

Yorkshire Water Services Limited Charges Scheme Board Assurance Statement 2019-2020

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1. CHARGES SCHEME 2019-2020 BOARD ASSURANCE STATEMENT

As a Director of Yorkshire Water at the time of the publication of the company's Charges, I, the undersigned, confirm that:

- a) so far as I am aware, there is no relevant audit information of which the auditors of the company's Charges are unaware; and*
- b) I have taken all the steps that I ought to have taken as a director in order to make myself aware of any relevant audit information and to ensure that the auditors of the company's household Charges are aware of the information;*

consistent with the Companies (Audit, Investigations and Community Enterprise) Act 2004.

And that, to the best of my knowledge, having made all due inquiries and based on sources of evidence, that:

- c) the company complies with its legal obligations relating to the charges set out in its charges schemes;*
- d) the Board has assessed the effects of the new charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;*
- e) the company has appropriate systems and processes in place to make sure that the information contained in the charges scheme, and any additional information published about its charges is accurate; and*
- f) the company has consulted with the Consumer Council for Water (CCWater) in a timely and effective manner on its charging schemes.*

2019-20 Charges Scheme Board Assurance Statement.
Signed by Yorkshire Water Services Limited Board of Directors.



Anthony Rabin
Chairman



Richard Flint
Chief Executive



Liz Barber
Director of Finance,
Regulation & Markets




Pamela Doherty
Director of Service Delivery



Nevil Muncaster
Director of Asset Management



Ray O'Toole
Non-Executive Director




Julia Unwin
Non-Executive Director



Andrew Wyllie
Non-Executive Director



Michael Osborne
Non-Executive Director



Scott Auty
Non-Executive Director



Andrew Dench
Non-Executive Director

2. CHARGES DATA ASSURANCE SUMMARY - YORKSHIRE WATER SERVICES LTD

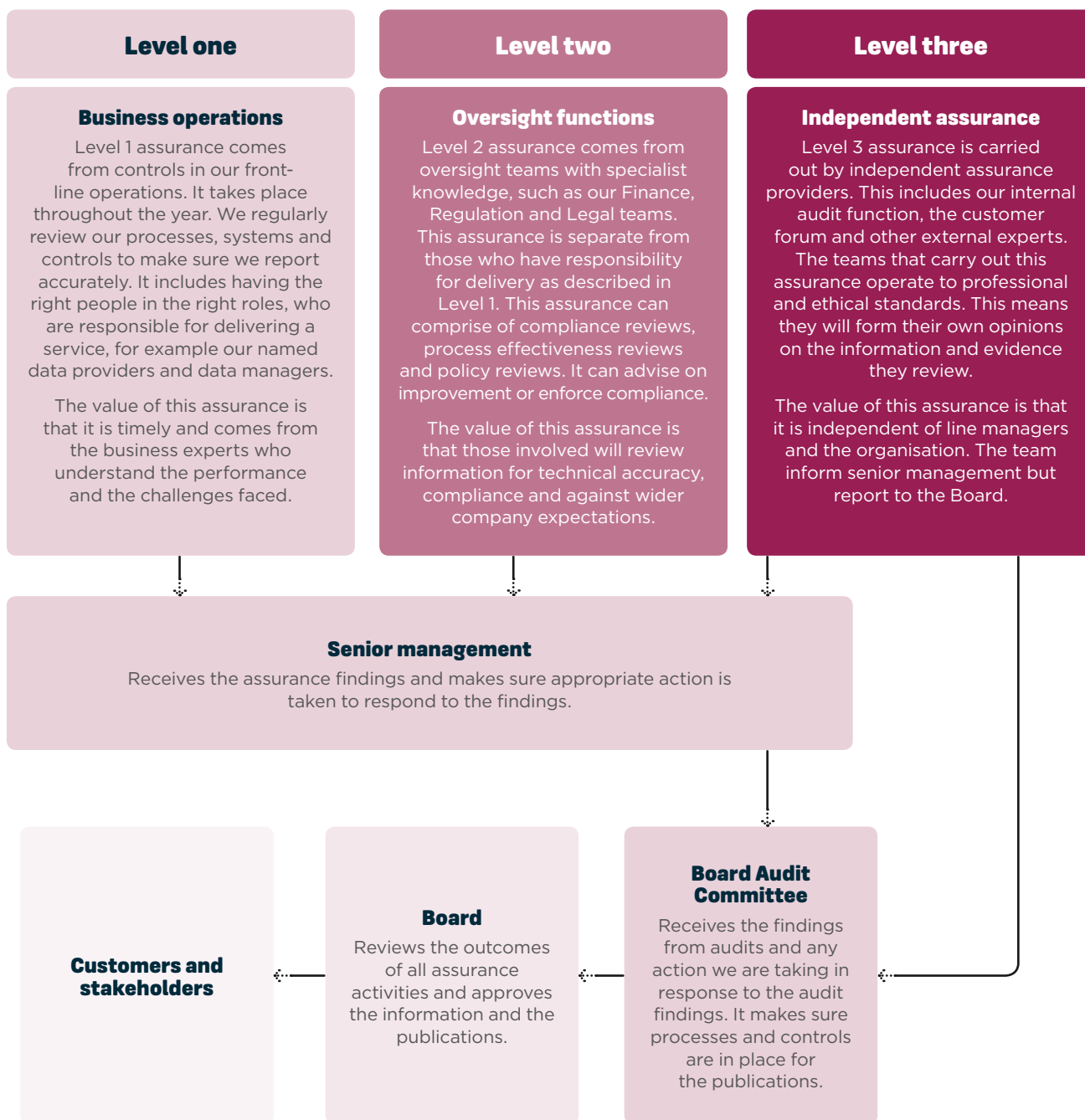
The governance in place and the assurance process detailed below in the production of the household and non-household charges allows the Board to review and provide confidence in the charges we publish and the assurance processes we have followed. The Board of Directors sign the 'Board Assurance Statement' which confirms:

- The Charges comply with our legal requirements.
- The Board has reviewed the effects of the 2019-20 charges on customer bills for a range of customer types to assess if bill increases have exceeded 5%.
- We have consulted with the relevant stakeholders in a timely and effective manner.
- Appropriate systems and processes are in place to ensure the data and information contained in the Charges and additional information is accurate.

COMPLETED ASSURANCE LEVELS EXPLAINED

- By mapping our assurance activities into three levels, the Board are given confidence that sufficient assurance is provided at the right time. Challenges can be investigated and an explanation provided at the earliest opportunity. A description of the levels of assurance is provided in the diagram on the next page. This includes both internal and external review.

CHARGES ASSURANCE LEVELS EXPLAINED



Level 1:

- All data inputs into the tariff model are from assured data sources, internal experts or forecasts.
- The tariff model is updated, and calculation input checks are reviewed.
- All movements in tariffs are reviewed and bill impacts assessed.
- Level 1 assurance ensures we remain compliant with the four revenue price controls;
 - Wholesale water
 - Retail household
 - Wholesale wastewater
 - Retail non-household
- Level 1 assurance confirms we are compliant with the published charges principles and guidelines.

Level 2:

- The Tariff Steering Group, which included internal business experts in regulatory finance, retail services and tariffs held several meetings to discuss charging policy, strategy and governance.
- A qualified member of our internal legal team is asked to agree any changes to the charges scheme book.
- The Head of Financial Planning and Pricing, Head of Household Retail and the Regulation Director have reviewed the Charges and customer bill impacts. As part of the assurance process all are required to sign off and comment on their observations, any queries raised are resolved prior to the Board review.

Level 3:

- External independent assurance was provided by two firms of auditors. These reports are included in their entirety as an appendix in the paper submitted to the Board for review.
 - Deloitte audited the charges model to ensure the calculations are robust and the model is fit for purpose.
 - Halcrow audited the charges model for compliance with charging principles and guidelines.
- A paper is submitted to the Board which contains;
 - a copy of both auditor's findings – this allows a check to the Charging principles and guidelines;
 - the timetable for completion – gives confidence the process is under control and all reporting requirements will be achieved;
 - tables comparing charges – this provides a transparent review of the movements in charges.
- Internal Audit complete an annual billing audit, to confirm that the tariffs have been included within the billing system correctly.

There are two Board Assurance Statements;

- Charges Scheme – this relates to the end user charges.
- Wholesale Charges – excluding retail.

These are clearly visible in the separate sections to which they apply.

www.yorkshirewater.com/our-charges

www.yorkshirewater.com/business/wholesale-charges

3.

CHARGES 2019-20

CHARGES RULES COMPLIANCE REVIEW

Rule number	Scheme rule	Are we compliant?	Evidence
1 - 6	Introduction and interpretation	n/a	
	Consumer council for water.		
7	Before making a charges scheme a relevant undertaker must consult the Consumer Council for Water about its proposed scheme in a timely and effective manner.	Compliant	See stakeholder consultation table.
	Bill stability		
8	Undertakers should carry out a proportionate impact assessment whenever the nominal value of bills for a given customer type (assuming a constant level of consumption) is expected to increase by more than 5% from the previous year.	Compliant	Per our statement we do not expect any customer group to experience an increase in their bill greater than 5%. See Bill stability table.
	Publication		
9	Charges schemes must be published no later than the first working day of the February immediately preceding the Charging Year in relation to which they have effect.	Compliant	Our charges will be published within the required timeframe.
10	Charges schemes must be published on a relevant undertaker's website and in such other manner as the undertaker considers appropriate for the purpose of bringing it to the attention of persons likely to be affected by it.	Compliant	All household customer charges can be accessed from one landing place on the web-site. This makes it easy for stakeholders to access the documents they are interested in.
11	Where a relevant undertaker has published or fixed standard charges otherwise than under a charges scheme for any services provided by that undertaker, charges schemes must state how customers may obtain a copy of such charges and, if applicable, where on a relevant undertaker's website those charges may be found.	Compliant	Relevant charges related documents are referenced in the Charges book. There are clear menus and links on the website. Live Chat and Request call back facilities are available.
	Principles for determining the amounts of charges		
12	Consistent principles and approaches must be applied to the calculation of charges for different classes of customers.	Compliant	Regardless of the services provided consistent principles and approaches are applied.

Rule number	Scheme rule	Are we compliant?	Evidence
13	Charging structures must reflect the long run costs associated with providing the relevant service.	Compliant	The revenue controls were set at the FD14 for the five year period and these controls are then applied to all tariff calculations for each relevant service.
14	Charges for services provided to domestic premises must be fixed so that the average difference between metered charges and unmetered charges only reflects any differences in the costs of, and the additional benefits of, the provision of one service relative to the other.	Compliant	The tariff differential between measured and unmeasured is within the £2.00 benchmark.
15	Differences between charges for services provided to larger users of water and charges for services provided to smaller users of water must only be based on cost differences associated with differential use of network assets, differential peaking characteristics, different service levels and/or different service measurement accuracy.	Compliant	YWS has agreement with Ofwat to apply a 'falling block' tariff structure, on the basis that larger users do not tend to use the same types of infrastructure as smaller household users.
16	Where cost differences associated with differential peaking characteristics are used as a basis for differences between charges for services provided to larger users of water and charges for services provided to smaller users of water, the charges fixed on that basis must be structured on an appropriate peak demand basis.	Compliant	The falling block tariff structure is applied. Seasonal peaking characteristics are not applied.
17	Charges for sewerage services must take into account the different pollutant loads associated with household foul sewage, non-household foul sewage, trade effluent, surface water draining from premises and surface water draining from highways.	Compliant	We have separate charges for household and non-household sewage and trade effluent. Our surface water charges are currently based on surface area. The surface water draining from highways is currently incorporated in the sewerage charge applied.

Rule number	Scheme rule	Are we compliant?	Evidence
Assessed charges			
18	Charges schemes must allow a customer to choose to pay an assessed charge determined in accordance with this rule in the specified circumstances:	Compliant	The volumes are based on historic billed information. Where we determine that it is impractical or unreasonably expensive to install a meter at domestic premises the customer may opt to pay an assessed charge.
18	(a) The type and amount(s) of an assessed charge must be determined in accordance with the following principles:	Compliant	
18	(i) assessed charges should, as closely as practicable, reflect the metered charges that would apply in relation to the volume of water that is likely to be supplied; and	Compliant	
18	(ii) the amount of an assessed charge payable by an individual who is the sole occupier of domestic premises (a single occupier assessed charge) should reflect the volume of water that is likely to be supplied to domestic premises occupied by one individual in the relevant area.	Compliant	
18	(b) the specified circumstances for the purposes of this rule are where a water undertaker has received a measured charges notice in accordance with section 144A of the Water Industry Act 1991 but was not obliged to give effect to it because:	Compliant	
18	(i) it is not reasonably practicable to fix charges in respect of the premises by reference to the volume of water supplied; or	Compliant	
18	(ii) to do so would involve the incurring by the undertaker of unreasonable expense.	Compliant	

Rule number	Scheme rule	Are we compliant?	Evidence
Unmetered charges			
19	Charges schemes that include any unmetered charges must clearly state the basis on which those charges are fixed or determined and, in the case of rateable value charges, state:	Compliant	The basis of unmetered charges applied is set out in the 'charges scheme' booklet prepared for each submission and is based on a fixed standing charge and an RV based charge. The rateable value remains unchanged since 1989. This methodology is in line with previous years.
19	(a) which rating valuation list charges are fixed or determined by reference to; and	Compliant	
19	(b) if the undertaker uses a different value or other amount to that specified in such a list, the methodology or other basis on which that different value or other amount is calculated.	Compliant	
Wastewater charges			
20	Sewerage undertakers' charges schemes must provide for a cost reflective reduction in the charges payable for the provision of sewerage services to any premises where the sewerage undertaker knows, or should reasonably have known, that surface water does not drain to a public sewer from those premises.	Compliant	The surface water area charging bands are clearly documented within the 'charges scheme' booklet, whereby the charge per surface area band has been tabled. We currently make no provision for household customers to reduce the surface water charge. Household customers are either connected or not connected. As such, a non-household customer is able to easily assess the potential benefit (through reduced charges), of reducing the surface area draining to the sewer, resulting in movement to a lower tariff band.
21	Sewerage undertakers must set out in their charges schemes how any reduction in the charges payable for the provision of sewerage services to any premises will be calculated if customers can demonstrate that they have significantly reduced the volume of surface water draining to a public sewer from their premises or explain why there is no such provision.	Compliant	
Trade Effluent			
22	Charges to be paid in connection with the carrying out of a sewerage undertaker's trade effluent functions must be based on the Mogden formula, a reasonable variant of the Mogden formula or on a demonstrably more cost-reflective basis.	Compliant	The 'charges scheme' booklet clearly sets out the use of the Mogden Formula as the basis of the trade effluent charge applied.

Rule number	Scheme rule	Are we compliant?	Evidence
Social tariffs / Concessionary drainage charges			
23	Charges must state: (a) whether or not undertakers have decided to include in the charges scheme:	Compliant	We currently have two social tariff schemes in place, 'Water Sure' and 'Water Support'. Whilst 'Water Sure' is an industry initiative ensuring capped average charges for a number of specified metered customer types, the 'Water Support' scheme is a more comprehensive company specific scheme available to all vulnerable customers. We do not make provision for reduced charges or discounts to community groups. Instructions on how eligible customers can apply for reduced charges through 'Water Sure' and 'Water Support' is detailed within the 'charges scheme' booklet. Applications can be made directly by phone or through the YWS website. In addition this year in the Charges book there is a new section "Help with your bill", where customers can find out what help and support is available, and how to access it.
23	(i) provision designed to reduce charges to community groups in respect of surface water drainage from their property (having had regard to any guidance issued by the Minister under section 43 of the Flood and Water Management Act 2010);	Compliant	
23	(ii) provision designed to reduce charges for individuals who would have difficulty paying in full (having had regard to any guidance issued by the Minister under section 44 of the Flood and Water Management Act 2010); and	Compliant	
23	Charges must state: (b) if any such provision is included, how eligible customers can apply for such reduced charges.	Compliant	
Times and methods of payment			
24	Charges schemes must include provisions giving customers a reasonable choice as to the times and methods of payment of the charges fixed by the scheme.	Compliant	Various payment options and methods of payment are available and are detailed within the 'charges scheme' book.
New appointees			
25	Rule 9 does not apply to new appointees. Instead new appointees must publish charges schemes no later than the 22 February immediately preceding the Charging Year in relation to which they have effect.	n/a	
Infrastructure charges (English undertakers)			
26 - 33	This section of the charges has a separate Board Assurance Statement which can be found on the website	n/a	

Rule number	Scheme rule	Are we compliant?	Evidence
Annex: Information requirements			
A1	Each undertaker should provide to the Water Services Regulation Authority an assurance statement from its Board of Directors and publish its statement no later than the time of publication of the charges schemes confirming that:	Compliant	Per our timetable we will submit our signed Board Assurance Statement to Ofwat. This will be published on our website on the same day.
	(a) the company complies with its legal obligations relating to the charges set out in its charges schemes;	Compliant	Licence Condition B - Companies must make sure their charges comply with their four separate revenue controls. I.e. they do not project to raise more revenue in each of the four separate price controls. (Water, Waste Water, Retail - Household, Retail - Non-household.) Jacobs have provided assurance to the board we are compliant with this rule. Licence Condition E - Companies must make sure, when fixing their charges, that no undue preference is shown to, and that there is no undue discrimination against, any class of customers or potential customers. The audit report from Jacobs provided assurance to the board we are compliant with these licence conditions.
	(b) the Board has assessed the effects of the new charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;	Compliant	Assuming a constant level of consumption for a representative range of customer types we have not found any customer group who will experience a bill increase greater than 5%. See household bill stability review.
	(c) the company has appropriate systems and processes in place to make sure that the information contained in the charges scheme, and the additional information covered by this annex is accurate; and	Compliant	Deloitte and Jacobs combined audit the charges model its inputs and calculations. The Board are furnished with a detailed report from each.
	(d) the company has consulted the Consumer Council for Water (CCWater) in a timely and effective manner on its charges schemes.	Compliant	Please see the stakeholder consultation table.

Rule number	Scheme rule	Are we compliant?	Evidence
A2	With the exception of Cholderton and District Water and new appointees, each undertaker should provide to the Water Services Regulation Authority a statement setting out any significant changes anticipated by the undertaker, and publish the statement, at least three weeks before the publication of the charges schemes. The statement should include the following.	Compliant	In line with the Ofwat timetable our statement of significant changes was published on our website in January 2019. This stated we do not anticipate any customer group being impacted above 5%.
	(a) Confirmation of whether the undertaker is expecting there to be any bill increases of more than 5% from the previous year (for a given customer type assuming a constant level of consumption) and, if such increases are expected:	Compliant	
	(i) what size increase is expected;	Compliant	
	(ii) which customer types are likely to be affected; and	Compliant	
	(iii) the handling strategies adopted by the company or why the company considered that no handling strategies are required.	Compliant	
	(b) Details of any significant changes in charging policy by the company from the previous year.	Compliant	
A3	In addition to the assurances set out in A1 above, new appointees' assurance statements must include assurance that their charges schemes offer:	n/a	
	(a) levels of service at least comparable to the previous appointee's charges scheme;	n/a	
	(b) prices that do not exceed those in the previous appointee's charges scheme for similar services; and	n/a	
	(c) prices equivalent to those specified in the new appointee's application for each individual appointment or variation area.	n/a	

4. STAKEHOLDER CONSULTATION TABLE

Date	Overview	Details of correspondence	Yorkshire Water Response
01/07/2018	CCWater charges review 2019-20 received	<p>Significant bill impacts - Is the company planning any changes to charges or rebalancing which will create bill shocks for some customers?</p> <p>Reclassification impact - Is the company phasing bill changes for customers who have been reclassified from HH to NHH due to the opening of the retail market?</p> <p>Other Policy Changes - Please advise of any other changes to charging policy which are planned and any associated impacts</p>	<p>We do not intend to make any significant changes for 2019-20 to the structure or methodology for calculating such charges. The current predicted average household bill was supplied with the understanding data was still being sourced and the model updated.</p> <p>n/a</p> <p>No policy changes 2019-20. We have an ongoing project to implement the Ofwat requirement for the separation of the highway drainage charges from April 2020 within the Charges Scheme.</p>
09/08/2018	The Yorkshire Water Wholesale Non-Household Charges Scheme Consultation was sent to all contracted Retailers.	<p>The aim of this survey was to capture Retailers feedback on the 2018-19 charges scheme and to encourage feedback on what amendments they would like to see made going forward. The survey had 19 questions and focused on three key areas:</p> <ul style="list-style-type: none"> • transparency, • ease of use; and • simplicity. 	<p>Six Retailers participated. The feedback has been very positive, and we are pleased with the results. The layout of the Wholesale Charges document has been improved, the focus being to ensure the document is easy to use, understand and compare. A section has been included in the start of the wholesale charges book which highlights things which are new for 2019-2020,</p> <ul style="list-style-type: none"> • large user tariffs policy • five new charges in non-primary section • publication of a Retailer newsletter <p>We will continue to listen to Retailer feedback and act where appropriate.</p>
20/09/2018	Email to CCWater	Charges update	<p>We confirmed to CCWater the expectation no customer group would be impacted above 5%, audits of the model and the process were complete and our Board paper drafted in line with our timetable.</p>
28/10/2018	Telephone conference call CCWater	CCWater discussion around the Charges process for 2019-2020	<p>A high-level discussion around the process, timetable and bill expectations currently for household and non-household customers. It was agreed we would provide an update in September or contact CCWater sooner should any issues or concerns arise.</p>

5. REVENUE CONTROL COMPLIANCE 2019-2020 (£'m)

Revenue Control	Wholesale water	Wholesale wastewater	Retail household	Total
Allowed Revenue	452.0	557.5	66.3	1,075.7
WRFIM adjustment - customer	(3.9)	7.8	-	3.9
Adjusted allowed revenue	448.1	565.3	66.3	1,079.7
Forecasted Revenue	448.1	565.2	65.8	1,079.2
Variance	(0.0)	0.0	0.5	0.5

The £0.5m variance in Retail household is due to a revenue sacrifice. This is related to the pledge that our Shareholders have made to partially fund our social tariff WaterSupport.

6. HOUSEHOLD BILL STABILITY REVIEW 2019-2020

Unmeasured customers Yorkshire Water (Excluding York Waterworks)

Customer £m	2018-19	2019-20	£m Variance	Increase
Unmeasured Customers	384.85	400.91	16.05	4.17%
Customer £	2018-19	2019-20	£ Variance	Increase
Low RV £75	338.35	352.01	13.66	4.04%
Average RV £121	483.26	503.48	20.21	4.18%
High RV £175	653.38	681.28	27.91	4.27%

Unmeasured customers York Waterworks

Customer £m	2018-19	2019-20	£m Variance	Increase
Unmeasured Customers	19.06	19.90	0.85	4.44%
Customer £	2018-19	2019-20	£ Variance	Increase
Low RV £75	283.79	295.59	11.81	4.16%
Average RV £121	399.92	417.30	17.38	4.35%
High RV £175	536.25	560.17	23.93	4.46%

Measured customers Yorkshire Water (Excluding York Waterworks)

Customer £m	2018-19	2019-20	£m Variance	Increase
Measured customers	379.71	390.47	10.75	2.83%
Customer £	2018-19	2019-20	£ Variance	Increase
Single person 55m ³	241.22	247.88	6.66	2.76%
Low volume 66m ³	273.52	281.12	7.61	2.78%
Average volume 78m ³	320.50	329.49	8.99	2.81%
High volume 150m ³	520.16	535.03	14.87	2.86%

Measured customers York Waterworks

Customer £m	2018-19	2019-20	£m Variance	Increase
Measured customers	11.10	11.42	0.32	2.91%

Customer £	2018-19	2019-20	£ Variance	Increase
Single person 55m ³	209.08	215.03	5.95	2.85%
Low volume 66m ³	234.95	241.71	6.76	2.88%
Average volume 78m ³	272.57	280.52	7.94	2.91%
High volume 150m ³	432.49	445.45	12.95	3.00%

Household Assessed Customers Yorkshire Water (excluding York Waterworks)

Customer £m	2018-19	2019-20	£m Variance	Increase
Household Assessed Customers	10.66	10.98	0.32	2.97%

Customer £	2018-19	2019-20	£ Variance	Increase
Single person household	226.47	233.22	6.75	2.98%
Other Household Premises	326.30	335.99	9.69	2.97%
Semi-Detached House	367.41	378.31	10.90	2.97%
Detached House	434.94	447.83	12.89	2.96%

Household Assessed Customers York Waterworks

Customer £m	2018-19	2019-20	£m Variance	Increase
Household Assessed Customers	0.17	0.18	0.01	3.08%

Customer £	2018-19	2019-20	£ Variance	Increase
Single person household	206.01	212.31	6.30	3.06%
Other Household Premises	282.15	290.88	8.73	3.09%
Semi-Detached House	318.13	327.95	9.83	3.09%
Detached House	374.51	386.08	11.57	3.09%

WaterSure customer Yorkshire Water

Customer £	2018-19	2019-20	£ Variance	Increase
WaterSure	386.39	403.73	17.34	4.49%

WaterSure customer York Waterworks

Customer £	2018-19	2019-20	£ Variance	Increase
WaterSure	337.29	351.80	14.51	4.30%

7. YORKSHIRE WATER NON-HOUSEHOLD BILL STABILITY REVIEW 2019-2020

Unmeasured non-household charges Yorkshire Water (excluding York Waterworks)

Rateable Value £m	2018-19	2019-20	£m Variance	Increase
Unmeasured non-household charges	1.40	1.47	0.07	4.83%

Rateable Value £	2018-19	2019-20	£ Variance	Increase
Low RV £145	563.51	591.13	27.62	4.90%
Average RV £200	738.47	771.26	32.79	4.44%
High RV £300	1,056.57	1,098.76	42.19	3.99%

Unmeasured non-household charges York Waterworks

Rateable Value £m	2018-19	2019-20	£m Variance	Increase
Unmeasured non-household charges	0.02	0.02	0.00	4.24%

Rateable Value £	2018-19	2019-20	£ Variance	Increase
Low RV £145	459.47	480.88	21.41	4.66%
Average RV £200	598.32	626.40	28.07	4.69%
High RV £300	850.78	890.98	40.19	4.72%

Measured non-household charges Yorkshire Water

Volume usage £m	2018-19	2019-20	£m Variance	Increase
Measured non-household charges	188.22	194.11	5.89	3.13%

Volume usage £	2018-19	2019-20	£ Variance	Increase
0.1MI	390.48	401.50	11.02	2.82%
0.25MI	829.91	853.86	23.95	2.89%
5MI	14,745.06	15,178.59	433.53	2.94%
10MI	29,274.31	30,261.80	987.50	3.37%
75MI	198,343.88	206,977.65	8,633.77	4.35%
350MI	761,874.70	791,506.19	29,631.49	3.89%

Measured non-household charges York Waterworks

Volume usage £m	2018-19	2019-20	£m Variance	Increase
Measured non-household charges	6.39	6.61	0.22	3.40%

Volume usage £	2018-19	2019-20	£ Variance	Increase
0.1MI	331.73	341.48	9.74	2.94%
0.25MI	683.03	703.80	20.76	3.04%
5MI	11,807.56	12,177.25	369.69	3.13%
10MI	23,399.31	24,259.14	859.83	3.67%
75MI	164,126.38	172,018.03	7,891.64	4.81%
350MI	686,889.70	714,900.33	28,010.63	4.08%

Assessed non-household charges Yorkshire Water

£m	2018-19	2019-20	£m Variance	Increase
Assessed non-household charges	0.29	0.29	0.01	2.87%

£	2018-19	2019-20	£ Variance	Increase
Small	468.19	481.17	12.99	2.77%
Medium	790.11	812.54	22.43	2.84%
Large	1,692.51	1,741.14	48.64	2.87%
Extra Large	3,040.78	3,128.76	87.98	2.89%

Assessed non-household charges York Waterworks

£m	2018-19	2019-20	£m Variance	Increase
Assessed non-household charges	0.00	0.00	0.00	3.04%

£	2018-19	2019-20	£ Variance	Increase
Small	383.00	394.14	11.13	2.91%
Medium	640.30	659.47	19.17	2.99%
Large	1,369.38	1,411.00	41.62	3.04%
Extra Large	2,453.28	2,528.49	75.22	3.07%

Trade effluent charges

£m	2018-19	2019-20	£m Variance	Increase
Trade effluent	35.25	36.68	1.43	4.06%

£	2018-19	2019-20	£ Variance	Increase
0<5MI Trade Eff User (4.5MI)	7,466	7,777	311.09	4.17%
5<50MI Trade Eff User (20MI)	33,242	34,552	1,309.62	3.94%
50-250MI Trade Eff User	301,132	313,576	12,443.67	4.13%
>250MI Trade Eff User	604,719	629,685	24,966.59	4.13%

Please note:

The tables included in this section assume a constant level of consumption for a representative range of customer types. The tables are for the representative majority, dual service customers. The assumption of a return to sewer of 95% is applied to the sewerage volumes calculated.

yorkshirewater.com

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