

Water charges

1 April 2015 to 31 March 2016





Charges scheme

1 April 2015 to 31 March 2016

PART 1 – Introduction

This booklet sets out Bournemouth Water’s charging policy. It has been prepared in accordance with the Water Industry Act as amended from time to time, and approved, where applicable, by Ofwat, the economic regulator of the water industry. The scale of charges takes effect from 1 April 2015.

This booklet details end user tariffs for both household and non-household customers and any sections which are applicable only to household or non-household customers are clearly identified.

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Charging principles

Bournemouth Water's powers to charge for water supplies are contained in the Water Industry Acts.

Charges are set in accordance with revenue control limits determined by Ofwat.

To comply with Condition E of our licence to operate, charges must not show undue preference to, or discriminate against, any class of person.

2015/16 headline charges (Household only)	
Unmetered rateable value (RV) charge	£0.6256 per £RV
Unmetered standing charge	£25.32 per annum
Metered volumetric charge	£1.0392 per cubic metre
Metered standing charge	£25.32 per annum

For all other charges see Parts 4A, 4B, and 4C.

Charging policy

- Where we are required, for the purpose of providing a supply of water to any premises, to connect to any main or service pipe, any pipe which has not previously been connected, it is a condition of complying with that requirement that a meter is installed.

Where property or land is separated into distinct units, individual billing is required and separate metered water supplies must be provided to each property. If developers intend to carry out such work, they must apply to us for the appropriate number of metered connections. (See separate booklet Developer, new connection and Infrastructure Charges)

Please note that from the time that a new connection is laid and a meter fitted, we hold the developer responsible for paying the water bill until such time as we are notified by the developer that ownership of the property has changed, and the property is to be occupied.

The developer is liable for payment of water used through the meter, except for the first five cubic metres. A standing charge is not raised in this pre-occupation period. Standing charges will apply

once the premises are occupied or are deemed to have gone beyond the pre-occupation period. Volumetric rates will also apply for the water used.

Developers should supply us with occupation details and a postal address as soon as these details are known. The water account will remain in the developer's / applicant's name until we are informed otherwise.

- The meter remains our property. It is a criminal offence to interfere with any meter or any other apparatus belonging to us.
- Where there is a change of use of water supplied by a common supply pipe to two or more premises in separate occupation, the charges for the supply to the premises on which the change of use has taken place will be metered charges, and the person chargeable for the supply must provide for the separation of the common supply and the installation of a meter on the separate supply to the premises.
- In cases where the supply has not been separated, we will not split the existing bill unless, at our discretion, we feel there are reasonable grounds to do so. We will therefore collect all charges for the property in question from any one of the occupiers.
- We have not adopted the rating valuation list for business premises and continue to calculate non-household rates on the basis of valuation effective at 31 March 1990.
- Where a customer would like to be charged on a metered basis and we are unable to fit a meter, the customer is given the option of being charged on an assessed basis rather than by rateable value. This applies to situations where the installation of a meter would incur unreasonable expense.

Unreasonable expense includes:

- The cost of separation of a supply pipe if it is shared with other customers
- The cost of installing more than one meter. (Where there is more than one supply, we will consider the installation of a second meter provided this does not entail disproportionate costs.)
- The cost of alterations to existing plumbing

We will continue to use rateable values for household customers where a meter is not in place, unless a change of occupier has taken place and no charges have yet been demanded from the person who has become the customer, in which case we may fit a meter if we believe that the new occupier would benefit from a meter.

Fire Service

No charge is made for the availability of the supply of water, or water taken, for fire fighting purposes, the testing and maintenance of fire hydrants and the testing of fire fighting equipment.

Definitions

Charging year – 1 April to 31 March of any year.

Charge – a bill raised by way of the tariff structure.

The Company – Bournemouth Water Ltd.

Consumer Council for Water (CCWater) – represents water and sewerage consumers in England and Wales

Customer means the ‘consumer’ as defined in Section 93 (1) of the Water Industry Act

Domestic purposes refers to water that is used for drinking, washing, cooking, central heating and sanitary purposes and any use outside the house which can be satisfied without the use of a hosepipe.

Households are premises used wholly for private residential use i.e. family unit only.

Houses in multiple occupation – defined by the Department for Communities and Local Government, and/or the relevant Local Authority

Metered also means measured and relates to properties, tariffs and water supplied.

Metered charges are charges for water based on the measurement by a water meter of water consumed, including the WaterSure tariff.

Non-domestic purposes refers to any water used for purposes other than domestic purposes.

Non-households are any premises other than household premises.

Ofwat – see WSRA

The occupier has the same meaning as in Section 144 of the Water Industry Act. In addition to the person or persons in actual occupation of premises, we may also view any persons or company with control of, or responsibility for premises, including vacant premises, as an occupier.

Premises include any building or part of a building which is occupied as a separate unit.

Rateable value means the ‘value’ assigned a property by the local government Valuation Office which was effective on 31 March 1990.

Retail activities – customer facing services including billing and payment handling, customer enquiries and complaints, debt administration, developer services, connections and re-connections and customer side leaks

Tariff is the structure by which charges are raised.

Unmetered charges are charges for water raised on the basis of rateable value or any basis other than through the measurement by a water meter of water consumed.

WSRA – Water Services Regulation Authority (Ofwat) is the economic regulator of the water and sewerage industry in England and Wales

Water Industry Act – Water Industry Act as amended from time to time

Wholesale activities – the abstraction of raw water, transmission of raw water, water treatment, storage and distribution to end users plus ancillary services



PART 2 – Water charges and associated policies

2.1 Unmetered water charges

Premises with a rateable value

The owner or occupier of any premises receiving a supply of water other than through a meter will be charged:

- A standing charge, and
- A rateable value based charge calculated by reference to the full rateable value of the property applicable at 31 March 1990.

Premises with no rateable value

The occupiers of any premises including places of worship, village halls and community buildings that do not have a rateable value but which receive a supply of water other than through a meter pay charges based on a notional value which is set by us. See Part 4B. In certain cases, we may require these supplies to be metered.

In addition, the option to meter is open to all customers who will be charged on one of the metered tariffs listed under 'Metered water charges' unless already indirectly metered from an existing metered supply. See part 2.2

Where either household or non-household premises are listed in the valuation list before 31 March 1990, and it is inappropriate, in our opinion to charge the rateable value listed in the valuation list or to meter the premises due to one or more of the following factors:

- An inappropriate rateable value configuration of a multiple-dwelling property
- The complexity of the plumbing arrangements
- The division of existing premises into separate units
- An extension in size to the premises
- A change of use of the premises from non-household use to household use
- The conversion of separate units into one unit

We may, at our discretion, apply an assessed charge calculated as follows:

Non-household premises

- A standing charge, and
- A notional or assessed volume charge based on the number of full time equivalent employees multiplied by an assessed volume per type of property supplied – see summary tables in Part 4B.

Household premises

- A standing charge, and
- A notional or assessed volume charge based on the number of full time equivalent occupants of the property multiplied by a notional volume per household customer supplied – see summary tables in Part 4A, or
- A notional or assessed rateable value based on the original rateable value or the current size of the property or properties.

Payment dates

The annual charge for the water supplied to any premises other than through a meter is payable annually in advance on 1 April unless payment is accepted:

- By two instalments on 1 April and 1 October, or
- By six or ten instalments (payment to be made through Direct Debit or instalment book) due on the first, eighth, fifteenth or twenty-second day of the month commencing in April.

This method of payment will cease to be available by instalment if payment is not made on the due date, whereupon the outstanding full year's charges will become payable. In addition, if the first instalment is not paid by 31 May, any instalment facility will be withdrawn and the full year's charges will become due and payable.

For household customers only who have difficulty paying their bill, more frequent payment arrangements are available. We offer monthly, fortnightly and weekly instalments to suit their needs. If customers wish to use this facility, they should contact Customer Service on 01202 590059.

In the case of a new customer's first bill, payment is due immediately on receipt of the bill.

2.2 Metered water charges

The owner or occupier of any premises receiving a metered supply of water is charged using one of the following metered tariffs:

- Standard metered tariff
- WaterSure metered tariff (household only)
- High User Bands (non-household only)
- Standby charge (non-household only)

The standard tariff comprises the following:

- A standing charge payable up to six months in advance and
- A volume charge payable in arrears calculated on the consumption of water recorded by the meter.

Details of other tariffs are provided later in parts 4A and 4B.

Notes

Metered tariff charges will take effect from 1 April each year.

Most customers will be charged on a half-yearly basis. Some may be charged monthly. The charge will be the same regardless of the billing frequency.

Where a change in standing charge crosses the threshold of 1 April into the next financial year, and at that time the standing charge for the coming year has not yet been confirmed, we will estimate it. If, when the standing charge is confirmed, the estimate was incorrect, the customer's next bill will be adjusted accordingly.

Where a change in volumetric charge crosses the 1 April threshold into the next financial year, apportioned charges related to the number of days before and after 1 April will apply and will be at the old and new tariffs respectively.

Where for any reason the volume of water supplied for any period has not been measured, we may calculate a volume charge in respect of that period based on:

- An estimated volume, which may be adjusted if the actual meter reading is provided by the customer within one week of receiving an estimated bill, or

- An assessed volume, where the meter is no longer recording, determined by us and based on past usage.

Meter testing

If a customer believes that the meter is recording incorrectly, we'll remove it and arrange for it to be independently tested. If the meter is inaccurate beyond the manufacturer's tolerances, we'll install a new one free of charge. If we remove the meter, test it and find it to be working in line with the manufacturer's standards, we'll charge a testing fee as shown in Part 4C.

Except where it is proved to have started registering incorrectly on a later date, a meter which is found to be registering inaccurately (beyond the manufacturer's standards) will be deemed to have been faulty since the penultimate time it was read by us. In such cases the bill will be adjusted accordingly.

Payment dates

Payment of metered bills is due immediately on receipt of the bill.

Charges may be paid by prior arrangement in 12 equal instalments payable on the first, eighth, fifteenth or twenty-second day of each month.

For household customers only, more frequent payment options such as weekly or fortnightly are available on request.

Bulk metered household supplies

If a bulk meter supplies a number of dwellings, for example, a block of flats or a mobile home park, the person, company or management agent who pays the bill is the customer. The individual residents of a property, block of flats or mobile home park are not defined in law as our customers.

Residents of properties who pay for water through a private bye meter and who are not directly connected to our network are not defined in law as our customers.

Where a bill payer recharges the cost of water to individual residents within a property, block of flats or mobile home park the price that can be charged is governed by the Water Industry Act, Section 150 – The Water Resale Order 2006. For further details see Ofwat’s leaflet ‘A guide to water resale’.

www.ofwat.gov.uk/consumerissues/prs_lft_guidetowresale.pdf

WaterSure (Household customers only)

Based on our average charge for household customers, this tariff is designed to assist metered household customers in receipt of certain state benefits who may have a high level of essential use either because of a medical condition or because they have a large family.

An example is given below of an annual charge for a property where water consumption is 250 cubic metres (m³) per annum and the customer is charged using the WaterSure tariff.

Charges are shown at 2015/16 rates.

The charge for 250m³ if charged at the standard metered tariff would be £285.12.

Charge component	Consumption volume m ³	Charge per m ³ £	Charge £
Water	250	0.00	0.00
Standing charge			0.00
WaterSure tariff			134.54
Total			134.54

To qualify, a customer must be in receipt of one of the following income-related benefits:

- Income-based Job Seeker’s Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Universal Credit
- Housing Benefit
- Pension Credit
- Income-related Employment and Support Allowance

One of the following two conditions must also be met:

Medical conditions

The customer or their child or another person residing with them in the premises (whether or not the same person as the qualifying person) suffers from one of the following medical conditions which requires them to use a significant additional amount of water:

- Desquamating conditions (flaky skin loss)
- Weeping skin disease (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal stomas
- Crohn’s disease
- Ulcerative colitis
- Renal failure requiring home dialysis (except where the health authority makes a contribution to the cost of the water used in the process of dialysis during the billing period)

There may also be other medical conditions which result in significant additional water usage. An application for assistance for a condition other than those listed above should be supported by a registered medical practitioner’s certificate confirming that the customer (or their child or another person residing in the premises) has a condition that requires them to use a significant additional amount of water.

A registered medical practitioner’s certificate should bear the signature of the registered medical practitioner and contain the following details:

- The name of the patient
- The diagnosis of the condition the application relates to
- The date
- The name and address of the medical practitioner

If we do not receive a certificate we will refuse the application.

Social conditions – large families

The customer has three or more children under the age of 19 living with them permanently in the premises for whom they receive child benefit.

Notes

- Proof of entitlement such as entitlement notices or benefit books must be provided before switching to WaterSure.
- We may contact a customer's registered medical practitioner before agreeing an application for a condition other than those listed above.
- We may refuse an application if all qualification criteria are not met.
- An application form can be obtained from our offices or downloaded from our website and must be completed and returned each year for the tariff to remain in place.
- If the application is successful, the tariff is implemented from the beginning of the billing period in which the application is made. Customers are only entitled to remain on the WaterSure tariff as long as the conditions are met. As a new application must be completed each year, we will ensure that customers are reminded of the need to do this. Where the conditions fail to be met or where the customer advises us that their circumstances (and therefore their eligibility) have changed, we switch the customer back to a standard tariff with effect from the next billing period (i.e. the next account for which a meter reading is required). Eligible customers are charged the lower of the actual metered charge and the average household charge – see Part 4A.
- Customers with swimming pools and/or garden sprinkler or unattended garden watering systems are not entitled to the WaterSure tariff. Random checks are made to ensure the validity of data on application forms.
- If a customer who satisfies the eligibility criteria applies for a meter in order to benefit from the tariff but we are unable to fit one, the customer is offered an assessed metered basis of charge, thus entitling them to the WaterSure tariff.

Random checking

A random selection of customers on file is checked on a quarterly basis. These customers are looked at in greater detail and if it is felt appropriate to carry out further checks we will do so. This could take the form of contact with a registered medical practitioner, Jobcentre Plus or a home visit by a Customer Counsellor.

The application form contains a warning that these checks will be made.

At the time of application we also check for the following:

- Ambiguity of information e.g. for medical conditions or relating to residential address
- Relevant dates are appropriate
- Completeness of form
- Inclusion in our Customer Care Extra register
- Previous correspondence, bill levels and payment history

High user bands

(Available only to non-household customers)

Charges for non-household customers will be based on the volume of water used in the previous charging year. The underlying principle used for deriving the tariff bands is that the tariff for each customer segment should be reflective of the average cost of providing the water service. Details of the high user bands for the charging year 1 April 2015 to 31 March 2016 are shown in Part 4B.

Standby charge

(Available only to non-household customers)

A customer may wish to reserve capacity to provide back-up services for their own water supply arrangements. In such cases a standby charge will apply. The charge will be applied where we are satisfied that the customer has made alternative arrangements but requires a supply from us for back-up purposes. The frequency of use is not relevant as the charge reflects the cost of maintaining capacity.

The standby charge comprises:

- Annual fixed standby charges
- A volumetric charge for water consumed
- A premium charge for exceeding the amount reserved

This charge was previously known as the Reserved Capacity Charge.

Reliability of supply

Reliability of supply and other specific terms and conditions relating to a Standby charge would be subject to a special agreement negotiated between us and the party reserving the capacity.

2.3 Meter option

The Water Industry Act gives all household customers the right to request a meter free of charge.

We can refuse such a request only if it is impractical to install a meter or its installation involves unreasonable expense. A summary of the free meter option scheme with conditions is as follows:

Customers' choice

Customers can choose to have a meter installed if they wish. If their property is connected to the main drainage, this will also be used to calculate their sewerage charge. Normally this is based upon 95% of the recorded water consumption for Wessex Water sewerage customers and 92.5% for Southern Water sewerage customers.

Household water use

A guide is provided to enable customers to decide whether they will benefit from a meter although individual usage can vary. This is available from our offices and on our website www.bournemouthwater.co.uk

The Water Industry Act requires that a customer must submit a measured charges notice to us to request a water meter. An application form which constitutes a measured charges notice is included at the back of 'Your option to meter' booklet. Customers should complete this if they wish to have a meter installed. The form may also be completed and submitted through our website. Alternatively, we will accept a customer's request by phone.

The main factors affecting usage are the number of people in the house, the number of automatic washing appliances, the use of power showers, and garden watering.

Location of the meter

The location of the meter is at our discretion and is placed in a location where all consumption can be recorded. A water meter is installed in one of three locations:

- **Outside the customer's property in a boundary box.** This may be on the footpath outside the customer's property. This is our preferred location.
- **Outside the customer's home in soft ground.** This will be as close to the boundary of the customer's property as possible, provided that the pipe runs under soft ground, for example, a flowerbed or lawn.
- **Inside the customer's home.** This will be where the customer's water supply pipe enters their property, normally next to the stop tap, provided the pipe is easily accessible. Internal meters may be provided with an outread facility. This will normally be on the outside wall, where our meter reader can gain access to read the meter without entering the property. This will also provide added security for the customer.

If the applicant wishes the meter to be located elsewhere they may be asked to pay the additional costs in excess of the cost of our preferred location.

Where the supply goes to a block of flats and is shared, the meter will be fitted internally provided:

- The plumbing system in the flat is self contained with no shared communal storage tanks.
- There is a suitable area outside the flat to install the meter where it can be read either directly or through an outread facility.
- Permission has been given by the owners to install the outread facility or change the boundary box if it is located inside the boundary of the property.
- No bulk supply arrangement exists (see below).

Notes

- Internal installation will only be used where external installation is not appropriate. In particular, we will use our discretion in the case of vulnerable customers where external installation is possible but is not necessarily appropriate for the customer's personal circumstances.

- Assessed meter charges are not permitted where pipework is boxed-in internally. Pipework must be made accessible in line with the Water Supply (Water Fittings) Regulations 1999. If a customer does not wish their cupboards to be cut in to or does not wish to make pipework or stop taps accessible, an assessed meter charge will not be offered if the meter cannot be installed.

Bulk metered household supply arrangements

Where a block of flats is supplied by a single unmetered supply pipe, the residents may ask the managing agents or residents' association to apply for a communal meter to be installed. Where there is more than one supply we will consider the installation of a second meter provided this does not entail disproportionate costs.

Meters will be installed free of charge provided it is practical to do so and provided the costs are reasonable. Unreasonable costs include additional costs associated with:

- Separating the customer's supply pipe where it is shared with other customers
- Installing more than one meter where disproportionate cost is involved
- Alterations to existing plumbing to fit a meter

Where multiple dwellings such as blocks of flats and caravan sites are already supplied through a single bulk meter and hence, each individual dwelling is not connected directly to our supply network, the right to a free meter does not apply.

Residents who wish to have their own individual meter should contact the payer of the metered account. There is a leaflet produced by Ofwat 'A guide to water resale' that can help with this – see also 'Bulk metered supplies'. www.ofwat.gov.uk/consumerissues/prs_lft_guidetowresale.pdf.

Where we cannot install a meter

Where the plumbing is complex and the costs of installing a meter are unreasonable, we will offer to estimate the value of water used through an assessed metered charge. Customers will be informed of this following the results of the survey. Alternatively, customers can still elect to have a meter provided they arrange at their own expense to make any plumbing

or other alterations necessary to enable the free fitting of the meter. In the case of multi-occupied premises, the occupiers may form a management committee and thereby elect to have a single meter installed at the boundary box free of charge.

Where we cannot install a meter, and a customer has chosen to pay on the basis of an assessed metered charge, we reserve the right to periodically reassess the feasibility of fitting a meter at the property. If, as a result of this process, we establish that a meter can be installed at reasonable cost, we will fit a meter unless the customer refuses, in which case we will require them to revert to an unmetered basis of charge. Any customer choosing to accept the meter will be entitled to revert to an unmetered charge as set out under 'When a customer may revert to an unmetered charge'.

Household customers only

In line with Local Authority policy, assessed-metered holiday homes will be given a 10% discount against the volumetric element of the bill. No discount will be given against standing charges which will be charged in full. Customers applying for the discount will be required to provide a copy of their Council Tax bill before the discount is applied.

In the event that an assessed charge is applied to a property within a sheltered housing complex for which shared laundry facilities are billed separately, we will reduce the assessed volume by a notional 15%. This discount must be applied for in writing and represents the estimated reduced water consumption by these customers on account of having communal laundry facilities provided. This policy became effective on 1 April 2011. Any existing assessed-charge customers who feel they may qualify for this discount should apply to us in writing. We will not backdate any requests after 1 April 2015.

If a change of occupier occurs at a household property where the customer had chosen to pay on the basis of an assessed metered charge, we will revert to an unmetered charge for the new occupier. The new occupier will then be entitled to serve a measured charges notice should they wish to.

Responsibilities

We are responsible for maintaining the meter unless a customer damages or misuses it.

We are normally responsible for maintaining the service pipe between our water meter and the street boundary.

The customer is responsible for the repair and maintenance of the supply pipe i.e. the pipe running from the street boundary to the property regardless of the meter location.

In order to minimise leakage we offer a number of extra services to encourage our household customers to use water efficiently – see 'Leakage from household metered supplies'.

We operate a separate code of practice on leakage for non-household customers, details of which are available on request or at www.bournemouthwater.co.uk under 'Publications'.

How to apply for a meter

Details of how to apply for a meter are included in our meter option scheme. The scheme also refers to the effect on Wessex Water and Southern Water sewerage charges.

When a customer may revert to an unmetered charge

Customers who request us to fit a meter may choose to revert to an unmetered basis of charge at any time before the end of the 12-month period after installation. However, we will encourage any customer considering reversion to continue metered charges for the full 12 months in order to obtain a full comparison. We will therefore extend the permitted reversion period to 13 months to facilitate this. A reminder of the customer's option to revert to an unmetered charge will be sent before 12 months have passed. Reversion will only be allowed if a rateable value exists and only applies to those customers who request a meter and whose water supply does not fall within the scope described under Part 2.4 'Supplies which must be metered, Discretionary use'.

The meter will remain in place even if a customer decides to revert to an unmetered basis of charge.

How quickly will the meter be installed?

We aim to install the meter within 60 days of receipt of the customer's signed application form or telephoned request.

If we fail to fit the meter within 60 days, we will not apply the rateable value charge from the 61st day until the meter is fitted. We will also credit the account with a minimum of £10.

If the reason for failure is not our fault we will not pay any compensation.

Where possible, we will give priority to elderly and low-income customers.

If a tenant wishes to apply for a meter

Tenants, with the exception of those in a fixed tenancy of less than six months, do not require written permission from their landlord before they can apply for a meter but this should not preclude them from informing their landlord.

Disputes concerning free meter installations

In the first instance, customers with queries concerning meter installations should contact Customer Service.

We will review and explain the situation and try to resolve any differences directly with the customer. If the matter relates to whether the installation, in our opinion, is not practical or is unreasonably expensive and it cannot be resolved, customers can ask Ofwat to investigate. Ofwat's decision on the matter will be final and binding on both parties.

Ofwat can be contacted at:

**Ofwat, Centre City Tower, 7 Hill Street,
Birmingham B5 4UA**

Tel 0121 644 7500

www.ofwat.gov.uk/aboutofwat/contact

2.4 Supplies which must be metered

We require that a supply of water in any of the following scenarios must be provided only through a meter and be subject to the charges for metered supplies:

Pre-existing meter

Where a meter is installed on a water supply to any premises, metered charges will apply. This will be subject to the customer's right of reversion as detailed under 'When a customer may revert to an unmetered charge' on the previous page.

Discretionary use

- Where water use is wholly or partly (provided the predominant use of the property is commercial) for any business, trade or manufacturing or any other commercial or non-household purposes. This includes offices, shops, cafes, guest houses, bed and breakfast accommodation, hotels, holiday flats, restaurants, public houses, care homes, nursing homes, day centres, laundries, hairdressers, any type of leisure facility, horticultural and agricultural supplies, and troughs, including livestock water. This is a list of examples and is not exhaustive. This provision does not apply to mixed-use properties where the predominant use is for household purposes.
- Where water is required for discretionary purposes i.e. non-domestic purposes at a house including a water supply to a swimming pool (irrespective of size), or where a garden sprinkler, irrigation, seep hose system, or any automatic garden watering device is used. For practical purposes, the whole supply will be metered. The terms of this section apply to ponds, lakes or other structures used to contain or store water.
- For properties where a shower unit of a type specified under Paragraph 4 of the Table to Regulation 5 of the Water Supply (Water Fittings) Regulations 1999 is installed
- For premises that have a bath with a capacity in excess of 230 litres (a standard bath has a capacity of 80 litres)
- Where water is used in any water softening unit incorporating reverse osmosis within a property

Change of occupier

Where there has been a change of occupier at an unmetered household property and no charges have been raised to the new occupier, we may install a meter if we believe that the new occupier would pay less than they would on an unmetered basis. If, after 12 months, the customer has not benefitted from the meter we will convert the account to an unmetered basis.

Where we cannot install a meter

Where, upon surveying for the purposes of installing a meter under the conditions of 'Supplies which must be metered', we determine that it is not practicable to install a meter, we may offer the customer the option of an assessed meter charge or to be charged by reference to the rateable value of the property.

Any offer of the above is wholly dependent on the nature of the water use and will be adopted solely at our discretion.

2.5 Continuation of metered tariffs

Once the water services charges in respect of any premises or water supply have become metered charges in accordance with this Charges scheme, they will remain metered charges irrespective of any change of use of the premises or use of the water, unless we determine at our discretion, that the charges payable will be calculated in another manner.

An exception is made under 'When a customer may revert to an unmetered charge' on the previous page.

2.6 Commencement of metered tariff

The customer will be charged on the metered tariff:

- From the date we install the meter
- In the case of a new water connection to our supply, from the date of occupation or the date the customer begins to receive a water supply, whichever is the sooner

New occupiers of properties should also refer to 'New occupiers' which provides further information.

2.7 Access to the water meter

The meter remains our property and under Sections 162 and 172 of the Water Industry Act, the customer must allow us access to it whenever reasonably requested.

To ensure the accuracy of customers' bills we make every effort to read all our meters during any regulatory year beginning in April and ending in March. Where access to the meter is not freely available this can result in a number of visits and attempts to contact the customer. If, after

- Three unsuccessful visits to gain access, and
- Three auditable written requests to the customer

the meter remains unread, we will charge the customer £57.62 for our time.

Continued failure to allow us access may result in us relocating the meter to a more accessible position and passing the cost on to the customer.

2.8 Reduction of meter size

We will downsize a meter that is larger than 20mm if the customer requests the reduction in writing. However, if the customer subsequently requests to upsize the meter for any reason, we will charge for the work involved to do so.

We may also downsize a meter at our discretion.



PART 3 – Additional information

3.1 Leakage from metered supplies

Household properties

The customer is liable for the cost of all water recorded as passing through a meter and for repairing all leaks on their pipework (which may come before the meter) and within their property.

However, we offer an assisted supply pipe repair or a subsidised supply pipe replacement service for household properties. We reserve the right, where appropriate, to replace the pipe rather than repair it. Where we carry out work, we reinstate the area directly affected by the repair. The ground will be reinstated to a professional standard and we will endeavour to match it to the surrounding area, although colour and texture may vary.

If the customer is eligible for an assisted repair and one is not undertaken, the price of the replacement will be reduced to reflect this.

We do not provide subsidised services to repair internal leaks within a property.

Leakage allowances may be given to household customers for the cost of water that has run to waste from a leaking underground supply pipe or an internal plumbing leak.

All allowances are given at our discretion and with the following provisos:

- We will give only one leak allowance to the same customer at the same property in any five-year period.
- The leak is repaired in line with our code of practice on leakage for household customers. This may be when the customer discovers they have a leak or we advise them that they have an unusually high meter reading.
- The leakage is not as a result of negligence by either the customer or their agents.

Customers can find further details about the available assistance and how quickly they need to repair a leak to qualify for a leakage allowance in our 'Code of practice on leakage for household customers'.

Customers should note that if their account is in arrears due to non-payment of previous accounts

not associated with the wasted water, we will offset any allowance we may choose to make against the outstanding arrears.

Rented properties

Notwithstanding the terms and conditions of a tenancy agreement, under Sections 10 and 11 of the Landlord and Tenants Act 1985, landlords are responsible for the upkeep of their properties. This includes the upkeep of internal and external water and sewerage pipes. Where possible under sections 73 - 75 of the Water Industry Act, we will hold the landlord of a property fully responsible for the repair of any internal or external leaks at their property and for payment of water wasted from leaks that are not covered by our leakage policies.

Non-household properties

We operate a separate 'Code of practice on leakage for business and commercial customers', available on request or at www.bournemouthwater.co.uk under 'Publications'.

3.2 Data logging water meters (Non-household customers only)

We offer a service to fit a data logger to enable a customer to access their consumption data confidentially on our e-metering website.

The logger records the flow through the meter every 15 minutes and sends the data to us each day, giving the customer more detail about their water consumption and assisting, for example, to identify leakage or wastage.

The charge for providing this service is by individual quotation and is subject to survey and the availability of suitable mobile phone network coverage at the site.

High consumption queries

Where, in the case of a metered account, the customer continues to dispute the use recorded by the water meter after our representative has verified the meter reading and has checked and found no evidence of leakage, we will offer to data log the meter and analyse the findings.

This will be at the customer's cost and will be refundable if leakage is subsequently located.

3.3 Payment facilities

The payment methods, which are described on customers' bills, are as follows. All methods are available to customers using different payment frequencies.

At a bank – customers should complete the payment slip and hand in the whole bill with payment. The bank will stamp the bill and give it back as proof of payment. Cheques should be made payable to Bournemouth Water Ltd. If customers pay by cheque at their own branch or at any branch of Lloyds within our area of supply, the bank will not normally make a charge.

By post – cheques or postal orders should be made payable to Bournemouth Water Ltd. The payment slip should be sent with the cheque unless a receipt is required. In this case, the whole bill should be sent and a receipt requested. All cheques are banked on receipt and any cost arising from irregularities or post dating is solely at the customer's expense.

Direct Debit – customers can spread payment of their water bill over ten months from April to January in the case of unmetered customers and twelve months in the case of metered budget schemes (in the first year this may vary depending on when we can set up their instructions). Direct Debits will be collected on either the first, eighth, fifteenth or twenty-second of the month at the customer's choice.

Subject to demand, more dates may be available so customers should enquire about availability by calling us or via the website. Direct Debit instructions can be taken by phone or through our website.

Credit and Debit card – customers may make payment by credit or debit card either through Customer Service or our 24-hour automated payment line on 0800 3895110.

PayPoint – the Bournemouth Water payment card can be used to pay water bills by instalment at over 100 PayPoint outlets within our region and a further 20,000 throughout the UK. This service is free of charge.

BillPay – this is a payment method offered in partnership with Santander Bank that allows customers to make a secure payment over the internet using their debit or credit card. The service is free to use and is available 24 hours a day throughout the year.

Users must be a customer of a UK bank or building society, hold a debit or credit card and have an active email address. New users will be asked to complete a registration form online.

At a Post Office – customers should fill in the payment slip and hand in the whole bill with their cash payment (cheques are not acceptable). The bill will be stamped by the Post Office and given back to them as proof of payment. The Post Office makes a charge for this service.

Using Water Direct – if a customer cannot pay their bill and is claiming any of the following benefits, Jobcentre Plus may pay their bill out of their benefit directly to us.

- Income Support
- Jobseeker's Allowance (JSA)
- Pension Credit
- Employment and Support Allowance
- Universal Credit

If the customer agrees to this method of payment, Jobcentre Plus will take a fixed amount from their benefits to pay any amount they owe and to cover current charges. If customers wish to use this facility they should contact us or contact their Jobcentre Plus office directly.

Phone and internet banking – payment should be credited to bank account number: 02398451, sort code 30-00-00.

Customers must ensure that they quote their customer account number. This consists of twelve digits and is clearly marked on both the front and back of their bill.

Standing Order – for customers unable to pay by Direct Debit we will, at our discretion, agree payment plans by Standing Order. The frequencies of any such plans will be tailored to the customer's circumstances.

3.4 Discontinuation of supplies / vacation of premises

If a customer wishes the supply of water to be discontinued, or transferred to another customer, a minimum of two working days' notice in writing or by phone must be given to us.

Where a customer vacates a property without informing us, we will pass any closing account to a third party to trace the customer and collect the outstanding debt. We will pass all costs incurred to the customer.

3.5 Persons chargeable

Where there is more than one occupier of either a metered or unmetered premises, we reserve the right to collect all charges for that property from any one of those occupiers.

Where premises are unoccupied, the owner or other person responsible will be liable to pay water services charges in accordance with 'Empty properties' overleaf.

3.5.1 Metered charges will be payable by the person(s) who have signed the measured charges notice or who have been identified as the occupation of the premises supplied. Where a supply is subject to a short-term tenancy, i.e. less than six months, we may, at our discretion, bill the owner or agent directly.

3.5.2 We will charge the owner or agent of any multiple properties or properties that: fall within the definition of a house in multiple occupation as defined by the Department for Communities and Local Government or Local Authorities; and are supplied through a single meter.

If multiple properties share a single metered supply and,

- a) there is no apparent single owner or agent and,
- b) no one will accept responsibility for the water charges,

we reserve the right to require separation of supplies as provided in the Water Industry Act.

3.5.3 Unmetered charges will be payable by the person(s) who have been identified as the occupier of the premises supplied. Where a supply is subject to a short-term tenancy, i.e. less than six months, we may, at our discretion, bill the owner or agent directly.

3.5.4 We will charge the owner or agent of any multiple properties or houses of multiple occupancy which are charged using a single rateable value.

New connections

Please note that from the time that a new connection is laid and a meter fitted, we will hold the developer responsible for paying the water bill until such time as we are notified that ownership of the property has changed and the property is to be occupied.

The developer will be liable for payment of water used through the meter, except for the first five cubic metres. A standing charge will not be raised in this pre-occupation period. Standing charges will apply once the premises are occupied or are deemed to have gone beyond the pre-occupation period. Volumetric charges will also apply for the water used.

Developers should supply us with occupation details and a postal address as soon as these details are known. The water account will remain in the developer's / applicant's name until we are informed otherwise.

Commercial deposits (Non-household customers only)

We may require a deposit from any new commercial occupier.

Where a commercial property has been identified as being at high risk of default, we reserve the right to require a security deposit equivalent to a maximum of six months' estimated water consumption.

High-risk properties would include premises previously disconnected for non-payment, or where there is a history of non-payment or bad debt. The deposit will be held independently of the water account and interest is not payable.

All bills are payable in full on demand unless subject to an agreed Direct Debit plan. The deposit cannot be used as credit against future bills. In the event of the occupiers either ceasing to trade or vacating the premises, we will offset any outstanding debt against the deposit held with any residual monies being refunded as appropriate.

3.6 Empty properties

Any property that becomes vacant as a result of an occupier change may be metered under the terms and conditions detailed in Part 2.4 'Supplies which must be metered'. If a property is unoccupied and no change of occupier has taken place, the following will apply:

Where an unmetered property is unoccupied

The full charge remains payable unless

- The supply is turned off. (Please note that our standard re-connection charge will apply when re-connection is requested.)

If a customer wishes to retain the supply but does not wish to pay the full unmetered charge, they may opt to serve a measured charges notice – see Part 2.3 'Meter option'.

Shared supplies

Where the empty unmetered property shares a supply and therefore cannot be turned off or easily metered, we will require access to ensure that the property is unfurnished.

The full charge remains payable

- If the property is not totally unfurnished
- Until such time as access is granted to survey the property.

Discretionary waiver (Household customers only)

Under certain limited circumstances, we may grant a discretionary waiver of the rateable value element of an unmetered charge. In these cases we will, on written application from the customer or their representative, waive rateable value charges for the remainder of the prevailing billing period ending on 31 March. Customers or their representatives must reapply in writing at the start of each regulatory year on 1 April.

Examples include:

- If a customer's estate is subject to probate and the supply is required for nominal use, for example, central heating, or
- If a customer who lives alone is either hospitalised or enters a nursing home for the foreseeable future and the supply is required for nominal use, for example, central heating.

Applications will not be backdated any further than one month.

Where the customer is required to vacate the property as a result of an emergency or exceptional circumstances, we will decide whether the situation satisfies the criteria (and is therefore eligible for waiver) and will also decide the terms of the agreement.

Where a metered property is unoccupied

The full charge remains payable unless the supply is turned off. However, water volume charges will reflect the actual use recorded by the meter.

3.7 Collection of outstanding household charges

Where there is more than one occupier of either a metered or unmetered premises, we reserve the right to collect all charges for that property from any one of those occupiers.

Where premises are unoccupied, the owner or other person responsible will be liable to pay water services charges in accordance with 'Empty properties' above.

3.7.1 We pursue a policy of enforcement for payment of the charges demanded. This is for the benefit of the majority of customers who pay promptly. Non-payment of charges will result in the pursuance of the outstanding charges through the Courts.

3.7.2 Where a customer has not responded to our attempts to communicate with them prior to legal action, the costs associated with any visits and interviews to establish the customer's financial circumstances will, at our discretion, be passed on to the customer. These visits and interviews are intended to reduce the likelihood of court action and amount to less than court costs – see Parts 3.9 and 4C for details of these costs.

3.7.3 If the actions in 3.7.2 fail to result in settlement of the debt or an agreed repayment plan, legal action against the customer will be taken. We reserve the right to pass all costs incurred in respect of legal action to the customer. In addition, the Statutory Interest at 8% (pursuant to Section 69 of the County Courts Act 1984) will be added to debts outstanding from the previous regulatory year and beyond. Customers should note that these costs are in addition to costs incurred under 3.7.2.

3.7.4 Anyone experiencing difficulties in meeting payments demanded should contact us without delay. Our 'Code of practice on recovery of domestic water debt' is available on request or through our website.

However, where we believe that genuine hardship exists, none of the above costs will be passed to the customer. We will additionally work to assist the customer concerned. There are various ways in which this may happen, for example, payment arrangements or referral to a charity, such as Age UK. These examples are not exhaustive.

Assistance fund

In extreme cases of vulnerability, we may be able to offer financial assistance to help towards payment of a customer's water bill. Awards of assistance will be at the discretion of independent trustees of a fund set up for this purpose.

3.7.5 We reserve the right to pass collection of outstanding debts to a third party collection agency which will operate to our own standards and codes of practice.

3.7.6 Tenanted properties

Where

- A current tenant vacates
- A change of tenant takes place, or
- A new tenant occupies a previously empty property, and
- The landlord or agent fails to inform us within 14 calendar days of the tenancy change and we cannot subsequently recover the debt owed by any tenant

we may pursue the landlord or agent for payment.

This policy may result in debts for more than one tenant at the same property being pursued.

A national scheme designed to help landlords inform us of tenant changes, called Landlord Tap, has been introduced.

Landlord Tap

The Landlord Tenant Address Portal for water billing in England and Wales or Landlord Tap as the portal is known, has been devised to allow landlords and managing agents to provide water companies with information about tenants of properties they own or manage in England and Wales

The website can be accessed at www.landlordtap.co.uk

3.7.7 Students

We must be advised by the landlord/agent of the properties let to students so that separate billing arrangements can be made. Failure to do so may result in the landlord being held jointly and severally liable for any uncollectable water charges.

3.8 Collection of outstanding non-household charges

Late payment of Commercial Debts (Interest) Act 1998

We are entitled to claim interest and other charges under the Late Payment of Commercial Debts (Interest) Act 1998.

We also reserve the right to pass collection of outstanding debts to a third party collection agency which will operate to our own standards and codes of practice.

Customers should note that non-payment may also result in the disconnection of the supply.

3.9 Costs incurred during debt recovery (Household and non-household customers)

All costs, for example, solicitors' costs, court fees, enforcement and warrant costs, incurred by us in the collection of outstanding charges will be recharged directly to the customer.

If legal action is being considered prior to issuing a claim, we will attempt to determine the circumstances of the debtor. This service is designed to provide a less costly alternative to legal action.

We will make an administration charge of £36.00 plus VAT for this service which is waived if the customer is identified as being in genuine hardship.

3.9.1 Water charges incurred at previous addresses (Household and non-household customers)

Where we identify outstanding debts from a previous address or addresses, we reserve the right to transfer the debt to the customer's current address and require payment in full.

The charge for tracing a previous occupier with outstanding debt is shown in Part 4C.

3.10 Houses in multiple occupation

The landlord of a property falling under the definition of a house in multiple occupation (HMO) as described by the Department for Communities and Local Government (DCLG) will be held liable for all water charges relating to said property.

3.11 Customer complaints procedure

We strive to provide a high standard of service. If a customer is dissatisfied with the service provided, they are urged to inform us and efforts will be made to rectify any problems. A code of practice is available covering our complaints handling/management procedures. If customers remain unsatisfied after exhausting our procedures for handling customer complaints, they can pursue their complaint through the Consumer Council for Water for the Western region which represents their interests.

The address and phone number for the Consumer Council for Water is:

Consumer Council for Water (Western)
8th Floor, Renslade House, Bonhay Road,
Exeter EX4 3AW

Tel 01392 428028

www.ccwater.org.uk

3.12 Miscellaneous charges

We have other fixed sundry water supply charges in relation to supplies of water for purposes other than household use and for various works and other services and administration charges, for example, new connections to a water main – see Part 4C.

3.13 Value Added Tax (Non-household customers only)

Value Added Tax is payable on industrial water supplied for customers falling within Standard Industrial Classifications (SIC) 1-5. The codes are published in the Standard Industrial Classification by the Central Statistical Office and are available from HM Stationery Office.

All charges will be subject to VAT at the appropriate rate.

3.14 Dishonoured payments

An administration charge will be made in respect of any cheques or Direct Debits returned by the banks marked 'referred to drawer' due to insufficient funds.

Where there is an outstanding sum due and a customer cancels a Direct Debit or Standing Order agreement without informing us, we may make an administration charge of up to £16.00.

3.15 New occupiers

Customers planning to move to a new property within our area of supply should visit our website at www.bournemouthwater.co.uk or call 01202 590059 to obtain information about the basis on which they will pay water charges for that property.

If a new occupier fails to advise us of their move to the premises, we will backdate charges to the date of occupation once the identity of the occupier is established.

If the property becomes metered as a result of a change of occupier, metered charges based on the new meter will commence from the date of installation. Once the meter has been installed, we will raise a backdated charge covering the date of occupation to the date of installation. This charge will be calculated using the previous unmetered charge. The meter will be installed within 60 days of the change of occupier.

3.16 Discretionary billing agreements

We may agree alternative billing arrangements with owners of multiple premises. Any agreement will be at our discretion.

3.17 Billing adjustments

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 that undercharging has been due to a failure or error on our part.

3.18 Special care and vulnerable customers (Household customers only)

We offer a range of extra care services. These are available to all customers on request and include: help for the visually impaired (for example, large print and Braille bills); the Typetalk system to help people with hearing or speech difficulties; personal attention in a water supply emergency; more frequent meter readings and special billing arrangements; plus extra help and advice when it comes to paying the bill.

We also operate a confidential 'Customer Care Extra' register along with a password scheme to help combat bogus callers. To register, either the customer, or someone else on their behalf, can phone, complete the card issued with the extra care literature, or apply via our website.

3.19 Guaranteed Standards Scheme and Customer charters

We have key levels of service standards that we must legally provide under the Guaranteed Service Standards Regulations (GSS). Should we fail to meet these, we will pay customers the compensation shown in either our 'Customer charter' (for household customers) or 'Business customer charter' (for non-household customers). These charters go beyond the levels set by the Regulations and in most cases we pay compensation which is significantly higher than required by the GSS.

Customers can obtain copies of these charters by calling 01202 590059 or downloading them from our website www.bournemouthwater.co.uk

3.20 Subject Access Request under the Data Protection Act 1998

To make a Subject Access Request, you must:

- Provide the request in writing,
- Include a cheque or postal order for £10, payable to Bournemouth Water, and
- Provide proof of identity.

We will respond to your request within 40 working days.

PART 4A – Tariffs and general charges (Household)

Unmetered water supplies

Water rates	Per annum
Standing charge	£25.32
Rateable value charge per £ of rateable value	£0.6256
Unmetered watering points	£70.32
Unmetered swimming pools	£58.32
WaterSure tariff	
WaterSure tariff (average household charge)	£134.54

An example is given below of an annual water charge for a property with an average household rateable value of £207.

Charges are shown at 2015/16 rates.

Charge component	Rateable value (RV) £	Charge per £ RV £	Charge £
Water	207	0.6256	129.50
Standing charge			25.32
Total			154.82

Metered water supplies

Standing charge per annum	£25.32
Consumption charge per cubic metre	£1.0392

An example is given below of an annual charge for a property where water consumption is 150 cubic metres (m³) per annum and the customer is charged using the standard metered tariff.

Charge component	Consumption volume m ³	Charge per m ³ £	Charge £
Water	150	1.0392	155.88
Standing charge			25.32
Total			181.20

Assessed meter charges

Household premises

Number of occupants	Estimated use m ³
One	60
Two	110
Three	150
Four	180
Five	200
Each additional occupant	20
Per cubic metre	£1.0392
Standing charge per annum	£25.32

An example is given below of an annual assessed charge for a property where the assessed volume charge has been determined at 110 cubic metres (m³) per annum.

Charge component	Assessed volume m ³	Charge per m ³ £	Charge £
Water	110	1.0392	114.31
Standing charge			25.32
Total			139.63

PART 4B – Tariffs and general charges (Non-household)

Unmetered water supplies

Water rates	Per annum
Standing charge	£24.06
Rateable value charge per £ of rateable value	£0.6256
Churches, chapels and places of worship	£69.06
Unmetered watering points	£69.06
Unmetered swimming pools	£57.06

An example is given below of an annual water charge for a property with an average non-household rateable value of £344. Charges are shown at 2015/16 rates.

Charge component	Rateable value (RV) £	Charge per £ RV £	Charge £
Water	344	0.6256	215.21
Standing charge			24.06
Total			239.27

Metered water supplies

m ³ pa	Standing charge	Water charge
0-750	£19.63	£1.0789
>750-2,000	£58.51	£1.0392
>2,000-4,000	£191.36	£1.0392
>4,000-10,000	£529.57	£1.0392
High user bands		
>10,000-50,000	£1652.57	£0.9798
>50,000	£14,437.81	£0.7592

Standby charge / supply of last resort

A customer who requires reserved capacity will specify the number of megalitres MI (1MI = 1,000 cubic metres) they wish to reserve per day (to the nearest 0.01MI). This should be the maximum amount that the customer expects to draw from the system on any one day.

The annual fixed standby charge for customers using less than 50MI per annum is £73,098 per MI/d (or £730.98 per 0.01 MI/d).

The annual fixed standby charge for customers using not less than 50MI per annum is £72,452 per MI/d (or £724.52 per 0.01 MI/d).

m ³ pa	Standby charge £/MI/day	Volumetric charge £ / m ³	Premium charge £ / m ³	Fixed charge per annum £
>10,000-50,000	73,098	0.9798	1.6060	881.82
>50,000	72,452	0.7592	1.2679	2,190.24

Assessed meter charges

Non-household premises

Band 1	20m ³ pa per employee
Band 2	50m ³ pa per employee
Band 3	100m ³ pa per employee
Band 4	200m ³ pa per employee
Band 5	By inspection per employee
Per cubic metre	£1.0392
Standing charge	£24.06

Examples of business types in each band:

- Band 1 Retail, accountants, legal services, doctors
- Band 2 Dentists, hairdressers, schools
- Band 3 Hotels, nightclubs, licensed bars, restaurants, cafes
- Band 4 Public houses, sport and recreation facilities, photographic processing
- Band 5 Laundries, concrete production, brewing

This list is not exhaustive.

PART 4C – Miscellaneous charges

Non-payment of water charges

Administration charges	
For tracing a previous occupier with outstanding debt	£50.50
For a special visit to a previous occupier or to collect unpaid accounts following final notice	£63.00

Disconnection for non-payment (applies to non-household customers only)

Charge for disconnecting a non-household supply for non-payment of water charges	
During normal* working hours	£80.00
Outside normal* working hours	£111.00
Where a special visit is necessary to collect unpaid charges following final notice, an additional charge of £63.00 is payable.	

Turn on supply

At the request of the occupier or private plumber, or for a return visit following disconnection for non-payment	
Per visit	
Within normal* working hours	£57.00
Outside normal* working hours	£84.50
Turn on fee following change of ownership during normal* working hours	Free of charge
Outside normal* working hours	£84.50
In an emergency (as determined by us)	Free of charge

* Normal working hours are Monday to Friday 8am to 5pm (bank holidays excluded)

Standpipes

Deposit returnable 20mm	£158.00
Hire charge per week 20mm	£11.50 per week
Initial handling charge	£21.50

All standpipes will be unmetered unless we determine otherwise.

Standpipes above 20mm will be provided for use only under our supervision and will be subject to cost by quotation.

Meter testing

Household meters: by quotation subject to a maximum charge	£70.00
Non-household meters	By quotation

Hire of water bowsers

Hire, including delivery and collection (per week or part week)	£165.50
Where separate visits are required for refill	£82.50
Tanker	By quotation

Water Supply (Water Fittings) Regulations 1999

Initial inspections to assess compliance with the above Regulations are free. A site report and up to two follow-up re-inspection visits to assess resultant remedial works are also free.

Subsequent visits may be chargeable at £57.50 per visit until full compliance with the Regulations is achieved.

Increase or decrease the capacity of a supply

By quotation.

Miscellaneous

Water supplies	
Additional work within normal working hours – cost per hour	£51.50
Additional work outside normal working hours – cost per hour	£78.00
Leakage detection advice – cost per hour	£57.50
Dishonoured payments	£16.00
SMS data loggers – see Section 4.	By quotation
Pressure recording using a data logger	£62.00
Data logging and analysis for high consumption queries	£62.00
Read a private bye-meter – per read	£26.00
Missed appointment (no charge for first missed appointment)	£26.00
Unmetered troughs	£45 each
Standing charge	£23.50
Copy accounts – more than one per annum – per copy	£7.00

* Normal working hours are Monday to Friday 8am to 5pm (bank holidays excluded)

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