

# Yorkshire Water Charges 2017- 2018



YorkshireWater



YorkshireWater

**Board Assurance Statement**

**Yorkshire Water**

**2017-18 Charges Publication**

**Directors' 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 wholesale 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 establish that the auditors of the company's wholesale 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 the additional information covered by this annex is accurate*
- f) *(the company has consulted the Consumer Council for Water (CCWater) in a timely and effective manner on its charges schemes*
- g) *to ensure the quality of the charges the Company has completed internal and external assurance processes. It has engaged, as auditors, Halcrow (its technical auditors) and PwC (its statutory auditors). The Board confirms that these processes and internal systems of control are sufficient to ensure the quality of the proposed charges.*



**Anthony Rabin**

Chairman

Chair of the Audit Committee



**Richard Flint**

Chief Executive



**Liz Barber**

Director of Finance, Regulation & Markets



**Martin Havenhand**

Independent Non-Executive Director



**Charlie Haysom**

Director of Service Delivery



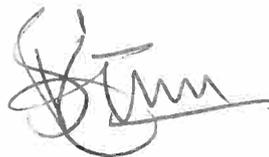
**Kath Pinnock**

Independent Non-Executive Director



**Nevil Muncaster**

Director of Asset Management



**Raymond O'Toole**

Independent Non-Executive Director



**Chantal Forrest**

Company Secretary

# THE YORKSHIRE WATER SERVICES LIMITED CHARGES

## FOREWORD

This booklet contains the household and the non-household charges for the financial year 2017/2018 of Yorkshire Water Services Limited (Yorkshire Water) made under the provisions of the Water Industry Act 1991.

The charges contained within this scheme include both wholesale and retail charges.

This document contains our signed Board Assurance Statement for both the household and non-household charges.

The Board Assurance Statement has been signed following our assurance of the process involved in calculating the Charges. This included a review of the impact on our customers which has remained below 5%, and assurance of the internal systems of control which were sufficient to satisfy our external auditors, legal obligations and all license conditions.

A copy of this Charges Scheme is available on our website [www.yorkshirewater.com](http://www.yorkshirewater.com).

**A LARGE PRINT VERSION CAN BE PROVIDED ON REQUEST.**

Registered Office

Western House, Halifax Road, Bradford, BD6 2SZ

Registered in England & Wales No. 2366682

# YORKSHIRE WATER SERVICES LIMITED

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## **CUSTOMER CONTACT INFORMATION**

### **Household and non-household contact information**

Household helpline: 0345 1 24 24 24

Non-household helpline 0345 1 24 24 20

Leakage: 0800 57 35 53

Text telephone: 0345 1 24 24 23

Asian Language: 0345 1 24 24 21

Bogus caller checks on identity cards: 0800 1 38 78 78

By automated telephone service (24 hours):

To notify a change of address, make a debit/credit card payment, apply for Direct Debit, apply for instalments, request a copy bill or provide your own meter reading, use our automated telephone service: 0345 1 247 247

(0345 numbers are charged at B.T. local rate; calls may be recorded)

Our contact centre is open 8am-8pm Monday to Friday, and 9am-5pm Saturday. We're open 24 hours a day for emergency (operational) calls.

Address: Yorkshire Water, P.O. Box 52, Bradford, BD3 7YD

On-line: You can e-mail us using our on-line form via [www.yorkshirewater.com](http://www.yorkshirewater.com)

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

By fax:

01274 372800

### **Business services enquiries**

For specific bills:

Telephone number given on the bill.

For general billing enquiries:

0345 24 24 20

### **Main offices**

Head Office and Registered Office:

Western House, Western Way,  
Halifax Road, Bradford, BD6 2SZ  
Tel: (01274) 691111

# **YORKSHIRE WATER SERVICES LIMITED**

## **CHARGES SCHEME**

### **1. INTRODUCTION**

This is the Yorkshire Water Services Limited Charges Scheme for the year 2017/2018 which incorporates the Charges Scheme for the consumers previously supplied by The York Waterworks Limited (formerly Plc). All previous Schemes of Yorkshire Water Services Limited and The York Waterworks Limited are hereby revoked.

This Scheme relates to charging periods commencing during or after 2017.

This Scheme is made by Yorkshire Water Services Limited in pursuance and for the purpose of Section 143 and 143A of the Water Industry Act 1991 and the Instrument of Appointment. This Scheme, as from time to time amended and subject to its revocation by any further charges scheme, fixes the charges to be made for the following services performed, facilities provided or rights made available by Yorkshire Water Services Limited:-

- (1) the supply of water in pipes,
- (2) standard sewerage and sewage treatment and disposal services,
- (3) the provision of sewers by virtue of the duty under section 101A(1) of the Water Industry Act 1991,
- (4) the control, reception, treatment and disposal of trade effluent,
- (5) disposal of domestic waste (as defined in Part 14) where it is delivered and received into a waste water treatment works of Yorkshire Water Services Limited or a public sewer,
- (6) connection to a water supply as defined in Part 11,
- (7) connection to a public sewer as defined in Part 12,
- (8) standard charges.

Value added tax is payable at the standard rate on industrial water supplies that fall within Standard Industrial Classifications (SIC) 1-5. Water supplies to other classes of customer are at present zero rated. Consumers who do not provide sufficient details to Yorkshire Water Services Limited to determine their SIC will be charged VAT at the standard rate until they provide such details in writing to Yorkshire Water Services Limited.

To the extent that this Scheme is inconsistent with any agreement binding upon Yorkshire Water Services Limited the agreement will prevail.

## 2. INTERPRETATIONS

Reference to any statutory enactment or provision shall include any re-enactment, replacement or variation of the same.

In this Scheme, except where the context otherwise requires, words in the singular include the plural, and words in the plural include the singular, and

"**Yorkshire Water**" means Yorkshire Water Services Limited;

"**consumer**" means a person who is for the time being the person on whom liability to pay charges in respect of a supply of water would fall;

"**contracting retailer**" per the Wholesale Retail Code;

"**council**" means a district council;

"**eligible premises**" per the Wholesale Retail Code;

"**hereditament**" means a unit of property which would have been shown as a separate item in the valuation list prepared under Part V of the General Rate Act 1967, and shall include a unit of property assessed as such by Yorkshire Water and includes a hereditament deemed to be a single hereditament by virtue of the Rating (Caravan Sites) Act, 1976;

"**house**" means any building or part of a building which is occupied as a dwelling-house, whether or not a private dwelling-house, or which, if unoccupied, is likely to be so occupied (as defined under Section 219(1) of the Water Industry Act 1991);

"**household premises**" means those premises or hereditaments which fell or would have fallen within the classification of 'domestic' in the Valuation list;

"**household purposes**" in relation to water supplies subject to i) and ii) below means drinking, washing, cooking, central heating and sanitary purposes for which water supplied to premises may be used; and

- i) where the whole or any part of the premises are or are to be occupied as a house, those purposes shall be taken to include
  - a) the purposes of a profession carried on in that house or, where that house and another part of the premises are occupied together and the house comprises the greater part of what is so occupied, in that other part; and
  - b) such purposes outside the house (including the washing of vehicles and the watering of gardens) as are connected with the occupation of the house and may be satisfied by a supply of water drawn from a tap inside the house and without the use of a hosepipe or similar apparatus.
- ii) No reference to household purposes in relation to water supplies shall be taken to include a reference
  - a) to the use of a bath having a capacity, measured to the centre line of overflow or in such other manner as may be prescribed, of more than two hundred and thirty litres;
  - b) to the purposes of the business of a laundry; or
  - c) to any purpose of a business of preparing food or drink for consumption otherwise than on the premises;

**"household purposes"** in relation to sewerage and drainage services means the removal from premises of

- i) the contents of lavatories;
- ii) water which has been used for cooking or washing, not being water used for the business of a laundry or for a business of preparing food or drink for consumption otherwise than on the premises; or
- iii) surface water;

**"Instrument of Appointment"** means the Instrument of Appointment as from time to time amended dated August 1989 made under the provisions of the Water Act 1989 whereby the Secretary of State for the Environment appointed Yorkshire Water as the Water and Sewerage Undertaker for the areas described therein as from time to time applying;

**"lock-up garage"** means a hereditament having a floor space not exceeding 240 square feet and used as a lock-up garage, other than a hereditament which

- i) forms part of the premises in which a business of providing services for motor vehicles is carried on; or
- ii) is provided by the keeper of an hotel, inn, guest-house or boarding house and is used wholly or mainly for motor vehicles of guests therein; or
- iii) is used as a garage for a motor vehicle chargeable with duty under Schedules 2, 3 or 4 to the Vehicles (Excise) Act, 1971 (which Schedules comprise hackney carriages, tractors and goods vehicles), whether it is also used for any other vehicle or not;

**"measured"** means where the context permits both the metered and the fixed bases of charging in accordance with parts 5, 6, 7 and 8 of this Scheme;

**"non-household premises"** means those premises or hereditaments which did not fall or would not have fallen within the classification of 'domestic' in the Valuation list: and the term 'Non-Household' when applied to the purposes for which premises are used or the activities carried on at premises shall mean the use of or activities carried on at such Non-Household premises;

**"occupier"**

- i) in relation to household premises includes
  - a) the person who has sufficient control over premises to put him under a duty of care towards lawful visitors;
  - b) any person who maintains such premises furnished and ready for habitation;
  - c) any person who maintains for residential accommodation premises which do not include exclusive occupation of one or more facilities for cooking, washing or sanitation (such as bedsits, holiday or student hostels, or other accommodation for short term accommodation or letting);
  - d) the developer or owner for the time being of new premises which are empty and unfurnished;
- ii) in relation to non-household premises includes
  - a) any person who carries on a trade, business, manufacturing or other activity at such premises;

the person who is the occupier for the purpose of holding a licence to sell alcoholic drinks on such premises

**"person"** includes anybody of persons corporate or unincorporated;

**"premises"** includes any interest in land and any easement or right in, to or over land and includes where the context permits "house" and "hereditament";

**"rateable value"** means

- i) where a hereditament appears in the Valuation List then the value so appearing unless that value is £1 or the hereditament has subsequently undergone a material physical change or material change of use; or
- ii) where either a) the hereditament appears in the Valuation List but the value is £1 or b) the hereditament has subsequently undergone a material physical change or material change of use or c) the hereditament does not appear at all in the Valuation List then such value as assessed or adopted by Yorkshire Water as equivalent to a rateable value, subject at the option of the consumer to assessment by an individual arbitrator whose appointment shall be agreed by Yorkshire Water and the consumer and who shall have the power to award costs within his award; or
- iii) where the hereditament was first occupied after 31 March 1990 and was supplied on or prior to 31 March 2000 with water by The York Waterworks Limited on an unmeasured basis then such value as assessed or adopted by The York Waterworks Limited as equivalent to a rateable value.

References in this Scheme to rateable value will be deemed to refer also to net annual value;

**"Scheme"** refers to the charges set in conjunction with the 'Wholesale charging rules issued by the Water Services Regulation Authority under sections 66E and 1171 of the Water Industry Act 1991'.

**"the Sewerage Charge"** means

- (a) The charge for standard sewerage and sewage treatment and disposal where premises
  - i) are drained by a sewer or drain connecting, either directly or through an intermediate sewer or drain, with a public sewer provided for foul water or surface water or both, or
  - ii) are eligible premises which have, in respect of the premises, the benefit of facilities which drain to a sewer or drain so connecting, or
  - iii) drain directly to a receiving waste water treatment works; and
- (b) the proportionate cost of Yorkshire Water providing sewers by virtue of its duty under section 101A (1) of the Water Industry Act 1991; and
- (c) in respect of any eligible premises falling within (a) above the charge for surface water or groundwater drainage;

**"sprinkler"** means a rigid or flexible pipe or similar apparatus and accessories (including for the avoidance of doubt trickle irrigation systems) drawing water directly or indirectly from the mains whether by permanent or temporary connection and which is used attended or unattended for dispersing water from

more than one outlet in such pipe or apparatus or in more than one direction whilst being operated externally to any house otherwise supplied;

**"swimming pool"** means a pool (whether indoor or outdoor) designed and built to be used for swimming or bathing purposes other than

**"trade effluent"** bears the same meaning as in Section 141 of the Water Industry Act 1991;

**"valuation list"** means the valuation list prepared under Part V of the General Rate Act 1967 as it stood at 31 March 1990;

**"year"** and **"metered supply charging year"** mean a period of twelve months commencing on 1 April;

**"Yorkshire Water charges"** means the charges Yorkshire Water makes to consumers in those parts of its Water Supply and Sewerage Services Areas (as set out in the Instrument of Appointment) which on 31 March 2000 were served by Yorkshire Water Services Limited;

**"York Waterworks charges"** means the charges Yorkshire Water makes to consumers in those parts of its Water Supply Area (as set out in the Instrument of Appointment) which on 31 March 2000 were served by The York Waterworks Limited and other expressions bear any meaning given in that part of this Scheme in which they occur.

Reference to the Water Industry Act 1991 includes reference to that Act as amended from time to time.

### 3a. SUMMARY OF CHARGES 2017 - 2018 (Excluding York Waterworks)

The following charges are subject to the addition of any VAT chargeable.

<b>1. WATER SUPPLY CHARGES (Excluding York Waterworks)</b>	
<b>Unmeasured household</b>	
Standing charge*	£44.28
Rateable value charge	139.32p per £RV
Minimum charge	£91.65
<b>Unmeasured non-household</b>	
Standing charge	£46.85
Rateable value charge	142.25p per £RV
Minimum charge	£62.47
<b>Measured household</b>	
Standing charge*	£23.58
Volumetric charge	128.73p m <sup>3</sup>
<b>Measured non-household</b>	
Standing charge	
0-5 thousand cubic metres p.a.	£26.85
5≤ 50 thousand cubic metres p.a.	£26.85
>50 ≤250 thousand cubic metres p.a.	£44.73
>250 thousand cubic metres p.a..	£49.15
Volumetric charge for users less than 50 thousand cubic meters p.a.	
0-5 thousand cubic metres p.a.	129.72p m <sup>3</sup>
5≤ 50 thousand cubic metres p.a.	127.97p m <sup>3</sup>
Volumetric charge for users above 50 thousand cubic meters p.a.	
≤50 thousand cubic metres p.a.	127.65p m <sup>3</sup>
>50 ≤250 thousand cubic metres p.a.	80.86p m <sup>3</sup>
>250 thousand cubic metres p.a.	68.74p m <sup>3</sup>

\*These charges do not apply to lock-up garages.

## 2. WATER ASSESSED HOUSEHOLD CHARGES (Excluding York Waterworks)

<b>Property Size</b>	<b>£ per annum</b>
Single person household	89.07
Other household premises	132.83
Semi- detached house	150.85
Detached house	180.46

## 3. WATER ASSESSED NON-HOUSEHOLD CHARGES (Excluding York Waterworks)

<b>Property Size</b>	<b>Volume</b>	<b>£ per annum</b>
Small	145m <sup>3</sup>	214.94
Medium	255m <sup>3</sup>	357.63
Large	550m <sup>3</sup>	740.30
Extra large	1,000m <sup>3</sup>	1,324.04

#### 4. SEWERAGE CHARGES

##### **Unmeasured household**

Standing charge*	£9.88
Standing charge surface water	£41.50
Rateable value charge	166.79p per £RV
Rateable value charge – septic tanks	92.00p per £RV

##### **Unmeasured non-household**

Standing charge	£10.80
Rateable value charge	166.79p per £RV
Minimum charge	£65.98

##### **Measured household**

Standing charge*	£12.15
Standing charge – surface water	£39.31
Volumetric charge	161.20p m <sup>3</sup>

##### **Measured non-household**

Standing charge	
0-5 thousand cubic metres p.a.	£28.93
5≤ 50 thousand cubic metres p.a.	£28.93
>50 ≤250 thousand cubic metres p.a.	£44.73
>250 thousand cubic metres p.a.	£49.15
Volumetric charge for users less than 50 thousand cubic meters p.a.	
0-5 thousand cubic metres p.a.	158.40p m <sup>3</sup>
5≤ 50 thousand cubic metres p.a.	156.94p m <sup>3</sup>
Volumetric charge for users above 50 thousand cubic meters p.a.	
≤50 thousand cubic metres p.a.	155.82p m <sup>3</sup>
>50 ≤250 thousand cubic metres p.a.	125.67p m <sup>3</sup>
>250 thousand cubic metres p.a.	117.42p m <sup>3</sup>

\*These charges do not apply to lock-up garages.

## 5. SURFACE WATER CHARGE

Band	Surface area in square meters		Charge £
A	0	- 500	£41.50
B	501	- 700	£97.01
C	701	- 1,000	£145.52
D	1,001	- 2,000	£194.03
E	2,001	- 15,000	£388.06
F	15,001	- 35,000	£2,910.42
G	35,001	- 150,000	£6,790.97
H	>150,000		£29,104.17

## 6. SEWERAGE ASSESSED HOUSEHOLD CHARGES

Property Size	£ per annum
Single person household	126.70
Other household premises	178.76
Semi- detached house	200.20
Detached house	235.43

## 7. SEWERAGE ASSESSED NON-HOUSEHOLD CHARGES

Property Size	Volume	£ per annum
Small	145m <sup>3</sup>	234.90
Medium	255m <sup>3</sup>	399.20
Large	550m <sup>3</sup>	877.59
Extra large	1,000m <sup>3</sup>	1,579.95

## 8. TRADE EFFLUENT CHARGES

R – reception and conveyance standard tariff	
0-5 thousand cubic metres p.a.	45.53p per m <sup>3</sup>
5≤ 50 thousand cubic metres p.a.	46.31p per m <sup>3</sup>
≤50 thousand cubic metres p.a.	46.09p per m <sup>3</sup>
>50 ≤250 thousand cubic metres p.a.	26.01p per m <sup>3</sup>
>250 thousand cubic metres p.a.	17.34p per m <sup>3</sup>
V* - Preliminary treatment	44.77p per m <sup>3</sup>
Bv - Biological treatment	40.66p per m <sup>3</sup>
S - Sludge treatment	27.10p per m <sup>3</sup>
Minimum charge (annual)	£446.71
Standing charge	
0- 5 thousand cubic metres p.a.	£23.10
5≤ 50 thousand cubic metres p.a.	£19.44
>50 ≤250 thousand cubic metres p.a.	£23.10
>250 thousand cubic metres p.a.	£21.60
Os - Biological strength of combined sewage (COD)	840mg/litre
S <sub>s</sub> - Sludge strength of combined sewage (S <sub>i</sub> S)	335mg/litre

V\* The Preliminary Treatment has been amended to letter V, previously P.

### 3.b SUMMARY OF CHARGES YORK WATERWORKS 2017 - 2018

The following charges are subject to the addition of any VAT chargeable.

9. WATER SUPPLY CHARGES YORK WATERWORKS	
<b>Unmeasured household</b>	
Standing charge*	£36.99
Rateable value charge	79.56p per £RV
<b>Unmeasured non-household</b>	
Standing charge	£36.99
Rateable value charge	79.56p per £RV
Minimum charge	£43.52
<b>Measured household</b>	
Standing charge*	£23.58
Volumetric charge	72.92p m <sup>3</sup>
<b>Measured non-household</b>	
Standing charge	
0-5 thousand cubic metres p.a.	£26.85
5≤ 50 thousand cubic metres p.a.	£26.85
>50 ≤250 thousand cubic metres p.a.	£44.73
>250 thousand cubic metres p.a.	£49.15
Volumetric charge for users less than 50 thousand cubic meters p.a.	
0-5 thousand cubic metres p.a.	73.96p m <sup>3</sup>
>5≤ 50 thousand cubic metres p.a.	72.21p m <sup>3</sup>
Volumetric charge for users above 50 thousand cubic meters p.a.	
≤50 thousand cubic metres p.a.	71.89p m <sup>3</sup>
>50 ≤250 thousand cubic metres p.a.	62.48p m <sup>3</sup>
>250 thousand cubic metres p.a.	62.21p m <sup>3</sup>

\*These charges do not apply to lock-up garages.

## 10. WATER ASSESSED HOUSEHOLD CHARGES YORK WATERWORKS

<b>Property Size</b>	<b>£ per annum</b>
Single person household	69.52
Other household premises	90.67
Semi- detached house	103.79
Detached house	122.75

## 11. WATER ASSESSED NON-HOUSEHOLD CHARGES YORK WATERWORKS

<b>Property Size</b>	<b>Volume</b>	<b>£ per annum</b>
Small	145m <sup>3</sup>	134.09
Medium	255m <sup>3</sup>	215.45
Large	550m <sup>3</sup>	433.62
Extra large	1,000m <sup>3</sup>	766.44

## **MAIN CHARGES**

## **4. THE UNMEASURED WATER SUPPLY CHARGE**

### **A. Chargeable Supplies**

- (1) The Unmeasured Water Supply Charge is applied to every piped supply of water to or habitually used in eligible premises and which is not charged on a measured basis. The charge will be payable in respect of the whole of any period of occupation of eligible premises. Where a period of occupation of the eligible premises is less than the full year, charges shall be apportioned on a daily basis. The Unmeasured Water Supply Charge is applied to every piped supply of water to or habitually used in premises and which is not charged on a measured basis. The Charge will be payable in respect of the whole of any period of occupation of premises. Where a period of occupation of premises is less than the full year, charges shall be apportioned on a daily basis.
- (2) Where water is supplied separately for a house within the curtilage of premises otherwise used for non-domestic purposes and which has a separate supply for those purposes, the house shall be treated as if it were a separate hereditament. Where applicable the rateable value of that house shall be assessed by Yorkshire Water on an appropriate part of the hereditament.
- (3) Where water is supplied by a common pipe for premises or parts of premises in the occupation of different persons they will be charged an Unmeasured Water Supply Charge for the supply to each as if supplied by a separate pipe.
- (4) Where water is supplied to two or more hereditaments on an unmeasured basis and such hereditaments merge to form a single hereditament the consumer may opt to pay for the newly formed single hereditament on the basis of the total sum of the rateable values for the separate hereditaments or on a metered basis.
- (5) Where the Unmeasured Water Supply Charge would otherwise be payable for the use of a supply for a house having no piped supply within its own boundary it will not be payable where such use is either of a piped supply elsewhere to a house or of a metered piped supply elsewhere.
- (6) Where in the circumstances referred to regarding the Domestic Meter Option Scheme page18 Yorkshire Water determines that it is impractical or unreasonably expensive to install a meter at domestic premises the consumer may opt to pay an annual assessed charge for the supply of water as set out in 4.D.(2) page21.
- (7) Upon the change of consumer in relation to a house in which a meter is fitted but which is subject to the Unmeasured Water Supply Charge the new consumer shall be charged by reference to the Metered Water Supply Charge unless any person who was in occupation of the house before the change of consumer remains in occupation after that change and provided no unmeasured charges have yet been demanded from the person who has become the new consumer.

(8) **WaterSupport**

From April 2015, a social tariff was introduced called WaterSupport. The tariff is to be capped at the average bill amount for each service in line with the WaterSure tariff. WaterSupport is available to customers where the net household income is relatively low and the bill amount is higher than average amount. The threshold for income eligibility is subject to change and may take into account household composition. Bills are capped at the same level as WaterSure, see section 6.A.(10) page32. Customers paying on a measured and an unmeasured basis are eligible. Customers can apply at any time during the year. The charges will be applied from the beginning of the quarter in which the application is successful or the date of occupation if later. Eligibility will be reviewed on an annual basis and will require the customer to provide information relating to eligibility. Failure to do so will result in the customer reverting to the previous basis of charge. Yorkshire Water will review actual consumption for metered customers at the end of the year. The customer shall be re-billed on the basis of actual consumption if charges would have been lower than those paid through WaterSupport.

(9) Field supplies will be charged on the same basis as a non-household charge.

**B. Time For Payment**

The Unmeasured Water Supply Charge, is due for the full year in advance on 1 April. However;

- (1) If one half of the year's Charge (together with any arrears) is paid by a date to be settled by Yorkshire Water the balance need not be paid until the following 1 October.
- (2) If the consumer has given an undertaking to pay the Charge by up to eight equal monthly instalments by direct debit on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the seven succeeding months and no arrears are due from a previous year the full balance for the time being need not be paid so long as those instalments are duly paid.
- (3) If the consumer has given an undertaking to pay the Charge by up to eight equal monthly instalments other than by direct debit by the 10th day or the 25th day of each of those months and no arrears are due from a previous year the full balance for the time being need not be paid so long as those instalments are duly paid.
- (4) If the consumer has given an undertaking to pay the Charge by up to ten equal monthly instalments by direct debit on the 1st day of each of those months and no arrears are due from a previous year the full balance for the time being need not be paid so long as those instalments are duly paid.
- (5) Where the liability for the Charge starts after the beginning of the year, the apportioned Charge is due for the remainder of the year in advance on the day liability first occurs. However if the day liability first occurs is prior to 1

October in that year and if the due proportion of half a full year's Charge is paid on demand the other half need not be paid until 1 October.

- (6) Yorkshire Water may apply a different charging period dependent upon the period of occupation of the premises in question.
- (7) Special payment arrangements can be agreed in other circumstances.
- (8) Yorkshire Water reserves the right to apportion the Charge in the event of bankruptcy or any other form of debt arrangement including but not limited to individual voluntary arrangements and debt relief orders.

### **C. Persons Chargeable**

In accordance with Section 144 of the Water Industry Act 1991, the Unmeasured Water Supply Charge is payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which Yorkshire Water is a party. Where there is more than one occupier then such occupiers shall be jointly and severally liable.

### **D. The Scale of Charges**

For the year commencing 1 April 2017 the Charge (other than for consumers falling in 4.A.(6) page17) is the sum of a standing item and poundage item, the latter being calculated upon the rateable value of the hereditament.

#### **1. WATER SUPPLY CHARGES ( Excluding York Waterworks)**

##### **Household**

Standing charge (excluding lock-up garages)	£44.28
Rateable value charge	139.32p per £RV

##### **Non-household**

Standing charge (excluding lock-up garages)	£46.85
Volumetric charge	142.25p per £RV

Note: Where the hereditament has undergone a material physical change or material change of use, Yorkshire Water may assess or adopt a value equivalent to a rateable value, subject at the option of the consumer to assessment by an individual arbitrator, whose appointment shall be agreed by Yorkshire Water and the consumer and who shall have the power to award costs within his award.

## 2. WATER SUPPLY CHARGES YORK WATERWORKS

### Household

Standing charge (excluding lock-up garages)	£36.99
Rateable value charge	79.56p per £RV

### Non-household

Standing charge (excluding lock-up garages)	£36.99
Rateable value charge	79.56p per £RV

Note: The York Waterworks poundage item referred to above shall be calculated on 100% of the rateable value of the hereditament. The Charge for mixed use and other premises which remain to be charged on the unmeasured basis shall not be eligible for charging on an abated rateable value.

- (1) The assessed charges in Table 3 and Table 5 referred to at 4.A.(6) page17 are due annually for the period 1 April to 31 March.

## 3. WATER ASSESSED HOUSEHOLD CHARGES (Excluding York Waterworks)

Property Size	£ per annum
Single person household	89.07
Other household premises	132.83
Semi- detached house	150.85
Detached house	180.46

## 4. WATER ASSESSED NON-HOUSEHOLD CHARGES (Excluding York Waterworks)

Property Size	Volume	£ per annum
Small	145m <sup>3</sup>	214.94
Medium	255m <sup>3</sup>	357.63
Large	550m <sup>3</sup>	740.30
Extra large	1,000m <sup>3</sup>	1,324.04

## 5. WATER ASSESSED HOUSEHOLD CHARGES YORK WATERWORKS

Property Size	£ per annum
Single person household	69.52
Other household premises	90.67
Semi- detached house	103.79
Detached house	122.75

## 6. WATER ASSESSED NON-HOUSEHOLD CHARGES YORK WATERWORKS

Property Size	Volume	£ per annum
Small	145m <sup>3</sup>	134.09
Medium	255m <sup>3</sup>	215.45
Large	550m <sup>3</sup>	433.62
Extra large	1,000m <sup>3</sup>	766.44

Where an assessed charge is based upon the premises being a single person household, it is the consumer's responsibility to inform Yorkshire Water immediately if this is no longer the case.

Consumers may be required to provide Yorkshire Water with reasonable evidence to support the basis of the assessed charge as a single person household, e.g. council tax single person discount.

Where an occupier vacates a premises which is charged on an assessed basis as a single person household the premises shall revert to the property type as described in the table above for charging purposes until such time as it is again occupied as a single person household.

- (2) The Charge referred to in Table 1 page19 (excluding that for a lock-up garage) are subject to a minimum of £91.39. The minimum charge does not apply to the York Waterworks charges referred to Table 2 page20.
- (3) The Charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.
- (4) The Charge for consumers who are liable for York Waterworks charges shall be no more than they would have been if the York Waterworks appointment had remained in place. Consumers receiving bills which they believe are of higher value should contact Yorkshire Water see page3.

The charges for WaterSupport shall be as set out below

## 7. THE CHARGE FOR WATERSUPPORT

Water – Yorkshire Water	£167.62
Water – York Waterworks	£122.19

## 5. THE SEWERAGE CHARGE ON AN UNMEASURED BASIS

### A. Chargeable Services

- (1) Subject to the provisions of this Scheme the Sewerage Charge is payable on an unmeasured basis in respect of every period of occupation of any eligible premises which has the benefit of an unmeasured supply of water.
- (2) Subject to the provisions of this Scheme the Sewerage Charge is payable on an unmeasured basis in respect of every period of occupation of any eligible premises with no water supply and no foul effluent connection to sewer but which are connected either directly or through an intermediate sewer or drain to a public sewer for surface water drainage.
- (3) Subject to the provisions of this Scheme the Sewerage Charge is payable on an unmeasured basis at the reduced rate, in respect of every period of occupation of any premises which are drained via a private septic tank and then to intermediate sewer or drain. For customers paying the reduced rate Yorkshire Water shall, on request, empty the said private septic tank once per year.
- (4) The Sewerage Charge on the unmeasured basis shall be apportioned on a daily basis where a period of occupation of premises is less than the full year.
- (5) Yorkshire Water shall have the power to apply the Sewerage Charge on the unmeasured basis to any hereditament which has the benefit of a measured supply of water or access to facilities where there is a measured supply of water if the customer of that measured supply of water does not agree with Yorkshire Water to accept liability for measured sewerage charges for such hereditament.
- (6) Subject to the provisions of this Scheme the annual assessed sewerage charge is payable by consumers who elect to pay the annual assessed charge for the supply of water referred to in 4.A.(6) page17.
- (7) In respect of household premises the sewerage charge shall be subject to an annual rebate in accordance with 5.D.(5) page26 where the consumer can demonstrate to Yorkshire Water's satisfaction that there is no direct or indirect surface water or groundwater drainage to a public sewer.
- (8) (a) In respect of non-household premises the Sewerage Charge shall be subject to in respect of surface water and/or groundwater drainage based on the chargeable area of the eligible premises.  
(b) In this part of the Scheme –

#### **“chargeable area”**

includes: the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but

excludes: any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to

be erected, or such area of other land determined by Yorkshire Water and from which, in any such case, no surface or groundwater drains either directly or indirectly to the public sewer provided that the total of all such areas within the premises exceeds 10% of the total site area of the premises.

- (c) For the purposes of (b) above -
    - (i) where there is a common area appurtenant to a number of separately occupied premises the chargeable area for each such premises shall include a proportionate part of any such common area, calculated by dividing up any such area pro rata to the site area of each such separate premises, other than household premises;
    - (ii) where there is communication, otherwise than by a highway, between a domestic premises and any other premises, being non-household premises, occupied by the same person. The charge for both such premises shall be determined by aggregating the total site areas of both such premises and applying to such total area in accordance with this paragraph the scale of charges for premises other than household premises.
  - (d) If in the case of any premises the consumer incurs expense in order to satisfy Yorkshire Water as to the site area of the premises, resulting in the application of a lower charge, Yorkshire Water will reimburse to such consumer the professional surveyor's fees reasonably so incurred.
  - (e) Where the customer can demonstrate to Yorkshire Water's satisfaction that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains directly or indirectly to a public sewer from that hereditament or from any common area appurtenant to that hereditament, The charge shall cease to be payable from 1st April in the year in which the claim is made. The maximum rebate that will be given will be six years plus the current years charges, or from your occupation date if you have lived at the property less than six years.
  - (f) Where the customer makes an application with supporting evidence and can demonstrate to Yorkshire Water's satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes such that it places the premises into a lower band for charging purposes the lower charge shall apply from 1 April in the year in which the application with supporting evidence is provided to Yorkshire Water.
- (9) WaterSupport
- From April 2015, a social tariff was introduced called WaterSupport. The tariff is to be capped at the average bill amount for each service in line with the WaterSure tariff. WaterSupport is available to customers where the net household income is relatively low and the bill amount is higher than average amount. The threshold for income eligibility is subject to change and may take into account household composition. Bills are capped at the same level as WaterSure, see section 6.A.(10) page32. Customers paying

on a measured and an unmeasured basis are eligible. Customers can apply at any time during the year. The charges will be applied from the beginning of the quarter in which the application is successful or the date of occupation if later. Eligibility will be reviewed on an annual basis and will require the customer to provide information relating to eligibility. Failure to do so will result in the customer reverting to the previous basis of charge. Yorkshire Water will review actual consumption for metered customers at the end of the year. The customer shall be re-billed on the basis of actual consumption if charges would have been lower than those paid through WaterSupport.

## **B. Time For Payment**

The Sewerage Charge on an unmeasured basis is due for the full year in advance on 1 April. However:

- (1) If one half of the year's Charge (together with any arrears) is paid by a date to be settled by Yorkshire Water the balance need not be paid until the following 1 October.
- (2) If the consumer has given an undertaking to pay the Charge by up to eight equal monthly instalments by direct debit on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the seven succeeding months and no arrears are due from a previous year the full balance for the time being need not be paid so long as those instalments are duly paid.
- (3) If the consumer has given an undertaking to pay the Charge by up to eight equal instalments other than by direct debit by the 10th day or the 25th day of each of those months and no arrears are due from a previous year the full balance for the time being need not be paid so long as those instalments are duly paid.
- (4) If the consumer has given an undertaking to pay the Charge by up to ten equal monthly instalments by direct debit on the 1st day of each of those months and no arrears are due from a previous year the full balance for the time being need not be paid so long as those instalments are duly paid.
- (5) Where the liability for the Charge starts after the beginning of the year, the apportioned Charge is due for the remainder of the year in advance on the day the liability first occurs. However if the day liability first occurs is prior to 1 October in that year and if the due proportion of half a full year's Charge is paid on demand the other half need not be paid until 1 October.
- (6) Yorkshire Water may apply a different charging period dependent upon the period of occupation of the premises in question.
- (7) Special payment arrangements can be agreed in other circumstances.
- (8) Yorkshire Water reserves the right to apportion the Charge in the event of bankruptcy or any other form of debt arrangement including but not limited to individual voluntary arrangements and debt relief orders.

### C. Persons Chargeable

In accordance with Section 144 of the Water Industry Act 1991, the Sewerage Charge on an unmeasured basis is payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which Yorkshire Water is a party. Where there is more than one occupier then such occupiers shall be jointly and severally liable.

### D. The Scale of Charges

- (1) For the year commencing 1 April 2017 the Charge is the sum of a standing item and poundage item, the latter being calculated upon the rateable value of the hereditament.

#### 8. SEWERAGE CHARGES HOUSEHOLD

##### Unmeasured household

Standing charge (excluding lock-up garages)	£9.88
Standing charge surface water	£41.50
Rateable value charge	166.79p per £RV
Rateable value charge – septic tanks	92.00p per £RV

#### 9. SEWERAGE CHARGES NON-HOUSEHOLD

##### Unmeasured non-household

Standing charge	£10.80
Rateable value charge	166.79p per £RV
Minimum charge	£65.98

- (2) The assessed charges in Table 10 are due annually for the period 1 April to 31 March.

#### 10. SEWERAGE ASSESSED HOUSEHOLD CHARGES

Property Size	£ per annum
Single person household	126.70
Other household premises	178.76
Semi-detached house	200.20
Detached house	235.43

## 11. SEWERAGE ASSESSED NON-HOUSEHOLD CHARGES

Property Size	Volume	£ per annum
Small	145m <sup>3</sup>	234.90
Medium	255m <sup>3</sup>	399.20
Large	550m <sup>3</sup>	877.59
Extra large	1,000m <sup>3</sup>	1,579.95

- (a) Where an assessed charge is based upon the premises being a single person household, it is the consumer's responsibility to inform Yorkshire Water immediately if this is no longer the case.
  - (b) Consumers may be required to provide Yorkshire Water with reasonable evidence to support the basis of the assessed charge as a single person household, e.g. council tax single person discount.
  - (c) Where an occupier vacates a premises which is charged on an assessed basis as a single person household the premises shall revert to the property type as described in the table above for charging purposes until such time as it is again occupied as a single person household.
- (3) The Charge levied on premises with no water supply and no foul effluent connection to sewer for surface water and/or groundwater drainage shall vary in accordance with Table 12 below.

## 12. SURFACE WATER CHARGES

Band	Surface area in square meters		Charge £
A	0	- 500	£41.50
B	501	- 700	£97.01
C	701	- 1,000	£145.52
D	1,001	- 2,000	£194.03
E	2,001	- 15,000	£388.06
F	15,001	- 35,000	£2,910.42
G	35,001	- 150,000	£6,790.97
H	>150,000		£29,104.17

- (4) The Charge levied at the reduced rate on premises discharging via a septic tank shall be calculated upon the rateable value of the hereditament at a poundage item of 91.83p per £RV.
- (5) The rebate for premises with no surface water or groundwater drainage as set out in paragraph 4.A.(7) page22 shall be £41.50. Any rebate will be up to a maximum of six years, or from the occupation date if you have lived at the

property less than six years. You can obtain a rebate application form by contacting Yorkshire Water, see customer contact information page3.

The charges for WaterSupport shall be as set out below.

### 13. THE CHARGE FOR WATERSUPPORT

Sewerage	£207.02
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## **6. THE METERED WATER SUPPLY CHARGE**

### **A. Chargeable Supplies**

- (1) Subject to the provisions of this Scheme the Metered Water Supply Charge is applied to every metered piped supply of water where the installation, type and size of the meter in question has been approved or accepted by Yorkshire Water.
- (2) Unless and until the installation, type and size of the meter in question is approved or accepted by Yorkshire Water, one of the following bases of charging appropriate to the circumstances shall be applied by Yorkshire Water:-
  - (a) charge on the unmeasured basis; or
  - (b) charge on the Fixed Water Supply Charge basis; or
  - (c) charge on the metered basis by reference to a volume that is assessed by Yorkshire Water by reference to the bands set out in Table4 (page 20)
- (3) Where two or more metered supplies feed the same premises occupied by the same consumer, the standing item charge will be made separately for each supply unless;
  - (a) the supplies in question are field supplies; or
  - (b) such arrangement is for Yorkshire Water's own convenience.
- (4) The volume item is applied to all consumption including water lost by leakage, waste or otherwise (with the exception only of water used in accordance with Section 147 of the Water Industry Act 1991), subject to Yorkshire Water's Code of Practice on leakage for domestic customers and the Water (Meters) Regulations 1988.
- (5) Where premises receive a metered piped supply of water and one or more piped supplies of water to those premises are either:-
  - (a) unmetered; or
  - (b) the meter on such supply is inoperative; or
  - (c) the meter on such supply is damagedthen a charge shall be raised in relation to such piped supplies using the principles in paragraph (2) above.
- (6) Yorkshire Water shall have the power to estimate the consumption in respect of any metered piped supply of water provided that the meter shall be read at least once in any metered supply charging year (unless circumstances outside the company's control prevent such a reading from being obtained). A consumer has the right to provide his own reading upon receipt of an estimated bill.
- (7) It is the policy of Yorkshire Water to provide all new supplies and all existing unmeasured supplies of water to non-household premises by measure. Other than in accordance with the provisions of (9)(j) page30 below or Section 8.A.(4) page 50 where the premises are served by a metered supply of water the consumer shall not have the right to be charged on an unmeasured basis. In addition, it is the policy of Yorkshire Water to require consumers with sprinklers or swimming pools or other conditions prescribed

by regulations made under the Water Industry Act 1991 to pay for the supply on the basis of the Metered Water Supply Charge. Subject to the requirements of this latter policy where the hereditament is used in part only as a house and in part for non-domestic purposes (mixed use) and the maximum anticipated consumption of the water used in the course of any non-domestic activity at the hereditament is assessed by Yorkshire Water to be 30 cubic metres or less per annum then the supply shall be treated as if to domestic premises and shall remain to be charged on an unmeasured basis.

- (8) Where a new water supply is created by any person in contravention of the policy referred to at (7) page 28 above and/or Yorkshire Water's conditions of connection resulting in no meter being provided, then a charge shall be levied in relation to such piped supply on either:-
- (a) the Fixed Water Supply Charge basis, if appropriate; or
  - (b) charge on the metered basis by reference to a volume that is assessed by Yorkshire Water unless and until a meter is installed, the type and size of which is approved or accepted by Yorkshire Water.
- (9) Domestic Meter Option
- a) Consumers of any unmeasured supply of water to domestic premises may opt for a meter free of initial charge providing a meter can be fitted at reasonable expense.
    - (i) Reasonable expense will include;
      - the provision of a meter,
      - the cost of installation in Yorkshire Water's preferred location or another cost effective location if the preferred location was not practical,
      - the cost of reinstatement unless such cost is unduly excessive,
      - an out-reader for internal installations if Yorkshire Water considers one is necessary,
    - (ii) Unreasonable expense will include;
      - The cost of separating the consumer's supply pipe when it is shared with other consumers.
      - The cost of installing additional meters if the consumer is supplied by more than one supply.
      - The cost of substantial alterations to existing plumbing to enable the meter to be installed.
  - (b) Yorkshire Water shall provide details of its domestic meter option scheme upon request.
  - (c) Consumers of any unmeasured supply of water to domestic premises who decide to opt for a meter must submit a measured charges notice to Yorkshire Water. This will take the form of a written request by the consumer for a meter to be fitted including their acceptance of being charged on a measured basis from the date of installation.
  - (d) Following receipt of a measured charges notice, Yorkshire Water will fit a free meter within 3 months provided the incurred expense is reasonable. If installation takes longer than 3 months, measured

charges will be apportioned back to a date 3 months from the date of receipt of the measured charges notice.

- (e) Meters will be fitted in the most suitable location to record only and all water supplied to the property and where the consumer is able to gain access for reading purposes. This will normally be on the rising main close to the internal stop tap. Consumers can request an alternative location providing it is acceptable to Yorkshire Water and the consumer meets any additional costs incurred.

Note: The additional costs incurred by consumers requesting an alternative location under the domestic meter option scheme will be £127.61 plus VAT. Consumers requesting the re-siting of an existing meter will incur minimum costs of £197.65 plus VAT. The actual costs of re-siting an existing meter will depend upon a number of factors. These include whether or not the meter is being relocated internally or externally, any excavation and back-filling required, cost of materials and the cost of a replacement meter if the existing meter is less than 10 years old.

For consumers with additional needs, for example the disabled or elderly, Yorkshire Water shall take additional meter readings so consumers may keep a quarterly check on their consumption. For such consumers, where there is a clear benefit to the consumer in re-siting the meter Yorkshire Water shall consider contributing to the cost.

- (f) Yorkshire Water will consider the installation of a second meter for flats providing the cost is not disproportionate. Yorkshire Water will also consider single meter/joint billing agreements in multi-occupied premises where one person is willing to undertake receipt and payment of the bill.
- (g) When Yorkshire Water determines that it is not reasonably practicable to fit a meter or if it would involve unreasonable expense the consumer will be offered a charge for water supply on an assessed basis. The assessed charge is set out in section 4.D page30.
- (h) Should Yorkshire Water refuse to install a meter free of charge, the consumer has right of appeal to the Water Services Regulation Authority.
- (i) The meter shall remain the property of Yorkshire Water.
- (j) Consumers will be entitled to revert to unmeasured charging at any time before the end of the period of 24 months beginning with the day on which measured charges commenced, provided written notice is received by Yorkshire Water (which may be given up to 28 days following receipt of their final bill for the 24 months from the date measured charges commenced) and either the conditions in (i) below or the conditions in (ii) below are satisfied in relation to the premises in respect of which a measured charges notice has been given, and such other conditions as may be prescribed by Regulations are also satisfied in relation to the premises.

The conditions referred to above are;

(i) that the person who gave the measured charges notice had not given any previous measured charges notice in relation to the premises,

and

(ii) that person remains the consumer in respect of the premises;

(iii) that the person who gave the measured charges notice has, since the notice was given, ceased to be the consumer in respect of the premises,

(iv) that neither that person nor the person who has become the consumer had given any previous measured charges notice in relation to the premises, and

(v) that any person who was in occupation when the measured charges notice was given remains in occupation.

Yorkshire Water shall as soon as reasonably practicable revert the charges to the unmeasured basis of charging for consumers exercising their right of reversion which shall in any event be no later than 24 months from the date measured charges commenced.

Consumers will be liable for measured charges until the final meter reading taken by or on behalf of Yorkshire Water and will only revert to unmeasured charges after the end of the period up to that final meter reading.

The meter shall remain in position and following any change in occupier of the premises they shall be charged on a metered basis.

(k) where a tenant purports to give a measured charges notice to Yorkshire Water but ;

(i) the tenancy in question is a fixed term tenancy for a term of less than six months (for this purpose "fixed term tenancy" means any tenancy other than a periodic tenancy); and

(ii) the landlord has not consented to and does not agree to the installation of a meter for use in determining the charges which may be fixed in relation to water supplied to the premises comprised in the tenancy

the consumer shall be charged for any period for which the metered water supply charge has been applied in reliance upon the measured charges notice by a reference to the charging basis that applied prior to the service of the measured charges notice to Yorkshire Water until such time as a meter is validly installed for use in determining the charges which may be fixed in relation to the water supplied to the premises in question.

Note: For the avoidance of doubt, where a tenancy does not fall within sub-section 6.A.(9)(k)(i) above, the landlord is not required to give consent to the installation of a meter. The landlord can, however, request a meter be fitted in a preferred location providing it is acceptable to Yorkshire Water and the landlord meets any additional costs incurred.

- (l) Field supplies will be charged on the same basis as a non-household charge.

(10) WaterSure (Tariff for Vulnerable Groups)

- (a) A Metered Water Supply Charge Tariff for Vulnerable Groups (referred to in this part of the Scheme as WaterSure) will take the form of a charge capped at the average charge levied to consumers in domestic premises for water services. The charge will be as set out in 5.D.(5) below.
- (b) WaterSure offers assistance in relation to any premises for any consumer who;
  - a) falls within any class of persons specified in (c) below; and
  - b) satisfies the conditions in (d) below.
- (c) A consumer falls within a class of persons mentioned in (b)a) above if he or another person residing with him in the premises (“the qualifying person”) is entitled to receive any of the benefits or tax credits listed in (e) below and either;
  - (i) the qualifying person is entitled to receive child benefit for 3 or more children under the age of 19 and in full time education who reside in the premises; or
  - (ii) the consumer or another person residing with him in the premises, whether or not the same person as the qualifying person;
  - (iii) is diagnosed as suffering from any of the medical conditions listed in (f) below and as a result of that condition is obliged to use a significant additional volume of water; or
  - (iv) subject to Note cc) in (g) below is diagnosed as suffering from a medical condition other than one listed in (f) below and as a result of that condition is obliged to use a significant additional volume of water.
- (d) The conditions in this sub-paragraph are that;
  - a. the premises are subject to the Metered Water Supply Charge
  - b. the consumer and any other qualifying person each occupies the whole or part of the premises as his only or principal home;
  - c. in the case of premises which are not used solely as a person’s home, the other use is not the principal use of the premises;
  - d. water supplied to the premises is not used for;
    - (i) watering a garden, other than by hand, by means of any apparatus; or
    - (ii) automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres; and

- b. the consumer has applied for assistance and established his entitlement to it in accordance with (g) page33.
- (e) The benefits and tax credits mentioned in (c) above are;
- (i) housing benefit;
  - (ii) income support;
  - (iii) income-related employment and support allowance;
  - (iv) income-based jobseeker's allowance;
  - (v) state pension credit;
  - (vi) child tax credit, if it includes an amount in respect of the individual element of child tax credit (i.e. except families in receipt of the family element only)
  - (vii) working tax credit
  - (viii) universal credit; and
  - (ix) such other benefits and tax credits as specified by the Government or Governmental department as being qualifying benefits and tax credits for the purpose of WaterSure.

- (f) The medical conditions mentioned in (c) b) above are;
- (i) desquamation (flaky skin loss);
  - (ii) weeping skin disease (eczema, psoriasis, varicose ulceration);
  - (iii) incontinence;
  - (iv) abdominal stoma;
  - (v) Crohn's disease;
  - (vi) ulcerative colitis; and
  - (vii) renal failure requiring home dialysis.

Note – (vii) does not apply where a contribution to the cost of the water consumed in the process of dialysis during the billing period is made by the health authority.

- (g) Consumers who decide to opt for WaterSure will be required to provide Yorkshire Water with evidence to support their claim in the following manner:

- (i) Evidence required from consumers:
  - A copy of a bank statement showing the receipt of one of the benefits or tax credits listed in (e) above.
- (ii) Evidence required from consumers in respect of (c)a) above:
  - A copy of a bank statement showing receipt of child benefit for three or more children under the age of 19 who reside in the premises in question.
- (iii) Evidence required from consumers falling within (c)b) above:
  - a) Details about the medical condition which makes them eligible for assistance.

AND

- b) How the condition contributes to significantly increased water consumption.

NOTE

- (aa) Yorkshire Water may at its discretion contact appropriate third parties to confirm a consumer is eligible for WaterSure.
- (bb) A consumer who misleads Yorkshire Water as to his or her entitlement might commit the criminal offence of obtaining a pecuniary advantage by deception, contrary to Section 16(1) of the Theft Act 1968.
- (cc) Certificates from registered medical practitioners will be accepted as evidence from consumers falling within (c) b)(ii) above. Any such certificate must be signed by the registered medical practitioner and shall contain the following particulars:
  - (a) the name of the person in respect of whom the diagnosis is made (“the patient”);
  - (b) the diagnosis of the patient’s medical condition which obliges the patient to use a significant additional volume of water;
  - (c) the date on which the certificate is given; and
  - (d) the name and address of the registered medical practitioner.
- (h) Consumers may apply for WaterSure at any time during the year. Eligibility commences with the relevant billing period that the consumer applies for the tariff and shall continue for a period of 12 months from when eligibility commences. There shall be no retrospective adjustment for previous periods. The following year’s tariffs will be applied to the due proportion of the eligibility period of 12 months extending beyond 31 March into the following year.  
Note: Consumers wishing to apply for WaterSure will need to complete and return an application form. For more information about WaterSure or to request an application form please visit [yorkshirewater.com/meter](http://yorkshirewater.com/meter) or Tel: 0345 1 24 24 24.
- (i) An eligible consumer is required to reapply to Yorkshire Water every twelve months for application of WaterSure. We shall send a reminder to consumers to reapply when their eligibility ends. The consumer is responsible for informing Yorkshire Water when he or she is no longer eligible for the tariff. Where the consumer ceases to be eligible part way through the period of entitlement which would otherwise apply under paragraph (h) above, the period of entitlement shall end at the end of the billing period in which the consumer ceases to be eligible for the WaterSure tariff.
- (j) Yorkshire Water shall review actual consumption at the end of the year of charge and the consumer shall be re-billed on the basis of actual consumption if charges would have been lower than those paid on WaterSure.

- (j) This section 6.A.(11) below shall be subject to any amendment to the Water Industry Regulations 1999 - (Charges) (Vulnerable Groups).
- (l) Details of how Yorkshire Water will deal with any complaint are set out on page80.

(11) WaterSupport

From April 2015, a social tariff was introduced called WaterSupport. The tariff is to be capped at the average bill amount for each service in line with the WaterSure tariff. WaterSupport is available to customers where the net household income is relatively low and the bill amount is higher than average amount. The threshold for income eligibility is subject to change and may take into account household composition. Bills are capped at the same level as WaterSure, see section 6(10) page32.

Customers paying on a measured and an unmeasured basis are eligible. Customers can apply at any time during the year. The charges will be applied from the beginning of the quarter in which the application is successful or the date of occupation if later. Eligibility will be reviewed on an annual basis and will require the customer to provide information relating to eligibility. Failure to do so will result in the customer reverting to the previous basis of charge. Yorkshire Water will review actual consumption for metered customers at the end of the year. The customer shall be re-billed on the basis of actual consumption if charges would have been lower than those paid through WaterSupport.

## **B. Time for Payment**

The Metered Water Supply Charge is payable

- As to the volume item on demand when the volume supplied for any period has been ascertained, assessed or estimated, and
- As to the standing item in equal instalments upon demand,

Consumers shall normally be billed quarterly. However:

- (1) If the consumer has given an undertaking to pay the Charge through the Yorkshire Water Budget Plan with twelve equal monthly instalments on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the eleven succeeding months on each of those months, the full balance for the time being need not be paid so long as those instalments are duly paid.
- (2) Where consumers use in excess of 250 thousand cubic metres of water they may be eligible to pay by budget plan based on estimates of annual usage.
- (3) Yorkshire Water may apply a different charging period dependent upon the period of occupation of the premises in question.
- (4) Special payment arrangements can be agreed in other circumstances.

### C. Persons Chargeable

In accordance with Section 144 of the Water Industry Act 1991, the Metered Water Supply Charge is payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which Yorkshire Water is a party. Where there is more than one occupier then such occupiers shall be jointly and severally liable.

### D. The Scale of Charges

- (1) For the year commencing 1 April 2017 the charges are as stated below. The Charge (other than for consumers falling in paragraph 6.A.(11) page35 consists of the sum of a standing item, a volume item which varies in accordance with Table 16a and Table 16b applied to the volume of water consumed.
- (2) the volume item applies to the period 1 April 2017 to 31 March 2018 and an apportionment shall be made on a daily basis in respect of meter readings after 1 April 2018. The Charge will be payable in respect of the whole of any period of occupation of premises. Where a period of occupation of premises is less than the full year, charges shall be apportioned on a daily basis.
- (3) The Charge for consumers who are liable for York Waterworks charges shall be no more than they would have been if the York Waterworks appointment had remained in place. Consumers receiving bills which they believe are of higher value should contact Yorkshire Water, see customer contact information page3.
- (4) The charge for WaterSure shall be as set out below.

#### 14. THE CHARGE FOR WATERSURE

Water – Yorkshire Water	£167.62
Water – York Waterworks	£122.19

- (5) The charges for WaterSupport shall be as set out below.

#### 15. THE CHARGE FOR WATERSUPPORT

Water – Yorkshire Water	£167.62
Water – York Waterworks	£122.19

- (6) The Charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.

## 16a. WATER SUPPLY CHARGES (Excluding York Waterworks)

### Measured household

Standing charge*	£23.58
Volumetric charge	128.73p m <sup>3</sup>

### Measured non-household

Standing charge	
0-5 thousand cubic metres p.a.	£26.85
5≤ 50 thousand cubic metres p.a.	£26.85
>50 ≤250 thousand cubic metres p.a.	£44.73
>250 thousand cubic metres p.a.	£49.15
Volumetric charge for users less than 50 thousand cubic meters p.a.	
0-5 thousand cubic metres p.a.	129.72p m <sup>3</sup>
5≤ 50 thousand cubic metres p.a.	127.97p m <sup>3</sup>
Volumetric charge for users above 50 thousand cubic meters p.a.	
≤50 thousand cubic metres p.a.	127.65p m <sup>3</sup>
>50 ≤250 thousand cubic metres p.a.	80.86p m <sup>3</sup>
>250 thousand cubic metres p.a.	68.74p m <sup>3</sup>

## 16b. WATER SUPPLY CHARGES YORK WATERWORKS

### Measured household

Standing charge*	£23.58
Volumetric charge	72.92p m <sup>3</sup>

### Measured non-household

Standing charge	
0-5 thousand cubic metres p.a.	£26.85
5≤ 50 thousand cubic metres p.a.	£26.85
>50 ≤250 thousand cubic metres p.a.	£44.73
>250 thousand cubic metres p.a.	£49.15
Volumetric charge for users less than 50 thousand cubic meters p.a.	
0-5 thousand cubic metres p.a.	73.96p m <sup>3</sup>
5≤ 50 thousand cubic metres p.a.	72.21p m <sup>3</sup>
Volumetric charge for users above 50 thousand cubic meters p.a.	
≤50 thousand cubic metres p.a.	71.89p m <sup>3</sup>
>50 ≤250 thousand cubic metres p.a.	62.48p m <sup>3</sup>
>250 thousand cubic metres p.a.	62.21p m <sup>3</sup>

Notes:

- (a) For the purposes of assessing the volume range the Charge shall be applied to the total consumption at any separately metered individual set of premises in common ownership which is in receipt of a metered supply of water to those premises and which is not currently subject to a separate agreement with respect to payment of water supply charges.
  - (b) The consumer shall become ineligible to the reduction in the standard charge for consumption in excess of 50 thousand cubic metres if the Metered Water Supply Charges are overdue for a period of 56 days unless the consumer has a payment arrangement agreed with Yorkshire Water or there is a dispute on substantial grounds as to provision of the service in respect of which the charge relates. In the case of such ineligibility the standard charge shall be applied to all consumption for the remainder of the metered supply charging year from the date of ineligibility and a meter reading shall be taken by Yorkshire Water for such purposes.
- (7) A consumer otherwise liable to pay the charges in Table 16a or Table 16b above in respect of premises for which Yorkshire Water assesses the volume of water per year which will be supplied to the premises based upon information available to Yorkshire Water at the time to be 250 thousand cubic metres or above, may request an interruptible supply through writing to Yorkshire Water. These applications will be addressed on an individual basis through a special agreement with Yorkshire Water.
- (8) A consumer otherwise liable to pay charges set out in Table 16a and Table 16b above in respect of premises for which Yorkshire Water assesses the volume to be greater than 250 thousand cubic metres annually may aggregate the total consumption at separately metered individual sets of premises subject to each individual premises having annual consumption in excess of 250 thousand cubic metres. Any consumer wishing to aggregate their premises with another set of premises for the purposes of this paragraph must operate the contiguous premises as a single user with a self-contained internal private distribution system and each consumer must accept joint and several liability for charges.
- (9) Where,
- (a) the consumer of a supply from one or more meters has the benefit of the use of an alternative source of water which is not delivered under the terms of a common carriage agreement and which is interchangeable with a Yorkshire Water supply; and
  - (b) the consumer occupies a single site and in respect of which consumes in excess of 50MI/year and
  - (c) in any year the consumer
    - (i) wishes to have the facility to substitute a Yorkshire Water supply for all or part of the alternative source, or

(ii) uses that facility ; and

Where the use of the facility referred to under (c)(ii) is made without prior notification to Yorkshire Water of the wish to access the same then the consumer shall be deemed to have given notice of its wish to have the facility open to it in future years unless the consumer is disconnected from Yorkshire Water's supply network.

(10) All charges are subject to the addition of any Value Added Tax chargeable.

## 7. THE SEWERAGE CHARGE ON A METERED BASIS

### A. Chargeable Services

- (1) Subject to the provisions of this Scheme the Sewerage Charge is made on a metered basis in respect of premises which receive:-
  - (i) a metered supply of water from Yorkshire Water, or any other water undertaker, in which circumstances the volume of water which has passed through the meter shall be taken to be evidence of the volume thereof; or
  - (ii) a supply from any other source and information satisfactory to Yorkshire Water as to the quantity of that supply is duly furnished, and in those circumstances the quantity of water received as assessed by Yorkshire Water shall be taken to be the volume thereof; or
  - (iii) where the charge for the water supply to the premises is on the metered basis by reference to 6.A.(2)(c) page28.
- (2) The Sewerage Charge is not made on a metered basis where the quantity of the water supplied for two or more hereditaments is measured by a single meter unless the consumer of the Metered Water Supply charge for that supply agrees arrangements with Yorkshire Water for payment also of the sewerage charge on a metered basis for those hereditaments. Where an agreement is not in operation for both water and sewerage charges, an unmeasured basis of charging will be applied to each hereditament based on rateable value or a fixed basis by agreement.
- (3) The Sewerage Charge on a metered basis is payable at the reduced rate referred to in paragraph 7.D.(5) page48 in respect of every period of occupation of any premises which are drained via a private septic tank and then to intermediate sewer or drain. For consumers paying the reduced rate Yorkshire Water shall on request empty the said private septic tank once per year.
- (4) WaterSure (Tariff for Vulnerable Groups)
  - (a) A Sewerage Charge on a Metered Basis Tariff for Vulnerable Groups (referred to in this part of the Scheme as WaterSure) will take the form of a charge capped at the average charge levied to consumers in household premises for sewerage services. The charge will be as set out in 7.D.(9) page49.
  - (b) WaterSure offers assistance in relation to any premises for any consumer who;
    - a) falls within any class of persons specified in (c) below; and
    - b) satisfies the conditions in (d) below.
  - (c) A consumer falls within a class of persons mentioned in (b)a) above if he or another person residing with him in the premises ("the qualifying person") is entitled to receive any of the benefits or tax credits listed in (e) below and either;

- a) the qualifying person is entitled to receive child benefit for 3 or more children under the age of 19 and in full time education who reside in the premises; or
- b) the consumer or another person residing with him in the premises, whether or not the same person as the qualifying person;
  - (i) is diagnosed as suffering from any of the medical conditions listed in (f) below and as a result of that condition is obliged to use a significant additional volume of water; or
  - (ii) subject to Note cc) in (g) below is diagnosed as suffering from a medical condition other than one listed in (f) below and as a result of that condition is obliged to use a significant additional volume of water.
- (d) The conditions in this sub-paragraph are that;
  - a) the premises are subject to the Sewerage Charge on a Metered Basis;
  - b) the consumer and any other qualifying person each occupies the whole or part of the premises as his only or principal home;
  - c) in the case of premises which are not used solely as a person's home, the other use is not the principal use of the premises;
  - d) water supplied to the premises is not used for;
    - (i) watering a garden, other than by hand, by means of any apparatus; or
    - (ii) automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres; and
  - e) the consumer has applied for assistance and established his entitlement to it in accordance with (g) below.
- (e) The benefits and tax credits mentioned in (c) above are;
  - (i) housing benefit;
  - (ii) income support;
  - (iii) income-related employment and support allowance;
  - (iv) income-based jobseeker's allowance;
  - (v) state pension credit;
  - (vi) child tax credit, if it includes an amount in respect of the individual element of child tax credit (i.e. except families in receipt of the family element only);
  - (vii) working tax credit;
  - (viii) universal credit; and
  - (ix) such other benefits and tax credits as specified by the Government or Governmental department as being qualifying benefits and tax credits for the purpose of WaterSure.

- (f) The medical conditions mentioned in (c) b) above are;
- (i) desquamation (flaky skin loss);
  - (ii) weeping skin disease (eczema, psoriasis, varicose ulceration);
  - (iii) incontinence;
  - (iv) abdominal stoma;
  - (v) Crohn's disease;
  - (vi) ulcerative colitis; and
  - (vii) renal failure requiring home dialysis.

Note - g) does not apply where a contribution to the cost of the water consumed in the process of dialysis during the billing period is made by the health authority.

- (g) Consumers who decide to opt for WaterSure will be required to provide Yorkshire Water with evidence to support their claim in the following manner:

- (i) Evidence required from consumers:  
A copy of a bank statement showing the receipt of one of the benefits or tax credits listed in (e) above.
  - (ii) Evidence required from consumers in respect of (c)a) above:  
A copy of a bank statement showing receipt of child benefit for three or more children under the age of 19 who reside in the premises in question.
  - (iii) Evidence required from consumers falling within (c)b) above:
    - a) Details about the medical condition which makes them eligible for assistance.
- AND
- b) How the condition contributes to significantly increased water consumption.

NOTE

- aa) Yorkshire Water may at its discretion contact appropriate third parties to confirm a consumer is eligible for WaterSure.
- bb) A consumer who misleads Yorkshire Water as to his or her entitlement might commit the criminal offence of obtaining a pecuniary advantage by deception, contrary to Section 16(1) of the Theft Act 1968.
- cc) Certificates from registered medical practitioners will be accepted as evidence from consumers falling within (c) b)(ii) above. Any such certificate must be signed by the registered medical practitioner and shall contain the following particulars:
  - a) the name of the person in respect of whom the diagnosis is made ("the patient");

- b) the diagnosis of the patient’s medical condition which obliges the patient to use a significant additional volume of water;
    - c) the date on which the certificate is given; and
    - d) the name and address of the registered medical practitioner.
  - (h) Consumers may apply for WaterSure at any time during the year. Eligibility commences with the relevant billing period that the consumer applies for the tariff and shall continue for a period of 12 months from when eligibility commences. There shall be no retrospective adjustment for previous periods. The following year’s tariffs will be applied to the due proportion of the eligibility period of 12 months extending beyond 31 March into the following year.  
 Note: Consumers wishing to apply for WaterSure will need to complete and return an application form. For more information about WaterSure or to request an application form please visit [yorkshirewater.com/meter](http://yorkshirewater.com/meter) or call 0345 1 24 24 24.
  - (i) An eligible consumer is required to reapply to Yorkshire Water every twelve months for application of WaterSure. We shall send a reminder to consumers to reapply when their eligibility ends. The consumer is responsible for informing Yorkshire Water when he or she is no longer eligible for the tariff. Where the consumer ceases to be eligible part way through the period of entitlement which would otherwise apply under paragraph (h) above, the period of entitlement shall end at the end of the billing period in which the consumer ceases to be eligible for the WaterSure tariff.
  - (j) Yorkshire Water shall review actual consumption at the end of the year of charge and the consumer shall be re-billed on the basis of actual consumption if charges would have been lower than those paid on WaterSure.
  - (k) This section 7.A.(4) page40 shall be subject to any amendment to the Water Industry (Charges) (Vulnerable Groups) Regulations 1999.
  - (l) Details of how Yorkshire Water will deal with any complaint are set out on page80.
- (5) In respect of household premises the sewerage charge shall be subject to an annual rebate in accordance with paragraph 7.D.(6) page48 where the consumer can demonstrate to Yorkshire Water’s satisfaction that there is no direct or indirect surface water or groundwater drainage to a public sewer.
- (6) (a) In respect of non-household premises the Sewerage Charge shall be subject to charges in accordance with paragraph 7.D.(7) page48 in respect of surface water and/or groundwater drainage based on the chargeable area of the premises.

- (b) In this part of the Scheme –  
**“chargeable area”**  
includes: the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but  
excludes: any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected, or such area of other land determined by Yorkshire Water and from which, in any such case, no surface or groundwater drains either directly or indirectly to the public sewer provided that the total of all such areas within the premises exceeds 10% of the total site area of the premises.
- (c) For the purposes of (b) above -
- (i) where there is a common area appurtenant to a number of separately occupied premises the chargeable area for each such premises shall include a proportionate part of any such common area, calculated by dividing up any such area pro rata to the site area of each such separate premises, other than household premises;
  - (ii) where there is communication, otherwise than by a highway, between a household premises and any other premises, being non-household premises, occupied by the same person, the charge for both such premises shall be determined by aggregating the total site areas of both such premises and applying to such total area in accordance with this paragraph the scale of charges for premises other than household premises.
- (d) If in the case of any premises the consumer incurs expense in order to satisfy Yorkshire Water as to the site area of the premises, resulting in the application of a lower charge, Yorkshire Water will reimburse to such consumer the professional surveyor’s fees reasonably so incurred.
- (e) Where the consumer can demonstrate to Yorkshire Water’s satisfaction that the drainage arrangements made in respect of a hereditament are such that (i) no surface water or groundwater drains directly or indirectly to a public sewer from that hereditament or from any common area appurtenant to that hereditament or (ii) all surface water and groundwater drainage forms part of measured trade effluent volume, the charge shall cease to be payable from 1st April in the year in which the claim is made. The maximum rebate given will be six years plus the current years charges, or from the occupation date if you have lived at the property less than six years.
- (f) Where the consumer can demonstrate to Yorkshire Water’s satisfaction that the drainage arrangements made in respect of a

hereditament are such that a proportion of surface water or groundwater drainage forms part of measured trade effluent volume the charge shall be assessed to reflect that proportion of surface water or groundwater drainage so measured.

- (g) Where the consumer makes an application with supporting evidence and can demonstrate to Yorkshire Water's satisfaction that the chargeable area has reduced or is smaller than the area used for charging purposes such that it places the premises into a lower band for charging purposes the lower charge shall apply from 1st April in the year in which the application with supporting evidence is provided to Yorkshire Water. The maximum rebate given will be six years plus the current years charges, or from the occupation date if you have lived at the property less than six years

#### (7) WaterSupport

From April 2015, a social tariff was introduced called WaterSupport. The tariff is to be capped at the average bill amount for each service in line with the WaterSure tariff. WaterSupport is available to customers where the net household income is relatively low and the bill amount is higher than average amount. The threshold for income eligibility is subject to change and may take into account household composition. Bills are capped at the same level as WaterSure, see section 6(10) page32.

Customers paying on a measured and an unmeasured basis are eligible. Customers can apply at any time during the year. The charges will be applied from the beginning of the quarter in which the application is successful or the date of occupation if later. Eligibility will be reviewed on an annual basis and will require the customer to provide information relating to eligibility. Failure to do so will result in the customer reverting to the previous basis of charge. Yorkshire Water will review actual consumption for metered customers at the end of the year. The customer shall be re-billed on the basis of actual consumption if charges would have been lower than those paid through WaterSupport.

### **B. Time for Payment**

The Sewerage Charge on a metered basis is payable

- As to the volume item on demand when the relevant volume for any period has been ascertained, assessed or estimated, and
- As to the standing item in equal instalments upon demand.

Consumers shall normally be billed quarterly. However:

- (1) If the consumer has given an undertaking to pay the Charge through the Yorkshire Water Budget Plan with twelve equal monthly instalments on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the eleven succeeding months on each of those months, the full balance for the time being need not be paid so long as those instalments are duly paid.
- (2) Consumers who are eligible to pay the Metered Water Supply Charge in accordance with the budget plan referred to at 6.B.(2) above may be eligible to pay the Sewerage Charge on a metered basis by budget plan.

- (3) Yorkshire Water may apply a different charging period dependent upon the period of occupation of the premises in question.
- (4) Special payment arrangements can be agreed in other circumstances.

### C. Persons Chargeable

In accordance with Section 144 of the Water Industry Act 1991, the Sewerage Charge on a metered basis is payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which Yorkshire Water is a party. Where there is more than one occupier then such occupiers shall be jointly and severally liable.

### D. The Scale of Charges

- (1) For the year commencing 1 April 2017 the charges are as stated below. The Charge consists of a volume item which varies in accordance with Table 17 below calculated as a rate per cubic metre applied to the volume of used water discharged, as arrived at in accordance with paragraph (3) page47.

17.SEWERAGE CHARGES	
<b>Measured household</b>	
Standing charge*	£12.15
Standing charge – surface water	£39.31
Volumetric charge	161.20p m <sup>3</sup>
<b>Measured non-household</b>	
Standing charge	
0-5 thousand cubic metres p.a.	£28.93
5≤ 50 thousand cubic metres p.a.	£28.93
>50 ≤250 thousand cubic metres p.a.	£44.73
>250 thousand cubic metres p.a.	£49.15
Volumetric charge for users less than 50 thousand cubic meters p.a.	
0-5 thousand cubic metres p.a.	158.40p m <sup>3</sup>
5≤ 50 thousand cubic metres p.a.	156.94p m <sup>3</sup>
Volumetric charge for users above 50 thousand cubic meters p.a.	
≤50 thousand cubic metres p.a.	155.82p m <sup>3</sup>
>50 ≤250 thousand cubic metres p.a.	125.67p m <sup>3</sup>
>250 thousand cubic metres p.a.	117.42p m <sup>3</sup>

Notes: (a) For the purposes of assessing the volume range the Charge shall be applied to the total discharge at any separately metered individual set of premises in common ownership which is in receipt of a metered

supply of water to those premises and which is not currently subject to a separate agreement with respect to payment of sewerage charges.

(b) The consumer shall become ineligible to the reduction in the standard charge for discharges in excess of 50 thousand cubic metres if the Sewerage Charges on a Metered Basis are overdue for a period of 56 days unless the consumer has a payment arrangement agreed with Yorkshire Water or there is a dispute on substantial grounds as to provision of the service in respect of which the charge relates. In the case of such ineligibility the standard charge shall be applied to all discharges for the remainder of the metered supply charging year from the date of ineligibility and a meter reading shall be taken by Yorkshire Water for such purposes

- (2) The standing item is settled annually calculated according to the use of the premises or if Yorkshire Water so determines, where a statutory trade effluent consent or direction or trade effluent agreement is in force in respect of the premises, according to the maximum permissible hourly discharge rate of any matter other than trade effluent as assessed by Yorkshire Water.
- (3) The volume item is calculated at a rate settled for this purpose for all premises for the respective period specified in paragraph (8) below and applied to 95% of the volume of water so received in that period as quantified under paragraph 7.A.(1) page 40 unless;
  - (a) Yorkshire Water assesses that in relation to a particular class of premises or any individual premises that a figure in excess of 95% of the water received at the premises is being returned to sewer on an average long term basis in which circumstances the volume item shall be applied to an increased total volume percentage representing that average long term return; or
  - (b) Yorkshire Water assesses or the consumer can show to Yorkshire Water's satisfaction that in relation to a particular class of premises or any individual premises that a figure less than 95% of the water received at the premises is being returned to sewer on an average long term basis in which circumstances the volume item shall be applied to a reduced total volume percentage representing that average long term return.

Note: aa) Such increase or reduction to the standard volume percentage applied for Metered Sewerage Charge purposes will apply to the whole of the period specified in paragraph (9) below but shall not apply to earlier years except;

- i) Where a consumer receives his first measured account after the completion of a charging year the increase or reduction to the volume will apply from the date of occupation or meter installation and approval if that was in an earlier year; or

ii) Where a consumer lodges a written application for a reduction to the standard volume percentage and this is accepted by Yorkshire Water the reduction will apply from the date of receipt of the application if that was in an earlier year

Note: bb) Where any quantity of water received is discharged as effluent discharged separately as trade effluent that quantity so discharged shall be first deducted from the volume of water received as arrived at above.

- (4) The Charge levied at the reduced rate on premises discharging via a septic tank shall be calculated by reducing the volume arrived at by applying paragraphs (3) or (4) page47 by 25%.
- (5) The rebate for premises with no surface water or groundwater drainage as set out in paragraph 7.A.(5) page43 shall be measured household £39.31 and non-household £41.50. Such rebate shall apply from the beginning of the financial year in which we receive your application, or the occupation date if later. The maximum rebate given will be six years plus the current years charges, or from your occupation date if you have lived at the property less than six years. You can obtain a rebate application by contacting Yorkshire Water see customer contact information page3.
- (6) The Charge levied on non-household premises referred to at 7.A.(6) page43 shall vary in accordance with Table 18 below.
- (7) The period referred to in paragraph (3)aa) page47 is the relevant year of charge where the Trade Effluent Charge is payable and otherwise the metered supply charging year.
- (8) The volume item applies to the period 1 April 2017 to 31 March 2018 and an apportionment shall be made on a daily basis in respect of meter readings after 1 April 2018.

## 18. SURFACE WATER CHARGE

Band	Surface area in square meters			Charge £
A	0	-	500	£41.50
B	501	-	700	£97.01
C	701	-	1,000	£145.52
D	1,001	-	2,000	£194.03
E	2,001	-	15,000	£388.06
F	15,001	-	35,000	£2,910.42
G	35,001	-	150,000	£6,790.97
H	>150,000			£29,104.17

(9) The charge for WaterSure shall be as set out in the table below.

19. THE CHARGE FOR WATERSURE	
Sewerage	£207.02

(10) The charge for Watersupport shall be as set out in the table below.

20. THE CHARGE FOR WATERSUPPORT	
Sewerage	£207.02

(11) A consumer otherwise liable to pay charges in Table 17 page46 in respect of premises for which Yorkshire Water assesses the water supply volume to be greater than 250 thousand cubic metres annually may aggregate the total discharge at separately metered individual sets of premises subject to each individual premises having annual consumption in excess of 250 thousand cubic metres.

(12) Any consumer wishing to aggregate their premises with another set of premises for the purposes of this paragraph must operate the contiguous premises as a single user with a self-contained internal private distribution system and each consumer must accept joint and several liability for charges.

(13) All charges are subject to the addition of any Value Added Tax chargeable.

## **8. THE FIXED WATER SUPPLY CHARGE**

### **A. Chargeable Supplies**

- (1) Yorkshire Water shall have the power to apply the Fixed Water Supply Charge to any piped supply of water which satisfies the following criteria:-
  - (a) the premises served are not used wholly or in part as a house; and
  - (b) the maximum anticipated consumption of water at the premises is 30 cubic metres or less per annum.
- (2) Yorkshire Water shall have the power to apply the Fixed Water Supply Charge to premises to which there is no piped supply of water but which have access to communal facilities with a piped supply of water which satisfy the criterion in paragraph (1)(a) above unless one consumer accepts charges on the metered basis of charging for both water and sewerage services.
- (3) Where Yorkshire Water exercises its power under (1) or (2) above and where the consumer is subject to the imposition of Value Added Tax on the piped supply of water the Fixed Water Supply Charge shall be applied in the circumstances of paragraphs (1) and (2) above from 1 July 1990 or the date of occupation whichever shall be the later. Where the consumer is not subject to the imposition of Value Added Tax the Fixed Water Supply Charge shall be applied from 1st April of the year following the date of the survey by Yorkshire Water.
- (4) Subject to the provisions of paragraph (1) above the consumer of any unmeasured or metered supply of water may apply to Yorkshire Water to take it as a Fixed Water Supply Charge supply of water. Under such circumstances, the Fixed Water Supply Charge shall apply from 1st April of the year following the date of any agreement with Yorkshire Water.
- (5) Once applied the Fixed Water Supply Charge shall apply until the end of the current year of charge and subject
  - to (a) and(b) below shall be apportioned on a daily basis where a period of occupation of the premises is less than the full year. However:
  - (a) where there is a change in the use of the supply of water to the premises; or
  - (b) where there is a change which results in the consumption of water in accordance with paragraph (1) above being in excess of 30 cubic metres Yorkshire Water shall have the power to require the supply to be metered. In such circumstances the Fixed Water Supply Charge shall be apportioned on a daily basis until the date that the installation, type and size of the meter is approved by Yorkshire Water.
- (6) Consumption due to leakage, waste, misuse or otherwise lost are subject to additional charges.

**B. Time for Payment**

The Fixed Water Supply Charge is payable in advance in equal half-yearly instalments on 1 April and 1 October.

However, if the consumer has given an undertaking to pay the Charge through the Yorkshire Water Budget Plan with twelve equal monthly instalments on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the eleven succeeding months on each of those months, the full balance for the time being need not be paid so long as those instalments are duly paid.

Yorkshire Water reserves the right to apportion the Charge in the event of bankruptcy or any other form of debt arrangement including but not limited to individual voluntary arrangements and debt relief orders.

**C. Persons Chargeable**

In accordance with Section 144 of the Water Industry Act 1991, the Fixed Water Supply Charge is payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which Yorkshire Water is a party. Where there is more than one occupier then such occupiers shall be jointly and severally liable.

**D. The Scale of Charges**

(1) For the year commencing 1 April 2017 the Charge shall be per Table 21 below.

**21. THE FIXED WATER SUPPLY CHARGE**

Yorkshire Water	£62.47
York Waterworks	£43.52

(2) The Charge is subject to the provisions of Section 147 of the Water Industry Act 1991 to the extent of the exemptions conferred by those provisions.

## 9. THE SEWERAGE CHARGE ON A FIXED BASIS

### A. Chargeable Services

- (1) Subject to the provisions of this Scheme the Sewerage Charge is payable on a Fixed Basis in respect of every period of occupation of any premises which has the benefit of a supply of water or access to communal facilities with a piped supply of water and which is subject to the Fixed Water Supply Charge.
- (2) Once applied the Fixed Sewerage Charge shall apply until the end of the current year of charge and subject to (a) and (b) below shall be apportioned on a daily basis where a period of occupation of the premises is less than the full year. However: However:
  - (a) where there is a change in the use of the supply of water to the premises; or
  - (b) where there is a change which results in the consumption of water in accordance with paragraph 9.A.(1) above being in excess of 30 cubic metres Yorkshire Water shall have the power to require the premises to be metered. In such circumstances the Fixed Sewerage Charge shall be apportioned on a daily basis until the date that the installation, type and size of the meter is approved by Yorkshire Water.
- (3)
  - (a) In respect of non-household premises the Sewerage Charge shall be subject to charges in accordance with paragraph 9.D.(2) page 54 in respect of surface water and/or groundwater drainage based on the chargeable area of the premises.
  - (b) In this part of the Scheme –  
**“chargeable area”**  
includes: the total site area of premises (whether or not the surface area is permeable) including the curtilage thereof and all land held together therewith (whether or not separated at any point by a highway or other public right of way), but  
excludes: any permanently grassed or cultivated area of playing field, farmland, racecourse, sports ground, golf course, parkland, or area of land on which no building is by law permitted to be erected, or such area of other land determined by Yorkshire Water and from which, in any such case, no surface or groundwater drains either directly or indirectly to the public sewer provided that the total of all such areas within the premises exceeds 10% of the total site area of the premises.
  - (c) For the purposes of (b) above -
    - (i) where there is a common area appurtenant to a number of separately occupied premises the chargeable area for each such premises shall include a proportionate part of any such common area, calculated by dividing up any such area pro rata to

- the site area of each such separate premises, other than household premises;
- (ii) where there is communication, otherwise than by a highway, between a household premises and any other premises, being non-household premises, occupied by the same person, the charge for both such premises shall be determined by aggregating the total site areas of both such premises and applying to such total area in accordance with this paragraph the scale of charges for premises other than household premises.
- (d) If in the case of any premises the consumer incurs expense in order to satisfy Yorkshire Water as to the site area of the premises, resulting in the application of a lower charge, Yorkshire Water will reimburse to such consumer the professional surveyor's fees reasonably so incurred.
  - (e) Where the consumer can demonstrate to Yorkshire Water's satisfaction that the drainage arrangements made in respect of a hereditament are such that no surface water or groundwater drains directly or indirectly to a public sewer from that hereditament or from any common area appurtenant to that hereditament, the charge shall cease to be payable from 1st April in the year in which the claim is made.

## **B. Time for Payment**

The Sewerage Charge on a Fixed Basis is payable in advance in equal half-yearly instalments on 1 April and 1 October.

However, if the consumer has given an undertaking to pay the Charge through the Yorkshire Water Budget Plan with twelve equal monthly instalments on an agreed date between 1st and 28th of a month or specifically the last day of the month and continuing on the corresponding day of each of the eleven succeeding months on each of those months, the full balance for the time being need not be paid so long as those instalments are duly paid.

Yorkshire Water reserves the right to apportion the Charge in the event of bankruptcy or any other form of debt arrangement including but not limited to individual voluntary arrangements and debt relief orders.

## **C. Persons Chargeable**

In accordance with Section 144 of the Water Industry Act 1991, the Sewerage Charge on a Fixed Basis is payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which Yorkshire Water is a party. Where there is more than one occupier then such occupiers shall be jointly and severally liable.

## D. The Scale of Charges

- (1) For the year commencing 1 April 2017 the Charge shall be a sum of £65.98 per annum.

### 22. THE FIXED SEWERAGE CHARGE

Sewerage fixed charge	£65.98
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- (2) The Charge levied on non-household premises referred to at 9.A.(3) page52 shall vary in accordance with Table 23 below.

### 23. SURFACE WATER CHARGE

Band	Surface area in square meters			Charge £
A	0	-	500	£41.50
B	501	-	700	£97.01
C	701	-	1,000	£145.52
D	1,001	-	2,000	£194.03
E	2,001	-	15,000	£388.06
F	15,001	-	35,000	£2,910.42
G	35,001	-	150,000	£6,790.97
H	>150,000			£29,104.17

## 10. THE TRADE EFFLUENT CHARGE

### A. The Charge

- (1) The Trade Effluent Charge is payable in respect of the control, reception, treatment and disposal of trade effluent from eligible premises received into a public sewer or where the consumer has the benefit of a trade effluent agreement where the discharge of trade effluent is to a Yorkshire Water Waste Water Treatment Works.
- (2) In this part of the Scheme-  
"the effluent" means trade effluent discharged (whether directly or indirectly) into a public sewer under a statutory consent of Yorkshire Water or received at a Yorkshire Water Waste Water Treatment Works;  
"regional" refers to Yorkshire Water's area of appointment as a sewerage undertaker as defined in the Instrument of Appointment;  
References to "foul sewage" and "sludge" are to those at Yorkshire Water's Waste Water Treatment Works.
- (3) (a) Trade effluent charges are made and are subject to either:
  - minimum charge
  - or
  - charges calculated using the mogden formula

#### Mogden Formula

$$R + V + \frac{(Ot)}{(Os)} B + \frac{(St)}{(Ss)} S$$

Where:-

- R= The charge per cubic metre for the reception and conveyance of trade effluent
- V= the cost per cubic metre of the preliminary treatment of foul sewage (including such preliminary treatment as is appropriate to the circumstances of the receiving waste water treatment works in question).
- Ot= the Chemical Oxygen Demand of the effluent
- Os= the Chemical Oxygen Demand of the foul sewage
- B= the cost per cubic metre of biological oxidation of foul sewage, together with such proportion of the sludge cost as may be attributable to the treatment and disposal of sludge arising from the said biological oxidation
- St= settleable solids in the effluent
- Ss= settleable solids in the foul sewage
- S= such proportion as is not included in B of the average cost, per cubic metre of foul sewage received, of the treatment and disposal

of sludge (the whole of such cost being referred to above as "the sludge")

Ot, St, Os and Ss are derived after one hour's quiescent settlement. Ot and St are adjusted to a pH of 7.

Ot & St are derived from the average strength of all chargeable samples taken over a rolling six month period prior to the settlement calculation or according to the assessed strength of the effluent or the standard regional strength of the relevant type of trade effluent.

- (b) Where preliminary treatment, biological oxidation or sludge treatment is not normally provided or is provided only in part for the effluent, the whole or due proportion of the respective component V, B or S is omitted.
- (c) Each of those values, and the due proportion under B and S, are ascertained by Yorkshire Water. Costs are as calculated by Yorkshire Water for the ensuing year.
- (d) Different values and proportions may apply by agreement between Yorkshire Water and the customer.

## B. The Scale of Charges

- (1) For the year commencing 1 April 2017 the formula for calculation of the charge is as follows:-

$$\text{Unit Charge} = R + V + \frac{(\text{Ot})}{(\text{Os})} B + \frac{(\text{St})}{(\text{Ss})} S$$

Each element is as defined in paragraph 9.A.(3)(a) above.

Basic unit charges and strength values are shown in Table 21 below:-

### 24. TRADE EFFLUENT CHARGES

R – reception and conveyance

Standard charge 0- 5 thousand cubic metres p.a. 45.53p per m<sup>3</sup>

Standard charge 5≤ 50 thousand cubic metres p.a. 46.31p per m<sup>3</sup>

≤50 thousand cubic metres p.a. 46.09p per m<sup>3</sup>

>50 ≤250 thousand cubic metres p.a. 26.01p per m<sup>3</sup>

>250 thousand cubic metres p.a. 17.34p per m<sup>3</sup>

V\* - Preliminary treatment 44.77p per m<sup>3</sup>

Bv - Biological treatment 40.66p per m<sup>3</sup>

S - Sludge treatment 27.10p per m<sup>3</sup>

Minimum charge £446.71

Os - Biological strength of combined sewage (COD) 840mg/litre

Ss - Sludge strength of combined sewage (S<sub>i</sub>S) 335mg/litre

V\* The Preliminary Treatment has been amended to equal the letter V previously P.

- Note: (a) For the purposes of assessing the volume range the charge shall be applied to the total trade effluent discharge at any separately metered individual set of eligible premises in common ownership which discharges trade effluent and which are not currently subject to a separate agreement with respect to payment of the Reception Charge.
- (b) Where effluent is discharged from premises which do not fulfil the statutory criteria for the definition of trade premises then Yorkshire Water shall, at its discretion, assess the proportion of effluent that shall be charged as trade effluent where it is not possible or practicable to measure that effluent by meter.
- (c) The customer shall become ineligible to the reduction in the standard charge in respect of the Reception Charge for discharges in excess of 50 thousand cubic metres if the consumer fails to comply with Yorkshire Water's Code of Practice for the Control of Trade Effluent Draining to Public Sewers. In the case of such ineligibility the standard charge shall be applied to all discharges for the remainder of the year of charge from the date of ineligibility and a meter reading shall be taken by Yorkshire Water for such purposes
- (2) Where the non-household customer makes a contribution to the reception and conveyance costs in relation to a discharge of trade effluent by way of separate agreement direct with Yorkshire Water then Yorkshire Water shall make an appropriate allowance as assessed by Yorkshire Water in its total discretion to the basic unit R charge.
- (3) The standard strength for launderette effluent is:-
- Ot - Biological strength of launderette effluent – 750 mg/litre COD
- St - Sludge strength of launderette effluent – 50 mg/litre StS
- (4) Pro rata charges apply to the minimum charge as appropriate.

## 11. THE WATER INFRASTRUCTURE CHARGE

### A. The Charge

- (1) The Water Infrastructure Charge is payable for the connection to a water supply of premises which have never at any previous time been connected to a supply of water provided for household purposes by a water undertaker or by any other authority or body which at that time provided supplies of water in the course of carrying out functions under any enactment. The Water Infrastructure Charge may also be payable where a site is redeveloped including by means of conversion of a building or buildings on it and the redevelopment results in a greater demand from the site than in the previous 5 years as set out in Condition C of the Instrument of Appointment. The Water Infrastructure Charge shall be applied in accordance with the provisions of Conditions C and D of the Instrument of Appointment.
- (2) In this part of the Scheme -  
"**The Instalment Amount**" means the aggregate amount which would fall to be paid in the relevant year by way of payments of interest and repayments of capital if an amount equal to the Water Infrastructure Charge payable for the relevant connection had been borrowed by Yorkshire Water on terms
  - (a) requiring interest to be paid and capital to be repaid in twelve equal annual instalments; and
  - (b) providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined either by Yorkshire Water with the approval of the Water Services Regulation Authority or, in default of such determination, by the Water Services Regulation Authority.

### B. Time for Payment

- (1) Subject to paragraph (2) below liability for the Water Infrastructure Charge arises at the time the application for the connection to the said water supply is made or at the time the said connection is made whichever shall be the earlier and is due and payable in full within 28 days.
- (2) In the cases of such a connection of a water supply being made to premises which are occupied as a house immediately before the connection is made
  - (a) the Water Infrastructure Charge shall be due and payable in full within 28 days after the connection is made; or
  - (b) at the option of the person liable to pay the Water Infrastructure Charge an amount equal to the Instalment Amount shall be due and payable within 28 days of the connection being made with further such amounts being due and payable on the subsequent eleven anniversaries of the connection being made subject only to that person

- giving such undertakings to that effect as Yorkshire Water may reasonably require; or
- (c) special payment arrangements can be agreed in other circumstances.

### C. Persons Chargeable

The Water Infrastructure Charge is payable by

- (1) the person who makes the application for connection to a water supply as aforesaid; or
  - (2) the person other than Yorkshire Water (or its agent or contractor) who makes the connection to a water supply as aforesaid; or
  - (3) the occupier of the premises so connected;
- except where a person not included in (1), (2) or (3) above is liable by agreement with Yorkshire Water.

Where there is more than one occupier then such occupiers shall be jointly and severally liable.

### D. The Scale of Charges

- (1) For the year commencing 1 April 2017 the Standard Amount is £365.84(\*this was updated 31.03.17). The Water Infrastructure Charge due will be calculated for each relevant connection in accordance with Condition C of the Instrument of Appointment, whereby the Charge payable will either be the Standard Amount or a multiple of that amount calculated by reference to the water fittings provided in the premises.
- (2) The amount of the Water Infrastructure Charge shall be –
  - (a) in the case of a House subject to a Common Billing Agreement, the Standard Amount multiplied by the Relevant Multiplier for that House;
  - (b) in the case of premises which do not consist in a House or Houses and to which water is provided by a Supply Pipe with an internal diameter larger than 25mm the Standard Amount multiplied by the Relevant Multiplier for those premises; or
  - (c) in the case of any other premises the Standard Amount.
- (3) For the purposes of this charge
  - (a) “**House**” means any building or part of a building which is occupied as a private dwelling house or which, if unoccupied, is likely to be so occupied and, accordingly, includes a flat;
  - (b) “**Common Billing Agreement**” means an agreement between Yorkshire Water and any other person under which that person has undertaken to pay, on terms agreed between them, charges for water supply or sewerage services, or both, in respect of two or more Houses which have a common Supply Pipe;

- (c) **“Relevant Multiplier”** means a number (which may be one or more or less than one) calculated in a manner set out below;
- (d) **“Supply Pipe”** means any part of a service pipe which Yorkshire Water could not be, or have been required to lay under Section 45 of the Water Industry Act 1991.

(4) The details of the Relevant Multiplier are as follows:-

Calculation of the Relevant Multiplier

Each water fitting is assigned a “loading unit” which is based upon the amount of water it uses and is detailed in the table below. The average number of units per property is taken as 24. This is used as a basis for calculating the Relevant Multiplier for each property on a development where the Relevant Multiplier applies.

This is done by adding up the loading units for all the water fittings on a development and then dividing this by the number of properties multiplied by 24 (the average loading units). This results in the Relevant Multiplier for each property.

For household properties, the Relevant Multiplier can be more or less than 1. For non-household properties the minimum is 1.

## 25. WATER FITTING (note 1)

	<b>Loading Units</b>
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ “20mm) (note2)	10
Bath (tap nominal size larger than $\frac{3}{4}$ “20mm) (note2)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ ”15mm)	3
Sink (tap nominal size larger than $\frac{1}{2}$ ”15mm)	5
Spray tap	0.5
Bidet	1.5
Household appliance (subject to a minimum of 6 loading units per house) (notes 3 and 4)	3
Communal or commercial appliance (note 3)	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

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 or a jacuzzi;
  - 3) **“Household appliance”** means an appliance (including a dishwasher, a washing machine and 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 than in a House (including in communal facilities);
  - 4) In any calculation a minimum of six loading units shall be included, in respect of each House, for household 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) in the House;
  - 5) In the case of any premises with a sewerage only connection and no water fittings, the Relevant Multiplier will be one.  
Calculation of the Infrastructure Charge using the Relevant Multiplier  
The Infrastructure charge for each property is the Standard Charge multiplied by the Relevant Multiplier. The Water Infrastructure charge for a whole development is the Standard Charge multiplied by the number of properties multiplied by the Relevant Multiplier.
- (5) (a) Subject to (b) below where a site is developed or redeveloped (including by means of conversion of a building or buildings on it) the total amount of Water Infrastructure Charges which may be recovered in respect of Houses and other premises on the site resulting from the development or redevelopment shall not exceed the Standard Amount multiplied by X, where X equals –
- (i) the aggregate of the Relevant Multipliers for all those premises *less*
  - (ii) the maximum number of premises with water connections on the site at any time in the period of 5 years before the development or redevelopment began.
- (b) For the purpose of calculating the amount of the limit imposed by this paragraph –
- (i) each premises to which the Standard Amount applies shall be deemed to have a Relevant Multiplier of 1;  
and
  - (ii) where, by virtue of Condition C of the Instrument of Appointment Yorkshire Water would be permitted to charge more in respect of any premises resulting from the development or redevelopment than the level otherwise applying under the limit shall be increased by the amount of the excess.

## 12. THE SEWERAGE INFRASTRUCTURE CHARGE

### A. The Charge

- (1) The Sewerage Infrastructure Charge is payable for the connection to a public sewer of premises which have never at any previous time been connected to a sewer used for the drainage for domestic purposes of those premises by a sewerage undertaker or by any other authority or body which at that time provided sewerage services in the course of carrying out functions under any enactment. The Sewerage Infrastructure Charge may also be payable where a site is redeveloped including by means of conversion of a building or buildings on it and the redevelopment results in a greater demand from the site than in the previous 5 years as set out in Condition C of the Instrument of Appointment. The Sewerage Infrastructure Charge shall be applied in accordance with the provisions of Conditions C and D of the Instrument of Appointment.
- (2) In this part of the Scheme  
"The Instalment Amount" means the aggregate amount which would fall to be paid in the relevant year by way of payments of interest and repayments of capital if an amount equal to the Sewerage Infrastructure Charge payable for the relevant connection had been borrowed by Yorkshire Water on terms
  - (a) requiring interest to be paid and capital to be repaid in twelve equal annual instalments; and
  - (b) providing for the amount of the interest to be calculated at such rate, and in accordance with such other provision, as may have been determined either by Yorkshire Water with the approval of the Water Services Regulation Authority or in default of such a determination, by the Water Services Regulation Authority.

### B. Time for Payment

- (1) Subject to paragraph (2) below liability for the Sewerage Infrastructure Charge arises at the time the application for the said connection to the public sewer is made, at the time the said connection is made or at the time the Water Infrastructure Charge liability arises whichever shall be the earlier and is due and payable in full within 28 days.
- (2) In the case of such a connection to a public sewer of premises which are occupied as a house immediately before the connection is made
  - (a) the Sewerage Infrastructure Charge shall be due and payable in full within 28 days after the connection is made; or
  - (b) at the option of the person liable to pay the Sewerage Infrastructure Charge an amount equal to the Instalment Amount shall be due and payable within 28 days of the connection being made with further such amounts being due and payable on the subsequent eleven

anniversaries of the connection being made subject only to that person giving such undertakings to that effect as Yorkshire Water may reasonably require; or

- (c) special payment arrangements can be agreed in other circumstances.

### C. Persons Chargeable

The Sewerage Infrastructure Charge is payable by

- (1) the person who makes the application for connection to the public sewer as aforesaid; or
- (2) the person other than Yorkshire Water (or its agent or contractor) who makes the connection to the public sewer as aforesaid; or
- (3) the occupier of the premises so connected; except where a person not included in (1), (2) or (3) above is liable by agreement with Yorkshire Water.

Where there is more than one occupier then such occupiers shall be jointly and severally liable.

### D. The Scale of Charges

- (1) For the year commencing 1 April 2017 the Standard Amount is £365.84(\*this was updated 31.03.17). The Sewerage Infrastructure Charge due will be calculated for each relevant connection in accordance with Condition C of the Instrument of Appointment, whereby the Charge payable will either be the Standard Amount or a multiple of that amount calculated by reference to the water fittings provided in the premises.
- (2) The amount of the Sewerage Infrastructure Charge shall be –
  - (a) in the case of a House subject to a Common Billing Agreement, the Standard Amount multiplied by the Relevant Multiplier for that House;
  - (b) in the case of premises which do not consist in a House or Houses and to which water is provided by a Supply Pipe with an internal diameter larger than 25mm the Standard Amount multiplied by the Relevant Multiplier for those premises; or
  - (c) in the case of any other premises the Standard Amount.
- (3) For the purposes of this charge
  - (a) **“House”** means any building or part of a building which is occupied as a private dwelling house or which, if unoccupied, is likely to be so occupied and, accordingly, includes a flat;
  - (b) **“Common Billing Agreement”** means an agreement between Yorkshire Water and any other person under which that person has undertaken to pay, on terms agreed between them, charges for water supply or sewerage services, or both, in respect of two or more Houses which have a common Supply Pipe;
  - (c) **“Relevant Multiplier”** means a number (which may be one or more or less than one) calculated in a manner set out below;

- (d) "Supply Pipe" means any part of a service pipe which Yorkshire Water could not be, or have been required to lay under Section 45 of the Water Industry Act 1991.
- (4) The details of the Relevant Multiplier are as follows:-Calculation of the Relevant Multiplier

Each water fitting is assigned a "loading unit" which is based upon the amount of water it uses and is detailed in the table below. The average number of units per property is taken as 24. This is used as a basis for calculating the Relevant Multiplier for each property on a development where the Relevant Multiplier applies.

This is done by adding up the loading units for all the water fittings on a development and then dividing this by the number of properties multiplied by 24 (the average loading units). This results in the Relevant Multiplier for each property.

For household properties, the Relevant Multiplier can be more or less than 1. For non-household properties the minimum is 1.

26. WATER FITTING (note 1)	
	<b>Loading Units</b>
WC flushing cistern	2
Wash basin in a house	1.5
Wash basin elsewhere	3
Bath (tap nominal size $\frac{3}{4}$ "20mm) (note2)	10
Bath (tap nominal size larger than $\frac{3}{4}$ "20mm) (note2)	22
Shower	3
Sink (tap nominal size $\frac{1}{2}$ "15mm)	3
Sink (tap nominal size larger than $\frac{1}{2}$ "15mm)	5
Spray tap	0.5
Bidet	1.5
Household appliance (subject to a minimum of 6 loading units per house) (notes 3 and 4)	3
Communal or commercial appliance (note 3)	10
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3

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 or a jacuzzi;
  - 3) **“Household appliance”** means an appliance (including a dishwasher, a washing machine and 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 than in a House (including in communal facilities);
  - 4) In any calculation a minimum of six loading units shall be included, in respect of each House, for household 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) in the House;
  - 5) In the case of any premises with a sewerage only connection and no water fittings, the Relevant Multiplier will be one.  
 Calculation of the Infrastructure Charge using the Relevant Multiplier  
 The Infrastructure charge for each property is the Standard Charge multiplied by the Relevant Multiplier. The Sewerage Infrastructure charge for a whole development is the Standard Charge multiplied by the number of properties multiplied by the Relevant Multiplier.
- (5) (a) Subject to (b) below where a site is developed or redeveloped (including by means of conversion of a building or buildings on it) the total amount of Sewerage Infrastructure Charges which may be recovered in respect of Houses and other premises on the site resulting from the development or redevelopment shall not exceed the Standard Amount multiplied by X, where X equals –
- (i) the aggregate of the Relevant Multipliers for all those premises  
*less*
  - (ii) the maximum number of premises with sewerage connections on the site at any time in the period of 5 years before the development or redevelopment began.
- (b) For the purpose of calculating the amount of the limit imposed by this paragraph –
- (i) each premises to which the Standard Amount applies shall be deemed to have a Relevant Multiplier of 1;  
and
  - (ii) where, by virtue of Condition C of the Instrument of Appointment Yorkshire Water would be permitted to charge more in respect of any premises resulting from the development or redevelopment than the level otherwise applying under the limit shall be increased by the amount of the excess.

## **OTHER CHARGES**

### **13. THE SPECIAL ANNUAL WATER SUPPLY CHARGE**

#### **A. Chargeable Supplies**

- (1) The Special Annual Water Supply Charge shall be applied to:
  - (a) unmeasured field supplies,
  - (b) unmeasured supplies to farm taps and other agricultural water points,
  - (c) any other unmeasured supplies to premises which are not classifiable as a hereditament.
- (2) The Charge will be payable in respect of the whole of any period of use of the supply in question. Where a period of use is less than the full year, charges shall be apportioned on a daily basis.
- (3) Where the water is supplied by a common pipe to premises in the occupation of different persons they will be charged a Special Annual Water Charge for the supply to each as if supplied by a separate pipe.

#### **B. Time for Payment**

The Special Annual Water Supply Charge is payable in advance in equal half yearly instalments on 1 April and 1 October.

#### **C. Persons Chargeable**

In accordance with Section 144 of the Water Industry Act 1991, the Special Annual Water Supply Charge is payable by the occupier of the premises to which the services are provided, except where provision to the contrary is made by any agreement to which Yorkshire Water is a party. Where there is more than one occupier then such occupiers shall be jointly and severally liable.

#### **D. The Scale of Charges**

- (1) The Special Annual Water Supply Charge for the year commencing 1 April 2017 is a standing item of £91.65.  
There is no additional charge for volume in respect of 2017/2018.

## **14. THE TANKERED DOMESTIC WASTE CHARGE**

### **A. The Charge**

- (1) The Tankered Domestic Waste Charge is payable in respect of the disposal of tankered or otherwise transported liquid Domestic Waste delivered to an authorised Yorkshire Water Waste Water Treatment Works.
- (2) In this part of the Scheme-  
“**Domestic Waste**” includes any of the following:-
  - (a) foul sewage from cesspools, pail closets, chemical toilets, and similar receptacles, or
  - (b) sludges from private sewage treatment works and/or septic tanks, if carried or transported by tanker, pails or other receptacles.Definitions of waste strength for monitored sites;
  - (a) Weak waste – below 2000 mg/l Suspended Solids
  - (b) Standard waste – 2000 – 9000 mg/l Suspended Solids
  - (c) Strong waste – above 9000 mg/l Suspended Solids.In all cases the Suspended Solids shall be taken as that recorded by the monitor.
- (3) No discharge of Tankered Domestic Waste should be made to sewer. Before any waste is taken to a Yorkshire Water Waste Water Treatment Works the carrier must be authorised in writing by Yorkshire Water to discharge to that works and must also be authorised by the relevant statutory provisions. Samples and proof of source may be requested at any time and Yorkshire Water reserves the right to refuse any load which in its opinion is likely to be contaminated with trade effluent. All wastes received must have a transfer note in compliance with The Environmental Protection (Duty of Care) Regulations 1991.
- (4) Where an automatic monitor is fitted at the receiving waste water treatment works, Yorkshire Water shall charge on the basis of a standing charge plus a volume charge as set out in sub section D below. Charges at weak and standard waste rates will be the same across Yorkshire Water’s area. Varying levels of discount will be offered for strong wastes on the basis that the greater the capacity at the receiving works the greater the discount.
- (5) Councils who have specific arrangements with Yorkshire Water, and Yorkshire Water appointed contractors operating under an order from Yorkshire Water, will not be charged for the treatment of Domestic Waste from premises in respect of which the sewerage charge is payable to YWS. This derogation applies only once per year per septic tank.

### **B. Time for Payment**

The Domestic Waste Charge is payable on demand.

### **C. Persons Chargeable**

The Tankered Domestic Waste Charge is payable by the carrier of the Domestic Waste who delivers the said waste to the Yorkshire Water Waste Water Treatment Works. The carrier must be registered with the Environment Agency

under the terms of the Environmental Protection Act 1990 and authorised in writing by Yorkshire Water to discharge to that works.

#### D. The Scale of Charges

- (1) For the year commencing 1 April 2017 the charges for the reception and treatment of Domestic Waste are as stated in Tables 27 below. Each individual Effluent is charged based on Mogden formula, however there is a minimum charge of £10.00 per discharge.
- (2) All enquiries in relation to Tankered Trade Effluent should be directed to [liquid.waste@yorkshirewater.co.uk](mailto:liquid.waste@yorkshirewater.co.uk)
- (3) The additional charge shall be shared if two or more households in the same locality produce one load.

27. TANKERED DOMESTIC WASTE CHARGE		
<b>Weak waste</b>		<b>Charge £</b>
Standing Charge		£10.00
Volume Charge per m <sup>3</sup>		£2.34
<b>Standard waste</b>		
Standing Charge		£10.00
Volume Charge per m <sup>3</sup>		£8.46
<b>Strong waste</b>		
Standing Charge		£10.00
Volume Charge per m <sup>3</sup>		£32.29
<b>Discount available on the volume charge for strong waste only at monitored sites.</b>	<b>%</b>	<b>£ per m<sup>3</sup></b>
Beverley, Cheesebottom, Denaby, Filey (for period 1 June to 31 August inclusive), Malton, Ripon, Skipton, Wetherby, Whitby (for period 1 June to 31 August inclusive)	0%	£32.29 per m <sup>3</sup>
Keighley and Normanton	25%	£24.21 per m <sup>3</sup>
Doncaster, Filey (for period 1 September to 31 May inclusive), Halifax, Naburn, Old Whittington, Selby, Wakefield, Whitby (for period 1 September to 31 May inclusive), Woodhouse Mill.	40%	£19.37 per m <sup>3</sup>
Blackburn Meadows, Colburn, Esholt, Knostrop, Huddersfield, Hull, Northallerton	60%	£12.94 per m <sup>3</sup>

*\*This was updated 31.03.17*

## **STANDARD CHARGES**

## 15. STANDARD CHARGES

The charges are subject to the addition of any VAT chargeable except where indicated otherwise: Zero Rated (ZR), Outside Scope (OS).

28. CHARGES RELATING TO COMMUNICATION PIPES		
	By YW with unmade surface £ excl VAT	By YW with made surface Charge £ excl VAT
<i>Installation of Communication Pipes, Meter/AMR and Chamber</i>		
Connection of one communication pipe up to 25mm and 2 metres of pipe	733.95	733.95
Connection of each additional communication pipe, meter/AMR & chamber within the same trench up to 25mm and 2 metres in length	163.76	163.76
Additional charge per metre over 2 metres of pipe	27.79	45.22
Reinstatement charge per linear metre	21.06	-
Reinstatement in a verge	21.06	-
Reinstatement in a footpath	-	47.40
Reinstatement in a minor road	-	84.27
Reinstatement in a major road	-	126.40
Charge for abortive visit that had been agreed	307.20	307.20

*\*This was updated 31.03.17*

29. FERRULE CONNECTIONS		
<i>Where all excavation and backfilling is undertaken by developer/applicant or where trench ducting is available.</i>		
	Excluding VAT £	VAT
Ferrule only new household	342.50	ZR
Ferrule only non-household	342.50	
Ferrule only in contaminated land new household	370.77	ZR
Ferrule only in contaminated land non-household	370.77	
Charge for abortive visit that had been agreed	307.20	

*\*This was updated 31.03.17*

1. The above charges are subject to a cost reflective increase for any job (or part thereof) which is undertaken outside normal hours at the request of the customer or as a result of other factors outside the reasonable control of Yorkshire Water.
2. The above charges relate to communication pipes of 25mm diameter and 15mm MSM meters. Communication pipes greater than 25mm diameter and other meter types/sizes will be charged on a firm quotation based on estimated cost.
3. Yorkshire Water reserves the right to charge on the basis of actual costs where Yorkshire Water considers the circumstances of the installation are such that the standard fixed charges would be significantly higher or lower than the actual costs. Customers shall be notified accordingly prior to work commencing.
4. No work will be undertaken by Yorkshire Water unless prepayment of the appropriate amount in full has been made or alternative payment arrangements have been agreed.
5. The charge will be in accordance with the scale of charges in force at the time of formal notification and that price will be maintained for a period of up to 2 calendar months from the date of the notification provided that payment and instruction to carry out the work quoted for have been received within that period.
6. VAT should be zero rated on the value attributable to communication pipes, meters or meter chambers only in connection with the following:-
  - a) The construction of a new dwelling.
  - b) The construction of a new relevant residential or relevant charitable building provided Yorkshire Water has received a certificate from the person using the building for that purpose, or
  - c) The alteration (not repair or maintenance) of a listed dwelling for which listed building consent has been obtained.
7. Please refer any queries about quotations to the Developer Services Manager, Yorkshire Water Services, PO Box 52, Bradford BD3 7YD.
8. Disputes about charges may be referred to the Water Services Regulation Authority for determination;

Address:(Ofwat) at Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
or  
Email <mailto:mailbox@ofwat.gsi.gov.uk>

### 30. HOUSEHOLD CHARGES RELATING TO WATER METERS

	Excluding VAT £	VAT
<b>Installation of Water Meters (upto 25mm only)</b>		
Measured customers requesting a change in meter size - installation and survey.	Cost reflective	
<b>Domestic meter option scheme</b>		
Pre-installation survey fee	Free	
Installation by Yorkshire Water	Free	
Installation by Yorkshire Water (into existing meter chamber)	Free	
Inspection of non-Yorkshire Water installed meter survey fee.	54.98	

*\*This was updated 31.03.17*

1. Charges are based on single internal installations up to 25mm which do not require significant plumbing modifications. In these circumstances Yorkshire Water reserve the right to recover reasonable costs.
2. Yorkshire Water reserves the right to charge on the basis of actual costs provided that the customer is notified accordingly prior to installation where Yorkshire Water considers the circumstances of the installation are such that the normal basis of charging is not appropriate.
3. No work will be undertaken by Yorkshire Water unless prepayment of the appropriate amount in full has been made unless specific provision is made to the contrary.
4. The charge will be in accordance with the scale of charges in force at the time of formal notification and that price will be maintained for a period of up to 2 calendar months from the date of the notification provided that payment and the instructions to carry out the work quoted for have been received within that period.

### 31. PROVISION FOR WATER QUALITY INFORMATION

	Excluding VAT £	VAT
Special meter reading at customer request	19.02	
For information relating to 3 zones	3.86	
For each additional supply zone	1.56	
Notes: There is no charge to be made for customers requesting information about their own supply zones. Detailed or extensive enquiries to be individually charged to recover full costs, subject to a minimum charge of £10 (plus VAT).		

*\*This was updated 31.03.17*

### 32. APPLICATION FOR PROCESSING FEES

	Excluding VAT £	VAT
New water supply Application Fee (includes site survey to determine supply solution and provision of network records information)	124.83	
New water supply Initial Enquiry Fee (relating to availability of water for new development sites and includes provision of network records information)	112.31	

*\*This was updated 31.03.17*

### 33. SUPERVISION OF SEWER CONNECTIONS

	Excluding VAT £	VAT
Supervision of sewer connections (excluding public lateral drains in the highway)	145.33	
Supervision of sewer connections – public lateral drains in the highway	503.39	

*\*This was updated 31.03.17*

#### General Notes

1. Where household consumption between two actual meter readings shows unexpected usage please contact Yorkshire Water see page3 Customer contact information.
2. Yorkshire Water reserves the right to charge on the basis of actual costs provided that the customer is notified accordingly prior to installation where Yorkshire Water considers the circumstances of the installation are such that

the standard fixed charges would be significantly higher or lower than the actual costs.

3. No work will be undertaken by Yorkshire Water unless prepayment of the appropriate amount in full has been made or alternative payment arrangements have been agreed.

# **PAYMENT METHODS**

HOW AND WHERE TO PAY YOUR BILL

## **16. Payment options and methods**

### **Household payment options**

The following payment methods are available to:-

- Metered customers who are billed monthly, quarterly, half yearly or who pay by monthly budget plan.
- Unmeasured customers who pay half yearly, 8 monthly instalments or fortnightly if special payment arrangements have been agreed.

### **Direct Debit**

The easiest way to pay your bill is by Direct Debit. You can pay in full, half yearly, monthly or fortnightly. Where possible we offer a choice of payment dates. Call us on 03451 24 24 24 or visit [yorkshirewater.com](http://yorkshirewater.com).

The arrangement carries forward from year to year. You can cancel the arrangement at any time by contacting your Bank or Building Society. Please also notify us.

### **Debit or credit Card**

Visit our secure internet service at [yorkshirewater.com/payment](http://yorkshirewater.com/payment) or phone on 03451 24 24 24 or our automated service on 0345 1 247 247 (24hrs). You'll need your customer reference number and card. Please note there is a bank handling fee, if you use your credit card, and we don't accept American Express.

### **Via the Yorkshire Water App**

Download our new Yorkshire Water App and start paying the easy way.

### **At a Post Office**

Pay free of charge if you use your barcoded bill or Payment Card and pay in cash or by debit card at any Post Office.

### **Paypoint**

*\*This was updated 31.03.17*

Pay free of charge if you use your barcoded bill or Payment Card and pay in cash at retail outlets where you see the PayPoint sign.

### **At a Bank**

Sign and date the correct payment slip and hand in the whole bill with your payment. Please make cheques payable to "Yorkshire Water" and write your customer reference number on the back. Please also ensure you submit one cheque for each payment slip, otherwise the bank may not be able to accept your payment.

### **Local Authority Offices**

You may pay by cash or cheque at the Calderdale Local Authority cash office. Please make cheques payable to the Calderdale Local Authority and write your customer reference number on the back.

## **By Post**

Please make cheques (or postal order) payable to “Yorkshire Water” and write your customer reference number on the back. Tear off the correct payment slip and send it with your payment to: Yorkshire Water, PO Box 52, Bradford BD3 7YD. Please do not send cash or postdated cheques.

## **Telephone banking**

Please advise your bank to pay Head Office Collection sort code 574955, and ask them to quote your customer reference number. If your bank requires a bank account number, please ask them to quote 11111111.

**Water Direct** If you are on Income Support, Jobseeker’s Allowance, Pension Credit or Income-related Employment and Support Allowance and your account is in arrears, payments may be taken out of your benefit. Please contact us for help.

## **Other payment options**

Unmeasured customers may also pay in 10 instalments by Direct Debit only, on the first of each month, April to January inclusive.

Metered customers and unmeasured customers may also pay weekly by Direct Debit payable on Mondays only if special payment arrangements have been agreed.

## **Exceptions**

Customers who pay their Water Services Charges in with their rent to private landlords or a Local Authority should contact their landlord for details of payment options.

## **Non-household payment options**

### **Direct Debit**

The easiest way to pay your bill is by Direct Debit. You can pay in full, half yearly, monthly or fortnightly. Where possible we offer a choice of payment dates. Call us on 03451 24 24 20 or visit [yorkshirewater.com](http://yorkshirewater.com).

The arrangement carries forward from year to year. You can cancel the arrangement at any time by contacting your Bank or Building Society. Please also notify us.

### **Debit or credit Card**

Visit our secure internet service at [yorkshirewater.com/payment](http://yorkshirewater.com/payment) or phone on 03451 24 24 20 or our automated service on 0345 1 247 247 (24hrs). You’ll need your customer reference number and card. Please note there is a bank handling fee, if you use your credit card, and we don’t accept American Express.

### **At a Post Office**

Pay free of charge if you use your barcoded bill or Payment Card and pay in cash or by debit card at any Post Office.

**At a Bank**

Sign and date the correct payment slip and hand in the whole bill with your payment. Please make cheques payable to "Yorkshire Water" and write your customer reference number on the back. Please also ensure you submit one cheque for each payment slip, otherwise the bank may not be able to accept your payment.

**By Post**

Please make cheques (or postal order) payable to "Yorkshire Water" and write your customer reference number on the back. Tear off the correct payment slip and send it with your payment to: Yorkshire Water, PO Box 52, Bradford BD3 7YD. Please do not send cash or postdated cheques.

**Telephone banking**

Please advise your bank to pay Head Office Collection sort code 574955, and ask them to quote your customer reference number. If your bank requires a bank account number, please ask them to quote 11111111.

## **17. Complaints Procedure Explained**

We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any comments you may have, and always try to answer queries and resolve complaints quickly and in full.

### **How will you deal with my complaint?**

If you call us, we'll try to answer your enquiry or complaint immediately. If we can't, we'll arrange to ring you back. If we need to carry out investigations at or near your property, we'll make an appointment to visit you.

### **Household complaints**

If you write to us, we'll look into the problem and reply within 7 working days. If we fail to do this, we'll give you an automatic payment under our Customer Charter. We send a copy to every customer each year. If you'd like another free copy, please contact us.

### **Non-household complaints**

If you write to us, we'll look into the problem and reply within 10 working days. If we fail to do this, we'll give you an automatic payment under our Customer Charter. We send a copy to every customer each year. If you'd like another free copy, please contact us.

### **How do we put things right?**

We'll investigate your complaint and try to resolve it fully. If your complaint is fair, we'll say sorry and do everything we can to put things right as soon as possible.

### **Can I claim for compensation?**

If we fail to meet any of our standards, we'll pay you compensation in line with our Customer Charter. We'll also consider compensation for any loss or damage we cause, without you needing to fill in a form – although you'll need to show evidence of any out-of-pocket costs you've incurred. If our service has caused you particular hardship or inconvenience, we'll consider your case individually and may make a goodwill payment.

### **Can I have my complaint reviewed?**

If you're not satisfied with the outcome of your complaint or claim, or the way we've handled it, you can request a formal review. Please contact us without delay, explaining why you remain dissatisfied and what action you would like us to take. The review will be independent of the original investigations and may overturn the previous decision if appropriate. We'll let you know the outcome of our review within 10 working days. If we fail to do this, we'll give you an automatic payment under our Customer Charter.

### **Can I get an independent review?**

If you're still unhappy with the outcome of your complaint or claim, you can contact Consumer Council for Water Northern for an independent review, by calling 0300 034 2222 or writing to:

**Consumer Council for Water  
Victoria Square House,  
Victoria Square,  
Birmingham,  
West Midlands  
B2 4AJ**

Alternatively you may e-mail [yorkshire@ccwater.org.uk](mailto:yorkshire@ccwater.org.uk)  
For text telephone (minicom) please contact 0121 345 1010.

### **What is Consumer Council for Water Northern?**

Consumer Council for Water is an independent national body set up to protect your interests and to champion customer issues. The Consumer Council for Water Northern will investigate customer complaints relating to our business activities. The Northern office and committee may then act on your behalf to try and resolve your complaint with us.

Under the Water Industry Act 1991, the industry regulator, Water Services Regulation Authority (Ofwat) or an independent arbitrator may settle certain disputes. Where this is appropriate, we'll explain the action you can take – or you may prefer to seek advice from the Consumer Council for Water Northern or another independent advice agency. Using this complaints procedure doesn't affect any other legal rights you may have.

### **New customers and change of occupant**

Any queries regarding new connections or change of occupant, including an estimate of charges payable, should be made to the address or telephone number set out on page3.

## **18. OTHER PUBLICATIONS**

Copies of the following publications may be obtained from us at: PO Box 52, Bradford BD3 7YD.

### **Customer Guides**

Customer Guide (for household Customers)

Customer Guide (for non-household Customers)

Trade Effluent Guide

### **Codes of Practice**

Our Code of Practice for household Customers consists of 10 leaflets, available individually or as a boxed set:

- Additional needs
- Charges, bills and payments
- Complaints and compliments procedure
- Customer Charter
- Debt recovery
- Leakage from customers' supplies
- Responsibility for pipework
- Sewerage and waste water
- Water meters
- Water supply services

Trade Effluent Code of Practice

What you need to know - terms and conditions of metered water supply

### **General Advice and Information**

Considering a water meter?

Information and advice on high metered water usage and the testing of household water meters

Water Conservation

Your Water Quality - Drinking Water Quality Standards Explained

River News

Flooding

Flooding from Public Sewer

### **Serving Business**

Water conservation self-assessment guide

Development Enquiry Request

Making a new connection to a public sewer

Products and Services Portfolio

### **Other**

Speakers Panel