

Scheme of Charges

2016-2017



Delivering excellence

for our customers, our people and our environment

This Charges Scheme sets out the Company's charges to Non-household customers and is made under Section 143 of the Water Industry Act 1991 as amended under Section 16 of the Water Act 2014.

It includes water supply charges, which are effective from 1 July 2016, together with other miscellaneous charges, which are payable from 1 April 2016.

The Board of Portsmouth Water confirms that the tariffs published in this Charges Scheme comply with its legal obligations as determined in particular by Ofwat at its price determination in December 2014.

The charges apply in the area for which the Company is the water undertaker, as appointed by the Secretary of State under the provisions of the Act.

In accordance with Section 143(5) of the Act, nothing in this Scheme affects the power of the Company to enter into an agreement with any person in any particular case with regard to the charges to be made for the services provided.

The application, assessment and recovery of charges under this Scheme are subject to the provisions of the relevant Acts of Parliament and subordinate legislation made or issued thereunder. The provisions of this Scheme should be construed so as not to conflict with them. Attention is drawn to various Codes of Practice under which the Company operates. Copies of these codes are available on request.

The Charges Scheme 2015/16 is revoked with effect from the coming into operation of this Charges Scheme.

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IN THIS CHARGES SCHEME:

'The Company' means Portsmouth Water Limited.

'The Act' means the Water Industry Act 1991, and subsequent amendments.

'Premises' means any building or part of a building which is, or is designed, altered or intended to be occupied as a separate unit.

'Measured Water Supply' means a supply of water by the Company on which a meter has been installed.

'Unmeasured Water Supply' means a supply of water which is not a measured supply of water.

'Domestic Purposes' are defined by Section 218 of the Act and include water for drinking, washing, cooking, central heating and sanitary purposes and uses outside a house connected with occupation, but not involving the use of a garden sprinkler, hosepipe or similar apparatus.

'Rateable Value' means the value of premises shown in the official valuation list provided by the District Valuer as at 31 March 1990.

'Castle Water' a specialist water retailer that handles account management contact on behalf of Portsmouth Water.

Portsmouth Water Ltd does not provide sewerage or waste water services.

Customers within our area of supply, who are connected to mains sewerage, will receive a separate bill for these services normally from Southern Water Services Ltd, whose contact details are as follows:

Southern Water Services Ltd
Southern House
Yeoman Road
Worthing
West Sussex
BN13 3NX

Telephone: 0300 303 0277

NEW WATER SUPPLIES

Following the provision by the Company of any new water supply to any premises, the charges will be measured charges. A meter must be installed on all new water supplies to these premises and a meter agreement completed and returned.

The Company may decide that a new supply is required when there is a change of use of water or a change in the extent of premises supplied through an existing service pipe. Following service of notice by the Company on the person chargeable, measured charges will be payable. The person chargeable must pay for the installation of a meter and ensure the completion and return of a meter agreement.

When there is a change of use of premises supplied by a common service pipe to two or more premises in separate occupation, the charges for the supply to the premises where the change of use has taken place will be measured charges. The person chargeable must pay for the separation of the common supply and the installation of a meter on the separate supply to the premises.

EXISTING WATER SUPPLIES

The Company may determine that the charges for unmeasured water supplies

- i) to any premises or for any premises for which the water supply is made available, and used wholly or substantially for any business, trade or manufacturing or for any other non-domestic purposes,
- ii) to any void property should be changed to measured charges.

The charges payable will be and will remain measured charges.

- i) where a meter is installed on a water supply to any premises, or
- ii) where the Company has so determined in respect of any premises or purpose for which water supplied is used.

Deposits

The Company reserves the right to require non-domestic customers to provide a deposit in cash. In the case of monthly billed customers this will be based on 3 months average charges and 8 months average charges in the case of customers billed 6 monthly. Average charges will normally be based upon those payable in the previous year or in the case of new customers based on a reasonable estimate of charges to be paid in the current year. The deposit may be required where the Company considers it to be reasonably appropriate having regard to the customer's payment history, charges due or outstanding to the Company, the customer's credit rating (if any) and financial resources and any other material factors relevant to the customer's ability or willingness to pay for services provided. The requirement for a deposit may be reviewed by the Company or at the request of the customer to reflect changes in the volume of services provided. Interest will be paid by the Company on any cash paid to the Company at the rate applying to sums deposited as security under s42(4) of the Act.

METER OPTION

Customers receiving an unmeasured water supply may wish to be charged for water supplied to their premises by meter. If their premises are served by a separate service pipe and the plumbing installations comply with Water Regulations, they may elect to have a meter installed, subject to the completion of certain formalities. Where a shared supply exists the Company can quote to enable a separate supply and meter be fitted.

The meter will be positioned in the Company's preferred location at the property boundary, although consideration may be given to alternative locations provided that provision is made for unrestricted access to read the meter.

A meter, where installed, remains the property of the Company.

The person chargeable must pay the cost of installation of the meter and once the water charges have become measured charges, they will remain so irrespective of any change of use of the premises or of the purpose for which the water is used. Installation will be carried out within fifteen working days from the date of payment.

GUARANTEED STANDARDS SCHEME

We guarantee to provide specific standards of service in our dealings with customers and pay compensation if we fall short. Standards exist in the following areas:

- keeping appointments
- responses to enquiries about bills and/or alternative methods of payment
- responses to written complaints
- meter reading
- supply interruptions
- restoration of water supplies
- minimum pressure standard

Details of these standards and how to claim are contained within our Code of Practice for Domestic Customers, which is available from our Head Office.

COMPLAINTS AND DISPUTES

Full details of the Company's complaints procedure are available in a leaflet, which is available on request.

Certain disputes can be referred to the Water Services Regulation Authority at the address below for determination.

**Water Services Regulation Authority
Centre City Tower
7 Hill Street
Birmingham
B5 4UA**

CONSUMER COUNCIL FOR WATER

The interests of the Company's customers are represented by an independent body, Consumer Council for Water, which investigates complaints that the Company has been unable to resolve and provides advice and information to all water and sewerage customers in the region. The Committee meets in public twice a year. The address, telephone numbers, fax number and e-mail address are as follows:

**Consumer Council for Water
London and South East
Victoria Square House
Victoria Square
Birmingham
B2 4AJ**

**Telephone: 0300 034 2222
Fax: 0121 345 1001
E-mail: enquiries@ccwater.org.uk**

Hearing or speech problems? Dial 18001 before CCWater's telephone number.

UNMEASURED WATER SUPPLIES

Charges

The charge for an unmeasured water supply to any premise comprises of a standing charge and a rateable value charge.

The Company has two elements to its standing charges, one for wholesale services and one for retail services. For unmeasured customers the total of the two applies as shown on page 16.

Similarly there are two rateable value charges, for wholesale and retail. The total rateable value charge applies to the rateable value as at 31 March 1990 of the premise receiving the water supply or for which the supply is made available.

Wholesale charges recover the cost of supplying water to the customer whilst the retail charges reflect the cost of billing an account, sending a bill and collecting money owed.

Where the combined standing and rateable value charges amount to less than the Company's specified minimum charge, the minimum charge applies.

Where a premise does not have a rateable value, that is those whose billing commenced after the rateable value system was abandoned in 1990, and prior to the compulsory metering of new properties in April 2005, the Licence charge applies. The Licence charge is based on the average rateable value of domestic properties in the Company's area of supply.

Time for Payment

Charges made for unmeasured water supplies will be payable annually in advance on receipt of the annual account, or

- i) by two half yearly instalments, or
- ii) by prior agreement with the Company, by eight direct debit instalments, which will be due on either 1st, 8th, 15th or 28th day of each month, or
- iii) by prior agreement with the Company, by instalments which will be due in such amounts and on such dates as specified by the Company.

Weekly and two weekly instalments are available on request and may be helpful particularly to customers experiencing difficulty paying their bills. These can be paid in cash, by cheque, debit or credit card, or by postal orders.

If payment of any instalment is not made on the due date, the whole of the charges for the year or for any part thereof will become due and payable.

Where there is a change in circumstances, including a change from an unmeasured to a measured water supply and the apportionment of charges payable, the instalment facility may be withdrawn and the whole of the charges for the year or for any part thereof will become due and payable.

Persons Chargeable

Charges will be payable by the occupier of the premises receiving or having access to the supply, or any person to whom the supply is made available.

In the case of premises subject to a short term tenancy, the Company may determine that the supply is made available to the landlord for business purposes and that the landlord should be liable to pay the water charges.

A person, who is not the occupier of premises or is not the person to whom the supply is made available, may be liable to pay water charges in relation to those premises instead of the occupier by or under any statutory enactment or by agreement with the Company.

Order for Bankruptcy or Debt Relief Order

Where an Order for Bankruptcy or a Debt Relief Order has been made in respect of a person liable to pay water charges and that person remains resident in the property for which a debt for water charges was subject to the Order for Bankruptcy, or Debt Relief Order, that debt will be limited to the charges outstanding up to the date of the Order for Bankruptcy, or Debt Relief Order. Any charges outstanding in respect of the current billing year will be apportioned on a daily basis up to, and including, the date of the Order for Bankruptcy or Debt Relief Order. Any charges for services provided after the Order for Bankruptcy, or Debt Relief Order, shall become due on the next day of occupation after the Order for Bankruptcy or Debt Relief Order and will be payable by the person responsible for the payment of water charges in respect of the property in question on the same terms as to payment as would apply had the property been newly occupied on that day.

Discontinuation of Supplies

If a customer wishes the supply of water to be discontinued on vacation of a premises, notice must be given to the Company. No charge will be made provided that the proper notice has been given.

Where a property is unoccupied, charges remain payable unless the property is unfurnished and/or the water supply turned off. No allowances will be made in retrospect.

Change of Occupier

If a customer is vacating a property and a new occupier moving in, the vacating customer should notify the Company of the date of the move. Similarly, the new customer should notify the Company of the date of moving in.

Except in the case of short term occupations of less than six months, no charge will be made for the reconnection during normal working hours of a domestic supply for a customer who is the new occupier of a premises.

Landlord's responsibilities

Section 144C of the Water Industry Act (when it is brought into force and subject to any transitional provisions) will require the owner of residential premises which are occupied by one or more persons other than the owner, and not by the owner, to arrange for Water Companies to be given information about the occupiers.

If the owner fails to supply the required information they become jointly and severally liable for water and sewerage charges.

In preparation for the legislation coming into force, landlords are requested to use the water industry's tenant address portal (www.landlordtap.com) to register details of new tenancies and those liable for water and sewerage charges at their properties.

Empty Properties

Charges are payable if premises are furnished unless the Company is asked to turn off the supply. No retrospective allowances will be given. If the premises do not have a separate supply pipe it may not be possible for the Company to turn off the supply.

Where turn-off is required pending the sale of a property, or for a planned period of more than six months, no charge will be made to turn the supply off and back on, provided it is undertaken within normal working hours and sufficient notice has been given.

A customer may wish to consider the installation of a meter if he wishes to maintain a supply to empty furnished premises.

No charges are payable in respect of unoccupied unfurnished premises, where no water is being used. No retrospective allowances will be given.

Where a property is unoccupied following the death of the owner/occupier the Executors/Administrators can decide whether a supply is maintained to furnished premises, with charges accruing, or the supply is turned off. Either way, the bill outstanding will only become payable upon Probate or Letters of Administration having been obtained.

MEASURED WATER SUPPLIES

Charges

The charge for a measured water supply to any premise comprises of a standing charge and a volumetric charge.

The Company has two elements to its standing charges, one for wholesale services and one for retail services. For measured customers a wholesale standing charge applies for each meter in situ whilst the retail charge applies per premise. Detail is shown on page 17.

Similarly there are volumetric rates, for wholesale and retail. The total volumetric rate applies to the volume of water recorded by the meter.

Wholesale charges recover the cost of maintaining the meter and having the capacity in the network to supply water to the customer whilst the retail charges reflect the cost of reading the meter, sending a bill and collecting money owed.

These charges will take effect from 1 July each year. For the determination of charges spanning that date, the standing charge will be apportioned on a daily basis and the volume of water supplied will be deemed to have been supplied at an average daily rate during the period concerned.

The register of the meter will be evidence of the volume of water supplied. However, in respect of any period during which the meter was not in proper order, was not read or was removed, the consumption of water will be estimated on the basis of the average actual consumption during the corresponding period of the previous year or as otherwise agreed.

Time for Payment

Charges made for measured water supplies are due and payable on demand, or

- i) by prior agreement with the Company, by twelve direct debit instalments, which will be due on either 1st, 8th, 15th or 28th day of each month, or
- ii) by prior agreement with the Company, by instalments which will be due in such amounts and on such dates as specified by the Company.

Weekly and two weekly instalments are available on request and may be helpful particularly to customers experiencing difficulty paying their bills. These can be paid in cash, by cheque, debit or credit card, or by postal orders.

Persons Chargeable

Charges will be payable by the occupier of the premises receiving or having access to the supply, or any person to whom the supply is made available. In the case of premises subject to a short term tenancy, the Company may determine that the supply is made available to the landlord for business purposes and that the landlord should be liable to pay the water charges.

A person, who is not the occupier of premises or is not the person to whom the supply is made available, may be liable to pay water charges in relation to those premises instead of the occupier by or under any statutory enactment or by agreement with the Company.

Where two or more premises in separate occupation are supplied through one meter, bills will be issued to one person only.

Leakage

The non-household customer is liable for the cost of all water registered on the meter. No allowance is made in respect of leakage from customers' pipework.

Where a customer requests that a meter is tested and the meter is proven to meet the required standard of accuracy, the cost of that test will be payable by the customer.

Notice of Vacation of Property

Where charges are fixed in relation to any premises by reference to volume, the person chargeable in relation to those premises will be liable to pay such charges after ceasing to be the occupier of the premises, where he fails to notify the Company of the ending of the occupation of the premises at least two working days before ceasing to occupy them.

The customer will be liable for charges for the period ending with whichever of the following first occurs after he ceases to occupy the premises:

- a) where the customer informs the Company of vacating the premises less than two working days before, or at any time after vacating them, the twenty eighth day after the Company has been informed;
- b) any day on which any meter would normally have been read in order for the amount of the charges to be determined;
- c) any day on which any other person informs the Company that he has become the new occupier or the new person chargeable in relation to the premises.

References to two working days are references to the period of forty-eight hours calculated after disregarding any time falling on a Saturday, Sunday, or on any day which is a Public Holiday.

Volumetric Charges

The Company has different charging rates dependent on the amount of water used at a single site. These rates reflect the utilisation of the network. Customers do not need to apply for these tariffs. The Company will ensure the appropriate tariff is applied as soon as the customer eligible, and will write to customers in advance explaining the impact of the tariff on their charge.

LARGE USER CHARGES

(for customers with an annual water consumption of 50,000 cubic metres or more at a single site)

The charge for a large user comprises:-

- i) a wholesale standing charge for each meter determined by its size
- ii) a retail standing charge
- iii) an annual fixed charge per site, and
- iv) a large user volume charge calculated on the volume of water recorded by the meter as having been supplied

A customer on the large user tariff with consumption below 50,000 cubic metres during the billing year will be returned to the normal or intermediate tariff at the end of the billing year. A refund will be made to ensure that they are not penalised for being on the large user tariff.

INTERMEDIATE USER CHARGES

(for customers with an annual water consumption between 10,000 and 50,000 cubic metres at a single site)

The charge for an intermediate user comprises:-

- i) a wholesale standing charge for each meter determined by its size
- ii) a retail standing charge
- iii) an annual fixed charge per site, and
- iv) a large user volume charge calculated on the volume of water recorded by the meter as having been supplied

Consumption at customers' sites is reviewed at the end of the billing year on 30 June. Where consumption was between 10,000 and 50,000 cubic metres or more customers will be placed automatically on the intermediate user tariff for subsequent billing.

A customer on the intermediate user tariff with consumption below 10,000 cubic metres during the billing year will be returned to the normal tariff at the end of the billing year. An adjustment will be made to ensure that they are not penalised for being on the intermediate user tariff.

OTHER SUPPLIES

Charges for supplies required for any other purposes not set out in this Scheme will be measured or by agreement and quoted on written application to the Company.

The Company confirms that water used for firefighting and firefighting training is non-chargeable.

PAYMENT FACILITIES

The facilities for payment of accounts, which are detailed on your bill, are as follows:

By Direct Debit

Customers can pay by direct debit instalments. Unmeasured customers can pay by a maximum of 8 monthly instalments and measured customers by 12 monthly instalments. Instalments are collected on 1st, 8th, 15th or 28th day of each month.

At a Bank

There will be no charge for customers who pay at their own bank.

By Post

Customers can pay by cheque or postal orders.

By Debit Card

Customers can pay via Castle Water's website www.castlewater.co.uk.

By Credit Card

Customers can pay via Castle Water's website www.castlewater.co.uk. A 1.5% commission charge will be made.

By Telephone or PC Banking

When using your telephone or PC banking arrangements, please quote your customer reference number along with the bank details, as stated on your bill.

COLLECTION OF OUTSTANDING CHARGES

Non-payment of charges may result in Court proceedings and the withdrawal of the water supply.

All legal costs incurred by the Company in the collection of charges will be passed directly to the customer.

RECOVERY FOR UNDERCHARGING

While the Company strives to ensure that all bills for charges are correct, in the case of an 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 the undercharging has been due to a failure or error on our part.

VALUE ADDED TAX

Value added tax is payable at the standard rate on industrial water supplies for customers falling within Standard Industrial Classifications (SIC) 1-5. Water supplies to other classes of customer are at present zero rated.

Value added tax is payable on certain other charges and is detailed in the Schedule of Charges where applicable.

UNMEASURED WATER SUPPLIES

	Wholesale	Retail	Total
Standing charge	£7.62	£16.30	£23.92
Rateable value charge (pence/£rv)	37.8	0.9	38.7
Minimum charge	£54.47	£21.68	£76.15
Licence charge	£87.38	£21.68	£109.06

MEASURED WATER SUPPLIES

a) Wholesale Standing Charge (£) (per meter)

Size of meter		Wholesale	Retail	Total
mm	inches	£	£	£
15mm	0.5	6.42	-	6.42
20mm	0.75	10.46	-	10.46
25mm	1.00	65.51	-	65.51
40mm	1.50	143.49	-	143.49
50mm	2.00	182.74	-	182.74
80mm	3.00	270.38	-	270.38
100mm	4.00	687.69	-	687.69
150mm	6.00	1532.85	-	1532.85
200mm	8.00	2659.26	-	2659.26
300mm	12.00	6379.26	-	6379.26

b) Measured Water Fixed Charge

	Wholesale	Retail	Total
	£	£	£
Intermediate User Site Fee	200.00	-	200.00
Large User Site Fee	5400.00	-	5400.00

c) Retail Standing Charge (per premise)

	Wholesale	Retail	Total
	£	£	£
Non-household	-	21.25	21.25
Intermediate User Site Fee	-	25.06	25.06
Large User Site Fee	-	25.06	25.06

d) Water Volume Rates (pence/m³)

	Wholesale	Retail	Total
	pence	pence	pence
Large User Non-household	56.6	1.6	58.2
Intermediate User Non-household	66.9	2.1	69.0
Standard User Non-household	69.2	1.8	71.0

REDUCTIONS IN METER SIZE

For work in an existing chamber:

Existing meter up to 25mm (1.00")	£274 + VAT
Existing meter up to 40mm (1.50")	£353 + VAT

Other sizes and those requiring extra work will be separately costed.

NON-PAYMENT OF ACCOUNTS

Dishonoured cheques	£15
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FIRE HYDRANTS

New mains	Nominal diameter			
	up to and including 100mm	150mm	200mm	larger than 200mm
	£	£	£	£
Hydrant with post and plate	496	560	745	charged at cost
Hydrant without post and plate	481	545	730	charged at cost
Existing mains	charged at cost	charged at cost	charged at cost	charged at cost
VAT	standard rated	standard rated	standard rated	standard rated

METER INSTALLATION

Meter installation on an existing service

Chamber previously installed			No existing chamber		
Pipe size		Charge	Pipe size		Charge
mm	inches	£	mm	inches	£
20	0.5	83 + VAT	20	0.5	292 + VAT
25	0.75	83 + VAT	25	0.75	292 + VAT
32	1.00	137 + VAT	32	1.00	372 + VAT

METERS AND FITTINGS

	20mm (0.5")	25mm (0.75")	32mm (1.00")
	£	£	£
Kit for external fixing - garden or forecourt	68	69	136
Kit for internal fixing	32	49	108
Meter only	24	24	99
VAT	standard rated		

STOP TAP KEYS

Stop tap key	£19.38 + VAT
Delivery	£2.40 + VAT

TURN OFF AND RECONNECTION OF SUPPLY AT CUSTOMERS REQUEST

Where a customer requests that a supply of 25mm (1.00") or less and is turned off and reconnected within a six month period.	£50
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Larger supplies are individually costed.

NON-PAYMENT OF ACCOUNTS

Visit to reconnect an unmeasured supply (attendance fee) following turn off	£50
Visit to reconnect an unmeasured supply outside normal working hours (attendance fee) following turn off	£70
Visit to reconnect a metered supply up to 25mm (1.00") (attendance fee) following turn off	£55
Visit to reconnect a metered supply up to 25mm (1.00") outside normal working hours (attendance fee) following turn off	£70
Installation of Company Stopvalve - surfaced	£273
Installation of Company Stopvalve - unsurfaced	£238

Reconnection of meters larger than 25mm (1.00") will be separately costed.

Normal working hours are 0800 – 1600 hours, Monday to Friday inclusive.

VAT

Domestic supplies	zero rated
Industrial supplies	standard rated

SUB-CONTRACT ACCOUNTS

15% will be added to accounts to cover administrative charges if any work is carried out by private contractors employed by the Company.

PUBLICATIONS

Copies of the following documents may be obtained free of charge on request from the Company's Head Office;

Complaints Procedure

Code of Practice for the Exercise of Works on Land

Code of Practice and Procedures for Leakage on Domestic Supplies

Code of Practice for Domestic Customers

Code of Practice and Procedures on Debt for Domestic Customers

Your Water Quality

Guide to Water Hardness and Limescale

Scheme of Charges – Household Customers

Scheme of Charges – Non-Household and developers

Service Plus – Our services for customers with additional needs

Save Water Now

Water Used by Domestic Appliances

Changing to a Water Meter

Living with Your New Water Meter

HOW TO CONTACT US

Castle Water Ltd
Craighall Castle
Blairgowrie
PH10 7JB

Billing and General Enquiries
01250 833101

Website
www.castewater.co.uk (for billing matters)
www.portsmouthwater.co.uk (for emergencies)

Emergencies and Plumbing and Water Regulations Enquiries
023 9249 9888

Freephone Leak Line
0800 434 6104

Operations Centre (24 Hour Emergency Service and Reporting of Leaks)
023 9247 7999

MAP OF COMPANY AREA



