

Household Customers Scheme of Charges

2021 to 2022

How to contact us



**PO Box 8
West Street
Havant
Hampshire
PO9 1LG**



Website
www.portsmouthwater.co.uk



E-mail
head.office@portsmouthwater.co.uk



Water Account Enquiries
8.00am to 5.00pm, Monday to Friday

023 9249 9666

Freephone Debt Line
0800 432 0534

24 Hour Freephone Automated Payment Line
0800 0480021

General Enquiries
8.30am to 4.30pm, Monday to Friday

023 9249 9888

Operations Centre
24 Hour Emergency Service and Reporting of Leaks

023 9247 7999

Freephone Leak Line
0800 434 6104

Introduction

This Charges Scheme sets out the Company's charges for 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 2021, together with other miscellaneous charges, which are payable from 1 April 2021.

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 2019.

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 2012 to 2021 is revoked with effect from the coming into operation of this Charges Scheme.



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Interpretation

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 for billing purposes.

‘Unmeasured Water Supply’ means a supply of water which is not a measured supply of water for billing purposes.

‘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.

‘Person Chargeable’ will be the occupier of the premises receiving or having access to the supply, or any person to whom the supply is made available.



Sewerage services

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

Principles for water charges

New water supplies

Following the provision by the Company of any new water supply to any household property, the charges will be measured charges. A meter must be installed on all new water supplies to these premises.

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 relevant application form.

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 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, or to any void property should be changed to measured charges.

The charges payable will be and will remain measured charges:

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

Meter optants have the right of reversion as detailed later in section entitled Meter Option.

Compulsory Metering

Existing domestic unmeasured customers may be required to have a water meter in the following circumstances:

- where garden watering is undertaken other than by hand;
- where the property has an automatically replenished swimming pool or pond with a capacity of over 10,000 litres;
- for a double bath - that is any bath with a capacity of over 230 litres;
- where a Reverse Osmosis Type Water Softener system is fitted;
- where the premises are in an area of serious water stress, as determined by the Secretary of State.

Customers moving into the Company's area of supply should contact the Customer Services Department for information on the basis on which charges will be payable.

The Company may choose to meter properties that are empty or where there is a change of occupier.

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

Principles for water charges

comply with Water Regulations, they may elect to have a meter installed, subject to the completion of certain formalities.

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. Any additional cost in positioning the meter in an alternative location will be borne by the customer.

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

There will be no charge for the installation of a meter on an existing domestic supply, provided that the meter can be installed at a reasonable expense. Household customers can apply for a meter using our website, in writing or via the telephone.

The Company can refuse requests for meter installation on the grounds that it would be unreasonably expensive. Any disputes will be determined by the Water Services Regulation Authority, the contact details of which can be found on page 11 who will adopt the following approach:

Reasonable expenses will include:

- the provision of a meter
- the cost of installation in the Company's preferred location
- the cost of reinstatement, subject to reasonable limits unreasonable expenses might include:
- the cost of separating the customer's supply pipe where it is shared with other customers

- the cost of installing an additional meter if the customer is served by more than one supply
- the cost of substantial alterations to existing plumbing to enable meter installation

Where a meter cannot be installed at reasonable expense the customer will be able to opt to remain on their existing charge or to move on to an assessed charge. For properties with a single occupier this charge is set at a level that assumes an annual usage of 55 cubic metres of water plus the domestic measured standing charge. In all other cases it is set at the average measured household charge. This charge will be applicable from the date on which the meter would have been installed.

Installation will normally be carried out within one month from receipt of a request for a measured supply. Where the Company is unable to install a meter within three months, it will ensure that the customer is no worse off as a result of this delay by making a retrospective adjustment to the unmeasured charges based on the first meter reading.

Domestic customers who have opted for a meter will have a one-off right to revert to unmeasured charging up to one month after the issue of their fourth half-yearly bill following installation, or a period of 24 months following installation, whichever is greater.

Where a customer opts for reversion, a closing meter reading will be taken and unmeasured charging will recommence from the date of the final reading.

Principles for water charges

WaterSure customers

Some customers receiving a measured supply of water may be entitled to assistance with their water charges, although certain customers with swimming pools or using sprinkler systems do not qualify. If any individual, whether the customer or not, meets the required criteria, and is part of the same water bill paying household as the customer, then that customer can claim the assistance. Assistance will be available where customers are in receipt of one of the following benefits or tax credits:

- Income Support
- Income-based Jobseeker's Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Housing Benefit
- Council Tax Benefit
- Pension Credit
- Income-related Employment and Support Allowance

The Company will also accept requests for assistance from customers in receipt of the special benefits detailed above who provide a Doctor's certificate confirming they have a medical condition which requires them to use large volumes of water for essential household purposes. The certificate should state the name of the patient, the diagnosis, the Doctor's name and address and include the date on which it was issued. Where a Doctor charges for a certificate, the fee is borne by the customer.

Proof of Eligibility

Customers who believe that they qualify for assistance should contact the Company to obtain an application form. Applicants will also be required to provide reasonable documentary evidence of their eligibility which will include:

- a) a copy of the latest notice of entitlement to the benefit or tax credit, and, either
- b) a copy of the latest notice of entitlement to child benefit at the property for three or more children under the age of 19, or
- c) details of the medical condition, together with the name of the Medical Practitioner to whom enquiries can be made.

In the case of either a) or b), a copy of the order book used by the benefit recipient in connection with their benefit would be acceptable. Customers should be aware that the validity of claims may be verified with third parties and that the submission of misleading or fraudulent applications may ultimately amount to committing a criminal offence.

Nature of Assistance

Customers will be placed on our WaterSure tariff and assistance will take the form of a charge capped at the average household charge. Successful claimants will be charged the lower of the actual measured household bill and the average household charge and will be eligible for the assisted bill covering the whole billing period, during which the application was received by the Company.

Customers have a duty to inform the Company of any change of circumstance which would render them no longer eligible for the assisted bill.

Principles for water charges

Customers who have qualified for assistance will need to re-apply after twelve months to maintain their eligibility. A written reminder is sent towards the end of the qualifying period along with an application form. Failure to do so will lead to cessation of the assistance.

Social tariff

A social tariff has been developed for customers on a low income. This is designed to assist and support our vulnerable customers. The water charges will be at our minimum charge and will apply to all eligible customers on measured, unmeasured or assessed charges from the date of application.

Qualifying criteria

To qualify for the social tariff a customer's household income should be no greater than £16,480 per year or less. This figure is set by HMRC and represents the government definition of low income.

Please note that the household income of up to £16,480 per year must include all types of income except the following:

- Child tax credit
- Disability living allowance
- Attendance allowance
- Housing & council tax benefit
- Mortgage interest relief
- Pension credit

The tariff will be applied from the date of application for all charging methods and is valid until the customer's circumstances change and they are no longer eligible.

The Company reserves the right to check applications to verify entitlement to assistance.

Applications that are unsuccessful will be checked for eligibility for all other tariffs or services to see if we can assist further.

Successful applicants will be passed onto Southern Water where they provide sewerage services to you, who will also place you on their Social Tariff.

Guaranteed Standards Scheme and Customer Charter

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 on our website or from Head Office.

Principles for water charges

Complaints and disputes

Full details of the Company's complaints procedure are available in a leaflet, which is available on our website or from Head Office.

Certain disputes can be referred to the Water Services Regulation Authority at the address below for determination. They include the right to have a meter installed free of charge. In the event that any such dispute remains unresolved, the applicant may refer it to the Water Services Regulation Authority for determination.

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

Consumer Council for Water (CCW)

The interests of the Company's customers are represented by an independent body, CCW, 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 (CCW)
London and South East Region
Victoria Square House
Victoria Square
Birmingham B2 4AJ

Telephone: 0300 034 2222

Fax: 0121 345 1010

E-mail: enquiries@ccwater.org.uk

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

Water supplies

UNMEASURED WATER SUPPLIES

Charges

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

The Company has two elements to its standing charges, one for wholesale services and one for retail services. For unmeasured customers a combined total is shown on our bills.

Similarly, there are two rateable value elements to our charge, one for wholesale services and one for retail services. 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 by two half yearly instalments, or 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 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 or by debit or credit card. In addition, the Company will accept payment through Water Direct.

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

Water supplies

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 bill immediately prior to 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 when the next bill is issued 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 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.

The Company may choose to fit a meter at vacant properties, which will thereafter form the basis of water charges.

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.

The Company may choose to fit a meter for unmetered properties where a change of occupier occurs. Thereafter, metered charges will apply.

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.

Water supplies

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 a turn off is required pending the sale of a property or 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 notice has been given.

A customer may wish to consider opting to have a free water meter installed if there is a need 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.

The Company may choose to fit a meter to empty unmetered properties. Thereafter water charges will be calculated on a measured basis.

Water supplies

MEASURED WATER SUPPLIES

Charges

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

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.

Similarly there are two volumetric rates, one for wholesale services and one for retail services. 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 take effect from 1 July each year. Bills are normally issued at six month intervals. For the determination of charges spanning a tariff change, standing charges 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 billed.

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

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

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. In addition, the Company will continue to accept payment through Water Direct.

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

Water supplies

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 and that any bill apportionment is not the responsibility of the Company.

Leakage

The customer is liable for the cost of all water registered on the meter. No allowance is made in respect of leakage from customers' pipework, except in the case of the first external leak at premises used wholly or partly as a dwelling. A copy of the Company's Code of Practice and Procedures for Leakage on Domestic Supplies is available on request.

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. See page 20.

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, if they fail 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 they cease to occupy the premises:

- 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;
- any day on which any meter would normally have been read in order for the amount of the charges to be determined;
- 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.

Water supplies

OTHER SUPPLIES

Charges for supplies required for any other purposes not set out in this Scheme will be measured or fixed by agreement with the Company. A quotation will be provided 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 any branch of Lloyds Bank, or who pay at their own bank.

At any PayPoint retailer

Customers who pay by instalments can make their payment at any PayPoint retailer free of charge.

By Post

Customers can pay by cheque.

By Debit Card

Customers can pay either by telephone (see inside front cover) or via our website.

By Credit Card

Customers can pay either by telephone (see inside front cover) or via our website.

By Telephone or PC Banking

When using your telephone or PC banking arrangements, please quote your customer reference number. Our Sort Code is 30-00-00 and our Bank Account number is 02390302.

By Water Direct

If customers cannot pay their bill and are claiming Income Support, Income-based Job seekers Allowance or Pension Credit, Jobcentre Plus may pay their bill direct to us by deduction from their benefit. If the customer agrees to this method of payment, Jobcentre Plus will take a fixed amount from the benefit to pay any amount owed in arrears and cover current charges. If customers wish to use this facility, they should telephone Customer Services or write to us, or contact their Jobcentre Plus office direct.

Collection of outstanding charges

Non-payment of charges may result in Court proceedings.

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

Water supplies

The Company operates a Code of Practice and Procedures on Debt for Domestic Customers, copies of which are available on request. Anyone experiencing difficulties in meeting payments should make contact with our Debt and Affordability Team as soon as possible.

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.

Schedule of regulated charges

Unmeasured water supplies			
	Wholesale	Retail	Total
Standing charge	£10.84	£14.07	£24.91
Rateable value charge (pence/£rv)	38.54	0.40	38.94
Minimum charge	£62.86	£14.90	£77.76
Licence charge	£95.72	£14.84	£110.56
Assessed charge ¹	£52.95	£14.84	£67.79
Assessed charge ²	£81.79	£14.84	£96.63
Social Tariff	£62.86	£14.90	£77.76

¹ This assessed charge is for a property with a single occupier.

² This assessed charge is for all properties, other than with a single occupier.

Measured water supplies Standing charge (£/annum)			
Size of meter or supply pipe internal diameter	Wholesale	Retail	Total
15mm (0.5 inches)	£10.71	£15.49	£26.20
20mm (0.75 inches)	£14.89	£15.49	£30.38
25mm (1.00 inches)	£68.28	£15.49	£83.77
40mm (1.50 inches)	£149.56	£15.49	£165.05
50mm (2.00 inches)	£190.45	£15.49	£205.94
80mm (3.00 inches)	£281.84	£15.49	£297.33
100mm (4.00 inches)	£716.89	£15.49	£732.38
150mm (6.00 inches)	£1,597.87	£15.49	£1,613.36
Volumetric charge (pence per cubic metre)	74.67	1.0	75.67
WaterSure	£86.64	£17.65	£104.29

Wholesale standing charges apply per meter.

Retail standing charges apply per property.

Schedule of non-regulated charges

Other charges specific to households

Meter testing for meter - off site	£70.00 + VAT
Stop tap key	£20.00 + VAT
Delivery of stop tap key	£2.50 + VAT
Dishonoured cheques	£15.00

Other matters

Gap Site Incentive Scheme

If it is brought to our attention that a property exists within our area of supply that we should be billing, but that is not within our billing system, we will pay £100 to the person informing us.

Customer information

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
- Priority Services – Our services for customers with additional needs
- Water Used by Domestic Appliances
- Could I Save Money by Switching to a Water Meter
- Your New Water Meter

Customer information

Map of Company area

