

Yorkshire Water Services Limited Charges 2020-2021

Published January 2020

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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.

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

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



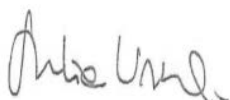
Andrew Merrick
Independent Non-Executive Director



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

Purpose of this document

This document sets out the charges and charging policies for household customers for the charging period 01 April 2020 to 31 March 2021 of Yorkshire Water Services Limited (Yorkshire Water) made under the provisions of the Water Industry Act 1991. The charges for household customers include both wholesale and retail elements.

Yorkshire Water exited the non-household retail market in October 2019 and therefore this document includes a summary of non-household wholesale charges for Retailers operating in the Yorkshire Water area. Full details can be found within our Wholesale Charges 2020-2021 document as published on our website:

www.yorkshirewater.com/business/wholesale-charges

We have followed Ofwat's guidance on the publication of charges per the 'Charging Scheme Rules' updated and issued July 2019.

Introduction

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 section 4.2) 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 section 3.6,
- (7) connection to a public sewer as defined in section 3.7,
- (8) standard charges.

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

The charges contained in this book are made under the provisions of the Water Industry Act 1991 and incorporates the Charges Scheme for the customers 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.

The charges for customers who are liable for York Waterworks charges shall be no more than would have been if the York Waterworks appointment had remained in place.

This WaterSupport and WaterSure schemes shall be subject to any amendment to the Water Industry Regulations 1999 - (Charges) (Vulnerable Groups).

VAT chargeable

All charges are subject to the addition of any VAT chargeable.

Persons chargeable

In accordance with Section 144 of the Water Industry Act 1991, all charges are 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.

Water supply to fire services

The Charges are subject to the provisions of Section 147 of the Water Industry Act 1991.

In accordance with Section 147 of the Water Industry Act no volumetric water charges will be applied to the proportion of water supplied to supply points which are used for fire-fighting, extinguishing fires, the testing of fire-fighting apparatus or fire-fighting training purposes. For more information please contact us.

Update

We have made the following changes to this document from last year;

- As per the change in Charges guidance from Ofwat, we have separated Highway Drainage Charges into a separate tariff.
- Due to Yorkshire Water exiting the non-household retail market in October 2019 we no longer operate as a Retailer and therefore the summary of non-household charges published within this Charges Scheme are wholesale charges only.

The structure of the document

The document has been segmented into the following sections;

- Household information
- Household charges
- Other charges
- Useful customer information
- Interpretations
- Non-household wholesale charges

Household information

Customer contact information, help paying your bill and water saving advice.

Household charges

This section includes all information in relation to household charges the conditions of supply and charging policies.

Other charges

There are two charges:

- The special annual supply agreement is applied to unmeasured field supplies, farm taps and other agricultural water points, and any other unmeasured supplies to premises which are not classifiable as a property.
- The tankered domestic waste charge is payable in respect of the disposal of liquid domestic waste delivered to an authorised Yorkshire Water Waste Water Treatment Works.

Useful customer information

Payment options and methods.
Other publications.

Interpretations

This section explains terminology contained within the document.

Non-household

This section sets out a summary of non-household wholesale charges for Retailers operating in the Yorkshire Water area. Full details can be found within our Wholesale Charges 2020-2021 document as published on our website:

www.yorkshirewater.com/business/wholesale-charges

Other charges publications

Board Assurance Statement 2020-2021

www.yorkshirewater.com/our-charges

Wholesale charges 2020-2021

Sets out our wholesale water and sewerage charges and policies for Retailers.

www.yorkshirewater.com/business/wholesale-charges

New connection services charging arrangements 2020-2021

Sets out the charges and charging policies for water supply and sewerage connections and developer services.

www.yorkshirewater.com/developers/developer-charges

Water quality in my area

Found on our website it is a quick, reliable, up-to-date service showing you where we're working in your area and what it means for you. It will tell you all about the quality of your water, any incidents that have occurred in your area and all the latest investment happening around you.

www.yorkshirewater.com/waterquality

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1. Household customer information



1.1 Contact information

Free ways to contact us:



Chat with us live on our website yorkshirewater.com/household



Free callback service via our website

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



Tweet us @YWHelp



Contact us on Facebook

Other ways to contact us:

Telephone

0345 1 24 24 24

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm. For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.

24 Hour automated services

0345 1 247 247

(meter readings and payments)

Report a Leak

0800 57 35 53

Alternative Language Line

0345 1 24 24 21

Bogus caller checks on identity card

0800 1 38 78 78



Write to us

Yorkshire Water, PO Box 52, Bradford, BD3 7YD

1.2 Help with your bill?

Sometimes people can worry about being able to pay their bills. If you're in that situation right now, don't worry we're here to help.

There are lots of ways we can help to make your bill more affordable. Call us on **0345 1 299 299** or visit our website www.yorkshirewater.com/billing-payments/struggling-to-pay-your-bill for help and advice on what scheme you may benefit from or how to apply.

Here's a bit more information on the schemes available:

WaterSure

WaterSure can help if you;

- Have a meter
- Receive income-based support

and either

- A medical condition, or
- Three or more children under the age of 19

If eligible your quarterly bills will be capped. We will still read your meter but you won't be charged on the amount you use.

WaterSupport

Our WaterSupport Scheme helps customers on lower incomes pay their water charges.

All you need to do is provide details of your household income, please have this information ready when calling.

Community Trust

The Yorkshire Water Community Trust helps customers who have arrears with Yorkshire Water and one other priority debt. A priority debt is:

- Rent
- Mortgage
- Council Tax
- Gas
- Electricity
- HMRC Income Tax

The Trust is managed by an independent board of trustees, successful applicants will receive an award towards Yorkshire Water arrears. You can apply for an Award once, every two financial years.

Resolve

Our Resolve Scheme can help if you're struggling to catch up on previous bills. The aim is for you to be debt-free so you can continue with your on-going charges at an affordable amount.

We'll agree regular payments with you for a minimum of 12 months. As you make your payments, awards towards your arrears will be added to your account. This will be done every 3 months.

To qualify you must be on a low income or non-deductible benefit and have arrears that are over 12 months old.

Water Direct Scheme

If you receive a deductible income-based benefit, you may be eligible for our Water Direct Scheme. What is a deductible income-based benefit?

This includes:

- Universal Credits
- Jobseekers Allowance
- Employment and Support Allowance
- Pension Credit

It makes it easier for you, as we'll take payments directly from your benefits.

If you have at least £70.00 arrears we can arrange for the Department for Works and Pensions to deduct a fixed amount from your benefit. You won't have to make payments yourself and it will stop any recovery action on your arrears.

We understand you may not just be struggling with your Yorkshire Water charges. You can also get free independent advice from StepChange, National Debt Line or your local Citizens Advice Bureau.

1.3 The Priority Services Register

Help us to help you first

The Priority Services Register is a free service provided by Yorkshire Water to support customers with additional needs. We can help make bills and meters more accessible; provide bottled water if water supplies are interrupted and help protect you from unwanted callers.

We're here to give extra support to customers:

- With chronic conditions where a constant water supply is critical
- With serious illness or disability
- Who need bills in braille, audio formats or large print
- Who want to sign up to a nominated account holder scheme

For more information or if you or someone you know would benefit from signing up to our Priority Services Register, please contact us. Request a free call back via our website

www.yorkshirewater.com/priority-services

or call us for free on **0800 1 38 78 78**

1.4 Household bill corrections

While we strive to ensure that all bills for charges are correct, in the case of error we reserve the right to make retrospective adjustments. This will always happen if the adjustment is in the customer's favour. We will not make retrospective adjustments in our favour if there is clear evidence, other than the incorrect bills, that undercharging has been due to a failure or error on our part. If you have a query about your bill we are here to help, please contact us.

1.5 Water saving advice

Here at Yorkshire Water, we believe that everyone has a responsibility when it comes to water saving. Saving water starts at home, whether you're in the kitchen, bathroom or outside in the garden.

For more information visit
www.yorkshirewater.com/save-water

2. Household charges

2.1 Summary of household charges 2020-2021

Household water supply charges Yorkshire Water (Excluding York Waterworks)

Description	Units	2020-2021 household charges
Unmeasured household		
Standing charge*	£ per annum	49.62
Rateable value charge	p/£RV	156.96
Minimum charge	£ per annum	102.99
Measured household		
Standing charge*	£ per annum	25.47
Volumetric charge	p/m ³	138.85
Assessed charges		
Single person household	£ per annum	96.59
Other household premises	£ per annum	143.80
Semi- detached house	£ per annum	163.24
Detached house	£ per annum	195.18

Household water supply charges York Waterworks

Description	Units	2020-2021 household charges
Unmeasured household		
Standing charge*	£ per annum	41.44
Rateable value charge	p/£RV	89.64
Measured household		
Standing charge*	£ per annum	25.47
Volumetric charge	p/m ³	78.65
Assessed charges		
Single person household	£ per annum	75.51
Other household premises	£ per annum	98.32
Semi-detached house	£ per annum	112.48
Detached house	£ per annum	132.93

Household sewerage supply charges

Description	Units	2020-2021 household charges
Unmeasured household		
Standing charge*	£	13.48
Standing charge surface water	£	49.08
Rateable value charge - HWD charge	p/£RV	16.73
Rateable value charge - Foul charge	p/£RV	167.08
Rateable value charge - Total	p/£RV	183.80
Rateable value charge - Septic tanks HWD charge	p/£RV	9.20
Rateable value charge - Septic tanks Foul charge	p/£RV	91.90
Rateable value charge - Septic tanks Total	p/£RV	101.10
Measured household		
Standing charge	£	12.93
Standing charge - surface water	£	49.08
Volumetric charge - HWD charge	p/m ³	16.32
Volumetric charge - foul charge	p/m ³	163.00
Volumetric charge - Total	p/m ³	179.32

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

Household sewerage supply charges

Description	Units	2020-2021 household charges
Assessed charges		
Single person household – HWD charge	£/annum	8.90
Single person household – Foul charge	£/annum	88.94
Single person household – SWD charge	£/annum	49.08
Single person household – Total	£/annum	146.93
Other household premises – HWD charge	£/annum	14.17
Other household premises – Foul charge	£/annum	141.59
Other household premises – SWD charge	£/annum	49.08
Other household premises – Total	£/annum	204.85
Semi-detached house – HWD charge	£/annum	16.34
Semi-detached house – Foul charge	£/annum	163.27
Semi-detached house – SWD charge	£/annum	49.08
Semi-detached house – Total	£/annum	228.70
Detached house – HWD charge	£/annum	19.91
Detached house – Foul charge	£/annum	198.89
Detached house – SWD charge	£/annum	49.08
Detached house – Total	£/annum	267.88

3. Charges – conditions of supply and charging policies

3.1 The unmeasured water supply charge

A. Chargeable supplies

- (1) The unmeasured water supply charge is applied to every piped supply of water to or used in eligible premises and which is not charged on a measured basis. 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 property. 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 customer 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) Domestic meter option scheme - under this scheme where Yorkshire Water determines that it is impractical or unreasonably expensive to install a meter at a domestic premise the customer may opt to pay an annual assessed charge for the supply of water. Please see our website for more details.
- (7) Upon the change of occupier of a house in which a meter is fitted but which is subject to the unmeasured water supply charge the new occupier shall be charged metered charges, unless any person who was in occupation of the house before the change of customer remains in occupation. Provided no unmeasured charges have yet been demanded from the person who has become the new customer.
- (8) 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 customer to assessment by an individual arbitrator, whose appointment shall be agreed by Yorkshire Water and the customer and who shall have the power to award costs within his award.

- (9) WaterSupport is our social tariff, your bill is capped at the average bill amount for each service in line with the WaterSure tariff.

Key characteristics;

- WaterSupport is available where the net household income is relatively low and the bill amount higher than the average amount;
- the threshold for income eligibility is subject to change and may consider household composition;
- eligible to customers who are currently billed on a measured or unmeasured basis;
- you can apply at anytime throughout the year;
- 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.

If metered, the charges will be applied from the beginning of the quarter in which the application is successful or the date of occupation if later.

If unmeasured, the charges will be applied from the date the application is received.

Yorkshire Water will review actual consumption for metered customers at the end of the year. If charges would have been lower than those paid through WaterSupport the customer shall then be re-billed.

Applying is easy call us on **0345 1 24 24 24** and we'll be able to advise if this is the best tariff for you.

- (10) Field supplies will be charged via the special annual supply agreement. This is applied to unmeasured field supplies, farm taps and other agricultural water points, and any other unmeasured supplies to premises which are not classifiable as a property.

B. Payment

The Unmeasured Water Supply Charge is due for the full year in advance on 1 April 2020. 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 customer 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 customer 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 customer 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. Charges

For the year commencing 1 April 2020 the charge for unmetered customers is the sum of the standing charge and poundage item calculated based on the rateable value of the property. The unmetered water supply charge (excluding that for a lock-up garage) is subject to a minimum charge. The minimum charge does not apply to York charges.

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

Unmeasured water supply charges Yorkshire Water (Excluding York Waterworks)

Description	Units	2020-2021 household charges
Unmeasured household		
Standing charge*	£ per annum	49.62
Rateable value charge	p/ERV	156.96
Minimum charge	£ per annum	102.99
Assessed charges		
Single person household	£ per annum	96.59
Other household premises	£ per annum	143.80
Semi-detached house	£ per annum	163.24
Detached house	£ per annum	195.18

Unmeasured water supply charges York Waterworks

Description	Units	2020-2021 household charges
Unmeasured household		
Standing charge*	£ per annum	41.44
Rateable value charge	p/ERV	89.64
Assessed charges		
Single person household	£ per annum	75.51
Other household premises	£ per annum	98.32
Semi- detached house	£ per annum	112.48
Detached house	£ per annum	132.93

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

Customers 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 premise, 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.

The water charges for WaterSure and WaterSupport are set out below.

Description	Units	2020-2021 household charges
Yorkshire Water (excluding York Waterworks)		
WaterSupport water charge	£ per annum	177.73
WaterSure water charge	£ per annum	177.73
York Waterworks		
WaterSupport water charge	£ per annum	125.83
WaterSure water charge	£ per annum	125.83

3.2 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 the period of occupation. This will be calculated daily if less than a full year.
- (2) Subject to the provisions of this Scheme the unmeasured sewerage charge is payable where there is 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 a reduced rate will be applied for the period of occupation where any property is drained via a private septic tank, and then put to an intermediate sewer or drain. For customers paying the reduced rate Yorkshire Water shall, on request, empty the septic tank once per year.
- (4) 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.
- (5) Subject to the provisions of this Scheme where a customer has elected to pay the annual assessed water charge, the annual assessed sewerage charge is also payable.
- (6) Where the customer can demonstrate to Yorkshire Water's satisfaction that there is no direct or indirect surface water or groundwater drainage to a public sewer, a refund of the charge will be due. 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.
- (7) WaterSupport
is our social tariff, your bill is capped at the average bill amount for each service in line with the WaterSure tariff.

Key characteristics;

- WaterSupport is available where the net household income is relatively low and the bill amount higher than the average amount;
- the threshold for income eligibility is subject to change and may consider household composition;
- eligible to customers who are currently billed on a measured or unmeasured basis;
- you can apply at anytime throughout the year;
- 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.

If metered, the charges will be applied from the beginning of the quarter in which the application is successful or the date of occupation if later.

If unmetered, the charges will be applied from the date the application is received.

Yorkshire Water will review actual consumption for metered customers at the end of the year. If charges would have been lower than those paid through WaterSupport the customer shall then be re-billed.

Applying is easy call us on **0345 1 24 24 24** and we'll be able to advise if this is the best tariff for you.

B. Payment

The Sewerage Charge on an unmeasured basis is due for the full year in advance on 1 April 2020. 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 customer 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 customer 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 customer 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. Charges

- (1) A standing item and a rateable value charge per pound of the rateable value of the hereditament.
- (2) The assessed charges in the table below are due annually for the period 1 April 2020 to 31 March 2021.

Unmeasured sewerage supply charges

Description	Units	2020-2021 household charges
Unmeasured household		
Standing charge*	£	13.48
Standing charge surface water	£	49.08
Rateable value charge - HWD charge	p/£RV	16.73
Rateable value charge - Foul charge	p/£RV	167.08
Rateable value charge - Total	p/£RV	183.80
Rateable value charge - Septic tanks HWD charge	p/£RV	9.20
Rateable value charge - Septic tanks Foul charge	p/£RV	91.90
Rateable value charge - Septic tanks Total	p/£RV	101.10

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

Description	Units	2020-2021 household charges
Assessed charges		
Single person household – HWD charge	£/annum	8.90
Single person household – Foul charge	£/annum	88.94
Single person household – SWD charge	£/annum	49.08
Single person household – Total	£/annum	146.93
Other household premises – HWD charge	£/annum	14.17
Other household premises – Foul charge	£/annum	141.59
Other household premises – SWD charge	£/annum	49.08
Other household premises – Total	£/annum	204.85
Semi-detached house – HWD charge	£/annum	16.34
Semi-detached house – Foul charge	£/annum	163.27
Semi-detached house – SWD charge	£/annum	49.08
Semi-detached house – Total	£/annum	228.70
Detached house – HWD charge	£/annum	19.91
Detached house – Foul charge	£/annum	198.89
Detached house – SWD charge	£/annum	49.08
Detached house – Total	£/annum	267.88

- (a) Where an assessed charge is based upon the premises being a single person household, it is the customer’s responsibility to inform Yorkshire Water immediately if this is no longer the case.
- (b) Customers 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 premise, 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 it is again occupied as a single person household.

The charges for WaterSupport or WaterSure shall be as set out below.

Description	Units	2020-2021 household charges
WaterSupport sewerage charge	£ per annum	231.14
WaterSure sewerage charge	£ per annum	231.14

Where a household is not connected for surface water the average bill value is adjusted.

3.3 The measured 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) An apportionment shall be made daily in respect of meter readings after 1 April 2020. 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 daily.
- (3) 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) unmeasured basis;
 - (b) an assessed charge;
 - (c) fixed water supply charge.
- (4) Where two or more metered supplies feed the same premises occupied by the same customer, 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.
- (5) 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.
- (6) Where a premise receives a metered piped supply of water and one or more piped supplies of water to those premises are either unmeasured or the meter is damaged then the charge will be raised on either;
 - (a) unmeasured basis
 - (b) assessed
 - (c) fixed water charge
- (7) 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 customer has the right to provide his own reading upon receipt of an estimated bill.
- (8) Where the premises are served by a metered supply of water the customer shall not have the right to be charged on an unmeasured basis. In addition, it is the policy of Yorkshire Water to require customers with sprinklers or swimming pools or other conditions prescribed by regulations made under the Water Industry Act 1991 to pay for the supply based on 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 during 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.

- (9) Assessed volumetric charges are applied within the illegal connection process where a property cannot be metered, or cannot be metered within a reasonable cost, or for the period before a meter can be fitted.

Where a new water supply is created by any person in contravention of the policy referred to in the previous paragraph 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 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.

The charge is based on the number of occupants at the property using an average volume per person and the current year charge rates applicable.

The metered water supply charge

Assessed volumetric charge				
Number of occupants	Unit	Water charge Yorkshire Water £	Water charge York Waterworks £	Sewerage charge £
1	£ per annum	96.59	75.51	146.93
2	£ per annum	178.21	111.99	249.40
3	£ per annum	219.86	135.58	300.51
4	£ per annum	268.46	163.11	360.13
5	£ per annum	324.00	194.57	428.27
6	£ per annum	372.60	222.10	487.90

- (10) Domestic Meter Option

- (a) Customers 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 but is not restricted to;
- The cost of separating the customer’s supply pipe when it is shared with other customers.
 - The cost of installing additional meters if the customer 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) 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.

- (d) Meters will be fitted in the most suitable location to record all water supplied to the property. The process order is
 - (i) existing meter chamber – screw in
 - (ii) inside near internal stop-tap on riser
 - (iii) external on private property
 - (iv) external on footpath

- (e) Customers can request an alternative location providing it is acceptable to Yorkshire Water and the customer meets any additional costs incurred.

Note: The additional costs incurred by customers requesting an alternative location under the domestic meter option scheme will be cost reflective. The actual costs of re-siting an existing meter will depend upon many factors. These include whether 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 customers with additional needs, Yorkshire Water shall take additional meter readings so customers may keep a quarterly check on their consumption. For such customers, where there is a clear benefit to the customer 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 customer will be offered a charge for water supply on an assessed basis. The assessed charges are set out in the summary of charges.
- (h) Should Yorkshire Water refuse to install a meter free of charge, the customer has right of appeal to the regulator Ofwat.
- (i) The meter shall remain the property of Yorkshire Water.
- (j) Customers 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.
- (k) 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 customer 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 customer in respect of the premises,
 - (iv) that neither that person nor the person who has become the customer 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 customers exercising their right of reversion which shall in any event be no later than 24 months from the date measured charges commenced.

Customers 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.

- (l) 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 customer 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 3.3.A.(10)(l)(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.

- (m) Field supplies will be charged via The special annual supply agreement. This is applied to unmeasured field supplies, farm taps and other agricultural water points, and any other unmeasured supplies to premises which are not classifiable as a property.

(11) WaterSure

- (a) A metered water supply charge tariff for eligible 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 customers in domestic premises for water services. The charge will be as set out in summary of main charges.
- (b) WaterSure offers assistance in relation to any premises for any customer who;
 - (i) falls within any class of persons specified in (c) below; and
 - (ii) satisfies the conditions in (d) below.
- (c) A customer 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 customer or another person residing with him in the premises, whether or not the same person as the qualifying person;
 - (a) 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
 - (b) 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;
 - (i) the premises are subject to the metered water supply charge
 - (ii) the customer and any other qualifying person each occupies the whole or part of the premises as his only or principal home;
 - (iii) 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;
 - (iv) water supplied to the premises is not used for;
 - (a) watering a garden, other than by hand, by means of any apparatus; or
 - (b) automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres; and
 - (c) where the customer has satisfied Yorkshire Water of their eligibility.

- (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.
 - (viii) A condition which means you have to use additional water.

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) Customers 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 customers:

A copy of the benefit award notice confirming the qualifying person's entitlement to receive one of the benefits or tax credits listed above.

- (ii) Evidence required from customers in respect of (c)a) above:

A copy of the benefit award notice confirming the qualifying person's entitlement to receive child benefit for three or more children under the age of 19 who reside in the premises in question.

- (iii) Evidence required from customers 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.

Notes:

- (aa) Yorkshire Water may at its discretion contact appropriate third parties to confirm a customer is eligible for WaterSure.

- (bb) A customer 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 customers 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) Customers may apply for WaterSure at any time during the year. Eligibility commences with the relevant billing period that the customer 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: Customers 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 www.yorkshirewater.com/support or call **0345 1 24 24 24**.

- (i) An eligible customer is required to reapply to Yorkshire Water every twelve months for application of WaterSure. We shall send a reminder to customers to reapply when their eligibility ends. The customer is responsible for informing Yorkshire Water when he or she is no longer eligible for the tariff. Where the customer 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 customer 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 customer shall be re-billed on the basis of actual consumption if charges would have been lower than those paid on WaterSure.

(12) WaterSupport

is our social tariff, your bill is capped at the average bill amount for each service in line with the WaterSure tariff.

Key characteristics;

- WaterSupport is available where the net household income is relatively low and the bill amount higher than the average amount;
- the threshold for income eligibility is subject to change and may consider household composition;
- eligible to customers who are currently billed on a measured or unmeasured basis;
- you can apply at anytime throughout the year;
- 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.

If metered, the charges will be applied from the beginning of the quarter in which the application is successful or the date of occupation if later.

If unmetered, the charges will be applied from the date the application is received.

Yorkshire Water will review actual consumption for metered customers at the end of the year. If charges would have been lower than those paid through WaterSupport the customer shall then be re-billed.

Applying is easy call us on **0345 1 24 24 24** and we'll be able to advise if this is the best tariff for you.

B. Payment

The measured water supply charge is payable;

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

Customers shall be billed quarterly and the time between bills varies, depending on the date we read the meter or estimate a reading. However:

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

C. The summary of charges

The Charge consists of the sum of the standing charge and the volume item per m³.

Summary of water charges 2020-2021 Yorkshire Water (Excluding York Waterworks)

Description	Units	2020-2021 household charges
Measured household		
Standing charge	£ per annum	25.47
Volumetric charge	p/m ³	138.85
WaterSupport water charge	£ per annum	177.73
WaterSure water charge	£ per annum	177.73

Summary of water charges 2020-2021 York Waterworks

Description	Units	2020-2021 household charges
Measured household		
Standing charge	£ per annum	25.47
Volumetric charge	p/m ³	78.65
WaterSupport water charge	£ per annum	125.83
WaterSure water charge	£ per annum	125.83

Notes:

- (i) 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.

(1) Where,

- (i) the customer 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
- (ii) the customer occupies a single site and in respect of which consumes in excess of 50Ml/year and
- (iii) in any year the customer
 - (a) wishes to have the facility to substitute a Yorkshire Water supply for all or part of the alternative source, or
 - (b) uses that facility; and

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

3.4 The sewerage charge on a metered basis

A. Chargeable Services

- (1) Subject to the provisions of this Scheme the sewerage charges are payable on a metered basis where;
 - (i) a metered supply of water from Yorkshire Water or any other water undertaker has been recorded;
 - (ii) where the volume of a supply from any other source is provided to Yorkshire Water's satisfaction;
 - (iii) where water is charged on an assessed basis
- (2) The sewerage charge is not made on a metered basis where the quantity of the water supplied for two or more properties is measured by a single meter. An unmeasured basis of charging will be applied to each property based on rateable value or a fixed basis by agreement.
- (3) A reduced volume percentage will be applied for the period of occupation where a private septic tank is drained, and then put to an intermediate sewer or drain. For Retailers paying the reduced rate Yorkshire Water shall, on request, empty the septic tank once per year.
- (4) Where the customer can demonstrate to Yorkshire Water's satisfaction that there is no direct or indirect surface water or groundwater drainage to a public sewer a refund of the charge will be due. 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.
- (5) WaterSure
 - (a) A Sewerage Charge on a metered basis tariff for those eligible (referred to in this part of the Scheme as WaterSure) will take the form of a charge capped at the average charge levied to customers in household premises for sewerage services. The charge will be as set out in the summary of charges
 - (b) WaterSure offers assistance in relation to any premises for any customer who;
 - (i) falls within any class of persons specified in (c) below; and
 - (ii) satisfies the conditions in (d) below.
 - (c) A customer falls within a class of persons mentioned in (b)i) 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 customer or another person residing with him in the premises, whether or not the same person as the qualifying person;
 - (a) 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
 - (b) 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;
- (i) the premises are subject to the Sewerage Charge on a Metered Basis;
 - (ii) the customer and any other qualifying person each occupies the whole or part of the premises as his only or principal home;
 - (iii) 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;
 - (iv) water supplied to the premises is not used for;
 - (a) watering a garden, other than by hand, by means of any apparatus; or
 - (b) automatically replenishing a pond, or a swimming pool, with a capacity greater than 10,000 litres; and
 - (v) the customer 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.
 - (viii) A condition which means you have to use additional water.
- 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) Customers 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 customers:
 - A copy of the benefit award notice confirming the qualifying person's entitlement to receive one of the benefits or tax credits listed above.
 - (ii) Evidence required from customers in respect of (c)a) above:
 - A copy of the benefit award notice confirming the qualifying person's entitlement to receive child benefit for three or more children under the age of 19 who reside in the premises in question.

- (iii) Evidence required from customers 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 customer is eligible for WaterSure.
- (bb) A customer 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 of customers falling within those who have medical grounds. Any such certificate must be signed by the registered medical practitioner and shall contain the following particulars:
 - (i) the name of the person in respect of whom the diagnosis is made (“the patient”);
 - (ii) the diagnosis of the patient’s medical condition which obliges the patient to use a significant additional volume of water;
 - (iii) the date on which the certificate is given; and
 - (iv) the name and address of the registered medical practitioner.
- (h) Customers may apply for WaterSure at any time during the year. Eligibility commences with the relevant billing period that the customer 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: Customers 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 www.yorkshirewater.com/meter or call **0345 1 24 24 24**.

- (i) An eligible customer is required to reapply to Yorkshire Water every twelve months for application of WaterSure. We shall send a reminder to customers to reapply when their eligibility ends. The customer is responsible for informing Yorkshire Water when he or she is no longer eligible for the tariff. Where the customer 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 customer 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 customer shall be re-billed on the basis of actual consumption if charges would have been lower than those paid on WaterSure.

- (6) WaterSupport is our social tariff, your bill is capped at the average bill amount for each service in line with the WaterSure tariff.

Key characteristics;

- WaterSupport is available where the net household income is relatively low and the bill amount higher than the average amount;
- the threshold for income eligibility is subject to change and may consider household composition;
- eligible to customers who are currently billed on a measured or unmeasured basis;
- you can apply at anytime throughout the year;
- 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.

If metered, the charges will be applied from the beginning of the quarter in which the application is successful or the date of occupation if later.

If unmetered, the charges will be applied from the date the application is received.

Yorkshire Water will review actual consumption for metered customers at the end of the year. If charges would have been lower than those paid through WaterSupport the customer shall then be re-billed.

Applying is easy call us on **0345 1 24 24 24** and we'll be able to advise if this is the best tariff for you.

B. Payment

The Sewerage Charge on a metered basis is payable;

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

Customers shall be billed quarterly and the time between bills varies, depending on the date we read the meter or estimate a reading. However:

- (1) If the customer 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 you have given an undertaking to pay the metered water supply charge through the Yorkshire Water Budget Plan, you may also 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. Summary of charges

Sewerage charge on a metered basis

Description	Units	2020-2021 household charges
Measured household		
Standing charge *	£ per annum	12.93
Standing charge - surface water	£ per annum	49.08
Volumetric charge - HWD charge	p/m ³	16.32
Volumetric charge - Foul charge	p/m ³	163.00
Volumetric charge - Total	p/m ³	179.32

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

Notes:

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.

(1) The volume item is calculated at a rate settled for this purpose for all premises for the period 1 April to 31 March in the relevant charging year and applied to 95% of the volume of water received in that period, 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: Such increase or reduction to the standard volume percentage applied for Metered Sewerage Charge purposes will apply to the whole of the period but shall not apply to earlier years except;

i) Where a consumer receives the 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 makes 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.

- (2) Where discharging via a septic tank the 95% assumption of volume return to sewer will be reduced to 70%.
- (3) Where the customer can demonstrate to Yorkshire Water’s satisfaction no surface water or groundwater drains from that property;
 - (i) directly or indirectly to a public sewer
 - (ii) or from any common area belonging to that property.

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.

- (4) The volume item applies to the period 1 April 2020 to 31 March 2021 and an apportionment shall be made on a daily basis in respect of meter readings after 1 April 2020.
- (5) The charge for WaterSure shall be as set out in the table below.
- (6) The charge for WaterSupport shall be as set out in the table below.

Description	Units	2020-2021 household charges
WaterSupport Sewerage	£ per annum	231.14
WaterSure Sewerage	£ per annum	231.14

Where a household is not connected for surface water the average bill value is adjusted.

- (7) Any customer 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 customer must accept joint and several liability for charges.

3.5 Infrastructure Charges

A. The Charge

- (1) Infrastructure Charges are payable for the connection to a water supply or public sewer of premises which have never at any previous time been connected to:
- a) a supply of water provided for domestic purposes by a water undertaker, or
 - b) a sewer used for the drainage for domestic purposes of those premises by a sewerage undertaker

Infrastructure Charges 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 water demand from the site than in the previous 5 years.

The Infrastructure Charges have been developed and applied in accordance with the appropriate Charges Scheme Rules published by Ofwat (i.e. Rules 26-35).

Infrastructure Charges have been determined in accordance with the principle that the charges should reflect:

- fairness and affordability;
- stability and predictability;
- transparency and customer-focused service; and
- environmental protection;

Infrastructure Charges have been determined in accordance with the principle that the amount of such charges will over a five-year period ending on 31 March 2023, years broadly recover the cost of reinforcing our water and sewer networks to serve new developments across the region (i.e. developer-driven Network Reinforcement). Infrastructure Charges are levied in addition to the costs of physical on-site and off-site water and sewerage connection work and apply to all new connections regardless of the method by which the new connection is procured or made.

Infrastructure Charges do 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 to a requisition under sections 41(1) or 98(1), to the adoption of infrastructure under a section 51A or 104 agreement or to connections described in section 146(2) of the Water Industry Act 1991.

- (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 Ofwat or, in default of such determination, by Ofwat.

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

C. Persons Chargeable

Infrastructure Charges are payable by:

- (1) the person who makes the application for connection to a water supply and/or sewer as aforesaid; or
- (2) the person other than Yorkshire Water (or its agent or contractor) who makes the connection to a water supply and/or 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.

3.6 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 domestic 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 water demand from the site than in the previous 5 years.

B. The Scale of Charges

- (1) For the year commencing 1 April 2020 the Standard Amount is £70 per property connected. The Water Infrastructure Charge due for each property will be calculated for each relevant connection in accordance with the following formula, whereby the Water Infrastructure Charge payable will either be the Standard Amount or a multiple of that amount as calculated by reference to the Relevant Multiplier.

The “Relevant Multiplier” of a/b means a number (which may be one or more or less than one) calculated in a manner set out below. The use of the Relevant Multiplier acts as a financial incentive to developers to promote lower water usage household and non-household premises and support protection of the environment.

Household water infrastructure charging formula:

$$SA * \frac{a}{b}$$

Where: -

SA is the standard amount, set at £70 per property connected for 2020-2021

a = the estimated water consumption of a new dwelling in litres per person per day, calculated in accordance with a methodology (such as the water efficiency calculator) approved by the Secretary of State.

b = 125 litres per person per day, the maximum potential consumption of wholesale water by persons occupying a new dwelling as set out in current Building Regulations.

For example, a new dwelling with a water consumption evidenced and calculated in accordance with an approved methodology of 105 litres per person per day, would attract a property Water Infrastructure Charge of;

$$£70.00 * 105 / 125 = £58.80$$

For household properties, the Relevant Multiplier will be capped at 1, i.e. the maximum Water Infrastructure Charge payable per household property will be the Standard Amount.

Non-household water infrastructure charging formula:

$$SA * \frac{a}{b}$$

Where: -

SA is the standard amount set at £70 per property connected for 2020-2021

a = Total Number of “Loading Units” per non-household property.

b = 24 is the typical number of loading units per household property.

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

The water infrastructure charge for each property connected – household or non-household – is the standard amount multiplied by the relevant multiplier.

The water infrastructure charge bill for a whole development is the sum of the individual property infrastructure charges.

- (2) In the case of a property subject to a Common Billing Agreement, the Standard Amount is multiplied by the Relevant Multiplier for each individual House and the property Water Infrastructure Charge is the sum of these individual House based calculations;
- (3) For the purposes of this charge
 - (i) **“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;
 - (ii) **“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 Loading Units for non-households are as follows;
 - (i) 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.
 - (ii) The total number of loading units is estimated by adding up the loading units for all the water fittings in the non-household property.

Water Fitting (note 1)

Description	Loading Units
WC flushing cistern	2.0
Wash basin in a house	1.5
Wash basin elsewhere	3.0
Bath (tap nominal size Ø “20mm) (note2)	10.0
Bath (tap nominal size larger than Ø “20mm) (note2)	22.0
Shower	3.0
Sink (tap nominal size Ø”15mm)	3.0
Sink (tap nominal size larger than Ø”15mm)	5.0
Spray tap	0.5
Bidet	1.5
Household appliance (minimum of 6 loading units per house) (notes 3)	3.0
Communal or commercial appliance (note 3)	10.0
Any other water fitting or outlet (including a tap and a urinal but excluding a water softener)	3.0

Notes:

- (1) Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- (2) **“Bath”** includes a whirlpool bath 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 the case of any premises with a sewerage only connection and no water fittings, the Relevant Multiplier will be one.

- (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 premise to which the standard amount applies shall be deemed to have a relevant multiplier of 1; and
 - (ii) where Yorkshire Water would need 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.

3.7 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. The sewerage infrastructure charge shall be developed and applied in accordance with the appropriate Charges Scheme Rules as issued by Ofwat under sections 143(6A) and 143B of the Water Industry Act 1991 (i.e. Rules 26-35).

B. The Scale of Charges

- (1) For the year commencing 1 April 2020 the Standard Amount of £190.00 per property connected is split into two separate Standard Amounts – for the foul sewage service the Standard Amount is £50.00 per property connected and for surface water drainage service the Standard Amount is £140.00 per property connected.

The Sewerage Infrastructure Charge due for each property will be calculated for each relevant connection in accordance with the following formula, whereby the Infrastructure Charge payable for each service will either be the Standard Amount or a multiple of that amount as calculated by reference to the Relevant Multiplier. The **“Relevant Multiplier”** of a/b means a number (which may be one or more or less than one) calculated in a manner set out below. The use of the Relevant Multiplier acts as a financial incentive to developers to promote lower water usage household and non-household premises and support protection of the environment.

Household foul sewage infrastructure charging formula:

$$SA * \frac{a}{b}$$

Where: -

SA is the Standard Amount, set at set at £50.00 per property connected for 2020-2021

a = the estimated water consumption of a new dwelling in litres per person per day, calculated in accordance with a methodology (such as the water efficiency calculator) approved by the Secretary of State plus any further contributions, in litres per person per day, from rainwater harvesting activities.

b = 125 litres per person per day, the maximum potential consumption of wholesome water by persons occupying a new dwelling as set out in current Building Regulations.

For example, a new dwelling with a water consumption evidenced and calculated in accordance with an approved methodology of 105 litres per person per day, would attract a property foul sewerage infrastructure charge of;

$$£50.00 * 105 / 125 = £42.00$$

For household properties, the Relevant Multiplier will be capped at 1, i.e. the maximum foul sewerage infrastructure charge payable per household property will be the Standard Amount.

Non-household foul sewage infrastructure charging formula:

$$SA * \frac{a}{b}$$

Where: -

SA is the Standard Amount set at £50.00 per property connected for 2020-2021

a = Total Number of “Loading Units” per non-household property.

b = 24 is the typical number of Loading Units per household property.

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

Household and non-household surface water drainage infrastructure charging formula:

$$SA * \frac{a}{b}$$

Where: -

SA is the Standard Amount set at £140.00 per property connected for 2020-2021

a = actual property chargeable area.

b = average property chargeable area in the Yorkshire Water region.

For 2020-2021 the actual property chargeable area is to be assumed to be equal to the average company property chargeable area and the value of the Relevant Multiplier (a / b) is set to 1 for all connected properties. However, if a property does not require a drainage service the Relevant Multiplier is set to 0, resulting in the relevant infrastructure charge.

The charge for the foul sewage service and/or the surface water drainage service for each property connected – household or non-household – is the standard amount multiplied by the relevant multiplier. The sewerage infrastructure charge for each property connected – household or non-household – is the sum of these two service component infrastructure charges.

The sewerage infrastructure charge bill for a whole development is the sum of the individual property sewerage infrastructure charges.

- (2) In the case of a property subject to a Common Billing Agreement, the Standard Amount is multiplied by the Relevant Multiplier for each individual House and the property Sewerage Infrastructure Charge is the sum of these individual House based calculations;
- (3) For the purposes of this charge;
 - (i) **“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;
 - (ii) **“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 Loading Units for the foul sewage service to non-households are as follows;
 - (i) 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.
 - (ii) The total number of Loading Units is estimated by adding up the loading units for all the water fittings in the non-household property.

Water Fitting (note 1)	
Description	Loading Units
WC flushing cistern	2.0
Wash basin in a house	1.5
Wash basin elsewhere	3.0
Bath (tap nominal size D "20mm) (note2)	10.0
Bath (tap nominal size larger than D "20mm) (note2)	22.0
Shower	3.0
Sink (tap nominal size D "15mm)	3.0
Sink (tap nominal size larger than D "15mm)	5.0
Spray tap	0.5
Bidet	1.5
Household appliance (subject to a minimum of 6 loading units per house) (notes 3 and 4)	3.0
Communal or commercial appliance (note 3)	10.0
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3.0

Notes:

- (1) Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting;
- (2) **“Bath”** includes a whirlpool bath 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 the case of any premises with a sewerage only connection and no water fittings, the Relevant Multiplier will be one.
- (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 premise to which the Standard Amount applies shall be deemed to have a Relevant Multiplier of 1;
 and
 - (ii) where Yorkshire Water would need 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.

4. Other charges

4.1 The special annual water supply charge

A. Chargeable Supplies

- (1) The special annual water supply charge shall be applied to:
 - (i) unmeasured field supplies,
 - (ii) unmeasured supplies to farm taps and other agricultural water points,
 - (iii) 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. Payment

The Special Annual Water Supply Charge is payable in advance in equal half yearly instalments on 1 April 2020 and 1 October 2020.

C. Charges

The Special Annual Water Supply Charge		
Description	Unit	Charge
Special annual water supply charge	£ per annum	102.99

4.2 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;
 - (i) foul sewage from cesspools, pail closets, chemical toilets, and similar receptacles, or
 - (ii) 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;
 - (iii) Weak waste – below 2,000 mg/l Suspended Solids
 - (iv) Standard waste – 2,000 – 9,000 mg/l Suspended Solids
 - (v) Strong waste – above 9,000 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) All discharges must go through the automatic monitor 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. Terms of supply

The tankered domestic waste charge is payable on demand.

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.

C. Charges

- (1) For the year commencing 1 April 2020 the charges for the reception and treatment of Domestic Waste are as stated in the tables below. Each individual Effluent is charged per m³ based on the level of solid it contains, however there is also a standing charge of £10.96 per discharge.
- (2) All enquiries in relation to tankered trade effluent should be directed to liquid.waste@yorkshirewater.co.uk
- (3) The additional charge shall be shared if two or more households in the same locality produce one load.

Tankered domestic waste charge

Strength	Site	£ Charge
Weak waste	Standing charge	10.96
Weak waste	Volume charge per m ³	2.56
Standard waste	Standing charge	10.96
Standard waste	Volume charge per m ³	9.27
Strong waste	Standing charge	10.96
Strong waste	Volume charge per m ³	35.39

Discount available on the volume charge for strong waste only at monitored sites

Timeframe	Site	Discount	£ per m ³
1st Jan to 31 Dec	Beverley, Filey, Malton, Ripon, Skipton, Wetherby	0%	35.39
1st Jan to 31 Dec	Keighley	25%	26.54
1st Jan to 31 Dec	Doncaster, Woodhouse Mill. Halifax, Naburn, Old Whittington, Selby, Wakefield	40%	21.23
1st Jan to 31 Dec	Blackburn Meadows, Colburn, Esholt, Knostrop, Harrogate South, Huddersfield, Hull, Northallerton,	60%	14.18

5. Other information

5.1 Payment options and methods

Household payment options

The following payment methods are available to:

- Metered customers who are billed 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 **0345 1 24 24 24** or visit www.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 www.yorkshirewater.com/payment or phone on **0345 1 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

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 57-49-55, and ask them to quote your customer reference number. If your bank requires a bank account number, please ask them to quote 1111 1111.

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.

5.2 Other publications

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

Codes of practice household customers;

- Extra help
- Charges, bills and payments
- How we put things right
- Customer Charter
- Payment difficulties
- Leakage from customers' supplies
- Responsibility for pipework
- Sewerage and waste water
- Water meters
- Water supply services
- What you need to know – terms and conditions of metered water supply
- Business Charter
- Land entry principles
- What to do if your home is flooded with sewage?

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

How we use your personal data and why

Customer Conduct Policy

Serving business

Water conservation self-assessment guide

Charging arrangements for new connections services

Products and Services Portfolio

Wholesale charges 2020-2021

Other

Speakers Panel

6. Interpretations

6.1 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;

“customer” 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

- (1) 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.
- (2) 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

- (3) the contents of lavatories;
- (4) 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
- (5) surface water;

“Infrastructure Charges” does 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 to a requisition under sections 41(1) or 98(1), to the adoption of infrastructure under a section 51A or 104 agreement or to connections described in section 146(2) of the Water Industry Act 1991.

“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

- (6) forms part of the premises in which a business of providing services for motor vehicles is carried on; or
- (7) 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
- (8) 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;

“network reinforcement” refers to work other than Site Specific Work, as defined below to provide or modify such other:

- (9) Water Mains and such tanks, service reservoirs and pumping stations, or
- (10) Sewers and such pumping stations

as is necessary in consequence of the Site Specific installation or connection of Water Mains, Service Pipes, Public Sewers and Lateral Drains pursuant to a duty imposed on the undertaker by the Water Industry Act 1991, whether by requisition (under sections 41(1), 98(1) or 98(1A)), under an agreement for adoption (under sections 51A or 104), pursuant to section 45(1) (Duty to make connections with main) or in accordance with another duty imposed by the Act, or in consequence of the exercise of rights under section 106(1) (Right to communicate with public sewers). It also includes the additional capacity in any earlier water main or sewer that falls to be used in consequence of the provision or connection of a new main or sewer;

“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”

- (11) 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;
- (12) 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

- (13) 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
- (14) 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 customer to assessment by an individual arbitrator whose appointment shall be agreed by Yorkshire Water and the customer and who shall have the power to award costs within his award; or
- (15) 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;

“Site Specific” refers to work on, or the provision of, water or sewerage structures located on a Development as well as work to provide and connect a requested Water Main, Sewer, Communication Pipe or Lateral Drain on, to or in the immediate vicinity of, the Development and

“Site Specific Work” shall be construed accordingly. It does not refer to costs or work required as part of Network Reinforcement as defined above.

“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” means any liquid, either with or without particles of matter in suspension in the liquid, which is wholly or partly produced in the course of any trade or industry carried on at trade premises;

and

in relation to any trade premises, means any such liquid which is so produced in the course of any trade or industry carried on at those premises.

But does not include domestic sewage.

“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 customers 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 customers 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.

7. Non-household

7.1 Non-household overview

Yorkshire Water exited the non-household retail market in October 2019 and therefore this section includes a summary of non-household wholesale charges for Retailers operating in the Yorkshire Water area. Full details can be found within our Wholesale Charges 2020-2021 document as published on our website: www.yorkshirewater.com/business/wholesale-charges

7.2 Wholesale non-household charges 2020-2021

Yorkshire Water water charges (excluding York Waterworks)

Description	Unit	2020-2021 wholesale non-household charges
Unmeasured non-household water charges		
Rateable value charge	p/ERV	155.12
Fixed charge	£ per annum	40.86
Assessed non-household water charges		
Assessed – Small (145m ³)	£ per annum	197.50
Assessed – Medium (255m ³)	£ per annum	347.32
Assessed – Large (550m ³)	£ per annum	749.13
Assessed – Extra Large (1,000m ³)	£ per annum	1,362.06
Measured non-household water charges		
Volumetric charge less than 50 thousand cubic metres		
Standard Tariff 0-5 thousand cubic metres per annum	p/m ³	136.21
Standard Tariff 5-50 thousand cubic metres per annum	p/m ³	136.21
Volumetric charge more than 50 thousand cubic metres		
Banded Tariff: <50 thousand cubic metres per annum	p/m ³	136.21
Banded Tariff: >50 to 250 thousand cubic metres per annum	p/m ³	86.98
Banded Tariff: >250 thousand cubic metres per annum	p/m ³	73.41

York Waterworks water charges

Description	Unit	2020-2021 non-household charges
Unmeasured non-household water charges		
Rateable Value Charge	p/£RV	89.64
Fixed charge	£ per annum	22.64
Assessed non-household water charges		
Assessed – Small (145m ³)	£ per annum	109.43
Assessed – Medium (255m ³)	£ per annum	192.45
Assessed – Large (550m ³)	£ per annum	415.09
Assessed – Extra Large (1,000m ³)	£ per annum	754.71
Measured non-household water charges		
Volumetric charge less than 50 thousand cubic metres		
Standard Tariff 0-5 thousand cubic metres per annum	p/m ³	75.47
Standard Tariff 5-50 thousand cubic metres per annum	p/m ³	75.47
Volumetric charge more than 50 thousand cubic metres		
Banded Tariff: <50 thousand cubic metres per annum	p/m ³	75.47
Banded Tariff: >50 to 250 thousand cubic metres per annum	p/m ³	66.30
Banded Tariff: >250 thousand cubic metres per annum	p/m ³	66.30

Yorkshire Water unmeasured sewerage charges

Description	Unit	2020-2021 non-household charges
Unmeasured non-household sewerage charges		
Rateable Value Charge – Foul charge	p/ERV	167.08
Rateable Value Charge – HWD charge	p/ERV	16.73
Rateable Value Charge – Total	p/ERV	183.80
Fixed charge	£ per annum	48.91
Assessed non-household sewerage charges		
Fixed charge (low consumption)	£ per annum	48.91
Assessed – Small (145m ³) – Foul charge	£ per annum	214.88
Assessed – Small (145m ³) – HWD charge	£ per annum	21.51
Assessed – Small (145m ³) – Total	£ per annum	236.39
Assessed – Medium (255m ³) – Foul charge	£ per annum	377.89
Assessed – Medium (255m ³) – HWD charge	£ per annum	37.83
Assessed – Medium (255m ³) – Total	£ per annum	415.72
Assessed – Large (550m ³) – Foul charge	£ per annum	815.06
Assessed – Large (550m ³) – HWD charge	£ per annum	81.60
Assessed – Large (550m ³) – Total	£ per annum	896.65
Assessed – Extra Large (1,000m ³) – Foul charge	£ per annum	1,481.92
Assessed – Extra Large (1,000m ³) – HWD charge	£ per annum	148.36
Assessed – Extra Large (1,000m ³) – Total	£ per annum	1,630.28
Measured non-household sewerage charges		
Volumetric charge less than 50 thousand cubic metres		
HWD – Standard Tariff 0-5	p/m ³	15.62
Foul – Standard Tariff 0-5	p/m ³	155.99
Standard Tariff 0-5 per annum	p/m ³	171.61
HWD – Standard Tariff 5-50	p/m ³	15.62
Foul – Standard Tariff 5-50	p/m ³	155.99
Standard Tariff 5-50 per annum	p/m ³	171.61
Volumetric charge more than 50 thousand cubic metres		
HWD – Banded Tariff: <50 Mla	p/m ³	15.62
Foul – Banded Tariff: <50 Mla	p/m ³	155.99
Banded Tariff: <50 thousand cubic metres per annum	p/m ³	171.61
Banded Tariff: >50 to 250 thousand cubic metres per annum	p/m ³	138.71
Banded Tariff: >250 thousand cubic metres per annum	p/m ³	126.61

Yorkshire Water surface water charges

Description	Unit	2020-2021 non-household charges
Surface water drainage		
Surface Water Drainage: Band – A – Up to 500 m ²	£ per annum	49.08
Surface Water Drainage: Band – B – Up to 750 m ²	£ per annum	98.18
Surface Water Drainage: Band – C – Up to 1,000 m ²	£ per annum	147.27
Surface Water Drainage: Band – D – Up to 2,000 m ²	£ per annum	196.36
Surface Water Drainage: Band – E – Up to 15,000 m ²	£ per annum	392.72
Surface Water Drainage: Band – F – Up to 35,000 m ²	£ per annum	2,945.39
Surface Water Drainage: Band – G – Up to 150,000 m ²	£ per annum	6,872.57
Surface Water Drainage: Band – H – Over 150,000 m ²	£ per annum	29,453.88

Yorkshire Water trade effluent charges

Description	Unit	2020-2021 non-household charges
Trade Effluent		
Reception charge standard tariff (<5Ml/a)	p/m ³	50.73
Reception charge standard tariff (5>50Ml/a)	p/m ³	50.73
Banded tariff: <50 thousand cubic metres per annum	p/m ³	50.73
Banded tariff: >50 to 250 thousand cubic metres per annum	p/m ³	28.63
Banded tariff: >250 thousand cubic metres per annum	p/m ³	19.12
V – Preliminary treatment charge	p/m ³	50.17
B – Biological treatment	p/m ³	45.49
S – Sludge disposal charge	p/m ³	30.05
Minimum charge (Annual)	£ per annum	482.35
Os – Biological strength of combined sewage	mg/litre COD	840.00
Ss – Sludge strength of combined sewage	mg/litre StS	335.00

Mogden Formula

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

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