

AffinityWater

Charges Scheme 2022/23

31st January 2022



Contents

1. Introduction	3
2. Our water supply area.....	4
3. Contact information and complaints	5
4. Responsibility for payment of water supply charges	7
5. Metered charges and payment terms	11
6. Metered charges policy.....	13
7. Non-metered charges and payment terms	21
8. Concessionary tariffs	25
9. Payment methods and your Account.....	31
10. Miscellaneous Services	34
11. Infrastructure Charges & Associated Credits.....	36
12. Definitions, interpretation and charging powers	41
13. Schedule of water supply charges.....	45
14. Schedule of infrastructure charges.....	49
15. Schedule of miscellaneous charges	50
16. Schedule of sewerage charges.....	54

1. Introduction

- (1) Welcome to Affinity Water Limited's charges scheme 2022/2023 made under Section 143 of the Water Industry Act 1991 (the "1991 Act").
- (2) This charges scheme sets out our charges and charging policies from 1 April 2022 to 31 March 2023 for the supply of water for domestic purposes to household premises and for other services provided in the course of carrying out our statutory functions. It also sets out provisions such as times and methods of payment and core customer information including our debt recovery procedure.

2. Our water supply area

- (1) Our water supply area is defined in our Instrument of Appointment and comprises three discrete regions in the south east of England shown on the map below. Charges for the supply of water vary according to region and are shown in our schedule of charges. In our Central Region, there are four sub-regions for rateable value charges: Colne Valley, Lee Valley, Rickmansworth and North Surrey which reflect historical company boundaries.



- (2) Sewerage services in our Central Region are provided by Thames Water Utilities Limited ("Thames Water") and Anglian Water Services Limited ("Anglian Water"). Sewerage services in our East Region are provided by Anglian Water while sewerage services in our Southeast Region are provided by Southern Water Services Limited ("Southern Water").
- (3) We collect sewerage charges set by Thames Water and Anglian Water under their charges schemes. You will receive a combined bill from us for water supply and sewerage services, if Thames Water or Anglian Water provide your sewerage services. These charges are shown for information in the schedule of sewerage charges but do not form part of this charges scheme.
- (4) If Southern Water provide your sewerage services, you will receive a separate bill for these services from Southern Water.

3. Contact information and complaints

- (1) If you have any queries about this charges scheme, one of our local advisers will be happy to help. You can request a call back by emailing hello@affinitywater.co.uk.
- (2) You may also contact us using the following telephone numbers.

By telephone	Enquiries covered	Telephone No
Operational enquiries	Emergencies, water quality, supply and leak enquiries	0345 357 2407
Metered billing enquiries	Account, billing and moving home for metered customers	0345 357 2401
Non-metered billing enquiries	Account, billing and moving home for non-metered customers	0345 357 2402
Automated debit/credit card link (24 hours)	Payment of bills	0345 357 2400
Leakspotters	Reporting of leaks	0800 376 5325

- (3) If you are dissatisfied with the level of service provided and wish to make a complaint, we operate a complaints procedure which has been agreed with the industry regulator, Ofwat.
- (4) We aim to answer all written complaints within 5 working days. Further information and a copy of the procedure are available from our website on www.affinitywater.co.uk and on request.
- (5) If we have been unable to resolve it directly through our complaints procedure, you may ask the Consumer Council for Water ("CCW"), the independent voice for water consumers in England and Wales, to take up your complaint on your behalf.
- (6) If your complaint is not resolved to your satisfaction after intervention from CCW, you may be able to use the Water Redress Scheme (WATRS) to ask an independent adjudicator to adjudicate any dispute relating to bills and payments, metering, and your water supply. The service is free to use for customers.
- (7) Contact information for CCW, Ofwat and WATRS is provided below.

	Consumer Council for Water	Ofwat	WATRS
Address	Consumer Council for Water 1st Floor Victoria Square House Victoria Square Birmingham B2 4AJ	Water Services Regulation Authority (Ofwat) Centre City Tower 7 Hill Street Birmingham B5 4UA	Water Redress Scheme 70 Fleet Street London EC4Y 1EU

Telephone	0300 034 2222	0121 644 7500	0207 520 3801
Web	www.ccwater.org.uk	www.Ofwat.gov.uk	www.watrs.org
email	enquiries@ccwater.org.uk	mailbox@Ofwat.gov.uk	applications@watrs.org

4. Responsibility for payment of water supply charges

4.1 Persons chargeable

- (1) Except where we have agreed otherwise, supplies of water are services provided by us to the occupiers for the time being of the premises supplied. Occupiers are liable to pay our charges for water supplied to those premises.
- (2) Where there is more than one person who occupies the premises supplied, each occupier is jointly and severally responsible for payment of our charges, regardless of whether all occupiers are named on the bill.
- (3) We may agree with a person other than the occupier that the supply of water should be treated as made to that person, rather than the occupier. In this case the other person will be the consumer and will be liable for payment of our charges.
- (4) We have put in place arrangements with certain local authority and housing association landlords for them to bill and collect water services charges from their tenants, on our behalf. Where these arrangements apply, water services are provided by us to the tenant as the occupier of the premises supplied. The tenant is responsible for paying the applicable water services charges set out in this charges scheme. The tenant meets this obligation to us by paying their landlord the water services charges billed by their landlord.
- (5) Any person who retains the right to occupy, for example the owner or landlord of premises where rooms are let individually to tenants forming more than one household who share a toilet, bathroom or kitchen facilities with other tenants, may be held liable for all water and wastewater charges relating to the premises supplied.

4.2 Change of occupation

- (1) If you are liable to pay metered charges, you must give us at least two working days' prior notice of the ending of your occupation. If you do not do so you will be liable to pay charges until whichever is the earliest of:
 - a. the next scheduled meter reading date;
 - b. the date we are informed by the new occupier of the change of occupation; or
 - c. 28 days from the date you inform us.
- (2) If you move into premises without notifying us and the previous occupier vacates the premises also without notifying us, once we become aware you have moved in we will take meter readings or use estimated readings based

on historic reads, to establish average daily use. The average daily use will then be used to calculate charges due from you between the date you moved into the premises and the date of the first meter reading.

4.3 Back-billing of charges

- (1) If we identify that you have not been billed for all or part of your water and/or sewerage services, we will back-bill you for those charges.
- (2) If we believe you could not reasonably have known about the unbilled charges, then we will back-bill charges to the start of the current billing year.
- (3) In all other cases:
 - a. the Limitation Act 1980 will apply to limit the period of back billing;
 - b. if metered charges apply to your premises but no meter readings have been taken for the period for which you will be back-billed, we will use current daily consumption to calculate the charges payable for the period of back-billing. If you provide evidence that the consumption was materially lower during that period, we may use a lower daily consumption figure to reflect this;
 - c. if metered charges apply to your premises and the meter for your premises, on testing, is proved to have been under-recording (outside prescribed error limits), we will back bill charges in accordance with section 6.4.2(2) (a) of this charges scheme;
 - d. if you are liable to pay non-metered charges they will be determined on a pro-rata basis from the date of your occupancy.
- (4) The tariffs used to calculate the charges payable for the relevant period of back billing will be the relevant tariffs for the billing year(s) for which the period of back billing is made. Charges that are back-billed will include all fixed and variable charges relevant to the supply made to the premises.

4.4 Shared metered supplies and common billing agreements

- (1) Where houses that are separately occupied are supplied with water through a common supply pipe and single meter and there is no common billing agreement, then the occupiers of each of the houses are jointly and severally liable for the whole of the charges in respect of water so supplied.
- (2) Where a house we supply with water through a single meter comprises areas in separate occupation and there is no common billing agreement, then each of the occupiers of the house is jointly and severally liable for the whole of the charges in respect of water so supplied.

- (3) At our discretion, notwithstanding sections 4.4(1) and 4.4(2), any person we determine to be:
- a. the principal user of the water supplied through a common supply pipe and single meter; and/or
 - b. using or permitting (whether formally or informally) the water supplied through the common supply pipe and single meter to afford a supply to areas of the house(s) in separate occupation or use;

will be liable for the whole of the charges in respect of water so supplied.

4.5 Sub-metering

- (1) In the past, we have put in place arrangements to facilitate the billing of premises supplied (through our main meter) by a private water supply network. In these cases, we use meters installed on the private network (sub-meters) for charging purposes. These arrangements facilitate the occupier of each premises on the private network to receive a separate bill for the water used but require one person to be responsible for any volumes not recorded by the sub-meters. We no longer offer this facility but where these arrangements are already in place they will continue until one of the following occurs:
- a. water supplied through our main meter is not paid for;
 - b. the pipework deteriorates and is in need of renewal. When this situation occurs, we recommend renewal with separate individual supply pipes and meters; or
 - c. further properties are added to a private supply arrangement.
- (2) Where sub-metering is not permitted or is no longer permitted:
- a. one occupier may assume responsibility for and pay the value of water passing through the first (main) meter connected to our main; or
 - b. the private network of pipes must be altered or replaced by the owner(s)/occupiers so that each occupier is separately supplied from our main and individually metered.
- (3) Where bills remain unpaid for a prolonged period we may require a separation of supplies in accordance with our powers under section 64 of the 1991 Act.

4.6 Charges for empty premises

- (1) Unless we agree otherwise, charges remain payable when your premises are empty.
- (2) Where premises are empty due to death, long term hospitalisation or care, we may on request waive all or part of the charges.

- (3) If we find that the premises are occupied, we will levy full charges back to the last known date of occupation and may charge you a fee as shown in the schedule of charges.

4.7 Bankruptcy or insolvency

- (1) If you enter into any formal insolvency procedure, including a debt relief order, we may apportion any charges on a daily basis up to the date immediately before the date the relevant insolvency procedure becomes effective ('the insolvency date').
- (2) Any apportioned charges after the insolvency date will be payable by you, as the occupier of the premises in question, and will apply from the next day of occupation after the insolvency date. Any such apportioned charges will not fall within the insolvency procedure. The charges will be payable by you on the same payment terms as would apply if you had first occupied the premises on that day.

4.8 Temporary use bans

- (1) Where we prohibit one or more specified uses of water for a temporary period under section 76 of the 1991 Act charges levied wholly and exclusively in respect of such prohibited uses will be waived for the period of the ban.

5. Metered charges and payment terms

5.1 Overview of our metered charges

- (1) Metered charges comprise an annual fixed charge and a volumetric charge as explained below:

Fixed charge –The fixed charge reflects the fixed costs in the provision and maintenance of our water supply system and the administration of billing and collection. It is billed in equal parts according to how frequently you are billed. The period covered by the fixed charge is specified on your bill and may mean that some of the charge is paid in arrears and some in advance. The fixed charge will vary according to the size of meter as shown in the schedule of charges.

Where metered charges take effect part way through a billing year, the fixed charge will be apportioned.

Volumetric charge – The volumetric charge is calculated by multiplying the volume of water supplied determined from the meter reading (or estimated by us) by the relevant rate per cubic metre shown in the schedule of charges.

- (2) A separate fixed charge applies to each metered supply.

5.2 Payment terms for metered charges

- (1) We will bill you approximately every six months and will let you know should we decide to change the billing frequency. The dates by which payment is due vary according to the payment method and are shown in the table below.

Billing frequency	Payment method	Due
Half-Yearly	Direct Debit	Either as and when billed, or in monthly instalments to be made on 1st, 8th, 15th or 22nd of each month.
Half-Yearly	Other than by Direct Debit	Either as and when billed, or in monthly instalments as agreed with the Company (excluding Credit Cards)

- (2) You may choose to pay your bill in 12 monthly instalments by using a payment card (subject to minimum transaction value), payment slips, debit or credit card or a standing order arrangement, either by weekly or fortnightly instalments of equal amounts.

- (3) Direct Debit payment methods are apportioned over 12 months but are not available for weekly or fortnightly instalments and we may withdraw an instalment option if any instalment is not paid on the due date.

5.3 Leakage and waste of water

- (1) If you are liable to pay metered charges, we will charge you for all water passing through the meter. This includes water lost as a result of leakage from your supply pipe (internal or external), waste or undue consumption of water, visible or non-visible but excluding water used for fire fighting purposes.
- (2) We have a Leakage Booklet which sets out our Procedure on leakage and including information about eligibility for a leakage allowance. Our Leakage Booklet is available on our website www.affinitywater.co.uk and on request.

6. Metered charges policy

6.1 When will metered charges apply?

- (1) This metered charges policy should be read in conjunction with our Metering Policy which sets out our company policy with regards to metering activity and is available from our website at www.affinitywater.co.uk
- (2) Metered charges will apply for water supplied to premises in the following cases:

Water supplied to:	Description
New premises	Premises which have never been connected to a water supply for domestic purposes before. This includes newly constructed premises on land where premises have previously been substantially or entirely demolished, regardless of whether the service pipe by which the supply was previously made has been reused.
Premises to which metered charges already apply	If metered charges already apply to water supplied to any premises, they will continue to apply on change of occupation.
Premises in an area covered by our Water Saving Programme	Premises in our Central Region which are subject to our Water Saving Programme as described in section 6.2.
Premises covered by our meter option scheme	You have a legal right to request metered charges. See section 6.3 for further details.
Garden sprinklers	If you use a garden sprinkler or other automatic garden watering system at your premises.
Ponds and swimming pools	If you have a pond, or a swimming pool, with a capacity greater than 10,000 litres which is designed to replenish itself automatically.

- (3) We may require that a meter is installed and metered charges are applied for water supplied to premises in the following cases:

Case	Description
Change of occupation	A change in the persons occupying the premises where no person who was in occupation of the premises before the change remains in occupation after the change.
Premises are empty	Charges have not been levied for any period of at least 12 months by reason of the premises being empty.
Sub-divided premises	Premises that have been newly formed by the division or merger of premises to which rateable value charges apply.
Use of premises	Premises where the principal use is not as your home.
Large baths	If your premises have a bath with a capacity (measured to the centre line of overflow) greater than 230 litres.
Showers	If your premises have a shower unit of a type specified under paragraph 4(c) of the table to Regulation 5 of the Water Supply (Water Fittings) Regulations 1999.
Water softeners	If your premises have a water softener unit which incorporates reverse osmosis.

6.2 Our Water Saving Programme (Central Region)

- (1) The areas we supply have been determined by the Secretary of State to be areas of serious water stress for the purposes of Regulation 4(1) of the Water Industry (Prescribed Conditions) Regulations 1999.
- (2) In our water resources management plan, published under 37B(8)(a) of 1991 Act, we have included a programme of compulsory metering of premises in our Central Region to help us ensure that enough water remains available for supply over the longer term.

6.2.1 How it works

- (1) We will contact you before we install a meter at your premises to explain the process and our two year opt-in period for switching to metered charges.
- (2) We aim to install the water meter within 90 days following our initial survey, unless installing the meter is impractical or would be unreasonably expensive, or where you have not provided access to your premises.
- (3) Once we have installed the meter, metered charges will apply to water supplied to the premises from the first to occur of:

- a. you asking to switch to metered charges;
 - b. a change in occupation of the premises;
 - c. the date of the next meter reading taken by us following the second anniversary of installation of the meter.
 - d. when, for meters installed during charging years since 2020/21, and based on meter readings we have taken over the year following meter installation:
 - i) the combined metered charges for water and sewerage would have been at least £100 lower on an annual basis than the unmetered charges applicable in the equivalent period; and ii) we have informed you that the circumstances in i) above apply and you have not told us that you wish to defer metered charges until the second anniversary of the installation of the meter
- (4) We will check for any leaks on your supply pipe when we install the water meter. If we do find a leak or believe that you may have a leak on your supply pipe, we will inform you. We will also offer you a free leak repair for any repairs we carry out within three months of installing the meter. More information is available in our Leakage Booklet on our website at www.affinitywater.co.uk
- (5) If you are eligible for our concessionary tariff LIFT (Low Income Fixed Tariff) and are covered by our Water Saving Programme, you will be charged the lower of the LIFT tariff or the metered charges applicable to your premises. If you do not provide us with access to your premises to install the meter, we may withdraw you from the LIFT tariff and the highest occupancy band of our assessed charges will apply to your premises. See section 8 for more details of our LIFT scheme.
- (6) The Water Saving Programme also applies to empty premises and we will install a water meter at premises which we consider are empty. Metered charges will apply immediately upon occupation.

6.2.2 If metering is impractical or access is not provided

- (1) If our initial survey indicates it would not be reasonably practicable to install a meter, assessed charges will apply to your premises. If these charges would be higher than your current rateable value charge, we will (unless you otherwise request) defer applying assessed charges for two years from the date of our survey. Deferral will not apply if there is a change in occupation of the premises.
- (2) If you do not provide us with access to your premises to install a meter, the highest occupancy band of our assessed charges will apply to your premises. We may also apply to the Magistrates Court to obtain a warrant to enter your premises to install a meter, if necessary by force.
- (3) If we are subsequently able to install a meter before the second anniversary of our initial survey, metered charges will apply following installation of the meter from the first to occur of:

- a. you asking to switch to metered charges;
- b. a change in occupation of the premises;
- c. the date of the next meter reading taken by us following the second anniversary of the initial survey.

6.3 Our meter option scheme

6.3.1 Choosing to switch to metered charges

- (1) You can ask to have a meter installed free of charge and to switch to metered charges at any time. This applies across all our supply areas and subject to the following:
 - a. Our meter option scheme is not available if your premises are subject to investigations concerning unauthorised water connections and/or contraventions of The Water Supply (Water Fittings) Regulations. In such cases, non-metered charges will apply until the contraventions have been rectified.
 - b. If you are an occupier of premises comprising areas of separate occupation (such as flats), our meter option scheme is only applicable if the criteria set out below is met:
 - i. a survey of the site establishing that all individual flats can be metered;
 - ii. written consent from each occupier for individual meters to be installed, and
 - iii. agreement for the retention of a communal meter for outside taps etc.
- (2) If you have a tenancy of your premises for six months or more, your landlord may not prevent you from exercising these rights and you do not need the landlord's permission, however we recommend you let your landlord know as a courtesy.
- (3) Where our meter option scheme applies, we aim to install the meter within 90 days of you asking us for one. If we do not do so due to circumstances within our control, we will switch you to assessed charges until we install the meter. We will adjust these assessed charges if subsequent meter readings indicate a lower volumetric charge should apply.
- (4) Metered charges will apply from the date of meter installation.
- (5) If we find that it is not reasonably practicable to install a meter or that it would involve unreasonable expense we will let you know. Typically, we consider this would arise where:

- a. we would need to install more than one meter to measure the amount of water used;
 - b. access to install, read, inspect and maintain the meter would not be reasonably practicable or unsafe;
 - c. substantial plumbing alterations would be needed.
- (6) If we are unable to reach agreement with you whether it is not reasonably practicable to install a meter or whether it would involve unreasonable expense, you (or we) may ask Ofwat to determine the dispute.
- (7) If it would not be reasonably practicable to install a meter or it would involve unreasonable expense, you may choose to switch from rateable value charges to assessed charges from the date of our initial survey. This option is not available where section 6.2 applies.
- (8) If you have requested a meter we will also check for any leaks on your supply pipe when we install it. If we do find a leak or believe that you may have a leak on your supply pipe, we will let you know. Our Leakage Booklet is available on our website at www.affinitywater.co.uk or on request which explains our procedure on supply pipe leakage.

6.3.2 Reverting to non-metered charges

- (1) If your premises are in our East Region, you may revert to non-metered charges provided:
- a) the principal use of the premises is as a home, and;
 - b) you ask to revert within 12 months of metered charges applying to your premises or within 30 days of receiving your second measured charges bill (whichever is the later) and either:
 - i. you had opted for metered charges (and have not given a previous metered charges notice) or;
 - ii. a person other than you opted for metered charges and any person who was in occupation of the premises at that time, remains in occupation.
 - c) You will not be eligible to revert to non-metered charges if you use a sprinkler, hosepipe or any other apparatus for watering the garden (unless it is hand held) and/or your premises has a swimming pool or pond with a capacity greater than 10,000 litres which uses an automatic replenishing system;
- (2) If you are eligible to revert to non-metered charges, we will make this change within 5 working days of your request, but we will not remove the water meter.
- (3) If your premises are in our Central or Southeast Regions you will not be able to revert to non-metered charges as both are compulsory metering areas.

6.4 General provisions

6.4.1 Where will the meter be installed?

- (1) We are required by law to install water meters so they are reasonably accessible for reading, inspection, testing and maintenance.
- (2) A meter installed outside a building must be installed as near as is reasonably practicable either to the boundary of the premises supplied or to the point where the supply pipe enters the building.
- (3) A meter installed inside a building must be installed as near as is reasonably practicable to the point where the supply pipe enters the building or to the stop-tap. The location of the meter does not alter your liability to maintain and repair your supply pipe.
- (4) We will let you know where we intend to install the water meter. You may ask us to install the meter in a different location. If we agree, we will give you an estimate of any costs you will need to pay us to meet your request. If we do not agree, we will let you know our reasons.
- (5) If we are unable to reach agreement with you about the amount of any costs and/or the location for the meter installation, you (or we) may require an arbitrator to be appointed to determine the dispute.

6.4.2 Meter readings

- (1) A meter reading taken by us is evidence of the water consumed except where the meter:
 - a. has stopped or slowed;
 - b. has been bypassed or otherwise removed by you; or
 - c. has been tested and found to exceed the prescribed limits of error.

In these cases we will estimate the quantity supplied during the period when the meter had stopped, failed to register correctly, been bypassed or removed.
- (2) If the meter has been tested and found to be recording outside prescribed limits of error, we will calculate any sums payable in accordance with The Water (Meters) Regulations 1988:
 - a. in the case of under-recording, we will adjust your charges back by a maximum of six months from the last meter reading;
 - b. in the case of over-recording, we will adjust your charges back to the last meter reading but one.

- (3) Under the 1991 Act, we have powers to access your premises to read and carry out necessary maintenance to a meter located on your premises.
- (4) If it has not been possible to read your meter, we will estimate a reading for billing purposes, for example in situations where you have not given us access. Our estimates are based on historical data for an equivalent period or the number of occupiers, if known. If this data is not available, the estimate will be based on any relevant available information, with a default consumption based on an occupancy of two persons. Where we are able to obtain an actual reading, we will replace the estimated reading with the actual reading and charges will be recalculated on the information supplied.
- (5) If the start of a billing year falls between two meter readings, the total volume recorded for the reading period will be apportioned on a daily basis between the period up to 31 March and the period after that date. Volumetric charges will likewise be calculated at the rates for the two relevant billing years.

6.4.3 Meter testing and meter logging

- (1) We offer two services that may be of assistance in determining the cause of an unexpected change in consumption: meter testing and meter logging.

Meter testing

- (2) If you think the meter might not be working correctly, you may ask us to test it. On request, we will remove the meter and send it to an independent testing facility for testing in accordance with the Water (Meters) Regulations 1988. A replacement meter will be installed and will remain in place regardless of the test result:
 - a. if the results of the testing show that the meter is working correctly i.e. that it is registering within the prescribed limits of error, we will charge you a fee of £70;
 - b. if the results of the testing show that the meter is working incorrectly i.e. that it is registering outside of the prescribed limits of error, then we will adjust your metered charges in accordance with section 6.4.2(2).
- (3) If we decide that your meter should be sent for testing, we will not charge you a fee, regardless of whether the test is found to be necessary or not.

Meter logging

- (4) We offer a logging service that may assist you in determining the reason for unusual or high consumption. The service includes the deployment of an electronic logging device connected to the pulsed output of the meter, enabling actual consumption to be recorded at 15-minute intervals. The logger will normally be deployed for a minimum period of 7 days and a full report will be produced for you shortly afterwards. The charge for this service is shown in the schedule of charges.

6.4.4 Who is responsible for the meter?

- (1) We own and are responsible for the maintenance of the meter and any equipment associated with it. Where metered charges apply, we will bear the cost of installing and connecting the meter, including expenses associated with the maintenance, repair, disconnection and removal of the meter. There may be circumstances where we will charge you for the costs of installing and connecting the meter such as in relation to a new connection.
- (2) You must take all reasonable care of the meter, for example you must not cover or obstruct the meter in any way and you must allow us reasonable access to your premises in order for us to access the meter. If we incur a cost in accessing or re-siting the meter because you have covered or obstructed it, then we will charge you for these costs.
- (3) It is a criminal offence under section 175 of the 1991 Act to interfere with, wilfully damage or remove the meter. This means that you must not remove it or instruct anyone to remove it for you (e.g. a plumber). If you are convicted of doing any of these things, you could face a fine imposed by the Magistrates Court.
- (4) If you damage the meter, we may recover our reasonable expenses in repairing or replacing the damaged meter.

6.4.5 Adoption of meters

- (1) We may agree to adopt a meter which you have installed if:
 - a. the meter meets all relevant regulations governing accuracy and technical suitability;
 - b. the meter is installed in accordance with the Water Supply (Water Fittings) Regulations 1999 and the Water (Meters) Regulations 1988;
 - c. the meter is installed in a location that is suitable for us to gain access to read; and
 - d. the meter registers all water used at a single premises.

7. Non-metered charges and payment terms

7.1 Overview of our non-metered charges

- (1) If metered charges do not apply to your premises, one of the following non-metered charges will apply:
 - a. a rateable value charge
 - b. an assessed charge

7.2 Rateable value charge

- (1) The rateable value charge comprises:
 - a. an annual fixed charge determined in accordance with the schedule of charges payable on a daily basis on all properties with a rateable value of greater than £50; and
 - b. a charge calculated by multiplying the rateable value of the premises by a rate in the £ based on the location of the premises as specified in the schedule of charges.
- (2) The rateable value of the premises will be the value shown in the rating valuation list at 31 March 1990 or a notional rateable value assigned by us.
- (3) We may apply a notional rateable value to any premises where:
 - a. they did not have a rateable value at 31 March 1990, (including but not limited to places of worship);
 - b. they are created from the sub division of premises having a rateable value at 31 March 1990;
 - c. they are created from the merger of two or more premises with individual rateable values. In the absence of clear evidence to the contrary the notional rateable value will be taken as the sum of the individual rateable values of the properties that have been merged;
 - d. they have a rateable value of less than £50, which is not representative of other similar properties in the rating valuation list;
 - e. building works have increased the property size and floor space by greater than 50% of the previous floor size.
- (4) We will determine the applicable notional rateable value by having regard to the rateable values of similar premises in the rating valuation list at 31 March 1990 and any representations to us

- (5) Where your premises do not have a water supply, but water is made available to you from communal facilities by virtue of your occupation of the premises, you will be liable to pay the rateable value charge in respect of your premises.

7.3 Assessed charge

- (1) If we are unable for any reason to install a meter at your premises we may charge you using our assessed charge.
- (2) The assessed charge is a fixed annual charge set out in the schedule of charges and is determined by the number of people living in the premises. The assessed charge consists of the annual meter fixed charge and an assessed annual consumption charge calculated by multiplying the assessed annual consumption shown in the table below by the relevant rate per cubic metre shown in the schedule of charges.

Number of persons in occupation	Assessed annual consumption (cubic metres)	
	Central Region and Southeast Region	East Region
1	65	42
2	115	78
3	169	115
4 or more	223	169

- (3) If we know how many people are living at the premises then we will calculate the assessed consumption charge accordingly. If you do not tell us how many people are living at your premises then we will use the highest assessed consumption charge for the premises until we confirm the correct number of people.
- (4) If you live in our Central Region your premises will be part of our metering programme and we will try to install a meter at your premises through our Water Saving Programme. If you do not provide us access to your premises to install a meter we will transfer you to the assessed charge for four or more persons.

7.4 Additional charges for sprinklers, hosepipes, pools, ponds, hot tubs and spa baths

- (1) Where non-metered charges apply to premises and such premises have or use:
- a. a sprinkler;
 - b. a swimming pool;

- c. a leisure pool;
- d. a bath, hot tub, spa bath or other similar recreational water using apparatus with a total capacity greater than 230 litres; or
- e. a hosepipe or any other apparatus for watering the garden (unless it is hand held).

We will charge you an annual household non-metered swimming pool, sprinkler or garden pond charge for such facilities, as set out in the schedule of charges.

- (2) These charges are payable in addition to your non-metered charge and will apply until such time as metered charges apply to your premises.
- (3) Ponds are not subject to non-metered charges, except where they have a capacity greater than 10,000 litres but cannot be metered for technical reasons.

7.5 Payment terms for non-metered charges

- (1) If you are liable to pay non-metered charges, we will bill you approximately once a year. Non-metered charges are due in advance on 1 April but you have a choice of payment frequencies as set out in the table below.

Frequency	Payment Method	Due
Annual	Direct Debit	1st, 8th, 15th or 22nd April
Annual	Other than by Direct Debit	By 1st April (or a completed Direct Debit form received by this date).
Half-Yearly	Direct Debit	1st, 8th, 15th or 22nd April and 1st, 8th, 15th or 22nd October.
Half-Yearly	Other than by Direct Debit	First payment by 8th April and second by 8th October (or a completed Direct Debit form received by 8th April).
10 Instalments	Direct Debit	Payments to commence on 1st, 8th, 15th or 22nd April. Last payment on 1st, 8th, 15th or 22nd January as appropriate.

Frequency	Payment Method	Due
10 Instalments	Other than by Direct Debit	1st April to 1st January.
12 Instalments	Direct Debit	On either 1st, 8th, 15th or 22nd of the month.
12 Instalments	Other than by Direct Debit	On either 1st, 8th, 15th or 22nd of the month.
Multi-Instalments	Other than by Direct Debit	As agreed with the Company

- (2) Your bill is payable on demand in advance. You may choose to pay your bill in 12 monthly instalments by using a payment card (subject to minimum transaction value), payment slips, debit or credit card or a standing order arrangement, either by weekly or fortnightly instalments of equal amounts.
- (3) The Direct Debit payment method is not available for weekly or fortnightly instalments and we may withdraw an instalment option if any instalment is not paid on the due date.

8. Concessionary tariffs

- (1) If you are struggling to pay your bill due to financial or health reasons, we may be able to help you. We offer the following concessionary tariffs and payment terms:
 - a. WaterSure Tariff
 - b. LIFT (Low Income Fixed Tariff)
 - c. Water Direct (concessionary payment terms)
- (2) If you are in severe financial hardship, we may offer a higher rate of discount on your water bill. This will require you to provide details of your income, expenditure and financial circumstances.
- (3) Thames Water, Anglian Water and Southern Water have different payment support schemes to help those struggling with their bills:

We provide some information about their concessionary schemes in section 8.4 below for information only. These sections do not form part of our charges scheme.

- (4) We promote the efficient use of water to help you manage your water consumption, we may offer to carry out a free home water audit at your premises. This will help identify how you may be able to reduce your water consumption to reduce your water bill.
- (5) If you are eligible for any of our concessionary tariffs, we will ensure that you are on the lowest tariff available to you which you are eligible for. If you do not qualify for any of our schemes, please contact us to discuss a payment plan to suit you.

8.1 WaterSure

- (1) Under our WaterSure Scheme, metered charges (and sewerage charges set by Thames Water and Anglian Water) for eligible customers are capped to the annual amounts shown in the schedule of charges.
- (2) To be eligible, you or someone living in the property with you must be in receipt of one or more of the following benefits/tax credits:
 - a. universal credit;
 - b. housing benefit;
 - c. income support;
 - d. income-based jobseekers' allowance;

- e. state pension credit;
 - f. working tax credit;
 - g. child tax credit (except families in receipt of the family element only);
 - h. income-related employment and support allowance
- (3) In addition, either:
- a. the person in receipt of the benefits/tax credits under part 8.1(2) above is also in receipt of Child Benefit for three or more children under the age of 19 who are in full-time education or approved training and living at the property; OR
 - b. you have, or someone living in the property with you has any of the following medical conditions which require the need to use significant amounts of water:
 - i. desquamation (flaky skin disease);
 - ii. weeping skin disease (eczema, psoriasis, varicose ulceration);
 - iii. incontinence;
 - iv. abdominal stoma;
 - v. crohn's disease;
 - vi. ulcerative colitis;
 - vii. renal failure requiring home dialysis (except where the health authority contributes to the cost of the water used in dialysis);
 - viii. any other medical condition that uses significant volumes of water and can be supported by a doctor's certificate.
- (4) In addition, your premises must be your only or principal home and you must not use at your premises a sprinkler, hosepipe or any other apparatus for watering the garden (unless it is hand held) and you must not have a swimming pool or pond with a capacity greater than 10,000 litres which uses an automatic replenishing system.
- (5) We may, at our discretion consider you to be eligible for our WaterSure Scheme where you only meet the criteria set out in 8.1(3)(b) above but not the criteria in 8.1(2) above. If we exercise our discretion, your metered charges will be capped as if you were eligible for the WaterSure Scheme.
- (6) To apply for our WaterSure scheme, you can complete the online application form available on our website <https://www.affinitywater.co.uk/struggling-to-pay-your-bill.aspx>. In processing your application, we will need to verify your

eligibility by checking claims with third parties such as Jobcentre Plus or your doctor.

- (7) The WaterSure scheme operates for a year: it begins from the start of the billing period in which you made your application and you may pay by monthly instalments over the year. The scheme ends after 12 months or when you are no longer eligible for the scheme. If this falls in the middle of a billing period then the scheme will end at the end of that billing period.
- (8) If you qualify for WaterSure, you will pay no more than the average household bill, even if you use more than the average amount of water.

8.2 LIFT (Low Income Fixed Tariff)

- (1) Our LIFT tariff is available if your annual household income does not exceed the amount set and published by us from time to time (excluding benefits) OR if you are claiming one of the following benefits:
 - a. income related employment and support allowance;
 - b. income support;
 - c. job seeker's allowance;
 - d. housing benefit, universal credit;
 - e. pension credit.
- (2) The LIFT scheme is a fixed annual charge for water supply which is capped and can be spread over monthly payments. The LIFT scheme does not apply to the sewerage element of your bill. If your current water charge is less than the capped amount shown in the schedule of charges, you may not qualify for LIFT.
- (3) The LIFT scheme has been developed having regard to Defra's guidance under section 44 of the Flood and Water Management Act 2010 last updated June 2014.
- (4) In deciding whether you are unable to afford your bill we will take into account a number of factors such as:
 - a. your household income;
 - b. any benefits or tax credits you are receiving;
 - c. whether it is appropriate in all the circumstances for us to provide support to you through LIFT.

- (5) In addition, the premises you occupy must be your only or principal home and you must not use at your premises a sprinkler, hosepipe or any other apparatus for watering the garden (unless it is hand held) and you must not have a swimming pool or pond with a capacity greater than 10,000 litres which uses an automatic replenishing system.
- (6) If you do not have a meter and your water usage becomes excessive (having regard to the number of people living at the premises), we may install a meter at your premises to monitor your water usage. We reserve the right to withdraw the LIFT scheme if you do not have a meter.
- (7) To apply for our LIFT scheme, you can complete the online application form available from our website <https://www.affinitywater.co.uk/struggling-to-pay-your-bill.aspx>. In processing your application, we will need to verify your eligibility by checking the information you have provided us with such agencies or organisations that we reasonably believe would be able to verify such information. We may exercise our discretion to restrict the number of new applications to the LIFT scheme and we may prioritise applications from customers whose premises are subject to metered charges. If you are eligible for the LIFT scheme, you will not be entitled to other rebates or allowances.
- (8) The LIFT scheme operates for a year and we may require you to re-apply each year. The scheme begins from the date of your application and you may pay by monthly instalments over the year. Payments must be received to remain eligible for the scheme. The scheme will continue until you are no longer eligible.
- (9) If your application is not successful then you may make a further application after 6 months or if there has been a material change in your financial circumstances.

8.3 Water Direct

- (1) The Water Direct scheme is available if you receive certain benefits and are in arrears and unable to pay your current bill. The scheme is run in partnership with the Department of Work and Pensions and allows you to set up a weekly payment instalment which is taken directly out of your benefits.
- (2) To be eligible for the Water Direct scheme, you must be in debt and unable to pay your current bill and you must be in receipt of one of the following benefits:
 - a. income-based job seekers allowance;
 - b. employment and support allowance;
 - c. pension credit.
- (3) To apply for the Water Direct scheme, please contact us on 0800 697 982.

8.4 Sewerage charges – concessionary tariffs

The information in this section does not form part of our charges scheme and may be subject to change.

AquaCare – provided by Anglian Water

- (1) If you pay metered charges and your sewerage services are provided by Anglian Water you may benefit from Anglian Water's AquaCare scheme if you are experiencing particular hardship. It aims to help metered households by giving a higher fixed rate than the standard household tariff, but charges less per cubic metre.
- (2) To be eligible for the AquaCare scheme you must receive one of the following benefits:
 - a. income related employment and support allowance;
 - b. income support;
 - c. income based job seeker's allowance;
 - d. housing benefit;
 - e. universal credit;
 - f. pension credit;
 - g. working tax credit;
 - h. child tax credit (other than just the family element).
- (3) To apply for the AquaCare scheme you should in the first instance contact Anglian Water on 0800 169 3630.
- (4) If you are eligible for the AquaCare scheme we will apply the tariff from the date of your last meter reading, so you will see the AquaCare tariff when you receive your next bill. Please note, this tariff is offered by Anglian Water and cannot be backdated.

Anglian LITE – provided by Anglian Water

- (5) This scheme supports people with low disposable income who may be struggling to afford their water bill. Eligibility is based upon an assessment of your financial circumstances. A discount will be given where your bill represents a large proportion of your disposable income. To apply call 0800 975 5574.

WaterHelp – provided by Thames Water

- (6) If your sewerage services are provided by Thames Water and you live in a low income household, you may be eligible for a reduction to your sewerage charges. Please visit www.affinitywater.co.uk/billing/help-with-sewerage-charges for more information or contact us on 0345 357 2401.

Southern Water

- (7) Southern Water offers different payment support schemes. If your sewerage services are provided by Southern Water you may be eligible for a discount on your bill if:
- a. Your household income is low;
 - b. Someone in your household receives a mean-tested benefit;
 - c. You have three or more children under 19 in your house;
 - d. Someone in your house requires more water due to a medical condition;
 - e. You haven't made a payment for a while.
- (8) You can contact Southern Water to discuss whether you would be eligible for a reduction of your sewerage charges on 0800 027 0363, or email payless@southernwater.co.uk or go to Help paying your bill (southernwater.co.uk).

9. Payment methods and your Account

9.1 Payment methods

- (1) You can choose to pay your water bill using any of the following payment methods:
 - a. direct debit;
 - b. via our website;
 - c. credit and debit cards using either our website facility or by phone (most cards are accepted; we are unable to accept Electron or American Express);
 - d. standing order (a form is available on our website and on request);
 - e. post (cheque or postal order);
 - f. telephone and online home banking;
 - g. payment cards (available for use free of charge at any paypoint™ enabled retail outlet, and subject to a minimum transaction value of £3.50 and a maximum transaction value of £99.00);
 - h. any other methods of payment we may make available from time to time.
- (2) We have an arrangement with certain local authorities and other landlords, which collect charges for water services from their tenants. In this case, you will not receive a bill from us but you will be charged by your local authority or landlord an amount in addition to your rent to cover water charges.
- (3) If you are in receipt of certain Benefits or Tax Credits and you are in arrears, we will accept payment through the direct payment scheme, known as "Water Direct." Please see section 8.3 for more details on this scheme.

9.2 Collection of outstanding charges

- (1) If you are having difficulty in paying your bill, please get in touch with us straight away so we can see how we can help you manage your water charges.
- (2) If you fail to pay your bill, we may apply any or all of the following:
 - a. send you a reminder notice (by letter, SMS or email) if we have not received any payment within 7 days of when payment was due;
 - b. send you a formal reminder notice in writing;

- c. withdraw you from any existing instalment plan so that the whole amount of outstanding charges will become due and payable;
 - d. withdraw you from any concessionary tariffs in line with policies applicable to those tariffs;
 - e. pass your account details including your contact details to a debt collection agency who will attempt to contact you by SMS/email/letter/telephone to either secure payment from you and/or arrange a payment plan with you. If a debt collection agency is appointed to recover outstanding charges, you will be charged an additional fee as shown in the schedule of charges;
 - f. we may also send a company representative or send a third party agent to your home or billing address to discuss our unpaid water charges and agree payments with you;
 - g. commence legal proceedings against you, which will include a claim for interest in accordance with 9.3(1) below. If you have a poor payment history we may exclude some of the procedural steps listed above.
 - h. assign your account's outstanding balance and pass your details to a debt purchase company. Before we do this, we will write or email to your last known address informing you of the assignment and informing you of the debt purchase company. The debt purchase company will attempt to contact you by email, SMS messaging and/or by telephone to either secure payment from you and/or arrange a payment plan with you. Should you not make agreed payments or keep to a payment plan, the debt purchase company may take legal proceedings against you.
- (3) Where there is an outstanding balance shown as brought forward on your latest bill, any payments you make will be applied by us first against that balance and only once that balance is reduced to zero will payments be applied against current charges.
- (4) We will charge you an administration fee as shown in the schedule of charges for any failed transactions, for example where a cheque is dishonoured or a direct debit payment is returned unpaid.

9.3 Interest

- (1) If we commence legal proceedings to recover any outstanding debt, then we will include within our claim (in accordance with section 69 of the County Courts Act 1984), a claim for interest. Interest will be claimed on the debt outstanding at the rate from time to time specified under the Act from the date the debt became due to the date of issue of the proceedings and, in addition, up to the date of the Court's Judgment or earlier payment, whichever comes first.

9.4 Paperless billing and on-line account management

- (1) You can manage your water services account on-line, facilities include:
- a. paperless billing;
 - b. amending your contact details;
 - c. setting up and amending a direct debit;
 - d. amending your details if you are moving home;
 - e. amending the names on your account;
 - f. downloading copies of your bills and up-to-date statements of your account;
 - g. submitting a meter read;
 - h. making a payment.

To sign up for this facility please visit our website at <https://myonlineaccount.affinitywater.co.uk/>

10. Miscellaneous Services

10.1 Supplies to field troughs, drinking bowls and outside taps

- (1) If **you** require a supply of water otherwise than in respect of premises, such as to field troughs, drinking bowls or outside taps, the charges as set out in the **schedule of charges** shall apply.

10.2 Water used for fire fighting purposes

- (1) In accordance with section 147 of the 1991 Act, we will not charge a volumetric charge in respect of water used for fire fighting purposes or for the purpose of training persons for fire fighting.
- (2) Where a water supply is solely for the purposes of fire fighting, no fixed charges are payable.

10.3 Hydrant licences and use of standpipes

- (1) A hydrant licence must be obtained from us before operating or drawing water from any hydrant. It is an offence under section 174 of the 1991 Act to attach any pipe or apparatus to our pipes or to a service pipe or to make any alteration to a service pipe or any apparatus or to use water drawn from a hydrant on our network without our permission. It is also an offence under section 42(6)(a) of the Fire and Rescue Services Act 2004 to use a hydrant for any purpose that is not for the purposes of fire-fighting or for any purpose that is not authorised by us. We may initiate legal proceedings against any individual and/or company who is in contravention of these offences.
- (2) Charges associated with the use of hydrants and hiring or purchasing standpipes are shown in the schedule of charges. For more information on applying for a hydrant licence please visit our website www.affinitywater.co.uk or contact our Hydrant Enforcement Team on hydrant.licensing@affinitywater.co.uk

10.4 Data Logging Devices

- (1) This section applies if you have a metered supply otherwise than to premises and you wish to install your own data logging device to our meter.
- (2) Our list of meters which is available on our website at www.affinitywater.co.uk includes details of meters compatible with the fitting of data logging devices.

- (3) We have also published on our website the Terms and Conditions upon which we will allow data logging devices to be installed on our meters and our policy on how we treat data logging devices.
- (4) We will not charge you for installing your own data logging device on our meters unless we have carried out any part of the work associated with installing the meter logger for example, the installation of a splitter cable which is required for the purposes of enabling the logger to be installed on our meter. In these circumstances we will charge you the reasonable expenses incurred in carrying out the work as set out in the schedule of charges.

10.5 Provision of mapping information

- (1) You can request mapping information showing where our water mains are located. Our provision of mapping information may be subject to licensing requirements which may restrict the information that we are able to provide you with. Where we do provide information, we may charge you in accordance with the schedule of charges.
- (2) For more information, please contact our Geographical Analysis Team at maps@affinitywater.co.uk or visit our website www.affinitywater.co.uk/mapping.aspx

10.6 Replacement of lead service pipes

- (1) Costs associated with the replacement of lead service pipes as requested (other than to non-household premises) are set out in the schedule of charges.

10.7 Damage to apparatus

- (1) It is a criminal offence under section 174 of the 1991 Act to interfere with any main, pipe, structure, installation or apparatus where such interference with works causes damage or affects the use or operation the works. If you are convicted causing such damage, you could face a fine imposed by the Magistrates Court and we may recover our reasonable expenses in repairing or replacing the damage.
- (2) It is a criminal offence under section 175 of the 1991 Act to interfere with, wilfully damage or remove a meter belonging to us. This means that you must not remove it or instruct anyone to remove it for you (e.g. a plumber). If you are convicted of doing any of these things, you could face a fine imposed by the Magistrates Court and we may recover our reasonable expenses in repairing or replacing the damaged meter.

11. Infrastructure Charges & Associated Credits

11.1 Introduction

- (1) The purpose of an infrastructure charge is to enable a charge to be levied to reflect broadly the expected additional load placed on our network by the connection of premises not previously connected to it. 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.
- (2) The provisions of this section 15 do not apply to premises connected on or after 1 April 2018 to a water main:
 - a. provided by us under section 41 of the 1991 Act where the charges for that water main were calculated on the basis of the provisions of the 1991 Act before they were amended by the Water Act 2014; or
 - b. that was or will be adopted by us in accordance with an agreement made pursuant to section 51A of the 1991 Act to which charging rules made by Ofwat under section 51CD of the 1991 Act do not apply.

11.2 When does an Infrastructure Charge arise?

- (1) An infrastructure charge is levied for the connection (whether directly or indirectly) of any premises (not previously connected to a supply of water provided by us or another water undertaker) using water for domestic purposes, to our existing network of mains. This will include cases where a site is being developed or redeveloped by means of the conversion or extension of an existing building or buildings, resulting in a significant increase in demand. This charge is payable in addition to those made for providing a connection pipe and, where necessary, a water main.

11.3 Liability for Infrastructure Charges

- (1) Infrastructure charges are payable by the person making or requesting the connection to any premises on whose behalf the connection or request for connection is made. Charges as set out in the schedule of charges will apply.
- (2) The occupier of each house subject to a common billing agreement will be liable to pay us one standard water infrastructure charge in respect of that house where:
 - a. a person who has received a demand, or undertaken to pay infrastructure charges in respect of two or more houses subject to a common billing agreement fails to pay them, or any part of them, within 14 days of the date of connection; or

- b. a common billing agreement is terminated otherwise than in accordance with its terms by the person who has undertaken to pay charges under it.
- (3) In these circumstances, we will give credit for any amount already paid by way of infrastructure charges in respect of that house for the connection concerned.

11.4 Calculation of the Infrastructure Charge

- (1) The standard water infrastructure charge will apply except in the case of:
- a. houses subject to a common billing agreement where the infrastructure charge for each house will be the standard water infrastructure charge multiplied by the relevant multiplier for that house; and
 - b. premises other than houses to which water is provided by a supply pipe above the standard size (25mm) where the infrastructure charge for the premises will be the standard water infrastructure charge multiplied by the relevant multiplier for those premises.

11.5 Determining the relevant multiplier

- (1) Infrastructure charges are based on the load that the development is placing on the system. To assess these charges, the total number of water units is expressed as a number of loading units as detailed in Table 11.5 below.

Table 11.5: Relevant Multiplier Loading Units	
Water Fitting 1	Loading Units
WC flushing cistern	2.0
Wash basin in a House	1.5
Wash basin elsewhere	3.0
Bath (tap nominal size 3/4in/ 20mm) 2	10.0
Bath (tap nominal size larger than 3/4in/ 20mm) 2	22.0
Shower	3.0
Sink (tap nominal size 1/2in/ 15mm)	3.0
Sink (tap nominal size larger than 1/2in/ 15mm)	5.0
Spray tap	0.5
Bidet	1.5
Domestic appliance (subject to a minimum of 6 loading units per House) 3 and 4	3.0
Communal or commercial appliance 3	10.0
Any other water fitting or outlet (including a tap but excluding a urinal or water softener)	3.0

Table 11.5: Relevant Multiplier Loading Units

Water Fitting 1	Loading Units
<p>Notes to table:</p> <ol style="list-style-type: none">1. Reference to any fitting includes reference to any plumbing, outlet, dedicated space or planning or other provision for that fitting.2. Including a whirlpool or Jacuzzi.3. Domestic 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 waste disposal unit) elsewhere than in a house (including communal facilities).4. In calculating the relevant multiplier a minimum of 6 loading units in respect of each house will be included for domestic appliances (whether or not the house has any such appliances) except, in the case of any house, where neither a washing machine nor a dishwasher can be provided (and there is no plumbing, outlet, dedicated space or planning or other provision for either appliance) in the house.	

- (2) To calculate the relevant multiplier for houses subject to a common billing agreement:
 - a. Determine the aggregate loading units; and
 - b. Divide this number by 24; and
 - c. Divide the result by the number of houses subject to the common billing agreement.
- (3) To calculate the relevant multiplier for premises other than houses to which water is provided by a supply pipe above the standard size (25mm):
 - a. Calculate the aggregate loading units; and
 - b. Divide this number by 24.

11.6 Credits

- (1) Where a site is redeveloped or a building is converted, and still has a metered supply of up to 25mm, a credit of one standard water infrastructure charge will be given for each premises on the site previously connected to our water supply in the five years beforehand.

- (2) Where the site to be developed has a metered supply greater than 25mm, credits will be allowed against the number of fittings previously used. In the absence of fittings data, a credit of one standard water infrastructure charge will be awarded for each premises on the site previously connected to our water supply in the five years beforehand.

11.7 Income Offset

- (1) An income offset payment under these charging arrangements for all new connections where an infrastructure charge is applicable. The income offset is against the infrastructure charge not the mains requisition cost following the policy change in Ofwat's Charging Rules.
- (2) We will apply an income offset for each new connection where an infrastructure charge is applicable.
- (3) The income offset is currently set at £344.70 based on historic capital spend and historic connections volumes, taking into account CPIH increases.

Description	£ Excluding VAT
Total Cost of new connections forecast for 2022/23	10,693,404
Total Cost of mains requisitions forecast for 2022/23	4,699,971
Total Cost of gross network reinforcement for 2022/23	7,121,573
Total forecasted cost	22,514,948
Historic balance of income offset % of total cost	22.0
Total income offset	4,953,288
Connections forecast for 2022/23	14,370
Calculated Income Asset Value for 1 April 2022	344.70

11.8 Income Offset Payment

- (1) An income offset payment will be levied against the infrastructure charge at the upfront cost-advice stage.
- (2) An income offset payment will not be applicable to service connections to new Mains schemes that have already received an income offset to the requisitioned mains cost.
- (3) An income offset payment will not be due to service connections on self-lay schemes that have already received an asset payment for the adopted mains.

11.9 Water Efficient Development Credit

- (1) Building Regulations include the requirement for all new dwellings to achieve a water efficiency standard of 125 litres of water per person per day.
- (2) Building Regulations part G include an optional requirement of 110 litres of water per person per day for new residential development, which should be implemented through local policy where there is clear evidence needed.
- (3) We operate in areas of serious water stress and support the inclusion of a water efficiency standard of 110 litres per person per day being included in planning policies.
- (4) To help promote the achievement of this objective, we will apply a discount to the infrastructure charge for new homes where there is evidence of water efficiency design to a standard of 110 litres (or less) per person per day. The discount will be £84 per infrastructure charge.

11.10 Infrastructure charge

Table 11.10: Infrastructure Charge	£ Excluding VAT		
	2020/21	2021/22	2022/23
Standard water infrastructure charge	375	249	366

12. Definitions, interpretation and charging powers

(1) In this charges scheme the following words have the meanings given below:

Term	Meaning
1991 Act	Water Industry Act 1991 (as amended)
assessed charge	a non-metered charge used as an alternative to the rateable value charge in the circumstances set out in section 7 of this charges scheme.
billing year	a period of one year running from 1 April to 31 March.
charges scheme	this charges scheme made under section 143 of the Water Industry Act 1991.
common billing agreement	an agreement we enter into with another person under which that person has undertaken to pay charges for a water supply in respect of two or more houses which have a common supply pipe.
cubic metre or m ³	a unit of volume equivalent to 1,000 litres.
domestic purposes	a supply of water which is used for drinking, washing, cooking, central heating and sanitary purposes (as set out in section 218 of the 1991 Act).
house	Any building or part of a building which is occupied or likely to be occupied as a private dwelling house (and includes a flat).
household premises	premises in which, or in any part of which, a person has his home and whose principal use of the premises is as a home (as set out in section 17C of the 1991 Act). Household premises are referred to in this charges scheme as premises except where the context otherwise requires.
instalment amount	<p>the aggregate amount which would fall to be paid in any year by way of payments of interest and repayments of capital if an amount equal to the charge payable for the connection of any premises to a water supply had been borrowed by us on terms:</p> <p>(i) requiring us to pay interest and repay capital in 12 equal annual instalments; and</p> <p>(ii) providing for the amount of interest to be calculated at such rate, and in accordance with such other provision, as may have been determined by us with the approval of Ofwat or, in default of such a determination, by Ofwat.</p>
Instrument of Appointment	the written instrument (as varied from time to time) appointing the Company as the water undertaker for the areas described and subject to the conditions set out in the instrument, under section 6 of 1991 Act.

Term	Meaning
leisure pool	any kind of pool (other than a swimming pool and garden ponds), inflatable or otherwise, which has a capacity of 1,000 litres or more, and which is up to 1 metre in depth.
metered charges	charges for services that are based wholly or partly on measured quantities of volume.
non-metered charges	charges for services that are not based on measured quantities of volume to any extent.
notional rateable value	the value determined by us in respect of any premises in place of any value included in a rating valuation list.
Ofwat	The Water Services Regulation Authority.
rateable value charge	a charge fixed wholly or partly by reference to a rating valuation list or otherwise determined, whether directly or indirectly, by reference to any value or other amount specified at any time in such a list or which purports to be so fixed or determined.
rating valuation list	a list which is or has at any time been maintained, for the purposes of rating, under section 41 of the Local Government Finance Act 1988, section 67 of the General Rate Act 1967 or any other enactment.
relevant multiplier	has the meaning given in section 11.5 of this charges scheme
schedule of charges	the schedule of water supply charges, the schedule of infrastructure charges and schedule of miscellaneous charges forming part of this charges scheme and any reference to the schedule of charges shall constitute a reference to the part relevant to the region in which the premises are situated.
sprinkler	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 water 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.
standard water infrastructure charge	The standard water infrastructure charge set out in the schedule of charges.
supply pipe	any part of a service pipe which we or any other water undertaker could not be required to lay under section 46 of the 1991 Act.

Term	Meaning
swimming pool	any kind of pool (other than a leisure pool or garden ponds), inflatable or otherwise, which has a capacity of 10,000 litres or more and which uses an automatic replenishing system.
we/us/our	Affinity Water Limited.
working hours	08:00 to 16:00 Monday to Friday excluding public hours.
you/your	the 'consumer' being the person liable to pay charges for water supplied to household premises or any other person to whom we provide a service, or where relevant the 'customer' each as defined in the 1991 Act.

- (2) Except where the context otherwise requires, words in the singular include the plural and words in the plural include the singular.
- (3) If not defined above, words and expressions used in this charges scheme shall have the meanings given in the 1991 Act. References to the 1991 Act or to any other act or regulations shall include its or their amendment or replacement.
- (4) This charges scheme should be read and construed in conjunction with the 1991 Act (and any regulations made thereunder) and our Instrument of Appointment. In the event of any conflict or inconsistency with this charges scheme, the provisions of the 1991 Act (and any regulations made thereunder) or as the case may be our Instrument of Appointment will prevail.
- (5) If any court or competent authority finds that any provision of this charges scheme (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision is, to the extent required, to be deemed to be deleted, and the validity and enforceability of the other provisions of this charges scheme is not to be affected.
- (6) If any invalid, unenforceable or illegal provision of this charges scheme would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- (7) We have power under the 1991 Act to make a charges scheme which fixes the charges you must pay for the services we provide, including the supply of water for domestic purposes. You do not have a 'contract' or agreement with us for the services we provide.
- (8) The schedule of charges fixes charges to be paid for the services described in this charges scheme. Any other standard charges for services which we may provide from time to time are detailed as miscellaneous charges in the schedule of charges or are provided on our website www.affinitywater.co.uk under the 'At Home' tab.

- (9) We may (subject to certain restrictions in the 1991 Act) fix charges for the services we provide by reference to such matters, and may adopt such methods and principles for the calculation and imposition of charges as appear to us appropriate.
- (10) Our charges must not show undue preference to, and must not unduly discriminate against, any class of customers or potential customers. Our charges scheme must also comply with charging rules made by Ofwat under sections 143(6A) and 143B of the 1991 Act. We have consulted with the Consumer Council for Water about this charges scheme.
- (11) Charges, fixed annually by us, are payable for certain purposes other than the supply of water. These may be included in the schedule of charges. We may at any time fix an additional charge to enable us to comply with a statutory requirement.

13. Schedule of water supply charges

Affinity Water Central Region - Household Charges

Metered Charges

	2022/23	2021/22
Household Fixed Charge (£/year)	28.92	28.20
Household Volumetric Charge (£ per m3)	1.0778	1.0502
Household Watersure Maximum Charge (£/year)	159.31	169.79
Household LIFT Tariff Maximum Charge(40% discount) (£/year)	107.20	103.70
Household LIFT Tariff Maximum Charge (60% discount) (£/year)	71.50	69.20
Household Metered Field Supply Fixed Charge (£/year)	28.92	28.20

Non-metered Charges

	2022/23	2021/22
Household Non-metered RV Fixed Charge (£/year)	48.60	46.90
Household Rateable Value Charge (£ per £RV) - Colne Area	0.6290	0.6070
Household Rateable Value Charge (£ per £RV) - Lee Area	0.7729	0.7458
Household Rateable Value Charge (£ per £RV) - Rickmansworth Area	0.6135	0.5920
Household Rateable Value Charge (£ per £RV) - North Surrey Area	0.6461	0.6235
Household Non-metered Swimming Pool, Sprinkler or Garden Pond Charge (£/year)	79.80	77.70
Household Non-metered Leisure Pool or Hot Tub Charge (£/year)	28.00	27.30
Household Non-metered Field Supply Fixed Charge (£/year)	28.92	28.20

Assessed Charges

	2022/23	2021/22
Household Assessed Charge - 1 occupier (£/year)	99.00	96.50
Household Assessed Charge - 2 occupiers (£/year)	152.90	149.00
Household Assessed Charge - 3 occupiers (£/year)	211.10	205.70
Household Assessed Charge - 4 or more occupiers (£/year)	269.30	262.40

Affinity Water East Region - Household Charges

Metered Charges

	2022/23	2021/22
Household Fixed Charge (£/year)	28.92	28.20
Household Volumetric Charge (£ per m3)	1.7772	1.7316
Household Watersure Maximum Charge (£/year)	190.92	181.83
Household LIFT Tariff Maximum Charge (40% discount) (£/year)	107.20	103.70
Household LIFT Tariff Maximum Charge (60% discount) (£/year)	71.50	69.20

Non-metered Charges

	2022/23	2021/22
Household Non-metered RV Fixed Charge (£/year)	48.60	46.90
Household Rateable Value Charge (£ per £RV) - Tendring Area	1.1354	1.0956
Household Non-metered Hosepipe Charge (£/year)	48.00	46.80

Assessed Charges

	2022/23	2021/22
Household Assessed Charge - 1 occupier (£/year)	103.60	100.90
Household Assessed Charge - 2 occupiers (£/year)	167.50	163.30
Household Assessed Charge - 3 occupiers (£/year)	233.30	227.30
Household Assessed Charge - 4 or more occupiers (£/year)	329.30	320.80

Affinity Water Southeast Region - Household Charges

Metered Charges

	2022/23	2021/22
Household Fixed Charge (£/year)	28.92	28.20
Household Volumetric Charge (£ per m3)	1.8897	1.8412
Household Watersure Maximum Charge (£/year)	216.52	206.21
Household LIFT Tariff Maximum Charge (40% discount) (£/year)	107.20	103.70
Household LIFT Tariff Maximum Charge (60% discount) (£/year)	71.50	69.20

Non-metered Charges

	2022/23	2021/22
Household Non-metered RV Fixed Charge (£/year)	48.60	46.90
Household Rateable Value Charge (£ per £RV) - Folkestone & Dover Area	1.9718	1.9027
Household Non-metered Sprinkler Charge (£/year)	79.80	77.70
Household Non-metered Tap Charge (£/year)	26.50	25.80

Assessed Charges

	2022/23	2021/22
Household Assessed Charge - 1 occupier (£/year)	151.80	147.90
Household Assessed Charge - 2 occupiers (£/year)	246.20	239.90
Household Assessed Charge - 3 occupiers (£/year)	348.30	339.40
Household Assessed Charge - 4 or more occupiers (£/year)	450.30	438.80

Affinity Water Other Charges - All Regions

Metered Fixed Charges for larger sized meters

	2022/23	2021/22
Household Fixed Charge 12-15mm Meter (£/year)	28.92	28.20
Household Fixed Charge 19-21mm Meter (£/year)	41.88	40.80
Household Fixed Charge 25mm Meter (£/year)	43.92	42.84
Household Fixed Charge 30-32mm Meter (£/year)	135.00	131.52
Household Fixed Charge 38-40mm Meter (£/year)	159.36	155.28
Household Fixed Charge 50mm Meter (£/year)	193.44	188.52
Household Fixed Charge 65mm Meter (£/year)	315.00	306.96
Household Fixed Charge 75-80mm Meter (£/year)	384.60	374.76
Household Fixed Charge 100mm Meter (£/year)	453.24	441.60
Household Fixed Charge 150mm Meter (£/year)	508.92	495.84
Household Fixed Charge 200mm Meter (£/year)	508.92	495.84
Household Metered Field Supply Fixed Charge (£/year)	28.92	28.20
Fixed Standby Charge (£/year)	19854.72	19345.56

Metered Charges (no longer offered to new customers)

	2022/23	2021/22
Household Volumetric Charge (D21, D22, D23, D28) (Central Area) (£ per m3)	1.0159	0.9898
Household Volumetric Charge (D2C) (Central Area) (£ per m3)	1.0778	1.0502
Household Volumetric Charge (D04, D05, D06, D24, D25 and D26) (Central Area) (£ per m3)	0.6274	0.6113
Household Volumetric Charge (D71) (Southeast Area) (£ per m3)	1.2856	1.2526
Household Volumetric Charge (D72) (Southeast Area) (£ per m3)	1.7400	1.6954

Assessed Charges - Employee Based (no longer offered to new customers)

	2022/23	2021/22
Household Assessed Fixed Charge (Employee based) (£/year)	28.92	28.20
Household Assessed Volumetric Charge (Central Area Employee based) (£ per m3)	1.0778	1.0502
Household Assessed Volumetric Charge (Southeast Area Employee based) (£ per m3)	1.8897	1.8412

14. Schedule of infrastructure charges

Infrastructure Charges	excl. VAT 2022/23	excl. VAT 2021/22
Standard water infrastructure charge (£/year)	366	249

15. Schedule of miscellaneous charges

Miscellaneous Household Retail Charges All Regions

	£ 2022/23	£ 2021/22
Empty premises confirmation fee	39.90	39.90
Debt collection agency charge where customer details passed to agency	50.00	50.00
Debt collection agency charge where customer details passed to agency and balance is more than £2000 and the liability for the water charges is with a landlord, company, local authority or housing association	100.00 or 5% of outstanding balance	100.00 or 5% of outstanding balance
Non-Household debt collection visit to site, incl. turning on/off supplies for non-payment	43.30	43.30
Cheque returned or direct debit rejected by bank (per rejection)	11.00	11.00
Refund cheque - administration fee for verification of presentation at customer's bank	30.00	30.00
System generated electronic copy bills (backdated max. 2 yrs, 1 yr for monthly billed accounts)	Free	Free
Hard copy reprint and postage of individual system generated bills	6.00	6.00
All other accounts or statements	12.00	12.00
Emergency callout outside normal working hours	70.00	70.00
Service of Customer Service Technician during normal working hours (per hour)	35.00	47.00
CST out of hours visit - for emergency visits out of hours that prove to be non-emergencies (per hour)	70.00	70.00
Reconnection of supply following temporary disconnection at customer's request.	1,016.00	-
Provision of water quality data for a zone other than the one in which the customer lives	13.00	13.00
Provision of non-self service large format plans (per plan)	35.00	35.00
Meter Tests (per test) - Household premises	70.00	70.00
Household flow and pressure test, per test per unit	104.00	99.00

Household Meter Installation Charges

	£ excl. VAT 2022/23	£ excl. VAT 2021/22
Re-site at customer's request. External no existing boundary box	260.00	249.00
Re-site at customer's request into existing boundary box	100.00	96.00
Re-site at customer's request internal location incl. AMR	225.00	215.00
Upgrade meter to AMR enabled at customer request	225.00	215.00
Stop tap re-site within 3 weeks (moving an existing stop tap from its current location at customer's request)	1,022.00	415.00

Supplies to troughs, drinking bowls and outside taps

	excl. VAT 2022/23	excl. VAT 2021/22
Non-Metered Field Supply Fixed Charge (£/year)	28.20	26.40

Provision and Maintenance of Fire Hydrants

	£ excl. VAT 2022/23	£ excl. VAT 2021/22
Set up and instruction charge based on 1hr of 1 office staff and 1.5hrs of 1 technician site work	179.00	171.00
Administration charge	47.00	45.00
Install new hydrant to existing main excluding post and plate	3,740.00	955.00
Install new hydrant to run off new main excluding post and plate (up to 190mm pipe)	1,092.00	-
Install new hydrant to run off new main excluding post and plate (191-320mm pipe)	1,534.00	-
Minor works charges: - Supply and fit hydrant post and plate - Post and plate removal - Clear chamber - Provide concrete apron - Supply and fit metal outlet - Supply and fit hydrant lid - Replace false spindle cap (dolly) - Other minor works completed by Technician	140	-
Install new hydrant in terminal wash out position on run off new main, excluding post and plating (up to 190mm pipe)	924.00	-
Install new hydrant in terminal wash out position on run off new main, excluding post and plating (191-320mm pipe)	1492.00	-
Raise hydrant and replace with new	2,207.00	955.00
Replace defective hydrant (hydrant only, excluding post and plating)	1,127.00	549.00

Provision and Maintenance of Fire Hydrants

	£ excl. VAT 2022/23	£ excl. VAT 2021/22
Replace defective hydrant and fittings (old LCC type, excluding post and plating)	1,127.00	962.00
Repack hydrant including ease spindle	774.00	520.00
Rewasher hydrant	774.00	509.00
Reconstruct hydrant/pit chamber	826.00	311.00
Replace with new hydrant frame and cover	626.00	351.00
Raise or lower existing hydrant frame and cover	578.00	503.00
Re-align existing hydrant frame and cover	1,022.00	305.00
Abandon hydrant	2,003.00	904.00
Terminal hydrant maintenance (% of the appropriate hydrant maintenance charge)	50%	50%

Provision of Standpipes

	excl. VAT 2022/23	excl. VAT 2021/22
19mm standpipe refundable deposit (£)	179.30	171.40
63mm standpipe refundable deposit (£)	375.80	359.30
19mm standpipe rent per week (£/week)	35.30	33.70
63mm standpipe rent per week (£/week)	42.70	40.80
19mm standpipe purchase (without valve key) (£)	81.10	77.50
63mm standpipe purchase (without valve key) (£)	277.60	265.40
Valve Key and bar only purchase (£)	98.20	93.90
Set up and instruction charge based on 1hr of 1 office staff and 1hr of 1 technician site work (includes travel to and from site) (£)	102.40	97.90
Administration charge / Licence renewal charge (£)	31.00	29.60

Use of Standpipes (connected to hydrants)

	excl. VAT 2022/23	excl. VAT 2021/22
Water charges up to 1 cubic metre per day (not applicable to 63mm standpipe) - Drawing from Single Hydrant (£/year)	222.80	212.00
Water charges from 1 to 10 cubic meters per day - Drawing from Single Hydrant (£/year)	1114.50	1060.40
Water charges more than 10 and up to 20 cubic metres per day - Drawing from Single Hydrant (£/year)	2194.80	2088.30
Water charges more than 20 cubic metres per day - Drawing from Single Hydrant (£/m3)	1.1038	1.0502
Water charges up to 1 cubic metre per day (not applicable to 63mm standpipe) - Drawing from Multiple Hydrants (£/year)	310.70	295.60

Use of Standpipes (connected to hydrants)

	excl. VAT 2022/23	excl. VAT 2021/22
Water charges from 1 to 10 cubic meters per day - Drawing from Multiple Hydrants (£/year)	1559.20	1483.50
Water charges more than 10 and up to 20 cubic metres per day - Drawing from Multiple Hydrants (£/year)	3080.40	2930.90
Water charges more than 20 cubic metres per day- Drawing from Multiple Hydrants (£/m3 of assessed consumption)	1.1038	1.0502
Pro rata for shorter periods, minimum charge (£/day)	37.30	35.50
Daily usage (up to 20m3) - First Day Charge (£/day)	310.70	277.00

Data Logging

	excl. VAT 2022/23	excl. VAT 2021/22
One-off site visit and installation of splitter lead for a 3rd party data logger (£)	350.00	382.00

Replacement of Lead Service Pipes

	excl. VAT 2022/23	excl. VAT 2021/22
Replacement of lead service pipes (all methods) (up to 3m) (£)	1,026.00	812.00
Replacement of lead service pipes (open cut) (3-6m) (£)	2,054.00	1,093.00

Disconnection of Service Pipes

	excl. VAT 2022/23	excl. VAT 2021/22
Temporary disconnection during working hours (£)	121.00	132.00

16. Schedule of sewerage charges

The information in this schedule does not form part of this charges scheme

Thames Water Area Metered Charges

	2022/23	2021/22
Household Fixed Charge (£/year)	63.58	65.18
Household Volumetric Charge per cubic metre (£ per m3)	0.9488	0.9051
Watersure (Maximum Charge) (£/year)	191.00	189.00
Social Tariff (Watersure Plus) Charges are 50% of the standard tariff	50%	50%

Thames Water Area Rateable Value Based Charges

	2022/23	2021/22
Household Fixed Charge incl. Surface Water Drainage (£/year)	62.81	62.79
Household Fixed Charge excl. Surface Water Drainage (£/year)	34.86	36.13
Surface Water Only Connection (£/year)	45.01	43.10
North London Area Charge per £ of Rateable Value Charge (£ per £RV)	0.5838	0.5569
Eastern Area Charge per £ of Rateable Value Charge (£ per £RV)	0.6247	0.5959
Northern Area Charge per £ of Rateable Value Charge (£ per £RV)	0.6474	0.6176
Southern Area Charge per £ of Rateable Value Charge (£ per £RV)	0.7654	0.7301
Western Area Charge per £ of Rateable Value Charge (£ per £RV)	0.8901	0.8491
Social Tariff (Watersure Plus) Charges are 50% of the standard tariff	50%	50%

Thames Water Assessed Charges

	2022/23	2021/22
Household Single Occupier (£/year)	132.36	128.34
Household Studio/1 Bedroom (£/year)	149.06	144.06
Household 2 Bedrooms Charge (£/year)	156.74	151.37
Household 3 Bedrooms Charge (£/year)	171.16	164.99
Household 4 Bedrooms Charge (£/year)	182.64	175.83
Household 5 Bedrooms Charge (£/year)	197.92	190.29
No Access Charge (£/year)	292.24	283.31

Anglian Water Area Metered Charges

	2022/23	2021/22
Household Fixed Charge (£/year)	92.75	87.00
Household Volumetric Charge per cubic metre (£ per m3)	1.7100	1.5655
SoLow Fixed Charge (£/year)	92.75	82.10
SoLow Volumetric Charge per cubic metre (£ per m3)	1.7100	1.6381
Watersure Maximum Charge (£/year)	257.00	236.00
Aquacare Plus Fixed Charge (£/year)	158.50	147.50
Aquacare Plus Volumetric Charge per cubic metre (£ per m3)	0.7359	0.6692

Anglian Water Area Non-metered Charges

	2022/23	2021/22
Annual Fixed Charge for Properties with RV < £1001 (£/year)	241.00	220.90
Annual Fixed Charge for Properties with RV £1001 - £5000 (£/year)	459.80	419.90
Annual Fixed Charge for Properties with RV > £5001 (£/year)	1,116.20	1,016.90
Surface Water & Highway Drainage Only Charge (£/year)	66.00	62.00
Charge per £ of Rateable Value (£/£RV)	0.1583	0.1509