

# Scheme of Charges

## 2015-2016



**Delivering excellence**

for our customers, our people and our environment



This Charges Scheme sets out the Company's charges to Non-household customers and is made under Section 143 of the Water Industry Act 1991. It includes water supply charges, which are effective from 1 July 2015, together with other miscellaneous charges, which are payable from 1 April 2015. 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 2014/15 is revoked with effect from the coming into operation of this Charges Scheme.

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## **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.

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**

**Telephone: 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.

- 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.

## **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. Where a shared supply exists the Company can quote to enable a separate supply and meter be fitted.

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.

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

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.

## **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](mailto: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, the Licence charge may be payable. 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.

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.

### **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, bills will be issued to one person only.

## **Leakage**

The non-household customer is liable for the cost of all water registered on the meter. No allowance is made in respect of leakage from customers' pipework.

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.

## **VOLUMETRIC CHARGES**

The Company has different charging rates dependent on the amount of water used at a single site. These rates reflect the utilisation of the network. Customers do not need to apply for these tariffs. The Company will ensure the appropriate tariff is applied as soon as the customer eligible, and will write to customers in advance explaining the impact of the tariff on their charge.

## **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.

A customer on the large user tariff with consumption below 50,000 cubic metres during the billing year will be returned to the normal or intermediate 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.

## **INTERMEDIATE USER CHARGES**

**(for customers with an annual water consumption between 10,000 and 50,000 cubic metres at a single site)**

The charge for an intermediate user comprises:-

- i) a standing charge determined by the size of the meter, and
- ii) an intermediate 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 customers' sites is reviewed at the end of the billing year on 30 June. Where consumption was between 10,000 and 50,000 cubic metres or more customers will be placed automatically on the intermediate user tariff for subsequent billing.

A customer on the intermediate user tariff with consumption below 10,000 cubic metres during the billing year will be returned to the normal tariff at the end of the billing year. An adjustment will be made to ensure that they are not penalised for being on the intermediate 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 water supply, which are necessary to meet the increased demands imposed by new or additional connections. These charges are in addition to connection charges which continue to be payable.

The Company will require payment of a water infrastructure charge when a customer requests a connection or reconnection to the water supply of any premise 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. 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.

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

## 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 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 Lloyds Bank, 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 28) or via our website.

## **By Credit Card**

Customers can pay either in person at Head Office, by telephone (see page 28) 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 30-00-00 and our Bank Account number is 0239 0302.

## **COLLECTION OF OUTSTANDING CHARGES**

Non-payment of charges may result in Court proceedings and 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.

## **RECOVERY FOR UNDERCHARGING**

While the Company strives to ensure that all bills for charges are correct, in the case of an error we reserve the right to make retrospective adjustments. This will always happen if the adjustment is in the customer's favour. We will not make retrospective adjustments in our favour if there is clear evidence that the undercharging has been due to a failure or error on our part.

## **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	<b>£23.30</b>
Rateable value charge (£/£rv)	<b>38.1 pence per £ of rateable value</b>
Minimum charge	<b>£74.80</b>
Licence charge	<b>£107.13</b>

## MEASURED WATER SUPPLIES

### a) Standard Tariff

Size of meter			Size of meter		
mm	inches	£	mm	inches	£
15mm	0.5	<b>27.14</b>	50mm	2.00	<b>199.89</b>
20mm	0.75	<b>31.11</b>	80mm	3.00	<b>285.90</b>
25mm	1.00	<b>85.09</b>	100mm	4.00	<b>695.07</b>
40mm	1.50	<b>161.51</b>	150mm	6.00	<b>1523.34</b>
<b>Volumetric charge per cubic metre 69.4p</b>					

### b) Intermediate Tariff

Size of meter			Size of meter		
mm	inches	£	mm	inches	£
15mm	0.5	<b>40.19</b>	50mm	2.00	<b>212.94</b>
20mm	0.75	<b>44.16</b>	80mm	3.00	<b>298.95</b>
25mm	1.00	<b>98.14</b>	100mm	4.00	<b>708.12</b>
40mm	1.50	<b>174.56</b>	150mm	6.00	<b>1536.39</b>
<b>Volumetric charge per cubic metre 67.3p</b>					
<b>Annual site fee £201.00</b>					

### c) Large User Tariff

Size of meter			Size of meter		
mm	inches	£	mm	inches	£
15mm	0.5	<b>40.19</b>	80mm	3.00	<b>298.95</b>
20mm	0.75	<b>44.16</b>	100mm	4.00	<b>708.12</b>
25mm	1.00	<b>98.14</b>	150mm	6.00	<b>1536.39</b>
40mm	1.50	<b>174.56</b>	200mm	8.00	<b>2680.00</b>
50mm	2.00	<b>212.94</b>	300mm	12.00	<b>6400.00</b>
<b>Volumetric charge per cubic metre 57.1p</b>					
<b>Annual site fee £5,079.00</b>					

## 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	£353
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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")	£266 + VAT
Existing meter up to 40mm (1.50")	£346 + 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	<b>296</b>	<b>25</b>	<b>1</b>
25	0.75	<b>294</b>	<b>25</b>	<b>1</b>

#### (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	<b>332</b>	<b>25</b>	<b>1</b>
25	0.75	<b>330</b>	<b>25</b>	<b>1</b>
32	1.00	<b>442</b>	<b>25</b>	<b>1</b>

- 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 above, 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	<b>136</b>	<b>18</b>	<b>111</b>	<b>20</b>
Final	<b>215</b>	<b>47</b>	<b>121</b>	<b>26</b>

## 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	<b>77</b>	<b>15</b>	<b>77</b>	<b>15</b>	<b>77</b>	<b>15</b>
Final	<b>77</b>	<b>17</b>	<b>122</b>	<b>27</b>	<b>134</b>	<b>29</b>

## Persons Chargeable

The person liable to pay the water connection 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.

## 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. 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.

## FIXING OF FIRE HYDRANTS

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

## 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	<b>82 + VAT</b>	20	0.5	<b>282 + VAT</b>
25	0.75	<b>82 + VAT</b>	25	0.75	<b>282 + VAT</b>
32	1.00	<b>136 + VAT</b>	32	1.00	<b>361 + VAT</b>

## METER TESTING FOR HOUSEHOLDS ONLY

In situ	<b>£20 + VAT</b>
Off site	<b>£70 + VAT</b>

## METERS AND FITTINGS

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

## PIPE TRACING

Pipe tracing	<b>£82 per hour/part hour + VAT</b>
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## LEAK DETECTION

Leak detection	£83 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	£262
Installation of Company Stopvalve - unsurfaced	£230

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 – Household Customers**

**Scheme of Charges – Non-Household and developers**

**Service Plus – Our services for customers with additional 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](http://www.portsmouthwater.co.uk)**

E-mail  
**[head.office@portsmouthwater.co.uk](mailto: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 Freephone Automated Payment Line  
**0800 0480021**

**MAP OF COMPANY AREA**











