

SCHEME OF CHARGES

2014-2015



This Charges Scheme sets out the Company's charges and is made under Section 143 of the Water Industry Act 1991. It includes water supply charges, which are effective from 1 July 2014, together with other miscellaneous charges, which are payable from 1 April 2014. Charges contained in the Scheme have, where applicable, been approved by the Water Services Regulation Authority and these are shown in the Schedule of Regulated Charges in this Scheme. Non-regulated charges, which are not subject to approval, are shown in the Schedule of Non-Regulated Charges.

The charges apply in the area for which the Company is the water undertaker, as appointed by the Secretary of State under the provisions of the Act.

In accordance with Section 143(5) of the Act, nothing in this Scheme affects the power of the Company to enter into an agreement with any person in any particular case with regard to the charges to be made for the services provided.

The application, assessment and recovery of charges under this Scheme are subject to the provisions of the relevant Acts of Parliament and subordinate legislation made or issued thereunder. The provisions of this Scheme should be construed so as not to conflict with them. Attention is drawn to various Codes of Practice under which the Company operates. Copies of these codes are available on request.

The Charges Scheme 2013/14 is revoked with effect from the coming into operation of this Charges Scheme.

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Interpretation

In this Charges Scheme:

‘The Company’ means Portsmouth Water Limited.

‘The Act’ means the Water Industry Act 1991.

‘Premises’ means any building or part of a building which is, or is designed, altered or intended to be occupied as a separate unit.

‘Measured Water Supply’ means a supply of water by the Company on which a meter has been installed.

‘Unmeasured Water Supply’ means a supply of water which is not a measured supply of water.

‘Domestic Purposes’ are defined by Section 218 of the Act and include water for drinking, washing, cooking, central heating and sanitary purposes and uses outside a house connected with occupation, but not involving the use of a garden sprinkler, hosepipe or similar apparatus.

‘Rateable Value’ means the value of premises shown in the official valuation list provided by the District Valuer as at 31 March 1990.

Sewerage Services

Portsmouth Water Ltd does not provide sewerage or waste water services.

Customers within our area of supply, who are connected to mains sewerage, will receive a separate bill for these services normally from Southern Water Services Ltd, whose contact details are as follows:

Southern Water Services Ltd
Southern House
Yeoman Road
Worthing
West Sussex
BN13 3NX
Tel: 0845 272 0845

NEW WATER SUPPLIES

Following the provision by the Company of any new water supply to any premises, the charges will be measured charges. A meter must be installed on all new water supplies to these premises and, for commercial properties, a meter agreement completed and returned.

The Company may decide that a new supply is required when there is a change of use of water or a change in the extent of premises supplied through an existing service pipe. Following service of notice by the Company on the person chargeable, measured charges will be payable. The person chargeable must pay for the installation of a meter and ensure the completion and return of a meter agreement.

When there is a change of use of premises supplied by a common service pipe to two or more premises in separate occupation, the charges for the supply to the premises where the change of use has taken place will be measured charges. The person chargeable must pay for the separation of the common supply and the installation of a meter on the separate supply to the premises.

EXISTING WATER SUPPLIES

The Company may determine that the charges for unmeasured water supplies

- i) to any premises or for any premises for which the water supply is made available, and used wholly or substantially for any business, trade or manufacturing or for any other non-domestic purposes,
- ii) to any void property

should be changed to measured charges.

The charges payable will be and will remain measured charges, subject to the right of reversion for domestic meter optants as detailed on page 7:

- i) where a meter is installed on a water supply to any premises, or
- ii) where the Company has so determined in respect of any premises or purpose for which water supplied is used.

Deposits

The Company reserves the right to require non-domestic customers to provide a deposit in cash. In the case of monthly billed customers this will be based on 3 months average charges and 8 months average charges in the case of customers billed 6 monthly. Average charges will normally be based upon those payable in the previous year or in the case of new customers based on a reasonable estimate of charges to be paid in the current year. The deposit may be required where the Company considers it to be reasonably appropriate having regard to the customer’s payment history, charges due or outstanding to the Company, the customer’s credit rating (if any) and financial resources and any other material factors relevant to the customer’s ability or willingness to pay for services provided. The requirement for a deposit may be reviewed by the Company or at the request of the customer to reflect changes in the volume of services provided. Interest will be paid by the Company on any cash paid to the Company at the rate applying to sums deposited as security under s42(4) of the Act.

Compulsory Metering

Existing domestic unmeasured customers may be required to have a water meter in the following

circumstances:

- i) where garden watering is undertaken other than by hand;
- ii) where the property has an automatically replenished swimming pool or pond with a capacity of over 10,000 litres;
- iii) for a double bath - that is any bath with a capacity of over 230 litres;
- iv) where a Reverse Osmosis Type Water Softener system is fitted;
- v) where the premises are in an area of water scarcity, as determined by the Secretary of State.

Customers moving into the Company's area of supply should contact the Customer Services Department for information on the basis on which charges will be payable.

METER OPTION

Customers receiving an unmeasured water supply may wish to be charged for water supplied to their premises by meter. If their premises are served by a separate service pipe and the plumbing installations comply with Water Regulations, they may elect to have a meter installed, subject to the completion of certain formalities.

The meter will be positioned in the Company's preferred location at the property boundary, although consideration may be given to alternative locations provided that provision is made for unrestricted access to read the meter. Any additional cost in positioning the meter in an alternative location will be borne by the customer.

A meter, where installed, remains the property of the Company.

There will be no charge for the installation of a meter on an existing domestic supply, provided that the meter can be installed at reasonable expense. The Company will consider the receipt of a request for a measured supply to be the receipt of a measured charges notice.

The Company can refuse requests for meter installation on the grounds that it would be unreasonably expensive. Any disputes will be determined by the Water Services Regulation Authority, who will adopt the following approach:

Reasonable expenses will include:

- a) the provision of a meter
- b) the cost of installation in the Company's preferred location
- c) the cost of reinstatement, subject to reasonable limits

Unreasonable expenses might include:

- a) the cost of separating the customer's supply pipe where it is shared with other customers
- b) the cost of installing an additional meter if the customer is served by more than one supply
- c) the cost of substantial alterations to existing plumbing to enable meter installation

Where a meter cannot be installed at reasonable expense and the Company has ruled out the option of

a shared meter, the customer will be able to opt for an assessed charge. For one bedroom properties with a single occupier this charge is set at a level that assumes an annual usage of 59 cubic metres of water plus the domestic measured standing charge. In all other cases it is set at the average measured household charge. This charge will be applicable from the date on which the meter would have been installed.

Installation will be carried out within three months from receipt of a request for a measured supply. Where the Company is unable to install a meter within three months, it will ensure that the customer is no worse off as a result of this delay by making a retrospective adjustment to the unmeasured charges based on the first consumption reading.

Domestic customers will have a one-off right to revert to unmeasured charging up to one month after the issue of their second half-yearly bill following installation, or a period of 12 months following installation, whichever is greater.

Where a customer opts for reversion, a closing meter reading will be taken and unmeasured charging will recommence from the date of the final reading.

Non-Domestic Supplies

For a non-domestic supply, the person chargeable must pay the cost of installation of the meter and, once the water charges have become measured charges, they will remain so irrespective of any change of use of the premises or of the purpose for which the water is used. Installation will be carried out within fifteen working days from the date of payment.

WATERSURE CUSTOMERS

Some customers receiving a measured supply of water may be entitled to assistance with their water charges, although certain customers with swimming pools or using sprinkler systems do not qualify. If any individual, whether the customer or not, meets the required criteria, and is part of the same water bill paying household as the customer, then that customer can claim the assistance. Assistance will be available where customers are in receipt of one of the following benefits or tax credits:

- a) Income Support
- b) Income-based Jobseeker's Allowance
- c) Working Tax Credit
- d) Child Tax Credit (except families in receipt of the family element only)
- e) Housing Benefit
- f) Council Tax Benefit
- g) Pension Credit
- h) Income-related Employment and Support Allowance

AND have EITHER three or more children under the age of 19 resident in the household claiming child benefit, OR

any occupier who has been diagnosed as suffering from one of the following medical conditions, which causes them to use a significant additional volume of water:

- a) Desquamation
- b) Weeping Skin Disease
- c) Incontinence
- d) Abdominal Stomas
- e) Kidney Failure requiring Home Dialysis, unless the health authority contributes to the cost of water consumed
- f) Crohn's Disease
- g) Ulcerative Colitis

The Company will also accept requests for assistance from customers in receipt of the special benefits detailed above who provide a Doctor's certificate confirming they have a medical condition which requires them to use large volumes of water for essential household purposes. The certificate should state the name of the patient, the diagnosis, the Doctor's name and address and include the date on which it was issued. Where a Doctor charges for a certificate, the fee is borne by the customer.

Proof of Eligibility

Customers who believe that they qualify for assistance should contact the Company to obtain an application form. Applicants will also be required to provide reasonable documentary evidence of their eligibility which will include:

- a) a copy of the latest notice of entitlement to the benefit or tax credit, and, either
- b) a copy of the latest notice of entitlement to child benefit at the property for three or more children under the age of 19, or
- c) details of the medical condition, together with the name of the Medical Practitioner to whom enquiries can be made.

In the case of either a) or b), a copy of the order book used by the benefit recipient in connection with their benefit would be acceptable.

Customers should be aware that the validity of claims may be verified with third parties and that the submission of misleading or fraudulent applications may ultimately amount to committing a criminal offence.

Nature of Assistance

Customers will be placed on our WaterSure tariff and assistance will take the form of a charge capped at the average household charge. Successful claimants will be charged the lower of the actual measured household charge and the average household charge and will be eligible for the assisted bill covering the whole billing period, during which the application was received by the Company.

Customers have a duty to inform the Company of any change of circumstance which would render them no longer eligible for the assisted bill.

Customers who have qualified for assistance will need to re-apply after twelve months to maintain their eligibility. A written reminder is sent towards the end of the qualifying period along with an application form. Failure to do so will lead to cessation of the assistance.

GUARANTEED STANDARDS SCHEME

We guarantee to provide specific standards of service in our dealings with customers and pay compensation if we fall short. Standards exist in the following areas:

- keeping appointments
- responses to enquiries about bills and/or alternative methods of payment
- responses to written complaints
- meter reading
- supply interruptions
- restoration of water supplies
- minimum pressure standard

Details of these standards and how to claim are contained within our Code of Practice for Domestic Customers, which is available from our Head Office.

COMPLAINTS AND DISPUTES

Full details of the Company's complaints procedure are available in a leaflet, which is available on request.

Certain disputes can be referred to the Water Services Regulation Authority at the address below for determination. They include the right to have a meter installed free of charge, the application of the Relevant Multiplier in relation to water infrastructure charges and the level of connection charges. Any dispute arising in connection with the level of connection charges should initially be referred to the Company. In the event that any such dispute remains unresolved, the applicant may refer it to the Water Services Regulation Authority for determination.

Water Services Regulation Authority
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

CONSUMER COUNCIL FOR WATER

The interests of the Company's customers are represented by an independent body, Consumer Council for Water, which investigates complaints that the Company has been unable to resolve and provides advice and information to all water and sewerage customers in the region. The Committee meets in public twice a year. The address, telephone numbers, fax number and e-mail address are as follows:

Consumer Council for Water
London and South East
Victoria Square House
Victoria Square
Birmingham B2 4AJ
Telephone: 0207 931 8502
Fax: 0121 345 1010
E-mail: londonandsoutheast@ccwater.org.uk
Minicom: 0121 345 1044

UNMEASURED WATER SUPPLIES

Charges

The charge for an unmeasured water supply to any premises comprises:

- a) i) a standing charge, and
 - ii) a rateable value charge calculated on the rateable value as at 31 March 1990 of the premises receiving the water supply or for which the supply is made available, or
- b) where the combined standing and rateable value charges amount to less than the Company's specified minimum charge, the minimum charge, or
- c) where a premises does not have a rateable value, that is those whose billing commenced after the rateable value system was abandoned in 1990, and prior to the compulsory metering of new properties in April 2005, the Licence charge. The Licence charge is based on the average rateable value of domestic properties in the Company's area of supply, or
- d) where the water is used for any purpose specified by the Company, a charge fixed by the Company for such purpose.

Time for Payment

Charges made for unmeasured water supplies will be payable annually in advance on receipt of the annual account, or

- i) by two half yearly instalments, or
- ii) by prior agreement with the Company, by eight direct debit instalments, which will be due on either 1st, 8th, 15th or 28th day of each month, or
- iii) by prior agreement with the Company, by instalments which will be due in such amounts and on such dates as specified by the Company.

Weekly and two weekly instalments are available on request and may be helpful particularly to customers experiencing difficulty paying their bills. These can be paid in cash, by cheque, debit or credit card, or by postal orders. In addition, the Company will continue to accept payment through Water Direct, details of which can be found on page 17.

If payment of any instalment is not made on the due date, the whole of the charges for the year or for any part thereof will become due and payable.

Where there is a change in circumstances, including a change from an unmeasured to a measured water supply and the apportionment of charges payable, the instalment facility may be withdrawn and the whole of the charges for the year or for any part thereof will become due and payable.

Persons Chargeable

Charges will be payable by the occupier of the premises receiving or having access to the supply, or any person to whom the supply is made available.

In the case of premises subject to a short term tenancy, the Company may determine that the supply is made available to the landlord for business purposes and that the landlord should be liable to pay the water charges.

A person, who is not the occupier of premises or is not the person to whom the supply is made available, may be liable to pay water charges in relation to those premises instead of the occupier by or under any statutory enactment or by agreement with the Company.

Order for Bankruptcy or Debt Relief Order

Where an Order for Bankruptcy or a Debt Relief Order has been made in respect of a person liable to pay water charges and that person remains resident in the property for which a debt for water charges was subject to the Order for Bankruptcy, or Debt Relief Order, that debt will be limited to the charges outstanding up to the date of the Order for Bankruptcy, or Debt Relief Order. Any charges outstanding in respect of the current billing year will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy or Debt Relief Order. Any charges for services provided after the Order for Bankruptcy, or Debt Relief Order, shall become due on the next day of occupation after the Order for Bankruptcy or Debt Relief Order and will be payable by the person responsible for the payment of water 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.

Discontinuation of Supplies

If a customer wishes the supply of water to be discontinued on vacation of a premises, notice must be given to the Company. No charge will be made provided that the proper notice has been given.

Where a property is unoccupied, charges remain payable unless the property is unfurnished and/or the water supply turned off. No allowances will be made in retrospect.

Change of Occupier

If a customer is vacating a property and a new occupier moving in, the vacating customer should notify the Company of the date of the move. Similarly, the new customer should notify the Company of the date of moving in.

Except in the case of short term occupations of less than six months, no charge will be made for the reconnection during normal working hours of a domestic supply for a customer who is the new occupier of a premises.

Empty Properties

Charges are payable if premises are furnished unless the Company is asked to turn off the supply. No retrospective allowances will be given. If the premises do not have a separate supply pipe it may not be possible for the Company to turn off the supply.

Where turn-off is required pending the sale of a property, or for a planned period of more than six

months, no charge will be made to turn the supply off and back on, provided it is undertaken within normal working hours and sufficient notice has been given.

A customer may wish to consider the installation of a meter if he wishes to maintain a supply to empty furnished premises.

No charges are payable in respect of unoccupied unfurnished premises, where no water is being used. No retrospective allowances will be given.

Where a property is unoccupied following the death of the owner/occupier the Executors/Administrators can decide whether a supply is maintained to furnished premises, with charges accruing, or the supply is turned off. Either way, the bill outstanding will only become payable upon Probate or Letters of Administration having been obtained.

MEASURED WATER SUPPLIES

Charges

The charge for a measured water supply comprises:

- i) a standing charge determined by the size of the meter, and
- ii) a volume charge calculated on the volume of water recorded by the meter as having been supplied.

These charges will take effect from 1 July each year. For the determination of charges spanning that date, the standing charge will be apportioned on a daily basis and the volume of water supplied will be deemed to have been supplied at an average daily rate during the period concerned.

The register of the meter will be evidence of the volume of water supplied. However, in respect of any period during which the meter was not in proper order, was not read or was removed, the consumption of water will be estimated on the basis of the average actual consumption during the corresponding period of the previous year or as otherwise agreed.

Time for Payment

Charges made for measured water supplies are due and payable on demand, or

- i) by prior agreement with the Company, by twelve direct debit instalments, which will be due on either 1st, 8th, 15th or 28th day of each month, or
- ii) by prior agreement with the Company, by instalments which will be due in such amounts and on such dates as specified by the Company.

Weekly and two weekly instalments are available on request and may be helpful particularly to customers experiencing difficulty paying their bills. These can be paid in cash, by cheque, debit or credit card, or by postal orders. In addition, the Company will continue to accept payment through Water Direct, details of which can be found on page 17.

Persons Chargeable

Charges will be payable by the occupier of the premises receiving or having access to the supply, or any person to whom the supply is made available. In the case of premises subject to a short term tenancy, the Company may determine that the supply is made available to the landlord for business purposes and that the landlord should be liable to pay the water charges.

A person, who is not the occupier of premises or is not the person to whom the supply is made available, may be liable to pay water charges in relation to those premises instead of the occupier by or under any statutory enactment or by agreement with the Company.

Where two or more premises in separate occupation are supplied through one meter, accounts will be issued to one person only.

Leakage

The customer is liable for the cost of all water registered on the meter. No allowance is made in respect of leakage from customers' pipework, except in the case of the first leak at premises used wholly or partly as a dwelling. A copy of the Company's Code of Practice and Procedures for Leakage on Domestic Supplies is available on request.

Where a customer requests that a meter is tested and the meter is proven to meet the required standard of accuracy, the cost of that test will be payable by the customer.

Notice of Vacation of Property

Where charges are fixed in relation to any premises by reference to volume, the person chargeable in relation to those premises will be liable to pay such charges after ceasing to be the occupier of the premises, where he fails to notify the Company of the ending of the occupation of the premises at least two working days before ceasing to occupy them.

The customer will be liable for charges for the period ending with whichever of the following first occurs after he ceases to occupy the premises:

- a) where the customer informs the Company of vacating the premises less than two working days before, or at any time after vacating them, the twenty eighth day after the Company has been informed;
- b) any day on which any meter would normally have been read in order for the amount of the charges to be determined;
- c) any day on which any other person informs the Company that he has become the new occupier or the new person chargeable in relation to the premises.

References to two working days are references to the period of forty-eight hours calculated after disregarding any time falling on a Saturday, Sunday, or on any day which is a Public Holiday.

LARGE USER CHARGES**(for customers with an annual water consumption of 50,000 cubic metres or more at a single site)**

The charge for a large user comprises:-

- i) a standing charge determined by the size of the meter, and
- ii) a large user volume charge calculated on the volume of water recorded by the meter as having been supplied, and
- iii) an annual fixed charge per site.

Consumption at customer's sites is reviewed at the end of the billing year on 30 June. Where consumption was 50,000 cubic metres or more customers will be placed on the large user tariff for subsequent billing.

A customer on the large user tariff with consumption below 50,000 cubic metres during the billing year will be returned to the normal tariff at the end of the billing year. A refund will be made to ensure that they are not penalised for being on the large user tariff.

OTHER SUPPLIES

Charges for supplies required for any other purposes not set out in this Scheme will be measured or by agreement and quoted on written application to the Company.

WATER INFRASTRUCTURE CHARGES

Water infrastructure charges contribute towards expenditure incurred in providing enhancements to the overall supply network, which are necessary to meet the increased demands imposed by new or additional connections to the water supply system. These charges are in addition to connection charges, which continue to be payable.

The Company will require payment of a water infrastructure charge where a customer requests a connection or reconnection to the water supply of any premises which, subject to the provisions below, have not previously been connected and paid water charges to Portsmouth Water in the previous five years.

Charges

The water infrastructure charge payable on a standard domestic property (i.e. a separately billed house, flat or separate unit) requiring a 15mm (0.5") or 20mm (0.75") service connection will be the standard water infrastructure charge.

For multiple occupancy domestic properties or non-domestic properties requiring a service connection greater than 15mm (0.5"), a Relevant Multiplier will be calculated based upon the number of water fittings and their related loading units where provided. To calculate the Relevant Multiplier:

- i) ascertain the total number of water fittings in all the categories specified in Column 1 of the following table
- ii) calculate by reference to Column 2 of the table the aggregate loading units attributable to that total number of water fittings

- iii) divide the aggregate loading units by 24

The resulting number will be the Relevant Multiplier and will be applied to the standard water infrastructure charge in order to calculate the amount payable for the relevant connection. If the resulting number is less than 1, the Relevant Multiplier will be 1.

Where no table of loading units is provided but a flow rate is requested, BSEN 806 Part 3 Appendix B shall be used to convert the flow rate to loading units to calculate the Relevant Multiplier.

Where a table of loading units is provided but a meter and connection size of higher capacity is requested, BSEN 806 Part 3 Appendix B shall be used to convert the maximum continuous flow of the requested meter size to loading units to calculate the Relevant Multiplier. Alternatively the connection shall be provided with no additional capacity and shall be sized based on the table of loading units provided.

Column 1	Column 2
Water Fitting (note 1)	Loading Units
WC flushing cistern	2.0
Wash basin in a house	1.5
Wash basin elsewhere	3.0
Bath (tap nominal size 20mm) (0.75") (see note 2)	10.0
Bath (tap nominal size larger than 20mm) (0.75") (see note 2)	22.0
Shower	3.0
Sink (tap nominal size 15mm) (0.50")	3.0
Sink (tap nominal size larger than 15mm) (0.50")	5.0
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per house) (see notes 3 and 4)	3.0
Communal or commercial appliance (see note 3)	10.0
Any other water fitting or outlet (including a tap, but excluding a urinal or water softener)	3.0

Notes

1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.
2. 'Bath' includes a whirlpool bath and a jacuzzi.
3. 'Domestic appliance' means a water using appliance (including a dishwasher, a washing machine and a waste disposal unit) in a house and 'communal or commercial appliance' means an appliance (including a dishwasher, a washing machine and a waste disposal unit) elsewhere in a house (including communal facilities).

4. In any calculation under charges on page 14, a minimum of six loading units will be included in respect of each house for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance).

When a site is developed or redeveloped, including by means of conversion of a building or buildings on it, the Company will make an allowance for the water connections removed, where accounts have been paid, on the site at any time in the five year period before the development or redevelopment began in calculating the water infrastructure charge payable.

Time for Payment

The water infrastructure charge will be due and immediately payable to the Company at the time the relevant connection is made or permitted and a supply of water is made available to the premises or, if the relevant connection is made without authorisation by the Company, at the time such connection is made.

Where the building or part of a building, to which the water connection is made, is occupied as a dwelling house immediately before the connection, the water infrastructure charge will be payable in full:

- i) within twenty eight days after the connection is made, or
- ii) at the option of the person liable, but subject to any undertaking required by the Company, by equal annual instalments plus interest over twelve years.

'Connection' means a connection, either directly or through an intermediate pipe, to a water supply of premises which have not been, within the previous five years, connected to a supply of water.

Persons Chargeable

The person liable to pay the water infrastructure charge will be:

- i) the person requesting the relevant connection to be made, or
- ii) if the relevant connection is made without authorisation by the Company, the person making that connection or the person using the services provided.

PAYMENT FACILITIES

The facilities for payment of accounts, which are detailed on your bill, are as follows:

— By Direct Debit

Customers can pay by direct debit instalments. Unmeasured customers can pay by a maximum of 8 monthly instalments and measured customers by 12 monthly instalments. Instalments are collected on 1st, 8th, 15th or 28th day of each month.

— At a Bank

There will be no charge for customers who pay at any branch of National Westminster Bank or the Royal Bank of Scotland, or who pay at their own bank.

— At any Post Office

Customers can pay by cash, but a charge will be payable. Customers who are Girobank account holders can pay by cheque or cash free of charge.

— At Head Office

Customers can pay by cheque, cash or postal orders.

— By Post

Customers can pay by cheque or postal orders.

— By Debit Card

Customers can pay either in person at Head Office, by telephone (see page 27) or via our website.

— By Credit Card

Customers can pay either in person at Head Office, by telephone (see page 27) or via our website. A 1.5% commission charge will be made.

— By Telephone or PC Banking

When using your telephone or PC banking arrangements, please quote your customer reference number. Our Sort Code is 57-10-36 and our Bank Account number is 0000 0000.

— By Water Direct

If customers cannot pay their bill and are claiming Income Support, Income-based Job seekers Allowance or Pension Credit, Jobcentre Plus may pay their bill direct to us by deduction from their benefit. If the customer agrees to this method of payment, Jobcentre Plus will take a fixed amount from the benefit to pay any amount owed in arrears and cover current charges. If customers wish to use this facility, they should telephone Customer Services or write to us, or contact their Jobcentre Plus office direct.

COLLECTION OF OUTSTANDING CHARGES

Non-payment of charges may result in Court proceedings and ultimately, in the case of non-domestic supplies, the withdrawal of the water supply.

All legal costs incurred by the Company in the collection of charges will be passed directly to the customer.

The Company operates a Code of Practice and Procedures on Debt for Domestic Customers, copies of which are available on request. Anyone experiencing difficulties in meeting payments should make contact with Customer Services without delay.

VALUE ADDED TAX

Value added tax is payable at the standard rate on industrial water supplies for customers falling within Standard Industrial Classifications (SIC) 1-5. Water supplies to other classes of customer are at present zero rated.

Value added tax is payable on certain other charges and is detailed in the Schedule of Charges where applicable.

UNMEASURED WATER SUPPLIES

Standing charge	£24.00
Rateable value charge	36.10 pence per £ of rateable value
Minimum charge	£72.55
Licence charge	£103.40
Assessed charge ¹	£66.30
Assessed charge ²	£91.90

¹ This assessed charge is for a one-bedroom property with a single occupier.

² This assessed charge is for all properties, other than one-bedroom with a single occupier.

MEASURED WATER SUPPLIES

a) Standard Tariff

Standing charge			Size of meter		
Size of meter		£	Size of meter		£
mm	inches		mm	inches	
15mm	0.5	27.20	80mm	3.00	281
20mm	0.75	31.10	100mm	4.00	682
25mm	1.00	84	150mm	6.00	1495
40mm	1.50	159	200mm	8.00	2680
50mm	2.00	197	300mm	12.00	6400
WaterSure (formerly Vulnerable Group Tariff)					97
Volumetric charge per cubic metre					
67.1p					

b) Large User Tariff

(for customers with an annual water consumption of 50,000 cubic metres or more at a single site)

Annual fixed charge per site (in addition to meter standing charges in a) above)	£6,250
Volumetric charge per cubic metre	54.6p

SUPPLIES TO DEVELOPERS FOR BUILDING WATER

Residential Developments

- i) For industrial building work - 7 pence per £100 (or part thereof) of the full contract price in respect of industrial and other building works, including Council houses, Housing Association properties and alterations to premises, but excluding those in ii), subject to a minimum payment of £35 for each new connection.
- ii) For private dwellings - 5 pence per £100 (or part thereof) of the total selling price of the property, payable in advance, subject to a minimum payment of £35 for each new connection.
- iii) Where the bulk of the work is prefabricated - 50% of the above charges, subject to a minimum payment of £35 for each new connection.
- iv) The builder may pay for building water by meter in accordance with the measured charges set out in this Scheme, subject to the completion and return of a meter agreement in advance of any work on site.

Industrial Developments

Charged on the basis of a separate measured supply.

STANDPOSTS

Size		Period	Deposit	Charges	
mm	inches	month(s)	£	£	£
				Hire	Consumption
25 measured	0.75 measured	1	200	45	based upon the usage of water at the standard volumetric rate
25 measured	0.75 measured	6	200	100	
50 measured	2.00 measured	1	600	45	
50 measured	2.00 measured	6	600	160	

VAT

Returnable deposit	exempt
Hire charge	standard rated
Consumption charge - domestic supplies	zero rated
Consumption charge - industrial supplies	standard rated

WATER INFRASTRUCTURE CHARGE

Standard charge	£347
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Water infrastructure charges are outside the scope of VAT.

REDUCTIONS IN METER SIZE

For work in an existing chamber:

Existing meter up to 25mm (1.00")	£260 + VAT
Existing meter up to 40mm (1.50")	£341 + VAT

Other sizes and those requiring extra work will be separately costed.

NON-PAYMENT OF ACCOUNTS

Dishonoured cheques	£15
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NEW WATER CONNECTIONS

All new water connections will include the cost of meter installation. A Wall Mounted Meter Box will be installed by the developer, whenever it is practicable. In certain cases, the connection will be made using a standard boundary box. The costs of both types of installation are set out below:

In unmade ground with:**(i) wall mounted meter box**

Pipe size		Basic connection charge (including the first 2m.)	Additional charges (each additional 0.5m.)	
mm	inches	£	£	£
		(a)	Rate 1 (b)	Rate 2 (c)
20	0.5	291	25	1
25	0.75	290	25	1

(ii) standard boundary box

Pipe size		Basic connection charge (including the first 2m.)	Additional charges (each additional 0.5m.)	
mm	inches	£	£	£
		(a)	Rate 1 (b)	Rate 2 (c)
20	0.5	327	25	1
25	0.75	326	25	1
32	1.00	414	25	1

- a) Where an additional connection is made in a single trench, then a 25% reduction will be made on the Basic Connection Charge in respect of the second connection.
- b) Additional Charge Rate 1 will be applicable to any additional lengths of pipe over and above the basic 2 metre length.
- c) Additional Charge Rate 2 will only be applicable to any additional lengths of pipe which:-
- i) pass through existing ducts provided and located by the applicant. A maximum of three pipes will be allowed in each duct;
 - ii) pass through ducts thrustbored by the Company at the request of the applicant;
 - iii) is the second pipe in a common trench.

Estimates will be given for new services where special conditions apply, with the final cost of the job being chargeable, if different from the estimate.

In Existing Highway

In addition to the charges quoted on page 21, the cost of carriageway or footpath excavation and subsequent interim and final reinstatement will be charged as detailed below. Alternatively, the applicant can arrange to undertake the excavation and reinstatement, provided a licence and consent are obtained from the Highway Authority.

Carriageway

Reinstatement	Roads with concrete foundations				Other roads	
	min. charge 2m.		each 0.5m. over 2m.		min. charge 2m. each 0.5m. over 2m.	
	£	£	£	£	£	£
Interim	135	18	111			20
Final	214	46	121			26

Footpath

Reinstatement	Flexible surface		Concrete		Slabs	
	minimum charge 2m.	each 0.5m. over 2m.	minimum charge 2m.	each 0.5m. over 2m.	minimum charge 2m.	each 0.5m. over 2m.
	£	£	£	£	£	£
Interim	76	15	76	15	76	15
Final	77	17	122	26	133	29

Persons Chargeable

The person liable to pay the water connection charge will be:

- the person requesting the relevant connection to be made, or
- if the relevant connection is made without authorisation by the Company, the person making that connection or the person using the services provided.

VAT

The charge for a water connection provided to DIY Housebuilders, in respect of new dwellings, new permanent caravan parks, buildings intended for use solely for relevant residential or charitable purposes, or for approved alterations to listed buildings will be zero-rated.

The charge for a water connection provided in any other circumstances will be subject to VAT at the standard or reduced rate as applicable.

FIXING OF FIRE HYDRANTS

New mains	Nominal diameter			
	up to and including 100mm	150mm	200mm	larger than 200mm
	£	£	£	£
Hydrant with post and plate	435	492	709	charged at cost
Hydrant without post and plate	420	477	694	charged at cost
Existing mains	charged at cost	charged at cost	charged at cost	charged at cost
VAT	standard rated	standard rated	standard rated	standard rated

METER INSTALLATION**Meter installation on an existing service**

Chamber previously installed			No existing chamber		
Pipe size		Charge	Pipe size		Charge
mm	inches	£	mm	inches	£
20	0.5	82 + VAT	20	0.5	278 + VAT
25	0.75	82 + VAT	25	0.75	278 + VAT
32	1.00	136 + VAT	32	1.00	358 + VAT

Estimates will be given for meters above 25mm (1.00") size and those on by-passes. Where a by-pass is required, an additional charge will be made.

METER TESTING FOR HOUSEHOLDS ONLY

In situ	£20 + VAT
Off site	£70 + VAT

Testing of commercial meters will be individually costed.

METERS AND FITTINGS

	20mm (0.5")	25mm (0.75")	32mm (1.00")
	£	£	£
Kit for external fixing - garden or forecourt	67	68	136
Kit for internal fixing	32	49	107
Meter only	24	35	99
VAT	standard rated		

PIPE TRACING

Pipe tracing	£81 per hour/part hour + VAT
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LEAK DETECTION

Leak detection	£82 per hour/part hour + VAT
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STOP TAP KEYS

Stop tap key	£19.38 + VAT
Delivery	£2.40 + VAT

DISCONNECTION AND RECONNECTION OF SUPPLY AT CUSTOMERS REQUEST

Where a customer requests that a supply of 25mm (1.00") or less is disconnected and reconnected within a six month period.	£50
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Larger supplies are individually costed.

NON-PAYMENT OF ACCOUNTS

Visit to reconnect an unmeasured supply (attendance fee) following disconnection	£50
Visit to reconnect an unmeasured supply outside normal working hours (attendance fee) following disconnection	£70
Visit to reconnect a metered supply up to 25mm (1.00") (attendance fee) following disconnection	£55
Visit to reconnect a metered supply up to 25mm (1.00") outside normal working hours (attendance fee) following disconnection	£70
Installation of Company Stopvalve - surfaced	£259
Installation of Company Stopvalve - unsurfaced	£227

Reconnection of meters larger than 25mm (1.00") will be separately costed.

Normal working hours are 0800 – 1600 hours, Monday to Friday inclusive.

VAT

Domestic supplies	zero rated
Industrial supplies	standard rated

SUB-CONTRACT ACCOUNTS

15% will be added to accounts to cover administrative charges if any work is carried out by private contractors employed by the Company.

PUBLICATIONS

Copies of the following documents may be obtained free of charge on request from the Company's Head Office;

- Complaints Procedure
- Code of Practice for the Exercise of Works on Land
- Code of Practice and Procedures for Leakage on Domestic Supplies
- Code of Practice for Domestic Customers
- Code of Practice and Procedures on Debt for Domestic Customers
- Your Water Quality
- Guide to Water Hardness and Limescale
- Scheme of Charges
- Services for our Customers with Special Needs
- Save Water Now
- Water Used by Domestic Appliances
- Changing to a Water Meter
- Living with Your New Water Meter

HOW TO CONTACT US

PO Box 8
West Street
Havant
Hampshire
PO9 1LG

General Enquiries
023 9249 9888

Website
www.portsmouthwater.co.uk

E-mail
head.office@portsmouthwater.co.uk

Water Account Enquiries
023 9249 9666

Freephone Debt Line
0800 432 0534

Water Quality Enquiries
023 9249 9888

New Supplies
023 9249 9888

Mains and Service Repairs
023 9249 9888

Plumbing and Water Regulations Enquiries
023 9249 9888

Freephone Leak Line
0800 434 6104

All enquiries to the above numbers may be made between 8.30am - 4.30pm, Monday to Friday

Operations Centre (24 Hour Emergency Service and Reporting of Leaks)
023 9247 7999

24 Hour Automated Payment Line
08701 129637

MAP OF THE COMPANY'S AREA OF SUPPLY



ANNEX 1

KEY TARIFF POLICY INDICATORS 2014/15

Weighted average charges increase	2.05%
Target for measured/unmeasured differential	£31
Actual measured/unmeasured differential	£31
Unmeasured household standing charge	£24.00 (2.56% increase on 2013/14)
Measured household standing charge	£27.20 (2.64% increase on 2013/14)

