readings show 40 cu.m. of water recorded by the main meter and 20 cu.m. of water discharged from the grey water holding tank. The bill will be:

<i>Water charge</i>		
	<i>Fixed charge -</i>	£ 9.55
	<i>Volume charge -</i> 40 x £1.9101	£ 76.40
<i>Sewerage charges</i>		
<i>Main meter -</i>		
	<i>Fixed charge -</i>	£ 8.15
	<i>Volume charge -</i> (40 – 20) x £2.8364 x 95%	£ 53.89
<i>Grey water meter -</i>		
	<i>Fixed charge -</i>	£ 1.63
	<i>Volume charge -</i> 20 x £2.8364	£ 56.73

	<i>Total due</i>	£206.35

- 6.33 Where a customer diverts grey or used water from being discharged to a sewer for use on the garden and is liable to pay metered sewerage charges, no reduction in sewerage charges will be made unless a used water storage facility with a meter to measure the amount of water diverted to it is installed.
- 6.34 Where an alternative water supply is installed at a property paying unmeasured charges or used water is diverted from being discharged to a sewer, no reduction in the unmeasured sewerage charges will be made.

SECTION 7 - THE WATERSURE TARIFF

Who qualifies for the WaterSure Tariff?

- 7.1 Under Regulations made by the Secretary of State for the Environment (which are referred to in this section as the Regulations) the Company operates the WaterSure Tariff for the following groups of **metered** customers and customers paying the multi-occupancy Assessed Charge:
- 7.2 Customers who are in receipt of one or more of the following benefits (or who have someone else resident in their household in receipt of the benefit):

Housing Benefit;
Income Support;
Income-based Job-seeker's Allowance;
Working Tax Credit
Child Tax Credit (except for families in receipt of the family element only);
Income-related Employment and Support Allowance (or Income Support if still being paid);
Pension Credit;
Universal Credit

and either:

- (i) the qualifying person has three or more children under the age of 19 for whom they receive child benefit normally living with them in the property; **or**
- (ii) has, or has someone else living with them who has, one of the following medical conditions:

desquamation (flaky skin loss)
weeping skin disease (eczema, psoriasis, varicose ulceration)
incontinence
abdominal stomas
Crohn's disease
ulcerative colitis
kidney failure requiring home dialysis (unless a contribution towards the cost of water used in dialysis is made by the health authority).

and as a result of that condition, the person affected is obliged to use a significant additional volume of water.

- 7.3 In addition to the prescribed illnesses set out above, customers in receipt of a qualifying benefit or Tax Credit benefit and who have, or who have living with them someone who has, another medical condition or illness which involves significant extra use of water may qualify for assistance on production of a certificate given by a registered medical practitioner which confirms their condition or illness.
- 7.4 The WaterSure Tariff will not be available:
- a) where the premises for which water and sewerage charges are payable is not the only or principal home of the consumer and any other qualifying person; or
- b) where premises are not used solely as a person's home, the other use is the principal use of the premises; or

- c) where water supplied to the premises is used to water a garden by means other than a hand-held hosepipe or for automatically replenishing a swimming pool or pond with a capacity greater than 10,000 litres.

How much is the WaterSure Tariff?

- 7.5 A customer registered to pay the WaterSure Tariff will pay an annual charge which is the **lower** of either:
- a) the Fixed and volume charges for water and/or sewerage services due on the actual volume of water recorded by the meter installed at the property, or the multi-occupancy Assessed Charge where this is being paid; or
 - b) the average household bill for water and/or sewerage services in the Company's area as set by the Water Services Regulation Authority (Ofwat).
- 7.6 In practice a customer registered for the WaterSure Tariff will be asked to pay the average household bill charge. At the end of the year the Company will review the level of use at the property during the year. If the amount of water used means that the customer would have paid a lower annual amount by paying the basic measured water and sewerage tariffs rather than the average household bill charge, any over-payment will be refunded.
- 7.7 Where a customer is only eligible for the WaterSure Tariff for part of the year, the amount payable will be worked out on a daily basis (see paragraphs 7.15 to 7.20 for details of the qualifying times for the Tariff).

For example a customer is eligible to pay the WaterSure Tariff for water and sewerage services for 90 days. The amount payable will be $£520.45 \div 365 \times 90 = £128.33$.

- 7.8 The charges for 2020/21 can be found in Section 3 – support tariff charges.

Registering to pay the WaterSure Tariff

- 7.9 A form to register for the WaterSure Tariff can be obtained from our website or by telephoning our Accounts Helpline.
- 7.10 A customer will not qualify for the WaterSure Tariff until the Company has received a completed form together with the required evidence of entitlement. Evidence will be as set out in the Regulations and will be:
- 7.11 For customers with three or more children: photocopies of the latest notice of entitlement or order book showing that child benefit is payable to a resident of the property in respect of three or more children under the age of 19 who reside in the premises in question and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance.).
- 7.12 For customers with a qualifying medical condition: Where the illness concerned is one of those listed under paragraph 7.2, details of the medical condition which makes them eligible; how the condition causes them to use more water than they would use if they did not have the condition; the name and address of their medical practitioner; and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, the said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance.).

- 7.13 Where the illness is not one of those listed under paragraph 7.2, a certificate signed by a registered medical practitioner which confirms the illness, the name of the person who has the illness, the date on which the certificate is given and the name and address of the registered medical practitioner; how the condition causes them to use more water than they would use if they did not have the condition; and a copy of the customer's latest entitlement notice for the benefit or tax credit (for benefits, said notice must be dated less than 12 months before the date of the application for assistance; and for tax credits, the notice must be dated less than six months before the date of the application for assistance.).
- 7.14 The registration form will include a section authorising the Company to contact Jobcentre Plus or the customer's doctor to verify the information on the form. The Company will verify claims where it has any doubts as to whether the required criteria are met and, to meet the requirements of the Regulations and the Office of Water Services, it will also carry out random audits of an appropriate percentage of applications annually by verifying applications with Jobcentre Plus or doctors to deter fraudulent applications.

Qualifying time

- 7.15 Customers may register for the WaterSure Tariff at any time in the charging year and provided they are eligible for the Tariff at the time of applying, the Tariff will be applied from the date of the last meter reading held by the Company
- 7.16 A registration will last only for 12 months and will end at the date of the first scheduled meter reading taken by the Company after 12 months.
- 7.17 Customers will be required to re-register for the WaterSure Tariff annually if they remain eligible for the Tariff. The Company will make contact with all customers before the 12 month tariff expires in order to establish continued eligibility.
- 7.18 If customers do not re-register, or no longer qualify, their accounts will be transferred automatically to the basic measured tariffs with effect from the date of the first scheduled meter reading taken by the Company after eligibility for the Tariff has expired.
- 7.19 Where the Company is notified part way through the charging year that a customer no longer qualifies for the WaterSure Tariff, that customer's account will revert to the basic measured tariffs with effect from the date of the next scheduled meter reading to be taken by the Company.
- 7.20 There is no limit to the number of years a customer may pay the WaterSure Tariff subject to the required criteria set out in this section being met annually.

SECTION 8 - THE WATERCARE TARIFF

The WaterCare Tariff

8.1 Since the 1 April 2013 the Company has operated the WaterCare Tariff for the following groups of **metered** customers:

Customers who are in receipt of one or more of the following benefits (or who have someone else resident in their household in receipt of the benefit(s)):

Housing Benefit

Income Support

Income-based Job-seeker's Allowance

Income-related employment and support allowance (or Income Support if still being paid)

Pension Credit (Guaranteed element only)

Universal Credit

8.2 In addition to the qualifying benefits listed above, the household income, after housing costs (AHC) have been deducted will be taken into account along with the household size and composition. The Tariff uses equivalised* incomes to assess customers eligibility. See 8.4 below.

8.3 The WaterCare Tariff will not be available:

- a) where the premises for which water and sewerage charges are payable is not the only or principal home of the consumer and any other qualifying person; or
- b) where premises are not used solely as a person's home, the other use is the principal use of the premises; or
- c) where water supplied to the premises is used to water a garden by means other than a hand-held hosepipe or for automatically replenishing a swimming pool or pond with a capacity greater than 10,000 litres.

How much is the WaterCare Tariff?

8.4 The Tariff is made up of three bands offering a percentage reduction off the standard metered charges. Customers will be placed on to one of the WaterCare Tariff bands appropriate to their household circumstances based on the qualifying criteria listed in 8.1 and 8.2.

	Band 1	Band 2	Band 3
Equivalised weekly household income level (AHC)*	<£170	<£235	<£295
Tariff reduction	50%	25%	15%

8.5 The WaterCare Tariff will be charged according to the services that the customer receives. Where a customer is eligible for the WaterCare Tariff but is unable to have a meter fitted – see section 9, they will be placed on the appropriate WaterCare Assessed Charge relevant to the occupancy level of the household, taking into account the qualifying criteria listed in 8.1, 8.2 and 8.4. The charges for 2020/21 can be found in Section 3 – support tariff charges.

* Equivalisation is a technique for adjusting actual money incomes according to the size and composition of a household.

8.6 Where a customer is only eligible for the WaterCare Tariff for part of the year, the amount payable will be worked out on a daily basis (see paragraphs 8.12 to 8.17 for details of the qualifying times for the Tariff).

Applying for the WaterCare Tariff

8.7 A form to apply for the WaterCare Tariff can be obtained from our website southwestwater.co.uk or through the Citizens Advice Plymouth website: citizensadviceplymouth.org.uk or by telephoning our Accounts Helpline.

8.8 The WaterCare Tariff application process will be administered by Citizens Advice Plymouth who will carry out an income assessment along with using the required evidence of entitlement to ensure that qualifying customers are billed the right WaterCare Tariff appropriate to their circumstances and in line with the criteria listed in 8.1, 8.2 and 8.4.

8.9 A customer will not qualify for the WaterCare Tariff until the Company has received a completed form together with the required evidence of entitlement. Evidence will be:

- Photocopies of the latest entitlement notice for the qualifying benefit(s). The notice(s) must be dated less than 12 months before the date of the application for assistance.
- Photocopies of the qualifying households latest bank statements covering a period of not less than three months. (This is required to carry out a household income assessment)

8.10 The application form will include a section you must complete authorising the Plymouth Citizens Advice Bureau to contact Jobcentre Plus to verify the information on the form.

8.11 The Company will verify claims where it has any doubts as to whether the required criteria are met and, it will also carry out random audits of an appropriate percentage of applications annually by verifying applications with Jobcentre Plus to deter fraudulent applications.

Qualifying time

8.12 Customers may apply for the WaterCare Tariff at any time in the charging year and provided they are eligible for the Tariff at the time of applying, the Tariff will be applied from the date of the last meter reading held by the Company.

8.13 A registration will last only for 12 months and will end at the date of the first scheduled meter reading taken by the Company after 12 months.

8.14 Customers will be required to renew their application for the WaterCare Tariff if they remain eligible for the Tariff after 12 months. The Company will automatically make contact with all customers registered on its records to pay the Tariff two months before their eligibility expires in order to establish continued eligibility.

8.15 If customers do not renew, or no longer qualify, their accounts will be transferred automatically to the standard measured tariffs with effect from the date of the first scheduled meter reading taken by the Company after eligibility for the Tariff has expired.

8.16 Where the Company is notified part way through the charging year that a customer no longer qualifies for the WaterCare Tariff, that customer's account will revert to the basic measured tariffs with effect from the date of the next scheduled meter reading to be taken by the Company.

8.17 There is no limit to the number of years a customer may pay the WaterCare Tariff subject to the required criteria set out in this section being met annually.

SECTION 9 - HAVING A WATER METER INSTALLED

- 9.1 A customer paying unmeasured charges may choose to have a meter installed and pay measured charges, subject to paragraphs 9.8 to 9.12.
- 9.2 Only meters provided by the Company will be accepted for charging purposes and regardless of where they are installed, meters remain the property and responsibility of the Company.

Domestic customers

Right to a free meter and how to apply

- 9.3 For any premises in which a customer has a home, the Company is required to install a meter free of charge (as long as it is practical so to do and the cost of installation is not unreasonable) if a customer serves a Measured Charges Notice on the Company.
- 9.4 A Measured Charges Notice is a form provided by the Company. The form will be sent to customers on request along with a Meter Option Leaflet which will allow customers to work out the effect of a meter on their charges. The form and leaflet can be downloaded from, or completed and submitted on, our website southwestwater.co.uk or from our Accounts Helpline.
- 9.5 The Company will only consider that it has received a "Measured Charges Notice" when it receives the signed and completed form it has provided for this purpose, whether by hard copy or online application.

Timescale to install a meter

- 9.6 The Company is required by the Water Services Regulation Authority (Ofwat) to install a meter within three months of receipt of a Measured Charges Notice.
- 9.7 If it does not, the Company will use meter readings taken after the meter has been installed as a basis for back-dating metered charges to the date by which the meter should have been installed.

Cases where the cost of installing a meter would be unreasonable or installation would be impractical

- 9.8 Where the cost of installation is not reasonable or it is impractical to install a meter the Company cannot be required to install one.
- 9.9 It has been agreed with Ofwat that the definition of reasonable cost for installing a meter should include the cost of the:
- provision of a meter ‡
 - cost of installation of the meter in the company's preferred location ‡
 - cost of minor alterations to a customer's plumbing to allow installation
 - cost of reinstatement in the case of a meter situated outside a property
 - provision of an outreader for a meter located inside a property ‡

‡ In the case of a property where a single meter will not record all water used, the Company will consider providing and installing multiple meters where the cost of so doing is not unreasonable.

- 9.10 Unreasonable costs include the costs of separation of joint supplies and significant changes to customers' plumbing.
- 9.11 In terms of practicality, the Company will usually consider it impractical to install a meter where:
- a) a single meter will not record all water used in a property; or
 - b) a meter will also record water used in another property.
- 9.12 Any dispute about a Company decision not to install a meter because of unreasonable cost or impracticality can be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA by either party. Ofwat will make a binding decision.

Meter location

- 9.13 A meter must be installed in accordance with the Water (Meters) Regulations 1988 at a position where it records all use within the property for which it has been installed. It must also be accessible for meter reading.
- 9.14 Where a meter is installed outside a property it will be installed as close as is reasonably practicable to the boundary of that property. For internal meters the meter will be sited as close as possible to the point at which water enters the building.
- 9.15 Where an external meter box has previously been fitted on the service pipe of a property, a meter will be installed in that box.
- 9.16 Where there is not an external meter box, subject to the legal requirements in paragraphs 9.13 and 9.14 the Company will agree either an external or internal location for the meter with the customer concerned. The Company will have the final right of deciding the meter position.
- 9.17 Where the Company has used its right to decide a meter location but a customer requires the meter to be located in a different place, subject to the requirements in paragraphs 9.13 and 9.14, the customer may have the meter located in her or his preferred location provided that she or he pays any additional costs of installing the meter in the location requested rather than the location identified by the Company. The Company will consider waiving these costs where a customer with special needs requests a different meter location so it can be read more easily.
- 9.18 Similarly if the Company decides to fit an out-reader for an internal meter and a customer requires it to be fitted in a different location, the Company may require the customer to pay any additional costs of it complying with the customer's requirements. The Company will consider waiving these costs where a customer with special needs requests a different out-reader location so it can be read more easily.
- 9.19 Requests to alter the position of a meter or out-reader must be made in writing to South West Water, PO Box 4762, Worthing, BN11 9NT. The Company will provide a quote to the customer for the additional work requested and payment will be required in advance of installing the meter.
- 9.20 Disputes about meter location; requests for alternative positioning of a meter or out-reader; and the cost of an alternative position may also be referred to the Water Services Regulation Authority (Ofwat) (see paragraph 9.12).

What will happen if a meter cannot be installed?

- 9.21 If a meter cannot be installed for reasons of cost or practicality and it has not been agreed that a single meter can supply more than one property the Company will offer the occupier of the property an Assessed Charge. The Charge will be payable from the date of the survey which established that the property could not be metered.
- 9.22 The Assessed Charges will be:
- Single Person Assessed Charge
 - Two person Assessed Charge
 - Multi-occupancy Assessed Charge
- 9.23 For the first two Assessed Charges, the level of the charge will be based on the average consumption of households of the relevant size obtained from the Company's long running household consumption measurement programme.
- 9.24 The Multi-occupancy Assessed Charge will be based on the average domestic household charge.

Reverting to Rateable Value charges

- 9.25 Following the installation of a water meter because a customer has served a Measured Charges Notice on the Company, the customer who served the Notice (or if that customer has left the property, anybody else who was resident in the property at the time the Notice was served) can serve a further notice requesting that charges revert to the unmeasured rateable value basis provided that:
- a) The notice requesting reversion is served on the Company within 24 months of the date on which the meter was installed **or** within one month of receiving a metered bill based on a reading which confirms the volume of water used at the property within the first 24 months, whichever is the later date; and
 - b) The person serving the notice has not previously requested that the property reverts to unmeasured charges after asking to be charged on a metered basis (that is for the same property a customer may ask to pay measured charges; ask to revert to unmeasured charges; and ask to pay measured charges again but after this second request to pay measured charges there is no right to revert to unmeasured charges again)
- 9.26 In accordance with The Water Industry (Prescribed Conditions) Regulations 1999 a customer will not have a right to revert to unmeasured charges if her or his property contains one or more of the following water using appliances:
- a) a unit incorporating reverse osmosis (eg a water softening unit);
 - b) a garden watering system which is not designed to be operated by hand (this includes garden sprinklers as well as any piped system **except** hand held hosepipes);
 - c) a swimming pool or pond with a capacity greater than 10,000 litres which is replenished with water automatically; and
 - d) a bath with a capacity greater than 230 litres (as measured to the centre line of overflow).
- 9.27 Where a customer wishes to exercise her or his right to revert to unmeasured charges, a "Revocation of Measured Charges Notice" form will be provided by the Company for this purpose. The form must be signed by the person who completed the original Measured Charges Notice - or if that person has vacated the property, somebody else who was resident at the time the original Notice was completed - and can be obtained by telephoning our Accounts Helpline.

9.28 Should customers exercise their right to revert to unmeasured charges after a meter has been installed, the meter will not be removed. If the property is sold or there is change of tenant, the new occupier will be charged on a metered basis and will have no right to pay unmeasured charges.

SECTION 10 - COMPULSORY METERING OF SUPPLIES TO HOUSEHOLD PROPERTIES

New supplies and conversions to properties

- 10.1 The Company has powers under Section 162 of the Water Industry Act 1991 to require certain categories of property to be metered.
- 10.2 Where a household property, or any other property, is connected to the Company's water main for the first time the Company requires the supply to be metered.
- 10.3 Where a property has been converted into a larger number of units without notification to the Company and without a separate metered supply having been provided to each unit, the Company will treat each unit as a new connection to its supply and where it is practical to do so at a reasonable cost, install meters for each of the units at its own expense. Where it is not practical an Assessed Charge will be applied to the unit.
- 10.4 There will be no right of change to unmeasured charges for the occupier of a house which has been metered as a result of this Section.

Properties using water for non-domestic purposes

- 10.5 The Secretary of State for the Environment has published Regulations which allow water supplies to be metered to the following categories of household property where water is used for non-domestic purposes that are:
 - i. Water that is being used for purposes other than drinking, washing, cooking, central heating, and sanitary purposes and
 - ii. Water used outside the house where water can be drawn from a tap inside the house without the use of a hosepipe or similar apparatus, including:
 - a) properties where a unit incorporating reverse osmosis is installed (eg a water softening unit);
 - b) properties where a garden watering system which is not designed to be operated by hand has been installed (this includes garden sprinklers as well as any piped system **except** hand held hosepipes);
 - c) properties with swimming pools or ponds with a capacity greater than 10,000 litres which are replenished with water automatically; and
 - d) properties with a bath with a capacity greater than 230 litres (as measured to the centre line of overflow).

but excludes water used for drinking, washing etc.

- 10.6 Under the Water Supply (Water Fittings) Regulations 1999 a person who intends to install or use any of the above in a home must serve notice of their intention on the Company and obtain its permission before commencing work. Failure to do so is a criminal offence and will attract a fine not exceeding level 3 on the standard scale.
- 10.7 The Company will not withhold its permission unreasonably but may grant it subject to conditions. Such conditions will include that the water supply has to be metered if it is not already metered.

- 10.8 The Company may not be able to meter a supply immediately. Therefore it will grant permission on the basis that it intends to meter the supply at a date convenient to it and the customer. Normally such metering will take place within six months of the Company granting permission.
- 10.9 Where a meter is installed by the Company under Regulations made by the Secretary of State, no charge will be made for its installation.
- 10.10 There will be no right of reversion to unmeasured charges for the occupier of a property at which a meter was installed compulsorily under 10.5-10.9.

SECTION 11 - OTHER MATTERS FOR CUSTOMERS PAYING METERED CHARGES

Leakage from underground pipework

- 11.1 Where a meter is installed externally it will record any leakage from the private underground service pipe between the meter and a property. If this happens a large bill may result. Provided certain criteria are met, the Company may grant a leak allowance where a customer has received a large bill because of leakage.
- 11.2 Full details of South West Water's policy on leak allowance are set out in its Code of Practice on Leakage for Domestic Customers. A copy of this document can be downloaded from our website southwestwater.co.uk or obtained free of charge from our Accounts Helpline.
- 11.3 In general, allowances will only be granted for leaks from underground pipework. No allowances will be granted where water escapes from a leak or faulty plumbing located above ground; or where a leak has been caused by a customer's negligence or wilful damage; or where a leak has not been repaired within 30 working days of the date on which a customer became aware, or should have become aware, that they had a leak.
- 11.4 Where South West Water agrees to give an allowance against charges raised because of a leak on a customer's underground service pipe, the allowance will not be back-dated beyond the period covered by the last two actual meter readings held by South West Water.
- 11.5 Where South West Water agrees to grant an allowance for water lost through a leak on a private underground service pipe and that water has not been discharged to a South West Water owned sewer, if sewerage charges have also been affected by the leak an allowance against sewerage charges will be given for the same period as the allowance against water charges.

Issuing of bills when it has not been possible to read a meter

- 11.6 Should the Company not be able to read a meter when it is due to read it, an estimated bill will be issued. The estimate for the period for which the bill is issued will be based on past consumption at the property.
- 11.7 Customers receiving an estimated bill may read their meters and give us their meter reading using our automated Meter Reading line or via our website southwestwater.co.uk. A replacement bill based on the customer's reading will be issued.
- 11.8 Customers being billed quarterly will receive alternate estimated bills as standard.

Queries over the accuracy of a meter

- 11.9 In accordance with the provisions of the Water (Meters) Regulations 1988, a customer who believes the meter supplying her or his property is faulty may require the Company to test the accuracy of a meter. **However there will be a charge for this if the test shows that the meter is correctly recording use.**
- 11.10 Customers are asked to call the Company on our Accounts Helpline if they consider that their meter is incorrectly recording use. The Company will investigate the matter. If the Company considers that the meter is correctly recording use, a customer may ask to have the meter tested. An application form will be provided for a meter test.
- 11.11 The meter will be sent to a Trading Standards approved test centre for testing and a new meter will be installed.

- 11.12 A copy of the test results will be sent to the customer. If these confirm that the meter which was tested falls within the prescribed limits of error as set out in the Measuring Equipment (Cold-water Meters) Regulations 1988 a charge will be payable. Where a meter measures the supply to a house the charge will not exceed £70.
- 11.13 If the meter is found to have been over-recording use in accordance with The Water (Meters) (Amendment) Regulations 1988 it will be deemed to have begun to have registered use incorrectly from the date of the last but one meter reading taken by the Company (unless it can be shown that it became faulty at a later date). Charges will be amended back to that date on the basis of meter readings taken by the Company from the meter installed when the faulty meter was removed for testing.
- 11.14 If a meter serving a property other than a dwelling is found to have under-recorded use the Company reserves the right to recover any additional charges which may be due for the period from the date the meter is deemed to have become faulty. In so doing it will use readings taken from the meter installed when the faulty meter was removed and use any other historical data to calculate what the level of use was in the period in question.
- 11.15 Any dispute about any matter arising from this section about meter testing may be referred to the Water Services Regulation Authority (Ofwat), Centre City Tower, 7 Hill Street, Birmingham, B5 4UA.

SECTION 12 - PAYMENT OF WATER AND SEWERAGE CHARGES

Unmeasured water and sewerage charges

- 12.1 Unless a customer has agreed a different payment arrangement with the Company, unmeasured charges are payable in full, in advance on 1 April of the charging year.
- 12.2 The Company offers a range of payment plans for unmeasured customers and these are summarised in the table below:

Unmeasured

Payment type	Weekly	Fortnightly	Monthly (10 months)	Monthly (12 months)*	Quarterly	Single payment 1 April	Two payments 1 Apr & 1 Oct
WaterDirect**	Y	-	-	-	-	-	-
Cash	Y	Y	Y	Y	Y	Y	Y
Cheque	Y	Y	Y	Y	Y	Y	Y
Credit/Debit card	Y	Y	Y	Y	Y	Y	Y
Direct Debit***	-	-	Y	-	-	-	Y
Standing Order	Y	Y	Y	Y	Y	Y	Y
Postal Orders	Y	Y	Y	Y	Y	Y	Y

*Payment by 12 instalments is available on request

**The Jobcentre Plus deducts payments weekly from our mutual customers. This is their statutory ruling.

***Direct Debit payments can be set for either the 1st, 8th, 15th or 22nd of the month

- 12.3 If a customer pays in 10 monthly instalments, payments are made between April and January. If this option is set up after April, the charges due will be apportioned on a monthly basis so that they are settled by the January in the charging year. Payment is due on the first of the month.
- 12.4 Where a customer has asked to pay more frequently than half-yearly, the Company will provide payment slips except where Direct Debit is being used for payment.
- 12.5 More frequent payments can be agreed with the Company. We will always require a payment plan to be set at a level which clears the current year's charges by the end of the charging year, but if there are arrears on the account we may be able to agree a longer period of time to clear these to make instalments more manageable.
- 12.6 Where a customer has agreed a plan to pay a full year's unmeasured charges by a number of instalments and subsequently fails to pay one or more instalments, the balance of annual charges will become payable immediately and South West Water reserves the right to take recovery action in respect of unpaid charges.
- 12.7 Details of where payments can be made are set out on customer bills and available on our website southwestwater.co.uk. Further advice is available from the Accounts Helpline.

Measured water and sewerage charges

- 12.8 Measured charges are payable in arrears and unless a customer has agreed a different payment arrangement with the Company, they are payable within 14 days of a bill being issued.
- 12.9 The Company offers a range of payment plans for metered customers and these are summarised in the table below:

Measured

Payment type	Weekly	Fortnightly	Monthly (10 months)	Monthly (12 months)*	Quarterly	Single payment 1 April	Two payments 1 Apr & 1 Oct
WaterDirect**	Y	-	-	-	-	-	-
Cash	Y	Y	Y	Y	Y	Y	Y
Cheque	Y	Y	Y	Y	Y	Y	Y
Credit/Debit card	Y	Y	Y	Y	Y	Y	Y
Direct Debit***	-	-	-	Y	Y	-	-
Standing Order	Y	Y	Y	Y	Y	Y	Y
Postal Orders	Y	Y	Y	Y	Y	Y	Y

*Payment by 12 instalments is available on request

**The Jobcentre Plus deducts payments weekly from our mutual customers. This is their statutory ruling.

***Direct Debit payments can be set for either the 1st, 8th, 15th or 22nd of the month

12.10 Customers who set up a monthly payment plan will receive two bills a year, the Company aims to base these on actual meter readings. Customers who are not on a payment plan will receive four bills per year, the Company will aim to provide two bills based on actual meter reads. Details of when an individual meter is due to read are issued to customers when they have a meter installed or move into a metered property.

12.11 The Company reserves the right to read meters and issue bills on a monthly basis.

12.12 The Company operates a special Meter Payment Plan for metered customers. Under the Plan customers agree to pay a fixed amount each month. At the end of each year the Company will review the account and make any adjustments to the required monthly payment if water use has changed and the amount being paid is too high or too low.

12.13 If the account is in credit, customers can choose to have the over-payment refunded or carried forward to reduce next year's payments. If not enough has been paid, the debt will be added to the following year's bill and monthly payments re-set to repay the outstanding balance over the next 12 months.

12.14 Where a customer has asked to pay more frequently than every three months, the Company will provide payment slips except where Direct Debit is being used for payment.

12.15 More frequent payments can be agreed with the Company. We will always require a payment plan to be set at a level which clears the current year's charges by the end of the charging year, but if there are arrears on the account we may be able to agree a longer period of time to clear these to make instalments more manageable.

12.16 Details of where payments can be made are set out on customer bills and available on our website southwestwater.co.uk. Further advice is available from the Accounts Helpline.

Failure to pay charges when they are due

12.17 If we do not receive payment when it is due, we will send a reminder.

12.18 If we do not receive payment or contact to discuss the outstanding debt after sending a reminder, we will send notice of our intention to ask the County Court to issue a Court Claim for non-payment. A customer who has been paying by instalments and who has not responded to a reminder will receive a combined notice of cancellation of the instalment plan and the Company's intention to issue a Court Claim.

12.19 If the Company does not receive payment or a response to this notice, depending on a customer's payment history, it will either:

- a) ask the Court to issue a Court Claim; or
- b) contact the customer again; or

- c) ask a Debt Collection Agency to recover the outstanding money (it may contact by letter, telephone or home visit)
- 12.20 Where a debt remains unpaid after due notice (as given by the Company or the Debt Collection Agency), the unpaid debt will be reported to a Credit Reference Agency.
- 12.21 Where legal proceedings are issued for unmeasured charges (“the Claim”), it will be issued for all unpaid charges due for the period up to and including the 31 March of the charging year.
- 12.22 If a Court Claim is issued it will usually add to a customer’s debt as the customer will have to pay Court fees and Solicitors’ costs.
- 12.23 A customer who receives a Court Claim can ask the Court to decide how she or he should pay off the debt but this may incur additional Court fees. Customers can also dispute the Court Claim if they believe that they do not owe the money claimed.
- 12.24 If a customer does not respond to a Court Claim, the Court may make an Order against that customer for the payment of the full debt. Further legal action, such as the issue of a Warrant for the seizure of goods, can then be taken. A Court Order for payment may affect a customer’s ability to obtain credit.
- 12.25 Where an Order for payment has been made by the Court and there is still no agreement with a customer to pay a debt, depending on the circumstances the Company will either:
- a) take further legal action; or
 - b) ask a Debt Collection agency to recover the outstanding money; or
 - c) visit a customer to try and agree a payment plan.

SECTION 13 – THE £50 GOVERNMENT CONTRIBUTION

- 13.1 As a result of funding provided to South West Water Limited by the Government, bills will be reduced in 2020/21. The bill reduction is aimed at addressing the unfairness of the three per cent of the England and Wales population living in the South West supporting the £2 billion Clean Sweep clean-up of a third of the country's bathing waters.
- 13.2 Eligible bills, and details of the reductions that Government has stipulated shall apply to its support of customer bills in South West Water's supply area, are set out below.
- 13.3 Bill reductions will apply to both unmetered and metered bills which meet the eligibility criteria set out below. Please note that this excludes the Isles of Scilly.
- 13.4 No reduction is payable, or due, in respect of any bills issued for services used before 1 April 2013.
- 13.5 No reduction is payable, or due, in respect of any bills issued for services in 2020/21 to the extent that the Government does not provide the requisite funding to South West Water Limited.

Eligibility

- 13.6 The reduction will only be made to the following bills for the supply of water and/or sewerage services:
- a) bills which cover services supplied to an individual dwelling house for which the occupier is liable to pay Council Tax
 - b) bills which cover services supplied to more than one dwelling house for which the occupiers of the different dwellings are liable to pay Council Tax and who pay the named bill payer for their share of the services covered by the bill ("Resale bills" subject to the Water Resale Order 2006)
 - c) bills for mixed use premises where the person or company liable to pay Business Rates on the business section of the premises is different to the person liable to pay Council Tax on the dwelling house section of the premises (also "Resale bills" subject to the Water Resale Order 2006)
- 13.7 The reduction shall be applied to bills automatically where South West Water's billing system indicates that bills should have the reduction applied. For the categories of eligible bill identified in 13.6 b) and c) (ie "Resale bills"), the reduction will be applied only where a bill payer has completed a Reseller Registration Form and South West Water has verified and confirmed the reduction it should make to bills (see 13.13 below).
- 13.8 South West Water shall have no liability to any person to apply the discount to a "Resale bill" where the named bill payer of the bill has not completed a Reseller Registration Form, nor any liability to retrospectively apply any due reduction prior to 1 April of the Charging Year in which it firsts receives a completed Reseller Registration Form.

The value of the reduction for eligible bills

- 13.9 Where the total amount payable for services supplied for a full Charging Year is £50 or more, the total reduction that will be applied to bills in the year will be £50. Where total charges due are lower than £50 for the full Charging Year, the reduction will be limited to the amount due for services supplied – ie if the total bill for the year is £42.20 the reduction that will be applied is £42.20.

- 13.10 Subject to 13.9, for unmetered bills for a full charging year, the reduction will be applied as a single £50 reduction.
- 13.11 For metered bills the reduction will be calculated on a daily basis at the rate of 13.7p per day and applied to all bills issued during the year.
- 13.12 Where a customer is not resident in a property for the full Charging Year, the reduction will be calculated on a daily basis at the rate of 13.7p per day.
- 13.13 In the case of “Resale bills” (13.6b and 13.6c), the reduction will reflect the number of separate dwelling units covered by the bill and for which each of the occupiers are liable to pay Council Tax. A reduction of £50 will be made for each such dwelling unit (or the value of the annual charges paid by an occupier if less than £50) – eg for a mobile static home site of 50 homes for which each of the occupiers are liable to pay Council Tax and each of whom pay more than £50 for water and sewerage services, the reduction will be (50 x £50) £2,500.
- 13.14 If the number of dwelling units claimed to be covered by a “Resale bill” are higher than the number South West Water is able to verify on the District Valuation Office website, South West Water will only apply reductions for the number of verified properties until the higher number is verified by the claimant to South West Water’s satisfaction.
- 13.15 The Water Resale Order 2006 requires that a Reseller charges those to whom services are resold no more than they are charged by South West Water plus a reasonable administration fee. A Reseller is therefore required to pass the full amount of the reduction on to the customers of that Reseller. The £50 is being paid to the Reseller on condition that it will be passed onto each of the Resellers customers.
- 13.16 Reductions on metered bills may in fact be applied in advance depending on when a bill is issued. For example a quarterly billed customer who receives a bill on 1 April will be receiving a reduction in respect of the quarter that runs 1 April to 30 June. If that customer vacates before 30 June, the reduction due for the period from 1 April to the date of vacation will be calculated on a daily basis and any over payment reclaimed as part of the closing account issued.

Appeals, queries and registering as a Reseller

- 13.17 Please visit southwestwater.co.uk for general information about the £50, how to appeal or how to register as a Reseller.

SECTION 14 – SEARCH FEES AND ENVIRONMENTAL INFORMATION REPORTING

14.1 Where the Company agrees to undertake a search of its records for any person there will be a standard charge of £45.30* for each routine (residential CON29DW search) enquiry. Other searches are available – see sourceforsearches.co.uk.

14.2 No charge will be made for sending a customer a copy of the information on the Drinking Water Quality Register for the Water into Supply Zone in which they live because they are unable to attend a Company office to inspect the Register. Charges will be made for providing information from the Register about Zones in which the enquirer does not live.

Environmental Information Reporting

14.3 The Environmental Information Regulations allow the information provider to make a reasonable charge for providing environmental information.

14.4 Where fees are required, a Fees Notice requesting payment will be issued and no further action will be taken until a fee is received. The time taken to pay the fees does not count as part of the 20 working day target for responding to requests, and it will be necessary to receive the due fee before providing the information requested.

14.5 We may charge for:

- (a) Staff time for locating and retrieving information, except where the time spent is minimal
- (b) Printing or photocopying costs
- (c) Copying to different media including photographic prints, scanning to CD-ROM, etc – details will be provided when responding to the particular request
- (d) Postage or other delivery charges

14.6 We will not charge for:

- (a) Information available on the South West Water Ltd website
- (b) Copies of any publication (e.g. leaflets or reports) already made available by the Company
- (c) Inspecting public registers or examining information at South West Water's Head Office

14.7 Please note that these charges are correct at 1 April 2020 and will be reviewed to comply with any fees, or charges or regulations published.

14.8 The Company reserves the right to waive charges where appropriate.

14.9 The Company charges a fee of £25.00 per hour per person for staff time.

14.10 Charges for photocopying and postage are as specified in paragraph 14.11 and 14.12 below.

Other information

14.11 The Company may charge for providing other information:

Photocopying/printing

black & white	A4	£0.085* /sheet
	A3	£0.17*/sheet
colour	A4	£0.85*/sheet
	A3	£1.70*/sheet

14.12 Where more than 40 sheets are provided, time will also be charged at £12.50* per hour or part hour with a minimum charge of £12.50*. Postage will be charged at cost.

14.13 Payment will be required in advance. In cases where significant amounts of information are being requested, the Company will estimate the cost of provision and reserves the right to charge an additional amount should actual cost vary significantly from the estimate.

NB Certain of the Company's records are open for inspection free of charge during normal office hours.

* subject to VAT at the standard rate

APPENDIX I - CUSTOMER INFORMATION

In addition to this Charges Scheme, which explains South West Water's charges in detail, South West Water produces a number of information leaflets and booklets for domestic customers. These can be accessed on our website southwestwater.co.uk or we will send copies free of charge if you call our helplines.

The main customer literature is listed below in bold letters and, our website will have details of additional information documents, such as business plans, which are published from time to time.

Our overall **Customer Code of Practice** sets out information about all of our services and standards of service. Where we guarantee a specific level of service and undertake to make a payment to a customer if we fail to meet it, details are contained in our **Customer Promise Leaflet** which includes our Guaranteed Standards Scheme.

Our **Code of Practice on Leakage for Domestic Customers** sets out help available for customers who have had a leak on their private underground service pipe in respect of both repairing the pipe and allowances against a large bill.

If you are having problems paying, our **Code of Practice on Payment and Debt Recovery** explains what we will do to help you and also what we will do if you do not pay.

If you are not on a water meter and are having problems paying, switching to a water meter could reduce your bill. Our **Meter Option Pack** contains the information you need to help you decide whether to switch to a meter. If you are on a water meter and in receipt of certain means tested benefits, you may qualify for one of the Company's tariffs that are in place to support low income families or in the case of the WaterSure Tariff also support customers with certain medical conditions. Our **WaterSure Tariff** or our **WaterCare Tariff** application forms will give you the information you need to see if you qualify for help with your bill.

If your personal circumstances mean that we need to communicate with you in a particular way or provide extra help in emergencies, our **Priority Services** booklet, or audiotope, explains what we can do to help and how to register your needs with us.

Should you ever need to make a complaint, our **Complaints and Compliments Leaflet** explains how we will deal with your complaint.

Making your home or business water efficient not only helps to minimise your bill if you are on a water meter but helps protect the region's water environment by stopping the unnecessary use of water. We have a range of **Water Efficiency Tips and Information** for household customers.

Where we need to lay pipes through someone's land, our obligations and your rights are set out in our **Code of Practice on Pipelaying in Private Land**.

APPENDIX II – CHARGES BREAKDOWN

TABLE OF CHARGES FOR SINGLE SERVICE CUSTOMERS 2020/21

The following table contains the charges set for recovering the billing and customer service costs for Domestic customers that only receive either a water service or a sewerage service from South West Water.

Description of Charge	Billing and customer service charge 2020/21	Costs of delivery, treatment charge 2020/21	Total charge for 2020/21 £ (excluding VAT)
Unmeasured Domestic Water Tariff			
1. Fixed charge	32.51	130.50	163.01
2. Variable charge (per £ RV)		1.4129	1.4129
3. Assessed Charge			
One Person Assessed Charge	31.46	110.33	141.79
Two Person Assessed Charge	31.46	179.47	210.93
Multi-occupancy Assessed Charge	31.46	237.54	269.00
Unmeasured Domestic Sewerage Tariff			
1. Fixed charge:			
Properties up to £50 RV – with surface water	32.51	117.80	150.31
Properties up to £50 RV – no surface water	32.51	96.55	129.06
Properties over £50 RV – with surface water	32.51	140.50	173.01
Properties over £50 RV – no surface water	32.51	119.25	151.76
2. Variable charge			
(per £ RV) foul, surface water and highway		3.8668	3.8668
(per £ RV) foul water and highway		3.3668	3.3668
3. Assessed Charge			
One Person Assessed Charge (surface water: no surface water)	41.20	179.49 : 135.78	220.69 : 176.98
Two Person Assessed Charge (surface water: no surface water)	41.20	293.16 : 232.41	334.36 : 273.61
Multi-occupancy Assessed Charge (surface water: no surface water)	41.20	389.92 : 314.67	431.12 : 355.87
4. Surface Water Only Charge	32.51	37.56	70.07
Measured Domestic Water Tariff			
1. Fixed charge (Meter size):			
up to and incl. 22mm	31.46	20.55	52.01
2. Volume charge (per cubic metre)	0.0000	1.9101	1.9101
Measured Domestic Sewerage Tariff			
1. Fixed charge (Meter size):			
up to and incl. 22mm – surface water/no surface water	41.20	29.59 : 8.34	70.79 : 49.54
2. Volume charge			
(per cubic metre) foul, surface & highway	0.0000	3.3364	3.3364
(per cubic metre) foul and highway	0.0000	2.8364	2.8364

TABLE OF CHARGES FOR DUAL SERVICE CUSTOMERS 2020/21

The following table contains the charges set for recovering the billing and customer service costs for Domestic customers that receive both water and sewerage services from South West Water.

Description of Charge	Billing and customer service charge 2020/21	Costs of delivery, treatment etc charge 2020/21	Charge 2020/21 £ (excluding VAT)
Unmeasured Domestic Water Tariff			
1. Fixed charge	20.15	130.50	150.65
2. Variable charge (per £ RV)		1.4129	1.4129
3. Assessed Charge			
One Person Assessed Charge	17.65	110.33	127.98
Two Person Assessed Charge	17.65	179.47	197.12
Multi-occupancy Assessed Charge	17.65	237.54	255.19
Unmeasured Domestic Sewerage Tariff			
1. Fixed charge:			
Properties up to £50 RV – with surface water	20.15	117.80	137.95
Properties up to £50 RV – no surface water	20.15	96.55	116.70
Properties over £50 RV – with surface water	20.15	140.50	160.65
Properties over £50 RV – no surface water	20.15	119.25	139.40
2. Variable charge			
(per £ RV) foul, surface water and highway		3.8668	3.8668
(per £ RV) foul water and highway		3.3668	3.3668
3. Assessed Charge			
One Person Assessed Charge (surface water: no surface water)	24.26	179.49 : 135.78	203.75 : 160.04
Two Person Assessed Charge (surface water: no surface water)	24.26	293.16 : 232.41	317.42 : 256.67
Multi-occupancy Assessed Charge (surface water: no surface water)	24.26	389.92 : 314.67	414.18 : 338.93
4. Surface Water Only Charge	20.15	37.56	57.71
Measured Domestic Water Tariff			
1. Fixed charge (Meter size): up to and incl. 22mm	17.65	20.55	38.20
2. Volume charge (per cubic metre)	0.0000	1.9101	1.9101
Measured Domestic Sewerage Tariff			
1. Fixed charge (Meter size): up to and incl. 22mm – surface water/no surface water	24.26	29.59 : 8.34	53.85 : 32.60
2. Volume charge			
(per cubic metre) foul, surface & highway	0.0000	3.3364	3.3364
(per cubic metre) foul and highway	0.0000	2.8364	2.8364

TABLE OF CHARGES – SUPPORT TARIFFS 2020/21 SINGLE USER

The following table contains the charges set for recovering the billing and customer service costs for Domestic single user customers on either the WaterCare or WaterSure tariff

Description of Charge	Billing and customer service charge 2020/21	Costs of delivery, treatment etc charge 2020/21	Charge 2020/21 £ (excluding VAT)
Unmeasured Domestic Water Tariff			
1. WaterCare Tariff Assessed Charge	Band	Band	Band
One Person Assessed Charge	1 2 3	1 2 3	1 2 3
Two Person Assessed Charge	15.73 23.60 26.74	55.16 82.75 93.78	70.89 106.35 120.52
Multi-occupancy Assessed Charge	15.73 23.60 26.74	89.74 134.61 152.55	105.47 158.21 179.29
		118.77 178.16 201.91	134.50 201.76 228.65
Unmeasured Domestic Sewerage Tariff			
1. WaterCare Tariff Assessed Charge	Band	Band	Band
One Person Assessed Charge (surface water)	1 2 3	1 2 3	1 2 3
Two Person Assessed Charge(surface water)	20.60 30.90 35.02	89.75 134.62 152.57	110.35 165.52 187.59
Multi-occupancy Assessed Charge (surface water)	20.60 30.90 35.02	146.58 219.87 249.19	167.18 250.77 284.21
		194.96 292.44 331.43	215.56 323.34 366.45
One Person Assessed Charge (no surface water)	20.60 30.90 35.02	67.89 101.83 115.41	88.49 132.73 150.43
Two Person Assessed Charge(no surface water)	20.60 30.90 35.02	116.21 174.31 197.55	136.81 205.21 232.57
Multi-occupancy Assessed Charge (no surface water)	20.60 30.90 35.02	157.33 236.00 267.47	177.93 266.90 302.49
Measured Domestic Water Tariff			
1. WaterCare Tariff (Fixed charge)			
WaterCare Band 1	15.73	10.28	26.01
WaterCare Band 2	23.60	15.42	39.02
WaterCare Band 3	26.74	17.47	44.21
2. WaterCare Tariff Volume charge (per cubic metre)			
WaterCare Band 1		0.9550	0.9550
WaterCare Band 2		1.4326	1.4326
WaterCare Band 3		1.6236	1.6236
3. WaterSure Tariff annual charge	17.93	191.33	209.26
Measured Domestic Sewerage Tariff			
1. WaterCare Tariff (Fixed charge)			
WaterCare 1- surface water/no surface water	20.60	14.80 : 4.17	35.40 : 24.77
WaterCare 2- surface water/no surface water	30.90	22.19 : 6.26	53.09 : 37.16
WaterCare 3- surface water/no surface water	35.02	25.15 : 7.09	60.17 : 42.11
2. WaterCare Tariff Volume Charge (per cubic metre)			
WaterCare 1 surface water/no surface water		1.6682 : 1.4182	1.6682 : 1.4182
WaterCare 2 surface water/no surface water		2.5023 : 2.1273	2.5023 : 2.1273
WaterCare 3 surface water/no surface water		2.8359 : 2.4109	2.8359 : 2.4109
3. WaterSure Tariff annual charge	19.37	291.82	311.19

TABLE OF CHARGES – SUPPORT TARIFFS 2020/21 DUAL USER

The following table contains the charges set for recovering the billing and customer service costs for Domestic dual user customers on either the WaterCare or WaterSure tariff

Description of Charge	Billing and customer service charge 2020/21	Costs of delivery, treatment etc charge 2020/21	Charge 2020/21 £ (excluding VAT)
Unmeasured Domestic Water Tariff			
2. WaterCare Tariff Assessed Charge	Band <u>1</u> <u>2</u> <u>3</u>	<u>1</u> <u>2</u> <u>3</u>	<u>1</u> <u>2</u> <u>3</u>
One Person Assessed Charge	8.82 13.24 15.00	55.16 82.75 93.78	63.98 95.99 108.78
Two Person Assessed Charge	8.82 13.24 15.00	89.74 134.61 152.55	98.56 147.85 167.55
Multi-occupancy Assessed Charge	8.82 13.24 15.00	118.77 178.16 201.91	127.59 191.40 216.91
Unmeasured Domestic Sewerage Tariff			
2. WaterCare Tariff Assessed Charge	Band <u>1</u> <u>2</u> <u>3</u>	<u>1</u> <u>2</u> <u>3</u>	<u>1</u> <u>2</u> <u>3</u>
One Person Assessed Charge (surface water)	12.13 18.20 20.62	89.75 134.62 152.57	101.88 152.82 173.19
Two Person Assessed Charge(surface water)	12.13 18.20 20.62	146.58 219.87 249.19	158.71 238.07 269.81
Multi-occupancy Assessed Charge (surface water)	12.13 18.20 20.62	194.96 292.44 331.43	207.09 310.64 352.05
One Person Assessed Charge (no surface water)	Band <u>1</u> <u>2</u> <u>3</u>		
Two Person Assessed Charge(no surface water)	12.13 18.20 20.62	67.89 101.83 115.41	80.02 120.03 136.03
Multi-occupancy Assessed Charge (no surface water)	12.13 18.20 20.62	116.21 174.31 197.55	128.34 192.51 218.17
		157.33 236.00 267.47	169.46 254.20 288.09
Measured Domestic Water Tariff			
4. WaterCare Tariff (Fixed charge)			
WaterCare Band 1	8.82	10.28	19.10
WaterCare Band 2	13.24	15.42	28.66
WaterCare Band 3	15.00	17.47	32.47
5. WaterCare Tariff Volume charge (per cubic metre)			
WaterCare Band 1		0.9550	0.9550
WaterCare Band 2		1.4326	1.4326
WaterCare Band 3		1.6236	1.6236
6. WaterSure Tariff annual charge	17.93	191.33	209.26
Measured Domestic Sewerage Tariff			
4. WaterCare Tariff (Fixed charge)			
WaterCare 1- surface water/no surface water	12.13	14.80 : 4.17	26.93 : 16.30
WaterCare 2- surface water/no surface water	18.20	22.19 : 6.26	40.39 : 24.46
WaterCare 3- surface water/no surface water	20.62	25.15 : 7.09	45.77 : 27.71
5. WaterCare Tariff Volume Charge (per cubic metre)			
WaterCare 1 surface water/no surface water		1.6682 : 1.4182	1.6682 : 1.4182
WaterCare 2 surface water/no surface water		2.5023 : 2.1273	2.5023 : 2.1273
WaterCare 3 surface water/no surface water		2.8359 : 2.4109	2.8359 : 2.4109
6. WaterSure Tariff annual charge	19.37	291.82	311.19