

Yorkshire Water Services Limited Charges Scheme Board Assurance Statement 2020-2021

Published January 2020

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1. Yorkshire Water Services Limited 2020-2021 Charges Scheme Board Assurance Statement

In making this assurance statement, the Board has considered the requirements set out by Ofwat in its Charges scheme rules, published in July 2019 and confirms that, to the best of its knowledge, having made all due inquiries and based on sources of evidence, that:

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

The Board owns and is accountable for the development of the Charges Scheme. The Charges Scheme document and this supporting assurance statement was approved collectively by the Board in January 2020.

Signed by Yorkshire Water Services Limited Board of Directors



Anthony Rabin
Independent Non-Executive Chairman



Liz Barber
Chief Executive Officer



Nevil Muncaster
Chief Strategy and Regulation Officer



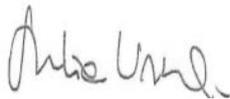
Andrew Merrick
Independent Non-Executive Director



Raymond O'Toole
Independent Non-Executive Director



Andrew Wyllie
Independent Non-Executive Director



Julia Unwin
Independent Non-Executive Director



Scott Auty
Non-Executive Director



Andrew Dench
Non-Executive Director



Mike Osborne
Non-Executive Director

2. Charges data assurance summary – Yorkshire Water Services Ltd

The governance in place and the assurance process detailed below in the production of the Charges, allows the Board to review and provide confidence in the charges we publish and the assurance processes we have followed.

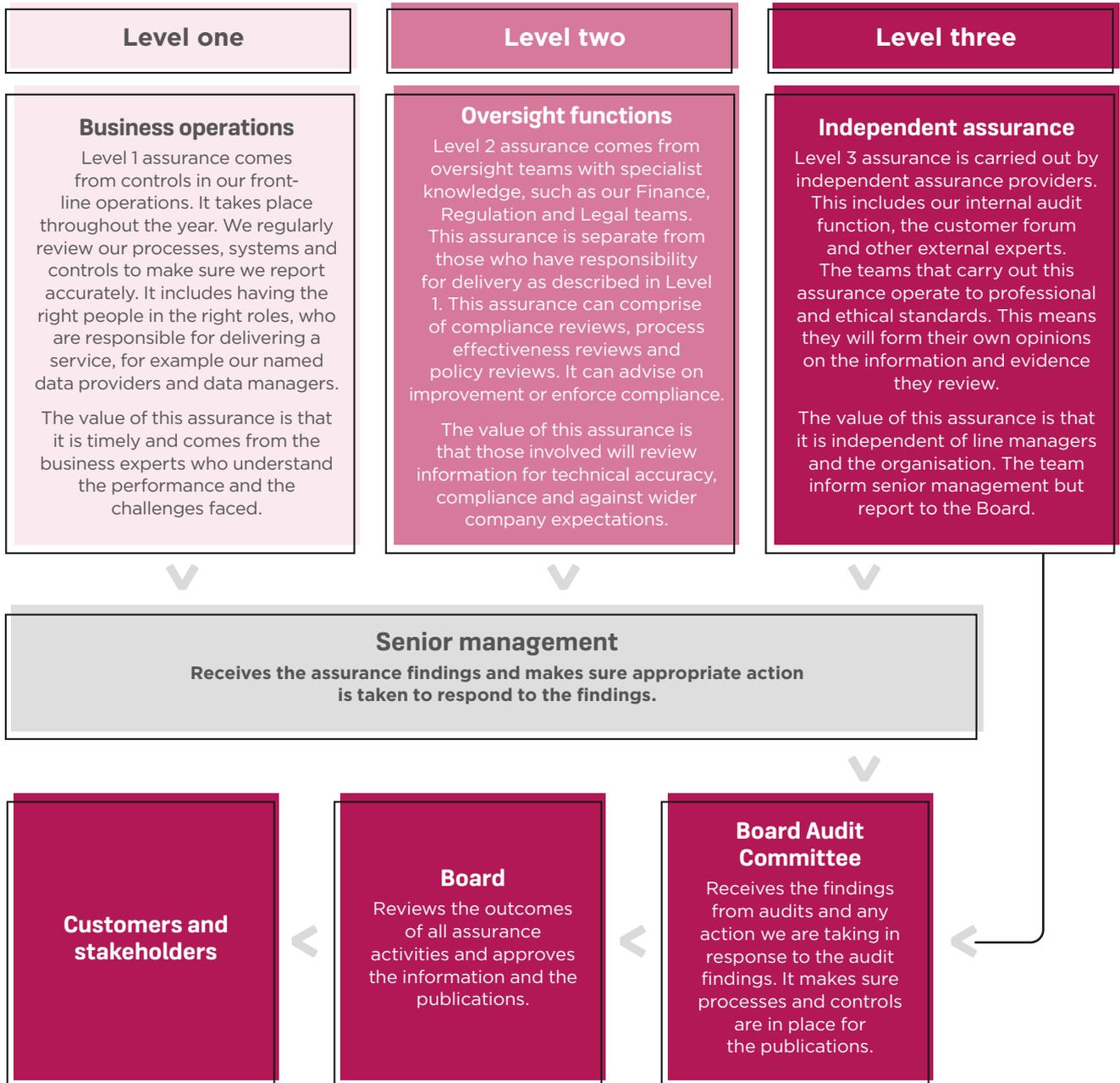
The Board of Directors sign the 'Board Assurance Statement' which confirms:

- The Charges comply with our legal requirements.
- The Board has reviewed the effects of the 2020-2021 charges on customer bills for a range of customer types to assess if bill increases have exceeded 5%.
- We have consulted with the relevant stakeholders in a timely and effective manner.
- Appropriate systems and processes are in place to ensure the data and information contained in the Charges and additional information is accurate.

Completed assurance levels explained

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

Charges assurance levels explained



Level 1:

- All data inputs into the tariff model are from assured data sources, internal experts or forecasted.
- The tariff model is updated, and calculation input checks are reviewed.
- All movements in tariffs are reviewed and bill impacts assessed.
- Level 1 assurance ensures we remain compliant with the relevant revenue controls.
- Level 1 assurance confirms we are compliant with the published charges principles and guidelines.

Level 2:

- The Tariff Steering Group, which included internal business experts in regulatory finance, retail services and tariffs held several meetings to discuss charging policy, strategy and governance.
- A qualified member of our internal legal team is asked to agree any changes to the charges scheme book.
- The Tariff Steering Group has confirmed that the methodology has been followed, the resulting charges comply with the charging guidance requirements, the proposed tariffs meet regulatory requirements and the assurance process has been completed.

Level 3:

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

There are two Board Assurance Statements;

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

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

www.yorkshirewater.com/our-charges

www.yorkshirewater.com/business/wholesale-charges

3. Charges rules compliance review

3. Charges rules compliance review

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

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
Principles for determining the amounts of charges			
12	Consistent principles and approaches must be applied to the calculation of charges for different classes of customers.	Compliant	Regardless of the services provided consistent principles and approaches are applied.
13	Charging structures must reflect the long run costs associated with providing the relevant service.	Compliant	The revenue controls were set at the FD19 for AMP7 and these controls are then applied to the tariff calculations for each relevant service.
14	Charges for services provided to domestic premises must be fixed so that the average difference between metered charges and unmetered charges only reflects any differences in the costs of, and the additional benefits of, the provision of one service relative to the other;	Compliant	The tariff differential between measured and unmeasured maintained and remains within £2.00 benchmark.
15	Differences between charges for services provided to larger users of water and charges for services provided to smaller users of water must only be based on cost differences associated with differential use of network assets, differential peaking characteristics, different service levels and/or different service measurement accuracy.	Compliant	YWS incorporates a 'falling block' tariff structure, on the basis that larger users do not tend to use the same types of infrastructure as smaller household users.
16	Where cost differences associated with differential peaking characteristics are used as a basis for differences between charges for services provided to larger users of water and charges for services provided to smaller users of water, the charges fixed on that basis must be structured on an appropriate peak demand basis.	Compliant	The falling block tariff structure is applied. Seasonal peaking characteristics are not applied.
17	Charges for sewerage services must take into account the different pollutant loads associated with household foul sewage, non-household foul sewage, trade effluent, surface water draining from premises and surface water draining from highways.	Compliant	Separate tariffs apply to the different customer types, the current charging structure separates charges between sewerage service, trade effluent, surface water from premises, foul water and surface water from highways.

3. Charges rules compliance review

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

3. Charges rules compliance review

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

3. Charges rules compliance review

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

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
Infrastructure charges (English undertakers)			
26	Each relevant undertaker whose area is wholly or mainly in England must fix Infrastructure Charges in a charges scheme.	Compliant	We publish standard Infrastructure Charges for water and wastewater new connections within our 'charges scheme' book.
27	Infrastructure Charges must be determined in accordance with the principle that the charges should reflect: (a) fairness and affordability; (b) environmental protection; (c) stability and predictability; and (d) transparency and customer-focused service.	Compliant	In determining our Infrastructure Charges we follow the principles in rule 27. For example, we take into account the level of these charges for current and future customers to ensure we mitigate bill volatility where we can. We continue to offer customers environmental incentives in the form of lower charges where they connect low water use premises or do not connect to our sewer network for surface water drainage.
28	Infrastructure Charges must be determined in accordance with the principle that the amount of such charges will over each period of five consecutive Charging Years ending on 31 March 2023 and, thereafter, on 31 March in each subsequent year cover the costs of Network Reinforcement that the relevant undertaker reasonably incurs, less any other amounts that the relevant undertaker receives for Network Reinforcement, and before the application of any Income Offset.	Compliant	We have determined our standard Infrastructure Charges to recover our Network Infrastructure expenditures related to new development over the period of five consecutive years ending 31 March 2023. Such expenditures are a combination of actuals and forecasts based on the number of new connections made or expected to be made to our water and sewer networks.
29	Charges schemes must include a clear methodology explaining how Infrastructure Charges have been calculated.	Compliant	An explanation of our how our Infrastructure Charges are determined is included in our 'charges scheme' book.

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
30	<p>For the avoidance of doubt, Infrastructure Charges must not relate to the costs of reinforcing, upgrading or otherwise modifying existing network infrastructure in order to address pre-existing deficiencies in capacity or in capability unrelated:</p> <p>a) to the provision of a new water main or public sewer pursuant to an agreement with, or a duty owed under the Water Industry Act 1991 to, a person other than a relevant undertaker (including, but not limited to, the provision of a new water main or public sewer pursuant to a requisition under sections 41(1) or 98(1), a section 66D agreement or a section 117E agreement);</p> <p>b) to the adoption of infrastructure under a section 51A or 104 agreement; or c) to connections described in section 146(2) of the Water Industry Act 1991.</p>	Compliant	In determining our Infrastructure Charges we do not include recovery of expenditures that relate to reinforcing our existing networks in order to address pre-existing deficiencies in capacity or capability.
31	<p>In setting Infrastructure Charges an undertaker may (but is not required to) provide for an Income Offset. Each undertaker has discretion as to the methodology to be applied to calculate Income Offset.</p>	Compliant	We do not provide customers with an Income Offset and therefore our Infrastructure Charges are not set based on offsetting income or other credits to developers. We removed Income Offsets from our new connection charging arrangements back in 2018-2019.
32	<p>In setting charges in accordance with the present rules, undertakers should take reasonable steps to ensure that the balance between contributions to costs by developers and other customers prior to 1 April 2018 is broadly maintained. Section 3 of Annex A to the Government's Charging Guidance to Ofwat published in January 2016 lists the charges under which developers contribute costs relevant to this rule. For the avoidance of doubt, Income Offset also needs to be included. An undertaker may only depart from this general requirement where (and to the extent that) this is rendered necessary by circumstances providing clear objective justification for doing Charges Scheme Rules from April 2020 so. Any such justification must be clearly identified in any charges scheme prepared pursuant to these rules.</p>	Compliant	In setting our charges we ensure that the balance between contributions to costs by developers and other customers prior to 1 April 2018 is broadly maintained. As at 1 April 2018 we were broadly in balance between contributions to costs from developers and other customers. From April 2018 the charges that we apply to developers within the 'charges scheme' book and our published new connection charging arrangements are reflective of the costs we incur in relation to new connections and Network Reinforcement, thus retaining our broadly in-balance position.

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
33	Infrastructure Charges may be set as a fixed charge per connection or calculated in accordance with a formula. As long as the difference between amounts is cost reflective, the amounts of Infrastructure Charges may vary to reflect different circumstances and, in particular, may be different for different geographical areas.	Compliant	Our standard Infrastructure Charges are set as fixed charges on a per connection basis and common across the Yorkshire Water region irrespective of geographical area. We have three Infrastructure Charges that can apply as fixed charges. A water Infrastructure Charge, a foul sewage Infrastructure Charge, and a surface water discharge Infrastructure Charge.
34	In making charges schemes, each relevant undertaker must ensure that: a) charges schemes clearly set out how Infrastructure Charges have been calculated; b) the amount of Infrastructure Charges applied in respect of the modification or redevelopment of existing buildings or premises is determined in accordance with the principle that the amount must take due account of any previous usage in the 5 years before the modification or redevelopment began (including supplies of water that were not for domestic purposes and drainage that was not for domestic sewerage purposes) associated with the buildings and/or premises to which the charges are to be applied and be discounted accordingly; c) charges schemes clearly explain the methodology to be applied for determining a discount to reflect previous usage; and d) charges schemes clearly explain the methodology to be applied for determining any Income Offset.	Compliant	In our 'charges scheme' book we describe how our Infrastructure Charges will apply where an existing building or premises is being redeveloped based on its previous water and drainage usage and how discounts will be determined. We explain how our environmental incentives work and can discount the standard Infrastructure Charges for customers. We do not provide for an Income Offset (please see rule 31).
35	Rules 26 to 34 above do not apply to: a) new appointees; or b) any charges scheme that has effect in relation to a period ending before 1 April 2018. Charges Scheme.	N/A	

3. Charges rules compliance review

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

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
A2	With the exception of new appointees, each undertaker should provide to the Water Services Regulation Authority a statement setting out any significant changes anticipated by the undertaker, and publish the statement, at least three weeks before the publication of the charges schemes. The statement should include the following:	Compliant	Per the Ofwat timetable we published on our website on the 13th January our Statement of significant changes. This states we do not anticipate any significant increases in our Charges Scheme.
	(a) Confirmation of whether the undertaker is expecting there to be any bill increases of more than 5% from the previous year (for a given customer type assuming a constant level of consumption) and, if such increases are expected:	Compliant	
	(i) what size increase is expected;	Compliant	
	(ii) which customer types are likely to be affected; and	Compliant	
	(iii) the handling strategies adopted by the company or why the company considered that no handling strategies are required.	Compliant	
	(b) Details of any significant changes in charging policy by the company from the previous year.	Compliant	
A3	In addition to the assurances set out in A1 above, new appointees' assurance statements must include assurance that their charges schemes offer:	n/a	
	(a) levels of service at least comparable to the previous appointee's charges scheme;	n/a	
	(b) prices that do not exceed those in the previous appointee's charges scheme for similar services; and	n/a	
	(c) prices equivalent to those specified in the new appointee's application for each individual appointment or variation area.	n/a	

4. Stakeholder consultation table

Stakeholder consultation table

Date	Overview	Details of correspondence	Yorkshire Water Response
25/06/2019	Consultation with CCWater.	Consulted on our approach to proactive communications relating to changes to charges for 2020-2021.	
03/09/2019	Telephone conference call CCWater.	CCWater discussion around the Charges process for 2020-2021.	<p>We confirmed that we anticipate no significant bill impacts and no requirements for any rebalancing of charges.</p> <p>We confirmed that we would be publishing a separate HWD charge to comply with the change in the Charging guidance from Ofwat.</p>
03/09/2019	The Yorkshire Water Wholesale Non-Household Charges Scheme consultation was sent to all contracted Retailers.	<p>The aim of this survey was to capture Retailers feedback on the 2019-2020 charges scheme and encourage feedback on what future changes they would like to see. The survey had 11 questions and focused on three keys areas:</p> <ul style="list-style-type: none"> - Transparency - Ease of use - Simplicity 	The survey closed mid-September with three retailers participating. Overall the feedback has been very positive, and Yorkshire Water are pleased with the results. The next steps are to analyse the feedback and make recommendations.
23/09/2019	Consultation with CCWater.	Consulted on the proposed wording on bills due to the introduction of Highway Drainage charges.	YW have taken on board the advice from CCWater.
26/11/2019	A liaison meeting with CCwater was held on the 26th November 2019.	Discussion around the development of Charging arrangements for New connections and the Charges scheme.	
02/01/2020	CCWater request for final charges information.	CCWater requested that their template be completed to allow them to understand the 2020-2021 charges.	Information provided.

5. Revenue control compliance 2020-2021

Final Determination – Revenue Control	Wholesale water	Wholesale wastewater	Retail	Total
Allowed revenue	447.5	575.6	68.3	1,091.4
RFI	-	-	-	-
Adjusted allowed revenue	447.5	575.6	68.3	1,091.4
Forecasted revenue	447.5	575.6	66.3	1,091.4
Variance	-	-	2.0	2.0

The £2m variance in Retail is due to a revenue sacrifice. This is related to the pledge that our Shareholders have made to partially fund our social tariff WaterSupport.

6. Household bill stability review 2020-2021

Household bill stability review 2019-2020

Unmeasured customers Yorkshire Water (Excluding York Waterworks)

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Unmeasured Customers	370.21	385.80	15.58	4.21

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Low RV £75k	352.01	367.76	15.75	4.47
Average RV £121k	503.48	524.51	21.03	4.18
High RV £175k	681.28	708.53	27.25	4.00

Unmeasured customers York Waterworks

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Unmeasured Customers	17.58	18.30	0.73	4.13

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Low RV £75k	295.59	309.09	13.50	4.57
Average RV £121k	417.30	434.88	17.58	4.21
High RV £175k	560.17	582.54	22.37	3.99

Measured customers Yorkshire Water (Excluding York Waterworks)

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Measured customers	350.87	359.25	8.38	2.39

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Single person 55m ³	247.88	257.54	9.66	3.90
Low volume 66m ³	281.12	291.56	10.44	3.71
Average volume 78m ³	329.49	341.03	11.54	3.50
High volume 150m ³	535.03	551.29	16.26	3.04

Measured customers York Waterworks

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Measured customers	12.55	13.04	0.49	3.94

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Single person 55m ³	215.03	224.43	9.40	4.37
Low volume 66m ³	241.71	251.83	10.12	4.19
Average volume 78m ³	280.52	291.67	11.15	3.97
High volume 150m ³	445.45	460.99	15.54	3.49

Household Assessed Customers Yorkshire Water (excluding York Waterworks)

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Household Assessed Customers	12.95	13.45	0.51	3.91
Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Single person household	233.22	243.52	10.30	4.42
Other Household Premises	335.99	348.65	12.66	3.77
Semi-Detached House	378.31	391.94	13.63	3.60
Detached House	447.83	463.06	15.23	3.40

Household Assessed Customers York Waterworks

Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Household Assessed Customers	0.23	0.24	0.01	4.35
Customer £m	2019-2020	2020-2021	£m Variance	% Variance
Single person household	212.31	222.44	10.13	4.77
Other Household Premises	290.88	303.17	12.29	4.23
Semi-Detached House	327.95	341.18	13.23	4.03
Detached House	386.08	400.81	14.73	3.82

Please note:

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

7. Non- household bill stability review 2020-2021

Non-household bill stability review 2020-2021

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

Rateable Value £m	2019-2020	2020-2021	£m Variance	% Variance
Unmeasured non-household charges	1.59	1.64	0.05	3.04

Rateable Value £m	2019-2020	2020-2021	£m Variance	% Variance
Low RV £145k	519.95	540.52	20.57	3.96
Average RV £200k	700.07	726.93	26.86	3.84
High RV £300k	1,027.58	1,065.85	38.27	3.72

Unmeasured non-household charges York Waterworks

Rateable Value £m	2019-2020	2020-2021	£m Variance	% Variance
Unmeasured non-household charges	0.01	0.01	0.00	3.35

Rateable Value £m	2019-2020	2020-2021	£m Variance	% Variance
Low RV £145k	428.71	445.58	16.87	3.94
Average RV £200k	574.23	595.98	21.75	3.79
High RV £300k	838.81	869.43	30.62	3.65

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

Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
Measured non-household charges	238.08	244.83	6.75	2.83

Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
0.1MI	336.31	348.32	12.01	3.57
0.25MI	773.18	797.17	23.99	3.10
5MI	14,607.31	15,010.75	403.44	2.76
10MI	29,169.55	29,972.42	802.87	2.75
75MI	199,746.62	205,519.34	5,772.72	2.89
350MI	766,299.12	790,011.37	23,712.25	3.09

Measured non-household charges York Waterworks

Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
Measured non-household charges	8.35	8.61	0.26	3.16
Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
0.1MI	276.29	287.58	11.29	4.09
0.25MI	623.11	645.33	22.22	3.57
5MI	11,605.98	11,974.02	368.04	3.17
10MI	23,166.88	23,898.96	732.08	3.16
75MI	164,787.00	169,982.45	5,195.45	3.15
350MI	689,693.26	711,175.73	21,482.47	3.11

Assessed non-household charges Yorkshire Water

Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
Assessed non-household charges	0.54	0.55	0.01	2.74
Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
Small	422.30	433.89	11.59	2.74
Medium	742.67	763.04	20.37	2.74
Large	1,601.85	1,645.78	43.93	2.74
Extra Large	2,912.45	2,992.33	79.88	2.74

Assessed non-household charges York Waterworks

Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
Assessed non-household charges	0.01	0.01	0.00	3.15
Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
Small	335.27	345.82	10.55	3.15
Medium	589.61	608.17	18.56	3.15
Large	1,271.70	1,311.74	40.04	3.15
Extra Large	2,312.18	2,384.99	72.81	3.15

Trade effluent charges

Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
Trade effluent	31.13	32.61	1.47	4.74
Volume usage £m	2019-2020	2020-2021	£m Variance	% Variance
0<5MI Trade Eff User (4.5MI)	7,580.90	7,940.03	359.13	4.74
5<50MI Trade Eff User (20MI)	33,692.88	35,289.02	1,596.14	4.74
50-250MI Trade Eff User	305,274.22	319,736.04	14,461.82	4.74
>250MI Trade Eff User	612,753.76	641,781.88	29,028.12	4.74

Please note:

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

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